

INCIDENT-CMPWB59VG007ZD

文書番号 / DOC-NO: **TM-EV-CMPWB59V** — 連番・再利用不可 (sequential・non-reusable)

SITE & REPORTER

Site	東横INN 品川駅高輪口・Toyoko Inn (Site ID: cmpwb3e9r000)
Occurred	2026-05-27 04:21:00 UTC
Reporter	PSN-T1JC-04 (pseudonymized・opt-in confirmed)・role MANAGER
Capture source	SMARTPHONE_BYOD

CLASSIFICATION

Category	VERBAL_ABUSE (暴言・侮辱)
Severity	LOW
Confidence	55%
Reasoning	Complaint, not personal attack. Logged for pattern analysis only.

TRANSCRIPT EXCERPT

Customer: This is ridiculous. Your prices are too high.
Staff: I understand.

ESCALATION

Tier	LOGGED
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 21:31 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: 本パッケージ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).