

Notice of Legal Reform (Effective October 1, 2026)

Customer Harassment & Sexual Harassment of Job Seekers

September 2026 / Harassment Consultation Office

New measures to combat harassment have become mandatory.

Following the amendment to the law on October 1, employers will be required to implement measures to address customer harassment and sexual harassment of job seekers and similar persons. Hiroshima University is taking steps to prevent such incidents, including clarifying its rules, and will respond promptly and appropriately to any inquiries. Below is a summary of the legislative amendments and our subsequent initiatives.

Customer Harassment

Includes behavior that goes beyond what is generally acceptable in society, such as harassment from employees of companies affiliated with the university, unreasonable demands from students or their families, or unjust demands and acts that cause significant nuisance from facility users



(Examples)

- Unnecessary contact with specific employees; communication unrelated to work
- Intimidating or unreasonable demands; disruption of organizational operations due to prolonged stay
- Verbal abuse and intimidation in person; defamation and invasion of privacy on social media and other platforms



Sexual Harassment of Job Seekers and Similar Persons

Includes sexual remarks or actions made against the will of individuals who have applied for a job or come to hear a recruitment explanation



(Examples)

- Sexual remarks or teasing (intentional and persistent) directed at internship participants
- Persistently inviting job seekers or similar persons to one-on-one meals or demanding sexual relations from them
- Asking questions about another's private life or views on romance during an interview, or disseminating personal information obtained during the interview

If it is confirmed that you have engaged in such conduct, strict disciplinary action will be taken in accordance with the University's regulations and other relevant policies.

【Future Initiatives and Requests】

● Revisions to Rules and Guidelines

We will revise our rules and guidelines, clarify definitions, and make efforts to prevent incidents of harassment.

● Creating Customer Harassment Response Manuals



We will gradually create "response manuals" tailored to the nature of various operations, including general administrative tasks, student support, medical services, and affiliate schools. We ask for the cooperation of all relevant departments.

● Dealing with Sexual Harassment of Job Seekers and Similar Persons



If you receive a consultation or inquiry from a job seeker or similar individual about harassment, please contact our office.

【Harassment Consultation Office】

We accept consultations regarding various types of harassment.

(※Closed on public holidays, during summer vacation, and over the New Year's holiday period.)

You can also consult us anonymously and your privacy will be strictly protected. You will not be treated disadvantageously as a consequence of consultation with our office.

● Higashi-Hiroshima Campus

Monday to Friday
10:00~17:00
TEL/FAX: 082-424-5689
E-mail: harassos@hiroshima-u.ac.jp
Basement of the Central Library

● Kasumi Campus

Monday to Friday
13:00~19:00
TEL/FAX: 082-257-1519
3rd floor, Common-use Building 1

● Higashi-Senda Campus

Open as needed (reservation required).
School Building B-107



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