

■ Basic Policy for Customer Service

Our group aims to contribute to enriching all people's lives, all around the world; help customers achieve a style that shows who they really are, rather than one-size-fits-all beauty; and strive to solve environmental and human rights issues, among others.

- We will help each and every one of our customers realize their beauty.
- We will deal fairly and honestly with all our customers.
- We will share customer feedback internally and strive to develop and improve our products and services.
- To ensure customer satisfaction in the future, we will strive to improve the quality of customer service, including education for our employees.

While practicing the above, we are committed to delivering excellent service and ensuring customer satisfaction. At the same time, we will take a firm stance against any actions that unfairly disrupt our business or unfairly harm the physical and mental health of our employees.

■ Basic Policy on Customer Harassment

Introduction

In order to provide quality products and services, we believe it is important to both meet the needs of each and every customer and ensure the physical and mental health of our employees.

Many customers use our products and services daily, and we are grateful for the numerous inquiries and valuable feedback we receive. On the other hand, although only a small number of cases have been observed, there have been instances of abusive language and excessive demands directed at our employees. We believe it is essential to protect our employees from such behavior in order to provide quality products and services. To this end, we have established a "Basic Policy on Customer Harassment."

Wacoal's Definition of Customer Harassment

Requests from customers that are unreasonable in content or inappropriate by socially accepted norms, whether in terms of means, words, or actions, that harm the working environment of Wacoal employees.

Specific examples of such behaviors include, but are not limited to:

- Violence, abusive language, threatening, extortion, or intimidating behavior
- Remarks that deny or insult one's dignity
- Prolonged acts of restraint or reprimand due to excessive repetition of the same requests or

complaints

- Behaviors that cause severe stress to employees, such as stalking or ambushing
- Actions that violate the privacy of employees
- Acts that damage the Company's credibility or obstruct its business, such as defamatory acts on SNS and the Internet, the transmission or dissemination of false information, or the provision of false information to our Company
- Demands to provide services that are excessive in terms of socially accepted norms, such as requests beyond the scope of common sense
- Demands for an apology from the Company or punishment of any person associated with the Company without reasonable cause.
- Acts contrary to the provisions of laws and regulations, public order, or good morals

Measures Against Customer Harassment

If we determine that there has been conduct that constitutes customer harassment, we may refuse or terminate shopping (including transactions in progress) or use of our services in our stores or official mail order.

In addition, if we deem it to be malicious, we will take appropriate action after contacting the police or a lawyer.

We will continue to strive to build better relationships with our customers. Thank you for your understanding and cooperation.