Calbee Group Basic Policy on Customer Harassment

Introduction

Guided by our corporate philosophy, "We are committed to harnessing nature's gifts, to bringing taste and fun, and to contributing to healthy lifestyles," we strive to offer safe and reliable products and services. We take customers' comments and requests seriously, as they provide valuable opportunities to improve the quality of our products and services and to develop new products. The Calbee Group listens carefully to customer feedback and responds to it sincerely.

However, there are instances where the behavior or demands of some customers depart so far from socially acceptable standards that they deny the dignity of our employees or otherwise seriously infringe on their human rights or damage their working environment.

We at the Calbee Group have an important obligation to respect the human rights of all those involved in our business activities, as outlined in the Calbee Group Code of Conduct. We seek to help build a sustainable society by creating an environment where our employees and customers respect each other's human rights and interact with mutual trust and peace of mind. To this end, we take steps to protect our employees' safety and dignity and have developed a Customer Harassment Policy.

1. Definition of customer harassment

We define customer harassment as verbal or non-verbal behavior or demands by customers and other stakeholders, including business partners, that adversely affect the working environment of the Calbee Group's employees. This includes demands that are unreasonable in themselves, as well as demands that may be legitimate but are made using socially unacceptable methods or in an unacceptable manner.

2. Customer harassment behaviors

* Examples of customer harassment behaviors are listed below. These are not intended to be exhaustive.

- Physical attacks (e.g. assault and physical abuse)
- Threats, intimidation, and coercion
- Statements that insult or denigrate our employees, including any conduct that infringes on their dignity or privacy, such as surreptitious or unauthorized photography or recording and persistent demands for personal information
- Discriminatory or sexually remarks
- Persistent nitpicking (e.g. persistently finding fault with or criticizing our response)
- Defamation on social media or the Internet
- Demands for money, goods, or services that are unrelated to our products or services
- Demands for apologies or disciplinary action against our employees or other related parties without any reasonable grounds

- Demands for responses outside reasonable business hours, prolonged handling, or visits
- Demands for investigative methods that exceed socially acceptable standards
- Interfering with our business operations by repeatedly making the same demands, persistently making demands, or repeatedly making offers unrelated to us
- Interfering with our business operations by persistently making the same demands to multiple departments within the company
- Interfering with our business operations by refusing to leave, shouting, or engaging in similar conduct at or around retail outlets or business premises

3. Our response to customer harassment

If we identify any behavior, verbal or non-verbal, that may constitute customer harassment, we will give top priority to protecting our employees' safety and human rights and respond firmly to the customer. Where necessary, we may decline to provide products or services or to respond to the customer. Additionally, if the behavior is deemed malicious, we will work with the police, lawyers, and other external specialists to take firm action.

4. The Calbee Group's customer harassment framework and support for our employees

- If any of our employees experiences customer harassment, we will make their care and well-being our top priority.
- We will educate and train our employees to deepen their understanding of customer harassment.
- We have established a helpline for consultation on harassment-related matters including customer harassment.
- We will work with the police, lawyers, and other external specialists where necessary to take appropriate action.

Established on October 1, 2026