

JTEKT Group Basic Policy on Customer Harassment

Purpose

The JTEKT Group sincerely values and responds to the opinions, requests, and feedback received from all stakeholders, including customers and business partners (hereinafter referred to as 'Customers and Other Stakeholders'), and continuously strives to provide products and services of the highest quality.

At the same time, certain demands or behaviors that exceed the bounds of socially accepted norms may impair the dignity of employees and undermine a safe and respectful working environment. The JTEKT Group considers such conduct unacceptable and is committed to protecting the safety, health, and well-being of its employees. Accordingly, the JTEKT Group has established this Basic Policy on Customer Harassment and will respond firmly and appropriately to such conduct as an organization.

Definition of Customer Harassment

The JTEKT Group defines customer harassment as demands, actions, or behavior by Customers and Other Stakeholders that exceed the bounds of social reasonableness and that harm the dignity of employees or impair a safe and comfortable working environment.

Examples of Customer Harassment

1. Abusive language, verbal abuse, or acts of violence.
2. Threatening, intimidating, or coercive behavior.
3. Stalking, invasion of privacy, or sexual harassment.
4. Insults, slander, defamation, or behavior that denies an individual's character, personality, or dignity.
5. Demands for excessive services, accommodations, or responses beyond socially accepted norms.
6. Unreasonable or unjustified demands for apologies.

7. Repeated demands that unreasonably restrict employees' time or place of work.
8. Defamatory statements, slander, or harmful postings on social media platforms or the Internet.

The above examples are illustrative and not exhaustive.

Response to Customer Harassment

Where customer harassment is identified, the JTEKT Group will place the highest priority on ensuring the safety of its employees and maintaining an appropriate working environment. Depending on the nature and circumstances of the conduct, the JTEKT Group may decline further communications, services, or business transactions.

In cases involving particularly serious or malicious conduct, the JTEKT Group will work in cooperation with external professional organizations, including law enforcement authorities and legal counsel, and will take appropriate and resolute action.

Established by the JTEKT Group

This Policy may be revised as necessary in response to changes in applicable laws, regulations, and social circumstances.