

Basic Policy on Customer Harassment at the Ritsumeikan Trust

Formulated on June 17, 2026

The Ritsumeikan Trust

1. Introduction

The Ritsumeikan Academy shall ensure an environment in which students at every level of education (hereinafter collectively referred to as "students") and faculty and staff members can study, engage in education and research, and work with peace of mind, by valuing individual dignity and respecting diversity as set forth in the Ritsumeikan Charter.

In recent years, so-called customer harassment, including unreasonable or excessive demands and abusive, intimidating, or threatening behavior toward faculty and staff members, has at times disrupted the normal operation of business. This kind of conduct not only undermines the dignity of faculty and staff members, it also harms their working environment and their education and research environment. For this reason, the Academy has established the following Basic Policy on Customer Harassment and will endeavor to foster a sound relationship between the Academy and society.

2. Definition of Customer Harassment at the Ritsumeikan Academy

Customer harassment at the Ritsumeikan Academy is defined as conduct by persons other than the Academy's faculty and staff members that, in light of the nature of the duties performed by faculty and staff members and other relevant circumstances, exceeds the scope considered socially acceptable and thereby harms the working environment or the education and research environment of faculty and staff members.

3. Examples of Customer Harassment at the Ritsumeikan Academy

The following are some specific examples of conduct that may constitute customer harassment. This list is only illustrative and is not intended to be exhaustive.

(1) Conduct, demands, or other acts that exceed the scope considered socially acceptable

- 1) Unreasonable conduct, demands, or other acts concerning matters beyond the authority of faculty and staff members

- 2) Unreasonable conduct, demands, or other acts concerning matters that faculty and staff members cannot easily address on their own
- 3) Demands that deviate from the provisions of the Academy's regulations, manuals, and other documents or from prescribed procedures, or demands for an excessive response that is clearly unreasonable
- 4) Demands for an excessive apology or demands that faculty and staff members be disciplined, transferred, or resign

(2) Means or manner (including attitude) that exceed the scope considered socially acceptable

- 1) Physical attacks (including assault and battery)
- 2) Psychological attacks (including threats, slander, defamation, insults, abusive language, coercion to perform *dogeza* (a forced kneeling apology), online postings, and surreptitious or unauthorized photography or video recording)
- 3) Intimidating conduct, or persistent or repeated conduct
- 4) Restrictive conduct (including prolonged or frequent telephone calls or in-person interactions at office counters, refusal to leave the premises, loitering, or unlawful confinement)
- 5) Falsehoods or exaggerations, changing the subject, nitpicking, or deliberately misleading conduct and/or statements
- 6) Harassment of faculty and staff members, including sexual, gender-based, or racial harassment, or other unlawful or improper conduct

4. Response to Customer Harassment at the Ritsumeikan Academy

- (1) In order to maintain and enhance the environment for education and research for students, and from the standpoint of fulfilling its duty to ensure the safety of its faculty and staff members, the Ritsumeikan Academy will not tolerate customer harassment, and it will protect its faculty and staff members with a resolute organizational response.
- (2) If the Academy determines that conduct constitutes customer harassment, it will, as a general rule, decline any further dealings with the individual concerned. Also, in cases deemed to be particularly malicious, the Academy will cooperate with the police, lawyers, and other appropriate authorities and respond to the matter strictly.

- (3) The Academy will give the highest priority to providing appropriate care and support to faculty and staff members who have been subjected to customer harassment and will respond appropriately.
- (4) The Academy will work to ensure that its faculty and staff members themselves do not become perpetrators of customer harassment.

End of Document