

NTT DOCOMO Group Basic Policy on Harassment by Customers

Introduction

At the NTT DOCOMO Group, we strive to provide convenience and comfort to all of our customers in their everyday lives and to ensure satisfaction for those who use our services. As part of our efforts to achieve this, we continue to diligently listen to customer feedback and work to incorporate such feedback into the provision of our services.

However, there have been instances of some customers who use NTT DOCOMO Group services engaging in speech or behavior that can be classified as harassment by customers, including malicious speech and behavior, threatening acts and unreasonable demands. Conscious of our duty to provide safe, comfortable working environments for our employees, we have therefore established the NTT DOCOMO Group Basic Policy on Harassment by Customers in order to protect every one of our employees from such behavior and to enable us to continue providing high-quality service in the future.

Definition of Harassment by Customers

Speech, behavior or demands by customers that harm the working environment of employees (personnel working in docomo Shops, Connect Centers, network quality surveying, business support, etc.), either by being inappropriate in nature or by being delivered in a means or manner that is against societal norms, even if the content can be considered appropriate.

Applicable Conduct

Some examples of behavior that constitute harassment by customers are listed below. Please note that this list is not exhaustive.

- Physical and mental abuse (assault, injury, intimidation, slander, defamation, insults, abusive language) or coercive speech or behavior
- Demands for apologies (including demanding that employees kneel down to apologize)
- Restrictive behavior (refusal to leave, prolonging contact via telephone or in person, confinement, forcing or demanding employees to provide the same explanation multiple times)
- Unauthorized entry to facilities connected to NTT DOCOMO Group
- Unauthorized taking of audio recordings, photographs or video of employees working at NTT DOCOMO Group or of facilities connected to NTT DOCOMO Group
- Discriminatory or sexual speech or behavior
- Abuse or demands targeted at individual employees working at NTT DOCOMO Group
- Posting of personal information, etc. of employees working at NTT DOCOMO Group on social media or the Internet (including publication of photographs, audio or video)
- Demands for unreasonable or excessive services
- Inappropriate demands for products, services, financial compensation or apologies

The definition and examples above are based on the Corporate Manual on Measures against Customer

Harassment published by Japan's Ministry of Health, Labour and Welfare. The stated examples do not constitute an exhaustive list of behavior considered harassment by customers.

Response in Support of Employees

- We provide training to inform employees about harassment by customers and how it should be handled.
- We place the highest priority on caring for employees who have been subjected to harassment by customers and work to prevent reoccurrences.

Response to Occurrences of Harassment by Customers

- In the event that speech or behavior determined to constitute harassment by customers occurs, we take firm action to protect employees. Where necessary, this may include refusing to provide products or services and refusing to serve customers.
- Where actions are determined to be malicious or unlawful, we collaborate with external experts, such as the police and lawyers, and take strict action, including legal action.

Notice to Customers

While the majority of our customers use NTT DOCOMO Group products and services without engaging in the behavior described above, any instances of harassment by customers that do occur will be handled in accordance with this policy. We thank you for your understanding and cooperation in this matter.