

Daigas Group Basic Policy on Customer Harassment

Introduction

At the Daigas Group, we embrace our corporate motto, Service First, and engage with customers across various business interactions, dedicated to enhancing customer satisfaction at every opportunity. We actively incorporate the invaluable feedback we receive from our customers into the continuous improvement of our services and operations.

To cultivate stronger relationships with our customers and business partners, it is essential that every employee within the Daigas Group works in an environment that fosters both physical and mental well-being. With this in mind, we have developed the Daigas Group Basic Policy on Customer Harassment.

We are committed to working collaboratively to meet and exceed stakeholder expectations while appreciating their continued understanding and support for our business activities.

What Constitutes Customer Harassment (Definition and Examples of Conduct)

Customer harassment refers to any actions or demands made by customers or business partners that are deemed inappropriate. Even if actions or demands appear appropriate, they can be considered harassment when their methods and approaches are socially unjustifiable. Customer harassment also includes actions or demands that are considered harmful to the working environment of employees, covering not only our direct employees and temporary staff but also those working for contracted companies and others involved in the Daigas Group's business operations.

Examples of Customer Harassment

Type of Conduct	Example of Conduct
Violent Acts	Grabbing, punching, kicking, throwing objects, etc.
Long-term Restraints	Holding employees for extended periods on topics unrelated to our goods or services
	Excessively prolonging discussions even when related to our goods or services
	Behavior that disrupts business operations, such as repeatedly demanding the same explanation or apology
Excessively Repetitive Behavior	Continuously lodging the same complaints or demands without resolution

Excessively Critical Remarks	Repeated instances of shouting, arguing, intimidation, abuse, and the use of offensive language
	Insulting, demeaning, or defamatory remarks
Excessive demands that lack a valid basis	Unreasonable demands for money or goods
	Demands for compensation that lack a valid basis
	Excessive demands that surpass the terms outlined in the contract
	Demands for services or specifications that are not included in the agreement
	Demands for personnel changes, including the termination of employees, or internal disciplinary actions
Overly critical scrutiny of language used	Change of subjects to divert attention away from a specific issue, faultfinding with words, or persistent and relentless criticism
	Nitpicking of specific wording or phrasing to criticize or dispute when demands are not accepted
Threatening behavior	Threatening language or behavior, or any communication or conduct that suggests ties to antisocial elements
	Words or actions that infringe upon employee privacy
	Implications of exposure on social media or in the press
	Sharing personal information about employees on social media or in the mass media, or publishing content that undermines the reputation of the company or its employees
Uninvited office visits and mandatory site visits	Demands for disclosure of the addresses and other details of our group companies that are not publicly available
	Repetitive visits to the offices of our group companies
	Coercion to visit the customer's home or designated locations to provide explanations or apologies
Demands for preferential treatment	Demands or verbal abuse aimed at securing preferential treatment by exploiting a position of power
Sexual harassment	Obscene language or behavior directed at employees, including stalking or following them

Note: Examples of customer harassment are not limited to those listed above. They also include actions committed by the employees of the Daigas Group toward the employees of business partners.

Response Policy

■ Actions to Take in the Event of Customer Harassment

- If any instances of customer harassment, as described above, occur, we will take decisive

organizational actions to protect our employees and may refuse to engage with the customer if necessary.

- In cases where behavior is deemed malicious or criminal, we will implement strict measures, including reporting the matter to law enforcement and pursuing legal action in coordination with attorneys and other external specialists.
- If a business partner reports that a Daigas Group employee has engaged in conduct constituting customer harassment, we will respond promptly and appropriately to address the situation.

■Support for Employees

- We will provide thorough training on recognizing customer harassment and effective strategies for managing it.
- The well-being of employees who have experienced customer harassment is our top priority, and we are committed to fostering a supportive environment to prevent recurrence.

March 26, 2025

President and Representative Director

Osaka Gas Co., Ltd.