

Basic Policy on Customer Harassment

Core Principles

Ryosen Golf Club values relationships of trust with all stakeholders—including members, guests, and business partners—and is committed to treating everyone with mutual respect.

We listen earnestly to feedback and requests from our customers, responding sincerely and appropriately to legitimate concerns. At the same time, we take a firm stance against any unreasonable behavior or language that violates the personal dignity or self-respect of our employees.

Definition of Customer Harassment

"Customer harassment" is defined as requests or conduct by customers or others that harm the employee's work environment and exceed the bounds of what is considered reasonable according to generally accepted social norms.

Please note that ordinary complaints, feedback, or requests for improvement made within reasonable limits do not constitute customer harassment.

Main Examples That May Arise at a Golf Club

- Raising one's voice, verbal abuse, intimidating behavior, or remarks that demean a person's character
- Detaining staff for extended periods or repeatedly making the same demands or complaints
- Making excessive demands without reasonable grounds regarding rules, fees, reservations, etc.
- Demanding that staff prostrate themselves (dogeza) or offer excessive apologies, or making unreasonable demands for money or goods
- Physical contact, sexual conduct, or soliciting or disclosing personal information
- Threatening behavior, such as implying that the incident will be posted on social media

Our Club's Principles of Conduct

- ① We will respond sincerely to legitimate opinions and requests.
- ② If an incident is deemed to constitute customer harassment, employees will promptly report and consult with a supervisor or manager rather than handling the situation alone.
- ③ We will respond as an organization—such as by having multiple staff members handle the situation and keeping records—whenever necessary.
- ④ If malicious behavior persists, we will take necessary measures, such as terminating the interaction or refusing facility access.
- ⑤ We will coordinate with external bodies, such as the police or legal counsel, in cases involving potential criminal acts, including violence, threats, or property damage.
- ⑥ We will prioritize the mental and physical safety of employees subjected to customer harassment and provide necessary counseling and support.

Supplementary Provisions

This Basic Policy shall come into effect on October 1, 2026.

RYOSENGOLFCLUB