

Basic Policy on Customer Harassment

1. About this policy

The Toyo Tire Group (hereinafter, “the Group”) is committed to the mission of creating excitement and surprise with our products that exceed customer expectations and enrich society, as part of our corporate philosophy. This mission drives our continuous efforts to improve manufacturing and operational quality from the customer’s perspective. Ensuring that our employees can work safely and in good health as they strive in pursuit of this mission is a guiding principle for the Group, and one we treat as fundamental to our business.

In the unlikely event where feedback or requests from a customer goes beyond what is considered socially acceptable and adversely impacts the workplace, the Group will take a firm stance to protect our employees. We have established this Basic Policy on Customer Harassment to ensure our employees can work in safety and dignity.

2. Definition of customer harassment

In accordance with the Ministry of Health, Labor and Welfare’s employment management guidelines, we define customer harassment as incidents in which the behavior of a customer toward an employee exceeds what is considered socially acceptable in light of the nature of an employee’s work and other circumstances, thereby adversely impacting the employee’s working environment.

3. Examples of customer harassment

Examples of customer harassment include, but are not limited to, the following. Such behavior may also take place on the internet, including on social media.

(1) Behavior that exceeds socially acceptable norms

1. Requests that are baseless or completely unrelated to products, services, etc.
 - Making demands that are sexual in nature or that infringe on employee privacy
2. Requests that significantly exceed the contracted or advertised service
 - Demanding services that significantly exceed contract terms
3. Requests that are extremely difficult or impossible to fulfill
 - Demanding a significant reduction in the contract amount
4. Unjustified damage claims
 - Making unreasonable claims for damages that are unrelated to the products, services, etc.

(2) Methods or actions that exceed socially acceptable norms

1. Physical aggression (assault, injury, etc.)
 - Committing acts of violence, such as punching, kicking or hitting
 - Throwing objects at employees
 - Deliberately bumping into employees
 - Spitting at employees
2. Psychological aggression (threats, slander, defamation, insults, verbal abuse, forcing employees to kneel on the floor in apology, etc.)
 - Intimidating employees by threatening to damage store property or post negative reviews on social media or other online platforms
 - Posting information related to employee privacy on social media or other online platforms



- Denigrating an employee's character, including making insulting remarks about their sexual orientation or gender identity
 - Forcing an employee to kneel on the floor and bow in apology
 - Photographing or filming employees covertly or without permission
 - Non-consensually disclosing an employee's sensitive personal information, such as sexual orientation or gender identity; forcing the employee to disclose such information, or prohibiting them from doing so
3. Coercive behavior
 - Shouting to intimidate employees or other customers
 - Engaging in antisocial behavior
 4. Continued and persistent behavior
 - Persistently repeating the same question
 - Shifting the argument, nitpicking, or persistently criticizing employees
 - Repeatedly sending emails or making phone calls about the same thing
 5. Restrictive behavior (refusing to leave, confinement)
 - Restricting an employee by refusing to leave the premises for extended periods or by engaging them in prolonged phone calls

4. Handling cases of customer harassment

If an act is found to constitute customer harassment, the Group will prioritize the protection of our employees and may take the following measures.

1. Report to the police any behavior that may constitute a crime, such as assault, injury or intimidation
2. Issue a written warning
3. Cease selling products, providing services, or offering customer support within the limits of applicable laws and regulations
4. Prohibit entry to stores, facilities, etc.
5. Petition for an order of provisional disposition under the Civil Provisional Remedies Act

5. Group response to customer harassment

We are taking the following actions to prevent and respond to any customer harassment.

1. Establishing this policy and other guidance on customer harassment, and ensuring employees are informed and educated
2. Training employees
3. Establishing a hotline for prompt and appropriate response to employee concerns
4. Developing a manual for handling customer harassment

6. Our request to customers

The Group takes the feedback and inquiries we receive from our customers very seriously, and we are committed to building relationships of greater trust by providing high-quality products and services. We ask our customers for their understanding and cooperation with this policy.

2026/8

Enacted August 2026