



Customer Harassment Basic Policy

Introduction

Mitsui O.S.K. Lines, Ltd. (“the Company”) places great importance on providing a safe and healthy work environment for both our customers (business partners, those who use our business operations and services, and others involved in our business activities), as well as our employees. In light of the fact that customer harassment has become a major issue in today’s society, the Company decided to formulate a basic policy on customer harassment and ensure that all employees are fully informed of it.

Purpose

The purpose of this basic policy is to clearly outline measures to prevent customer harassment and to create a workplace environment where employees can work with peace of mind. We also aim to build relationships of trust with our customers by responding to them appropriately.

Basic Policy

We make protecting the dignity and safety of our employees our top priority.

We do not tolerate customer harassment, and will respond promptly and appropriately if it occurs.

We will conduct training for employees on the prevention of and measures against customer harassment, and will work to raise awareness.

We will comply with all applicable laws and regulations and handle matters fairly and appropriately.

Definition of Customer Harassment and Examples of Customer Harassment

“Customer harassment” refers to situations in which employees suffer psychological or physical harm as a result of inappropriate remarks, conduct, or actions by customers. Specifically, this refers to the following types of behavior:

Verbal Abuse and Threats

Physical violence, property damage, and other acts of verbal or physical aggression

Unreasonable demands or threatening behavior

Behavior that interferes with business operations (prolonged complaints or persistent inquiries)

Entering work areas

Acts to deceive employees

Acts that damage the reputation of the Company or its employees (such as social media posts)

Sexual harassment

Other acts that undermine the employees' work environment

Handling Customer Harassment (Internal and External)

Internal

We establish a system to ensure that any incidents of customer harassment are promptly reported to a supervisor or our company's hotline, and we will then verify the facts of the matter.

We establish a support system for affected employees and provide them with appropriate care, including psychological and physical support.

We will analyze the causes of the customer harassment and implement measures to prevent it from happening again.

To protect the privacy of those seeking counseling and other relevant parties, we will handle only the minimum counseling content and personal information necessary, and will take appropriate management measures.

We will not dismiss employees or subject them to any other form of disadvantageous treatment on the grounds that they sought advice regarding customer harassment, cooperated with the Company's efforts to verify the facts, filed a complaint with the Labor Bureau, or complied with a summons to appear at a mediation hearing.

External

We will take appropriate action against customers who engage in customer harassment and, if necessary, consult with the police or specialized agencies.

If a dispute arises with a customer, we will handle it calmly and fairly and work to resolve the issue.

Depending on the circumstances, we may refuse to allow the customer to use our business or services, or take other measures we deem necessary, such as requiring the customer to submit a written pledge.

We will take even stricter action against particularly egregious instances of customer

harassment, including those that may constitute criminal offenses.

Our Initiatives

We will periodically provide education and training to our employees on the prevention of and handling of customer harassment, including raising awareness of this basic policy.

We will conduct awareness campaigns through posters, company newsletters, the intranet, and other channels to raise employee awareness of customer harassment.

Compliance with Relevant Laws and Regulations

The Company complies with relevant laws, regulations, and guidelines, thoroughly takes measures to prevent customer harassment, and protects the rights of our employees.

Revisions and Improvement

We will periodically revise this basic policy, and will make improvements as necessary. By responding to changes in societal conditions regarding customer harassment and amendments to laws and regulations, and by consistently taking the latest measures, we pledge to provide a workplace environment where all employees can work with peace of mind.

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