

## Basic Policy on Harassment by Customers

We work to develop our business as a leader in the construction service industry that society requires, guided by the Kumagai Gumi Group Vision: Insight, Onsite, Farsight.

We value the trust we have built with our customers and have truly strived to meet their expectations. We have established the Basic Policy on Harassment by Customers to foster positive and healthy relationships with our customers. This policy also aims to respect the human rights of our officers, employees and all other individuals involved in our business, ensure safe and secure working environments, and ultimately allow our business to continue to grow.

In accordance with this policy, we will take organizational action against any harassment by customers to protect our officers and employees. The company, along with its officers and employees, will comply with laws, regulations and our high standard of ethics more strictly than ever in our business activities and work to foster better and healthier relationships with all stakeholders.

\* This policy is in line with the Ministry of Health, Labour and Welfare's manual on corporate countermeasures against harassment by customers.

### Definition of harassment by customers

Complaints or behavior of any customer for which the request or the manner or means of fulfilling it is inappropriate according to social norms, and for which the manner or means impairs employees' working environment

### Examples

\* The following items are examples, and are not an exhaustive list.

Unrealistic requests from customers
No defect or negligence is confirmed regarding the product or service we offered.
Demands are not related to the product or service we offered.

Words or behavior where the means or manner of fulfilling the demand is socially inappropriate		
Physical attacks (Assault, injury, etc.)	Mental attacks (Threats, slander, libel, insults, etc.)	Physical restraint (Refusal to leave, confinement)
Requests for apologies in any humiliating manner	Continuous or persistent words or conduct	Intimidating words or conduct
Discriminatory behavior	Sexual behavior	Other illegal or improper behavior

### Our action guidelines for addressing harassment by customers

To organizationally address harassment by customers, we will implement the following measures:

- Establishing a system for receiving inquiries from officers and employees and taking appropriate responses
- Considering the well-being of officers and employees (ensuring their safety, considering their mental health)
- Providing training to officers and employees (creating a customer service manual, conducting training sessions, etc.)
- Taking measures to prevent future occurrences
- Addressing harassment and pursuing legal action in collaboration with external experts (including police and lawyers)
- Creating policies that empower our officers and employees to prevent harassment and effectively address situations involving customers who engage in harassment

### Our request to customers and all other stakeholders

If any behavior by a customer that constitutes harassment is identified, we will act according to this policy. We appreciate your understanding and cooperation.

We will provide education and training to ensure that our officers and employees do not engage in the harassment of customers.