

October 1, 2026

Dear faculty and staff,

Chairperson of the Board of Executives

### Notice Regarding the Response to Customer Harassment at the Corporation

In accordance with the Act to Partially Amend the Act on Comprehensively Advancing Labor Measures, and Stabilizing the Employment of Workers, and Enriching Workers' Vocational Lives, Etc. (Act No. 63 of 2024), the Corporation has taken the following actions to respond to customer harassment.

#### 1 Establishment of a Basic Policy

The Corporation has established a basic policy (Attachment 1) to clearly state our stance on customer harassment, effective October 1, 2026.

- Title

Basic Policy on Customer Harassment at the Public University Corporation, the University of Aizu

#### 2 Establishment of a Basic Response to Customer Harassment

The basic response to customer harassment has been specified in Attachment 2 based on the guidelines set forth in Attachment 1. Please refer to them and respond appropriately depending on individual situations.

Additionally, we plan to formulate a customer harassment response manual for faculty and staff, and will provide further notification once it is completed.

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