

INCIDENT-CMPWB559D007HD

文書番号 / DOC-NO: **TM-EV-CMPWB559** — 連番・再利用不可 (sequential・non-reusable)

SITE & REPORTER

Site	ファミリーマート 秋葉原電気街店・FamilyMart Co., Ltd. (Site ID: cmpwb3dx3000)
Occurred	2026-05-18 10:45:00 UTC
Reporter	PSN-8RFL-04 (pseudonymized・opt-in confirmed)・role MANAGER
Capture source	SMARTPHONE_BYOD

CLASSIFICATION

Category	THREAT_OR_COERCION (脅迫・強要)
Severity	HIGH
Confidence	93%
Reasoning	Explicit threat of dismissal + legal action, sustained over multiple turns, refusal to leave.

TRANSCRIPT EXCERPT

Customer: I'll have you fired. I know people at corporate. Give me my refund or I'll sue.
Staff: Sir, our policy is...
Customer: I don't care. I'll wait here all night. I'll call my lawyer right now.

ESCALATION

Tier	EXTERNAL_HR_LEGAL
SLA	Manager review within 24h. HQ acknowledgement within 72h.

作成者・承認者 / CHAIN OF CUSTODY

作成者 / Created by	Tatemori (盾守) — 自動生成システム (automated system)・作成日時 2026-07-11 21:18 UTC
承認者 / Approved by	人事・コンプライアンス責任者 (HR / Compliance officer) 承認日 / Date _____ 署名 / Signature _____

改ざん検知 / Tamper-evidence: 上記の不変記録フィールドに対して SHA-256 ハッシュを算出しています。いかなる改変もハッシュを無効化します。(The SHA-256 hash below is computed over the immutable record fields above; any alteration invalidates it.)

保持根拠 / Retention basis: 保険・法的証拠能力のため7年間保持 (retained 7 years for insurance + legal admissibility)・保持期限 / until 2033-07-09.

監査証跡 / Audit trail: 本パケットおよびそのハッシュはシステム監査ログに記録されます (this packet and its hash are recorded in the system audit log · actorType / action / timestamp).