Oiles Group
Policy on Preventing Customer Harassment

[Basic Policy]

The Oiles Group respects the character and dignity of all employees that work in our group. We strive to ensure a working environment where everyone can work safely and comfortably, and sincerely respond to the opinions and requests from our customers related to our group business, including purchasers and business partners.

In addition, when the working environment of all employees that work in our group is impaired as a result of demands and behavior that constitute bullying beyond what is socially acceptable, we will take a company-wide approach to handle it as customer harassment, in order to protect all the employees that work in our group.

We will also promote awareness to our business partners to prevent occurrences of customer harassment.

[Definition of Customer Harassment]

Among the behavior taken by internal and external parties of the group that are related to our group business, including purchasers and business partners, customer harassment refers to behavior that impairs the working environment of the employees of our group beyond what is socially acceptable.

[Response of the Oiles Group]

When customer harassment occurs, the Oiles Group will prioritize the safety, physical and mental health of the employees of our group, and take a company-wide approach.

If required, we will take actions, such as suspend further interaction, change the person in charge, terminate communication and interaction with the individual involved, review or suspend transactions, or consult with related organizations including law enforcement and legal counsel, and any other necessary measures.

[Consultation System]

Among the employees that work in the group, any person who is experiencing customer harassment is able to contact internal and external dedicated consultation offices, or report incidents regarding potentially applicable cases.

The Oiles Group pays careful attention in handling the privacy protection of the counselee and the party related, and no employee shall be subject to any disadvantageous treatment, including dismissal, etc. on the grounds of seeking consultation or making a report.

[Notification and Awareness]

The Oiles Group will share this policy within the group, as well as strive to promote the understanding and prevention of customer harassment.

As preparation for the occurrence of customer harassment, we will arrange a consultation system and a response procedure to ensure appropriate operation.

Established: October 1, 2026

President
Yoshikazu Sakairi

[Main Examples of Customer Harassment]

The following are typical examples, and are not limited to these.

- **Abusive language, insults, discriminatory remarks**
- **Coercive behavior, threats, or intimidation**
- **Prolonged detention and persistent demands (same questions repeated persistently, etc.)**
- **Excessive or unreasonable demands beyond business necessity**
- **Unjustified demands for apology**
- **Online defamation by SNS, etc.**
- **Acts that infringe on the privacy of group employees (Release of photos, audio, and video)**
- **Acts that disrupt business operations**
- **Acts of violence and other behaviors that threaten the safety of employees**