

Basic Policy on Customer Harassment

October 1, 2026

We sincerely address the valuable opinions and requests we receive from our customers. At the same time, to protect the dignity and safety of our employees, we will respond firmly to customer harassment.

■ Our Approach

We strive to use our customers' feedback to improve our services. At the same time, protecting an environment in which our employees can work with peace of mind is an important responsibility of the company. To build a relationship of mutual respect between our customers and employees, we have established and hereby publish this Basic Policy.

■ Definition of Customer Harassment

Customer harassment refers to conduct by customers or others in which the content of a request is unreasonable, or the means or manner used to pursue a request is inappropriate by generally accepted social standards, and which harms the working environment of our employees.

■ Conduct Constituting Customer Harassment

We will treat the following conduct as customer harassment:

- Physical attacks such as assault or causing injury
- Abusive language, insults, personal attacks, or discriminatory remarks
- Threats, intimidation, or coercive behavior such as shouting
- Remaining on the premises or on the phone for extended periods, or persistently repeating the same demands
- Demands for excessive apologies, such as forcing someone to kneel
- Demands for money or goods without legitimate grounds
- Stalking employees or prying into their personal information
- Sexual remarks or conduct
- Photographing or recording employees without permission, or posting defamatory content or employees' personal information on social media or elsewhere

Please note that comments and requests regarding our products and services do not constitute customer harassment. We will carefully review such matters and respond sincerely.

■ Our Response to Customer Harassment

- We will give top priority to caring for employees affected by customer harassment.
- We may ask that the behavior be corrected and may discontinue our response.

- We may ask the person to leave the premises or end the phone call.
- In serious cases, we will consult with or report to external parties such as the police or attorneys, and take strict measures, including legal action.

■ A Request to Our Customers

So that we can continue building even stronger relationships of trust with our customers, and so that customers and employees can interact comfortably with one another, we kindly ask for your understanding and cooperation.

Established: October 1, 2026

Optec Express Co., Ltd.