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To Whom It May Concern,

Listed company name: MUGEN ESTATE Co., Ltd.
Representative: Shinichi Fujita, President
(Code : 3299, TSE Standard Market)
Contact: Norihito Hosokawa, Senior Executive
Officer, Department Manager of Corporate
Planning & Strategy Department
Email: info_e@mugen-estate.co.jp

Notice Regarding the Formulation of Customer Harassment Policy

The MUGEN ESTATE Group (the “Group”) hereby announces that, at the Board of Directors meeting held today, it was resolved to approve the Group’s “Customer Harassment Policy.”

At the Group, we aim to realize the aspirations of our customers and other stakeholders, with our corporate philosophy “MUGEN — Making Dreams Come True.” However, it is a fact that, although rare, some customers exhibit behavior that could be considered harassment.

Therefore, to ensure a safe and secure working environment for our employees, we have developed a “Customer Harassment Policy,” the details of which are attached. We are committed to providing better services by making our stance on customer harassment public, fostering a safer work environment for our employees, and gaining a deeper understanding from our stakeholders.

[Attachment]

MUGEN ESTATE Group Customer Harassment Policy

The MUGEN ESTATE Group (the “Group”) aims to be a partner who helps customers to “make their dreams come true,” as stated in the Group’s corporate philosophy.

However, it is a fact that, although rare, some customers exhibit behavior that could be considered harassment, such as verbal abuse, violence, or sexual harassment, which can create a hostile work environment and cannot be tolerated.

While we are committed to responding to our customers in good faith, we will take a firm stance against any customer behavior that constitutes harassment. To protect the human rights of our employees, we will take appropriate measures, including consulting with law enforcement and legal counsel, as necessary.

1. Definition of Customer Harassment

In accordance with the “Corporate Manual on Measures against Customer Harassment” published by the Ministry of Health, Labour and Welfare, the Group defines customer harassment as “any customer demand or behavior that is unreasonable or is socially unacceptable and adversely affects the working environment of our employees.”

Examples of Customer Harassment

The following examples are not all-encompassing.

- Physical aggression such as: assault or assaultive behavior such as punching, kicking, hitting, throwing objects, and bumping
- Psychological attacks such as: threats, slander, defamation, insults, and verbal abuse
- Intimidating language and behavior such as: yelling, shouting, insults, personal attacks, slander, and aggressive gestures
- Demanding a prostrated bow (*dogeza*)
- Coercive language and behavior including making persistent or excessive demands, such as repeated calls or requests for meetings
- Coercive behavior such as prolonged, one-sided communication, whether in person or over the phone
- Discriminatory language and behavior
- Sexual harassment and other inappropriate sexual conduct
- Attacks on an individual employee, including threats to publicize personal information on social media or in the media
- Calls or messages outside of business hours, such as holidays and late nights except for emergencies
- Demanding actions that are not stipulated in the contract or that violate the law
- Coercing individuals to meet at homes, offices, stores or other places for one-sided reasons

2. Our Group’s Initiatives

The following measures will be implemented to systematically address customer harassment.

- Providing training and awareness programs on customer harassment
- Developing procedures for handling customer harassment incidents
- Setting up a hotline for employees to report incidents
- Collaborating with external experts, such as lawyers