



Basic Policy on Customer Harassment

At Naha West Inn (hereinafter referred to as “the Hotel”), we aim to improve the quality of our services while respecting the human rights of our employees and ensuring a safe and healthy working environment. With this goal in mind, we have established and made public this Basic Policy on Customer Harassment, guided by daily efforts to prevent such issues.

This policy is based on the Ministry of Health, Labour and Welfare’s Customer Harassment Countermeasure Manual for Companies.

We kindly ask for your understanding and cooperation so that we may provide a pleasant environment free from unreasonable or inappropriate behavior from customers.

1. Definition of Customer Harassment

According to the Customer Harassment Countermeasure Manual for Companies issued by the Ministry of Health, Labour and Welfare, “Customer harassment” refers to acts or demands from customers that clearly lack social appropriateness or reasonableness, beyond what the company should be expected to endure in order to provide proper service.

Such acts interfere with the employee’s ability to work in a safe and healthy environment and are therefore defined as harassment.

2. Examples of Acts Considered as Customer Harassment

- a. When the request itself lacks reasonableness or appropriateness
 - (i) When the request or demand for products or services is clearly excessive or unreasonable.
 - (ii) When the request or demand is unrelated to the hotel’s services.
- b. When the method or attitude used to make the request is socially inappropriate
 - (i) Physical aggression (assault and injury).
 - (ii) Psychological attacks (intimidation, insults, defamation, verbal abuse, threats, violence).
 - (iii) Acts of intimidation.
 - (iv) Coercive demands.
 - (v) Persistent (repeated) and obsessive (relentless) behavior
 - (vi) Acts of restraint (blocking movement, refusing to leave).
 - (vii) Discriminatory remarks.
 - (viii) Sexual harassment.
 - (ix) Forcing individual employees to comply with unreasonable demands (such as calls or invitations outside of work, coercion among coworkers, invasion of privacy).

- (x) Unreasonable demands for disciplinary action against employees (cases where the demand is judged socially inappropriate based on its content).
 - (xi) Unreasonable requests for product exchanges
 - (xii) Unreasonable demands for compensation such as cash, vouchers, or points
 - (xiii) Unreasonable demands for apologies
 - (xiv) Other types of harassing behavior
- c. Other inappropriate actions
- (i) Defamation or slander on social media or the Internet
 - (ii) Repeated harassing messages or emails

3. Response to Customer Harassment

We sincerely appreciate that the majority of our customers use our hotel without engaging in behavior that constitutes customer harassment, and we are deeply grateful for your continued patronage and understanding.

However, in the event that such behavior is confirmed, the Hotel reserves the right to refuse further service or use of our facilities.

Depending on the situation, we may also take appropriate action in cooperation with external organizations such as lawyers or the police.

We remain committed to enhancing our service quality and ensuring your satisfaction.

We kindly ask for your continued understanding, cooperation, and patronage.

November 2025
Naha-West Inn
General Manager