

November 17, 2024  
Skylark Holdings Co., Ltd.

## **Notice Regarding Strengthening Measures Against Customer Harassment**

Skylark Holdings Co., Ltd. (Headquarters: Musashino City, Tokyo; Chairman and CEO: Makoto Tani, TSE Prime: Securities Code 3197; hereafter “Skylark Group”) has established a policy against customer harassment.

Skylark Group has ‘Creating Richness with Value to Society’ as its management philosophy, and its corporate activities are guided by the aim of contributing to society through food in order to enrich people's lives, and it places importance on building good relationships with its customers.

In addition, we have a human rights policy that clearly states our responsibility as a company to understand and respect the human rights of all people. Based on the Group's management philosophy and human rights policy, we have established a basic policy for responding to customer requests and behavior that exceed the bounds of what is acceptable in light of social norms, in order to respect the human rights of both customers and employees and to meet the trust and expectations of customers.

### **Definition of Customer Harassment**

In accordance with the Ministry of Health, Labor and Welfare's ‘Customer Harassment Countermeasures Company Manual’, we define it as follows. Of the demands, words and actions of customers, those that lack validity in terms of the content of the demand, or even if the content of the demand is valid, the means and manner of achieving said demand are socially inappropriate and harm the working environment of employees.

- Verbal abuse, violence or intimidating behavior by customers
- Excessive, unreasonable or irrational demands by customers
- Time or location restrictions that go beyond the bounds of reason by customers
- Other forms of harassment by customers
- Defamation on social networking sites or the internet

### **Response to Suspected Customer Harassment**

#### **<Internal Response>**

- We will regularly provide training on customer harassment and how to deal with it.
- We will establish a consultation service for customer harassment so that employees can feel safe about consulting with us, and we will provide mental and physical care for employees who have been victimized.
- We will liaise with external specialists such as the police and lawyers as necessary in order to respond more appropriately.

### <External Response>

- We will discuss a rational solution, but we will respond in an organized manner, not as an individual response.
- If customer harassment occurs or if it is difficult to reach a rational solution through dialogue, we will cease to respond. In addition, we may refuse your visit to our store.
- We will deal with the matter strictly after consulting with the appropriate authorities, such as the police and lawyers. In addition, we may take various legal measures, such as civil lawsuits and criminal complaints.

### **Request to Customers**

Although many customers use our stores without encountering any of the above, if a customer were to engage in any behavior that constitutes customer harassment, we will respond in accordance with this policy. We ask for your understanding and cooperation.

We will continue to work to build better relationships with our customers and to operate stores that are supported and trusted.

[Press Inquiries]

Public Relations, Skylark Holdings Co., Ltd.

E-MAIL: [pr@skylark.co.jp](mailto:pr@skylark.co.jp)