

Sawai Group Policy on Customer Harassment

1. Basic Stance

Under our corporate philosophy, “Dedicated to building a healthier future for all,” Sawai Group aims to contribute to the health of as many people as possible as a healthcare corporate group which develops sustainably alongside society with the generic drug business as our core business. We constantly strive to respond to opinions and requests from our stakeholders promptly, appropriately, and in good faith. However, if a stakeholder makes demands or engages in behavior that are socially unacceptable in terms of its means or manner considering the validity of the demand, thereby harming the working environment of Sawai Group employees, we will respond resolutely as an organization to ensure that our employees' human rights are respected and protect their safety and health.

2. Definition of Customer Harassment

Sawai Group defines “Customer Harassment” as follows:

Demands or behavior from stakeholders where, considering the validity of the demand, the means or manner used to realize the demand is socially unacceptable, and such means or manner harms the working environment of Sawai Group employees.

3. Examples of Applicable Acts or Behavior

- Prolonged detention: prolonged detention or restraint, refusing to leave, continuing a telephone call for an excessive period, etc.
- Repetitive conduct: Persistent phone calls or demands for meetings, filing the same complaint to multiple departments, etc.
- Abusive language: Insulting, denying the personality of or defaming employees, etc.
- Violence: Hitting, kicking, throwing objects, etc.
- Persistent fault-finding: Blaming an employee by seizing on the wording of a response, relentless pursuit, etc.
- Intimidation/Threats: Yelling, threatening remarks, suggesting relationships with anti-social forces, threatening to expose on social media or in the press, etc.
- Abuse of dominant position: Abusive language exploiting a dominant position, demanding special treatment, forcing an apology letter or kneeling down (dogeza), etc.
- Slander/Defamation: Defamation on the internet, posting employees' personal information, etc.
- Sexual harassment: Unnecessary physical contact, ambushing, stalking, sexual remarks, etc.
- Excessive demands: Demanding the impossible, demanding gifts, etc.

The above are examples of acts or behavior that Sawai Group considers to be Customer Harassment, but applicable acts or behavior are not limited to these.

4. Response to Customer Harassment

If we determine that Customer Harassment has occurred, we will respond resolutely to protect our employees, and we may suspend our response and refuse to provide products, services, or support thereafter. Furthermore, if we determine the act to be criminal, we will deal with it strictly, including taking legal action in cooperation with external specialized agencies such as lawyers and the police.

5. Customer Harassment Against Other Business Operators

Sawai Group will conduct appropriate training to ensure that Sawai Group employees do not engage in Customer Harassment against other business operators, and if such harassment occurs, we will deal with it appropriately and strictly in accordance with our internal regulations.

Supplementary Provisions

This Policy shall be under the jurisdiction of the Group Chief Compliance Officer of Sawai Group Holdings.

The amendment and repeal of this Policy shall require the resolution of the Sawai Group Holdings Board of Directors.

Enacted on September 25, 2026, and enforced on October 1, 2026