



Customer Satisfaction and Quality Management (Car Maker) (General Customers and Dealers) · Integrated Environmental Management · Climate Change and GHG Management · Community Involvement and Development · Transparency and Business Ethics · **Employee Value Creation** · Employee Health and Safety Management · Win-Win Partnership in the Supply Chain

● Completed ● Partially completed ○ Under preparation

| Managerial Issue | Achievements in 2019 | | | Plans for 2020 | | | |
|--|--|---|------------|--|---|----------|-------------------------------------|
| | Goals | Achievements | Completion | Goals | Plans | Deadline | Responsible Team |
| Pursuing change for a positive corporate culture | Improving the corporate culture | Monitored major corporate culture indicators through the internal corporate culture innovation survey (domestic: twice, overseas: once) Managed the rate of progress on improvement tasks by executives in charge Discussed improvement tasks through interviews with executives in charge | ● | Improving the corporate culture | Perform internal corporate culture innovation survey (domestic: three times, overseas: once) Identify improvement tasks through interviews with executives in charge and manage implementation rates Encourage improvement on major corporate culture indicators by organization | Dec. | Proactive Culture Team |
| | Innovating the way we work | Declared the global language principle and performed monitoring Introduced collaboration tools and practiced change management Reorganized the idea suggestion platform and operated the Proactive LAB to execute suggested ideas | ● | Innovating the way we work | Disseminate efficient work style through the introduction of collaboration tools and change management (meetings, reporting, work processes, etc.) Introduce hot desking and practice change management (Headquarters) Stabilize the idea suggestion platform and operate Proactive LAB in alignment with in-house ventures | Dec. | Proactive Culture Team |
| | Improving meeting and reporting culture | Performed intensive monitoring on meetings in need of improvement by organization to streamline meetings at the company-wide level Encouraged the improvement of meeting and reporting culture by organization | ● | Improving meeting and reporting culture | Renew principles and guides on meeting/reporting culture Encourage the improvement of meeting and reporting culture by organization | Dec. | Proactive Culture Team |
| | Addressing one another by 'Mr. or Ms.' | Continued with campaigns and monitoring to establish the practice of addressing one another by 'Mr. or Ms', rather than by title, throughout the company | ● | Addressing one another by 'Mr. or Ms.' | Continue with the campaign of addressing one another by 'Mr. or Ms.', instead of by rank or title, and perform monitoring on its implementation | Dec. | Proactive Culture Team |
| | Running Proactive Friday and Strategic Sunday programs | Operated Proactive Friday for employees to voluntarily plan and implement creative activities Launched a new program dubbed 'Request for PF' and supported its activity expenses Operated digital business insight courses and townhall meetings for employees in leadership positions (executive and team leaders) | ● | Running Proactive Friday and Strategic Sunday programs | Operate new programs as part of the company-wide Proactive Friday participation Offer digital training to employees in leadership positions (executive and team leaders) and operate cross-functional communication programs | Dec. | Proactive Culture Team |
| Training support for capacity building | Internalizing mission/vision | Provided mission/vision internalization training to domestic employees Nurtured in-house instructors on mission internalization training (22 instructors) Operated a total of 44 sessions of the MISSION:POSSIBLE course (1,862 trainees) | ● | Internalizing mission/vision | Offer mission/vision training to operators in Korea and abroad Identify and share employee best practices on mission/vision attainment Reinforce learning units in alignment with training | Dec. | HR Team 2 Proactive Culture Team |
| | Nurturing digital talent | Established a development frame and defined digital capabilities Provided courses on design thinking, understanding coding, and basic-level python (392 trainees) Data Generalist (74 trainees), Digital Expert (41 trainees) | ● | Nurturing digital talent | Upgrade the digital capacity-building program Strengthen the alignment between our Digital Future Innovation Research Center and KAIST | Dec. | HR Team 2 |
| Human rights and diversity management | Practicing human rights management | Identified human rights issues and made improvements on those worksites at high risk for human rights violations | ● | Practicing human rights management | Identify human rights issues and improve on those worksites at high risk for human rights violations Provide training for facilitators on human rights management and grievance handling | Dec. | HR Team 1 |
| | Promoting diversity | Increased the employment of people with disabilities: 159 employees Appointed female managers: Increased the ratio of female employees in senior management or higher positions by 16% from the previous year | ● | Promoting diversity | Continue with management and monitoring | Dec. | HR Team 1 |
| Work & Life Balance | Promoting flexible work hours | Continued to monitor the implementation of flexible work hours at domestic plants Continued to manage and monitor the operation of reduced work hours for employees with parental obligations | ● | Promoting flexible work hours | Expand flexible work arrangements (introduce remote working, pilot-run and expand the flexible work hours and selective work hours) | Dec. | HR Team 1 |
| | Operating in-house childcare centers | Operated in-house childcare centers at major worksites Supported the quarterly payment of kindergarten tuition | ● | Operating in-house childcare centers | Increase the number of children and teachers at in-house childcare centers Support the quarterly payment of kindergarten tuition | Dec. | HR Team 1 |