

Japan Airport Terminal Group Policy on Customer Harassment

The Japan Airport Terminal Group is a corporate group responsible for the construction, management, and operation of passenger terminals, which serve an important public function. We are committed to ensuring the safety and peace of mind of all individuals, including passengers using the airports, while striving to provide high-quality services. At the same time, recognizing the importance of creating a safe and secure working environment for our staff, we have established the “Japan Airport Terminal Group Basic Policy on Customer Harassment.”

(Basic Policy)

The Japan Airport Terminal Group is committed to a “customer-first” philosophy that places customers above all else. We promote the creation of safe, comfortable, and advanced airports by responding effectively to the diverse and evolving needs of our customers from Japan and all over the world . However, in response to disruptive customer behavior—such as remarks or actions that violate the dignity of our staff, acts of violence, or unreasonable demands—we will take firm and appropriate action to ensure that our staff’ s human rights are respected.

(Definition of Customer Harassment)

We define customer harassment as any complaints or conduct by customers or third parties where the demands are deemed unreasonable, or where the means or methods used to fulfill them exceed socially acceptable standards and risk compromising the working environment of our staff.

(Examples of Prohibited Conduct)

- Physical or psychological attacks (assault, bodily harm, threats, slander, defamation, insults, abusive language) and intimidating behavior (such as shouting)
- Actions that interfere with operations (such as detaining staff for extended periods, or persistently repeating complaints or unreasonable demands)
- Unauthorized entry into Group facilities
- Discriminatory remarks or behavior, sexual harassment, or stalking
- Direct attacks on or unreasonable demands made to individual staff members
- Posting personal information or similar data about our staff on social media or the Internet (including the publication of photos , audio, or video) or making remarks that imply such actions
- Unreasonable or excessive demands, or demands made by abusing authority

- Acts that damage the reputation of our Group or its staff
- Unjustified demands for product exchanges, monetary compensation, or apologies
- Demanding that staff members kneel and apologize

(Response to Customer Harassment)

To protect our staff, we may refuse service in cases of customer harassment. If we determine that a behavior is malicious or constitutes a criminal act, we will take strict action in collaboration with external specialists, including the police and our legal counsel, which may include pursuing legal remedies.