

■ Techmatrix Group Customer Harassment Response Policy

The Techmatrix Group (hereinafter “the Group”) considers it a fundamental responsibility to provide sincere and high-quality services to our customers, while ensuring a safe and secure working environment for our employees. We will respond earnestly to legitimate opinions and requests from our customers. At the same time, with regard to any conduct that constitutes customer harassment as defined below, we will respond firmly in order to protect the human rights of our employees and to ensure a safe and secure working environment, while striving to maintain and build healthy and positive relationships with our customers.

1. Definition of Customer Harassment

The Group defines “customer harassment” as any words or conduct by a customer where the content of the demand lacks legitimacy, or where the means or manner used to achieve the demand is deemed socially unreasonable.

(Formulated with reference to the Ministry of Health, Labour and Welfare “Customer Harassment Countermeasures Corporate Manual” (published February 2022))

2. Examples of Applicable Conduct

- Physical assault, bodily injury, or other physical attacks
- Psychological attacks such as threats, defamation, insults, discriminatory language, or extreme verbal abuse
- Excessive demands such as prolonged detainment, repeated complaints, or unjustified demands for apology
- Demands for an excessive level of service beyond what is socially reasonable
- Demands for monetary compensation, refunds, or special treatment without legitimate reason
- Sexual remarks or other conduct constituting sexual harassment
- Personal attacks on individual employees, invasion of privacy, or defamatory posts on social media
- Any other unjustified demands or conduct of a similar nature

✱ The above are illustrative examples and are not intended to be exhaustive.

3. Response of the Group

When the Group determines that an act constitutes customer harassment, we will take the following actions from the perspective of ensuring employee safety and maintaining appropriate business operations:

- Upon determining that customer harassment has occurred, we will suspend or discontinue the relevant service or response
- For conduct that violates laws and regulations, we will cooperate with external organizations such as the police and legal counsel, and take legal action as appropriate
- We will promptly provide organizational support to any employee who has suffered harm
- This policy applies to all companies within the Group

4. Request to Our Customers

Protecting an environment in which our employees can work with peace of mind also leads to better service for our customers. The Group will continue to value the trust of our customers and strive to provide ever better services. We sincerely ask for your understanding and cooperation.

Techmatrix Corporation

President and CEO Takaharu Yai

Effective Date: October 1, 2026