

DKS Group Basic Policy on Customer Harassment

1. Basic Approach

The DKS Group (hereinafter the “DKS Group”) considers maintaining a workplace environment where all employees can engage in their work with peace of mind to be an important responsibility.

In recent years, inappropriate behavior and language from business partners and others have become a social issue. The DKS Group defines such behavior as “Customer Harassment” and has established a policy to respond appropriately.

2. Definition of Customer Harassment

The DKS Group defines the following types of behavior as Customer Harassment:

- Mental or physical attacks such as verbal abuse, threats, and defamation of character
- Unreasonable demands or detaining employees for extended periods
- Persistent contact or slander/defamation directed at individual employees
- Other behavior or language deemed significantly inappropriate according to social norms

3. Response Policy

The DKS Group will respond to behavior and language that constitutes Customer Harassment as follows:

- Discontinuation or refusal of correspondence to protect the safety and dignity of employees
- Collaboration with external specialized organizations, such as the police and lawyers, as necessary
- Strict measures, including legal action, in malicious cases

4. Development of Internal Systems

- Establishment of consultation desks for employees
- Strengthening of the mental health support system
- Implementation of internal education as necessary

5. Requests to Our Business Partners and Our Initiatives

The DKS Group values its relationships of trust with business partners.

To maintain an environment where employees can work with peace of mind, we ask that you exercise moderation and consideration in your business dealings.

Similarly, the DKS Group is committed to educating and enlightening our employees to ensure they respect our business partners and their employees and refrain from inappropriate behavior or language.

We ask for your understanding and cooperation in building a sound and sustainable relationship based on mutual respect.

This Policy was approved by the Board of Directors in October 2025.

October 30, 2025
DKS Co. Ltd.
President & CEO
YAMAJI Naoki