

FUJITRANS GROUP

Basic Policy on Customer Harassment Prevention

Date of Enactment: October 1, 2026

FUJITRANS CORPORATION

1. Purpose of This Policy

Guided by our fundamental philosophy of the “spirit of ‘Wa’,” the Fujitrans Group sincerely takes to heart the opinions of our business partners and strives to provide safe and reliable logistics services. In our dealings with customers, we consider any words or actions that denigrate the character of our employees, or any demands that go beyond what is generally accepted by society (customer harassment) harm the physical and mental health of our employees and undermine the safe performance of duties and sound business relationships. To safeguard a safe workplace environment where employees can work with peace of mind and to continue providing sustainable services, we, as an organization, will respond resolutely to customer harassment in accordance with this policy.

2. Definition of Customer Harassment

Based on the Ministry of Health, Labor and Welfare’s “Manual for Corporate Measures Against Customer Harassment,” the Fujitrans Group defines “customer harassment” as egregious disruptive behavior that meets all of the following criteria:

- (1) It consists of complaints or words and actions by customers, business partners, facility users, or other stakeholders (hereinafter referred to as “customers, etc.”)
- (2) The behavior exceeds the scope of what is socially acceptable in light of the nature of the employee’s duties and other circumstances
- (3) The behavior adversely affects the employee’s work environment

3. Examples of Behavior Constituting Customer Harassment

(1) Physical and Psychological Attacks

- ① Assault, bodily injury, or damage to equipment or other property
- ② Threats, slander, defamation, insults, abusive language, and intimidating behavior
- ③ Discriminatory or sexually suggestive remarks or behavior directed at employees

(2) Excessive or unreasonable demands

- ① Demands for the provision of unreasonable or excessive services
- ② Demands for monetary compensation, apologies, or kneeling in apology without just cause

(3) Restrictions on time or location, or persistent behavior

- ① Restrictive behavior such as refusing to leave, occupying a space, or confinement
- ② Continuous and persistent behavior, such as prolonged phone calls or a large volume of inquiries made through excessive repetition
- ③ Attacks on individual employees, demands, stalking, physical contact, lying in wait, etc.

(4) Invasion of Privacy

- ① Posting employees’ personal information, etc., on social media or the Internet (e.g., publishing photos, audio, or video)

4. Response to and Measures Against Customer Harassment

(1) Establishing a Framework Within the Group

- ① We will conduct training on knowledge of customer harassment and methods for addressing it.
- ② We will establish a consultation desk for customer harassment so that employees can seek advice with peace of mind.
- ③ In the unlikely event that an employee becomes a victim, we will prioritize their physical and mental well-being.
- ④ We will promote awareness campaigns to ensure that employees themselves do not engage in customer harassment.

(2) Response in the Event of an Incident

- ① We will strive for rational and sincere discussions aimed at reaching a reasonable resolution.
- ② Rather than leaving the matter to individual employees, we will respond systematically as a company.
- ③ To ensure the most appropriate response, we will collaborate with external experts, such as the police and attorneys, and handle the matter strictly.
- ④ If we determine that an incident constitutes customer harassment, we may refuse to provide services or conduct business, or we may suspend such services or transactions.