

# CMIC Co., Ltd. Basic Policy on Customer Harassment

CMIC Co., Ltd. core policy, CMIC'S CREED, declares: "We will bring innovation to healthcare so that all people, regardless of age, gender or race, can live their one and only lives according to their own will." To achieve this goal, building trust with our stakeholders, such as employees, customers, business partners, is essential, as is ensuring a workplace environment where employees can work safely and comfortably. CMIC Co., Ltd. and its consolidated subsidiaries (hereinafter "We") will act decisively and systematically against actions that constitute customer harassment. We also prohibit our employees from engaging in harassment against our stakeholders and strive to prevent such harassment.

## 1. Definition of Customer Harassment in CMIC Co., Ltd.

We defines customer harassment as "complaints or actions by stakeholders, that lack validity in content, or even if valid, are inappropriate in means or manner from the standpoint of socially accepted norms, and that may harm the working environment of employees (employees of CMIC Co., Ltd. or contractor companies, temporary employees) due to the means or manner of such complaints or actions.

Specifically, this means, but is not limited to, the following actions

- Physical or mental violence (assault, injury, threats, slander, defamation, insults, abusive language) or intimidating behavior
- Discriminatory or sexual language or behavior
- Violence or demands directed at individual employees working for the Group (denial of character, discriminatory remarks)
- Posting on SNS/internet of contents that discredit the Company or its employees, or personal information of employees working for the Group (publication of photos, audio, or video)
- Forcing responses that exceed socially accepted limits
- Unreasonable or excessive demands for products or services, or requests for visits or explanations
- Setting unreasonable or unilateral deadlines for delivery and response
- Request for refunds or compensation without justifiable reason
- Excessive demands for apologies or punishment of our employees
- Restrictive behavior (refusal to leave, sit-ins, confinement, prolonged phone calls)
- Continuous or relentless behavior



## 2. Response to Customer Harassment

If any actions are deemed to constitute customer harassment, we will respond firmly to protect our employees and, if necessary, may refuse to provide services. In cases of malicious or criminal harassment, we will take strict action, including legal measures, in collaboration with police, attorneys, and other external experts.

## 3. Efforts within CMIC Co., Ltd.

- We will disseminate this policy both internally and externally to clearly demonstrate our corporate stance.
- We will establish procedures for responding to customer harassment.
- We will establish a consultation and reporting system for customer harassment.
- We will continue to provide education and training on correct knowledge and appropriate responses to customer harassment.
- We will prioritize caring for employees who have experienced customer harassment and work to prevent recurrence.
- We will raise awareness among employees so that they do not engage in customer harassment against stakeholders.

## Supplementary Provisions

1. The control, revision and abolishment of this Policy shall be in accordance with the Exhibit of the Regulations on Control of Rules and Regulations.
2. This Policy shall be implemented from May 1, 2025.

