

Basic Policy on Customer Harassment

1. Basic Stance

Bosch Health Insurance Society has consistently strived to respond to the opinions and requests of our members and other stakeholders in a polite, sincere, and thoughtful manner, with the aim of ensuring sound organizational operations and improving the quality of our services and support.

However, in recent years, there have been instances in which our officers or employees were subjected to unreasonable demands or conduct that exceeds socially acceptable norms. Such conduct not only infringes upon the dignity of our officers and employees but seriously undermines a safe and healthy working environment.

To protect the physical and mental well-being and safety of our officers and employees and to ensure the continuous and stable operation of our organization, we will not tolerate customer harassment and will respond firmly and appropriately to any such conduct.

2. Definition of Customer Harassment

Based on the guidelines issued by the Ministry of Health, Labour and Welfare, we define “**customer harassment**” as conduct that meets all of the following criteria:

- (1) Conduct by members, employers, or other parties with whom the Society has business-related interactions.
- (2) Demands, statements, or conduct directed at officers or employees that lack reasonable grounds or that, in light of the circumstances, exceed socially acceptable norms.
- (3) Conduct that adversely affects the working environment or the performance of duties by officers or employees, or that infringes upon their dignity.

3. Examples of Customer Harassment

The following are examples of conduct that may constitute customer harassment. Please note that this list is illustrative and not exhaustive.

- **Physical Violence**

Assault, battery, physical injury, or other forms of physical aggression

- **Psychological or Verbal Abuse**

Threats, slander, defamation, insults, abusive language, or other forms of psychological or verbal abuse

- **Intimidating Conduct**

Intimidation, shouting, aggressive behavior, or other threatening conduct

- **Repeated or Persistent Conduct**

Repeated unreasonable demands, persistent complaints or harassment, or similar conduct

- **Coercive or Restrictive Conduct**

Refusing to leave the premises, staging a sit-in, confinement, or forcing employees to engage in excessively prolonged telephone calls, meetings, or interviews

- **Invasion of Privacy or Unauthorized Entry**

Unauthorized entry into non-public office areas, or unauthorized photography, audio recording, or video recording of officers, employees, or office premises

- **Discriminatory or Sexually Inappropriate Conduct**

Discriminatory remarks or behavior, sexual harassment, or other inappropriate conduct of a similar nature

- **Demands for Unreasonable or Humiliating Acts**

Demanding *dogeza* (kneeling and bowing deeply as an act of apology or submission), public apologies, or other unreasonable or humiliating acts

- **Personal Attacks or Unreasonable Demands Concerning Individual Employees**

Personal attacks against specific officers or employees, or unreasonable demands for their punishment, disciplinary action, dismissal, or other personnel measures

- **Online Harassment, Slander, or Defamation**

Posting or disseminating officers' or employees' personal information, photographs, videos, defamatory statements, or other inappropriate content on social media or the internet without authorization

- **Unreasonable or Excessive Demands**

Demands for financial compensation without reasonable grounds, or demands for actions that violate laws, regulations, public policy, or the Society's rules and procedures

4. Our Response to Customer Harassment

(1) **Continued Sincere Engagement**

We will continue to listen sincerely to legitimate feedback, opinions, and requests and will strive to provide clear explanations and appropriate responses.

(2) **Refusal or Discontinuation of Interaction**

If conduct is determined to constitute customer harassment, we may refuse or discontinue the interaction. Where necessary and appropriate, we may also restrict or deny access to our facilities.

(3) **Cooperation with External Authorities and Legal Action**

In cases involving malicious conduct or suspected unlawful acts, including violence, threats, or obstruction of business, we may consult and cooperate with the police, legal counsel, and other relevant authorities and take appropriate legal action, including civil or criminal measures.