

Customer Harassment Policy

Introduction

Nissan Automotive Technology Co., Ltd. (hereinafter referred to as the “Company”) values relationships of trust with all stakeholders, including customers, business partners, and cooperating companies, and aims to contribute to society through the provision of high-quality products and services.

To achieve this goal, the Company believes it is important to establish a workplace environment in which the fundamental human rights of all employees are respected and where employees can work with peace of mind both physically and mentally. Accordingly, the Company hereby establishes the following “Basic Policy on Customer Harassment.”

1. Definition of Customer Harassment

Customer harassment refers to demands or conduct from customers, business partners, cooperating companies, or other stakeholders that lack reasonableness, or, even where the demand itself is reasonable, where the means or manner of fulfilling such demand is socially inappropriate and harms the working environment of employees.

2. Acts Subject to This Policy

- Abusive language, violence, threats, intimidation, and defamation
- Insults, slander, and statements that deny an individual’s character or personality
- Demands for apologies without reasonable grounds
- Requests for responses or services beyond the scope of contractual agreements
- Prolonged detention or restriction of movement caused by repeated demands of the same nature
- Excessive demands for services or responses
- Defamatory or slanderous statements on social media or the Internet
- Stalking, invasion of privacy, and various forms of harassment
- Attacks or demands directed at individual employees of the Company, and posting employees’ personal information on social media, the Internet, or similar platforms (including the publication of photographs, audio recordings, and videos)

The above examples are provided for illustrative purposes only and are not limited to those listed here.

3. Our Initiatives

The Company will continue to strive to build better relationships with customers, business partners, and cooperating companies. However, should any of the demands or conduct described above occur, the Company may refuse transactions or correspondence.

Furthermore, if the Company determines that such conduct is malicious, it will respond strictly after consulting with external experts such as the police and legal counsel.

We appreciate your understanding and cooperation regarding this policy.