本紙は「大学共同利用機関法人自然科学研究機構におけるカスタマー・ハラスメントに対する基本方針（令和８年９月１０日）」を翻訳したものです。なお、この翻訳は公定訳ではありません。法的効力を有するのは日本語の規程自体であり、翻訳はあくまでその理解を助けるための参考資料です。

This is an unofficial translation of the Basic Policy on Customer Harassment of the Inter-University Research Institute Corporation, National Institutes of Natural Sciences dated September 10, 2026. Only the original Japanese text of these rules has legal effect, and this translation is to be used solely as reference material to aid in understanding the original Japanese version.

Basic Policy on Customer Harassment of the Inter-University Research Institute Corporation, National Institutes of Natural Sciences

September 10, 2026
Decision by the President

1. Introduction

The Inter-University Research Institute Corporation, National Institutes of Natural Sciences (hereinafter referred to as "NINS") shall observe laws, regulations, and employment regulations in the conduct of its operations, and shall place the highest priority on ensuring a safe and comfortable working environment for its employees.

Employees of NINS must recognize the mission of inter-university research institute corporations and inter-university research institutes as prescribed by the National University Corporation Act, as well as the public nature of their duties, and must perform their responsibilities with integrity and fairness.

NINS will respond sincerely to legitimate opinions and requests and will use such feedback to improve its services and operations. However, when behavior is determined to constitute customer harassment by exceeding the bounds of what is socially acceptable, NINS will not leave employees to deal with the situation alone and will respond firmly as an organization.

Additionally, in cases deemed to be particularly malicious, NINS will respond firmly in cooperation with external professionals, including the police and legal counsel.

This policy will be widely communicated both within and outside NINS through the NINS website and other appropriate channels.

2. Definition of Customer Harassment at NINS

"Customer harassment" refers to the behavior of service users, business partners, facility users, students and their associates, or any other persons related to the activities of NINS (hereinafter collectively referred to as "service users, etc."), which, in light of the nature of the work performed by employees and other relevant circumstances, exceed the bounds of what is considered socially acceptable and thereby harm the working environment of employees. Customer harassment includes not only conduct that occurs in face-to-face interactions, but also conduct carried out via telephone, social media, and other internet-based communication channels.

3. Examples of Acts That May Constitute Customer Harassment at NINS

This refers to acts such as the following. Please note that the examples below are illustrative only and are not limited to these cases.

(1) Behavior whose content exceeds the bounds of what is considered socially acceptable

(i) Requests that are groundless from the outset or entirely unrelated to the services provided

Examples: - Making sexual demands.

- Making requests that intrude upon or relate to the personal privacy of employees.

(ii) Requests that are considerably difficult or impossible to accommodate

Example: Making requests that a person carry out work that may violate laws, regulations, or NINS rules.

(2) Means or manner that exceeds the bounds of what is considered socially acceptable

(i) Physical attacks (assault, bodily injury, etc.)

Example: Committing acts of assault such as punching, kicking, hitting, or otherwise physically attacking a person.

(ii) Psychological attacks (threats, slander, defamation, insults, abusive language, coercing someone to prostrate, etc.)

Example: Threatening an employee by making statements that imply negative comments or damaging rumors will be posted about them on social media, and other internet-based communication channels.

Example: Behavior that denies, demeans, or attacks the personality of an employee, including insulting behavior concerning the employee's sexual orientation or gender identity.

(iii) Intimidating behavior

Example: Raising one's voice to intimidate or threaten employees or other people in the surrounding area.

(iv) Persistent or repeated behavior

Example: Repeatedly asking the same question in an obsessive or persistent manner.

Example: Shifting the focus away from the original issue, nitpicking, or repeatedly badgering and criticizing employees.

(v) Confining or restraining behavior (refusing to leave, remaining on the premises without permission, unlawful detention)

Example: Detaining an employee by remaining on the premises for an extended period of time or by keeping them on the telephone for an excessive length of time.

4. Respect for Victims

NINS gives top priority to protecting the personality and respect of its employees and strives to prevent psychological and physical harm before it occurs.

5. NINS Response to Customer Harassment

NINS addresses customer harassment through a coordinated, organization-wide approach. Information regarding incidents of customer harassment is shared across NINS, and relevant departments work together to respond in a systematic and effective manner.

Employees who experience customer harassment, or who believe there is a risk of being subjected to such harassment, are encouraged not to deal with the situation alone. They may seek advice from or report the matter to their supervisor, a harassment counselor at their institute, or another consultation contact designated by NINS.

Supervisors, counselors, and others who receive such consultations or reports will prioritize the safety of the employee concerned. Depending on the nature of the incident, appropriate measures may be taken, including having multiple employees respond to the situation, reassigning the employee responsible for handling the matter, separating the employee from the harasser, suspending further interactions, or implementing other necessary actions. In addition, the relevant departments will cooperate in verifying the facts of the case, providing support and consideration to affected employees, and taking steps to prevent recurrence.

In cases involving acts such as assault, intimidation, or other behavior that may constitute a criminal offense, as well as conduct deemed particularly malicious, including the repeated making of excessive demands, NINS may take necessary measures, including terminating our response, requesting the individual to leave the premises, reporting the matter to the police, and consulting legal counsel.

The privacy of complainants and other related parties will be appropriately protected. Furthermore, no employee will be subjected to any disadvantageous treatment on the grounds that they have made a consultation or report, or have cooperated in verifying the facts of the case.