



Narita International Airport Corporation  
Central Japan International Airport Co., Ltd.  
Kansai Airports

## **Joint development of “Our approach to customer harassment”**

Narita International Airport Corporation (Headquarters: Narita City, Chiba Prefecture; President & CEO: Akihiko TAMURA), Central Japan International Airport Co., Ltd. (Headquarters: Tokoname City, Aichi Prefecture; President & CEO: Riki INUZUKA), and Kansai Airports (Headquarters: Izumisano City, Osaka Prefecture; Representative Director CEO: Yoshiyuki YAMAYA) are pleased to announce the formulation of a joint approach to customer harassment for the three companies.

This initiative aims to address the growing social issue of customer harassment, which may damage the dignity and well-being of employees and disrupt the working environment. The newly established policy is designed to provide a safe, secure and comfortable experience for all customers using the airports, as well as ensure that employees work in an environment free from harassment.

We are committed to continuously improving the airport experience for both domestic and international customers. In collaboration with relevant organizations, we will take a firm stance against customer harassment to foster a respectful and supportive atmosphere for everyone.

# Our approach to customer harassment

## Introduction

Narita International Airport Corporation (NAA), Central Japan International Airport Co., Ltd., and Kansai Airports have jointly formulated our “Approach to Customer Harassment” with the aim of providing all customers using the airport with a safe, secure and comfortable experience, as well as ensuring that our employees can work in a secure environment.

## Basic policy

We aim to provide a service with a higher level of satisfaction by meeting the trust and expectations of our customers, through our involvement in airport operations. And thus, we respond to our customers with sincerity. However, customer harassment may damage the character and dignity of employees and disrupt the working environment. We will respond firmly and systematically to such words and actions to respect the human rights of each and every employee.

## Definition of customer harassment

We define customer harassment as any complaint or remark made by a customer or business partner, etc., in which the means or manner of achieving the request is considered inappropriate considering the validity of the request, and the working environment of the employee is harmed by such means or manner.

## Examples of such behavior

Physical attacks: Assault and battery.

- Psychological attacks and intimidating behavior: Verbal abuse, shouting, insults, and slander.
- Discriminatory behavior: Based on nationality, gender, appearance, etc.
- Sexual harassment
- Repeated or persistent behavior
- Restraining behavior: Refusing to leave, staying in place, or making prolonged complaints
- Unauthorized entry: Into business areas such as counters and offices
- Attacks on or demands made to individual employees
- Obtaining personal information: Such as photographs of employees and posting or publishing this information on social media
- Unreasonable demands: Demands that go beyond legal responsibility, demands, that are not related to the services provided by the company, or lack validity
- Excessive demands

The examples of behavior above are based on the “Customer Harassment Countermeasures Company Manual” published by the Ministry of Health, Labor and Welfare. The examples are for illustrative purposes only, and customer harassment is not limited to these examples. The examples also include behavior that constitutes a criminal offense.

## Toward better airports

We will continue to work towards creating better airports for our customers, both domestic and international, and we will also work with the relevant organizations to take a firm stance against customer harassment.

Narita International Airport Corporation  
Central Japan International Airport Co., Ltd.  
Kansai Airports