



Press Release

October 8, 2025
transcosmos inc.

transcosmos certifies as business that promotes measures against customer harassment at contact centers

Enhances business-to-consumer communication and CX while securing safe and secure workplaces

transcosmos is proud to announce that the company has been certified as a business that is promoting measures against harassment by customers at contact centers, a certification program created on October 1, 2025, by the Contact Center Association of Japan (Secretariat Office: Tokyo, Japan; Chairman: Takehiko Go; CCAJ).



**カスハラ対策推進
CCAJ認定企業**

従業員の安心・安全のために

This new certification, the first such program in Japan's call center industry (source: CCAJ research), certifies businesses that are proactively taking measures against customer harassment at contact centers. To become a certified business, CCAJ member companies must comply with nine requirements, such as appoint a person responsible for this problem, publish its fundamental policy, and set up a support center. Certified businesses will be awarded a certification mark, published on the CCAJ official website, and can ask CCAJ for support in dealing with customer harassment-related problems. In addition, the CCAJ plans to invite certified businesses in study sessions, share survey results, and more. There is no certification fee or renewal fee required. Joining the cross-industry effort led by the CCAJ, transcosmos will aim to create a pleasant workplace for workers while delivering sound and reliable call centers for consumers.

■CCAJ press release (no translation available): <https://ccaj.or.jp/newsrelease/20251001.pdf>

Customer harassment, i.e., customers harassing front-line workers with aggressive behavior or unreasonable requests, has become an increasing social problem in Japan, in particular in the call center industry. As an industry leader, transcosmos has been facing this issue head-on and helping clients take measures against customer harassment by providing all-inclusive solutions powered by generative AI. In July 2024, the company released new services that help address harassment by consumers.

transcosmos will continue to enhance business-to-consumer communication and boost CX while ensuring safe and secure workplaces for employees.

*transcosmos is a trademark or registered trademark of transcosmos inc. in Japan and other countries.

*Other company names and product or service names used here are trademarks or registered trademarks of respective companies.

■ About transcosmos inc.

transcosmos launched its operations in 1966. Since then, we have combined superior "people" with up-to-date "technology" to

enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently offers services that support clients' business processes focusing on both sales expansion and cost optimization through our 184 bases across 36 countries/regions with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcosmos provides a comprehensive One-Stop Global E-Commerce Services to deliver our clients' excellent products and services to consumers in 46 countries/regions around the globe. transcosmos aims to be the "Global Digital Transformation Partner" of our clients, supporting the clients' transformation by leveraging digital technology, responding to the ever-changing business environment. Visit us here <https://www.trans-cosmos.co.jp/english/>

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