

Basic Policy on Customer Harassment

1. Introduction

Sanyo Shokai's management philosophy is to contribute to the development of society by creating beautiful and prosperous lifestyles through fashion, based on the corporate policy "Truth, Goodness, Beauty."

We have set forth the Basic Policy on Sustainability, and we believe that our responsibility to the society is to pursue the realization of a sustainable society and the sustainable improvement of our corporate value through our business activities.

We make our utmost effort to resolve issues faced by the fashion industry in order to gain the satisfaction and trust of all stakeholders, including shareholders, investors, customers, business partners, employees, and local communities. Under this policy, we promote sustainability management through identifying materiality and by implementing individual policies regarding the environment, human rights, human capital, etc. in accordance with the materiality.

In addition, we have established the Corporate Code of Conduct as one of the policies related to the Basic Policy on Sustainability, and are striving to provide high-quality products and services by pursuing customer security and satisfaction.

- We will respond to customer complaints and requests promptly and in good faith
- We will continuously strive to earn our customers' trust
- We will comply with all laws and regulations and ensure the protection and management of customers' personal information and privacy

However, if our employees are subjected to socially inappropriate demands or behavior from customers, the personality and dignity of our employees could be damaged, which could harm their physical and mental health and safety. At the same time, it could also cause inconvenience to other customers when our business operations are hindered.

We believe it is important to protect our employees from such actions in order to continue to meet customer expectations and provide better products and services, therefore we have established a basic policy on customer harassment.

2. Definition of Customer Harassment

As stated in the "Corporate Manual for Countermeasures against Customer Harassment" issued by the Ministry of Health, Labour and Welfare, we define customer harassment as "Complaints or behavior from customers where, in light of the validity of the request, the means or manner of fulfilling the request is

socially inappropriate and our employees' working environment is adversely affected by such means or manner"

3. Typical examples subject to customer harassment

The following descriptions are examples and are not intended to be limited to these.

- (1) In the event that the content of customer demands is not appropriate
 - ① In the event that there is no defect or negligence in the products or services we provided
 - ② In the event that the content of customer requests is unrelated to our products and services
- (2) In the event that means and manner by which customer to fulfill their demands are socially inappropriate
 - ① Means and manner that are likely to be deemed inappropriate regardless of the validity of the requirements
 - Physical attacks (assault, injury)
 - Mental attacks (threats, defamation, insults, abuses)
 - Intimidating behavior
 - Demands for "dogeza"
 - Repeated behavior
 - Insistent behavior
 - Restraining behavior (squat and confinement)
 - Discriminatory behavior
 - Sexual behavior
 - Attacks or demands against individual employee
 - ② Those which may be deemed to be inappropriate in light of the validity of the requirements
 - Demands for exchange
 - Demands for monetary guarantee
 - Demands for apology

4. Our response to customer harassment

We will build a better relationship by holding rational discussions to achieve a reasonable solution to opinions and requests from customers.

In the event that we deem customer requests or actions as customer harassment, we will, in principle, refuse to respond to the customer and customer's use of the services we provide.

In addition, we may take appropriate measures, including notification to the police and legal measures, as necessary.

5. To our customers

We will continue to respond to customer opinions and requests and aim to build a relationship of trust with them by providing better products and services.

However, in the event that we deem customer actions as customer harassment, we will respond firmly in accordance with this policy. We look forward to your continued understanding and cooperation.

Established in May 2025