## CSR FOCUS AREAS

**Customer Satisfaction and Quality Management (Car Maker/General Customers and Dealers)**

**Employee Health and Safety Management**

**Climate Change and GHG Management**

**Focus 04 Employee Value Creation**

- Integrated Environmental Management
- Community Involvement and Development
- Transparency and Business Ethics
- Win-win Supply Chain
- Partnership

## INTRO

**HANKOOK TIRE & TECHNOLOGY 10th ANNIVERSARY REPORT 2018/19**

### MONITORING AREAS

**INTEGRATED CSR MANAGEMENT SYSTEM**

### CSR FOCUS AREAS

**MONITORING AREAS**

**INTEGRATED CSR MANAGEMENT SYSTEM**

**CSR FOCUS AREAS**

- Customer Satisfaction and Quality Management (Car Maker/General Customers and Dealers)
- Employee Health and Safety Management
- Climate Change and GHG Management
- Focus 04 Employee Value Creation
  - Integrated Environmental Management
  - Community Involvement and Development
  - Transparency and Business Ethics
  - Win-win Supply Chain
  - Partnership

### APPENDIX

#### Pursuing changes for a positive corporate culture

<table>
<thead>
<tr>
<th>Managerial Issue</th>
<th>Goals</th>
<th>Achievements</th>
<th>Completion</th>
</tr>
</thead>
</table>
| Improving organizational practices | Conducted a survey on employee engagement diagnosis to identify organizational practices that need to be addressed | | |нев
| Internatizing core values | Raised awareness on core values (79% in Q1 ~ 79% in Q3) | | нев
| Innovating the ways we work | Operated the Less For Better campaign for work efficiency (managing work hours, and improving organizational practices on meetings and reporting) Ran a platform for presenting ideas and operated Proactive LABs for their implementation | | нев
| Improving organizational practices on meetings and reporting | Offered a guidelines to promote efficiency in meetings | | нев
| Adding “Mr. or Ms.” as a suffix for every employee’s name when addressing one another | Launched a campaign to use ‘Mr. or Ms.’ as a title of respect when addressing one another and distributed campaign posters | | нев
| Running the Proactive Friday and Strategic Sunday programs | Operated the Proactive Friday programs in which employees planned and conducted creative activities Selected Corporate Culture Agents by organization Provided lectures and held town hall meetings on leadership for executives and team leaders | | нев
| Training support for capacity building | Identifying and creating content for microlearning | | нев
| HRD innovation and change management | Supported office and technical employees to set targets for capacity building and provided one-on-one feedbacks | | нев
| Strengthening due diligence on human rights management | Published a guidebook to promote human rights management to all of our employees | | нев
| Promoting diversity | Appointed female managers and hired 204 people with disabilities | | нев
| Promoting flexible work hours | Introduced flexible work hours at domestic plants Operated a working hour reduction system for childcare | | нев
| Operating in-house childcare centers | Operated in-house childcare centers at worksites in Korea Provided financial aid to support employees with children at childcare centers or kindergartens | | нев

#### Goals

- **Goals**
  - Improve organizational practices
  - Internalize core values
  - Innovate the ways we work
  - Improve organizational practices on meetings and reporting
  - Add “Mr. or Ms.” as a suffix for every employee’s name when addressing one another
  - Run the Proactive Friday and Strategic Sunday programs
  - Train for capacity building
  - HRD innovation and change management
  - Strengthen due diligence on human rights management
  - Promote diversity
  - Promote flexible work hours
  - Operate in-house childcare centers

#### Achievements

- **Achievements**
  - Conducted a survey on employee engagement diagnosis to identify organizational practices that need to be addressed
  - Raised awareness on core values (79% in Q1 ~ 79% in Q3)
  - Operated the Less For Better campaign for work efficiency (managing work hours, and improving organizational practices on meetings and reporting)
  - Offered a guidelines to promote efficiency in meetings
  - Launched a campaign to use ‘Mr. or Ms.’ as a title of respect when addressing one another and distributed campaign posters
  - Operated the Proactive Friday programs in which employees planned and conducted creative activities
  - Supported office and technical employees to set targets for capacity building and provided one-on-one feedbacks
  - Published a guidebook to promote human rights management to all of our employees
  - Appointed female managers and hired 204 people with disabilities
  - Introduced flexible work hours at domestic plants
  - Operated in-house childcare centers at worksites in Korea

#### Completion

- **Completion**
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев

#### Plans

- **Plans**
  - Improve organizational practices
  - Internalize core values
  - Innovate the ways we work
  - Improve organizational practices on meetings and reporting
  - Add “Mr. or Ms.” as a suffix for every employee’s name when addressing one another
  - Run the Proactive Friday and Strategic Sunday programs
  - Train for capacity building
  - HRD innovation and change management
  - Strengthen due diligence on human rights management
  - Promote diversity
  - Promote flexible work hours
  - Operate in-house childcare centers

#### Deadline

- **Deadline**
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев

#### Responsible Team

- **Responsible Team**
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев

### Other

- **Managerial Issue**
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев

- **Goals**
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев

- **Achievements**
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев

- **Completion**
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев

- **Plans**
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев

- **Deadline**
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев

- **Responsible Team**
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев
  - нев