

## TBS Group Basic Policy on Customer Harassment

The TBS Group is committed to fulfilling its social mission and responsibility as a mass media organization and striving to provide high-quality services in all its businesses.

To achieve this, it is essential for the employees and personnel of each group company to secure a safe and comfortable working environment.

Therefore, we have established the "Basic Policy on Customer Harassment," which serves as our policy for responding to acts (demands, behavior, etc.) from customers (including business partners and other business-related parties) that exceed the socially accepted scope.

Specifically, this includes the following acts, but these are examples only and are not limited to them.

### ■Physical Assault

- Punching, kicking, throwing objects, spitting
- Grabbing by the collar, deliberately bumping into someone
- Touching the bodies of employees, etc.

### ■Psychological Assault

- Shouting loudly or verbally abusing for a prolonged period
- Insulting remarks, remarks that deny a person's character, discriminatory remarks
- Threatening remarks (including suggesting connections with antisocial forces)
- Intimidating behavior such as intentionally damaging equipment or fixtures
- Posting defamatory remarks, libel, or information violating the privacy of employees, etc., on social media, etc.

### ■Excessive Demands

- Forcing someone to grovel (dogeza)
- Demanding exorbitant monetary compensation or unreasonable discounts
- Forcing a letter of apology or apology in writing
- Repeatedly demanding unreasonable content via phone or in-person meetings
- Calling employees to locations unrelated to business (such as their home)
- Demanding restraint or response outside of business hours
- Demanding internal disciplinary action against individual employees, such as dismissal or transfer
- Restraining employees by continuously calling for a long time or staying on the premises without a just reason

### ■Other

- Sexual harassment, SOGI harassment, and other forms of harassment
- Stalking or loitering around employees, etc.
- Other words or actions that may harm the safety or mental health of employees, etc.

If the TBS Group determines that an act constitutes customer harassment, we reserve the right to terminate the response, cease the provision of services, or stop transactions. Furthermore, in cases

deemed malicious, we will take appropriate action, including legal measures in cooperation with the police and external experts (e.g., lawyers).

We will also provide necessary education and consideration to ensure that our employees do not engage in customer harassment toward business partners.

We appreciate your understanding.

October 6, 2025

President and Chief Executive Officer  
TBS HOLDINGS, INC.

**Ryujiro Abe**