

Basic Policy on Customer Harassment

We place great importance on sincerely listening to our customers and strive to provide products and services that they can use with confidence.

At the same time, in the course of responding to customer feedback and requests, employees may be subjected to verbal abuse, intimidation, unreasonable demands, statements or conduct that deny their dignity, or other behavior that exceeds what is considered reasonable by generally accepted social standards.

While valuing the trust we share with our customers, we believe that we also have a responsibility to respect the human rights and dignity of every employee and to maintain a safe and supportive working environment.

As a responsible member of society, we are equally committed to acting with integrity and restraint in our dealings with customers and business partners, and to communicating in a manner that respects the character and dignity of others.

Accordingly, we will respond firmly and systematically to conduct that constitutes customer harassment. Depending on the circumstances, we may suspend further engagement, review our business relationship, or, where necessary, consult and cooperate with the police, legal counsel, or other relevant authorities.

We will continue to take our customers' valuable feedback seriously and work to provide even better products and services. We sincerely appreciate your understanding and cooperation.

ARCALIS, Inc.
Satoshi Takamatsu
President and CEO