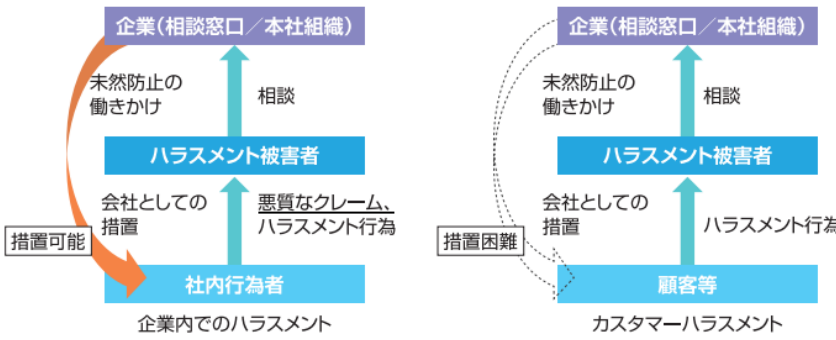
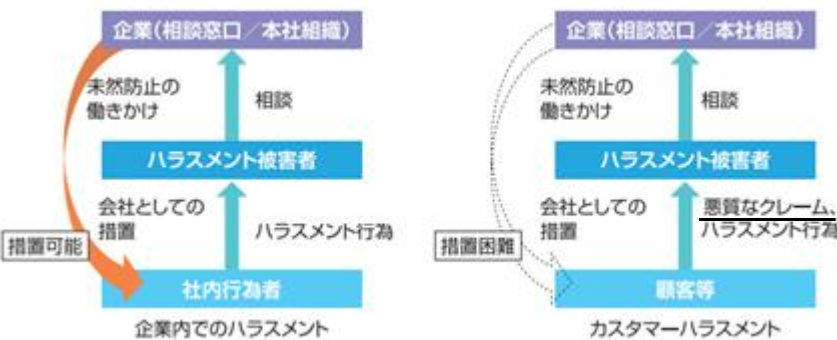


カスタマーハラスメント対策企業マニュアル(2022年3月)正誤表

本書に下記のとおり誤りがありました。お詫びして訂正いたします。

| ページ | 誤 | 正 |
|-----|--|--|
| 19 | ⑧ ①～⑦までの措置と併せて講ずべき措置(P.41) | ⑧ ①～⑦までの措置と併せて講ずべき措置 |
| 40 |  <p>The diagram illustrates two scenarios of harassment. On the left, '社内行為者' (Internal perpetrator) is linked to '企業(相談窓口/本社組織)' (Company) via '未然防止の働きかけ' (Proactive measures) and '相談' (Consultation). The perpetrator is also linked to 'ハラスメント被害者' (Victim) via '会社としての措置' (Measures as a company) and '悪質なクレーム、ハラスメント行為' (Abusive complaints, harassment acts). A solid orange arrow labeled '措置可能' (measures possible) points from the victim back to the perpetrator. On the right, '顧客等' (Customers etc.) is linked to the company via '未然防止の働きかけ' and '相談'. The customer is linked to the victim via '会社としての措置' and 'ハラスメント行為'. A dashed orange arrow labeled '措置困難' (measures difficult) points from the victim back to the customer.</p> |  <p>This diagram is identical to the one in the '誤' column, but the orange arrow from the victim back to the perpetrator is solid and labeled '措置可能' (measures possible), indicating that measures are possible in this case.</p> |