

Customer Harassment Policy

Established on October 1, 2026

Meltex Corporation

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President & Representative Director

1. Basic Policy

Meltex Corporation (hereinafter referred to as “the Company”) is committed to engaging with its customers sincerely and building strong relationships of trust based on credibility. We also strive to foster a healthy relationship in which the human rights of both our customers and employees are mutually respected.

However, harassment, including unreasonable demands, abusive language, threats, and similar conduct directed toward employees, damages the dignity of our employees and adversely affects the working environment. To protect our employees, the Company will not tolerate any form of harassment and will respond firmly and appropriately. Through such efforts, we aim to maintain healthy and positive relationships with our customers.

2. Definition of Customer Harassment

The Company defines customer harassment as complaints, demands, or conduct by customers where, in light of the reasonableness of the demand, the means or manner used to pursue it is considered socially unacceptable and harms the working environment of employees.

3. Conduct Constituting Customer Harassment

The following actions may constitute customer harassment:

1. Unreasonable demands or demands unrelated to the Company’s business.
2. Demands that exceed contractual obligations or the scope of ordinary services.
3. Unjustified requests for compensation or damages.
4. Psychological attacks, including abusive language, threats, or insults.
5. Physical attacks, including assault or injury.
6. Intimidating, persistent, or coercive behavior.

The above examples are illustrative and are not intended to be exhaustive.

4. Response to Customer Harassment

When the Company determines that a customer's conduct constitutes customer harassment, it will take appropriate organizational measures to protect the safety of employees and maintain a healthy working environment.

The Company may:

1. Verify the facts and respond as an organization.
2. Assign multiple employees to handle the situation when necessary.
3. Prepare records of the incident and preserve evidence as appropriate.
4. Refuse to provide services or continue business transactions if no improvement is observed.
5. Cooperate with the police, attorneys, or other relevant authorities when necessary.
6. Take legal action when deemed appropriate.

5. Company Initiatives

The Company will undertake the following measures:

1. Communicate and promote its policy on preventing customer harassment.
2. Provide education and training to employees.
3. Establish consultation and response systems for handling customer harassment.

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