

ANA Group Policy on Customer Harassment

Background

We have set our management vision to create value and expand the potential of employees, customers, and society by closely supporting them in various business areas, including the aviation sector. In order to ensure that the human rights of employees and customers are mutually respected and to create a safe and comfortable environment for all, the ANA Group has formulated a “Policy on Customer Harassment.”

ANA Group Policy on Customer Harassment

—Fundamental Mindset

We strive to always understand the customers’ viewpoint and provide service that exceeds their expectations. Therefore, when it comes to customer complaints, we address them sincerely. On the other hand, when it comes to harassment from customers which harms the rights and working environment of our employees, we take a firm and resolute stance as an organization.

—ANA Group’s Definition of Customer Harassment

We define customer harassment as behavior from customers or third parties (including business partners) that meets the following criteria:

- (1) Behavior that takes advantage of a superior position
- (2) Acts that constitute illegal activities or may lead to such activities (hereinafter referred to as “unfair acts”), or acts that demand actions beyond obligations or societal norms (hereinafter referred to as “unreasonable demands”)
- (3) Actions that harm the working environment of employees.

We consider any behavior that meets these requirements mentioned above as customer harassment.

—Examples of Applicable Behavior

- Verbal abuse, yelling, insults, discriminatory remarks, defamation, etc.
- Threatening or intimidating behavior.
- Excessive demands.

- Physical violence, property damage, or other aggressive behavior.
- Actions that disrupt business operations (prolonged detention, multiple complaints, etc.).
- Unauthorized access to workspaces.
- Deceptive behavior towards employees.
- Actions that damage the company's or employees' credibility (such as unauthorized posting of recorded audio/images/data on the internet for the purpose of defamation, etc.).
- Acts of voyeurism, stalking, indecent behavior, obscene remarks, or sexual harassment

The definition and examples of customer harassment mentioned above are based on the "Customer Harassment Countermeasures Company Manual" issued by the Ministry of Health, Labour and Welfare. The examples provided are illustrative, and customer harassment is not limited to these examples.

※Please refer to the Ministry of Health, Labour and Welfare's website or search for the "[Customer Harassment Countermeasures Company Manual](#)"

—Customer Harassment Handling

If customer harassment occurs, we clearly but politely ask the individual to refrain from the problematic behavior once it has been recognized as customer harassment. If the problematic behavior unfortunately continues, we may refuse the use of our services in accordance with our Conditions of Carriage, applicable regulations, or other company rules. Furthermore, for malicious behavior and criminal acts, we will consult with the appropriate authorities such as the police, and take strict measures.