

Policy on Responding to Inappropriate Conduct Toward Employees

Noborioji Hotel is committed to continually refining its services so that guests may enjoy a warm, personal and fulfilling stay, akin to being welcomed into the home of a close friend.

To achieve this goal, it is essential that all employees are able to work in a safe, secure and healthy environment, both physically and mentally.

Should any guest, visitor, business partner or other person interacting with Noborioji Hotel engage in any of the following conduct, we will respond firmly and appropriately:

- Excessive or abusive conduct, including shouting, threats, throwing objects, demanding acts of humiliation, or repeatedly requiring employees to apologize;
- Unreasonable, excessive or unjustified demands, prolonged detention of employees*, refusal to leave the premises* or loitering on the premises*;
* Applicable where such conduct generally continues for more than 30 minutes.
- Insulting or demeaning remarks directed at employees, harassment, stalking, defamation, unauthorized photography or recording, invasion of privacy, or other conduct that harms employees or undermines their dignity.

The above examples are illustrative only and are not intended to be exhaustive. The foregoing conduct may also occur through social media and other online platforms.

Where any such conduct is identified, we may discontinue our response to the individual concerned and may refuse further service or access to our facilities. To ensure the safety of our employees and to enable appropriate review and verification of interactions, we may record communications and interactions by audio or video means. Where appropriate, we may consult and cooperate with external authorities, including law enforcement agencies and legal counsel, and may take appropriate legal action.

We thank you for your understanding and cooperation as we strive to maintain a safe, respectful and welcoming environment.