Basic Policy on Customer Harassment

■Introduction

Nikko Style Niseko HANAZONO (K.K. Niseko Hanazono Hotel) strives for "the peak of *omotenashi* (Japanese hospitality) and aims to create a place that can always provide guests with the best relaxation, enjoyment, and energy." Moreover, in our aim to improve service quality, we believe in fostering a workplace where all employees can work with peace of mind, maintaining optimal mental and physical health.

On the other hand, while very rare, unreasonable demands, malicious complaints, slander, libel, and other nuisance behaviors are predicted to occur, and in consideration of the present social circumstances, we have established and publicly announced this Basic Policy on Customer Harassment from a position of protecting our employees.

■Basic Policy on Customer Harassment

Definition of customer harassment

Those complaints, words, and actions from guests (including trading partners) that involve means or manners of achieving the demands made by the complains, words, or actions that are considered socially unacceptable, in view of the validity of the substance of the demands made, where the means or manner harms the employees' working environment.

Actions considered customer harassment

These follow the Corporate Manual on Measures against Customer Harassment published by the Ministry of Health, Labour and Welfare.

- Violence, injury, and other physical attacks
- Violent language, intimidation, threats suggesting exposure on social media, etc., and other psychological attacks
- Excessive demands for an apology, demands that cannot be fulfilled for institutional reasons, and other demands that are inappropriate under socially accepted ideas
- Remaining seated, long telephone calls, excessively repeated inquiries, and other restrictive actions
- Demands for unjust monetary compensation, replacement items, etc. or refusal to pay cancellation fees
- Stalking employees or words or actions constituting sexual harassment of employees
- Actions defaming or causing harm to trust in the company or its employees through posting on social media, etc.

These examples of actions are given merely as examples and are not intended to be exhaustive.

Responses to customer harassment

Responses to guests

- We will strive to develop a relationship seeking resolution through reasonable dialogue with the guest.
- If we determine that the behavior constitutes customer harassment, we may refuse to provide further assistance to the guest.
- If we determine that the guest's behavior is malicious, we may terminate our response and pursue legal action in collaboration with law enforcement, attorneys, and other external agencies.

Responses to employees

- Educating employees about customer harassment and response methods through the formulation of a customer harassment response manual
- Establishing a protocol for handling customer harassment incidents
- Establishing a consultation desk for employees to report customer harassment incidents
- Collaborating with attorneys and other external professional bodies for additional support and guidance

Our requests of guests

Most guests use the hotel without any of the matters listed above occurring. However, if words or actions constituting customer harassment are confirmed, we will respond firmly in line with this basic policy.

We will make every effort so that we can continue to provide our guests with the highest quality service. Your continued cooperation would be appreciated.