

Basic Policy on Customer Harassment at AMICUS International School Educational Foundation

Introduction

AMICUS upholds the educational philosophy of “fostering independent children who think, learn, and act independently in a learning environment where students forge their own paths for the future.” We strive daily to provide parents, students, and the local community with safe, secure, and trustworthy education and its environment.

To continue providing education that satisfies everyone, we will humbly accept feedback and suggestions from parents and community members, acknowledging areas needing improvement and making continuous efforts to enhance our services.

However, we have encountered instances where excessive demands or behavior from certain individuals, exceeding socially acceptable norms, have harmed the working environment of our faculty and staff. We are deeply concerned that such actions lead to problems that deteriorate the workplace environment and school operations, and ultimately diminish the quality of education we provide. We believe that creating an environment where faculty and staff working here can be physically and mentally healthy and work with peace of mind is crucial for maintaining a safe educational environment and realizing our school’s philosophy. Based on this belief, we have established this Basic Policy.

Purpose

The purpose of establishing this policy is to create an environment where our faculty and staff can focus on education and their duties without being troubled by customer harassment. Furthermore, based on this policy, we aim to build trusting relationships with parents and the local community and provide high-quality education.

Definition of Customer Harassment

Customer harassment refers to acts that harm the workplace environment, such as unreasonable demands, abusive language, or threats from individuals and organizations related to AMICUS, parents, guardians, or others. Specifically, this includes the following behaviors:

- Physical attacks or insulting words and actions directed at faculty and staff
- Unreasonable demands or prolonged, intense reprimands (including non-emergency calls and emails outside working hours and contacting personal phones)
- Unjust demands for private information (e.g. coercing sharing of SNS account details)
- Spreading false or unverified information via word-of-mouth or social media (e.g. SNS) to damage the reputation of individual faculty/staff or the school
- Excessive demands lacking rationality (e.g. forcing the school to provide childcare, education, or services it cannot offer)

•Physical contact with staff, stalking, persistent invitations for meals or dates, or making sexual remarks including sexual jokes

Response to Customer Harassment

1. Consultation Desk: The school has established a consultation desk for customer harassment, creating an environment where staff can consult with peace of mind.
2. Prompt Response: When harassment occurs, we respond swiftly and appropriately, collaborating with external agencies (such as legal counsel, labor consultants, or the Labor Standards Inspection Office) as necessary.
3. Education and Awareness: We provide education to faculty and staff to enhance their understanding of customer harassment and disseminate appropriate response methods.
4. Mental Health Protection: We provide necessary support to safeguard the mental health of faculty and staff, helping them maintain physical and mental well-being.

Request to All

The school will continue striving to provide high-quality education while building trusting relationships with all members associated with the school, taking into account the requests of parents and the local community.

However, should any behavior be determined to constitute customer harassment, we will take firm organizational action in accordance with this policy, including measures to ensure staff safety and legal action. We kindly ask for your understanding and cooperation in this matter.

I sincerely hope that AMICUS will remain a happy and safe place for everyone.

April 1, 2026

AMICUS International School Educational Foundation
Chiaki Maehara
Chairman, Board of Directors