

Note: This document has been translated from the Japanese original for reference purposes only. In the event of any discrepancy between this translated document and the Japanese original, the original shall prevail.

FRANCE BED HOLDINGS Group Customer Harassment Basic Policy

Introduction

Our Group is committed to providing products and services that are useful to the lives of its customers, mainly in its Medical Services Business and Home Furnishings and Health Business with the aim of becoming an affectionate company that helps people live affluent, relaxing lives through creation and innovation.

As we strive to stay close to customers and further improve our services, we sincerely hope that the human rights of customers and Our Group employees are respected in a diversifying society. We will continue to sincerely respond to customer feedback. However, we will take a resolute stance through our organizational structure against any words and behavior that could be considered as customer harassment towards our employees.

1. Definition of Customer Harassment

Any request or behavior of the customer which is not appropriate or any reasonable request but the means or manner for fulfilling such request is unreasonable under normal social conventions and harms the working environment of Our Group employees (Including those who engage in operations at Our Group sales offices, showrooms, stores, distribution and service centers, etc).

【Examples of Covered Acts】

- *Physical attacks (assault or injury)
- *a mental attack (threats, defamation, libel, slander, or abusive language)
- *intimidating speech or behavior
- *demands of kneeling down on the ground
- *continuous (repeated) or persistent (insistent) speech or behavior
- *restrictive behavior ((refusal to leave, sitting around, confinement)
- *discriminatory behavior or language
- *sexual behavior or language
- *attacks on or demands from any individual employee
- *slander or defamation on SNS

The above definitions and examples are based on the "Customer Harassment

Countermeasures Company Manual" issued by the Ministry of Health, Labour and Welfare. Examples of conduct are illustrative only, and customer harassment is not limited to.

*Please refer to the "Customer Harassment Countermeasures Corporation Manual" of the Ministry of Health, Labour and Welfare here (in Japanese).

<https://www.mhlw.go.jp/content/11900000/000915233.pdf>

2. Response to Customer Harassment

In the event that any act of customer harassment is confirmed, a caution and warning will be issued. The Company will strictly deal with malicious behavior and criminal acts after consulting with police agencies, outside experts, etc.

Depending on the circumstances, we may refuse the use of showrooms, stores, and future transactions.

Established in February 2025