



DELIVERING SUSTAINABLE VALUES TO FUTURE GENERATIONS

2024 LOTTE GLOBAL LOGISTICS SUSTAINABILITY REPORT

ABOUT THIS REPORT

Overview

Lotte Global Logistics publishes its annual sustainability report, demonstrating our commitment to transparently disclosing our ESG management philosophy and achievements to stakeholders. This third report provides an overall picture of our journey toward full-fledged ESG management across economic, environmental, social, and governance domains, as well as our progress. Moving forward, we will actively engage with stakeholders to incorporate their voices into our business operations and continuously share our activities and achievements through sustainability reports.

Reporting Period and Scope

This report covers our ESG efforts from January 1, 2024, to December 31, 2024, while also including key performance data from the first quarter of 2025. Regarding quantitative financial figures, it includes only Lotte Global Logistics' consolidated subsidiaries. Other qualitative activities and non-financial performance data pertain solely to the Headquarters in Korea and all business sites. For data that covers only specific business sites, the scope is indicated with footnotes or additional explanations.

Reporting Principles and Framework

This report has been prepared in accordance with the GRI (Global Reporting Initiative) Standards 2021, an internationally recognized standard for sustainability reporting. Additionally, it adopts the Road Transportation standards of SASB (Sustainability Accounting Standards Board) for industry-specific data while aligning with the core set of SCM (Stakeholder Capitalism Metrics), as outlined by the WEF-IBC (International Business Council of the World Economic Forum), to provide more objective and standardized information.

Data Assurance

This report has undergone a third-party verification by an independent verifier, BSI Group Korea, to ensure the reliability and integrity of both the reporting process and its data. The Third-Party Assurance Statement is available in the Appendix.

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Through relentless challenges and transformation, we bring people and places into deeper and closer connection.

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Homepage. www.lottelogis.com/english

CEO Message

Dear valued stakeholders,
My name is KANG BUONG KU,
the CEO of Lotte Global Logistics.



Taking this opportunity, I deeply appreciate your interest and support shown to us throughout the last year.

In 2024, turbulent circumstances at home and abroad brought about unpredictable economic shifts, shaking the business landscape. Despite these uncertainties, all our employees never relented in their deliberation and efforts to propel Lotte Global Logistics to new heights as a global logistics firm through transformation and innovation.

The establishment of our new growth strategy, 'LEAD,' represents our commitment. LEAD comprises 'Leading,' our pursuit of excellence in the logistics market, 'Expanding,' our expansion of logistics services at home and abroad, 'Adding value,' our focus on bringing new value in logistics to enhance business profitability, and 'Differentiating,' our dedication to making our logistics services stand out on the strength of our core business competitiveness.

Staying true to this business strategy, we will make strides in transformation and innovation to lead the global logistics market in 2025. As part of our commitment to sharpening global competitiveness, we will invest in infrastructure within our global networks, including the United States and Vietnam. We will also develop and introduce new service offerings, such as 'Promise.D, and LUGGAGE LESS, URGENT SERVICE, which cater to the specific needs of customers, making us more adaptable to rapidly evolving business environments.

On this journey, Lotte Global Logistics promises our sincerity in driving ESG management, ensuring that we create new value for our stakeholders, including customers, partner companies, local communities, and employees. We are delighted to share the following approaches with stakeholders to achieve ESG management.

First, we will accelerate our transition to green logistics services through multifaceted initiatives, leveraging the unique attributes of the logistics industry. These initiatives include shifting to renewable energy sources at domestic and international business sites, transitioning to eco-friendly vehicles, and forging a hydrogen-based logistics system. Next, we will deepen our cooperation with partners to minimize supply chain risks. On the local community front, we will carry out a diverse range of social contribution activities. Last but not least, we will ensure compliance with global standards for transparent governance operations while reinforcing communication with stakeholders. By doing so, we will become a company deserving your trust.

With these three commitments, we will continue to grow as a leading global player in the logistics industry. I look forward to your unwavering support and continued interest in this journey. We will strive to shape a sustainable future where Lotte Global Logistics and its stakeholders thrive together while unlocking greater value.

Thank you very much.

June 2025

Lotte Global Logistics

CEO Kang Buong-ku



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Lotte Global Logistics at a Glance

Company Profile

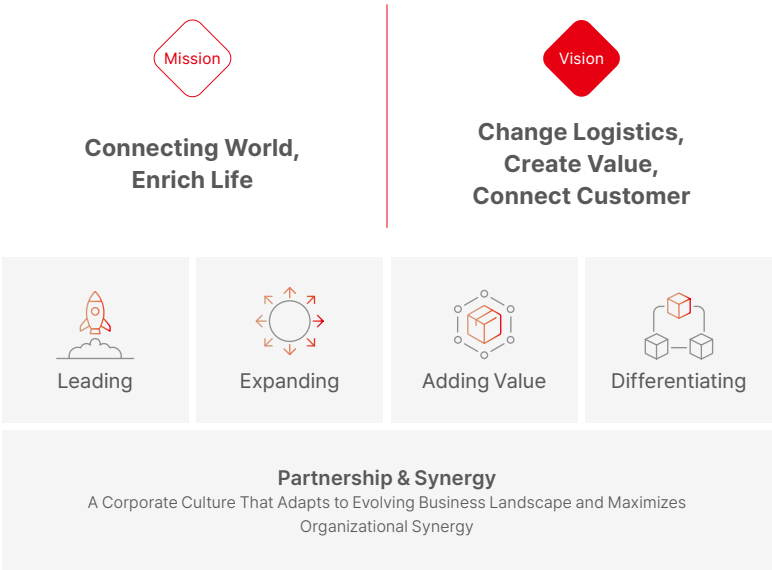
Overview

Name	Lotte Global Logistics
CEO	Kang Buong-ku
Date of Establishment	1996. 10. 14
HQ Location	10 Tongil-ro, Jung-gu, Seoul, Republic of Korea (Yonsei Severance Foundation Building)
Business Area	Comprehensive logistics (Parcel service / Domestic logistics / International logistics)
Headcount	2,288 (7 registered executives excluded) <small>(As of December, 2024)</small>

Financial Position
and Key Highlights

Total Assets	Operating Profit
KRW 2,742.3 billion	KRW 90.2 billion
Sales	Credit Rating
KRW 3,573.3 billion	Corporate Bond A
	Commercial Paper A2
<small>(As of December 2024, on a consolidated basis)</small>	

MISSION & VISION



Business Overview

Smart Logistics

We pursue a self-thinking, self-operating logistics system.
We provide data-driven, optimized logistics services. We will become an enabler of smart logistics, underpinned by intelligence and automation.

A Better Way to Connect with the World

We provide a global one-stop service covering all aspects of logistics, including warehouse management, marine and air transportation, port stevedoring, and inland transportation, leveraging a seamlessly connected network across Korea and beyond.

Last-Mile Leader

We serve our customers with leading services by staying ahead of distribution and logistics trends and ensuring effective responses. We bring happy and genuine deliveries by fostering a mobile-enabled IT environment.
Our various forms of Last-Mile Services, including fresh delivery and on-time delivery, help our customers sharpen their competitiveness.

Refining Our Skills for Innovative Logistics to Elevate Customer Values

We have put innovation initiatives into full swing since the inception of the Logistics Research Institute in 2017. These efforts include forging strategic partnerships with advanced logistics firms, reinforcing our consulting expertise, and doubling down on logistics automation and unmanned operations. Through these combined efforts we will propel the logistics industry forward.



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Lotte Global Logistics at a Glance

Our Key Milestones

Company History

1980's

- 1988**
 - Established Hyundai Logistics

1990's

- 1993**
 - Entered the delivery business
- 1996**
 - Established Lotte Logistics
- 1999**
 - Launched Lotte Mart logistics service

2000's

- 2001**
 - Launched Lotte Supermarket logistics service
- 2007**
 - Broadened the scope of logistics service to include the Lotte Group's food, chemical, and manufacturing businesses
- 2009**
 - Built additional overseas hubs

2010's

- 2010**
 - Equipped with large-scale logistics infrastructure
 - Acquired and opened Icheon Distribution Center
 - Opened Gimpo Online Center
- 2016**
 - Acquired Hyundai Logistics
 - Launched our new brand, Lotte Delivery
 - Expanded the reach of our overseas network
- 2017**
 - Established Lotte Logistics Research Institute
- 2019**
 - Founded the integrated logistics company, Lotte Global Logistics Co., Ltd.

2020's

- 2020**
 - Signed an MOU with the Ministry of Environment to expand the supply of electric cargo trucks
 - Recognized as the Quality Management System Excellent Company for two consecutive years, the industry-first achievement
 - Selected as the '2020 Best Safety and Health Business Place' for the Service Field
 - Selected as the 2020 'Korea's Best Job Creating Company'
 - Selected as the 2020 Best HRD (Human Resource Development) Company
- 2021**
 - Awarded Korea Excellent Logistics Company Prize at the 'ICN Awards'
 - Became the first company to issue overseas ESG bonds in the industry
 - Successfully transported 3,400-ton single heavy cargo to Indonesia by sea, the industry-first achievement
 - Obtained certifications for compliance management system and anti-bribery management system (ISO 37301 & ISO 37001), the industry-first achievement
- 2022**
 - Officially opened Jincheon Mega Hub Terminal
 - Officially opened Yangsan Integrated Smart Automation Center
 - Built an automated logistics process at the Icheon Automation Center
 - Won the Minister of Employment and Labor Award at the Fair Recruitment Best Practices Contest
 - Launched 'Lotte Delivery Direct GO,' an online delivery contract service
- 2023**
 - Jincheon Mega Hub Terminal earned the Smart Logistics Center Preliminary Certification Grade 1 from the Ministry of Land, Infrastructure and Transport
 - Ranked 1st in the parcel delivery sector in the 'National Customer Satisfaction Index (NCSI)'
 - Obtained a quality certification for air transportation of lithium batteries
 - Yangsan Integrated Smart Automation Center certified as 'excellent building in fire safety management'
 - Achieved No.1 place in the parcel delivery sector in the 'Korean Standard Service Quality Index (KS-SQI)'
 - Acquired a Consumer Centered Management(CCM) certificate

- 2024**
 - Launched LUGGAGE LESS service
 - Obtained CEIV Pharma certification for pharmaceutical air transport
 - Introduced waybill-free delivery service, the first of its kind
 - Established a subsidiary in Mexico
 - Joined the UN Global Compact (UNGC), an ESG initiative
 - Achieved top rankings in 'CEO Category' and 'Parcel Service' at the 2024 Brand Awards
 - Signed an MOU for the establishment of a hydrogen-based green logistics ecosystem (Ministry of Environment, Hyundai Motor Company, Lotte Chemical)
 - Launched Promise.D service to enhance logistics operations and customer satisfaction



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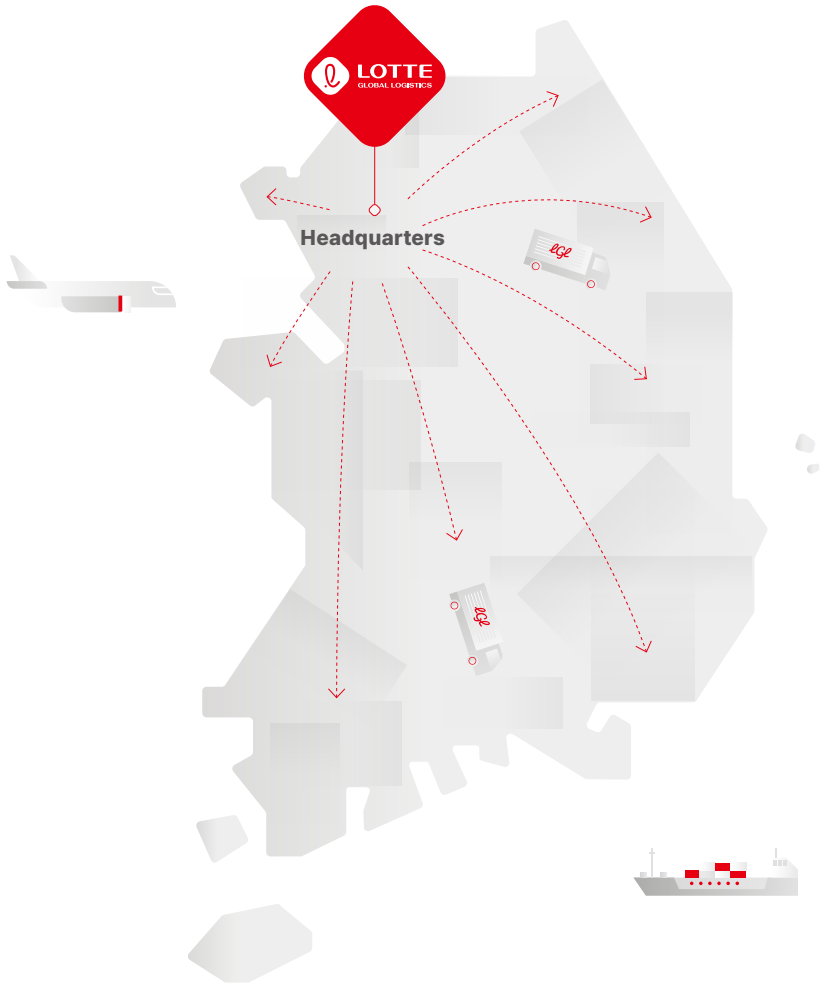
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Our Extensive Network at Home and Abroad

Headquarters and Domestic Network



Terminals

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- Jincheon Mega Hub Terminal
- Southeast Area Terminal
- Gunpo Terminal
- Seoul Northern Terminal
- Seoul Eastern Terminal
- Seoul Guro Terminal
- Incheon Terminal
- Busan Western Terminal
- Gwangju Terminal
- Apparel-only Terminal
- Hwaseong Sub Terminal
- Yongin Sub Terminal
- Pocheon Sub Terminal
- Dongdaegu Sub Terminal
- Busan Central Sub Terminal
- Paju Sub Terminal
- Daejeon Sub Terminal
- Busan Eastern Sub Terminal
- Gimpo Sub Terminal
- Cheonan Sub Terminal

Parcel Service Branches

37 (Main Branches)



- Seoul Southern District Branch
- Seoul Northern District Branch
- Seoul Guro-gu Branch
- Gunpo Branch
- Bucheon Branch
- Yongin Branch
- Pyeongtaek Branch
- Gangwon Branch
- Daejeon Branch
- Dangiin Branch
- Dongdaegu Branch
- Gumi Branch
- Pohang Branch
- Busan Western District Branch
- Busan Eastern District Branch
- Jinju Branch
- Gunsan Branch
- Mokpo Branch
- Jeju Branch

SCM Logistics Centers

174 (Main Centers)



- Yangsan Integrated Smart Automation Center
- Icheon Outsourcing Center
- Gimhae Mart Center
- Gimpo Mart Online Center
- Osan Mart Center
- Deokpyeong Outsourcing Center
- Gwangmyeong Bakery Center
- Opo Outsourcing Center
- Jeju Center

Global Logistics Center

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- Incheon Airport Center
- Incheon International Express Center
- Uiwang Intermodal Center
- Busan Intermodal Center
- Gwangyang Intermodal Center
- Ulsan Office
- Port Operation Team

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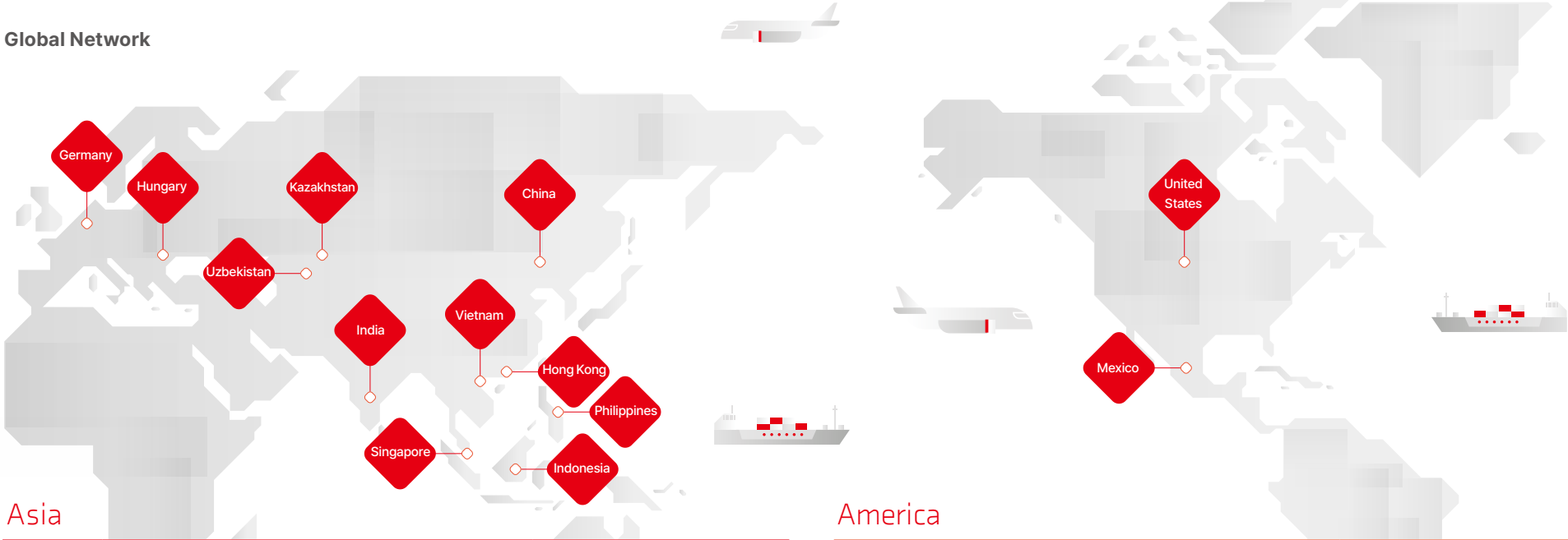
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Our Extensive Network at Home and Abroad

Global Network



Asia

China	SHANGHAI HYUNDAI ASIA SHIPPING INTERNATIONAL FREIGHT FORWARDING CO., LTD. (CHINA)	Shanghai (corporate), Wuxi (branch), Dongguan (branch), Tianjin (branch)
Hong Kong	LOTTE GLOBAL LOGISTICS (HONGKONG) CO., LIMITED	Hong Kong (corporate)
Vietnam	LOTTE VINATRANS GLOBAL LOGISTICS (VIETNAM) CO., LTD	Hanoi (branch), Ho Chi Minh City (transportation corporate)
	LOTTE GLOBAL LOGISTICS VIETNAM CO., LTD.	Long Hau (warehouse corporate)
Singapore	LOTTE Global Logistics (SINGAPORE) PTE. LTD.	Singapore (corporate)
India	LOTTE GLOBAL LOGISTICS (INDIA) PRIVATE LIMITED	India (corporate)
Indonesia	PT. LOTTE GLOBAL LOGISTICS INDONESIA	Jakarta (corporate)
Philippines	LOTTE GLOBAL LOGISTICS PHILIPPINES, INC.	Manila (corporate)

America

United States	LOTTE GLOBAL LOGISTICS (NORTH AMERICA) INC.	Dallas (corporate), Houston (branch)
	LOTTE GLOBAL LOGISTICS (USA) INC.	LA (branch), Chicago (branch), New York (branch)
Mexico	LOTTE GLOBAL LOGISTICS, S.A DE C.V	Monterrey (corporate)

Europe

Germany	LOTTE GLOBAL LOGISTICS (GERMANY) GMBH	Hamburg (corporate), Frankfurt (branch)
Hungary	LOTTE GLOBAL LOGISTICS HUNGARY KFT.	Budapest (corporate)
Kazakhstan	LOTTE GLOBAL LOGISTICS KAZAKHSTAN CO., LTD	Almaty (corporate)
Uzbekistan		Tashkent (branch)

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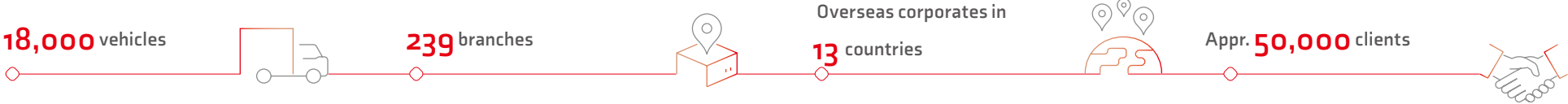
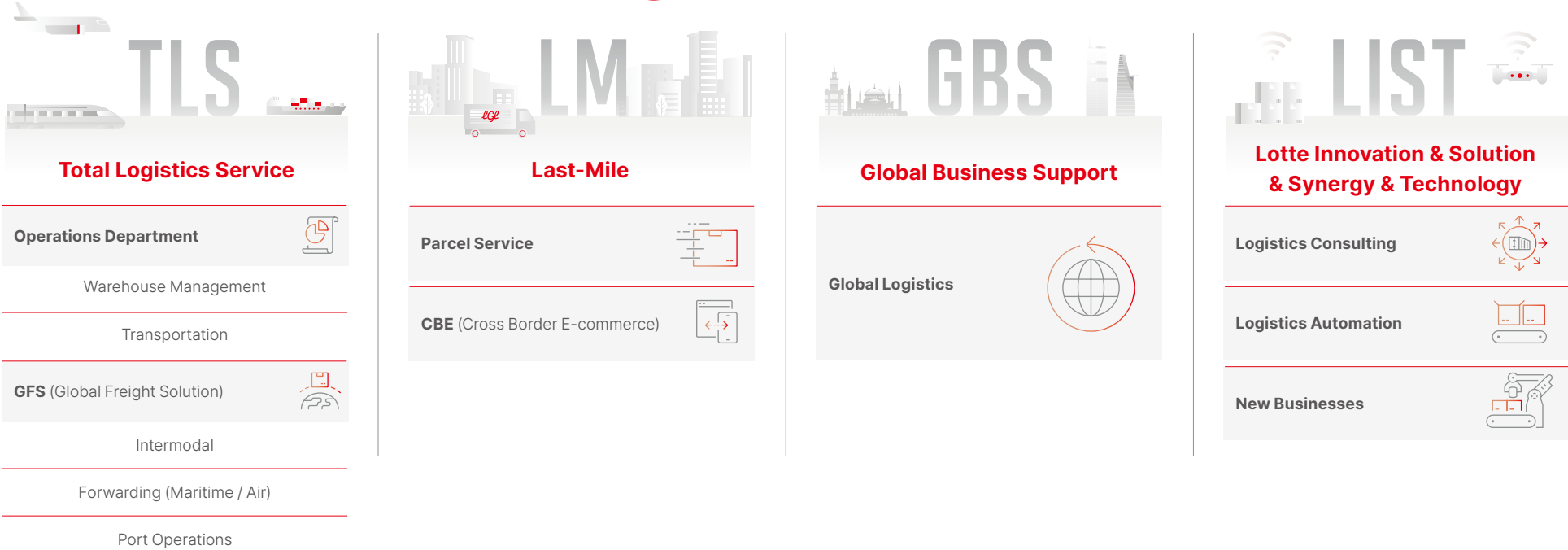
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Business Overview

2024 Business Highlights

Staying true to our vision, ‘Change Logistics, Create Value, Connect Customers’, Lotte Global Logistics provides a full suite of logistics services, including parcel delivery, domestic logistics (SCM), global logistics, and consulting, as a total logistics company. As of the end of December 2024, our extensive network spans 289 branches and 18,000 vehicles, serving approximately 50,000 customers across our overseas corporates in 13 countries with one-stop services covering the entire logistics sector.



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Business Overview

TLS(Total Logistics Service)

Operations Department

At Lotte Global Logistics, the operations sector of the TLS Division provides SCM logistics services, ranging from transportation and shipping to warehouse management, distribution processing, import and export transportation, and customs clearance. Our Supply Chain Management (SCM) is pushing back the boundaries of conventional logistics, warehouse operations, and transport, expanding into supply chain optimization by leveraging logistics data generated from our cutting-edge IT system. Our state-of-the-art IT solution enables us to conduct precise diagnostics of logistics networks and processes for shippers. The insights gained from these diagnostics allow us to propose enhanced alternative solutions, broadening our reach into the consulting sector.

GFS (Global Freight Solution) Department

Our GFS department of the TLS Division comprises forwarding, intermodal, and port operations businesses, each serving diverse transportation needs.

Forwarding

Forwarding is divided into maritime, air, and project logistics. Maritime forwarding offers container and bulk shipping while air forwarding specializes in secure and time-sensitive transport, specialized warehouse operations, and complex transportation solutions such as vibration-free vehicles. Project forwarding handles project cargo, such as power generation equipment or large ship components, via specialized transport equipment, such as heavy lift vessels.

Intermodal

We provide intermodal services that connect ports with exporters and importers through a seamless combination of truck and rail transport. Our network, spanning major domestic import and export hubs like Busan, Gwangyang, Okcheon, and Uiwang, optimizes logistics efficiency.

Port Operations

Port operations encompass stevedoring, storage, Gate In and Out processes at port terminals, warehouse management, and associated tasks. Lotte Global Logistics strives to enhance the efficiency of cargo handling equipment operations within the terminals, optimize personnel and labor management, and maintain stable labor relations with port workers' unions, with a strong focus on on-site safety management.

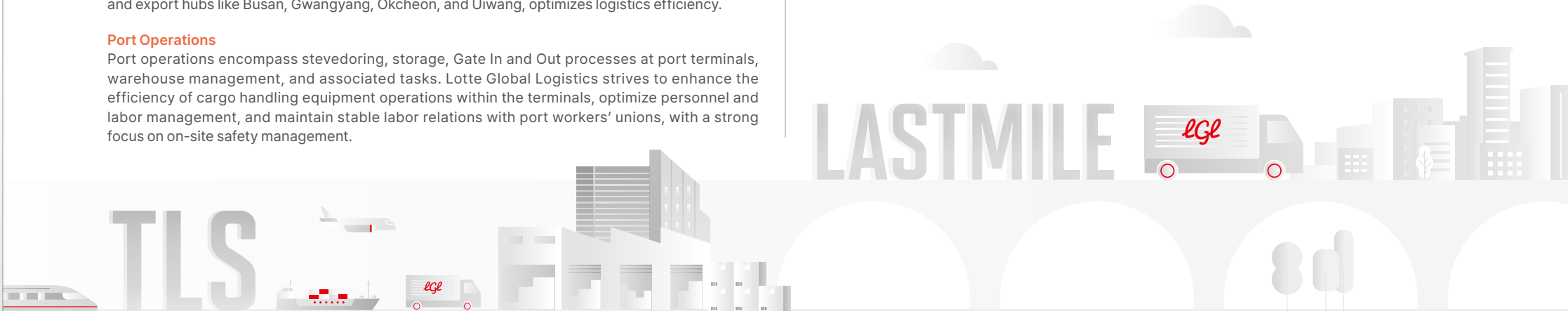
LM(Last-Mile)

Parcel Service

With our door-to-door parcel delivery service for small-sized shipments, Lotte Global Logistics ensures direct transportation from sender's doorstep to the recipient's doorstep. The following three characteristics make our parcel service stand out. First, we bring innovation to parcel delivery. Customers can schedule pickups via phone, online platforms, or mobile apps. Our streamlined delivery system significantly reduces transport time, ensuring that registered shipments reach their destination the next day. Second, our parcel service excels in speed and security. With our swift delivery system, next-day shipping is ensured while real-time cargo tracking provides stability and reliability throughout the logistics process. The last aspect that sets our service apart is our specialization in small-sized freight. We handle shipments up to 25 kilograms per package unit and with total dimensions, including width, length, and height, not exceeding 160 centimeters. We efficiently transport these standardized parcels from shippers to recipients.

CBE(Cross Border E-commerce)

Cross-border business is a business model for goods shipment where domestic consumers purchase products from overseas sellers or vice versa. The burgeoning online market has given rise to increased demand for direct overseas purchases bound for Korea and reverse international shipments from Korea. To accommodate this trend, we have broadened our international express service, extending beyond air freight to incorporate maritime shipping. Furthermore, we have strengthened our global presence by establishing overseas distribution centers, with a particular focus on China and Japan.





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GBS(Global Business Support)

With its extensive network of 13 overseas corporations, Lotte Global Logistics has expanded its presence into the global logistics market. The strong internal volume from Lotte Group affiliates underpins our ability to offer competitive logistics services. Our ultimate goal is to become a leading global logistics firm.

In recent years, we have witnessed the escalating U.S.-China trade tensions, which are reshaping the logistics landscape. Amid this supply chain restructuring, we remain agile, adapting to market fluctuations while venturing into emerging markets with new growth drivers.



LIST(Lotte Innovation & Solution & Synergy & Technology)

Logistics Consulting

Taking advantage of our capabilities in logistics consulting and extensive project experience, our optimized consulting services empower our domestic and global customers to achieve simulation-based optimization of their networks and transportation systems, refine their mid- to long-term logistics master plans, and attain logistics automation through precise logistics diagnostics and solutions for process refinement.

Logistics Automation

Capitalizing on our automation development capabilities and a wealth of experience across various logistics automation projects, we formulate optimal plans that take into account customer cargo volume and inbound and outbound flows. Additionally, we provide logistics solutions designed for seamless integration with related systems, including sorting, storage, and robotic equipment.

New Businesses

With the aim of driving sustained company growth, Lotte Global Logistics focuses on identifying strategic customers and new businesses while expanding its logistics service areas. The launch of the Innovation Department in April 2024 aligns with this objective, already spearheading a range of initiatives driven by future growth potential.

Green Business



- Transition into hydrogen-powered freight trucks
- Entry into and expansion of maritime transportation business
- Entry into and expansion of hydrogen transportation business

Specialized Logistics Business



- Specialized services for e-commerce
- Bio and Healthcare logistics
- Military and Exhibition logistics
- Dedicated reverse logistics for returns

Platform Business



- Consignment logistics
- AI-driven safety management solutions





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Forging a Stronger Global Competitive Edge

Building Global Networks

Boosting Global Reach through Strategic Logistics Expansion in Eastern Europe

We have actively expanded our international network to ensure sustainable growth. As part of this strategy, we entered the Eastern European market and established a new base in Hungary in 2021, a key destination for rechargeable battery and battery-related companies.

In 2022, we established a corporate in Hungary to provide logistics services for rechargeable battery materials. This expansion laid the groundwork for growth by broadening our business scope beyond group affiliates such as Lotte Chemical and Lotte Aluminium to include various business areas such as rechargeable battery (SK On) and auto parts.

In addition, we are expanding our logistics base to neighboring countries around Hungary and have successfully launched a new business, TCR (Trans China Railroad), which connects 'Korea → Qingdao, China → Malaszewicze, Poland → final destination.' Through this network, we provide efficient logistics services to major clients such as Hyundai Mobis and LOGISALL. Going forward, we will let our overseas corporation further collaborate to deliver seamless one-stop global logistics services, meeting the logistics demands of Korean companies expanding abroad and maximizing customer value.

Vietnam Logistics Hub Construction and Cold Chain Market Expansion

With three hubs in Vietnam, Hanoi, Ho Chi Minh City, and Long An, Lotte Global Logistics provides one-stop, total logistics services, covering forwarding, warehouse management, and inland transportation.

Furthermore, we are gearing up for the construction of a new logistics center in southern Vietnam, which will strengthen our supply chain across the Asian region. This southern logistics center will serve as a cold chain logistics hub in Vietnam, where the cold chain business is growing at an average annual rate of 20%. As a core strategy, this facility will enable us to swiftly respond to the demands of this burgeoning market. Leveraging our expertise in logistics operations and the expansive reach of our logistics hubs across Vietnam, we are poised to establish ourselves as a key player in cold chain services.

New E-Commerce Fulfillment Center to Launch in Texas, U.S.

A new e-commerce (EC) fulfillment center in Texas, U.S. is set to begin operations in July 2025. The facility will span over 18,500 square meters and will be capable of processing up to 60,000 SKUs and about 20,000 orders per day. The facility will be equipped to provide a range of value-added services (VAS), including receiving, inventory management, order fulfillment, packing and repacking, and labeling, with higher efficiency.

The new fulfillment center will be operated in partnership with global companies and is expected to play an integral role in delivering products in a swift and accurate manner to customers across North America and other global markets. Through this center operation, we aim to further sharpen our competitiveness in the e-commerce and fulfillment sectors, providing elevated service to our customers.

<Herb US Texas EC Fulfillment Center>



New Corporate in Mexico, Our Strategic Hub for the North American Market

Mexico is emerging as a critical global logistics hub, driven by the growing momentum of reshoring and nearshoring strategies aimed at reducing dependence on China. As a result, the country has firmly positioned itself as a manufacturing and logistics center, further strengthened by expanding and modernizing its infrastructure.

In response to these market shifts, we established a new corporate in Mexico to expand our footprint in the North American region. In February 2024, we completed the incorporation of our Mexican corporate in Monterrey, located in the northeastern part of the country. By August 2024, the corporate began offering port drayage services and achieved profitability within a short period.

Securing Long-Term Presence in the Middle East and Africa

We are taking our first steps toward establishing a long-term presence in the Middle East and African markets. In 2025, we plan to set up a corporate in Egypt, which will serve as a base for expanding our logistics and transportation operations across the region. The establishment of our Egyptian corporate marks a significant milestone that underscores our strong commitment to entering the Middle East and African markets.

Based in Cairo, the capital of Egypt, our corporate is strategically positioned, about 300 km from the El Dabaa Nuclear Power Plant and 170 km from Alexandria, offering direct access to major maritime trade routes connecting Europe, Africa, and Asia.

The 'El Dabaa Nuclear Power Plant Project' is one of our key projects, encompassing a wide range of logistics services, including receiving, customs clearance, multimodal transportation, unloading, and final delivery of nuclear power equipment in Egypt.

Leveraging Egypt as our regional base, we will provide unparalleled logistics services throughout the Middle East and Africa, proactively responding to the logistics demands of various industries.

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Forging a Stronger Global Competitive Edge

Signing Strategic MOUs

Partnership with UPS for Global Logistics Expansion

Through our partnership with UPS, an integrated logistics provider based in the U.S., we are expanding our logistics services to offer more efficient and convenient solutions for our customers. Through our OGP (Outside Gross Partner) service, we leverage UPS's global logistics network to provide domestic delivery and pickup services, enabling swift and efficient international shipping. On top of that, we support easy shipment of pre-registered items by designating Korea Seven stores as drop points. With our OSP (Outside Service Provide) service, we offer flexible delivery options by leveraging our parcel logistics network. As we move forward, we will continuously broaden our service offerings and further step up our global competitive edge within the logistics industry.

Joining Hands with Global Shipping Carrier CMA CGM, Expanding Our Logistics Reach to Sharpen Global Capabilities

We have signed an MOU with France-based CMA CGM, the world's third-largest shipping company, to secure competitive freight rates and stable space for container cargo transportation. This agreement establishes a comprehensive service partnership across various shipping lanes. In the first quarter of 2025, we entered into a new contract for the Northern Europe region and are currently in discussions for additional agreements targeting the Mediterranean, North America, and Asia. Alongside geographic expansion, we are also pursuing agreements for specialized containers such as RF (refrigerated) containers to diversify service types. This collaboration will serve as a key driver in enhancing logistics efficiency and strengthening our global competitiveness.

Sharpening Global Logistics Capabilities

Obtaining CEIV Certification for Lithium Batteries and Pharmaceuticals

CEIV (Center of Excellence for Independent Validators) certification, developed by the International Air Transport Association (IATA), verifies that air cargo services comply with global industry standards and deliver high-quality transportation performance. In May 2023, we obtained the CEIV Li-Batteries certification and actively attracted rechargeable battery clients. Building on two years of proven operational experience, we successfully renewed the certification in the first half of 2025. Furthermore, in February 2024, we acquired the CEIV Pharma certification, expanding our business portfolio and further enhancing our capabilities in global logistics.

<Signing MOU with CMA CGM>



<CEIV Li Batteries certification>



<CEIV Pharma certification>



Overseas Logistics Consulting Services

Vietnam I Company D (franchise restaurant business)

We carried out a joint cold chain delivery project for food ingredients with Company D, a franchise restaurant operator in Vietnam. As our Vietnam corporate was already managing ingredient procurement for another franchise brand, Company L, we identified potential operational synergy between the two businesses. Accordingly, we proposed a joint logistics operation plan based on transport simulation. By suggesting a model that maximized cost reduction through a decrease in total vehicle count, we successfully secured the project.

China I Company O (confectionery manufacturing)

We proposed an optimized sales logistics operation plan for Company O's distribution centers in China. By reallocating loading and unloading personnel and eliminating unnecessary stacking and movement paths, we found areas for improved productivity. We also presented logistics cost-saving strategies based on transport optimization simulations.

Kazakhstan I Company R (confectionery manufacturing)

Following the successful award of a logistics center integration project for Company R in Almaty, Kazakhstan, we expanded warehouse storage capacity and introduced an IT system for stable operations. We plan to pursue further improvements in shipments bound for Europe through phased transport optimization initiatives, laying the foundation for continuous innovation and cost reduction.

India I Company L (ice cream manufacturing)

We diagnosed inefficiencies arising from the use of multiple logistics providers at Company L's manufacturing site in India and formulated an integrated logistics outsourcing plan. In collaboration with the production, purchasing, and sales departments, we analyzed the entire SCM process and designed an optimal outsourcing structure to replace fragmented operations. Our proposal also included performance analysis and implementation plans to ensure long-term operational stability.

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Delivering the Future

Innovation in Logistics Services

Collaborations to Design Last-Mile Business Models

With an aim to effectively respond to the evolving landscape of last-mile delivery, we are actively working to secure new business models utilizing delivery robots. Continuing from 2023, we partnered with autonomous robot specialist ROBOTIS to carry out the second phase of a delivery robot pilot program. Over a three-month period, seven robots were deployed to test a delivery model in which they passed through shared entrance doors, summoned elevators, and delivered parcels directly to customers' front doors. The project clearly demonstrated the viability of the technology and paved the way for future personalized delivery services.

In January 2025, we signed an MOU with Fieldro, a logistics automation company specializing in robotics, to co-develop a future-oriented last-mile service model. Leveraging FieldRo's expertise in rough-terrain navigation, we aim to develop delivery robots capable of seamless indoor and outdoor mobility and to build a last-mile service ecosystem that enriches everyday life by connecting diverse service points across residential environments.

<MOU for robot and logistics automation technology development>



MOU with TXR Robotics for Logistics Automation Partnership

By internalizing advanced control technologies for a wide range of automation system, we are reinforcing our agility and responsiveness to meet the changing demands of the logistics landscape and our customers. In November 2024, we signed an MOU with TXR Robotics as a technology partner to seamlessly integrate and configure conveyors, wheel sorters, and other automation equipment in connection with our proprietary control systems. Built on our extensive logistics operation expertise, we will actively collaborate with TXR Robotics to deliver customized automation solutions and lead innovation in smart logistics.

<MOU for joint development of new logistics automation technologies>



MOU with Mars Auto for Autonomous Trucking and Transfer Hub Development

Our efforts to facilitate autonomous trucking and develop transfer hubs are aimed at providing more efficient and stable logistics services. To this end, we have partnered with Mars Auto, a provider of autonomous driving solutions, to participate in pilot projects for autonomous freight transport. We successfully completed the first phase of testing in 2023 and launched the second phase in January 2024. This second phase covers the longest autonomous driving route in Korea, with round trips between Jincheon and Yangsan (southbound), and Sacheon and Icheon (northbound). Through these pilot operations, we have achieved an average fuel efficiency improvement of 11.8% and reduced driver fatigue, while maintaining a zero-accident record during the testing period. On top of that, we signed an MOU with Mars Auto in October 2024 to further explore the deployment and operation of autonomous freight trucks. This partnership aims to actively explore the efficient deployment and operation of autonomous freight trucks, with a view toward B2B commercialization of unmanned trucking solutions. Building on this agreement, both companies are contributing to innovation in the autonomous freight truck market and the expansion of AI-driven digital logistics.

<MOU for promoting autonomous freight vehicles and developing transfer hubs>



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Grounded in logistics excellence and sustainable leadership,
Lotte Global Logistics is actively pursuing robust ESG management
to take the lead in ESG-driven logistics.

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ESG Fundamentals

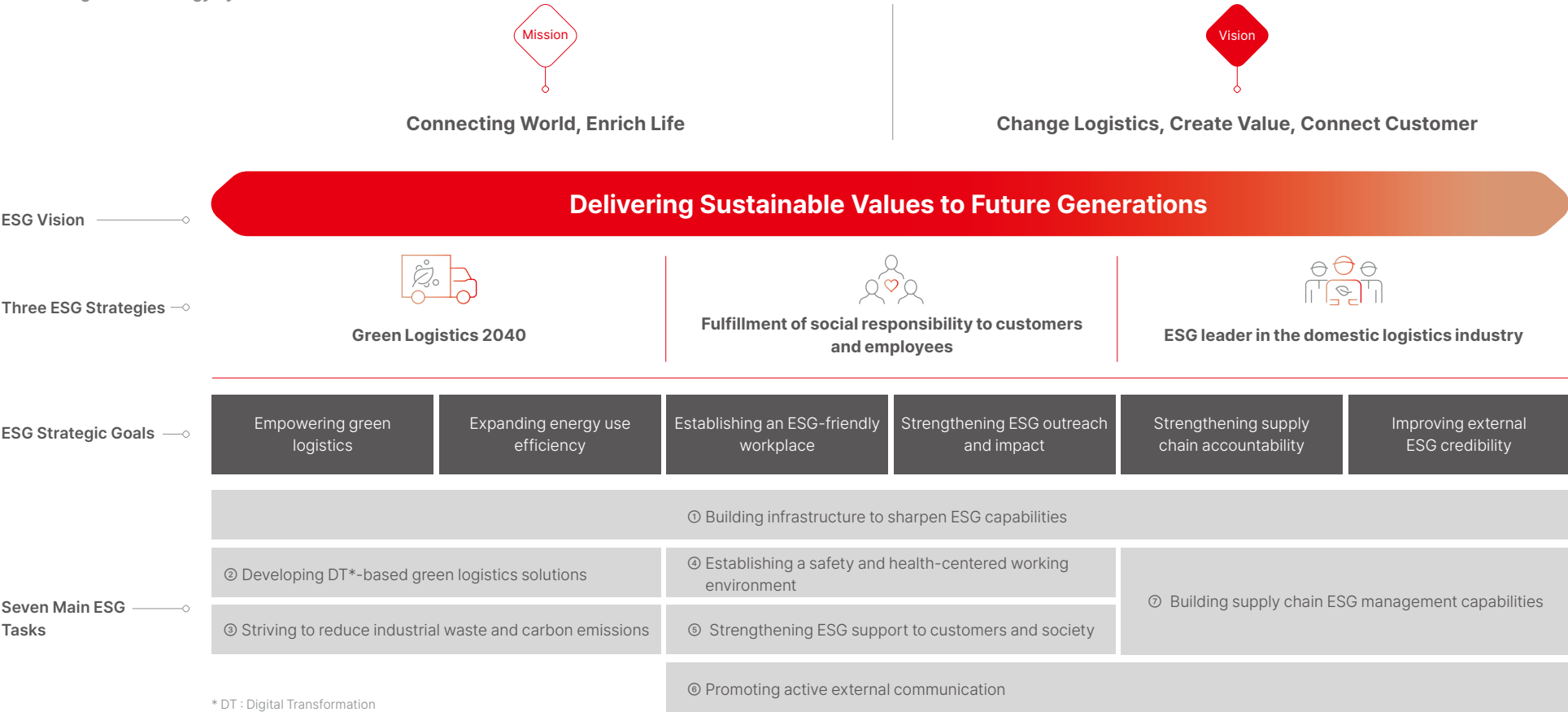
ESG Management Framework

ESG Strategy

ESG Management Goals

Lotte Global Logistics is establishing a sustainable management framework on the foundation of its core logistics business and close collaboration with a broad range of stakeholders. Through the advancement of green logistics, practice of social responsibility, and transparent governance, we are committed to realizing our ESG vision of 'Delivering Sustainable Value to Future Generations' while positioning ourselves as a role model in ESG-driven logistics.

ESG Management Strategy System



- ESG Management Framework
- Our Material Issues
- Stakeholder Engagement

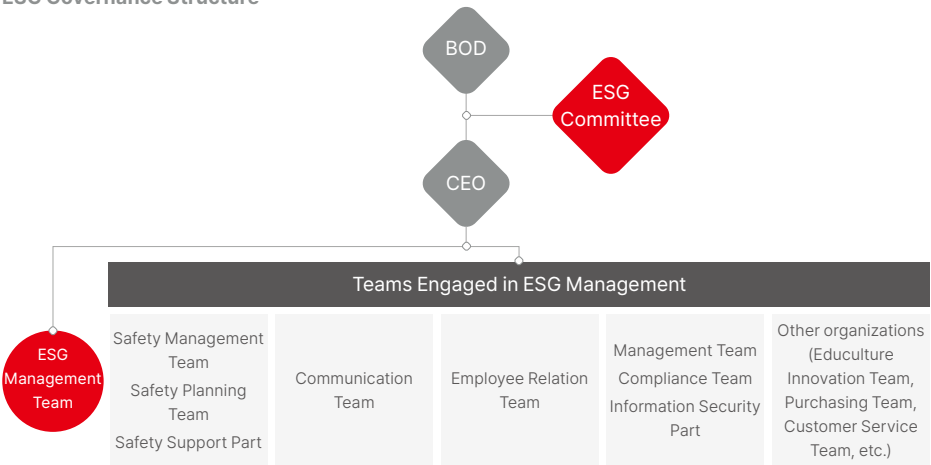
ESG Management Framework

ESG Strategy

ESG Governance

Since 2021, we have operated a dedicated ESG organization to effectively respond to our stakeholder expectations for stronger ESG management. This ESG-dedicated organization is responsible for systematically planning, executing, and managing our ESG initiatives, and regularly reports key agenda items to the ESG Committee. By analyzing both domestic and global trends and understanding stakeholder insights from diverse perspectives, we aim to continuously advance our ESG performance.

ESG Governance Structure



ESG Issue Reporting and Execution System



ESG Committee

We established an ESG management framework and launched the ESG Committee within the Board of Directors (BOD) in 2021 to address not only financial considerations but also non-financial values, such as climate change response, corporate social responsibility, and sound governance. The ESG Committee is responsible for formulating our ESG strategies and policies, reviewing implementation progress, and providing advices. It also monitors the execution of key initiatives to ensure effective ESG management. As the highest decision-making body overseeing ESG implementation, the ESG Committee reports its deliberations and resolutions to the Board. The Chairman of the Board may, if deemed necessary, present these matters for resolution and further review by the Board.

Function

- Make decisions on ESG strategies and policies
- Keep track of the progress of key ESG tasks
- Deliberate on ESG management issues entrusted by the board

Composition (as of March 2025)

- Chairman : Outside Director Kim Hyung-Tae
- Member : Outside Director Lee Chung-bae, Outside Director Kim Hee-yeon

Board and ESG Committee Operations

Date of Convocation		Agenda Items
Board of Directors		
2024.02.07	(Report)	• Report on the operation and assessment of the internal accounting control system • Report on 2023 activities and 2024 plan for the Compliance Manager
2024.03.22	(Deliberation)	• Proposal for the establishment of committees within the Board
2025.02.05	(Report)	• Report on Compliance Manager's activities and 2025 activity plan
	(Deliberation)	• Approval of the 2025 safety and health plan
ESG Committee		
2024.01.24	(Report)	• ESG initiatives : 2023 progress and 2024 plan • The 2040 Carbon Neutrality Roadmap 2.0
2024.08.14	(Report)	• Progress on carbon neutrality implementation • Status of Sustainability Report publication • Progress of 2024 ESG initiatives
	(Report)	• Report on ESG initiatives : 2024 performance and 2025 plan
2025.02.03	(Deliberation)	• Approval of 2025 ESG KPIs • Approval of the Carbon Neutrality Roadmap 3.0 • Approval of Sustainability Report publication plan

- ESG Management Framework
- Our Material Issues
- Stakeholder Engagement
















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ESG Management Framework

















Our Seven Critical ESG Tasks

We have identified seven main tasks outlining major initiatives to be implemented by 2030 in pursuit of our ESG strategic goals. With an aim to effectively execute them, we present our targets and actual achievements as follows.

Main ESG Tasks	UN SDGs	Commitment	2024 Achievements
1. Building infrastructure to sharpen ESG capabilities		Sharpening ESG management capabilities	<ul style="list-style-type: none">- Established the 2040 Carbon Neutrality Roadmap 2.0- Formed additional committees within the Board- Expanded renewable energy transition (Yangsan, Airport, Express Center)
2. Developing DT-based green logistics solutions	 	Leadership in the logistics industry by introducing smart logistics systems and internalizing related technologies	<ul style="list-style-type: none">- Promoted the development of robotics and logistics automation- Facilitated autonomous trucking- Signed an agreements to develop solutions for logistics center optimization
3. Striving to reduce industrial waste and carbon emissions	  	Achieving carbon neutrality by developing eco-friendly logistics infrastructure	<ul style="list-style-type: none">- Adopted more hydrogen electric trucks- Promoted solar power generation at the warehouse corporate in Vietnam- Operated paperless parcel delivery- Participated in pilot operation of reusable delivery boxes with the Ministry of Environment- Conducted local community clean-up activities
4. Establishing a safety and healthcentered working environment	 	Providing a safe work environment through prevention-focused safety and health activities	<ul style="list-style-type: none">- Strengthened training for on-site supervisors- Signed an agreement with Icheon City to prevent fire accidents- Carried out safe driving campaigns- Provided consulting on the Serious Accidents Punishment Act for partner companies
5. Strengthening ESG support to customers and society	  	Carrying out practical external ESG activities	<ul style="list-style-type: none">- Enhanced assistance for vulnerable groups- Expanded senior delivery services- Supported global expansion of SMEs- Carried out community support activities
6. Promoting active external communication		Pursuing ESG management in line with objective and professional standards and actively sharing results	<ul style="list-style-type: none">- Joined the global ESG initiative, UNGC- Obtained certification for human rights management system- Annually published Sustainability Reports
7. Building supply chain ESG management capabilities	  	Increasing the ESG impact of our domestic supply chain	<ul style="list-style-type: none">- Expanded ESG assessments across the supply chain- Supported ESG training and evaluation for partner companies

ESG Management Framework

ESG at a glance

ENVIRONMENTAL	GHG emissions mitigated	Energy consumption reduced	Renewable energy used	Share of eco-friendly vehicles in fleet	Investment in environmental initiatives	Violations of environmental regulations
						
	5,438tCO ₂ -eq	99.586TJ	9,372MWh	18%	KRW 2 billion	Zero for 3 consecutive years
SOCIAL	Strengthened human rights management	Social contribution activities	No. of serious industrial accidents	Elevated customer value	No. of information security violations	
						
	Obtained Human Rights Management Certification	12 activities annually with 230 employee participants	Zero for 3 consecutive years	Consumer-Centered Management practices	Zero for 3 consecutive years	
GOVERNANCE	Active participation in global initiatives	Strengthened ESG management at Board level	No. of Board meetings and attendance rate	ISO certification for compliance management	ESG control of supply chain partners	
						
	UNGC participation	ESG Committee operation	9 meetings 100% attendance by Outside Directors	ISO 37301 & 37001	391 partner companies evaluated	

- ESG Management Framework
- Our Material Issues
- Stakeholder Engagement

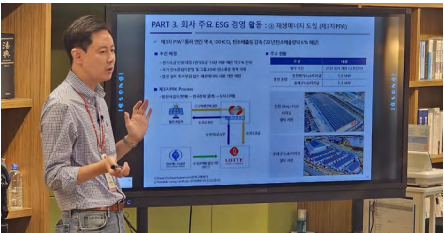
ESG Management Framework

Embedding ESG Management in Our Organization

ESG Training Program

As part of our Job Level-Up program, we delivered a special lecture on our ESG initiatives online and offline in July 2024 to promote ESG internalization across all employees. In addition, company-wide online ESG training content was offered, with a total of 10 programs completed by 1,709 participants throughout the year.

Program	Date	Type
Our Company's ESG (2024 Job Level-Up Program)	'24.7.2	Face-to-face, Online
2024 Lotte Code of Conduct	'24.8.16~10.10	Online
ESG for Business Survival	'24.4.1~9.30	Online
The ESG Revolution is Coming	'24.5.1~5.31	Online
ESG Living in the Era of Climate Crisis and Carbon Neutrality	'24.3.1~5.31	Online
Next ESG	'24.2.1~2.29	Online
ESG Right Now	'24.2.1~10.31	Online
Air Pollution Control Facility Maintenance Technique	'24.7.1~10.31	Online
Now It's ESG! Strategies for Sustainable Business Response	'24.1.1~9.30	Online
Prepare for the Era of Carbon Neutrality and ESG	'24.3.1~3.31	Online



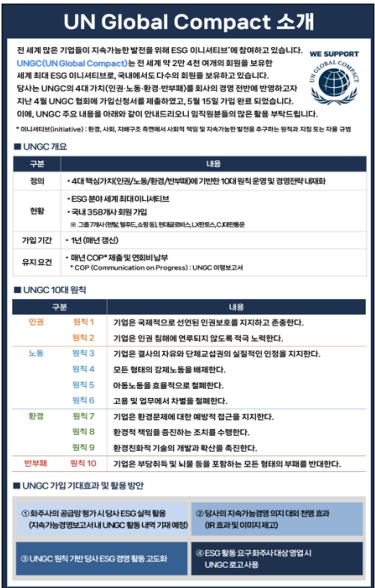
<Our Company's ESG>



<2024 Lotte Code of Conduct>

Sharing Our ESG Management Activities

A company's commitment to ESG begins with the interest and awareness of all its employees. Since 2022, we have been sharing updates on our ESG initiatives through our internal website to raise employees' understanding of ESG management. The posts cover a wide range of topics, including ESG strategy progress and current ESG-related issues, helping to improve ESG literacy and encourage participation across the organization.



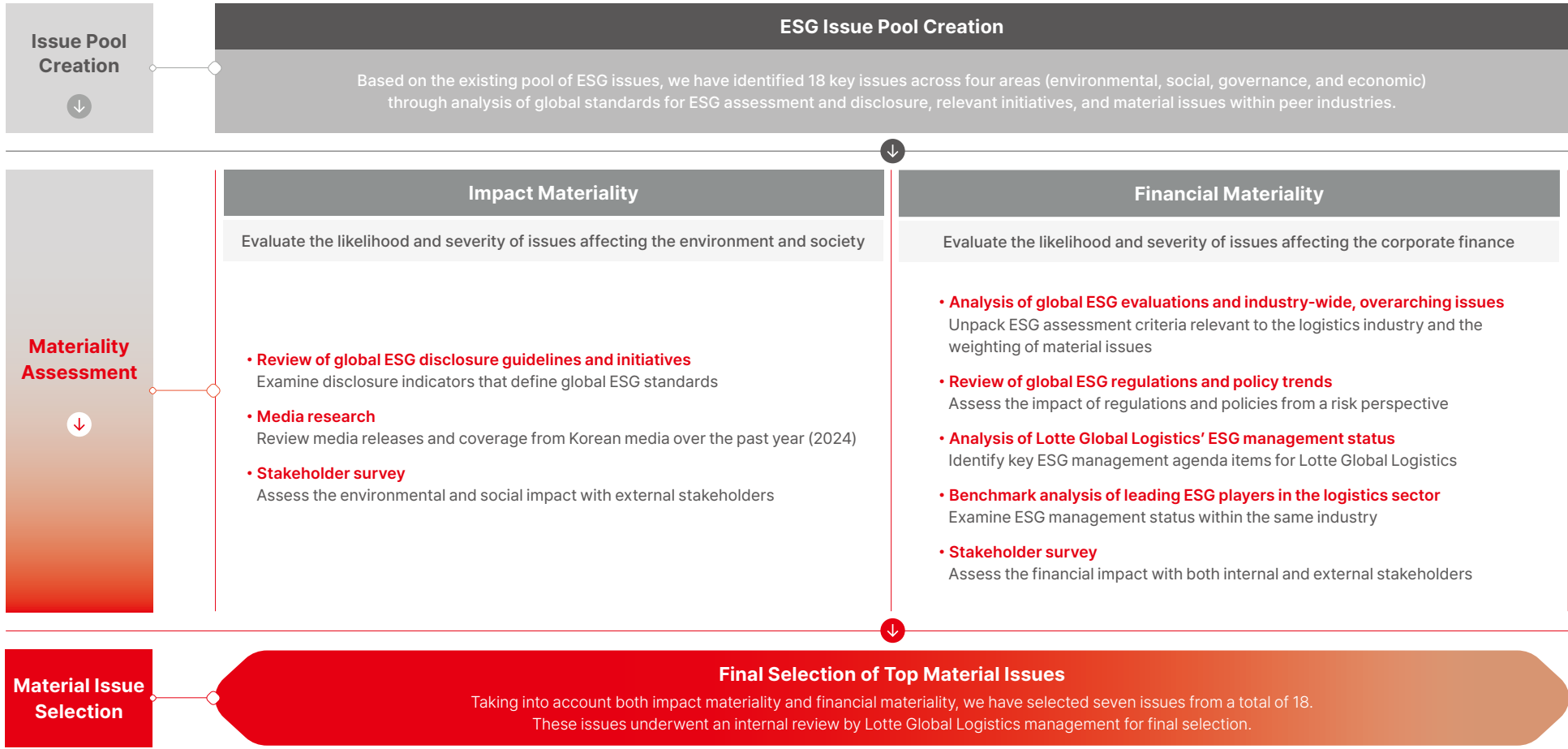
<ESG management promotional materials>



Our Material Issues

Double Materiality Assessment

Lotte Global Logistics conducts an annual materiality assessment to identify sustainability-related issues and deepen engagement with stakeholders. In accordance with the European Sustainability Reporting Standards (ESRS) framework, the assessment follows the double materiality approach, considering both impact materiality, which refers to the effects of business operations on the environment and society, and financial materiality, which addresses the influence of ESG issues on corporate finance.



Our Material Issues

Double Materiality Assessment Outcomes

Within the framework of the double materiality assessment, Lotte Global Logistics has selected the top seven material issues, with safety and health ranked as the top priority. We are committed to enhancing our double materiality assessment methodology to foster deeper communication with stakeholders, firmly anchored in trust.

2025 Material Issues

Materiality - ●●● : High / ●●○ : Medium

ESG Material Issue				Materiality			Index	
Ranking (Y/Y change)	Area	Issue	Details	Impact Materiality	Financial Materiality	Overall	GRI Index	Page
1 (-)	Social	Safety and Health	Establish and maintain a safety and health system, manage occupational accidents, and ensure employee well-being	●●●	●●●	●●●	403-1~10	56~65
2 (-)	Environmental	Action on Climate Change	Manage GHG emissions, offer green logistics services, and mitigate environmental impact	●●●	●●●	●●●	201-2, 305-1~2, 305-4~5	32~35
3 (-)	Governance	Ethics and Compliance (Fair Transactions)	Ahere to regulations and anti-corruption measures, operate a compliance management system, ensure fair trade practices, and put in place a whistleblowing system	●●●	●●●	●●●	205-1~3, 206-1	82~85
4 (▲2)	Social	Service Accountability	Ensure service quality, and satisfy customers	●●●	●●○	●●●	Non-GRI	69~74
5 (▲4)	Governance	Supply Chain Sustainability	Manage partners' risks and promote shared growth (financial and non-financial support for partners)	●●○	●●●	●●●	308-2, 414-2	86~89
6 (▲2)	Social	Data Security	Operate a data security system, protect personal data, and provide education on data privacy	●●○	●●○	●●○	418-1	66~68
7 (new)	Social	Human Rights	Ensure equity and inclusivity (family-friendly policies and hiring of individuals with disabilities) address human rights-related grievances, and raise human rights awareness	●●○	●●○	●●○	405-1~2, 406-1, 408-1, 409-1	52~55

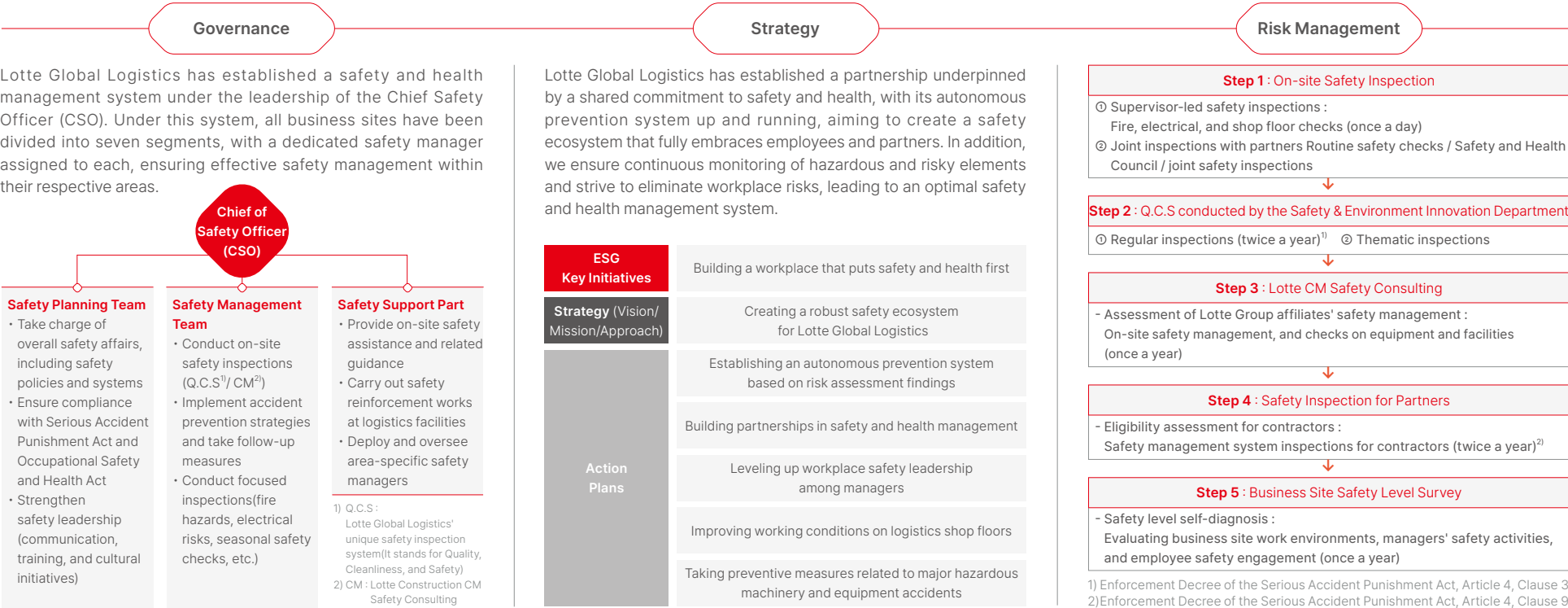
Our Material Issues

Management Approach

Material Issue #1. Safety and Health

Context & Our Approach

The nature of the logistics business entails a high risk of workplace accidents throughout its operations, including heavy lift cargo handling, transportation, and warehouse work, emphasizing the gravity of safety management for accident prevention. In recent years, logistics digitalization and automation have given rise to new safety risks, while employee health management has come to the fore as an important trend. Against this backdrop, continuous safety management and prevention activities have become an integral part of corporate management to ensure employee safety and well-being. Lotte Global Logistics will ramp up its efforts to create a safer and more stable work environment, thereby fulfilling its responsibility as a globally leading logistics firm.



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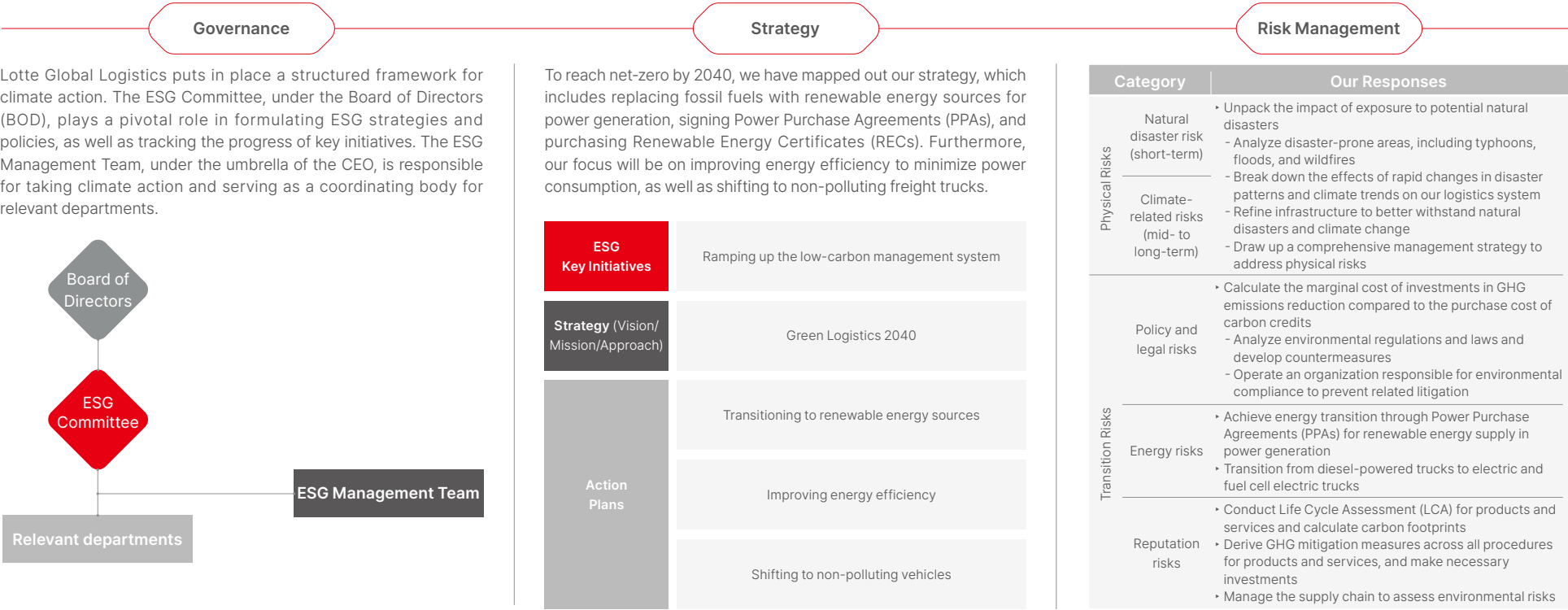
Our Material Issues

Management Approach

Material Issue #2. Action on Climate Change

Context & Our Approach

To gear up for intensifying climate change and extreme weather events, the global community has set greenhouse gas (GHG) emissions reduction targets in alignment with the Paris Climate Agreement, bringing various initiatives forward, such as investments in green technologies and a transition to a low-carbon economy. Being well cognizant of the environmental impact of its operations, including GHG emissions and energy consumption, the logistics industry is exploring ways to minimize its adverse effects and evolve into eco-friendly logistics. Joining these efforts, we have undertaken a diverse range of initiatives, including carbon mitigation, a shift to renewable energy sources, and the adoption of eco-friendly vehicles.



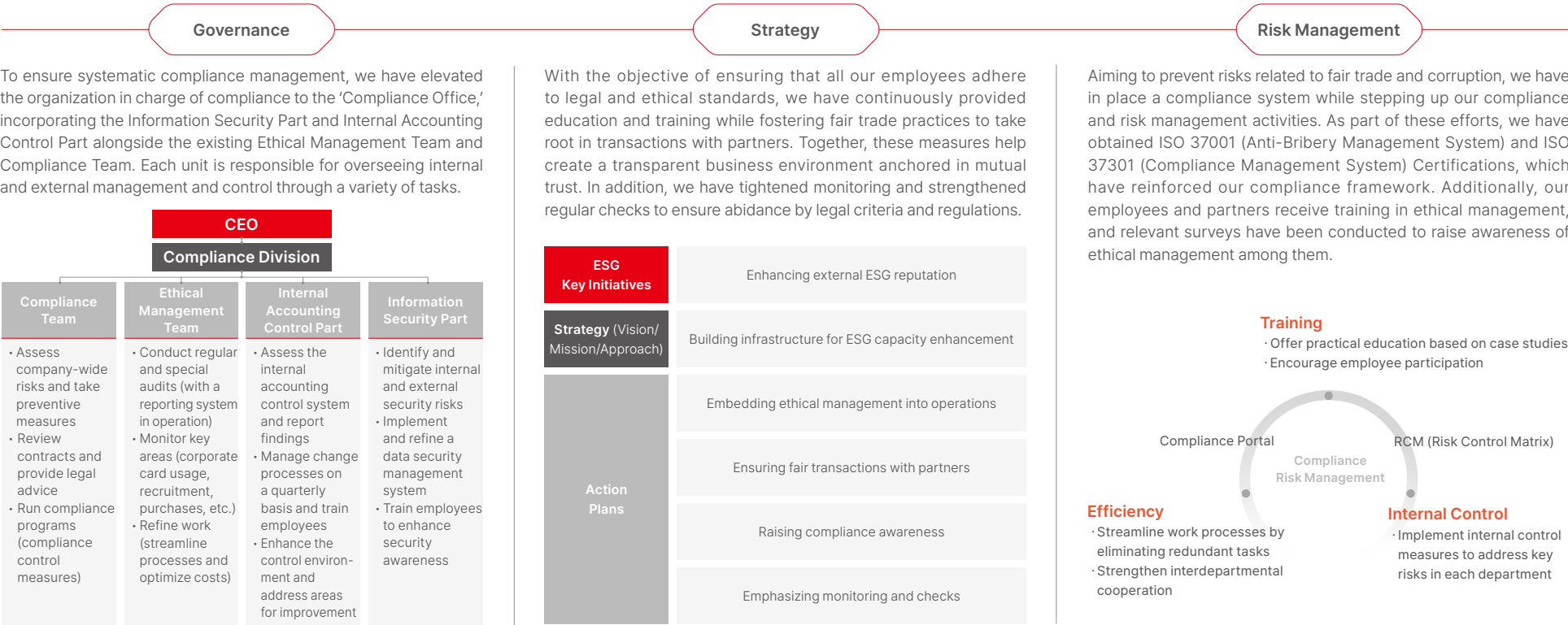
Our Material Issues

Management Approach

Material Issue #3. Ethics and Compliance (Fair Transactions)

Context & Our Approach





The growing demand for corporate social responsibility and ethical management from stakeholders comes with an escalating impact of unethical business operations and the associated risks. The logistics industry we operate in requires cooperation with a wide range of partners, including suppliers, carriers, and customers. This dynamic highlights the importance of ethics and compliance for sound business operations. Lotte Global Logistics prevents unfair trade practices and ensures strict compliance to maintain transparent and fair competition.



Our Material Issues

Management Approach

Our Approach to Other Material Issues

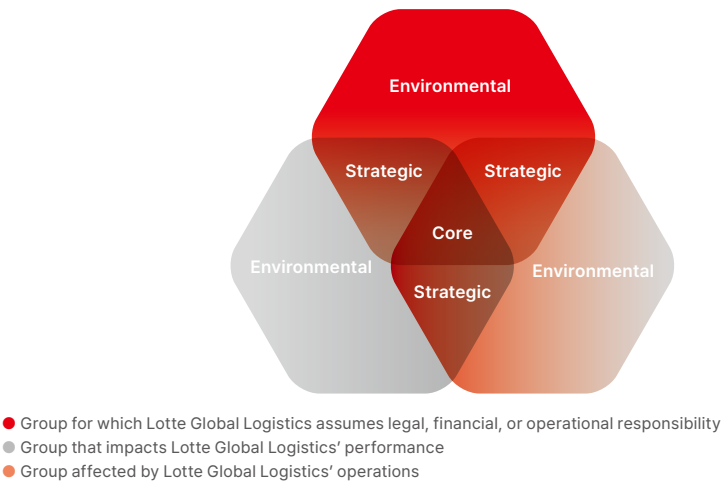
Issue	Context & Our Approach	Key Performance	Next Plans
<div>Customer Value Enhancement</div> <div></div>	<p>The increasing diversification of customer demands and expectations has made a customer-oriented approach an integral strategy for corporate success.</p> <p>Lotte Global Logistics puts customer experience first in innovating its services from a customer-centric perspective, in the interests of consumers' rights and benefits. Our personalized services and tailored solutions serve as a key driver in attracting highly loyal customers, giving us a competitive edge in the market. Furthermore, we have refined service quality and enhanced stability through data-driven feedback, ensuring that customers' voices are incorporated into our operations, ultimately leading to optimized services.</p>	<ul style="list-style-type: none">Rated A in the 2024 parcel service assessment by the Ministry of Land, Infrastructure and TransportRanked 1st in the 2024 Brand Customer Loyalty AwardsAchieved the top position in parcel service at the 2024 Brand AwardsAcknowledged as an outstanding company in consumer complaint resolution by the Korea Consumer Agency	<ul style="list-style-type: none">Improving service metrics related to customer perceptionIntroducing AICC (Artificial Intelligence Contact Center)Implementing customer-centered management and continuous improvement initiatives
<div>Supply Chain Sustainability</div> <div></div>	<p>Proper supply chain management enables companies to source resources efficiently and ensure seamless data flow, leading to cost reduction and agile responsiveness to customer demands. This underscores the importance of an effective supply chain as a critical asset for corporate growth. In response, we have mapped out a roadmap for supply chain ESG management and put it into practice, thereby strengthening ESG practices across the entire supply chain. Moreover, we ensure fair trade practices with partners, playing a leading role in fostering co-prosperity within the industrial ecosystem.</p>	<ul style="list-style-type: none">Expanded the selection scope of key partners (all partners from 10% to 35%)Offered ESG education to key partners and broadened the scope of ESG diagnosis beneficiaries (education and self-diagnosis assistance for 391 partners and due diligence support for 20 partners)	<ul style="list-style-type: none">Re-establishing a set of standards for key partnersImplementing assistance programs for ESG managementRevising the evaluation method (shift from self-diagnosis-based to due diligence diagnosis-based)Considering incentive improvements in response to assessment findings (expanded bidding advantages and rewards for outstanding ESG management partners)
<div>Data Security / Data Protection</div> <div></div>	<p>With the development of diverse systems through digitalization, the modern logistics industry now processes significantly more data than before, including real-time data. This increases information security risks at multiple levels, from customer orders to delivery.</p> <p>To protect sensitive data, such as customers' personal information and purchasing records, generated throughout the logistics process, we have established a robust data security system and infrastructure. Additionally, we ensure continuous monitoring to enable proactive and swift responses to potential threats.</p>	<ul style="list-style-type: none">Reinforced employee-led autonomous checks (check implementation rate : 94.8% in 2023 → 96.3% in 2024)Conducted company-wide Clean Desk InspectionsExecuted quarterly simulated virus response drills, recording an average infection rate of 1.5% in 2024 (2023 average infection rate : 4.2%)	<ul style="list-style-type: none">Building a Disaster Recovery (DR) systemExpanding job-specific data security trainingStrengthening security awareness among employeesExamining partner companies' data privacy management status
<div>Human Rights Management</div> <div></div>	<p>Human rights management is an integral part of achieving sustainable progress and building trust in the global market. In particular, global expansion requires respect for diverse cultural backgrounds and regulations worldwide to foster positive relationships with stakeholders.</p> <p>Placing human rights management at our heart as a core value, we prioritize respect for human rights in all our operations. Guided by our Human Rights Management Charter, we ensure fairness and a discrimination-free workplace, while building a culture where human rights protection and respect are embedded in our relationships with employees, partners, and local communities.</p>	<ul style="list-style-type: none">Renewed the dedicated organization for grievance handling (Grievance Handling Committee) and reorganized related regulationsFormulated grievance handling manualObtained the Human Rights Management SystemExpanded human rights assessment items (153 items in 10 areas → 189 items in 11 areas)	<ul style="list-style-type: none">Operating a human rights systemDrawing up a human rights manualNurturing internal examiners through external expert training

Stakeholder Engagement

Our Commitment to Stakeholder Communication

Fully cognizant of the significant impact of stakeholder communication on corporate sustainable management, Lotte Global Logistics strives to actively engage with stakeholders. Guided by the ISO 26000 stakeholder categories, we have classified them into core, strategic, and other stakeholders. Among them, customers, employees, partners, shareholders and investors, local communities, and the government and relevant organizations have been identified as key stakeholders. To ensure transparent communication, we put in place a variety of online and offline channels to pay heed to their concerns and opinions, incorporating them into our business management. In the years ahead, we remain committed to fostering healthy and trustworthy relationships through regular engagement.







Lotte Global Logistics' Key Stakeholder Classification¹⁾



Category	Definition	Stakeholder Group
Core stakeholders	Stakeholders essential to corporate survival	Employees, customers, partner companies
Strategic stakeholders	Stakeholders essential for addressing specific issues	Shareholders and investors, local communities, and the government and related organizations
Other (Environmental) stakeholders	Stakeholders beyond core and strategic stakeholders	Media, socially vulnerable groups, peer group, and experts

1) Key stakeholders : Core and Strategic stakeholders

Stakeholder Communication Channels and Key Concerns

Stakeholders	Issues of Concerns	Communication Channels	Our Responses
<div>Customers</div> <div></div>	<ul style="list-style-type: none">• Paying heed to customers' voices• Elevating customer satisfaction• Protecting data privacy	<ul style="list-style-type: none">• Website (Voice of the Customer)• SNS channel• Customer service center• Customer satisfaction surveys	<ul style="list-style-type: none">• Running a 24/7 help desk• Offering chatbot and VMS services• Conducting regular customer satisfaction surveys• Redoubling efforts to protect data privacy (courier customer privacy activities, security training, etc.)
<div>Employees</div> <div></div>	<ul style="list-style-type: none">• Securing and nurturing talent• Forging a horizontal corporate culture• Achieving work-life balance• Improving compensation and welfare benefits• Addressing employees' grievances	<ul style="list-style-type: none">• Job fairs• Company Development Council• LGL Together Day• Junior board• Ombudsman center• Imagination and innovation hub	<ul style="list-style-type: none">• Providing more training for distribution logistics professionals• Deepening communications with employees• Refining HR and assessment systems• Running wellness programs for work-life balance• Overhauling the employee grievance handling process
<div>Partners</div> <div></div>	<ul style="list-style-type: none">• Selecting and managing partners• Ensuring fair transactions and shared growth• Deepening communications with partners• Assisting partners	<ul style="list-style-type: none">• Partner meetings• Partner workshops• Partner reporting channels	<ul style="list-style-type: none">• Lending financial support and building capacity (consulting, training support, etc.)• Providing safety consulting• Making early payments for services• Enhancing work environments for couriers
<div>Shareholders and Investors</div> <div></div>	<ul style="list-style-type: none">• Enhancing corporate value• Managing risks• Ensuring transparent disclosure• Sharing key ESG data	<ul style="list-style-type: none">• General shareholders' meetings• Management disclosure• IR activities• Sustainability report	<ul style="list-style-type: none">• Ensuring transparent disclosure• Monitoring risks with an established response process• Managing risks based on their type
<div>Local Communities</div> <div></div>	<ul style="list-style-type: none">• Making social contributions leveraging our core capabilities• Discharging corporate social and environmental responsibility	<ul style="list-style-type: none">• Website• SNS channel• Media coverage	<ul style="list-style-type: none">• Carrying out social contribution programs for the vulnerable• Expanding our eco-friendly community outreach (used toy donation, charity bazaar for donated item sales, etc.)
<div>Government and Related Organizations</div> <div></div>	<ul style="list-style-type: none">• Abiding by laws and regulations• Ensuring transparent tax payments	<ul style="list-style-type: none">• Policy meetings• Networks of associations and organizations	<ul style="list-style-type: none">• Conducting compliance activities• Adhering to the relevant regulations• Engaging in the governments' policies

Introduction
ESG Fundamentals
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Appendix

Guided by its ESG business strategies and goals, Lotte Global Logistics has made significant progress in ESG through a diverse range of initiatives spanning environmental, social, and governance domains.

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ESG Fact Book



- Framework for Environmental Management
- Action on Climate Change (TCFD)
- Carbon Mitigation Initiatives
- Environmental Impact Management

ENVIRONMENTAL

30	Framework for Environmental Management
32	Action on Climate Change (TCFD)
36	Carbon Mitigation Initiatives
39	Environmental Impact Management



- Framework for Environmental Management Action on Climate Change (TCFD)
- Carbon Mitigation Initiatives
- Environmental Impact Management

Please check additional information about Lotte Global Logistics on the homepage.

Framework for Environmental Management

Environmental Management System

Our Policy on Environmental Management

- Building and Enforcing Our Environmental Management Policy
 - Formulating the Environmental Management Charter, which guides all employees toward proper behaviors and sound value judgment
 - Implementing and integrating environmental management into practice in alignment with the policy
 - Ensuring compliance with domestic laws, including the Constitution of the Republic of Korea, the Framework Act on Environmental Policy, and the Framework Act on Carbon Neutrality and Green Growth for Coping with the Climate Crisis, as well as international regulations, such as the United Nations Framework Convention on Climate Change and the Convention on Biological Diversity

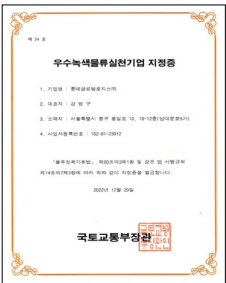
Environmental Management Charter

- Drawing up our Environmental Management Charter to provide clear guidance for employees in making responsible decisions and ethical judgments
- Minimizing the environmental footprint of our management and business operations through the establishment of the charter
- Disclosing our Environmental Management Charter on our website and in our sustainability report for both internal and external stakeholders

Accredited Environmental Management Framework

- Establishing an organization dedicated to environmental management for efficient environmental operations
- Managing certifications such as ISO 14001 (Environmental Management System) and Excellent Green Logistics Enterprise

(Left) <ISO 14001 (Environmental Management System) certification>
(Right) <Excellent Green Logistics Enterprise certification>



Lotte Global Logistics' Environmental Management Charter

▸ Environmental Management Charter 

Environmental Management Charter

Lotte Global Logistics Co., Ltd. recognizes environmental values as a core element of its business activities, and establishes the Environmental Management Charter as a standard for proper behavior and value judgment that all executives and employees must comply with during management activities and business execution to practice environmental management. We faithfully pledge to comply with this Charter and to put it into practice.

1. We help people realize their right to live in a healthy and comfortable environment and strive to preserve the environment in our management activities and business operations.
2. We endeavor to prevent environmental pollution by complying with the Constitution of the Republic of Korea and domestic and international environmental laws and regulations.
3. We establish and implement an environmental management system, including setting goals and action plans and establishing related organizations, so that we can conserve and efficiently use resources and energy, minimize the generation of greenhouse gas (GHG) emissions and environmental pollution, and implement management that fulfills social and ethical responsibilities (hereinafter "environmental management").
4. In all our business activities, we strive to reduce the emission of pollutants at the source through the use of less polluting raw materials, improvements in processes, and promotion of resource conservation and recycling, and to minimize the harmful impact on the environment from the use and disposal of our products.
5. Recognizing that the climate crisis is a common human problem, we actively participate in the efforts of the government and international community to curb the increase in global average temperature and strive to achieve a carbon-neutral society.
6. Recognizing that biodiversity is important, we strive to utilize components of biodiversity and reduce our negative impacts on biodiversity in all of our business activities in a manner and at a rate that does not cause a decline in biodiversity.
7. We endeavor to increase stakeholders' access to information by regularly and transparently disclosing environmental management performance information, including GHG emissions and reduction performance and sustainable development information.
8. We strive to establish and implement measures to introduce and promote our partners' environmental management systems, such as providing them with information about their environmental management systems and performance, to solidify our win-win cooperation relationship and achieve shared growth.

We pledge to do our best to establish and spread environmental management as described above.

All employees of Lotte Global Logistics Co., Ltd.

Our Commitment to Compliance with Environmental Laws and Regulations

- Building and managing a Register of Environmental Laws and Regulations
 - Establishing a Register of Environmental Laws and Regulations, where key environmental laws and regulations affecting our business operations are recorded
 - Updating the register annually to reflect legal amendments and the unique characteristics of business sites
- Assessing our compliance with environmental laws
 - Conducting assessments of business sites to ensure adherence to environmental laws and regulations as part of risk management
- Managing air pollutants¹⁾
 - Developing procedural guidelines for air pollutant management
 - Stipulating air pollutant measurement procedures, permissions for air emissions and pollution control facilities, and actions required when emission levels exceed allowable limits

1) As Lotte Global Logistics falls under the non-manufacturing sector, it does not emit air pollutants regulated under the Clean Air Conservation Act, such as dust exceeding legal limits, sulfur oxides, and nitrogen oxides.



- Framework for Environmental Management Action on Climate Change (TCFD)
- Carbon Mitigation Initiatives
- Environmental Impact Management

Please check additional information about Lotte Global Logistics on the homepage.

Framework for Environmental Management

Environmental Management System

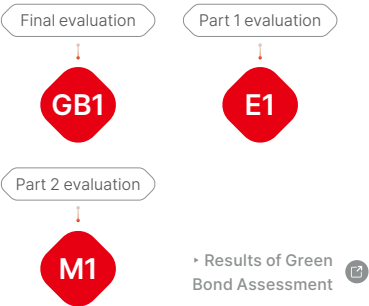
Issuing Green Bonds

- As part of the Green Project in 2021, issuing green bonds worth KRW 50 billion to support GHG emissions reduction.
- Investing the bond proceeds in green initiatives, including a logistics BPO platform, a next-generation parcel system, and the adoption of eco-friendly trucks
- Project investments have minimized unnecessary operations and enabled real-time management of transport vehicles, ultimately helping achieve our GHG emissions mitigation targets

Attaining GB1, the Top Green Bond Rating

- Receiving annual ESG assessments of green bonds since green bond issuance in 2021
 - Assessment items : Evaluating whether funds raised from green bond issuance are invested in eligible projects, how funds are managed and operated, and the level of transparency
 - Achieving a GB1 rating, the highest out of five, for four consecutive years, demonstrating our strong ESG practices across environmental, social, and governance areas, as well as our commitment to transparency
 - Assessment results are available on the website of the Korea Exchange

Results of Green Bond Assessment



Green Bond Issuance

Issued by	Lotte Global Logistics Co., Ltd.
Name of financial product	49th-2nd Lotte Global Logistics (green)
Amount of issuance	KRW 50 billion in total
Lead organizer	Korea Investment & Securities Co., Ltd.
Date of issuance	2021/01/29
Due date	2026/01/29

Projects Funded by ESG Bonds

Category	Project	Details	Fund Allocation
Environment (Green)	BPO platform for logistics	Advancement of a data-driven logistics platform	2018 ~ 2024 (KRW 33.7 billion)
	Next-generation parcel system	Integration and enhancement of parcel system operations	2018 ~ 2020 (KRW 14.4 billion)
	Eco-friendly electric trucks	Acquisition of and transition to eco-friendly vehicles	2021 ~ 2024 (KRW 1.9 billion)

Green Efforts by Our Employees

- A variety of green campaigns were conducted throughout 2024 to raise awareness among our employees about the importance of adopting eco-friendly practices in their daily lives.

Let's 롯데Green (LotGreen Employees) Campaign

- Implementing the 'Let's 롯데Green¹⁾' Campaign to promote five practical eco-friendly habits in daily life (e.g., using tumblers, taking the stairs, and reusing paper)
- Designing an eco-friendly mascot and creating stickers to place in areas where green practices should be encouraged, such as elevators, water purifiers, and multifunction printers
- Distributing stickers and promotional materials across all business sites to enhance employee engagement in this initiative

1) 롯데Green : LotGreen employees



<Let's 롯데Green Campaign' promotional material>

New Hire-Driven Upcycling Volunteer Program

- Conducting green social contribution activities for new hires as part of their onboarding training
 - Recycling discarded leather into pencil cases and donating them to community child care centers as part of our commitment to supporting underprivileged children

<New hire upcycling volunteer work>



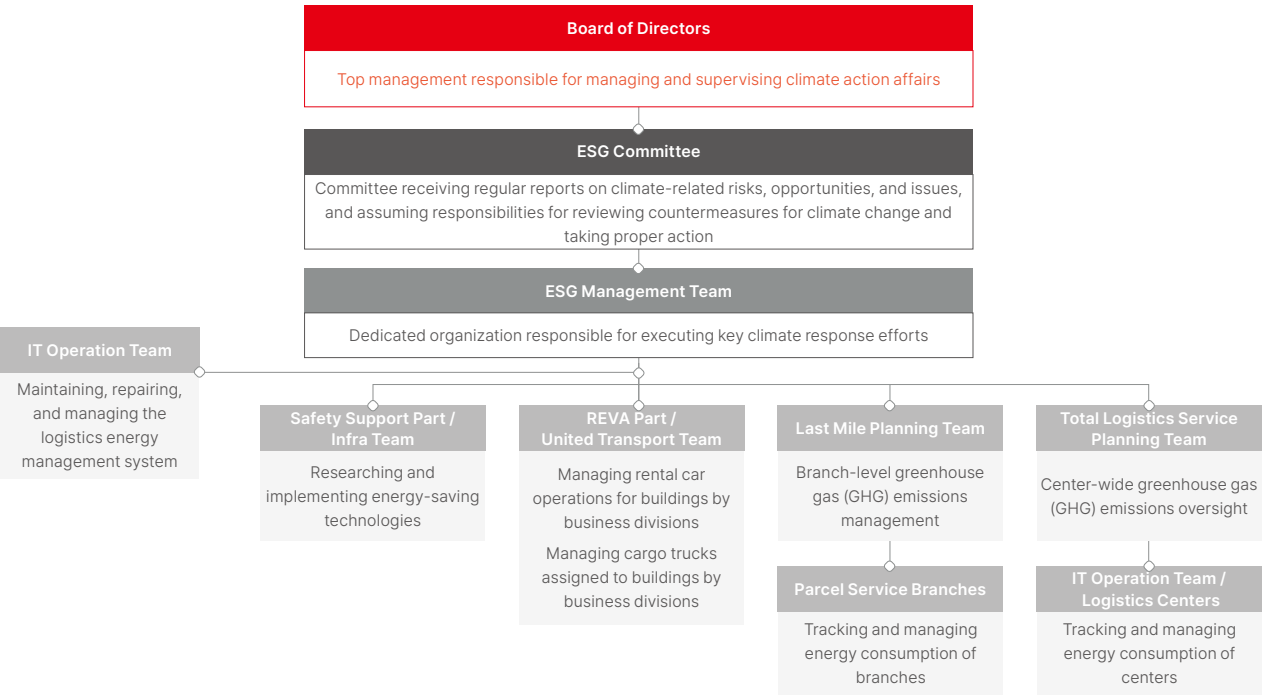
- Framework for Environmental Management
- Action on Climate Change (TCFD)
- Carbon Mitigation Initiatives
- Environmental Impact Management

Please check additional information about Lotte Global Logistics on the homepage.

Action on Climate Change^(TCFD¹⁾)

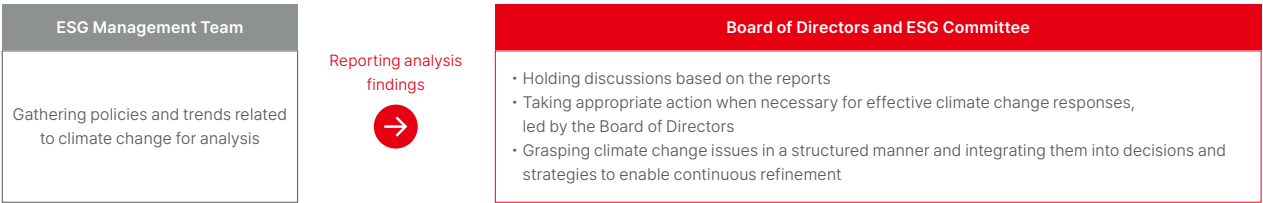
Governance

Organizational Structure for Climate Action



Board-Driven Climate-Related Issue Notification

- Developing and implementing a structured process for climate action



¹⁾ TCFD (Task Force on Climate-related Financial Disclosure)

<Board meetings>



Roles and Responsibilities of the Board and ESG Committee

- Setting climate action targets and monitoring their implementation progress
 - Considering climate-related issues when defining organizational targets and their execution
 - Deciding on strategic approaches to climate change and taking necessary measures
 - Integrating climate change considerations into capital expenditures and divestment oversight
 - Factoring in climate-related risks and opportunities in major capital spending and divestment processes
 - Making informed decisions based on thorough assessments of related projects and investments
- Formulating countermeasures for climate-related risks and opportunities
 - Establishing policies and strategies to minimize climate risks and capitalize on opportunities arising from climate change
 - Serving as an advisor on climate action
 - Committed to fostering sustainable growth and ongoing improvement

Tracking and Monitoring Climate-Related Goals and Progress

- Monitoring and overseeing climate-related targets under the leadership of the Board and ESG Committee
 - Regularly reviewing climate-related goals, targets, and their progress
 - Developing action plans to achieve climate-related goals
 - Providing guidance on how to accomplish climate-related goals and supporting necessary actions
 - Continuously tracking and monitoring the progress of climate-related projects and initiatives

Action on Climate Change^(TCFD)

Strategy

Our Strategy for Climate Action

- Transition to Renewable Energy
 - Setting a roadmap to replace electricity generated from fossil fuels at logistics centers with renewable energy
 - Developing detailed execution plans through PPAs and REC purchases
 - Formulating year-by-year transition strategies and promoting phased implementation
- Energy Efficiency Improvement
 - Establishing strategies to enhance energy efficiency and minimize electricity consumption at logistics centers
 - Continuously investing in energy efficiency improvements through detailed action plans
- Transition to Eco-friendly Vehicles
 - Putting a vehicle transition strategy in place under the K-EV100 agreement signed with the Ministry of Environment
 - Developing and carrying out concrete action plans to convert freight vehicles to zero-emission models



Risk and Opportunity Analysis

- Establishing a climate action strategy and reinforcing the risk management system by considering risks across short-, medium-, and long-term time horizons
- Short-term Risks
 - Risk of facility damage and delivery disruptions due to extreme weather events
 - Need for immediate response to the operational and facility impacts of climate change
- Medium-term Risks
 - Rising operational costs due to changes in transportation routes
 - Impact of changing freight volumes and altered routes driven by climate change
 - Necessity to readjust logistics processes in response to operational shifts
- Long-term Risks
 - Risk to logistics infrastructure due to rising sea levels
 - Long-term financial impact such as increased energy costs driven by climate change



Financial Impact Arising from Risks and Opportunities

- Operating Profit
 - Potential rise in energy costs and environmental penalties due to climate-related risks
 - Opportunity to generate revenue by entering into new markets and developing green products and services
- Capital Expenditure
 - Required capital investment for eco-friendly infrastructure and technological upgrades
 - Need for the reassess of capital allocation strategies to cope with climate-related demands
- Mergers and Acquisitions
 - Evaluating M&A decisions based on climate-related risks and opportunities
 - Reviewing potential acquisitions and divestitures through the lens of climate resilience and long-term sustainability
- Access to Capital
 - Assessing access to capital as part of efforts to mitigate climate risks
 - Making investment decisions based on risk management and ESG considerations



Climate Action Strategy

Strategy	Transition to Renewable Energy	Energy Efficiency Improvement	Transition to Eco-friendly Vehicles
Implementation Plan	<ul style="list-style-type: none">Signing PPAs¹⁾<ul style="list-style-type: none">Promoting PPAs for owned and long-term leased logistics centersAnalyzing eligible sites for PPA adoptionReviewing projected costs and benefitsInstalling On-site Solar Power Generators<ul style="list-style-type: none">Placing solar power systems at logistics centersPurchasing RECs²⁾	<ul style="list-style-type: none">Optimizing Operations<ul style="list-style-type: none">Identifying logistics centers subject to energy diagnosisConducting energy diagnosis and taking energy-saving measures (e.g., idle power control, opening/closing system management, LED lighting installation)Investing in Energy-Saving Facilities<ul style="list-style-type: none">Introducing electricity-saving technologies (e.g., inverters for refrigeration/freezing systems)Promoting Energy-Saving Campaigns<ul style="list-style-type: none">Conducting campaigns to encourage energy conservation	<ul style="list-style-type: none">Converting to Electric Vehicles (EVs)<ul style="list-style-type: none">Replacing diesel freight vehicles with electric trucksConverting to Hydrogen Electric Vehicles<ul style="list-style-type: none">Replacing diesel freight vehicles with hydrogen-powered trucks

1) PPA : Power Purchase Agreement (a contract between a renewable energy generator and a power-consuming company for the supply and purchase of electricity)
2) REC : Renewable Energy Certificates

Risk and Opportunity Assessment Process

- Analyzing the potential impacts of climate change and conducting scenario analysis based on diverse climate scenarios
- Assessing specific risks and opportunities by region to prepare tailored risk management and opportunity utilization strategies for each area

Action on Climate Change^(TCFD)

Risk Management

Integrated Risk Management System

- Setting Priorities for Climate Change Risks
 - Prioritizing climate-related risk factors in line with TCFD recommendations
 - Establishing procedures and response plans to manage climate risks from a long-term perspective
- Analysis of Risks and Opportunities
 - Identifying climate change risks and analyzing potential opportunities to assess their impact on business operations, strategy, and financial planning Disclosure of Financial Impact Caused by Climate Risks
 - Disclosing climate-related risks, opportunities, and their potential financial impacts through financial statements and the Sustainability Report

Physical Risks and Transition Risks

- Physical Risks
 - Handling risks arising from external factors, such as natural disasters, changing weather patterns, and disruptions to natural ecosystems
 - Assessing the impact of these risks on logistics operations, infrastructure, and the supply chain
- Transition Risks
 - Handling risks associated with large-scale energy transitions and structural changes in industries in response to climate change
 - Evaluating the impacts of climate policies, regulatory changes, and technological advancements on corporate strategy
- Assessment of Risk Factors and Potential Financial Impacts
 - Analyzing risk factors and potential financial impacts across both physical and transition risk categories
 - Developing and monitoring response strategies and management plans for each type of risk

Physical Risks and Transition Risks

Category		Risk Factors	Potential Financial Impacts	Our Response
Physical Risks	Natural Disaster Risks (short-term)	<ul style="list-style-type: none">• Cargo accidents caused by natural disasters (e.g., typhoons, floods, wildfires)• Delayed deliveries due to disaster impact and recovery, leading to reputational damage• Damage to logistics infrastructure and facilities caused by natural disasters	<ul style="list-style-type: none">• Growing costs for prevention and recovery from natural disasters• Higher compensation and insurance costs due to cargo-related accidents• Increased labor costs from forming dedicated teams for response strategies and preventive measures• Decrease in operating profit due to infrastructure and facility restoration costs at logistics centers	<ul style="list-style-type: none">• Conducting impact assessments on potential exposure to natural disasters• Identifying high-risk areas vulnerable to typhoons, floods, and wildfires• Assessing the impact of rapid changes in natural disasters and climate on logistics systems• Upgrading infrastructure to enhance resilience against natural disasters and climate change• Developing a comprehensive management strategy for physical risk response
	Climate-related Risks (medium- to long-term)	<ul style="list-style-type: none">• Changes in logistics and delivery patterns due to climate change (e.g., rising sea levels, increasing average temperatures)	<ul style="list-style-type: none">• Impairment of intangible assets caused by natural disasters driven by climate change• Full-cycle implementation costs for structural overhauls at logistics centers (assessment–planning–execution–evaluation)	
Transition Risks	Policy and Legal Risks	<ul style="list-style-type: none">• Reduced free allocation of emission permits and rising prices derived from enforcement of the Carbon Neutrality Act• Tightening of climate-related environmental regulations• Increase in environmental litigation related to climate change	<ul style="list-style-type: none">• Heightened financial burden from reduced allocation of emission permits and higher purchasing costs• Reputational risks due to failure to submit required emission permits• Escalating costs related to environmental fines and climate-related litigation	<ul style="list-style-type: none">• Calculating marginal cost of GHG reduction investments compared to emission permit purchase costs• Reviewing environmental regulations and establishing structured response systems• Setting up a dedicated compliance unit to mitigate the risk of environmental litigation
	Energy Risks	<ul style="list-style-type: none">• Negative environmental impact assessment results due to the use of fossil fuel-based electricity• Difficulty in forecasting energy costs due to volatile electricity prices• Air pollution derived from the use of diesel freight vehicles	<ul style="list-style-type: none">• Short-term increase in energy costs from using renewable energy (fixed electricity pricing)• Long-term rise in energy costs due to continued reliance on fossil fuel-based electricity (variable pricing)• Regulatory fines imposed based on air pollution emission levels• Capital expenditures required for EV and hydrogen vehicle charging infrastructure	<ul style="list-style-type: none">• Facilitating energy transition through power purchase agreements for renewable energy• Replacing diesel trucks with electric or hydrogen-powered vehicles
	Reputation Risks	<ul style="list-style-type: none">• Potential erosion of eco-friendly brand value when carbon footprint exceeds that of competitors• Decreased consumer and investor preference resulting due to adverse environmental effects	<ul style="list-style-type: none">• Decline in revenue due to reduced customer usage• Reduced capital inflow due to decreased interest from new investors	<ul style="list-style-type: none">• Conducting life cycle assessments (LCA) for products and services and calculating carbon footprints• Identifying and investing in strategies to reduce GHG emissions throughout the product and service life cycle• Enhancing supply chain management to address and evaluate potential negative environmental impacts

Action on Climate Change (TCFD)

Carbon Reduction Metrics and Targets

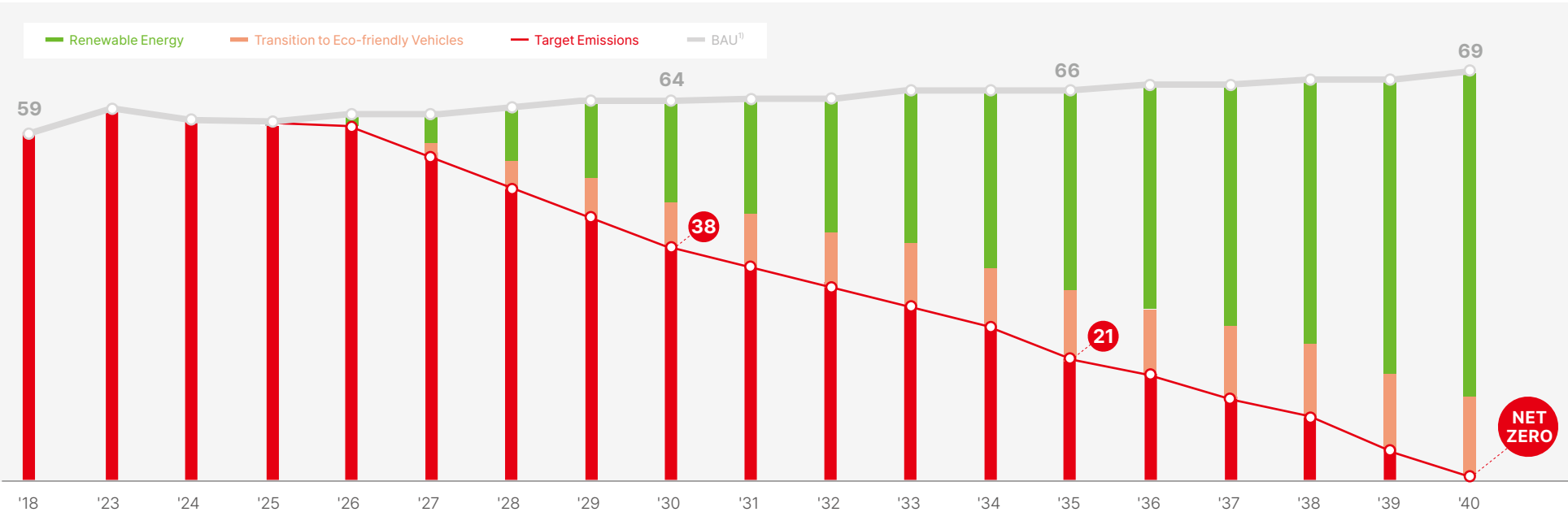
Charting Our Roadmap for Carbon Neutrality

- Climate Action Goals
 - Setting forth our climate action vision, 'Green Logistics 2040' to unlock a sustainable future
- Mid- to Long-term Roadmap
 - Setting a target to reduce greenhouse gas emissions by 35% by 2030, compared to 2018 levels
 - Aiming to achieve net-zero by 2040, supported by a detailed mid- to long-term roadmap
- Key Strategies and Implementation Plans
 - Continuing efforts to manage energy consumption and expand the use of renewable energy
 - Executing the roadmap in phases to ensure step-by-step achievement of defined targets



Lotte Global Logistics' 2040 Carbon Neutrality Roadmap

(Unit : 1,000 tCO2-eq)



1)BAU : Business As Usual Scenario

- Framework for Environmental Management Action on Climate Change (TCFD)
- Carbon Mitigation Initiatives
- Environmental Impact Management

Please check additional information about Lotte Global Logistics on the homepage.

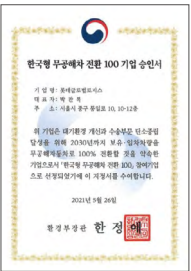
Carbon Mitigation Initiatives

Eco-friendly Transportation

Transition to Green Vehicles

K-EV100 Initiative

- K-EV100 Campaign
 - Joined the 'K-EV100' campaign, Korea's zero-emission vehicle transition initiative, in May 2021
 - Planning to convert about 900 vehicles to electric and hydrogen-powered freight vehicles by 2030
 - Added 25 electric passenger vehicles for business use in 2024, alongside the transition of freight trucks to eco-friendly models



<K-EV 100 Corporate Certification>

Rate of Transition to Eco-friendly Vehicles

Transition rate	
Approximately 18%	
* Based on 2024 K-EV100 performance data (including company-owned, consigned, and leased vehicles)	

Environmental Impact of Transition to Eco-friendly Transportation

Category	No. of vehicles Converted	Carbon emissions reduced (tCO ₂ -eq)	Energy saved (TJ)
Electric freight trucks	96	838	11.9
Hydrogen freight trucks	2	118	1.7
Total	98	956	13.6
* Based on total number of vehicles converted as of December 2024			

Additional Hydrogen Freight Trucks at Incheon Airport Center

- 1st Hydrogen Freight Truck
 - Began operations at the Incheon Airport Center in May 2023
 - Total distance driven : 73,777 km
 - Average monthly distance : 6,148 km
- 2nd Hydrogen Freight Truck
 - Additional truck introduced in July 2024
 - Annual distance driven : 34,158 km
 - Average monthly distance : 5,693 km
- Transporting key semiconductor materials such as HBM¹⁾ through the deployment of hydrogen freight trucks
- Holding regular consultations with hydrogen truck manufacturers to develop low-floor and refrigerated vehicle models

1) HBM : High Bandwidth Memory

Expected benefit
(hydrogen electric truck
=zero carbon emissions)

Estimated to reduce
annual emissions by
56tCO₂-eq
per vehicle compared to
equivalent diesel trucks

<Incheon Airport Center adopting an additional hydrogen freight truck>



Participation in Hydrogen Freight Truck Pilot Project

- Signed a business agreement in October 2024 to build a hydrogen-based green logistics ecosystem
- Goal : Introducing 200 hydrogen freight trucks by 2030
- Participating organizations and roles
 - Lotte Global Logistics : Adopting hydrogen freight trucks (together with partner companies) and transporting hydrogen (Lotte-Air Liquide Ener'Hy Hydrogen Shipment Terminal → Lotte SK Eneroot Hydrogen Charging Station)
 - Ministry of Environment : Providing policy and financial support for the adoption of hydrogen trucks and expansion of charging infrastructure
 - Hyundai Motor Company : Producing hydrogen freight trucks and offering maintenance support
 - Lotte-Air Liquide Energy : Building and operating the hydrogen shipment terminal
 - Lotte SK Eneroot : Constructing and operating the hydrogen charging station



<MOU for establishing a hydrogen-powered green logistics ecosystem>

Participation in H2 Now Hydrogen Freight Truck Council

- Holding regular monthly council meetings
- Key current issues : Reviewing transportation routes for vehicle deployment, testing driving performance, assessing hydrogen charging station locations, and coordinating hydrogen transport logistics



<H2 Now Hydrogen Freight Truck Council>

Carbon Mitigation Initiatives

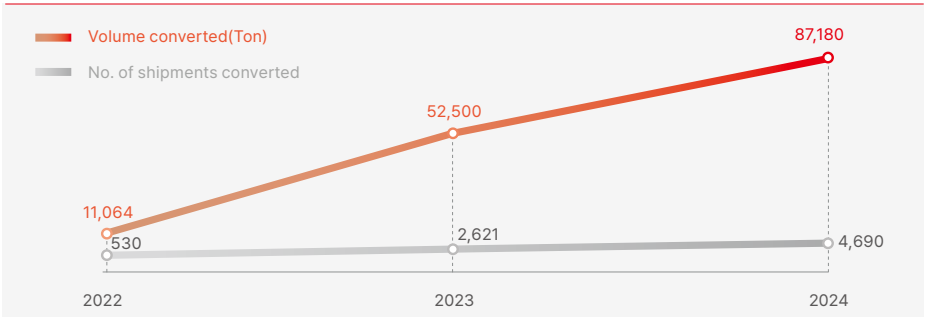
Green Transportation

Expansion of Railway-based Transportation

- Shifting to rail transport to reduce environmental and social costs and promote sustainable logistics
- 2024 : Significantly increasing the number of shipments, cargo volume, and the share of rail transport

2024 Rail Transport Conversion Project		
<div>• Uiwang (Obong) ➡ Busan New Port</div> <div>• No. of shipments converted 3,500</div> <div>• Volume converted 58,620tons</div>	<div>• Uiwang (Obong) ➡ Busan North Port</div> <div>• No. of shipments converted 795</div> <div>• Volume converted 19,080tons</div>	<div>• Busan New Port ➡ Uiwang (Obong)</div> <div>• No. of shipments converted 395</div> <div>• Volume converted 9,480tons</div>

Trend of Rail Transport Conversion at Lotte Global Logistics



Please check additional information about Lotte Global Logistics on the homepage.

Vehicle Efficiency Optimization

- Managing parcel truck loading rates
 - Managing loading rates through the parcel truck dispatch process
 - Reducing the number of operating freight vehicles relative to transport volume to lower GHG emissions
- Advancing the computerized dispatch system
 - Enhancing the system from 2024 to strengthen loading rate management
 - Optimizing vehicle operations and cutting down energy consumption through efficient dispatch planning

Loading Rate Management

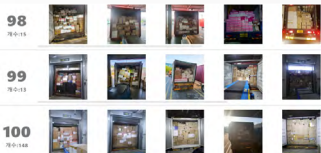
Category	Unit	2023	2024	Rate of change
Delivery volume	Million boxes	1,042	1,028	△1.3%
No. of vehicles	1,000 units	662	610	△7.9%
Loading volumen	Box per unit	873	959	7.1%

Development of AI-based Load Factor Recognition and Management

- Developing a logistics management system using AI trained on images of freight containers
- Analyzing loading efficiency in real time within the logistics system to provide optimized transport routes and loading strategies
- Minimizing unnecessary trips through an optimized dispatch process in order to mitigate carbon emissions

AI Model Training Progress

- Completed training on **7,000** images
- Additional training in progress



<AI programs on train>

as of Jan. 2025

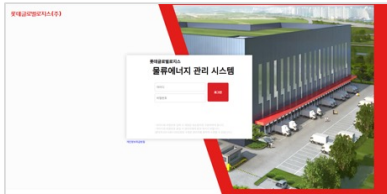


Carbon Mitigation Initiatives

Environmentally Friendly Facilities

IT System for Logistics Energy Management

- Introduced an IT management system to monitor energy consumption throughout the logistics and delivery process
 - Analyzing energy usage patterns and calculating GHG emissions through the system
 - Establishing a mid- to long-term carbon neutrality roadmap based on energy consumption data
 - Raising the accuracy and consistency of data collected in the course of logistics and delivery through the IT management system



GLOBAL ACTION

Installing Rooftop Solar Panels at the Long Hau Logistics Center in Vietnam

- Installing rooftop solar panels at the Long Hau Logistics Center in Vietnam to cut down on carbon emissions and maximize the use of renewable energy
- Planning to expand solar power installations across company-owned warehouses, including the upcoming Dong Nai Cold Chain Center scheduled to open in 2026



<Vietnam Long Hau Logistics Center>

Please check additional information about Lotte Global Logistics on the homepage.

SPECIAL NOTE

Establishing On-site Solar Power Infrastructure

In pursuit of carbon neutrality by 2040, we have set up a roadmap for renewable energy transition and are accelerating its implementation. Beginning in 2022, we installed around 7MW of eco-friendly solar infrastructure across unused areas of our logistics centers. By 2024, these systems had already produced approximately 9,372 MWh of renewable energy. The electricity produced was supplied to parcel terminals and TLS logistics centers through third-party PPA¹⁾ agreements, resulting in a GHG reduction equivalent to about 4,306 tCO₂-eq. In addition, we installed a total of 1MW of on-site solar power systems at the Yangsan Integrated Smart Automation Center, Incheon Airport Center, and International Express Center with operations commencing in October 2024. With an aim to further expand the use of renewable energy, we incorporate renewable energy considerations throughout the entire construction process of new logistics centers. By combining third-party PPAs with on-site solar generation, we continue to scale our renewable energy transition efforts and plan to expand our green logistics process to reduce carbon emissions across the entire logistics chain.

Roadmap for Renewable Energy Transition

Indicators	2025	2026	2030	2035	2040
Renewable energy consumption (MWh)	1,708	4,070	18,902	73,472	53,614
Carbon reduction (tCO ₂ -eq)	785	1,870	8,684	33,754	24,631

Electricity Use through Solar Power Generation

Category (as of 2024)		Jincheon Mega Hub Terminal	Icheon Outsourcing Center Building A	Icheon Outsourcing Center Building B
Power Consumption (MWh)	Total power consumption	20,263	6,682	5,376
	Power supplied by KEPCO	16,458	4,912	1,580
	Self-generated power from renewable energy	3,806	1,770	3,796
Date of activation		2023.10	2023.5	2023.10
Proportion of solar power generation after activation (%)		18.8	26.5	70.6

<Solar power infrastructure at Jincheon Mega Hub Terminal>



<Solar power infrastructure at Dongdaegu Sub Terminal>



<Solar power infrastructure at Yangsan Integrated Smart Automation Center>



<Solar power infrastructure at Incheon Airport Center>



1) Third-party PPA (Power Purchase Agreement) : A contractual arrangement in which a renewable energy generator and an electricity consumer enter into a power purchase agreement, brokered by Korea Electric Power Corporation (KEPCO)



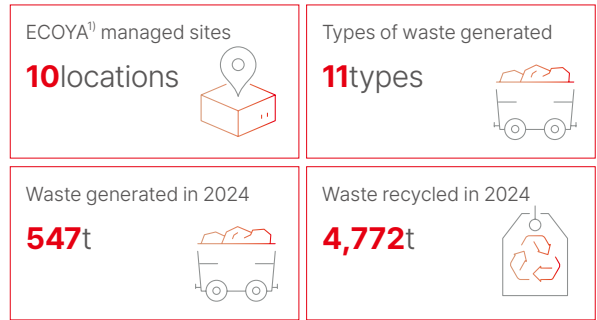
Environmental Impact Management

Resource Circulation

Resource Circulation Management System

- Implementing the Environmental Management Charter by promoting resource circulation and minimizing pollutant emissions
- Securing new growth drivers through the establishment of a sustainable logistics system and innovation in eco-friendly logistics

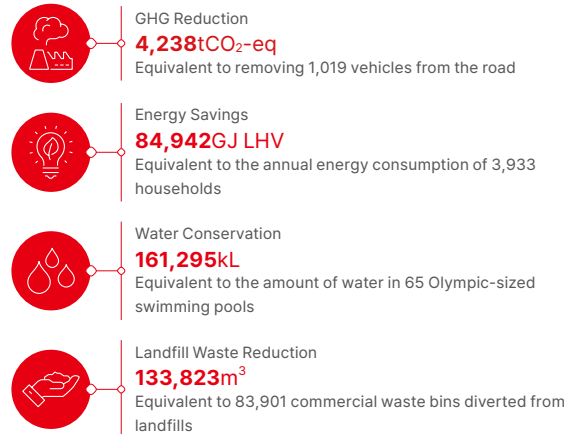
Resource Circulation Data Management Case



1) ECOYA : Resource circulation platform

Resource Circulation Impact Across All Sites

(Based on ECOYA-managed sits)



Please check additional information about Lotte Global Logistics on the homepage.

Switch to Eco-friendly Logistics Containers

Expanding Reusable Container Collection Network

- Partnering with the reusable container platform, 'itgreen' to provide collection and supply services
 - Expanding service coverage from Yeoksam-dong, Gangnam-gu (launched in August 2022), to 15 districts in Seoul, 8 cities in Gyeonggi Province, and parts of Incheon as of 2024
 - Achieving a reduction of about 13,750 kg of waste in 2024 through the collection of around 110,000 reusable containers
 - Planning to expand the range of collected items to include recyclables and reusable parcel boxes

<'Return It' Service by itgreen>



MOU for the Pilot Project on Reusable Parcel Boxes

- Signed a pilot project MOU with the Ministry of Environment in December 2024 to promote the adoption of reusable parcel boxes
 - Pilot regions : 3 districts in Seoul (Gangnam, Seocho, Songpa)
 - Operating Process
 - Renting reusable parcel boxes from a rental service provider through a distribution company
 - Packaging products using reusable boxes and delivering them via Lotte Global Logistics
 - Collecting used boxes after delivery, followed by washing and redistributing them through a cleaning provider

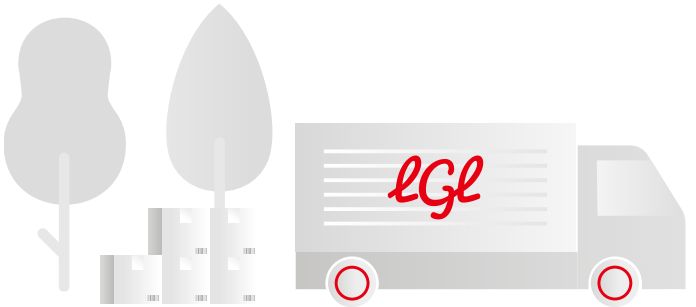
<Example of a reusable parcel box>



Recycling Performance

- Operating logistics for the apparel client Columbia Sportswear Korea over the past 8 years, sorting and reusing recyclable boxes
- Recycling Outcomes
 - Annual outbound boxes : 40,000 units (22% recycled out of 170,000 units)
 - About KRW 50 million of annual cost saved
- Collaborating with additional client brands such as Columbia, CK, and UNIQLO to promote environmental responsibility through box recycling in B2B logistics

<Example of recycled boxes>



Environmental Impact Management

Resource Circulation

Efforts to Reduce Waste Generation

Label-free Parcel Delivery

- Reducing environmental impact and conserving resources by minimizing the use of shipping labels in the parcel delivery process
 - Printing shipping information directly onto boxes instead of using paper labels
 - Conducting a 7-month pilot test (June to December 2023) across nationwide branches and terminals
 - Launching full-scale label-free parcel service in January 2024, with over 2,000 deliveries per day
 - Saving about 200,000 sheets of A4 paper annually, equivalent to preserving about 20 trees¹⁾
 - Introducing the service first within Lotte Group affiliates, followed by gradual expansion

1) One 30-year-old tree yields around 10,000 sheets of A4 paper (Source : Slowalk)

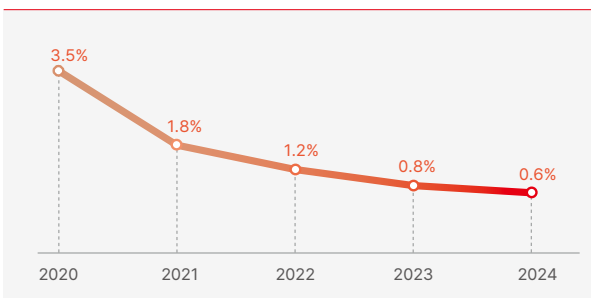
<Label-free parcel>



Minimized Use of Handwritten Shipping Labels

- Curtailing the use of multi-layered handwritten shipping labels by adopting mobile printers
 - Offering mobile printers to delivery personnel to replace four-part handwritten labels
 - Printing smaller, two-layer adhesive labels using mobile printers to help reduce paper consumption
- 2024 Performance
 - Utilized a total of 5,500 mobile printers
 - Achieved a handwritten label usage rate of 0.6%, marking a 0.2 percentage point decrease from 2023

Usage Rate of Handwritten Shipping Labels



Simplifying Cargo Accident Settlement Documents

- Reducing the use of printed settlement forms by adopting an electronic agreement system
 - Applying a streamlined digital settlement process for clients under contracts signed after July 2023
 - Saved about 3,000 sheets of A4 paper per month as of 2024
 - Planning to further expand the use of the electronic system to support resource conservation and environmental protection

Participation in the Pilot Program for Electronic Delivery Slips (e-slip)

- Busan Intermodal Center participated in a two-month pilot program for electronic delivery slips (e-slip), hosted by Busan Port Authority from November to December 2023.
 - Instead of using traditional paper cargo delivery slips, the system issued e-slips via a mobile app.
 - E-slips were used during the in-and-out processing of 40 designated vehicles at specified gates.
- Since July 2024, Busan Intermodal Center has fully adopted e-slips, contributing to reduced paper waste.
 - About 20,000 vehicles per month now use electronic delivery slips.

<Participation in the pilot operation of 'e-slip'>



- Framework for Environmental Management
- Action on Climate Change (TCFD)
- Carbon Mitigation Initiatives
- Environmental Impact Management

Environmental Impact Management

Resource Circulation

Introduction of Recyclable and Renewable Resources

Adopting Eco-friendly Shipping Labels

- Modifying the conventional triple-layer Standard Label E Type Multi-Item Waybill' to a double-layer format
- Adopting bisphenol-free thermal paper to reduce environmental impact
- In 2024, the adoption rate of eco-friendly parcel labels increased significantly from the previous year, with further expansion planned

Trend in the Use of Eco-friendly Standard Label E Type Multi-Item Waybill

Purchase Year	Quantity (EA)	Amount (KRW 1,000)
2022	208,000	2,912
2023	2,948,000	41,272
2024	9,808,000	137,312

Eco-friendly Polybags

- Contributing to resource conservation and environmental protection by introducing eco-friendly polybags
 - Eco-friendly poly bags are made from Korea Eco-Label certified EL-727 material containing 25% biomass resin.
 - The polybags are primarily used as dedicated parcel packaging for new clients.

<Eco-friendly Polybags>



Purchase of Eco-friendly Polybags

Purchase Year	Quantity (EA)	Amount (KRW 1,000)
2022	171,300	32,539
2023	312,000	54,912
2024	468,700	99,926

Eco-friendly Calcium Chloride

- Introducing an eco-friendly de-icing agent made from starfish extract
- Environmental Benefits
 - Not causing road corrosion as it is made from natural ingredients
 - Contributing to environmental protection and reduces road maintenance costs
- De-icing Performance
 - Providing three times longer de-icing effect compared to conventional chemical agents

<Eco-friendly De-icing agent>



Purchase of Eco-friendly Calcium Chloride

Purchase Year	Quantity (EA)	Amount (KRW 1,000)
2022	657	14,334
2023	2,696	45,565
2024	4,580	57,251

Eco-friendly Uniforms

- Producing sustainable uniforms using recycled nylon yarn¹⁾
- Application scope : All Lotte Global Logistics centers, branches, and partner companies

<Example of eco-friendly uniforms>



Purchase of Eco-friendly Uniforms

Purchase Year	Item	Quantity (EA)	Amount (KRW 1,000)
2024	Vest	1,690	26,195
	Jumper	223	6,244
	Total	1,913	32,439

1) Recycled nylon yarn : Fabric derived from marine waste (like discarded fishing nets) or by-products of fabric production

Environmental Impact Management

Biodiversity Conservation

Biodiversity Management Goals and Strategy

- Recognizing ecosystem preservation as a core value and actively carrying out conservation activities
- Identifying biodiversity conservation areas
 - Conducting site identification based on Key Biodiversity Areas (KBA) designated by the International Union for Conservation of Nature (IUCN)
 - Considering the logistics centers' high frequency of vehicle movement, identified business sites located in cities/counties that include KBAs
- Action plan based on national biodiversity strategies
 - Monitoring domestic and international regulations and policies to ensure flexible responses
 - Expanding biodiversity impact assessments
 - Conducting community cleanup activities to help preserve ecosystems
 - Invasive species prevention campaigns :
Conducting campaigns to prevent the spread of non-native species
 - Promoting green consumption :
Carrying out initiatives to encourage eco-friendly consumptions

Mid- to Long-Term Biodiversity Goals

Indicator	Short-term Goal	Mid- to Long-term Goal		
	2027	2030	2040	2050
Percentage of sites under biodiversity management	10%	30%	70%	100%



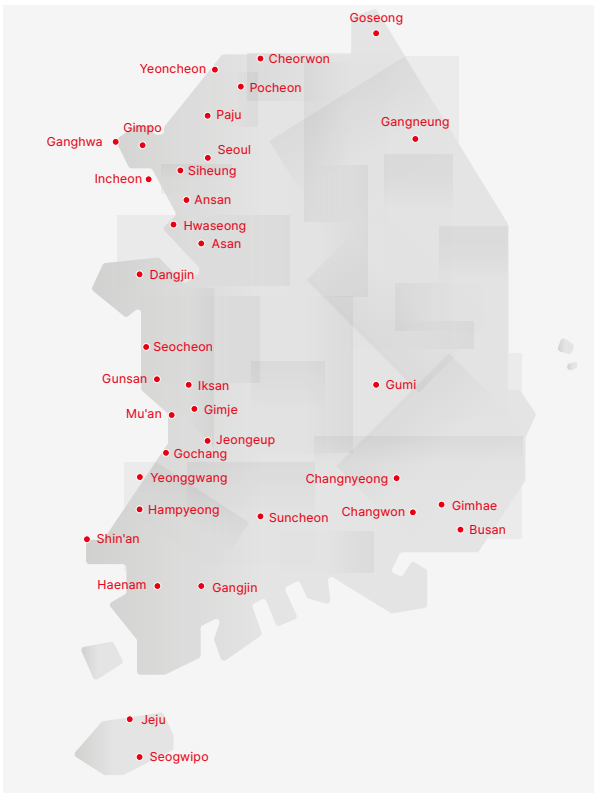
Biodiversity Conservation Area

Comparison of site locations and biodiversity areas

<Key Biodiversity Areas (KBA)>



<Lotte Global Logistics Sites>



No. of identified sites : 69

No sites located directly within biodiversity areas

Environmental Impact Management

Biodiversity Conservation

Biodiversity Management and Conservation Activities

Bird Collision Prevention Sticker Installation

- Activity overview
 - Implemented the installation of bird collision prevention stickers on soundproof and glass walls near major terminals such as Icheon and Jincheon
 - Identified sections without stickers and carried out installation directly with on-site employees
 - These efforts contribute to preventing bird collisions and protecting natural habitats

<Bird collision prevention sticker installation>



Cheonggyecheon Stream Cleanup Volunteer Activity

- Activity overview
 - Employees participated directly in removing floating debris and moss, collecting litter, and cleaning the surrounding area

<Cheonggyecheon Stream cleanup volunteer activity>



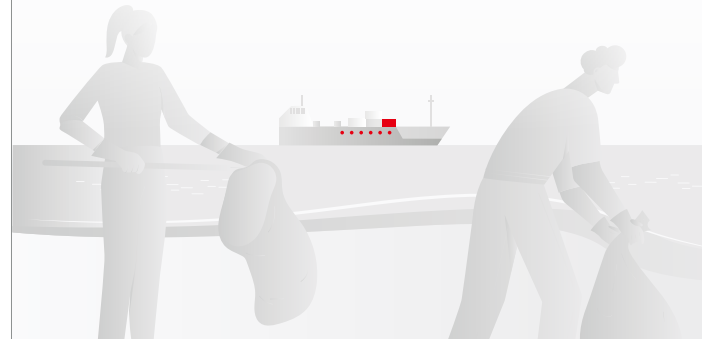
Companion Beach¹⁾ Cleanup Activities

- In collaboration with the Ministry of Oceans and Fisheries and the Korea Marine Environment Management Corporation, we have been conducting companion beach cleanup initiatives.
- In 2023, we adopted Oeyangpo Beach in Gadeokdo, Busan as our companion beach.
- Aiming for at least one cleanup per quarter, employees collected various types of marine waste, including plastic bags, plastic materials, styrofoam, and fishing gear amounting to a total of 342 kg in 2024.
- Cleanup activities are continuing on a quarterly basis in 2025 to lead efforts to maintain a clean and safe marine environment.

<Companion Beach cleanup activities>



1) Companion Beach : A marine conservation initiative in which companies or organizations adopt and care for a specific beach as they would a beloved companion, promoting continuous environmental stewardship



SPECIAL NOTE

Joining Adopt-a-Road Program

- After adopting the road near the Icheon Outsourcing Center, we have carried out continuous environmental cleanup activities.
- Employees from both the Icheon Outsourcing Center and Headquarters participate in monthly cleanup efforts.
- Activities include clearing fallen leaves and litter, snow removal, and tree pruning along the roadside.- After each activity, a report is submitted to the Icheon City Office.
- After each activity, a report is submitted to the Icheon City Office.
- Starting in 2025, the initiative is expanding to include areas near both the Icheon and Deokpyeong Outsourcing Centers.
- In April 2025, we were awarded a commendation by the Mayor of Icheon in recognition of our contributions.

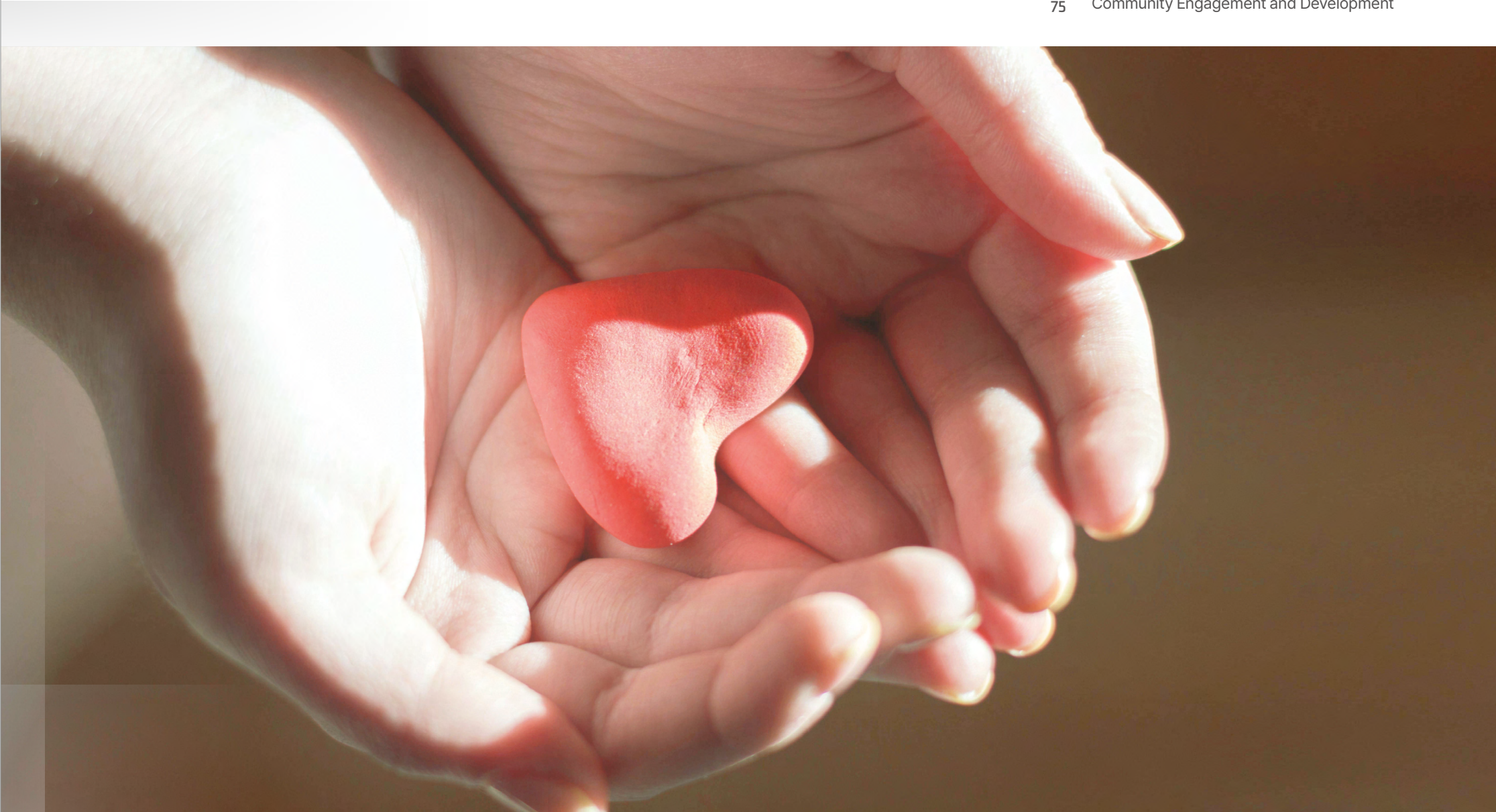
<Joining the Adopt-a-Road Program>



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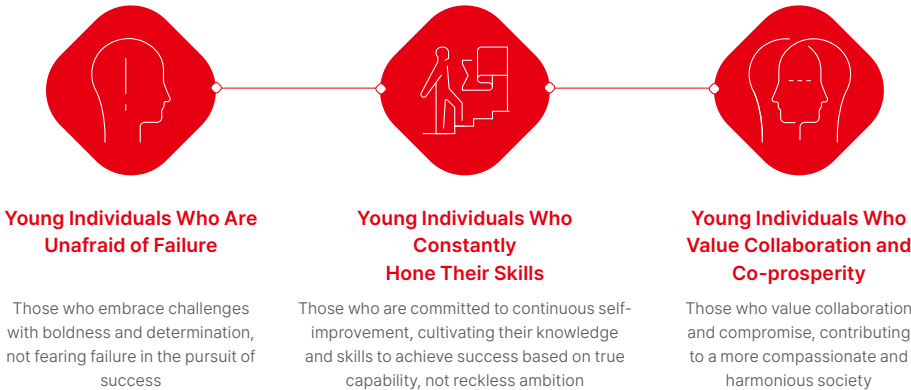
Talent Management

Talent Recruitment

Ideal Talent at Lotte Global Logistics

- We seek to nurture individuals who grow together with us and drive our continued development.

Our Ideal Talent

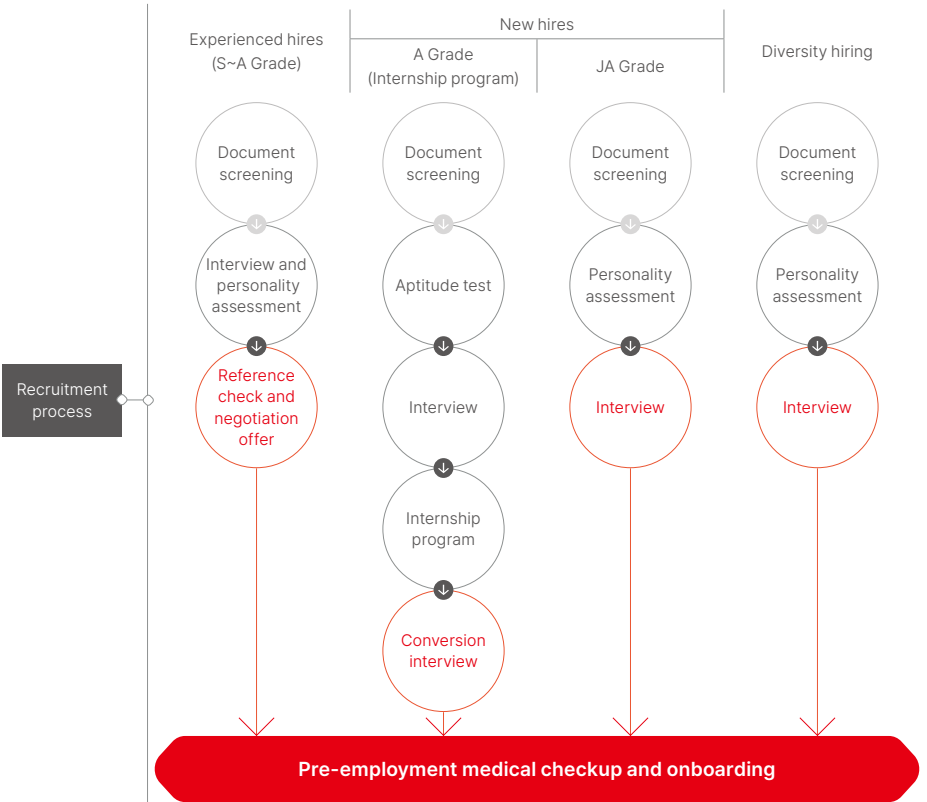


Our Approach to Talent Management



Talent Recruitment Process

- Streamlining Our Recruitment Process for Efficiency
 - To reduce unnecessary time consumption and provide applicants with a better experience and more opportunities, the recruitment process has been streamlined and optimized.
- Introduction of One Day / One-Stop Interview Process
 - A One Day / One-Stop interview system has been implemented across all recruitment categories, including experienced hires, new hires, and diversity hiring.
- Improved Candidate Convenience
 - By simplifying the interview procedures, candidates are provided with a more time-efficient experience, minimizing inconvenience throughout the hiring process.



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Talent Management

Talent Recruitment

Infusing a Fair Recruitment Culture into Every Corner

- Providing equal opportunities without discrimination
- Implementing strict internal recruitment procedures and audits
- Promoting diversity and inclusion through the 'ABC Recruitment' slogan

Fair Recruitment Guideline

- Improved criteria related to internal referrals and re-employment, and strictly inspecting for any legal violations to ensure fairness
- Annually sharing the enhanced fair recruitment guidelines with all employees to uphold fairness and transparency throughout the hiring process

<Fair Recruitment
Guideline>



Millennials and Gen Z Peer Interview System

- Employees from the Millennials and Gen Z (with 4~7 years of experience) participate as interviewers to assess candidates' organizational fit and practical adaptability
- Providing a more comfortable and approachable interview experience, resulting in higher candidate satisfaction

LGL Coffee Chat Program

- Launched in 2023 for interview candidates as part of the recruitment process
- Enabling candidates to gain deeper insight into the company and their prospective roles through conversations with experienced employees in similar positions

Key Words for Fair Recruitment

Recruitment entails an

Accessible approach to
job seekers, a **B**road and
transparent evaluation of their
abilities with **C**omprehensive
perspectives



Accessible approach
to job seekers



Broad and transparent
evaluation of their
abilities

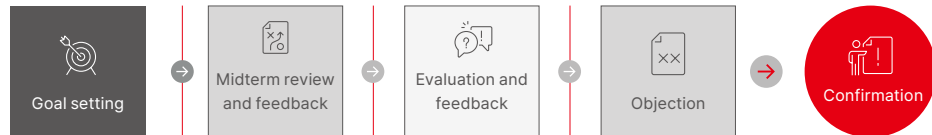


with Comprehensive
perspectives

Evaluation and Compensation

Performance Evaluation System

- Comprehensive performance management system
 - Implementing an evaluation framework that holistically manages both organizational and individual performance, supported by annual training and feedback processes
- Securing fairness through an appeal process for performance evaluations



- Absolute evaluation and 360-degree assessment system
 - Applying absolute evaluation for lower performance ratings
 - Introduced a 360-degree assessment system to incorporate diverse perspectives, including those of supervisors, subordinates, and peers

Reasonable Wages and Compensation

- Providing fair and motivating compensation to drive both organizational performance and individual growth
- Aiming to offer competitive, industry-leading compensation, with annual salary increases and performance-based bonuses
- Implementing differentiated rewards based on individual contributions and overall organizational performance

Enhanced Performance-based Rewards

- In October 2024, a new sales incentive system introduced
- Developed through a bottom-up approach rather than a top-down model, ensuring higher employee acceptance and alignment with on-the-ground needs
- Plans in place to continuously refine the system and explore additional incentive programs to strengthen the performance-based compensation structure



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Talent Management

Talent Development

Talent Development System

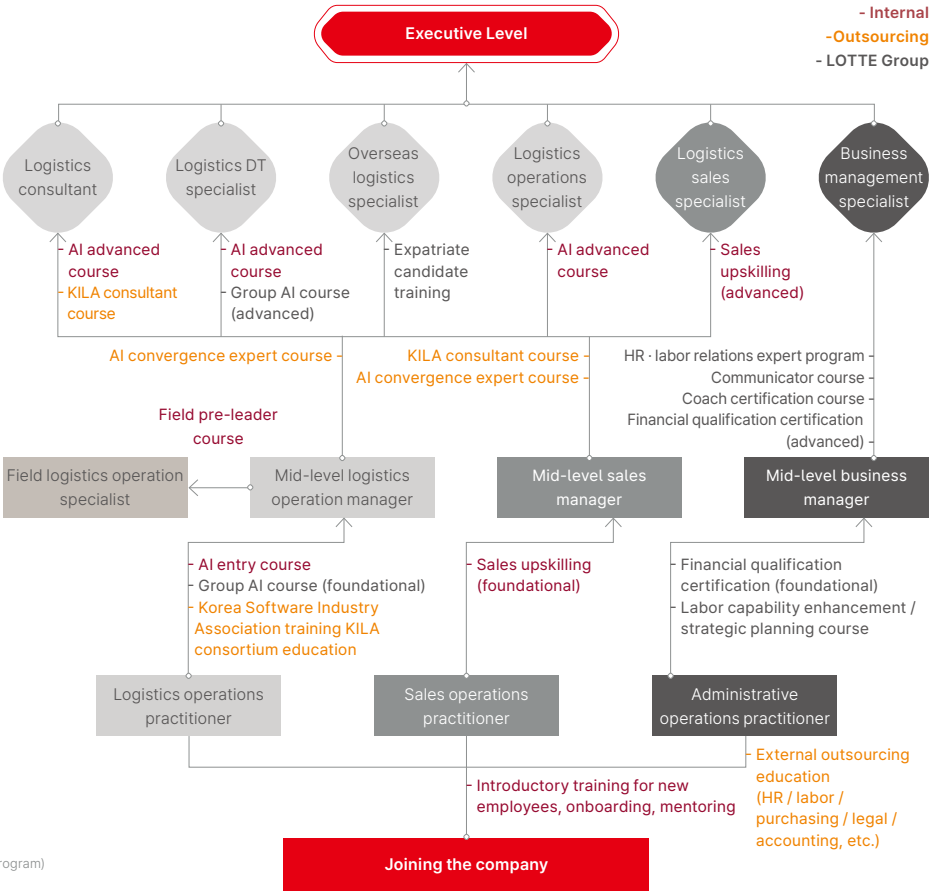
- Providing structured training programs to support continuous employee growth and capacity building
- Strengthening professional expertise and core competencies through role-specific and job-specific learning paths

Role-specific Paths

Executive course
<ul style="list-style-type: none">• ACP¹⁾• ECP²⁾• Targeted lectures for executives
Officer course
<ul style="list-style-type: none">• Leadership day• Course for new officers
Core talent course
<ul style="list-style-type: none">• LOTTE MBA• HI-POTENTIAL• Interviewer certification process• PM certification program• Communicator / Coach certification program• Labor relations / HR expert program
Courses for all employees
<ul style="list-style-type: none">• Job level-up• AI application special lecture / contest• CEO TALK• LGL Together Day• LGL Together Day Camp• Easy Learning

1) ACP (Advanced Capability executive development Program)
2) ECP (Executive Capability development Program)

Job-specific Learning Paths



Leadership Enhancement

- Strengthening organizational culture through tier-specific leadership training
 - Purpose :
To systematically develop leadership capabilities within the organization and foster a consistent leadership culture through customized training programs
 - Target :
Executives, newly appointed and current leaders, and promoted employees with training tailored to their position and role
 - Training objectives :
To align leaders with the organization's vision and values, enhance leadership competencies, and establish a unified leadership culture
 - Future plan :
Further enhance leadership development programs to empower leaders to positively influence the organization and foster a culture of collective growth for all employees

Course	Target	Training Content	Satisfaction Level
Executive lectures	Senior leadership	<ul style="list-style-type: none">• Organizational culture and leadership• Proper role of executives in driving performance• Understanding the executive's role in fostering a positive and fear-free organizational culture	4.6
One-on-one leadership program	All managerial-level employees	<ul style="list-style-type: none">• Establishing a foundation for a high-performance organization by building understanding and skills for effective one-on-one communication and leadership	4.6
New leader program	Newly appointed managers	<ul style="list-style-type: none">• Developing self-awareness as a leader and understanding the organization's operational practices• Training to support early-stage leadership development, including performance management, evaluation, and feedback interview skills	4.8
Assistant manager promotion program	Newly promoted assistant managers	<ul style="list-style-type: none">• Enhancing task and time management capabilities• Sharpening organizational communication skills using the TAT• Improving problem-solving skills through business strategy simulations	4.7

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Talent Development

Talent Development Program

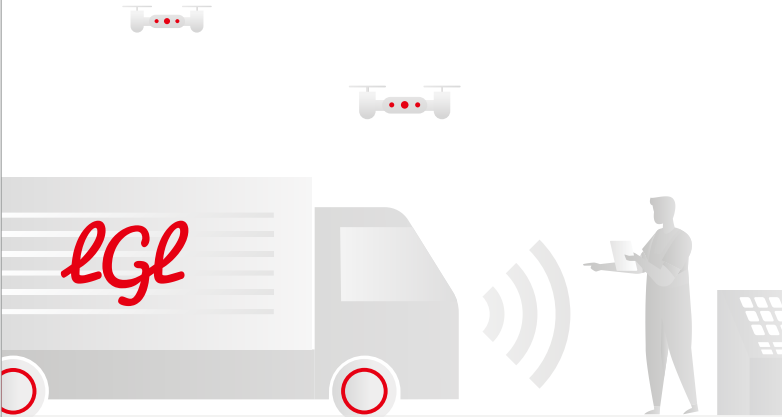
- Employee capabilities regarded as a core value and in-house training programs operated to foster their development
- In 2024, training programs structured around four strategic focus areas : expanding AI literacy, strengthening leadership capabilities, revitalizing organizational culture, and systematizing onboarding processes

2024 Talent Development Program List

Course		Target	Training Content	Satisfaction Level
Expanding AI literacy				
AI application seminar		All employees across the company	• Gaining insights into the future of AI in business and real-world applications through lectures covering AI trends, business use cases, and cutting-edge technologies currently being used in logistics operations	4.4
Introduction to generative AI	(Foundational)	Entry-level staff	• Basic training on AI skills, including planning and writing reports using AI tools	4.7
	(Advanced)	Assistant managers	• Advanced training on AI skills, including data analysis and visualization using AI applications	4.5
Generative AI hands-on training for managers		Managers from relevant departments at Headquarters	• Understanding the principles and trends of AI, identifying strategies for workflow optimization and developing practical guidelines for organizational AI adoption	4.2
Generative AI utilization contest		All employees across the company	• Proposing ideas for improving work efficiency through AI applications, suggesting improvements or new ideas for existing and future business initiatives using AI	-
Organizational culture activation				
LGL Together Day Camp		Employees in their third year with the company	• Activities include writing a personal vision statement, developing mindset control and resilience, and engaging in discussions and proposals for LGL's growth and organizational transformation	4.7
LGL Together Day		All employees across the company	• Company-wide special lectures delivered by guest speakers on trending and in-demand topics such as generative AI and communication skills	4.6
Team Workshops		Volunteering teams	• Enhancing mutual understanding, aligning team direction, and establishing ground rules for effective collaboration	4.8
CEO TALK		All employees across the company	• Nationwide in-person CEO town hall meetings to discuss the company's vision, organizational culture, and share advice from the CEO as both a leader and mentor	4.2
Systematized onboarding				
Networking Day		Off-cycle new hires	• Supporting relationship-building among off-cycle hires and facilitates the exchange of insights and know-how	4.6
Introductory Training		New hires	• Developing core competencies and practical skills required for job performance, themed lectures and networking to foster a sense of belonging	4.9
Field Experience Training		New hires	• Enhancing understanding of core logistics processes through direct experience in logistics operations	4.9
New Hire Orientation		Off-cycle new hires	• Company mission and vision, business overview, HR policies, talent development, corporate culture, and employee benefits, etc.	-

Industry-Academia Cooperation Program

- Participated in the Joint Education Program (JEP), a graduate school-industry-community collaboration initiative in Korea
 - Supported graduate-level coursework linked to real-world industry problem-solving projects
 - In 2024, conducted a project with Inha University's Graduate School of Logistics to assess the efficiency of convenience store delivery vehicle networks in the Jeolla Province region
- Carried out university-affiliated academic society-corporate collaboration projects
 - Aimed to cultivate top talent aligned with corporate demand and future industry growth, while generating new perspectives and knowledge for solving industrial challenges
 - In 2025, partnered with Yonsei University's MSC academic society to implement two key projects
 - Identifying optimal transfer hubs for autonomous freight trucks
 - Developing a differentiated delivery model for e-Grocery services



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Please check additional information about Lotte Global Logistics on the homepage.

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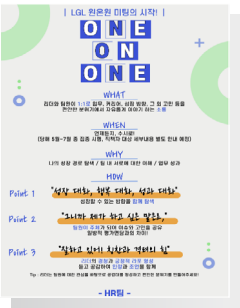
Creating a Desirable Work Environment

Horizontal Corporate Culture

Implementation and Operation of LGL One on One Meeting

- Since May 2024, the LGL One on One Meeting has been in place to facilitate ongoing dialogue between managers and team members on performance and personal growth. Relevant outcomes from these sessions are reflected in HR evaluations.
- In March 2025, LGL One on One Meeting feature was integrated into the company's HR system
- Mandatory participation for all employees to support career development across the organization

<Notice on LGL One-on-One Meeting>



Internal Organizational Culture Survey

- Instead of relying solely on group-wide organizational culture assessments, we conducted our own internal survey to gain a more accurate understanding of our current state
 - In August 2024, a company-wide survey was conducted to assess working styles, interpersonal relationships, and work arrangements
 - Career development support via mandatory surveys targeting all employees
- Based on the results, employee feedback in each area will be actively reflected, and continuous efforts are being made to refine the organizational culture

Organizational Culture Survey Results

Q. Are you generally satisfied with the organizational culture?

Yes
60%

'Find the Spy Ruining LGL' Campaign

- Background : Launched to encourage employees to practice our behavioral guidelines in their day-to-day work and interactions
- Overview :
 - Conducted training sessions summarizing the expected behavioral standards and exemplary conduct for all employees
 - Based on the training content, an internal poster campaign titled 'Find the Spy Ruining LGL' was implemented to raise awareness
- Impact : Designed to be practical and relatable, the campaign led to high employee engagement and active application of the guidelines in daily work, contributing to the establishment of a healthy and positive organizational culture

<Poster for 'Find the Spy Ruining LGL'>



Imagination Innovation Hub (Dynamic Proposal Platform)

- Spreading a culture of innovation through the internal proposal system
 - All employees encouraged to submit ideas for business improvement, including cost reduction, operational efficiency, and safety / environmental enhancements
 - Since its launch in 2019, a total of 1,003 ideas submitted over six years
- Platform establishment and system enhancement
 - Strengthened open communication and collaboration framework and improved the quality of ideas through the independent 'Imagination Innovation Hub' platform established in August 2024.
- Knowledge sharing and idea development
 - Expanded programs include brainstorming contests for new business ideas, sharing of work know-how, and logistics trend insights to foster continuous learning and innovation

- Imagination Innovation Hub Implementation Case Videos on YouTube

<Imagination Innovation Hub Implementation Case Videos on YouTube>



<Imagination Innovation Hub Platform>



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Talent Management

Creating a Desirable Work Environment

Employee Communication Enhancement Program

Team Workshop Program

- Promoting various activities that foster collaboration and synergy through smooth communication between departments and individuals
- In 2024, initiatives carried out to build trust between team leaders and members
 - Aimed at eliminating conflict factors related to team operations and enhancing mutual understanding to transition toward a 'One Team' culture
 - Contributing to redefining team workflows and establishing a more efficient, trust-based collaborative environment

<Team-based Workshops>



Company Development Council

- Established to discuss topics such as productivity improvement, enhancement of the employee work environment, and resolution of workplace painpoints
 - Composition : 6 employee representatives and 6 management representatives
 - Employee representatives are elected through a direct vote and reflect diversity in business divisions, gender, and job levels
- Meeting frequency : Held quarterly

Company Development Council Activities in 2024

Regular performance sharing	<ul style="list-style-type: none">Purpose : To transparently communicate company performance and growth with employeesMethod : Monthly sharing of company-wide sales and operating profit figures with all employees
Expanded health checkup support	<ul style="list-style-type: none">Purpose : To enhance employee welfare and strengthen support for their familiesDetails : Expanded support eligibility from spouses to include spouses, parents, and one sibling
Sales activation project	<ul style="list-style-type: none">Purpose : To improve sales performance and boost employee motivation through enhanced incentive programsDetails : Revised incentive structure and expanded rewards

CEO TALK

- The CEO meets directly with employees from both Headquarters and field sites to foster open communication
- In 2024, the CEO visited various regions including Chungcheong, Honam, Yeongnam, and the Seoul metropolitan area to strengthen engagement with employees
- In 2025, the initiative will expand to additional locations, ensuring continuous communication with all employees and incorporating on-site feedback into management decisions

<CEO TALK>



Junior Board

- Promoting intergenerational communication and build a flexible, horizontal organizational culture, the Junior Board is composed primarily of Millennial and Gen Z employees
- Holding monthly meetings with the CEO to freely share opinions, engage in open dialogue, and provide diverse insights on job roles and organizational matters directly to senior management

<2024 Junior Board>



Noriday, No Leader Day

- In accordance with a resolution by the Company Development Council, the No Leader Day system has been in operation since 2022, designating one day per month for managers to take annual leave
- Through No Leader Day, employees are encouraged to take greater ownership of their work, enhancing autonomy while fostering voluntary engagement and a stronger sense of responsibility

Noriday

Eligible employees	Executives, team leaders, branch managers, center managers, office managers, division managers
Content	Designated annual leave taken once a month by managers
Designated day	Dates are assigned on a rotating basis by each business division

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Please check additional information about Lotte Global Logistics on the homepage.

Talent Management

Creating a Desirable Work Environment

Flexible Work Environment

Flexible Working Hours System	<ul style="list-style-type: none">Operates five types of flexible commuting options to support a more adaptable work environment for employeesEmployees can stagger their start in 30-minute intervals between 8:00 AM and 10:00 AM
Half-Day Off / Partial-Day Off	<ul style="list-style-type: none">Employees can take time off in 4-hour increments (half-day) or 2-hour increments (partial-day), providing greater flexibility in managing personal time
PC-OFF System	<ul style="list-style-type: none">Sends alerts before the end of the workday to encourage employees to leave on time and restricts PC usage during annual leave or outside of designated working hours to support work-life balance
Family Day	<ul style="list-style-type: none">A regular off-time policy is implemented every Wednesday and Friday to encourage employees to leave work on timeAt 5:50 PM, an in-house broadcast and reminder email are sent to all employees to promote timely departure

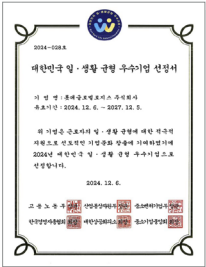
Work-Life Balance

Happy Ticket	<ul style="list-style-type: none">Allows employees to leave work 2 hours early based on their personal schedulesEmployees can use up to two Happy Tickets per month on dates of their choice without prior approval
Happy Lunch	<ul style="list-style-type: none">The Happy Lunch program, previously held only on Fridays, was expanded in 2024 to be available all dayLunch breaks were extended from 1 hour to 1 hour and 30 minutes, providing more time to rest and engage in personal development
Joint Annual Leave	<ul style="list-style-type: none">Encourages collective use of annual leave around public holidays, enabling employees to enjoy more flexible and extended time off

SPECIAL NOTE

Selected as a 2024 Best Practice Company for Work-Life Balance in Korea

- In 2024, officially recognized as a Best Practice Company for Work-Life Balance by the Ministry of Employment and Labor of Korea and received a formal certification
- 1st round : Document evaluation
 - Comprehensive quantitative and qualitative assessment of criteria such as flexible work arrangements, working hour management, use of annual leave, and support for work-parenting balance included in the selection process
 - Received high marks due to initiatives such as operating an in-house daycare center and being a certified family-friendly company
- 2nd round : On-site evaluation
 - Based on submitted materials, auditors reviewed and verified the actual operation of related systems and processes
 - Key items reviewed in the 2024 on-site evaluation included the Happy Ticket system, designated signs for pregnant employees, and the two-year free rental program for large passenger vans



<Certificate of Recognition : Best Practice Company for Work-Life Balance in Korea>

Enhancing Employee Satisfaction

Employee Benefits

Condo resort	<ul style="list-style-type: none">Using condos at low prices during peak seasons and holiday
Support for family events	<ul style="list-style-type: none">Providing supplies, floral arrangements, monetary support, and paid leave (Equally applicable to the spouse)
Long-service awards	<ul style="list-style-type: none">Employees with 10 to 30 years of continuous service are recognized with a commemorative plaque, monetary reward, and travel expense support
Club activity support	<ul style="list-style-type: none">Supporting 34 employee clubs across the country in various interest areas, newly established clubs receive a one-time start-up grantClub ticket : Allows employees to leave work 2 hours early once a month to participate in club activities
Tuition support for employees' children	<ul style="list-style-type: none">Offer educational support for employees' children, including university students
Full tuition loan interest coverage	<ul style="list-style-type: none">Providing full coverage of loan interest until the final disbursement for employees repaying the Korea Student Aid Foundation's Student Loan
Health Promotion Program	<ul style="list-style-type: none">Medical check-ups : Support for health check-up expenses (for employees aged 35 and above or at the managerial level, including one family member of the eligible employee)Enrollment in group accident insurance
Other benefits	<ul style="list-style-type: none">Provide yearly financial assistance (support for vacation) for physical fitness programs to support employees' health and well-being, and wellness refreshHoliday travel support and giftsAnniversary gift in commemoration of the foundationBirthday celebration gifts provided to employeesWelcome kits presented to new hires upon joining the company

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Human Rights Management

Framework for Human Rights Management

Human Rights Management Roadmap



Mid to Long-term Goals of Human Rights Management

Category	2024 (achievement)	2025 (objective)	2030 (objective)
Human rights maturity assessment results	76 points	80 points	85 points
Cumulative no. of on-site inspections	30	50	100
No. of human rights violations	0	0	0

Proclaiming Human Rights Management Charter

- On October 13, 2022, the Human Rights Management Charter was established and officially proclaimed
- The Charter sets forth standards for proper conduct and value-based decision-making that all employees must follow in the course of business operations and corporate activities
- In 2024, following a change in the highest decision-maker (CEO), the Charter was re-presented to reaffirm our commitment to human rights management and to ensure our continued implementation in alignment with the evolving business environment

Human Rights Management Charter

▶ Human Rights Management Charter

Human Rights Management Charter

We pursue a human rights-centered management approach that not only enhances the lives of our customers but also brings about positive change in our society. To become a company that adds value to humanity, we hereby establish this Human Rights Management Charter as a standard of proper conduct and ethical decision-making that all employees must uphold in the course of our business operations and corporate activities. We pledge to faithfully observe and implement this Charter.

We respect all human dignity and value and prioritize human rights in managing our business. We respect international human rights principles and covenants, including the UN Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, and the UN Convention on the Rights of the Child. We establish and implement systems and policies, including human rights management systems, to embed respect for human dignity and value across our corporate culture and the spectrum of business management activities.

We strive to protect and advance marginalized communities' human rights and respect the human rights of everyone whose lives we touch, including our employees, customers, government authorities, partners, and local communities.

We do not discriminate based on race, gender, education, age, disability, religion, place of birth, political stance, or any other grounds when hiring or in the workplace. We also pursue an organizational culture of mutual respect and understanding.

We do not condone forced or child labor in any shape or form and comply with the minimum working age established by international standards and local laws in the jurisdictions in which we conduct business.

We comply with the working hour and minimum wage regulations in the jurisdictions in which we conduct business.

We foster working conditions that prioritize our officers' and employees' health and safety. We guarantee the basic rights of the people as stipulated in the Constitution to protect and promote the human rights of our employees.

We endeavor to prevent human rights violations in the workplace, such as workplace harassment or sexual harassment, and to provide remedial measures.

We pursue win-win development with our partners on an equal footing and support and cooperate with them in practicing human rights management.

We protect personal information acquired in the course of business.

We prevent human rights violations during business and timely provide adequate remedial measures.

We pledge to do our utmost to implement and advance human rights management as set forth above.

All officers and employees of LOTTE Group

SPECIAL NOTE

Human Rights Management System Certification Obtained



Human Rights Management System Certification

The Human Rights Management System Certification is a system in which a third party assesses whether an organization has established human rights policies, objectives, and frameworks in response to both domestic and international human rights issues, such as the ratification of ILO conventions and the enforcement of workplace harassment prevention laws. On October 7, 2024, we obtained the Human Rights Management System Certification from the Korea Management Registrar (KMR). The certification is valid for one year and is subject to annual renewal assessments.

Certification Process Overview

1st step : Maturity assessment

A survey is conducted among employees to assess the maturity of the company's culture of respect for human rights. To receive a 'Compliant' rating, respondents must achieve an average score of 70% (3.5 points) or higher across 28 questions covering awareness, systems, and implementation levels, with participation from a minimum number of employees.

2nd step : On-site audit

The on-site audit evaluates key areas such as the Human Rights Management Charter, human rights impact assessments, training records, internal audits, management reviews, public awareness activities, and supply chain management. Over the course of the audit, not only the lead department but also human rights representatives from related departments were interviewed, ultimately resulting in the successful certification.

- Talent Management
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Please check additional information about Lotte Global Logistics on the homepage.

Human Rights Management

Promoting Human Rights Management Culture

Human Rights Impact Assessment

- Assess and evaluate the impact of overall business operations on human rights to identify and manage related risks
- In 2024, the scope of evaluation was expanded from 153 items across 10 categories to 189 items across 11 categories
- Each relevant department conducts a self-assessment, followed by a cross-check process to derive and implement improvement measures
- Human rights-related items are also included in due diligence evaluations of partner companies

Human Rights Impact Assessment Results¹⁾

Category	Assessment results		Key findings and areas for improvement
	2023	2024	
Establishment of human rights management system	30	41	Continued promotion of human rights-related campaigns
	0	0	
Non-discrimination in employment	2	17	Revision of internal regulations, including the Fair Recruitment Guidelines and employment rules
	14	0	
Freedom of association and collective bargaining	2	16	Operated through labor-management councils and related mechanisms
	12	0	
Prohibition of forced labor	0	8	Clearly stated in accordance with relevant laws and regulations
	11	3	
Prohibition of child labor	4	5	Clearly stated in accordance with relevant laws and regulations
	10	0	
Occupational safety and health	13	5	Conducting Q.C.S inspections
	4	0	
Responsible supply chain management	0	6	Related criteria are included in partner company evaluations
	5	0	
Protection of local community human rights	4	7	Engagement and consultation with stakeholders
	6	0	
Right to a healthy environment	7	14	Implementation and operation of ISO-certified Environmental Management System
	9	0	
Consumer rights protection	11	13	Operating policies that protect consumer rights
	2	0	
Protection of human rights in the workplace	-	19	Job assignments based on disability grades / levels
	-	1	

1) Items marked 'Not Applicable' have been excluded from Lotte Global Logistics' reporting scope.

Human Rights Enhancement Activities

Employee Education

- Human rights policies are promoted and reinforced through regular training sessions to encourage awareness and implementation
 - Training target : All employees
 - Content : Promotion of human rights management and related policies, and encouragement of practical application
- To reduce risks, actively promoting grievance counseling channels, expanding the number of trained counselors (including employee representatives and designated female counselors), and enhancing accessibility to support channels

Preventive Measures for Workplace Bullying and Sexual Harassment in 2024

Awareness improvement activities	Details
Reorganization of the dedicated unit	<ul style="list-style-type: none">Reorganized the Grievance CommitteeAppointed specialized personnel familiar with the characteristics of each business division, provided them with targeted training, and assigned them to grievance counseling rolesTransitioned from a dedicated grievance handling representative in 2023 to a formal Grievance Committee in 2024
Internal policy update	<ul style="list-style-type: none">Revised institutional standards, including disciplinary guidelines
Manual development	<ul style="list-style-type: none">Created and distributed a company-wide grievance handling manual
Integrated HR (Human Resources) Division briefing (first half of the year)	<ul style="list-style-type: none">Conducted 13 sessions of workplace harassment and sexual harassment prevention trainingTraining sessions were tailored by role (managers vs. non-managers) and by region
Integrated HR (Human Resources) Division briefing (second half of the year)	<ul style="list-style-type: none">Conducted 10 sessions of special training on human rights managementTraining delivered separately for managers and non-managers
Campaign activities (posters, displays, etc.)	<ul style="list-style-type: none">Posted promotional materials (posters, framed signage) on human rights management and grievance handling systemsDistributed the Human Rights Management Charter to Headquarters and all business sites



<Human Rights Management Poster>

Grievance Handling Procees

- Operating Human Rights Violation Reporting Center to make it easier for employees to seek counseling and report incidents
- Ensuring strict protection of the identity of whistleblowers, and expanding reporting channels to allow safe and confidential submissions by both reporters and victims
- In 2024, a dedicated team was established to strengthen human rights management, along with revisions to internal policies and the development of a grievance handling manual
- Awareness campaigns were conducted to promote a culture of respect for human rights, and special training was provided to all employees to further embed human rights practices throughout the organization

Reporting Channels for Human Rights Violation

Purpose	Consultation and reporting of human rights violations resulting from business activities
Phone	+82-10-7495-7282
Email	lgihelp@lotte.net
Kakao Talk	Lotte Global Logistics Grievance Counseling Channel
Address	(04527) Employee Relation Team, 10 Tongil-ro, Jung-gu, Seoul (Yonsei Severance Foundation Building 12F)

Human Rights Violation Remedies

1. Filing a report	<ul style="list-style-type: none">Receive human rights-related consultations and reports from all stakeholders through designated reporting channelsConsultations and reports are also handled by the dedicated grievance handling team
2. Fact-check and investigation	<ul style="list-style-type: none">The integrated grievance handling team verifies the facts of the caseProtection measures are taken to safeguard the identity and rights of the whistleblower
3. Reviewing board referrals and determining measures	<ul style="list-style-type: none">Based on the findings, appropriate response measures are reviewedThe accused party is given the opportunity to present their perspective
4. Processing results	<ul style="list-style-type: none">The outcome is communicated within 30 days of receiving the report
5. Follow-up	<ul style="list-style-type: none">Depending on the nature of the case, disciplinary action may be taken, and preventive training is conducted to avoid recurrence



Human Rights Management

Diversity / Equity / Inclusion (DEI¹⁾)

Family-friendly Programs

Family-friendly Policies

Reduced working hours during pregnancy	• Female employees within 12 weeks of pregnancy or after 36 weeks are eligible for a reduction of 2 working hours per day, with no reduction in pay
Maternity leave	• 90 days of maternity leave provided, split before and after childbirth
Reduced working hours during childcare period	• Employees may apply for reduced working hours instead of taking full childcare leave
Childcare leave	• Available for employees raising children under the age of 8 or in the second grade of elementary school or below
Support for large families	• Vehicle support (Carnival van) for households with three or more children
Celebratory gifts	• Pregnancy gift (fruit set) • Childbirth gift (infant formula / diapers) • Wedding anniversary gift (cake and bouquet)
Entrance gift	• Gift provided when a child enters elementary school
Childcare leave for elementary school entry	• Up to 12 months of leave available for employees when their child enters elementary school
Exam encouragement gift	• Encouragement gift provided for children taking the national college entrance exam
Workplace daycare center	• Operates a curriculum-based daycare with special activities and field trips • Monthly parking support provided for employees using the daycare
Additional support for female employees	• Training and support for women on maternity or childcare leave, as well as those planning or returning from leave • Female staff lounge equipped with recliners and heat packs for improved work environment • Sanitary products provided in women's restrooms

1) DEI : Diversity, Equity, Inclusion

Family-friendly Management Certification Obtained

- Recognized as a Family-friendly Excellent Company by the Ministry of Gender Equality and Family, marking a first in the industry



<Family-friendly Management Certification>



Retention Initiatives for Female Talent

- Mandatory use of parental leave and provision of childcare-related benefits
- Support for career development and minimizing career interruptions
- Assigning at least 30% female interviewers in the recruitment process
- Operation of a dedicated women's lounge, 'Oasis'
 - Equipped with Ceragem therapy beds, individual recliners, and heat packs to ensure comfortable rest
 - Designed to foster a supportive work environment and enhance focus required for job performance

<Women's Lounge and Refresh Room>



Human Rights Management

Diversity / Equity / Inclusion (DEI)

Employment and Support for Persons with Disabilities

- Actively promotes the hiring of persons with disabilities through an open recruitment system
- Identifies suitable roles such as courier service call center positions that allow for remote work
- Exceeded the legally mandated employment quota for persons with disabilities for the past three consecutive years

Ongoing Recruitment of Persons with Disabilities



2022~2024 Employment Status for People with Disability (Unit : Person, %)

Category	2022	2023	2024
No. of regular employees ¹⁾	2,217	2,245	2,250
Mandatory employment rate	3.1%	3.1%	3.1%
Mandatory employment figures	68	69	69
Recognized employment figures ²⁾	73	70	72
Surpassing figures	5	1	3

1) The annual average number of regular employees :
(Total number of employees per month – Registered executives – Employees working fewer than 16 days) ÷ 12 months

2) When employing a person with a severe disability, it is counted as the employment of two persons with disabilities, which may differ from the actual headcount



SPECIAL NOTE

Parasports Teams

We operate parasports teams as part of our commitment to human rights management and to foster a culture of diversity and inclusion. Currently, we support two teams—archery and table tennis—with a total of 16 athletes with disabilities. Comprehensive support is provided to help athletes perform at their best, including uniforms, assistive equipment, and transportation subsidies, thereby improving their training conditions and contributing to skill development. In September 2024, a meeting was held between the table tennis team and the Headquarters to strengthen communication and share feedback. Through this dialogue, we actively reflect the athletes’ opinions and continue to improve the management of the parasports program in a more inclusive and responsive direction.

Incentive Programs for Parasports Teams

Category	Competition	Amount (Unit : KRW 10,000)		
		1st place	2nd place	3rd place
International	Paralympic Games	300	200	150
	Asian Games	200	150	100
	World Championships			
Domestic	National Disability Sports Championships	50	30	20
	Sports-specific championships			
	Provincial-level competition, Association president's cup national tournament		10	
	National Team Selection Competition (Archery)			

2024 Annual Competition Achievements

Archery
No. of participants : 13
Awards
3 Gold (1st place)
3 Silver (2nd place)
2 Bronze (3rd place)

Table Tennis
No. of participants : 4
Awards
2 Silver (2nd place)
2 Bronze (3rd place)

Safety and Health

Framework for Safety and Health Management

Safety and Health Management Strategy

Core Elements of the Safety and Health Management System

- Continuous improvement of safety and health practices carried out through the Plan–Do–Check–Act cycle



Core Values of Safety, Environment and Health Management



Mid- to Long-Term Goals of Safety and Health Management

- Short-term goal : Establishing a solid foundation for safety and health management
- Mid-term goal : Promoting safety leadership and spread a safety-first culture
- Long-term goal : Forging a self-directed safety management system



Safety and Health Management Policy

- Safety and health prioritized as our top management objective, with all operations conducted under a safety-first principle
- Operating an occupational health and safety management system in compliance with the Industrial Safety and Health Act, the Serious Accidents Punishment Act, and the international safety standard ISO 45001
- Applying a consistent safety and health management system across all worksites to ensure a safe working environment for all employees

Safety and Health Management Policy

• Safety and Health Management Policy 

We recognize safety and health as the highest priority and a core principle for securing differentiated competitiveness. We are committed to fulfilling our responsibilities and obligations to prevent accidents through clear objectives and strong execution.

[Legal compliance]

We comply with all safety and health-related laws and regulations, and strive to improve our safety and health standards through even stricter internal controls.

[Employee participation]

We create a safe and healthy work environment by identifying and eliminating potential hazards through the active participation of all employees.

[Mutual cooperation]

We strengthen cooperative safety and health frameworks by maintaining and developing strategic partnerships with our partner companies.

[Preventive education]

All employees enhance their safety awareness and take the lead in accident prevention through ongoing education and training.

[Health promotion]

We contribute to improving the health and quality of life of all employees through continuous health promotion activities.

[Goal achievement]

Recognizing safety and health as a top management priority, we are committed to achieving our safety and health objectives.

January 1, 2025
Kim Tae-woong,
Chief Security Officer (CSO) of the Safety & Environment Innovation
Department

Safety and Health

Framework for Safety and Health Management

Safety and Health Organization

- Business sites nationwide are divided into seven regional zones, with a dedicated safety manager assigned to each region to strengthen localized safety management.
- Roles of regional safety managers :
 - Gather feedback from on-site personnel within their assigned region
 - Conduct monitoring activities including risk assessments, pre-task safety education, and inspections of partner company safety practices
- 2025 goals
 - Expand responsibilities of regional safety managers to include health management support
 - Provide safety management support to newly opened business sites



1) Q.C.S : Lotte Global Logistics' unique safety inspection system (It stands for Quality, Cleanliness, and Safety)
2) CM : Lotte Construction CM Safety Consulting

Occupational Safety and Health Committee

- We operate an Occupational Safety and Health Committee within each business division to ensure a safe working environment and protect employee health and safety.
- The committee is composed of an equal number of company representatives and employee representatives and meets quarterly to discuss matters related to worker safety and workplace improvements.
- Input is also gathered from partner companies at each site to promote collaboration on safety and working environment improvements.
- For sites subject to the Occupational Safety and Health Act, a separate committee is established and operates on a quarterly basis in accordance with legal requirements.

Key Agenda Addressed by Occupational Safety and Health Committees

- 1 | Provision and improvement of equipment to prevent heat and cold-related illnesses (e.g., cooling and heating devices)
- 2 | Upgrades to break areas (new installations, replacement of furnishings, repainting, etc.)
- 3 | Implementation of safeguards to prevent entrapment injuries related to conveyors
- 4 | Production of safety and health training video content, including multilingual versions
- 5 | Sharing of best practices from exemplary business sites
- 6 | Support for partner companies in preparing legally required occupational safety and health documents



Communication System for Safety

- Safety and Health Communication Channels

Channels	Safety and Health Council	Occupational Safety and Health Committee	Safety and Health Meeting
Participants	Representatives of business sites and business partners	Representatives of divisions and employees	Safety & Environment Innovation Department
Period	Monthly	Quarterly	Monthly
Agenda	Gathering feedback from partners	Collecting input from business sites	Listening to safety managers' perspective
	Suggesting agenda items and proposing countermeasures	Identifying improvement tasks for execution	Supporting improvement efforts and policy integration

- Safety and Health Inspection System

Safety and Health Council	Monthly
Supervisors' meeting	Weekly
On-site TBM¹)	Daily

1) TBM (Tool Box Meeting) : Pre-work safety briefing



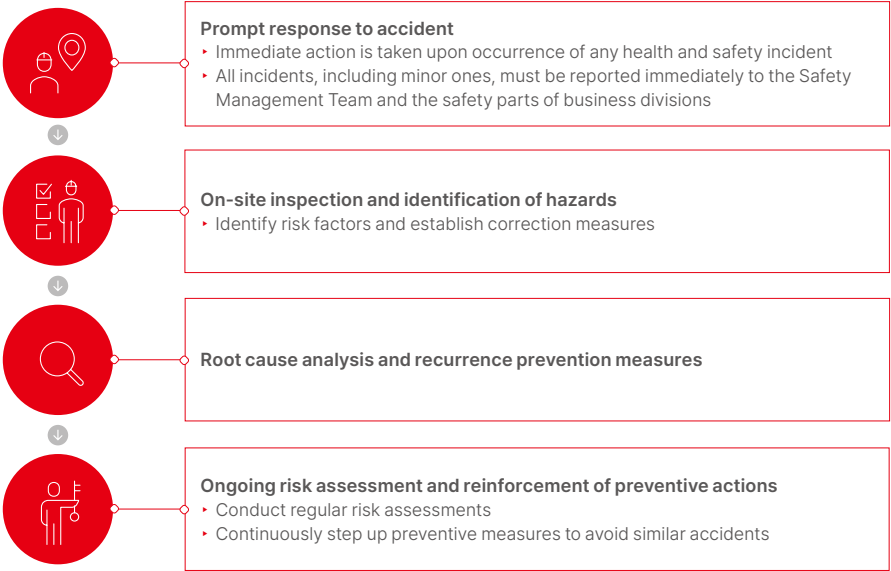
- Talent Management
- Human Rights Management
- Safety and Health
- Data Security and Protection
- Customer Value Enhancement
- Community Engagement and Development

Safety and Health

Framework for Safety and Health Management

Accident Response System

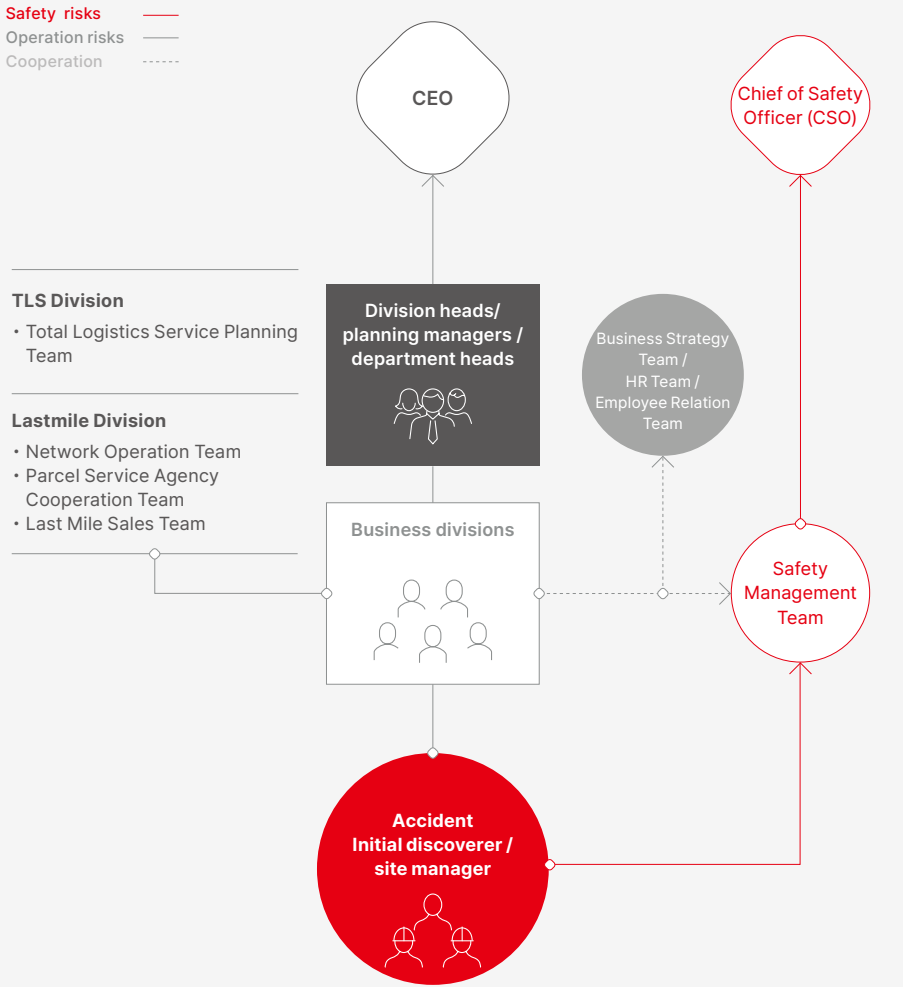
Accident Investigation Process



Employee Authority to Cease Operations

- Establishment of clear criteria and procedures
 - Defined criteria and procedures are in place to allow employees to cease operations when a potential risk of injury or accident is identified.
- Guarantee of employee autonomy
 - Employees are authorized to independently halt operations and evacuate if they determine a serious hazard is present during work.
 - Immediate reporting to supervisors following cessation
- Protective measures for justified cessation of operations
 - Employees shall not face any disadvantage or dismissal for ceasing operations on legitimate grounds.

Accident Reporting System



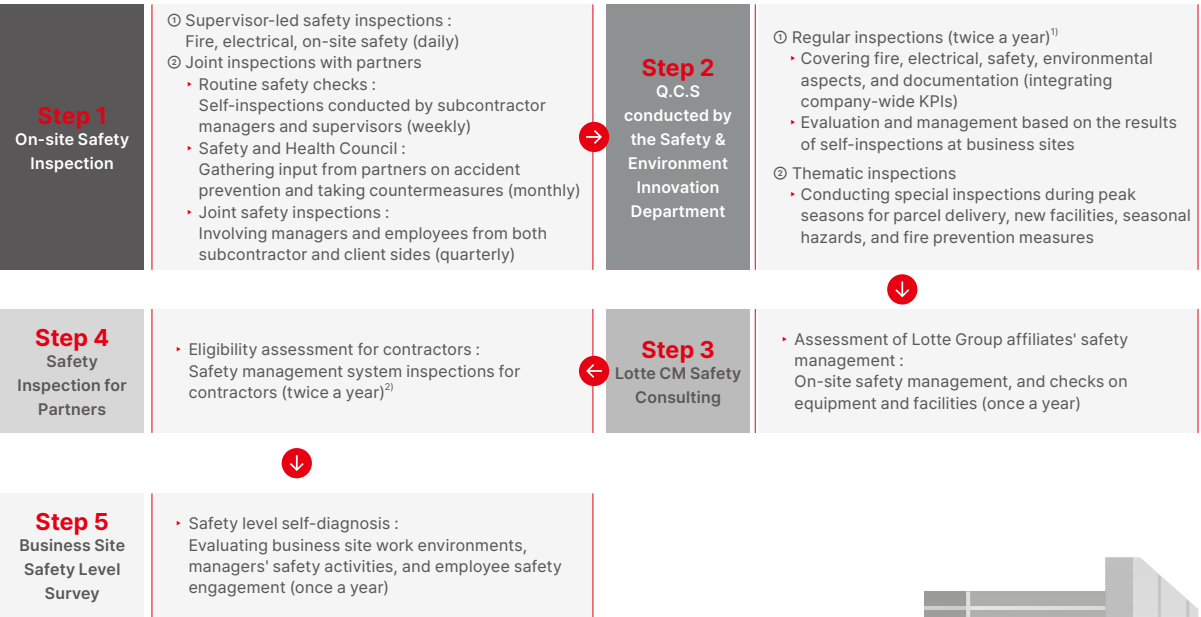
Safety and Health

Safety and Health Management

Safety Audit System

- Potential safety and health risks are proactively prevented through comprehensive safety audits, including inspections by the Safety & Environment Innovation Department, internal site safety checks, and external safety consulting services

Steps in the Safety Audit System



1) Enforcement Decree of the Serious Accident Punishment Act, Article 4, Clause 3
2) Enforcement Decree of the Serious Accident Punishment Act, Article 4, Clause 9

Please check additional information about Lotte Global Logistics on the homepage.

Homepage. www.lottelogis.com/english



Safety Risk Inspection Activities

Q.C.S Inspection

- 2024 Q.C.S inspection overview
 - Period & scope : February to September 2024, covering 193 business sites
 - Approach : Transitioned from evaluation-focused inspections to a support- and guidance-oriented approach
 - Focus areas : Improvement of partner companies' safety management capabilities (including serious accident consulting, safety manager training, and safety briefings)
- 2025 Q.C.S inspection plan
 - Establish directions based on analysis of 2024 inspection results, and reinforce key inspection items and checklist
 - Focus area : Risk assessment, TBM (Tool Box Meeting, pre-task safety briefings), management of electrical wires and outlets, use of unauthorized heating devices, forklift and conveyor management
 - Expansion of inspection scope : Includes non-resident centers and office spaces

Seasonal Thematic Inspections

- Special inspections are conducted to prevent safety accidents associated with seasonal risk factors.
- Safety themes are designated according to seasonal characteristics, such as fire hazards or natural disasters, and inspections are carried out accordingly.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Spring : Fire prevention				Summer : Flood and storm preparedness				Winter : Inspections focused on high-risk worksite		
									Autumn : Fire prevention		

Safety Management System 'Lotte Safety'

- A web and mobile-based platform designed to support site managers and safety managers in efficiently carrying out safety management tasks
- Facilitates the sharing of safety inspection results, risk factors, improvement outcomes, training schedules, seasonal risk countermeasures, and accident case studies

Key Features of Lotte Safety

- Safety inspections : Register and monitor various safety inspection results and corrective actions
- Safety training : Safety events, regular and special occupational health and safety training, and risk assessments
- Information sharing : Share safety-related announcements, including legal updates, safety issues, incident reports, and weather alerts
- Safety resource library : Upload and manage safety training materials, manuals, guidelines, and best practice case studies
- Statistical analysis : Analyze data related to safety activities, inspection results, and incidents

Safety and Health

Safety and Health Management

Risk Assessment

- Proactive management through risk assessment
 - Regular and ad-hoc assessments are conducted with the participation of both our employees and partner company workers
- Reporting and response to risk assessment results
 - Assessment results are reported to the Chief of Safety Officer (CSO) and the heads of each business division
 - Identified hazards and risk factors are communicated to workers through TBMs (Tool Box Meetings, pre-task safety briefings)
- Standardization of risk assessment
 - Risk assessments are standardized by process, ensuring consistent criteria and risk levels across all sites
- Roadmap for serious accident reduction and voluntary safety management checks
- Training and support for risk assessment
 - Risk assessment training and support systems are provided for site managers across all worksites

2024 Risk assessment training and support

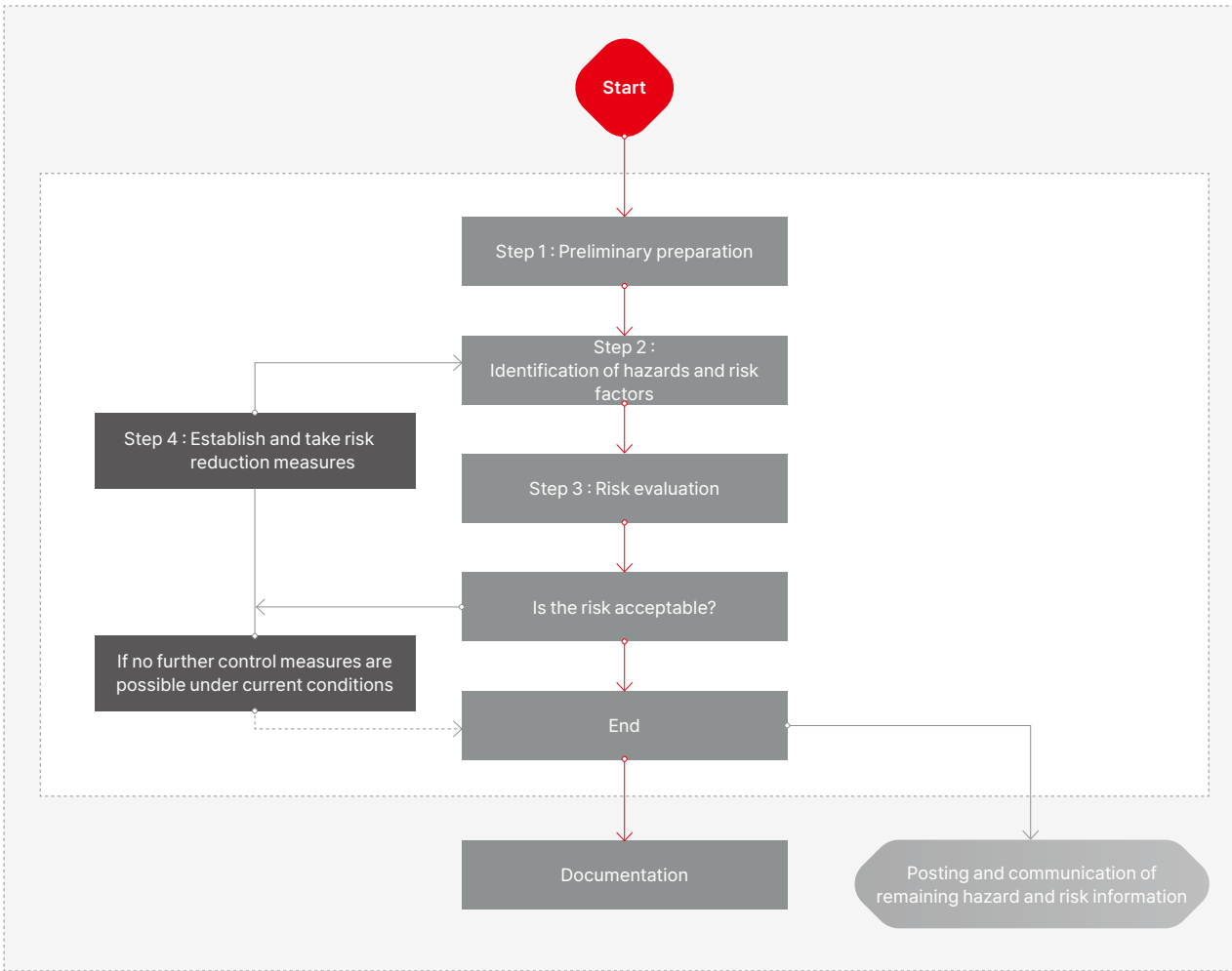
- Conducted risk assessments and provided online training on preparing legally required documentation for specific worksites such as single-person operations and newly established sites (May & September)
- Distributed standardized lists of hazardous risk factors by process (December), including identification of new risk factors

2024
Risk assessment results
100%
improvement rate for
identified deficiencies

Please check additional information about Lotte Global Logistics on the homepage.

Homepage. www.lottelogis.com/english

Risk Assessment Process



Safety and Health

Safety and Health Enhancement Initiative

Safety Partnership Agreements

Logistics Warehouse Fire Prevention Agreement with Icheon City

- In August 2024, Lotte Global Logistics' Deokpyeong Center entered into a three-party Memorandum of Understanding (MOU) with Icheon City and the Icheon Fire Department to prevent warehouse fires and minimize potential damage.
- READY Korea Phase 1 Emergency Drill in March 2025, conducted under the leadership of the Ministry of the Interior and Safety (MOIS)
 - Drill format :
A MOIS-led simulation designed to test response systems against unfamiliar and high-risk scenarios
 - Date : March 26, 2025
 - Simulated incident scenario :
A fire breaks out during the loading and unloading of an electric truck at a logistics center. The flames spread due to flammable materials stored on-site, resulting in multiple casualties and a wildfire.
 - Participating organizations : A total of 21 organizations and MOIS

<Logistics Warehouse Fire Prevention Agreement>



SPECIAL NOTE

Safety-related Recognition

Prime Minister's Commendation on Firefighting Day

We received the Prime Minister's Commendation at the 62nd Firefighting Day ceremony, hosted by the National Fire Agency, in recognition of our contributions to fire prevention through enhanced safety management and systematic risk control. In particular, we were recognized for operating a three-tier safety inspection system across our nationwide facilities to prevent fires and industrial accidents. This system consists of 'on-site safety inspections' conducted by site supervisors and through joint inspections with contractors, 'Q.C.S inspections' conducted by the Safety & Environment Innovation Department, and 'Lotte CM safety consulting', which target affiliated group companies. This structured approach has significantly contributed to the comprehensive and systematic safety management of business sites. Additionally, we are actively engaged in fire safety amelioration through collaboration with the Fire Safety Research Group for Logistics Facilities, led by the Korea Institute of Civil Engineering and Building Technology (KICT). As part of this initiative, we have participated in testbed projects aimed at improving fire safety and minimizing casualties in logistics facilities. Risk assessments were conducted to establish optimal fire response strategies based on the classification and characteristics of each logistics site. We will continue to actively promote initiatives to improve workplace safety and foster sustainable growth.

<Prime Minister's Commendation on
Firefighting Day>



Safety and Health

Safety and Health Enhancement Initiative

Worksite Environment and Safety Improvement Activities

- Continuous inspections and improvement activities are carried out for key facilities, including electrical systems, fire safety equipment, and building structures
- Monitoring capabilities have been refined through the installation of a CCTV control room, and pilot introduction of safety equipment, such as wearable vests for fall protection for high-altitude workers



<CCTV Control Room Established>



<Wearable Vests for Fall Protection>

Installation of Underbody Water Nozzles

- Prevents thermal runaway and suppresses fire spread in the event of an electric vehicle fire
- Underbody water nozzles are connected and installed at small and medium-sized worksites without fire hydrants



<Electric Vehicle Underbody Water Nozzle>
(for initial suppression of electric fires)



<Portable Temporary Fire Hydrant>



<Underbody Water Nozzle>

Enhancement of Forklift Safety Equipment

- Mandatory attachment of charging connectors with handles prevents cable short circuits and fire hazards
- Installation of spring balancers for charging cables protects wires and improves ease of use



<Charging Connector>



<Spring Balancer for Charging Cable>

Smart Evacuation Support System¹⁾

- Enhances visibility of evacuation routes during emergency situations
- Utilizes beacon technology to track worker locations in real time, supporting effective rescue operations



<Laser Evacuation Guide>



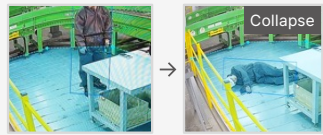
<Beacon>

Sharpening Safety Incident Response Capabilities

- Distribution of customized video content by incident type : Focused on accident prevention through case study and utilization during TBMs
- Installation and testing of an intelligent CCTV system : Issues preemptive alarms upon detecting unsafe or unstable behaviors



<Customized Video Content by Incident Type>



<Intelligent CCTV System>

Partner Company Occupational Health & Safety Management

Consulting on the Serious Accidents Punishment Act

- We provide consulting services to help partner companies establish and implement occupational health and safety management systems in compliance with the Serious Accidents Punishment Act.
- In 2024, a total of 42 partner companies received support through legal compliance reviews covering the Serious Accidents Punishment Act, the Occupational Safety and Health Act, and assistance in building robust health and safety management systems.

Serious Accidents Punishment Act Consulting for Partner Companies

- Establishment of occupational health & safety management systems : Support for appointing responsible managers, forming dedicated teams, setting policies and regulations, and operating occupational safety and health committees
- Support for fulfilling legal obligations : Assistance in complying with laws and regulations, formulating accident response procedures, conducting mandatory training, and allocating safety and health budgets
- Risk assessment support : Guidance on conducting risk assessments, implementing corrective measures, and providing related training

Expected Outcomes of Serious Accidents Punishment Act Consulting for Partner Companies

- Systematization of health and safety management by preventing workplace accidents
- Documentation and recordkeeping of all safety-related measures and activities
- Reduction of serious accident risks and establishment of effective emergency response systems

Eligibility Assessment for Contractors

- A contractor eligibility assessment system is in place to assess the occupational health and safety practices of partner companies
- Biannual assessments are conducted using checklists and on-site inspections to monitor the safety and health status of partners
- Through document reviews and field inspections, the system evaluates the implementation of key practices such as risk assessments and TBMs (Tool Box Meetings)

계약 수량별 심의 기준

계약 수량	심의 기준
1건 이상 10건 미만	계약 수량별 심의 기준
11건 이상 20건 미만	계약 수량별 심의 기준
21건 이상 30건 미만	계약 수량별 심의 기준
31건 이상 40건 미만	계약 수량별 심의 기준
41건 이상 50건 미만	계약 수량별 심의 기준
51건 이상 60건 미만	계약 수량별 심의 기준
61건 이상 70건 미만	계약 수량별 심의 기준
71건 이상 80건 미만	계약 수량별 심의 기준
81건 이상 90건 미만	계약 수량별 심의 기준
91건 이상 100건 미만	계약 수량별 심의 기준
101건 이상 110건 미만	계약 수량별 심의 기준
111건 이상 120건 미만	계약 수량별 심의 기준
121건 이상 130건 미만	계약 수량별 심의 기준
131건 이상 140건 미만	계약 수량별 심의 기준
141건 이상 150건 미만	계약 수량별 심의 기준
151건 이상 160건 미만	계약 수량별 심의 기준
161건 이상 170건 미만	계약 수량별 심의 기준
171건 이상 180건 미만	계약 수량별 심의 기준
181건 이상 190건 미만	계약 수량별 심의 기준
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221건 이상 230건 미만	계약 수량별 심의 기준
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241건 이상 250건 미만	계약 수량별 심의 기준
251건 이상 260건 미만	계약 수량별 심의 기준
261건 이상 270건 미만	계약 수량별 심의 기준
271건 이상 280건 미만	계약 수량별 심의 기준
281건 이상 290건 미만	계약 수량별 심의 기준
291건 이상 300건 미만	계약 수량별 심의 기준
301건 이상 310건 미만	계약 수량별 심의 기준
311건 이상 320건 미만	계약 수량별 심의 기준
321건 이상 330건 미만	계약 수량별 심의 기준
331건 이상 340건 미만	계약 수량별 심의 기준
341건 이상 350건 미만	계약 수량별 심의 기준
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361건 이상 370건 미만	계약 수량별 심의 기준
371건 이상 380건 미만	계약 수량별 심의 기준
381건 이상 390건 미만	계약 수량별 심의 기준
391건 이상 400건 미만	계약 수량별 심의 기준
401건 이상 410건 미만	계약 수량별 심의 기준
411건 이상 420건 미만	계약 수량별 심의 기준
421건 이상 430건 미만	계약 수량별 심의 기준
431건 이상 440건 미만	계약 수량별 심의 기준
441건 이상 450건 미만	계약 수량별 심의 기준
451건 이상 460건 미만	계약 수량별 심의 기준
461건 이상 470건 미만	계약 수량별 심의 기준
471건 이상 480건 미만	계약 수량별 심의 기준
481건 이상 490건 미만	계약 수량별 심의 기준
491건 이상 500건 미만	계약 수량별 심의 기준
501건 이상 510건 미만	계약 수량별 심의 기준
511건 이상 520건 미만	계약 수량별 심의 기준
521건 이상 530건 미만	계약 수량별 심의 기준
531건 이상 540건 미만	계약 수량별 심의 기준
541건 이상 550건 미만	계약 수량별 심의 기준
551건 이상 560건 미만	계약 수량별 심의 기준
561건 이상 570건 미만	계약 수량별 심의 기준
571건 이상 580건 미만	계약 수량별 심의 기준
581건 이상 590건 미만	계약 수량별 심의 기준
591건 이상 600건 미만	계약 수량별 심의 기준
601건 이상 610건 미만	계약 수량별 심의 기준
611건 이상 620건 미만	계약 수량별 심의 기준
621건 이상 630건 미만	계약 수량별 심의 기준
631건 이상 640건 미만	계약 수량별 심의 기준
641건 이상 650건 미만	계약 수량별 심의 기준
651건 이상 660건 미만	계약 수량별 심의 기준
661건 이상 670건 미만	계약 수량별 심의 기준
671건 이상 680건 미만	계약 수량별 심의 기준
681건 이상 690건 미만	계약 수량별 심의 기준
691건 이상 700건 미만	계약 수량별 심의 기준
701건 이상 710건 미만	계약 수량별 심의 기준
711건 이상 720건 미만	계약 수량별 심의 기준
721건 이상 730건 미만	계약 수량별 심의 기준
731건 이상 740건 미만	계약 수량별 심의 기준
741건 이상 750건 미만	계약 수량별 심의 기준
751건 이상 760건 미만	계약 수량별 심의 기준
761건 이상 770건 미만	계약 수량별 심의 기준
771건 이상 780건 미만	계약 수량별 심의 기준
781건 이상 790건 미만	계약 수량별 심의 기준
791건 이상 800건 미만	계약 수량별 심의 기준
801건 이상 810건 미만	계약 수량별 심의 기준
811건 이상 820건 미만	계약 수량별 심의 기준
821건 이상 830건 미만	계약 수량별 심의 기준
831건 이상 840건 미만	계약 수량별 심의 기준
841건 이상 850건 미만	계약 수량별 심의 기준
851건 이상 860건 미만	계약 수량별 심의 기준
861건 이상 870건 미만	계약 수량별 심의 기준
871건 이상 880건 미만	계약 수량별 심의 기준
881건 이상 890건 미만	계약 수량별 심의 기준
891건 이상 900건 미만	계약 수량별 심의 기준
901건 이상 910건 미만	계약 수량별 심의 기준
911건 이상 920건 미만	계약 수량별 심의 기준
921건 이상 930건 미만	계약 수량별 심의 기준
931건 이상 940건 미만	계약 수량별 심의 기준
941건 이상 950건 미만	계약 수량별 심의 기준
951건 이상 960건 미만	계약 수량별 심의 기준
961건 이상 970건 미만	계약 수량별 심의 기준
971건 이상 980건 미만	계약 수량별 심의 기준
981건 이상 990건 미만	계약 수량별 심의 기준
991건 이상 1000건 미만	계약 수량별 심의 기준
1001건 이상 1010건 미만	계약 수량별 심의 기준
1011건 이상 1020건 미만	계약 수량별 심의 기준
1021건 이상 1030건 미만	계약 수량별 심의 기준
1031건 이상 1040건 미만	계약 수량별 심의 기준
1041건 이상 1050건 미만	계약 수량별 심의 기준
1051건 이상 1060건 미만	계약 수량별 심의 기준
1061건 이상 1070건 미만	계약 수량별 심의 기준
1071건 이상 1080건 미만	계약 수량별 심의 기준
1081건 이상 1090건 미만	계약 수량별 심의 기준
1091건 이상 1100건 미만	계약 수량별 심의 기준
1101건 이상 1110건 미만	계약 수량별 심의 기준
1111건 이상 1120건 미만	계약 수량별 심의 기준
1121건 이상 1130건 미만	계약 수량별 심의 기준
1131건 이상 1140건 미만	계약 수량별 심의 기준
1141건 이상 1150건 미만	계약 수량별 심의 기준
1151건 이상 1160건 미만	계약 수량별 심의 기준
1161건 이상 1170건 미만	계약 수량별 심의 기준
1171건 이상 1180건 미만	계약 수량별 심의 기준
1181건 이상 1190건 미만	계약 수량별 심의 기준
1191건 이상 1200건 미만	계약 수량별 심의 기준
1201건 이상 1210건 미만	계약 수량별 심의 기준
1211건 이상 1220건 미만	계약 수량별 심의 기준
1221건 이상 1230건 미만	계약 수량별 심의 기준
1231건 이상 1240건 미만	계약 수량별 심의 기준
1241건 이상 1250건 미만	계약 수량별 심의 기준
1251건 이상 1260건 미만	계약 수량별 심의 기준
1261건 이상 1270건 미만	계약 수량별 심의 기준
1271건 이상 1280건 미만	계약 수량별 심의 기준
1281건 이상 1290건 미만	계약 수량별 심의 기준
1291건 이상 1300건 미만	계약 수량별 심의 기준
1301건 이상 1310건 미만	계약 수량별 심의 기준
1311건 이상 1320건 미만	계약 수량별 심의 기준
1321건 이상 1330건 미만	계약 수량별 심의 기준
1331건 이상 1340건 미만	계약 수량별 심의 기준
1341건 이상 1350건 미만	계약 수량별 심의 기준
1351건 이상 1360건 미만	계약 수량별 심의 기준
1361건 이상 1370건 미만	계약 수량별 심의 기준
1371건 이상 1380건 미만	계약 수량별 심의 기준
1381건 이상 1390건 미만	계약 수량별 심의 기준
1391건 이상 1400건 미만	계약 수량별 심의 기준
1401건 이상 1410건 미만	계약 수량별 심의 기준
1411건 이상 1420건 미만	계약 수량별 심의 기준
1421건 이상 1430건 미만	계약 수량별 심의 기준
1431건 이상 1440건 미만	계약 수량별 심의 기준
1441건 이상 1450건 미만	계약 수량별 심의 기준
1451건 이상 1460건 미만	계약 수량별 심의 기준
1461건 이상 1470건 미만	계약 수량별 심의 기준
1471건 이상 1480건 미만	계약 수량별 심의 기준
1481건 이상 1490건 미만	계약 수량별 심의 기준
1491건 이상 1500건 미만	계약 수량별 심의 기준
1501건 이상 1510건 미만	계약 수량별 심의 기준
1511건 이상 1520건 미만	계약 수량별 심의 기준
1521건 이상 1530건 미만	계약 수량별 심의 기준
1531건 이상 1540건 미만	계약 수량별 심의 기준
1541건 이상 1550건 미만	계약 수량별 심의 기준
1551건 이상 1560건 미만	계약 수량별 심의 기준
1561건 이상 1570건 미만	계약 수량별 심의 기준
1571건 이상 1580건 미만	계약 수량별 심의 기준
1581건 이상 1590건 미만	계약 수량별 심의 기준
1591건 이상 1600건 미만	계약 수량별 심의 기준
1601건 이상 1610건 미만	계약 수량별 심의 기준
1611건 이상 1620건 미만	계약 수량별 심의 기준
1621건 이상 1630건 미만	계약 수량별 심의 기준
1631건 이상 1640건 미만	계약 수량별 심의 기준
1641건 이상 1650건 미만	계약 수량별 심의 기준
1651건 이상 1660건 미만	계약 수량별 심의 기준
1661건 이상 1670건 미만	계약 수량별 심의 기준
1671건 이상 1680건 미만	계약 수량별 심의 기준
1681건 이상 1690건 미만	계약 수량별 심의 기준
1691건 이상 1700건 미만	계약 수량별 심의 기준
1701건 이상 1710건 미만	계약 수량별 심의 기준
1711건 이상 1720건 미만	계약 수량별 심의 기준
1721건 이상 1730건 미만	계약 수량별 심의 기준
1731건 이상 1740건 미만	계약 수량별 심의 기준
1741건 이상 1750건 미만	계약 수량별 심의 기준
1751건 이상 1760건 미만	계약 수량별 심의 기준
1761건 이상 1770건 미만	계약 수량별 심의 기준
1771건 이상 1780건 미만	계약 수량별 심의 기준
1781건 이상 1790건 미만	계약 수량별 심의 기준
1791건 이상 1800건 미만	계약 수량별 심의 기준
1801건 이상 1810건 미만	계약 수량별 심의 기준
1811건 이상 1820건 미만	계약 수량별 심의 기준
1821건 이상 1830건 미만	계약 수량별 심의 기준
1831건 이상 1840건 미만	계약 수량별 심의 기준
1841건 이상 1850건 미만	계약 수량별 심의 기준
1851건 이상 1860건 미만	계약 수량별 심의 기준
1861건 이상 1870건 미만	계약 수량별 심의 기준
1871건 이상 1880건 미만	계약 수량별 심의 기준
1881건 이상 1890건 미만	계약 수량별 심의 기준
1891건 이상 1900건 미만	계약 수량별 심의 기준
1901건 이상 1910건 미만	계약 수량별 심의 기준
1911건 이상 1920건 미만	계약 수량별 심의 기준
1921건 이상 1930건 미만	계약 수량별 심의 기준
1931건 이상 1940건 미만	계약 수량별 심의 기준
1941건 이상 1950건 미만	계약 수량별 심의 기준
1951건 이상 1960건 미만	계약 수량별 심의 기준
1961건 이상 1970건 미만	계약 수량별 심의 기준
1971건 이상 1980건 미만	계약 수량별 심의 기준
1981건 이상 1990건 미만	계약 수량별 심의 기준
1991건 이상 2000건 미만	계약 수량별 심의 기준
2001건 이상 2010건 미만	계약 수량별 심의 기준
2011건 이상 2020건 미만	계약 수량별 심의 기준
2021건 이상 2030건 미만	계약 수량별 심의 기준
2031건 이상 2040건 미만	계약 수량별 심의 기준
2041건 이상 2050건 미만	계약 수량별 심의 기준
2051건 이상 2060건 미만	계약 수량별 심의 기준
2061건 이상 2070건 미만	계약 수량별 심의 기준
2071건 이상 2080건 미만	계약 수량별 심의 기준
2081건 이상 2090건 미만	계약 수량별 심의 기준
2091건 이상 2100건 미만	계약 수량별 심의 기준
2101건 이상 2110건 미만	계약 수량별 심의 기준
2111건 이상 2120건 미만	계약 수량별 심의 기준
2121건 이상 2130건 미만	계약 수량별 심의 기준
2131건 이상 2140건 미만	계약 수량별 심의 기준
2141건 이상 2150건 미만	계약 수량별 심의 기준
2151건 이상 2160건 미만	계약 수량별 심의 기준
2161건 이상 2170건 미만	계약 수량별 심의 기준
2171건 이상 2180건 미만	계약 수량별 심의 기준
2181건 이상 2190건 미만	계약 수량별 심의 기준
2191건 이상 2200건 미만	계약 수량별 심의 기준
2201건 이상 2210건 미만	계약 수량별 심의 기준
2211건 이상 2220건 미만	계약 수량별 심의 기준
2221건 이상 2230건 미만	계약 수량별 심의 기준
2231건 이상 2240건 미만	계약 수량별 심의 기준
2241건 이상 2250건 미만	계약 수량별 심의 기준
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- Talent Management
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- Safety and Health
- Data Security and Protection
- Customer Value Enhancement
- Community Engagement and Development

Please check additional information about Lotte Global Logistics on the homepage.

Safety and Health

Safety and Health Enhancement Initiative

Safety Culture Campaign

Safety Day Initiative

- The 4th day of each month is designated as 'Safety Day,' during which various safety-related activities are held.
- Safety training and fire drills are conducted for managers and site supervisors.

Support for Worksite Occupational Health & Safety Activities and Campaigns

- A variety of campaigns and programs are carried out for employees at the Headquarters and worksites to promote a safe working environment.

Support for worksite occupational health & safety activities and campaigns

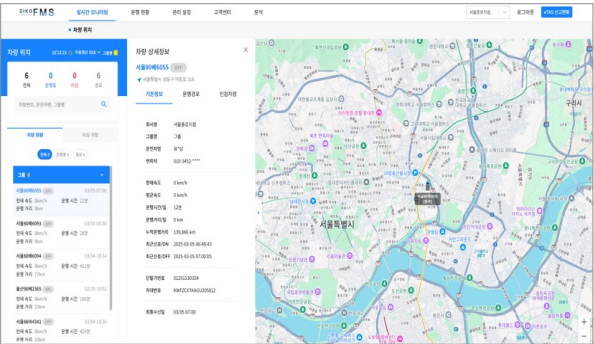
- Deployment of Automated External Defibrillators (AEDs) at both Headquarters and worksites
- Installation of blood pressure monitors at the Headquarters and worksite locations
- Provision of heat illness prevention supplies, including neckband fans, cooling scarves, and glucose supplements
- Distribution of hypothermia prevention gear, such as insulated vests and heating packs
- Safety event activities, including joint public-private emergency response drills, monthly Safety Day observances (on the 4th of each month), and company-wide safety pledge ceremonies
- Awareness campaigns, such as traffic safety promotions via social media and the 'Pleasure Box Campaign' for employee engagement
- Launch of an online safety supply store, offering safety signage, banners, posters, and other safety-related materials
- Development and distribution of safety and environmental manuals, customized to the specific risk profiles and operational characteristics of each worksite

Driver Safety Enhancement Activities

Real-time Vehicle Monitoring System

- Vehicle and driving data are managed through the introduction of an integrated Fleet Management System (FMS) → Aimed at improving driver behavior and safe driving habits
- Applied solutions
 - ① Vehicle-level monitoring :
Real-time tracking of vehicle locations and routes for operational oversight
 - ② Driver-specific safe driving data analysis :
Automatic transmission of driving records to the Korea Transportation Safety Authority's ETAS
 - ③ Monitoring of fuel consumption and CO₂ emissions
- No. of units installed : 100 company-owned vehicles (ranging from 1-ton to 9.5-ton trucks)

<Integrated Fleet Management System (FMS)>



Eco-driving Campaign

- Conducted an eco-driving campaign in collaboration with the Ministry of Land, Infrastructure and Transport and the Truck Welfare Foundation to raise awareness of environmentally friendly logistics
- Participants : 5 Lotte Global Logistics managers and 12 drivers
- Period : August 1, 2024 – August 31, 2024
- Key practices : Minimizing engine warm-up during driving, avoiding the '3 Sudden Actions' (sudden start, sudden stop, sudden acceleration), momentum-based driving, maintaining consistent speeds, driving at fuel-efficient speeds, reducing idling, and practicing eco-driving habits

Safe Driving Campaign

- Strengthened on-site safety management through a safe driving campaign for cargo trucks
- Distributed safe driving posters to all business sites nationwide
- Conducted in-person training at field sites and branch centers (Topics : traffic laws, safe driving practices, vehicle inspections, etc.)
- Outcome : Accident rate decreased by 20.9% in 2024 compared to 2023

<Safe Driving Poster>



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Safety and Health

Safety and Health Enhancement Initiative



Safety Culture Communication Channel

Safety hot-line channel

Web safety hot-line

- A dedicated safety hotline is operated via a website link to gather safety-related concerns and feedback from employees and on-site partner workers
- A mobile hotline via KakaoTalk has also been launched
- Workers can report both potential and actual risk factors, which are reviewed promptly
- Appropriate corrective actions are taken when necessary, reinforcing worker safety and risk prevention

<Mobile Safety Hot-line Channel>



Sharing of Safety and Health Information, and Regular Surveys

- Production and distribution of 'SAFETY-NEWS'
 - Weekly bulletin shared on the company intranet, covering key occupational health and safety trends and issues for employees and partner workers
- Monthly newsletter 'LGL Safety News'
 - Issued once a month to provide domestic and international safety updates, incident cases, and best practices
- Regular safety and health surveys and feedback application
 - Conducted semi-annually to assess workers' awareness of safety and healthSurvey results are analyzed and used to guide improvement initiatives

Safety and Health Training

Production of Safety Training Videos

- Safety training videos are produced and distributed based on real accident cases
- Workers are required to watch the training videos before starting their tasks
- Monthly safety and health training materials are developed and distributed so that each worksite can utilize them as part of their own safety training programs

<Safety and Health Training Video>

LGL 안전보건 교육영상

보건

3대 질환 건강상담 Q&A

[건강상담 3대 질환 Q&A - 당뇨 편] 핵심정리

건강상담 결과표

당뇨, 유전이 걱정된다면?

건강상담 결과표

당뇨약을 복용 중이라면?

[건강상담 3대 질환 Q&A - 고혈압 편] 핵심정리

건강상담 결과표

고혈압 약을 복용 중이라면?

건강상담 결과표

고혈압 약을 복용 중이라면?

LGL 안전보건 교육영상

보건

상황별 응급처치 시 주의사항

컨테이너·벨트에 끼여 마찰화상을 입었어!

마찰화상 Do's & Don'ts

침묵소송을 Don'ts

NGD 제도는 못 위해 부적하면 안 됩니다

EV Fire Containment Training

- Safety management and training for EV charging stations
 - In October 2024, fire containment training and battery fire education were conducted at 16 worksites with EV charging stations. Underbody water nozzles specifically for EV fires were distributed to each site.
- Distribution of EV battery fire prevention training content
 - In December 2024, educational video content was developed and distributed to worksites. The videos include driver guidelines for EV battery fire prevention and on-site training scenarios.

<Electric Vehicle Fire Containment Training>

CPR Training

- On-site CPR training at each worksite :
 - Conducted once a year (separately organized at the Headquarters)
- Expansion of in-house instructors :
 - All regional safety managers are certified and assigned by region

<CPR Training>

Safety and Health

Health Promotion System

Employee Health Promotion Support

Health Checkups for Employees

- Comprehensive health checkups are provided to employees aged 35 and older, or those at the managerial level and above
- Support is also extended to one family member of each eligible employee

Group Accident Insurance Enrollment

- All employees are covered under a group accident insurance plan, offering protection against injuries and illnesses
- Coverage includes compensation for accidental death, permanent disability, and actual medical expenses for hospitalization and outpatient care
- Additional support includes coverage for three major non-covered services and diagnostic benefits for major cancers

Employee Assistance Program

- In partnership with a professional Employee Assistance Program (EAP) provider, emotional support and counseling services are offered to all employees

Counseling Service	Target	Employees of Lotte Global Logistics
	Utilization	In-person, video, phone
	Counseling topic	Interpersonal relationships at work, work stress, organizational adaptation, psychological examination, and parenting
	Limit of use	Up to 8 times per person per year



Health Promotion Support for Direct and Agency Delivery Drivers

- In collaboration with the Ministry of Employment and Labor and the Korea Occupational Safety and Health Agency (KOSHA), a health management support program is provided for delivery drivers
 - A medical examination bus staffed with professional medical personnel is dispatched to serve approximately 10,000 agency-affiliated delivery drivers
 - Health checkups are conducted, including blood tests and screenings tailored to the nature of delivery work (All examination costs are fully covered by Lotte Global Logistics)
- Enhanced Health Management in 2024
 - Additional tests introduced, including electrocardiogram (ECG) and liver cirrhosis screening
 - Personalized health improvement guides are provided after analyzing examination data using DHAT (Digital Health Assessment Tool)
- Every summer and winter season, bottled ice water, neckband fans, and heating packs are provided free of charge to ensure a safe and healthy work environment for delivery drivers



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Data Security and Protection

Framework for Data Protection Management

Data Protection and Security Policy

- Established and operates a comprehensive information security management regulation along with 11 detailed security guidelines.

Categories of data security guidelines

• Personal information processing policy

- | | |
|----------------------------------------------------------|-------------------------------------------------|
| ① Personnel security management guideline | ⑩ Incident response guideline |
| ② Information security organization management guideline | ⑪ Partner company security management guideline |
| ③ Information asset management guideline | ⑫ Information security inspection guideline |
| ④ Physical security management guideline | ⑬ Personal information protection guideline |
| ⑤ Information system security management guideline | ⑭ Remote work security guideline |
| | ⑮ Location information protection guideline |

- Compliance with legal standards such as the Personal Information Protection Act

Data Protection and Security Management System

- ISMS¹⁾ certification
 - Acquired ISMS certification in 2020 and has since operated a standardized management system
 - Undergoes renewal audits every 3 years and annual surveillance audits thereafter
- Data security framework
 - In accordance with internal information security regulations, customer personal data and confidential information are stored in encrypted form
 - Access to database servers is restricted to pre-authorized administrators only
 - Reinforced security solutions (e.g., database access control, server access control) and user authentication mechanisms are in place to ensure secure data management
- Information protection systems
 - Built a secure IT infrastructure to support the safe operation of information systems
 - Implemented firewalls, web application firewalls (WAF), IPS²⁾, SSL³⁾ security certificates

1) ISMS : Information Security Management System
2) IPS (Intrusion Prevention System) : A system that blocks unauthorized access attempts to our network
3) SSL(Secure Socket Layer) : A protocol that ensures data transmission security across networks

<ISMS Certification>

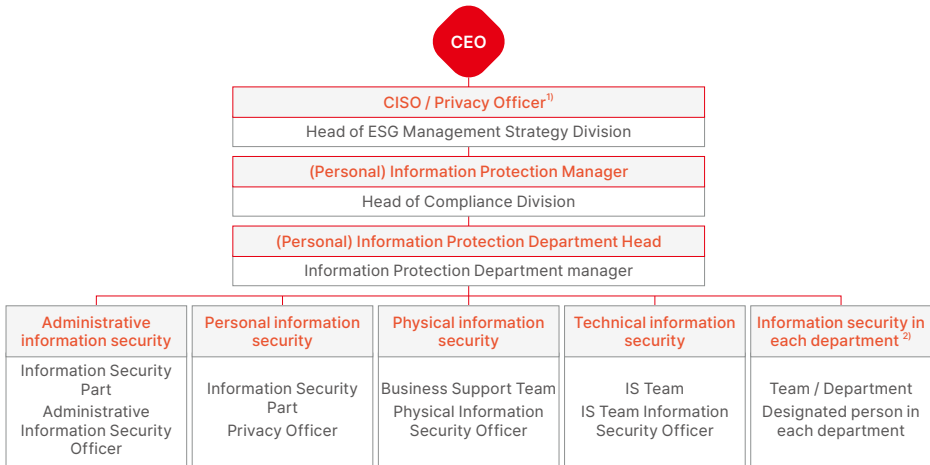


Data Protection and Security Management Organization

- Information security and dedicated organizational structure
 - A Chief Information Security Officer (CISO) is appointed under the CEO to oversee information security
 - A dedicated team is operated to carry out responsibilities such as security planning, operations, incident response, and review of security policies and guidelines
 - Personnel are designated by area of expertise, and a coordinated, cross-functional collaboration system is established

Data Protection and Security Management Organization

(As of February 2025)

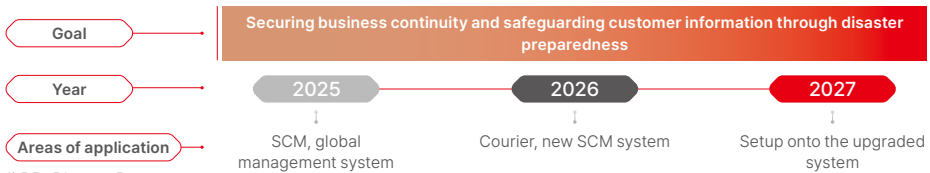


1) The roles of Chief Information Security Officer (CISO) and Privacy Officer are assumed by the same person.
2) In the event of a vacancy, the most senior team member acts as the interim lead.

Our Goal for Data Protection

- To prevent data loss and service disruption in the event of natural disasters, fires, or terrorist incidents, construction of a DR¹⁾ system was initiated in 2024.

DR System Implementation Plan



1) DR : Disaster Recovery

Data Security and Protection

Activities to Ramp Up Data Security

Self-assessment on Personal Data Protection Practices

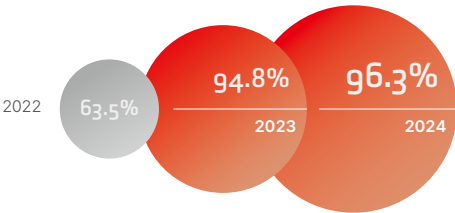
- Self-Inspections Conducted
 - Quarterly self-assessments are conducted across 19 items related to employee PCs and office security, covering administrative, technical, and physical security domains
 - Follow-up monitoring is carried out on identified improvement areas to ensure continuous enhancement of the overall security posture

Self-assessment Checklist

Cate-gory	Items
Administrative security	
01	Have you installed all mandatory information security solutions provided by the company?
02	When storing files containing personal information on your PC, do you set a password?
03	Do you control the use of external storage devices such as USB drives or external hard drives?
04	When transmitting personal information files without DRM protection via email or USB, do you set a password?
Technical security	
05	Have you set a password for Windows login?
06	Is your login password created according to secure password guidelines?
07	Do you regularly change your login password at least every 90 days (quarterly)?
08	Is the screen saver properly configured and in use?
09	Have you disabled unused guest accounts?
10	Have you removed default shared folders?
11	Is the use of remote desktop restricted?
12	Are you using Windows 10 with the latest updates applied?
13	Is antivirus software installed and in use?
14	Are you using only authorized business software?
Physical security	
15	Have you removed memos containing sensitive information, such as system or PC details, that were posted in publicly visible locations?
16	Do you immediately retrieve printed, copied, or scanned documents after using a multifunction device (printer, copier, scanner)?
17	When leaving work or stepping away for an extended period, do you store sensitive information (including storage media) in a location equipped with a locking device?
18	Are PC files and documents containing personal or sensitive information retained only for the minimum required period before being destroyed?
19	Are PC files and documents containing personal or sensitive information destroyed in a manner that prevents recovery?

Data Security Check

- Data access security inspections are conducted
- Retention period settings and data masking
 - After three months from delivery completion, data is masked to restrict access
- When business objectives are fulfilled or legal retention periods expire, data is permanently destroyed in an unrecoverable manner
- 2024 data security inspection activities and outcomes
 - Company-wide Clean Desk inspections conducted to check proper storage and disposal of sensitive documents, preventing unintentional exposure of confidential information due to poor workspace management
 - Increased self-assessment compliance rate among employees



Cyber Security Simulation Training

- Simulated response training is conducted to raise security awareness regarding external threats such as malware and ransomware attacks
 - Target : All employees
 - Frequency : Once per quarter
 - Method : Simulated virus infiltration via email scenarios
 - Content : Focused training on how to identify phishing emails and key precautions
 - Outcome : Achieved an average infection rate of 1.5% in 2024, improved from 4.2% in 2023

2024 Quarterly Training Results

Category	Q1	Q2	Q3	Q4
No. of total participants	2,230	2,236	2,237	2,233
No. of infected	24	43	25	44
Infection rate	1.1%	1.9%	1.1%	2.0%

Data Security Training and Campaigns for Employees

- Annual information security training conducted once a year for all employees, aligned with the latest security trends
- Information security newsletters distributed to all employees twice a month
 - Covers major security issues, including related incidents, legal / regulatory updates, and policy changes

Job-specific Data Security Training

- Regular online and offline training by job function to prevent incidents and enhance expertise

Job-specific Data Security Training

Training	Target	No. of participants completed	Training effectiveness
Information security training	All employees	2,228	Prevent security accidents
	New hires	16	Establish basic information security awareness
	Partner companies	1,089 partner companies	Enhance information security awareness among partner companies
Training on new technology vulnerabilities and mock hacking session	Developers and security managers	11	Strengthen system development and audit capabilities
Security certification preparation training	Security managers	3	Enhance information security task competencies

Information Security Investment

- Strengthening information security capabilities and infrastructure through continued investment

Information Security Investment Overview

Category	Unit	2022	2023	2024
IT budget	KRW 100 million	315	341	353
Information security		28	29	28
Information security investment ratio	%	9	8	8

- Talent Management
- Human Rights Management
- Safety and Health
- Data Security and Protection
- Customer Value Enhancement
- Community Engagement and Development

Data Security and Protection

Activities to Ramp Up Data Security

Security Audits on Partner Companies

- Security audits on partner companies
 - Annual security audits are conducted to enhance the level of personal data protection and awareness among partner companies
- Targeted partners
 - Approximately 1,000 partner companies that have signed service outsourcing agreements and handle personal data are subject to audits
- Corrective actions
 - Security guidelines are provided to ensure prompt remediation of any identified issues
- Document collection
 - During audits, security pledges and personal data destruction confirmation forms are collected

2024 Partner company security audit results

- Audit scope : 1,089 partner companies (100% participation rate)
- Compliance rate : Achieved a 97.7% compliance rate with security standards(An increase of 2.5 percentage points from 95.2% in 2023)
- Key features of the audit
 - Conducted as a document-based audit using a standardized checklist
 - Security pledges and data destruction confirmation forms were collected
 - Personal information protection guidelines were provided to support self-remediation of identified deficiencies
 - For new partner companies, educational materials on personal data protection, internal control plans, and privacy policy templates were provided



<Security Pledge>

정보보안 서약서
(인도서 또는 계약서)

본인은/우리는 개인정보보호법, 정보통신망법 등 관련 법령에서 정한 보호의무를 다하고, 다음 사항을 준수할 것을 약합니다.

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2024년 10월 10일

롯데글로벌로지스 지점

<Personal Information Destruction Confirmations>

개인정보 파기 확인서(해제대리장)

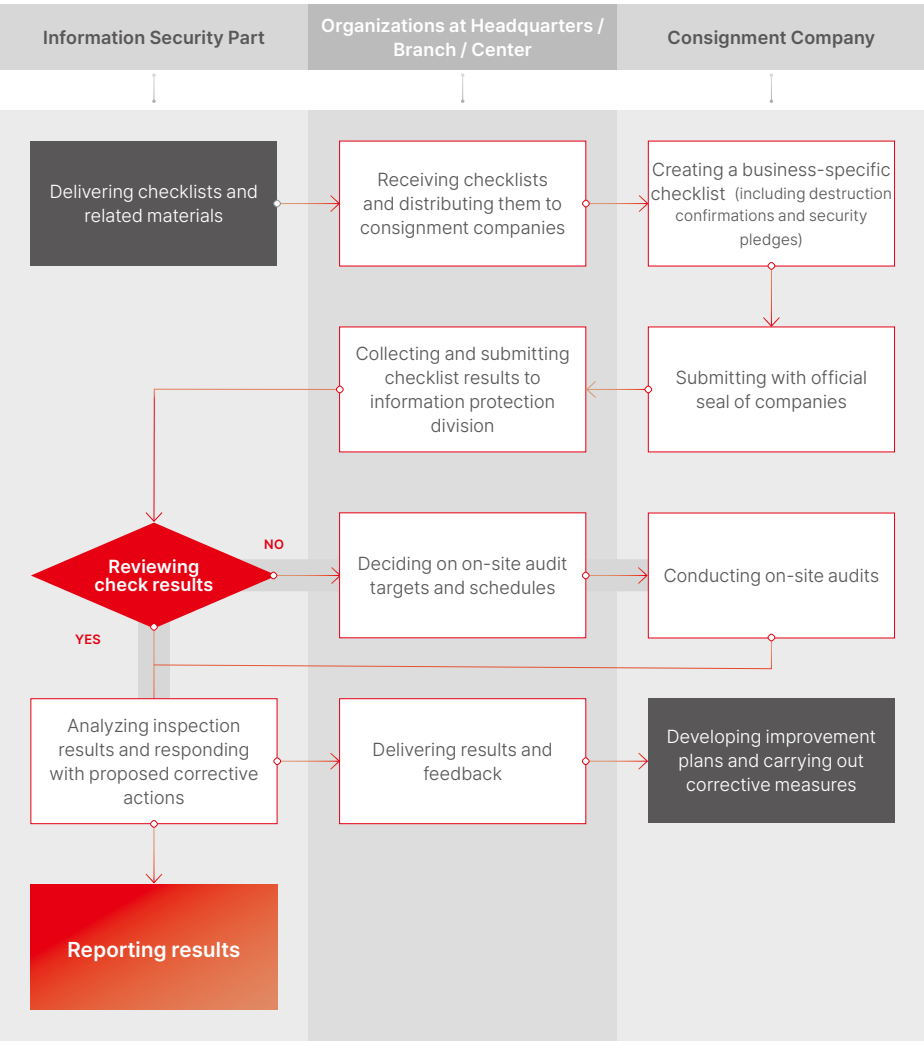
본인은/우리는 개인정보보호법 제35조 제2항에 따라 수집·이용한 개인정보를 파기(해제)한 것을 확인합니다.

파기일자	파기내역	파기장소
2024. 10. 10	개인정보 파기	롯데글로벌로지스 지점

2024년 10월 10일

롯데글로벌로지스 지점

Security Audit Procedures on Partner Companies



Customer Value Enhancement

Consumer Centered Management

Strategy for Consumer-centered Management

- Vision : Delivering services that resonate with customers through consumer centered management policies
- Goal : Establishing a consumer centered management system that enables employees to internalize a customer-focused mindset through structured processes, ultimately achieving customer satisfaction

Strategy for Consumer-centered Management



Declaration of Consumer-centered Management

Declaration of Consumer-centered Management

At Lotte Global Logistics, customer satisfaction is our foremost commitment, and we are steadfast in our pursuit of a customer-centric management philosophy. We, as employees of Lotte Global Logistics, hereby declare the introduction of consumer centered management to actively fulfill our customer needs.

1. We strive to have a customer-oriented management mindset that always prioritizes customer satisfaction.
2. We establish a shared trust through communication with our customers, promoting sustained growth based on it.
3. We are constantly vigilant to the evolving needs of our customers and market trends, pursuing innovation for our better service.
4. All of us are committed to implementing this declaration, realizing the consumer centered management value.

Lotte Global Logistics Customer-Centered Management Committee
2023. 04.11

Consumer-centered Management Goals

Consumer rights protection

Courier Service Evaluation by Ministry of Land, Infrastructure and Transport

2024 Performance (Excellent) **A**

Mid to long-term goals (Maintaining a rating of A or higher)

2025 **A**

2026 **A**

2030 **A**

Consumer-centered Management Activities

CCM (Consumer-Centered Management) Certification Acquired

- Obtained CCM certification in 2023, as the only company in the domestic parcel delivery industry to do so
- Key activities for CCM certification
 - Held the CCM Committee inauguration ceremony in April 2023
 - Established a dedicated organization and built a consumer centered management system
 - Conducted service mindset training for employees, including education on VOC (Voice of the Customer) case studies

<VOC Case Study>

<Consumer-centered Management Certification>



2024 Consumer-centered Management Operations

- Operated the CCM TFT and monthly meetings
- Revised internal evaluation indicators, including photo notification service, accuracy of estimated delivery time, and new tracking of delay rate in incident handling
- Conducted VOC improvement initiatives to resolve customer inconveniences including de-identification of personal information on waybills, and introduction of custom marks for major clients' waybills
- Operated a 24/7 AI-based customer service center
- Conducted employee training to foster a customer-centered mindset

<Consumer Centered Management Training for Employees>



<CCM Event in Celebration of Consumer Day>



- Talent Management
- Human Rights Management
- Safety and Health
- Data Security and Protection
- Customer Value Enhancement
- Community Engagement and Development

Customer Value Enhancement

Consumer Centered Management

SPECIAL NOTE

Award for Consumer-centered Management

2024 Brand of the Year – CEO Category

On September 3, 2024, CEO Kang Buong-ku, received the ‘CEO of the Year’ award at the 2024 Brand of the Year Awards, hosted by the Korea Consumer Forum. The awards recognize brands and business leaders that have made a significant impact throughout the year, as selected by consumer votes.

Since his appointment in 2024, Kang has laid the foundation for sustainable growth through strategic innovation, driving the company toward becoming a leading global logistics enterprise. He was especially recognized for advancing digital transformation and establishing an eco-friendly logistics network, thereby enhancing logistics competitiveness through sustainable management practices.



Ranked No.1 in the Courier Service Category at the 2024 Brand Customer Loyalty Awards

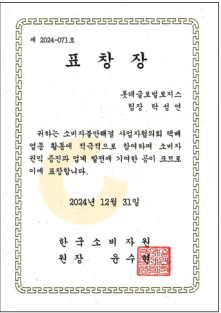
We were ranked No.1 in the Courier Service category at the 2024 Brand Customer Loyalty Awards, hosted by the Korea Consumer Forum. This award is jointly conducted by the Korea Consumer Forum and U.S.-based research and consulting firm Brand Keys, evaluating brand loyalty across industries to recognize the most influential brands in society and culture. Lotte Delivery received the highest score among courier service brands, achieving a Brand Customer Loyalty Index (BCLI) score of 27.36 out of 30. The brand was especially recognized for high performance in key evaluation areas such as brand trust and repurchase intention.

Lotte Delivery Ranked No.1 in the Courier Service Category at the 2024 Brand of the Year Awards

Our parcel delivery brand, Lotte Delivery, was awarded 1st place in the Courier Service category at the 2024 Brand of the Year Awards. This is Korea’s largest consumer-driven award program, where top brands of the year are selected through direct voting by consumers.

Lotte Delivery has earned strong consumer trust and support by combining an extensive nationwide logistics network with cutting-edge smart logistics systems to provide fast, accurate, and high-quality delivery services.

As a brand that prioritizes customer satisfaction and trust, Lotte Delivery remains committed to exceeding customer expectations and continuously enhancing its courier services.



Recognized as an Outstanding Company for Consumer Complaint Resolution by the Korea Consumer Agency

In 2024, we were selected as an Outstanding Company for Consumer Complaint Resolution by the Consumer Complaint Resolution Business Council, established by the Korea Consumer Agency to enhance companies’ capacity to resolve consumer issues through regular dialogue with major businesses across industries.

We received the highest evaluation among courier companies in key areas such as council participation rate, autonomous resolution rate, and responsiveness to consumer complaints. In particular, the company achieved a 100% autonomous resolution rate for all complaints submitted through the Korea Consumer Agency, demonstrating exceptional responsiveness and efficiency.

Going forward, we will continue to prioritize customer satisfaction and practice consumer centered management through active communication with consumers.

Customer Value Enhancement

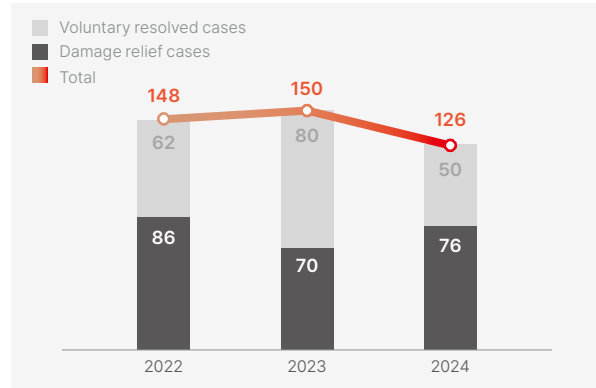
Customer Communication Activities

Consumer Damage Handling Procedure

- Disclose the Standard Delivery Terms and Conditions on the website to ensure easy access and understanding for consumers
- Clearly state the procedures for handling consumer damages such as damage or loss of shipped goods within the Standard Delivery Terms and Conditions
- Upon receipt of a damage report, immediately transfer the case to the Customer Service Team for 100% resolution

▶ Standard Delivery Terms and Conditions

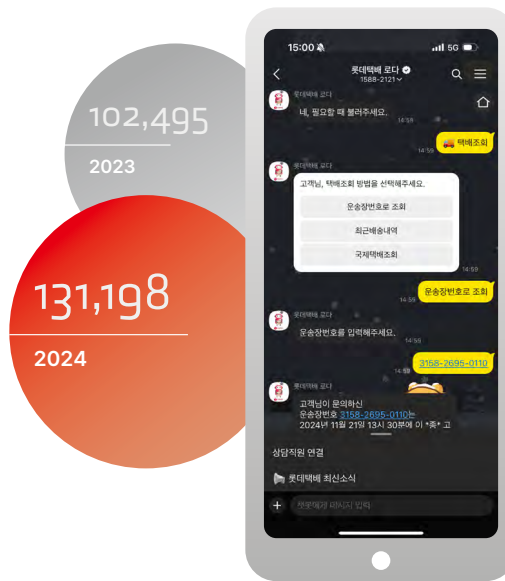
Korea Consumer Agency Complaint Management Performance



Diverse Customer Communication Channels

Introduction of Real-time Chat Counseling

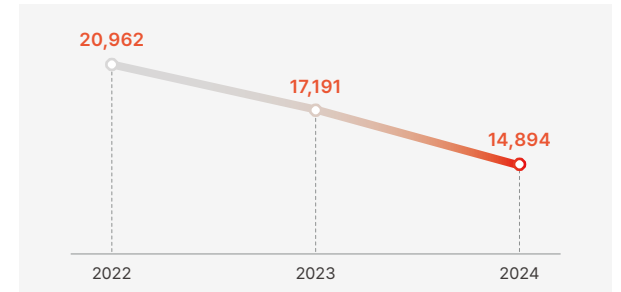
- Introduced real-time chat support in December 2022 alongside the existing 'chatbot LODA', reflecting customer preference for mobile consultation channels
- Provided 1:1 chat consultation services via mobile and PC, improving customer accessibility and reducing emotional labor for service agents
- Increase in the number of real-time chat counseling cases received
 - ▶ 102,495 cases in 2023 → 131,198 cases in 2024



24/7 Customer Center

- Improved customer satisfaction through 24-hour customer center operation
- Customer center operation process
 - ▶ Customers record their inquiries via voice
 - ▶ The recorded voice is automatically converted into text and delivered to the dedicated counselor
 - ▶ The dedicated counselor reviews and processes the inquiry
- By operating the customer center, a convenient system is provided that allows customers to make inquiries at any time, aiming to enhance work efficiency and improve customer satisfaction

24/7 Customer Center Intake and Resolution Performance



* All received inquiries were handled and responded.



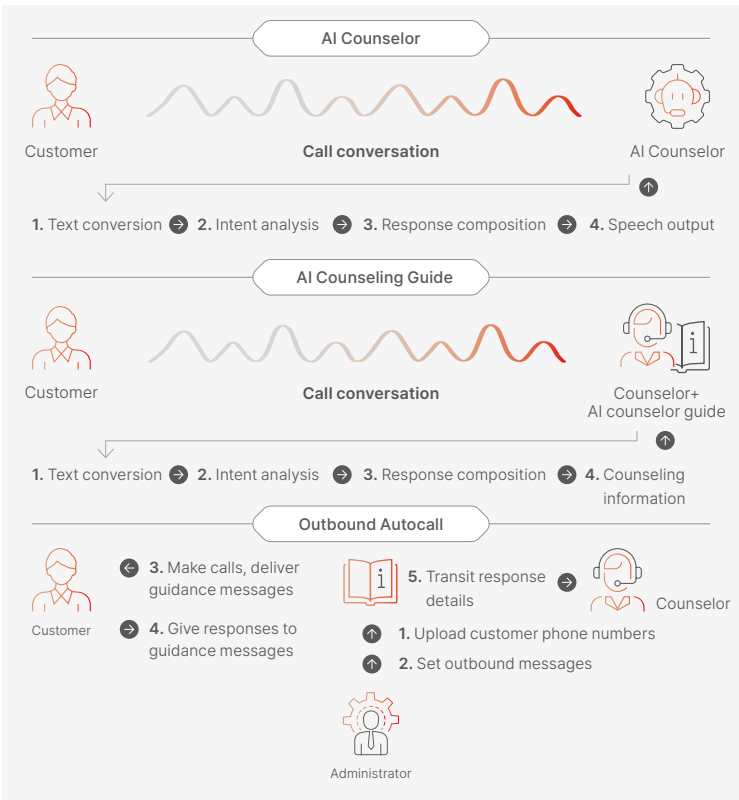
Customer Value Enhancement

Customer Communication Activities

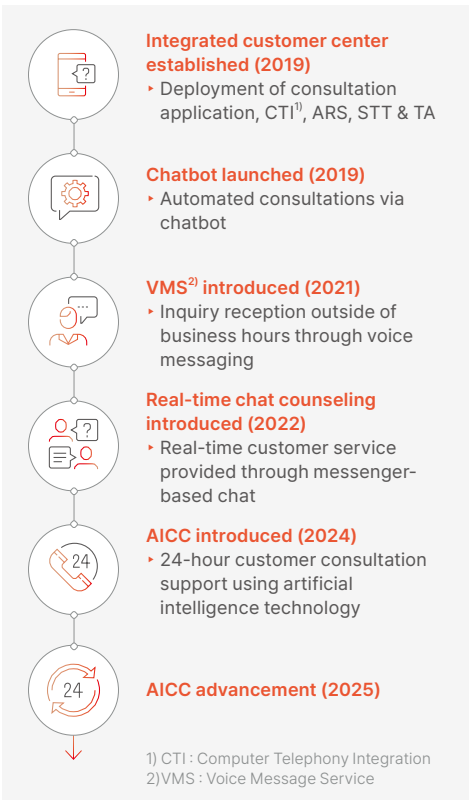
Introduction of Artificial Intelligence Contact Center (AICC)

- In July 2024, the introduction of the AI Contact Center enabled innovation in existing customer center processes and improved customer experience
- AI Contact Center technology features
 - Providing fast and accurate responses to various customer inquiries using natural language processing and machine learning algorithms based on STT (Speech-To-Text) and TA (Text Analytics)
 - Available 24/7, enhancing customer convenience
 - Continuously improving services and adopts innovative approaches based on real-time accumulated data

Planned Scope of AICC Implementation



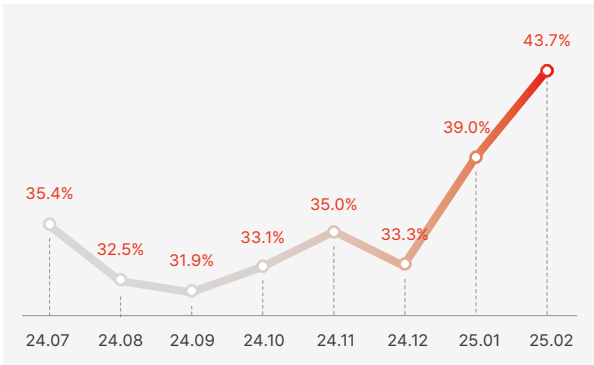
Status of ICT Adoption in Customer Center



AICC Status

- As of 2024, the annual average completion rate of inquiries handled by AI counselors at the AICC reached 34.1%
- The scope of consultations handled by the AICC is planned to be expanded through future advancement of response scenarios

AI Counseling Handling Rate¹⁾



1) AI counseling handling rate : Calls handled by AI counselor / Calls received by AI counselor

Expected Effects of AICC

- Since the introduction of the AICC in the second half of 2024, approximately 30% of total incoming customer center calls have been handled through the AICC center
- Targeting an 80% AI counseling handling rate in 2025 and expanding the scope of AI counselor services
- Achieving an 80% AI counseling handling rate is expected to generate a work processing effect equivalent to 7.6 professional counselors

AI Introduction Effects

Category	AI counseling handling rate	Equivalent to
2024	34%	2.8 professional counselors
2025 (Expected)	80%	7.6 professional counselors

Customer Value Enhancement

Customer Value Enhancement Activities

Certifications and Awards

Acquisition of CESS Mark

- Acquired Certified Excellent Shipping Company and Shipper (CESS) certification mark in March 2022 and renewed the certification in March 2025
- Contributed to logistics cost reduction and increased shipping volume for national carriers by continuously expanding cargo volume using national shipping lines and strategically attracting shippers (Daesan, Pyeongtaek Port, etc.)
- Strengthened win-win cooperation between shipping companies and shippers through the establishment of a joint venture (JV) with national shipping lines for land transportation collaboration in February 2023
- Increased the proportion of long-term contracts with shipping companies and achieved a minimum contract volume compliance rate of 80% as of 2024
- Signed a business agreement with the Korea Ocean Business Corporation (KOBIC) in May 2024 to exchange information and explore joint projects for the development of domestic and international port and logistics infrastructure

Lotte Delivery One-Stop OMS¹⁾ Service Established

- In April 2024, we launched the 'Lotte Delivery One-Stop OMS' service through a partnership with e-commerce specialist ConnectWave
- Features of Lotte Delivery One-Stop OMS Service
 - Previous : Sellers manually processed order and shipment information between sales shopping malls and courier systems
 - After implementation : Order and shipment information can be automatically integrated and managed within the Lotte Delivery system

1) OMS (Order Management System)



Satisfaction Survey Conducted

Regular Customer Satisfaction Surveys

- Customer satisfaction surveys are conducted twice a year (first and second half) for major shippers
 - As of 2024, online survey links were sent to approximately 107 customers
 - Survey items : Relationship building (image), communication (proactive feedback, regular meetings, sharing logistics trend information), business cooperation, logistics improvement, management capabilities, safety activities, competitiveness, ESG activities, etc.
- 2024 Customer service satisfaction score
 - The overall score improved from the previous year, reaching 4.2 points
 - The score for sharing logistics trend information continued to show an upward trend
 - For areas with lower satisfaction, prompt feedback and corrective actions were taken in cooperation with related teams
 - Survey results are utilized in the formulation of operational and sales strategies

Regular Customer Satisfaction Survey Results

Category	2022	2023	2024	Change from previous year
Score (out of 5 points)	4.0	4.1	4.2	0.1↑
Image	4.3	4.3	4.3	-
Communication	4.0	4.0	4.1	0.1↑
Business cooperation	4.1	4.2	4.2	-
Logistics improvement	3.6	3.8	3.8	-
Management capability	4.0	4.0	4.1	0.1↑
Safety activities	4.2	4.2	4.3	0.1↑
ESG activities	4.2	4.4	4.4	-

Customer Satisfaction Survey Targeting Consignees

- Customer satisfaction surveys for consignees are conducted semi-annually (first and second half of each year)
- Survey purpose
 - Collecting customer feedback to use as basic data for improving service quality
 - Gathering opinions on delivery satisfaction, service type, and preferred parcel order channels
 - Providing feedback on areas requiring functional improvements and on services with high satisfaction levels
- Survey method : After using Lotte Delivery services, all consignees (customers) receive a participation link via text message

2024 Customer Satisfaction Survey Results Targeting Consignees

Category	First half of the year	Second half of the year
Survey period	May. 23 – Jun. 6	Sep. 30 – Oct. 14
No. of participants	71,998	100,682
Satisfaction score (out of 5 points)	4.77	4.82

<Semi-annual Customer Satisfaction Survey>



Customer Value Enhancement

Our Efforts to Elevate Customer Value

SPECIAL NOTE

2024 New Customer Value Enhancement Initiatives

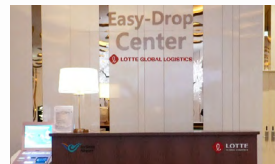
A New Standard for Hands-free Travel, 'LUGGAGE LESS'

- 'Based on the value of 'Travel Light, Feel Right,' the LUGGAGE LESS off-airport baggage check-in service allows travelers to complete baggage processing in the city and proceed to the airport hands-free
- Maximizing customer convenience through differentiated services
 - **Hands-free experience** After check-in and baggage drop-off in the city, customers can receive their baggage directly at the destination without additional procedures at the airport
 - **Pre-check-in service** : Complete all check-in procedures before arriving at the airport, reducing time spent at the airport
 - **Service locations** : Hongik Univ.(1st location), Inspire Resort (2nd location), Paradise City Hotel (3rd location), LUGGAGE LESS Myeongdong (4th location), LUGGAGE LESS Samsung (5th location)
- Strengthening market sustainability through continuous expansion of new service locations and development of a dedicated customer app
 - In November 2024, we launched the LUGGAGE LESS brand in Myeongdong, Seoul
 - In 2025, we plan to expand service scope through partnerships with foreign airlines and low-cost carriers (LCCs)

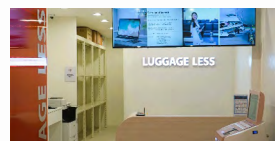
<1st Location (Hongik Univ.)>



<2nd Location (Inspire Resort)>



<4th Location (Myeongdong)>



Implementation of Promise.D

- We introduced the Promise.D service, allowing customers to select preferred delivery time slots such as early morning, morning, afternoon, or evening, depending on customer choice or product characteristics
- We are planning additional services for 2025, including same-day promise delivery, designated date delivery, luxury goods promise delivery, and other diverse delivery service options

<Promise.D>



Expansion of Courier Service Access Points

- **Highway rest area courier service**
 - In order to enhance convenience for C2C courier customers, courier services are provided at highway rest areas
 - As of 2024, the service is available at Deokpyeong Rest Area, with plans to expand through partnerships with additional rest areas in the future
- **Expanding unmanned parcel locker locations**
 - In 2025, unmanned parcel lockers will be installed at major subway stations and KTX stations, allowing consumers to conveniently send parcels and further expanding service accessibility

Launching URGENT Service

- **URGENT service**
 - A same-day delivery service that combines multiple transportation modes including rail, air, and others to provide fast, nationwide delivery at affordable rates based on customer needs
 - **Express service** : An exclusive service for Lotte Delivery corporate customers, providing nationwide same-day delivery immediately upon shipment request
 - **Rapid service** : In partnership with Korea Railroad Corporation (KORAIL), a regular same-day delivery service is offered between Busan and Seoul using the 'Domestic Daily Logistics Train.'

<URGENT Service>



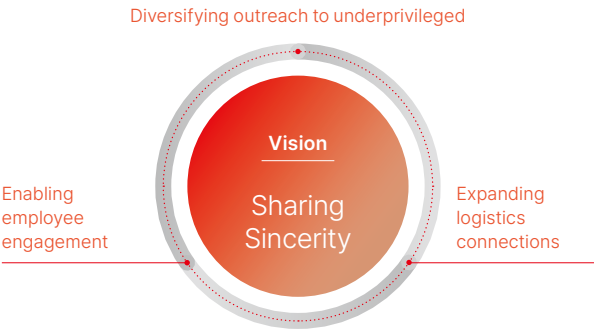
Community Engagement and Development

Framework for Social Contribution

Social Contribution System and Goal

- Social contribution vision : ‘Sharing Sincerity’
 - Expanding the core value embodied in Lotte Delivery’s slogan, ‘Sincere Delivery,’ into our social contribution philosophy
 - Encouraging voluntary participation of employees in community service and continuously identify new support targets and methods to provide practical assistance to those in need
 - Promoting more logistics-related activities to share expertise and resources accumulated through business operations with society

Our Social Contribution System



Organizations for Social Contribution

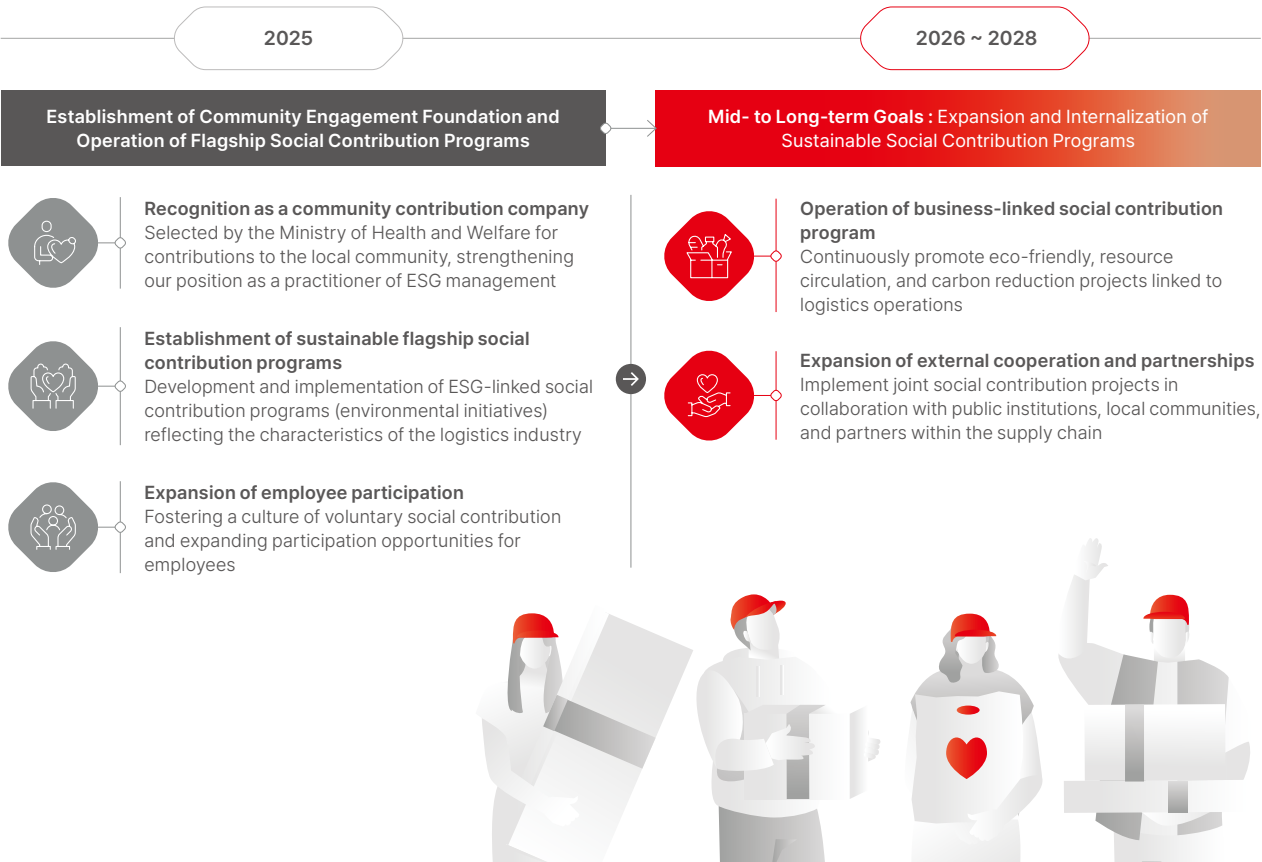
- A dedicated social contribution team and personnel are organized and operated directly under the CEO
- Our Communication Team performs various roles, including discovering, planning, promoting, and managing social contribution programs, striving to continuously create social value

Social Contribution Organizational Chart



Goals for Community Engagement

- As part of our ESG management practices, we are systematically expanding social contribution activities and fulfilling our corporate social responsibilities
- Establishing short-term and mid-to-long-term goals established
 - Short-term goals are set with a target year of 2025, and a phased roadmap has been established to pursue sustainable social contribution activities leading into mid-to-long-term objectives
- Creating sustainable social value through the phased roadmap



Community Engagement and Development

Social Contribution Activities

Social Contribution Programs

Donation of Unclaimed Cargo at Jincheon Mega-Hub Terminal to Jincheon-gun

- Reusing and donating unclaimed cargo
 - Reusable items among unclaimed cargo generated at the Jincheon Mega-Hub Terminal are separately sorted and donated on a regular monthly basis
 - In cooperation with the Jincheon-gun Senior Welfare Center and Volunteer Center, the donated items are delivered to households in need within the local community

Campaign to Raise Awareness of Borderline Intelligence¹⁾

- Participated in a campaign held at Cheonggye Plaza in Seoul in 2024, organized by the Seoul Metropolitan Government's Borderline Intelligence Lifelong Education Support Center
 - **Contents** : Provided information related to borderline intelligence, introduced relevant communities, and offered various awareness-raising content
 - **Participants** : 20 Lotte Global Logistics employees participated as event support staff
- Planning to continue active support and engagement to raise awareness of borderline intelligence and expand social consideration for affected individuals

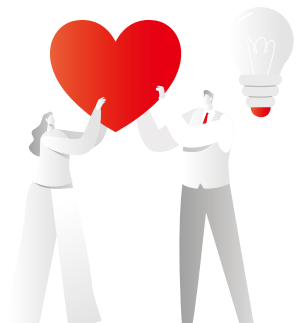
1) Persons with borderline intelligence :
Individuals with a Wechsler intelligence quotient (IQ) ranging from 70 to 79, positioned at the threshold between disability and non-disability

<Campaign to Improve Awareness of Borderline Intelligence>



Volunteer Work at Soup Kitchen for the Underprivileged

- Conducted meal service for approximately 500 people at the Dongdaemun Soup Kitchen
- Employees participated in providing warm meals to the elderly and vulnerable groups, supporting not only meal service but also overall meal center operations such as cleaning the dining area and dishwashing
- Through volunteering at the free meal center, employees empathize with the challenges faced by vulnerable groups in the community and actively practice the company's social responsibility



<Soup Kitchen Volunteer Activity>



SPECIAL NOTE

Secondhand Toy Sharing Activity

We collaborate with the social enterprise 'Elephant Factory' to collect unused toys and donate them to children from vulnerable groups and pediatric patients through our secondhand toy sharing initiative. Toys collected through annual online donation applications are repaired and sanitized by specialists, then delivered to children on special occasions such as Children's Day and Christmas. Since 2022, about 4,000 donors have participated in the program. We collect the donated toys free of charge and deliver them to Elephant Factory. Employees also volunteer in the repair, sanitization, and delivery processes. In 2024, volunteer activities were expanded beyond the headquarters to business sites in Jeju and Wonju, extending the company's outreach to a wider community.

<Secondhand Toy Recycling Employee Volunteer Activity>



Community Engagement and Development

Social Contribution Activities

Social Contribution Programs

Sharing Love through Kimchi-making Activity

- We initiated the ‘Sharing Love through Kimchi-making’ activity to help vulnerable groups in the community prepare for the winter
- In 2024, we conducted kimchi-making activities in collaboration with the Sindang Social Welfare Center, together with community volunteers
- Over the past two years, approximately 1,000 heads of kimchi have been carefully prepared and delivered through the welfare center to elderly individuals living alone and households in need

<Sharing Love through Kimchi-making Activity>



Hearing Aid and Wireless Visual Door Alert Support for Hearing-impaired Seniors Living Alone

- In collaboration with the social welfare organization ‘Snail of Love,’ customized hearing aids and wireless visual door alerts were provided to low-income seniors living alone with hearing loss
- In 2024, hearing aids were delivered to seniors living alone in Jung-gu, Seoul, and employees visited each household to install wireless visual door alerts and provide usage instruction
- The program helps deliver warm and clear sounds to the seniors, contributing to an improved quality of life for elderly individuals living alone

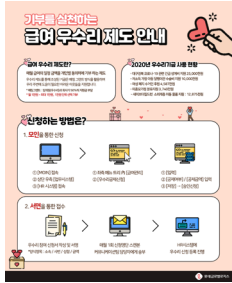
<Visual Door Alert Support>



Salary Merit System

- Since 2017, the Salary Merit System has been operated to promote sharing through voluntary participation by employees
- Employees donate a set amount from their salary, and we match the donation in equal amounts through a matching grant system, expanding the fund
- Over the past three years, an average of approximately 700 employees have participated monthly, with a cumulative fund of about KRW 100 million
- The fund is used to support various social contribution activities for people with borderline intelligence, children from vulnerable groups, and seniors living alone, contributing to the promotion of a donation culture

<Salary Merit System>



Courier Service in Collaboration with Vulnerable Groups

- In partnership with the social enterprise Clean C, a courier service for seniors and the disabled was introduced at Gyeo-yeo 3rd Apartment Complex in Songpa-gu
- The service is operated by members of the Senior Club, who deliver parcels within the apartment complex
- It provides job opportunities for vulnerable groups and contributes to community development
- We have put in place plans to continuously expand the service area, with ongoing collaborations with related organizations



GLOBAL ACTION

Social Contribution Activities by Global Corporations

Support for Typhoon Recovery in Vietnam

- Donation for typhoon recovery support (September 2024)
 - Participating companies : Lotte Global Logistics’ subsidiary in Vietnam and 17 other companies
 - Location : Headquarters of the Central Committee of the Vietnam Fatherland Front
 - Donation amount : KRW 160 million (approximately VND 3 billion)
- Previously donated for COVID-19 outbreak and pandemic recovery efforts (2020), and for the Vaccine Fund (2021)

<Donation for Typhoon Recovery Support in Vietnam>



Blood Donation Activity in China

- Employees of the subsidiary in China participated in blood donation to contribute to saving lives.
 - Date : December 2024
 - Participants : Employees of the subsidiary in China
 - Location : Shanghai Pudong Blood Donation Center

- Transparent Governance
- Ethics and Compliance
- Supply Chain Sustainability
- Risk Management

GOVERNANCE

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Transparent Governance

Board of Directors

Board Composition

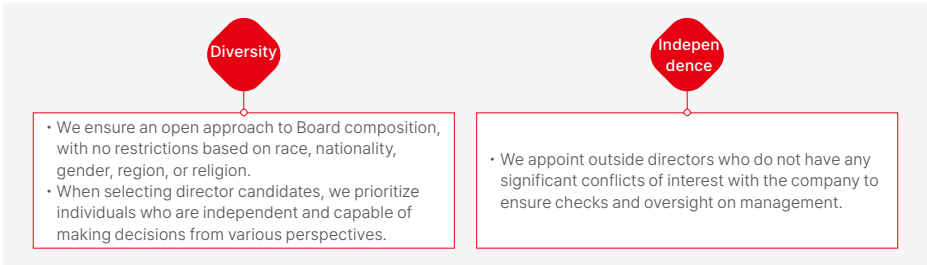
- Establishing a healthy and transparent governance structure underpinned by cooperation between the Board of Directors and management
 - Board members : A total of nine directors (three inside directors, five outside directors, and one other non-executive director)
- Ensuring efficient decision-making and responsible management by having the CEO assume the position of Board Chairman

Board Members

(As of March 2025)

Director Type	Name	Gender	Title	Specialty	Main Career	Tenure
Inside Director	Kang Buong-ku	Male	CEO	Business, logistics	(2024-Current) CEO, Lotte Global Logistics (Former) CEO of global business department, CJ Logistics (Former) Vice president, UPS HQ	2024.03.22 ~ 2026.03.21
	Kim Gong-su	Male	LIST Division Head	Global logistics, overseas business	(2024-Current) LIST (Lotte Innovation, Synergy & Solution, Technology) Division Head, Lotte Global Logistics (2020~2024) Head of the Global Business Division, Lotte Global Logistics	2025.03.29 ~ 2027.03.28
	Kwon Jae-beom	Male	Finance Department Head	Accounting, business	(2024-Current) Finance Department Head, Lotte Global Logistics (2021~2024) Accounting Department Head, Lotte Global Logistics	2025.03.21 ~ 2027.03.20
Outside Director	Kim Hyung-tae	Male	Outside Director	Business, logistics	(Former) Head of External Cooperation Office, Samsung SDS	2025.03.21 ~ 2027.03.20
	Lee Chung-bae	Male	Outside Director	Business, logistics	(Current) Professor of International Logistics at the School of Business and Economics, Chung-Ang University	2024.04.02 ~ 2026.04.01
	Yang Byung-soo	Male	Outside Director	Finance, accounting	(Former) Head of NTS Daejeon Regional Office	2024.03.22 ~ 2026.03.21
	Kim Hee-yeon	Female	Outside Director	Strategy, business	(Former) CSO, LG Display	2024.03.22 ~ 2026.03.21
	Lee Chan	Male	Outside Director	HR	(Current) Vice Dean, School of Transdisciplinary Innovations, Seoul National University	2025.03.21~ 2027.03.20
Other Non-executive Director	Cho Sung-kwon	Male	Other Non-executive Director	Finance, accounting	(Current) Vice President of investments, H Private Equity (Former) Managing Director of investment, Medici Investment	2024.03.22 ~ 2026.03.21

Board Diversity and Independence



Director Appointment Process

- Establishing a structured director appointment process based on expertise, responsibility, and diversity
 - Director appointments require approval from the shareholders' meeting
 - Conducting a preliminary review of statutory exclusion criteria (conflicts of interest)
 - Ensuring a diverse board composition with professionals from various sectors, including academia and the public sector

Board Operation

- Ensuring board operations pursuant to the Articles of Incorporation and Board of Directors regulations to make management decisions in the best interests of the company and shareholders
 - Formulating regulations that govern board operations and clearly define the authority and responsibilities of the Board
 - Classifying board meetings into regular sessions (held quarterly) and ad-hoc meetings (convened for pressing issues)
 - Discussing critical issues with potential or actual significant impact, and exploring countermeasures through Board deliberation

Board Operation

Category		2024
No. of Board meetings convened (times)		9
Board Attendance Rate (%)	Inside Director	92.3
	Outside Director	100
No. of Agenda Items (cases)		31
By Type	Financial Risk Management	25
	Non-financial Risk Management	6

Transparent Governance

Board of Directors

Committees Under the Board

- Established committees under the Board with the objective to improve efficiency in Board operation and refine operational professionalism (March 2024)
 - Newly Created Committees** : Audit Committee / Outside Director Candidate Nomination Committee / Internal Transaction Review Committee / Compensation Committee

Status of Committees Under the Board (As of March 2025)

Committee	Chairman	Members	Key Functions
ESG Committee	Outside Director Kim Hyung-tae	Outside Director Lee Chung-bae Outside Director Kim Hee-yeon	<ul style="list-style-type: none">Review and approval of the ESG management framework, strategies, and mid- to long-term goalsRequest for reports on ESG management plans, progress, risk occurrences, and countermeasures
Audit Committee	Outside Director Yang Byung-soo	Outside Director Kim Hyung-tae Outside Director Kim Hee-yeon	<ul style="list-style-type: none">Audit of the company's accounting and business operationsRequest for directors to report on sales status and conduct a survey on the company's financial condition
Outside Director Candidate Nomination Committee	Outside Director Lee Chan	Outside Director Kim Hyung-tae Outside Director Yang Byung-soo	<ul style="list-style-type: none">Recommendation of a candidate for outside director appointment at the shareholders' meeting
Internal Transaction Review Committee	Outside Director Kim Hee-yeon	Inside Director Kwon Jae-beom Outside Director Lee Chung-bae Outside Director Yang Byung-soo	<ul style="list-style-type: none">Review and approval of large-scale internal transactionsSurvey on details of internal transactions and request for the regarding report
Compensation Committee	Outside Director Lee Chung-bae	Inside Director Kim Gong-su Outside Director Lee Chan	<ul style="list-style-type: none">Approval of the registered director remuneration cap at the shareholders' meetingApproval of individual remuneration and performance-based bonuses for registered directorsApproval of the remuneration cap for non-registered executives

2024 Committee Convocation

Committee	No. of Convocations	Attendance Rate	No. of Agenda Item Resolution	Content
ESG Committee	Held twice	100%	Two reports	<ul style="list-style-type: none">Reports on ESG management actions taken
Audit Committee	Held four times	100%	Nine reports Five resolutions	<ul style="list-style-type: none">Reports on the outcome of internal accounting control system operationsAppointment of an outside auditor
Outside Director Candidate Nomination Committee	Held once	100%	One resolution	<ul style="list-style-type: none">Appointment of the Outside Director Candidate Nomination Committee Chairman
Internal Transaction Review Committee	Held once	100%	One resolution	<ul style="list-style-type: none">Appointment of the Internal Transaction Review Committee Chairman
Compensation Committee	Held once	100%	One resolution	<ul style="list-style-type: none">Appointment of the Compensation Committee Chairman

Board Education

- Ongoing education is provided to help Board members enhance their expertise and refine their professional skills

2024 Board Education Overview

Date	Content	Total participants
2024.03.08	<ul style="list-style-type: none">Current business status of Lotte Global Logistics and key strategies in action	Two outside directors
2024.06.17	<ul style="list-style-type: none">Future strategies and new business directions of Lotte Group	Five outside directors
2024.08.14	<ul style="list-style-type: none">Insights into the logistics industry and market dynamicsStrategic growth plans over the mid- to long-term horizonKey achievements in ESG management and ongoing initiatives	Two inside directors Five outside directors One other non-executive director (all Board members)
2024.11.22	<ul style="list-style-type: none">Board's Role in compliance oversight and integrated internal controlCorporate value enhancement and the role of the Board	Three outside directors

Board Assessment

Assessment of Inside Directors

- Assessment Items
 - Key Business Indicators** : Utilizing financial and non-financial metrics to evaluate work performance and whether the company's business goals are met
 - ESG Management Indicators** : Assessing ESG performance by incorporating ESG KPIs, including occupational safety, labor management, supply chain management, governance, and strategy implementation for net-zero, aiming to reinforce ESG (Environmental, Social, and Governance) management

Assessment of Outside Directors

- Conducting comprehensive assessments of outside directors
- Assessment Items
 - Board Attendance Rate** : Evaluating how actively outside directors participate in board operations
 - Expression of Opinions on Board Agenda Items and Contributions** : Assessing whether they propose crucial opinions regarding agenda items discussed at the Board
 - Demonstrating Expertise** : Reviewing their ability to provide expert advice in their respective fields and the effectiveness of their contributions
- Incorporating Assessment Insights
Assessment findings are utilized to support outside directors in performing their roles effectively and serve as key materials for reviewing reappointment decisions after their tenures expire

Transparent Governance

Board of Directors

Board Remuneration

- Board Operation Review : Conducting an annual review to assess whether the Board of Directors fulfills its roles and responsibilities in accordance with applicable laws and internal regulations
- Determination of Director Remuneration
 - Remuneration for inside directors : Payments determined through a comprehensive evaluation of their position, titles, leadership, and expertise
 - Remuneration for outside directors : Fixed payments made regardless of business performance, ensuring independence is maintained
- Reporting details on director compensation through the Financial Supervisory Service's Repository of Korea's Corporate Filings (DART) on a quarterly basis

2024 Director Remuneration Paid (Unit : KRW million)

Category	Average No. of Directors Paid*	Total Remuneration Paid	Average Remuneration Paid Per Capita
Registered Director	3	1,566	575
Outside Director	2	143	66
Auditor	2	167	71

* Registered executives at the end of 2024 : two registered directors, two outside directors, and three auditors

2024 CEO and Employee Annual Total Remuneration Ratio (Unit : KRW million)

Total CEO Remuneration	Employee Remuneration (median pay)*	Ratio (times)
1,113	63	17.7 times

* The median employee remuneration is based on earned income, excluding retirement income, and calculated without the CEO (highest-paid executive) remuneration

2024 Increase Rate of CEO and Employee Remuneration*

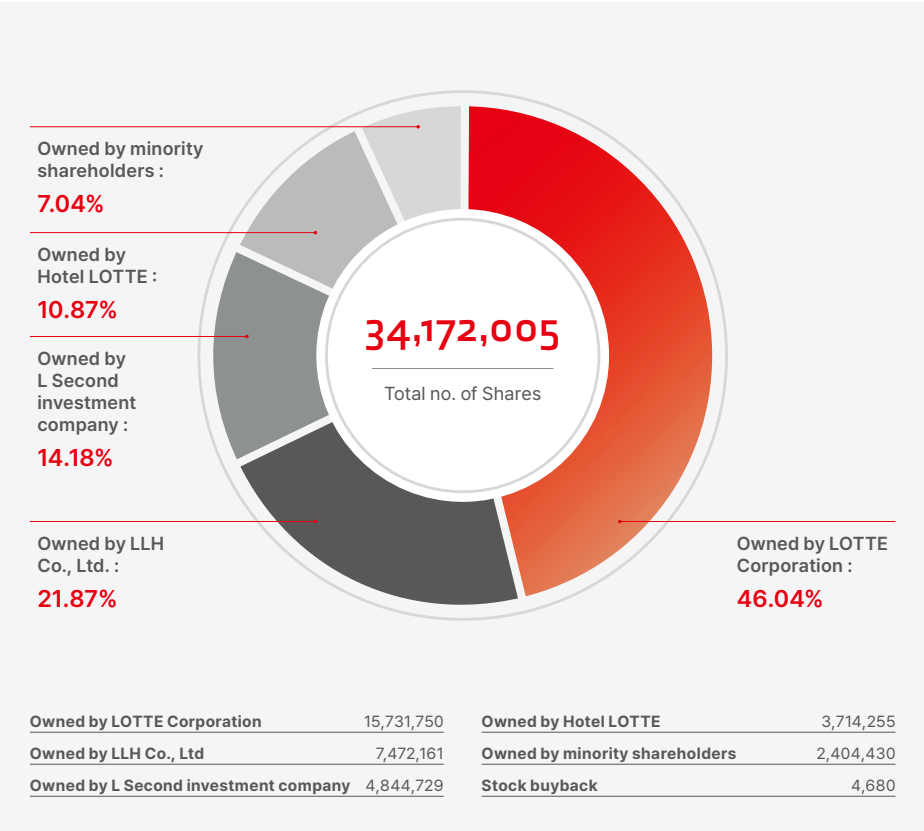
Increase Rate of CEO Total Remuneration	Employee Remuneration Increase Rate (median)	Ratio (times)
22.3%	8.3%	2.7 times

* Based on earned income, excluding retirement income

Protection of Shareholders' Rights

Shareholder Composition and Holdings

Shareholding Ratio (As of December 31, 2024)



Shareholder Rights

- Pursuant to the Articles of Incorporation, stipulating that each share grants one voting right to its shareholder
- Granting voting rights fairly according to the type and number of shares owned by each shareholder

Ethics and Compliance

Framework for Ethics and Compliance Management

Policy on Ethics and Compliance

- At Lotte Global Logistics, defining ethics and compliance management not only as fulfilling legal accountability but also as upholding social responsibility
- Ensuring transparent and responsible ethics and compliance management
- As part of this commitment, building and embedding the Code of Ethics, Fundamental Principles of Ethics and Employee Code of Conduct, and Code of Conduct into every corner

Code of Ethics

- Formulating and executing the Code of Ethics, which defines our responsibilities and duties toward customers, employees, shareholders, the nation and society, as well as environmental conservation
- Guided by the Code, employees should recognize the importance of ethics and compliance, striving for free and fair competition in the shared interests of customers and all stakeholders
- To ensure efficient business management, the Employee Code of Conduct has also been established and published on our website, ensuring adherence in terms of behavioral scope and standards

▶ Code of Ethics ▶ Employee Code of Conduct

Employee Pledge for Legal and Ethical Compliance

- To embed ethics and compliance into every aspect of our operations, we encourage employees to pledge their adherence to domestic and international laws, including anti-corruption regulations, each year
- Employees sign a statement affirming their commitment to abiding by job-related laws, regulations, company policies, guidelines, the Code of Ethics, and internal control standards annually
 - In 2025, we integrated ethics and legal compliance into a comprehensive statement, and all employees signed the pledge



<Legal and Ethical Compliance Statement>

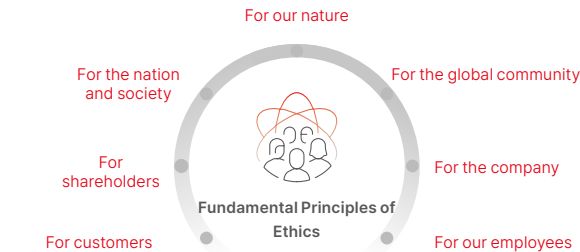
Code of Conduct

▶ Full Version of Code of Conduct

Code of Conduct

- We create the value that can maximize the benefits of our shareholders.
- We build mutually trustworthy and respectable organizational culture.
- We respect social norms and keep the honor of being a person from Lotte Global Logistics Corp.
- We protect important information of the company, and share the useful information.
- We do not take personal profit by using the company's assets or information.
- In relation to our work, we do not engage in unfair practices with our stakeholders.
- We comply with sound and fair trade order.
- We protect the environment and do not waste resource.
- As individuals in global logistics industry, we respect the cultures and customs of all regions and countries.
- We do our best to establish ethical corporate culture.

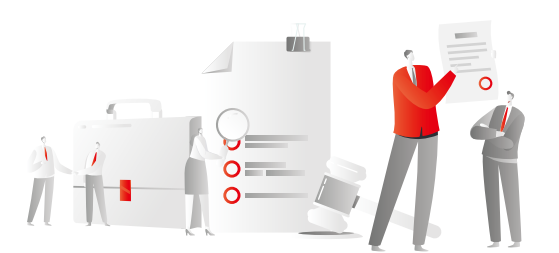
Fundamental Principles of Ethics



Ethical- and Compliance-related Certifications Obtained

- In 2021, we became the first in the industry to obtain both certifications for international standards on compliance and anti-bribery management systems (ISO 37301¹⁾ and ISO 37001²⁾)
 - Through this system, we ensure proactive management of compliance risks, systematic compliance supervision, and continuous monitoring at all times
- 1) ISO 37301 (Compliance Management System Certificate) : Internationally recognized standards for comprehensive assessments of legal requirements and regulations governing overall business management, industry codes, and social ethics
- 2) ISO 37001 (Anti-bribery Management System Certificate) : Internationally recognized standards for proactively identifying potential misconduct within an organization and implementing controls to prevent it

<Compliance Management System Certificate> <Anti-bribery Management System Certificate>





Transparent Governance

- Ethics and Compliance
- Supply Chain Sustainability
- Risk Management

Ethics and Compliance

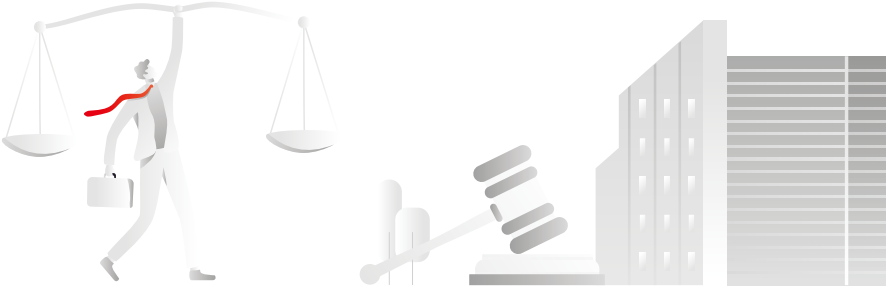
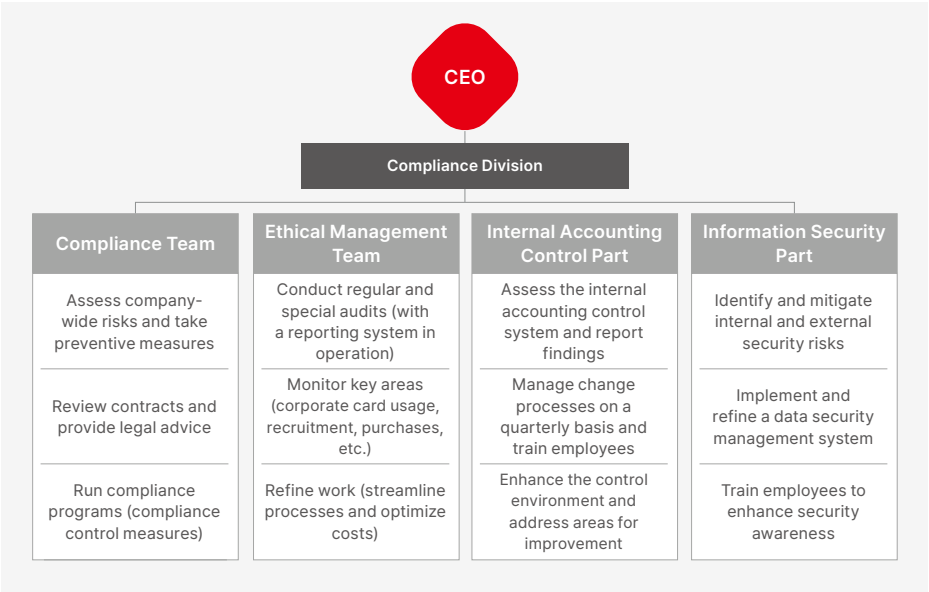
Framework for Ethics and Compliance Management

Organizational Structure for Ethics and Compliance Management

- In 2025, we established an integrated compliance system by combining four departments under the Compliance Division

Ethics and Compliance Organization

(As of February, 2025)



Please check additional information about Lotte Global Logistics on the homepage.

Homepage. www.lottelogis.com/english

Compliance Division

- Expanding the Compliance Division by incorporating the Internal Accounting Control Part and Information Security Part into the existing Compliance Team and Ethical Management Team
- Each department carries out diverse functions for managing and controlling both external and internal risks across the company



Compliance Process



Ethics and Compliance

Activities to Ramp Up Ethical and Compliance Management

Compliance Management Monitoring

CEO's Firm Will, 'Tone at the Top'

- The CEO of Lotte Global Logistics demonstrates strong commitment to compliance management on a semi-annual basis
- Reinforcing the significance and obligation of internal control among employees

Advancing Company Regulations and Work Processes in Line with Compliance Control Standards

- Established compliance control standards in October 2022 aligned with listed company requirements, providing a framework for fair and transparent corporate management
- Conducted comprehensive monitoring of the compliance management system and its implementation in 2024
 - Evaluated the effectiveness of 7 key items based on compliance control requirements
- Planning to reinforce the compliance management framework through ongoing effectiveness assessments and continuous improvements of the compliance control standards

Compliance Management Monitoring History in 2024

Regular inspection	<ul style="list-style-type: none">Revised internal regulations and standard contracts related to corporate complianceConducted legal review of contracts and legal issues in advance; identified key risks such as new investmentsIdentified and assessed risks across compliance areasConducted monitoring on topics covered in the Compliance Monitoring CouncilCarried out regular compliance self-checks (checklists) for all office employees
Special inspection	<ul style="list-style-type: none">Inspected compliance risks at business sitesReviewed and improved risk factors across all stages of subcontracting transactionsReviewed five years of civil and fair trade cases involving the company

Results of Effectiveness Evaluation of Compliance Control Criteria in 2024

Evaluation result	Evaluation item
Excellent	Content of compliance control criteria / Legal risk assessment and management system / Compliance education and training program / Daily compliance support / Compliance inspection and reporting system / Independent execution of work for the compliance manager / Sanction for violations
Average	-
Poor	-

Introduction and Operation of the Compliance Manager System

- Appointed a compliance manager in 2022 following a resolution by the Board
- The compliance manager plays a key role in systematically supporting and overseeing compliance management within the company
 - Operating compliance education and training programs for employees
 - Reviewing compliance control standards
 - Holding the authority to perform independent and effective compliance supervision

Enhancing Oversight of Major Contracts and New Businesses

- Introducing a pre-review and tracking system for major contracts and new business projects
- Selecting items subject to pre-review and tracking
 - Targeting all major business activities, including significant transactions, the adoption of critical technologies for business operations, acquisition of shares in other companies, internal transactions, and the development of new products or services
- Forming the Contract Review Committee
 - Established a Contract Review Committee in 2025 to tighten contract management
 - Enabling a more systematic approach to legality, risk management, and fairness of contracts

Compliance Monitoring Council

- We launched the 'Antitrust Compliance Monitoring Council' in April 2022 to embed a culture of fair trade
 - Composition : Antitrust Compliance Administrator (Chair), leaders of each business department, and designated personnel
 - Roles : Conducting monthly meetings to comprehensively monitor compliance status, operate training programs for employees, and identify potential risks and develop improvement measures
- We expanded and renamed as the 'Compliance Monitoring Council' in 2023 to reinforce the company-wide compliance management system
 - Extending the scope from fair trade to include anti-corruption, information security, and safety management
- In 2025, the council will be reorganized into two segments, 'control department' and 'general department,' to deliver monitoring and training programs tailored to the specific needs of each area

Compliance and Ethics Training for Employees

Publication of the 2nd Edition of the Legal Guidebook

- Published a revised edition of the Legal Guidebook to foster a compliance-oriented culture and enhance legal literacy among employees
- Contents
 - Legal advice section : Summaries of actual contract cases and legal consultations
 - Compliance section : Guidelines on compliance policies and major regulatory requirements
- Expected Outcomes
 - Helping employees understand legal issues they may encounter in daily operations
 - Preventing legal risks in advance and support the establishment of a robust compliance culture



Fair Trade Training

- Providing systematic fair trade training by target group
 - All employees : General fair trade training
 - Top management and executives : Specialized training on internal transactions under the Fair Trade Act
 - Department heads and designated personnel : Monthly sharing of fair trade issues and training through the 'Compliance Monitoring Council'
- On-site tailored training
 - Offering 5 on-site training sessions for business sites physically distant from headquarters
 - Delivering company-wide structured training during Compliance Week
- Raising fair trade awareness across the organization and preventing unfair trade practices in daily operations through fair trade training



Ethics and Compliance

Activities to Ramp Up Ethical and Compliance Management

Ethical Management Initiatives

Monitoring ¹⁾
<ul style="list-style-type: none">Corporate Card Monitoring (4 times/year) : Personal use, missing receipts, transportation expenses (174,000 cases)Improper Solicitation Monitoring (6 times/year) : Entertainment expenses subject to the Improper Solicitation and Graft Act (1,899 cases)Data Security Monitoring (6 times/year) : Document decryption, data export, etc. (387,000 cases)Fair Recruitment Monitoring (2 times/year) : Compliance with procedures, missing documents, etc. (403 cases)Overseas Inventory Monitoring (2 times/year) : Inventory anomalies, management processes (7 cases)Procurement Monitoring (2 times/year) : Vendor selection process, evaluation methods (57 cases)On-site Inspection (monthly) : On-site inspection based on checklists (31 cases)
Training & Briefing
<ul style="list-style-type: none">Ethical management training<ul style="list-style-type: none">New hires (4 times/year) : A grade (2 sessions/year), JA / experienced hires (2 sessions/year)Managers (1 time/year) : Team leaders, branch and center managersExpatriates (1 time/year) : Overseas assignees (including those scheduled for dispatch)All employees (1 time/year) : Company-wide training for all employees (excluding some field workers)Partner Briefing Session (1 time/year) : Conducted for partner companies

1) () : Number of cases monitored in 2024

Ethical Management Briefing Session in 2024

- On-site staff from partner companies were invited to participate in a compliance training session in order to elevate awareness of ethical management and facilitate communication.
- Target : Representatives from subcontracted partners affiliated with 29 centers in the Yeongnam region
- Date : August 2024
- Content : Sharing cases of ethical violations, promoting reporting channels, gathering feedback, and discussing improvement measures

<Ethical Management Briefing>



Ethical Management Support for Partner Companies

Regular Ethical Management Letters

- Sending ethics letters to partner companies on a regular basis
- Emails sent quarterly and during holiday seasons to promote a 'no-gift' policy, featuring adapted examples of common ethical violations and guidance on how to report through official channels

<Guidance on the reporting channel>



Survey on Ethical Management

- Conducted a survey on ethical management practices among partner companies in September 2024
- Identified areas for improvement based on the survey results, with enhancement measures scheduled for execution in 2025

2024 Ethics Management Survey Results

- Key areas for improvement
 - Need for stepping up engagement considering age characteristics (e.g., offline training, distribution of training materials on-site)
 - Need for expanding communication channels to enhance partnerships (e.g., briefing sessions, feedback collection, case sharing)

Plans for 2025

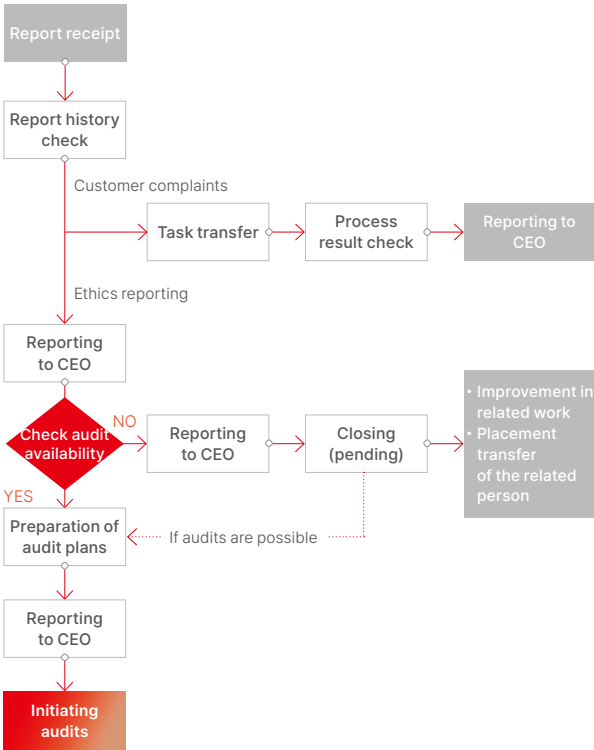
Category	2024	2025 (Plan)	Details	Schedule
Ethics management compliance training	1 time	2 times	Distributing training materials : Once Sharing cases : Once	March : Distributing training materials July : Sharing case examples
On-site briefing	1 time	2 times	Twice a year (Targeting nearby partners during regular audits)	March, August : On-site briefings (integrated reporting in August)
Survey	1 time	2 times	Online survey : Once Offline survey / feedback collection : Once (Responses gathered during on-site monitoring visits)	September : Online survey Ongoing : Offline (integrated reporting in November)
Pledge	1 time	1 time	-	October : Implementation
Total	4 times	7 times		

Ethics Hot-Line

- Operating an 'Ethics Hot-Line' to allow all stakeholders, including employees, partner company staff, and customers, to report ethical issues or inappropriate conduct related to the company
- Allowing anonymous or identified reports in both Korean and English via the Lotte Global Logistics website
- Providing various reporting channels, including email, mail, fax, phone, and in-person visits, to ensure a secure and transparent reporting environment

▶ Ethics Hot-Line

Reporting Process



Supply Chain Sustainability

Supply Chain ESG Management

Roadmap for Supply Chain ESG Management

2023 Introducing a Supply Chain ESG Management System

- Providing guidance and obtaining signatures on the ESG Code of Conduct for Lotte Group Partners
- Selecting key partners
- Implementing ESG management support programs (including providing ESG training and assessment support for key partners)
- Providing incentives based on assessment results (e.g., awarding extra points in bids for high-performing ESG partners)

2024 Expanding the Scope of Supply Chain ESG Management

- Raising ESG awareness among partners
- Expanding the pool of key partners (from 10% to 35% of all partners)
- Continuing ESG management support programs
- Maintaining incentive offerings based on assessment outcomes

2025 Strengthening Supply Chain ESG Evaluation

- Strengthening ESG management capabilities of partner companies
- Redefining the criteria for key partner selection
- Implementing ESG management support programs
- Shifting the primary evaluation method from self-assessment to on-site inspection
- Considering the expansion of incentives based on evaluation results (e.g., awarding additional bidding points, recognizing top-performing ESG partners, etc.)

Code of Conduct for Lotte Group Partners

- We have put a code of conduct for sustainable management in place through collaboration with our supply chain partners.

▸ Code of Conduct for Partners 

Code of Conduct for Lotte Group Partners

Recognizing that climate action and the establishment of a sustainable ecosystem are shared responsibilities for humanity, Lotte Group promotes ESG management to become a company that adds value to human life ... We encourage all partners to participate in our ESG management efforts by adhering to this Code. Consequently, Lotte Group now mandates the submission of the compliance agreement on Lotte Group Partner ESG Code of Conduct and as a prerequisite for bidding processes.

Please check additional information about Lotte Global Logistics on the homepage.

Homepage. www.lottelogis.com/english

Partner ESG Management Control

Partner Selection Process

- Ensuring transparency by adhering to a fair evaluation process during partner selection
- Managing service quality through clearly defined indicators by entering into Service Level Agreements (SLAs)¹⁾ with partners

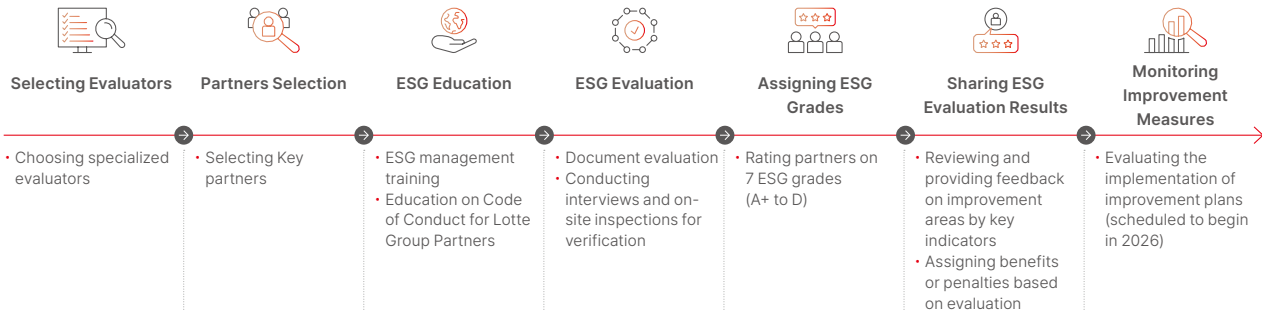


1) SLA : Service Level Agreement

2024 Supply Chain ESG Evaluation

- Providing ESG education and diagnostic assessments for key partners since 2023 to raise ESG awareness and sharpen management capabilities
- Granting incentives to high-performing ESG partners based on evaluation results during the bidding process
- Establishing ESG as a key evaluation criterion in selecting new partners by incorporating non-financial factors such as environmental impact and human rights (e.g., prohibition of forced and child labor) as well as financial factors

Supply Chain ESG Evaluation Process



Partner ESG Risk Management

- Operating ESG management support programs for partner companies
- Providing ESG education and diagnostic assessments for key partners since 2023
- Expanding support in 2024 by increasing the number of designated key partners

Supply Chain ESG Evaluation and Support Status





Supply Chain Sustainability

Shared Growth with Our Partners

Financial Support for Partners

Mutual Growth Fund and Early Payment for Goods

- Joining the IBK Mutual Growth Fund : Establishing a KRW 10 billion fund to provide low-interest loans to partner companies
 - A fund of KRW 5 billion, enabling partner companies to access loans of up to KRW 10 billion, which is twice the fund amount
- Providing early payments for goods before holidays : Supporting smooth cash flow by making early payments to partners before major holidays since 2020

Investment and Collaboration for Startup Growth

- Discovering and supporting startups with innovative logistics
 - Contributing KRW 8 billion to 3 funds since 2019
 - Evaluating business models and products, and providing early-stage support through education, mentoring, and funding
- Securing differentiated competitive edge in the logistics industry by supporting startups and fostering innovative business models and services

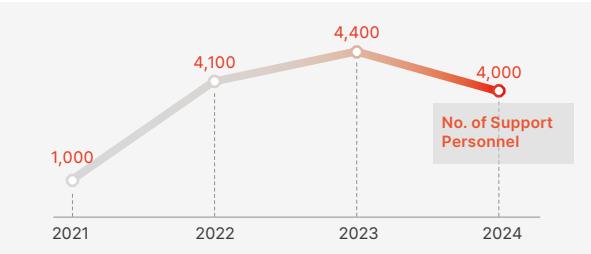


Partner Workplace Enhancement

Parcel Sorting Workforce Deployment

- Deploying sorting personnel since February 2021 to alleviate the workload of delivery workers
- Reducing daily sorting time by around two hours through the use of substitute personnel
- Raising operational efficiency through restructuring of sorting centers and improving the working environment to enable more swift and smoother sorting operations

Parcel Sorting Workforce



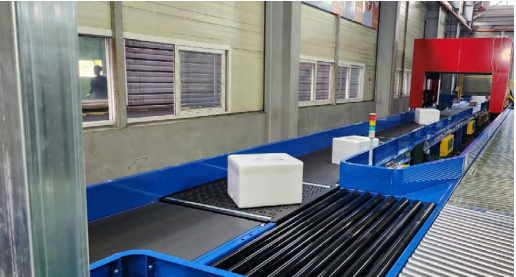
Intensified Support for Scorching Hot and Freezing Cold Seasons

- Prioritizing the safety and well-being of the employees of our partner companies by maintaining a safe and comfortable work environment in all conditions
- Summer season support : Customized measures to prevent heat-related illnesses
 - Installation of cooling equipment : 280 units including ceiling fans and electric fans installed to maintain proper indoor temperature at partner worksites
 - Distribution of heat illness prevention supplies : Items such as glucose, emergency heatwave kits, and freezers for storing bottled water
 - Dehydration prevention : Portable cooler boxes and electrolyte beverages provided (about 730,000 bottles of water supplied in 2024)
- Winter season support : Protective measures to maintain body temperature
 - Provision of winter supplies : About 420,000 items including heating packs distributed

Wider Adoption of Automated Parcel Sorter (Wheel Sorter)

- Introducing wheel sorters¹⁾ in newly established sub-terminals and distribution centers to reduce delivery workers' workload and improve working conditions
- Enhancing logistics flow efficiency and enabling faster, safer task execution for couriers through automated sorting systems

<Sites with Wheel Sorter Installations>



1) Wheel sorter : An automated machine that classifies parcels by delivery area and automatically sends them to the courier in charge



Supply Chain Sustainability

Shared Growth with Our Partners

Welfare Support for Partner Companies

Long-Term Operation Incentives for Agencies

- Providing plaques and monetary incentives to agencies that have operated for over 10 years
- Awarding about KRW 120 million in reward payments and hotel vouchers to 61 agencies in 2024

<Recognition of long-standing agents>



Support for Lotte Parcel Service Agency Welfare Association's Together Unity Event

- Hosting a Together Unity Event in April 2025 to promote shared growth and solidarity among agencies
- Participation by over 1,000 delivery workers and their families from Lotte Delivery agencies, along with Lotte Global Logistics employees
- Providing encouragement incentives to the agency association

<Agency Welfare Association's Together Unity Event >



Greater Support for Delivery Vehicle Rental Costs

- Providing joint support for delivery vehicle rental costs in cooperation with the Lotte Delivery Agency Council since 2021
- Supporting 201 delivery workers to alleviate the financial burden of vehicle rental costs in 2024
- Planning to continuously expand support to promote mutual growth

Scholarships for Children of Lotte Delivery Couriers

- Annually providing scholarships to children of couriers, both university and high school students, as part of enhanced welfare benefits
 - Support amount : KRW 1 million per university student, KRW 500,000 per high school student
 - Scale of support : Scholarships granted to 52 courier children as of 2024
 - Selection criteria : Based on objective indicators such as CS performance level, length of service, and possession of a commercial license plate for courier vehicles

<Scholarship support for children of couriers>



Supply Chain Sustainability

Shared Growth with Our Partners

Efforts to Create a Shared Growth Ecosystem

Lotte Delivery Direct GO : Win-Win Service for Small Business Owners

- Providing the Lotte Delivery Direct GO service to help small business owners and online entrepreneurs easily access parcel delivery services
- Key Features of the Service
 - Convenient mobile interface :
Allowing users to easily request parcel quotes and apply for contracts via mobile, without requiring face-to-face procedures or additional software installation
 - Reduced time and cost :
Allowing swift contract processing, offering a convenient and time-efficient experience
 - Lower delivery costs :
Helping small businesses reduce logistics expenses and gain economic advantages
- Continuing to drive promotional initiatives and service improvements to enable small businesses to remain competitive with affordable delivery fees



SPECIAL NOTE

Empowering Global Growth of SMEs and Small Businesses through MOU with the Ministry of SMEs and Startups

With an aim to support the global expansion of small and medium-sized enterprises (SMEs) and small business owners, Lotte Global Logistics signed a three-party MOU with the Ministry of SMEs and Startups and Lotte Mart on July 10, 2024. Based on this agreement, we have been offering a comprehensive range of logistics services and consulting to facilitate smoother entry of SMEs and small business owners into global markets.

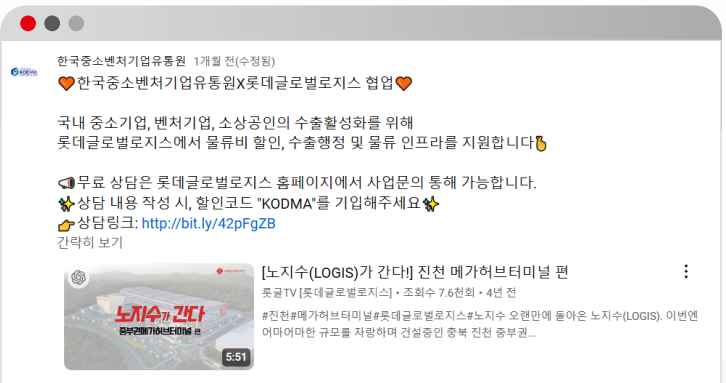
In collaboration with the Korea SMEs & Startups Distribution & Marketing Agency (KODMA), an affiliate of the Ministry of SMEs and Startups, we actively promote our services and support programs to SMEs and small business owners. Each month, card news and promotional videos are shared via KODMA's social media channels, including its blog, YouTube, Instagram, and Facebook. In January 2025, a video introducing our Jincheon Mega Hub Terminal was uploaded to KODMA's YouTube channel to raise awareness of our logistics capabilities. In addition, logistics briefing sessions are being planned to introduce a wide range of infrastructure and services, including export forwarding, international express delivery, overseas warehousing, and fulfillment operations. Through these endeavors, we expect to enhance SMEs' access to logistics infrastructure and facilitate their expansion into global markets.



<MOU signing to support global expansion of SMEs and small business owners>

<Card news and promotional videos uploaded via KODMA channel>

> Promotional video uploaded on KODMA channel





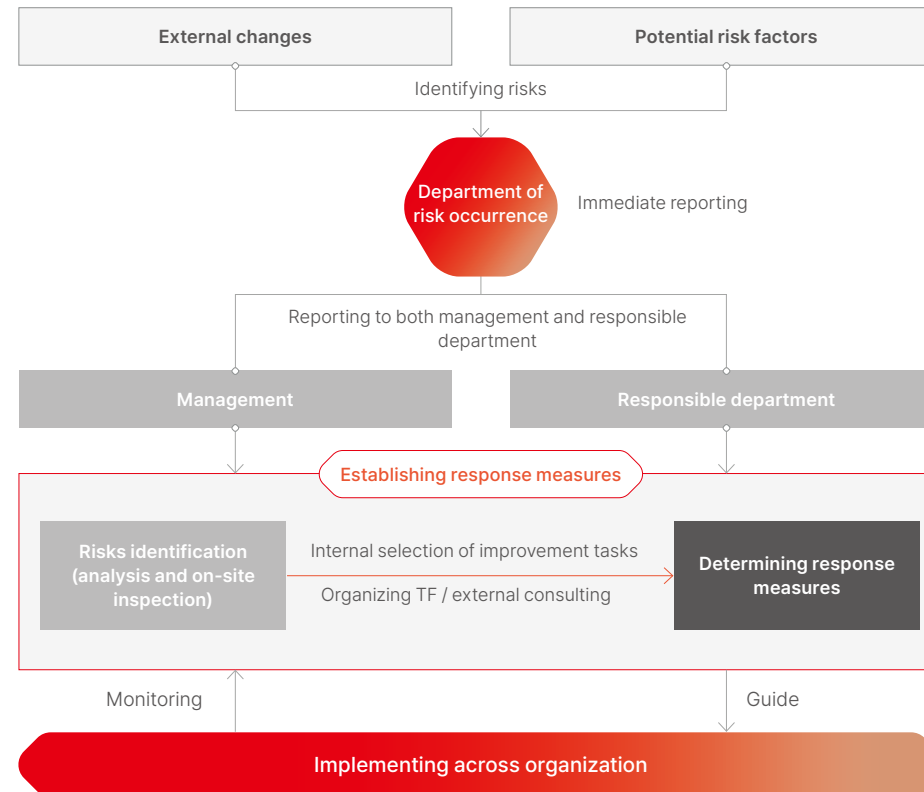
Risk Management

Risk Management Framework

Risk Control Process

- Establishing a proactive risk management process to anticipate potential crisis during business operations, ensuring the safety and stability of the business.
- Real-Time Monitoring and Management System
 - Conducting continuous risk monitoring to enable real-time analysis of potential risk factors
- Early Detection and Response to Risk Factors
 - Identifying emerging risks at an early stage and executing targeted mitigation measures to minimize potential impact

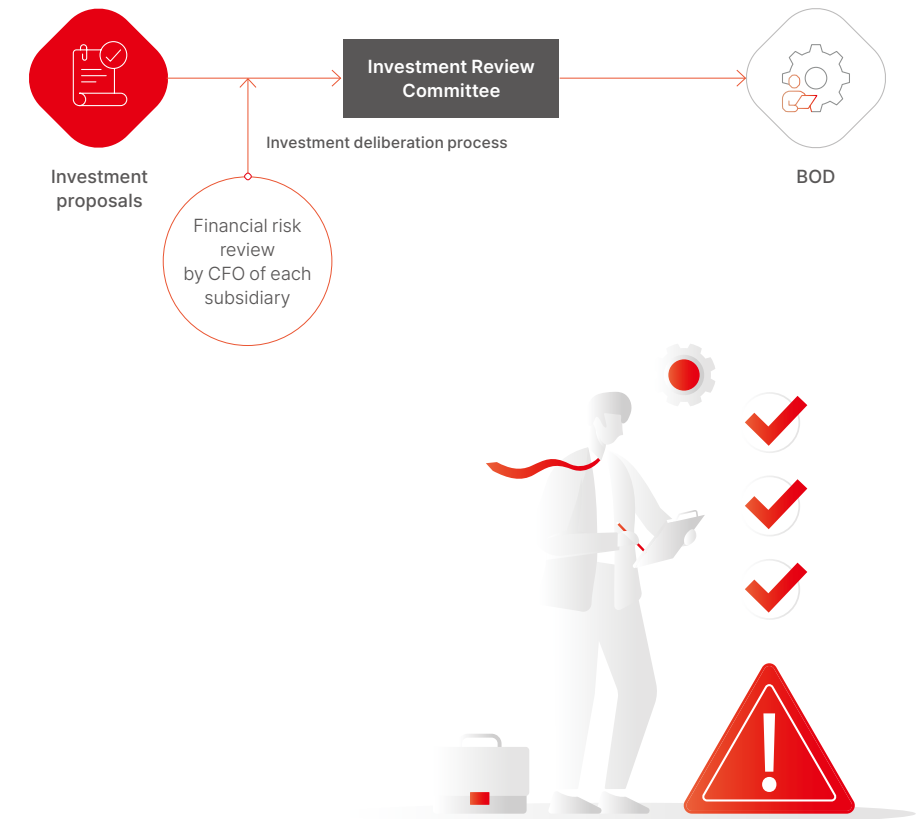
Risk Control Process



Engagement in Lotte Group's Financial Risk Management Committee

- Participating in Lotte Group's Financial Risk Management Committee to evaluate diverse investment proposals and ensure financial stability
 - Conducting reviews and assessments with a focus on investment limits and financial ratio adjustments to proactively mitigate financial risks prior to investment deliberations and BOD meetings
 - Monitoring post-investment financial ratios to maintain ongoing financial soundness

Financial Risk Review Process



Risk Management

Type-Specific Risk Management Measures

Financial Risks
<div><div>◆ Interest Rates Risk</div><div><ul style="list-style-type: none">• Financial cost management : Conducting regular simulations to proactively mitigate the impact of rising financial costs on corporate liquidity• Responding to market trends : Preempting rapid market shifts by borrowing at appropriate interest rates, aligned with key countries' monetary policies and trends• Interest rate risk management : Mitigating interest rate risk and ensuring stable fund operations through the use of SWAP or fixed interest rates</div></div>
<div><div>◆ Exchange Rates Risk</div><div><ul style="list-style-type: none">• Internal controls and monitoring : Monitoring currency holdings by type daily to maintain oversight and regularly reviewing long-term financial products for acquisition or disposal• Employing Currency Swaps : Hedging foreign currency borrowing risks through the strategic use of currency swaps</div></div>
<div><div>◆ Fuel Prices Risk</div><div><ul style="list-style-type: none">• Fuel price monitoring : Maintaining vigilant oversight of fuel price fluctuations by leveraging market indicators linked to international oil prices and the Korea National Oil Corporation's Opinet system• Integrated fuel procurement contracts : Securing fuel through annual integrated procurement agreements with refiners, enabling access at discounted rates and effectively cushioning the impact of fuel price volatility• Implementation of fuel price indexation : Incorporating fuel price indexation clauses into logistics contracts with major shippers</div></div>
<div><div>◆ Tax Risk</div><div><ul style="list-style-type: none">• Tax advisory : Ensuring decisions related to tax risks are well-informed through consultations with domestic and international tax experts and authorities to prevent and minimize such risks• Tax reporting and approval responsibility : Establishing clear tax reporting and approval responsibilities in accordance with corporate regulations, and demonstrating management transparency by disclosing tax payment information through external filings• External audits : Subjecting the organization to external audits to secure objectivity and integrity in management practices• Principles for overseas subsidiary transactions : Conducting related-party transactions within overseas subsidiaries based on the Arm's Length Principle and in full compliance with the laws and regulations of each respective jurisdiction</div></div>
<div><div>◆ Business Risk (Investment)</div><div><ul style="list-style-type: none">• Investment Review Committee :<ul style="list-style-type: none">① Assessing and managing potential risks related to both value enhancement of existing businesses and the development of new ventures② Minimizing systemic and incidental risks in response to changes in internal and external business environments, including regulatory developments③ Establishing a stable and sustainable management foundation through proactive risk mitigation measures• Investment Working-level Meeting :<ul style="list-style-type: none">① Prior to investment deliberations, collaborating with relevant departments to assess and manage risk factors, including environmental risks and opportunities, market dynamics, business strategy feasibility, compliance with applicable laws and regulations, technical and economic evaluations, and funding plans.② Following investment execution, conducting performance evaluations to ensure expected outcomes are achieved, optimizing fund utilization through on-site assessments, and implementing corrective actions as needed</div></div>

Non-financial Risks
<div><div>◆ Environmental Risk</div><div><ul style="list-style-type: none">• ISO 14001 (Environmental Management System) certification : Managing environmental risks through regular environmental impact assessments and internal audits.• GHGs Mitigation : Implementing renewable energy at logistics centers and transitioning to eco-friendly vehicles</div></div>
<div><div>◆ Safety Risk</div><div><ul style="list-style-type: none">• Responding to the Serious Accidents Punishment Act : Strengthening the safety organization and internal policies as part of establishing an autonomous health and safety management system• Safety management organization : Appointing a Chief Safety Officer (CSO) and forming a dedicated safety team• Safety training and culture : Promoting a safety-first culture through infrastructure enhancements and regular training for both employees and partner personnel• Risk assessment and on-site inspections : Conducting on-site inspections focused on risk assessments and implementing proactive health and safety measures• Monitoring hazards : Continuously identifying and improving harmful and hazardous factors across the workplace</div></div>
<div><div>◆ Security Risk</div><div><ul style="list-style-type: none">• ISMS certification : Maintaining certification under the nationally recognized Information Security Management System (ISMS) since 2020 to ensure a robust information security framework• Dedicated security organization : Appointing a Chief Information Security Officer (CISO) and operating a data security organization to manage security protocols• Employee Training : Conducting regular training programs to enhance awareness of information security across the organization• Security Solutions : Utilizing advanced hardware and software to prevent unauthorized access and protect against malware threats, including ransomware</div></div>
<div><div>◆ Compliance Risk</div><div><ul style="list-style-type: none">• Instituting a comprehensive compliance system : Identifying risks and mitigating issues such as fair-trade violations, corruption, and occupational hazards• Promoting a culture of compliance : Implementing diverse initiatives to embed compliance values across all employees• Conducting training and awareness programs : Consistently educating employees and enhancing compliance processes to maintain their effectiveness• Obtaining and maintaining international certifications : Securing and renewing ISO 37001 and ISO 37301 to ensure global compliance</div></div>





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Appendix

ESG Data

Economy

Summary of Financial Statements

(Unit : KRW million)

Item	2022	2023	2024
Assets			
Current assets	623,634	551,171	604,551
Cash and cash equivalents	110,505	108,984	159,169
Accounts receivables and other receivables	430,218	398,399	375,026
Other current assets	82,911	43,788	70,356
Non-current assets	2,030,334	2,114,904	2,137,725
Investing in affiliated companies	21,170	23,453	31,753
Tangible assets	1,029,244	1,042,350	1,017,752
Intangible assets	58,282	49,849	51,580
Right-of-use assets	705,237	741,180	720,076
Investment property	108,291	151,402	183,115
Other non-current assets	108,110	106,671	133,449
Total assets	2,653,968	2,666,075	2,742,276
Liabilities			
Current liabilities	777,165	846,851	804,375
Non-current liabilities	1,300,890	1,231,887	1,315,830
Total liabilities	2,078,055	2,078,738	2,120,205
Capital			
Equity attributable to owners of the parent company	566,790	578,374	622,069
Capital	170,860	170,860	170,860
Share premium	365,261	365,261	365,261
Other components of equity	10,595	9,965	20,247
Retained earnings (loss)	20,074	32,288	65,701
Non-controlling interests	9,123	8,963	2
Total capital	575,913	587,337	622,071

Summary of Income Statement

(Unit : KRW million)

Item	2022	2023	2024	
Assets				
Sales	3,998,309	3,614,145	3,573,334	
Operating income (loss)	62,604	63,922	90,206	
Current income	26,902	14,826	40,522	
Other comprehensive income	4,817	-3,260	3,694	
Total comprehensive income (loss)	31,719	11,566	44,216	
Attribution of current income (loss)	Owner of the parent company	25,720	14,793	40,294
	Non-controlling interests	1,182	33	228
Earnings per share - Basic and diluted earnings per share	753	433	1,179	

Credit Rating (Corporate Bonds)

Category	2022	2023	2024
Korea Investors Service	A	A	A
Korea Ratings	A	A	A
Nice Investors Service	A	A	A

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ESG Data

Environmental

Environmental data coverage : all domestic business sites

Category		Unit	2022	2023	2024	Note
GHG emissions						
Scope1		tCO ₂ -eq	15,345	14,017	14,011	• Based on the guidelines for emissions reporting and verification of the Emissions Trading Scheme (Ministry of Environment Notification No. 2023-221) • Data assurance completed in accordance with the guidelines for verification for the Emissions Trading Scheme operations (Ministry of Environment Notification No. 2024-169)
Scope2		tCO ₂ -eq	52,133	48,735	46,287	
Total emissions		tCO ₂ -eq	67,478	62,752	60,298	
Emissions intensity	Scope 1	tCO ₂ -eq / KRW 100 million	0.47	0.44	0.43	• Report on adjustments due to the revised calculation method (based on sales from the separate financial statement in the annual reports)
	Scope 2	tCO ₂ -eq / KRW 100 million	1.59	1.52	1.42	
GHG reduction						
Scope1		tCO ₂ -eq	533	800	863	• Based on energy savings stemming from the transition to EVs and hydrogen-powered trucks from diesel-fueled trucks
Scope2		tCO ₂ -eq	891	1,480	4,575	• LED replacement calculated using the methodology for the high-efficiency lighting equipment replacement project in buildings in accordance with the external project methodology 03A-005Ver02 • Based on GHG reduction arising from the adoption of PPAs in accordance with the Statement of GHG Emissions and Energy Consumption
Total reduction		tCO ₂ -eq	1,424	2,280	5,438	
Target reduction		tCO ₂ -eq	N/A	2,981	3,100	
Energy consumption						
Non-renewable energy						
Electricity		TJ	1,089.4	1,018.4	967.2	• Renewable energy consumption excluded when calculating non-renewable energy consumption (report on adjustments due to the revised calculation method)
LNG (city gas, natural gas)		TJ	4.9	4.0	3.1	
LPG		TJ	1.2	1.2	7.8	
Diesel		TJ	212.7	194.4	189.0	
Gasoline		TJ	1.4	1.6	1.5	
Total		TJ	1,309.6	1,219.6	1,168.6	
Renewable energy						
Internal consumption out of solar power generated		TJ	N/A	22.6	90.0	
Energy intensity (per unit)						
Energy (non-renewable fuel)		TJ/ KRW 100 million	0.0067	0.0063	0.0062	• Report on adjustments due to the revised calculation method (based on sales from the separate financial statement in the annual reports)
Electricity		TJ/ KRW 100 million	0.0333	0.0317	0.0297	
Total energy intensity		TJ/ KRW 100 million	0.0400	0.0379	0.0358	
Reduced energy consumption						
Energy (non-renewable fuel) savings		TJ	6.54	10.35	11.18	• Based on energy savings stemming from the transition to EVs and hydrogen-powered trucks from diesel-fueled trucks
Electricity savings		TJ	18.62	30.92	95.60	• LED replacement calculated using the methodology for the high-efficiency lighting equipment replacement project in buildings in accordance with the external project methodology 03A-005Ver02 • Based on renewable energy use due to the adoption of PPAs in accordance with the Statement of GHG Emissions and Energy Consumption
Total energy savings		TJ	25.16	41.27	106.78	

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ESG Data

Environmental

Category		Unit	2022	2023	2024	Note
Waste generation and recycling						• Waste generation and recycling figures are based on data from the Headquarters of Lotte Global Logistics. Designated and construction waste were not generated, aside from general waste
General waste disposal	General waste generation	Ton	29.3	37.3	44.7	• Data pertains only to the Headquarters information disclosed in the env-info
	Recycling	Ton	19.3	15.9	11.0	
	Others (outsourced processing)	Ton	10.0	21.4	33.7	
Water consumption						• Water consumption data pertains only to the Headquarters of Lotte Global Logistics
Water intake (tap water)		Ton	12,259	14,125	15,141	• This pertains to the Headquarters' data disclosed in the env-info, with no water withdrawal aside from tap water intake
Water discharge (sewer discharge)		Ton	12,259	14,125	15,141	
Total water consumption		Ton	12,259	14,125	15,141	• Report on adjustments arising from revisions in the calculation method, and total water use remains the same as the intake amount
Environmental education						
No. of education recipients		Person (cumulative)	215	1,684	1,709	• Recalculations carried out following the inclusion of environmental considerations in the Code of Conduct since 2003
Total education hours		Hour	108	1,692	1,806	
Environmental law violation						
No. of breaches of legal duties and regulations		Time	0	0	0	
Fines incurred due to breaches		KRW	0	0	0	
No. of actions taken to prevent recurrence		Case	0	0	0	
Environmental investment						
Investments made		KRW million	N/A	1,848	1,983	
Plan		KRW million	N/A	1,674	1,510	
Rate of investments made		%	N/A	1.1	1.3	
Procurement of green products and services						
Waybill	Purchase amount	KRW million	29	41	137	• EL-727 certified product
	Purchase quantity	EA	208,000	2,948,000	9,808,000	
Uniform	Purchase amount	KRW million	265	318	32	• Products using recycled nylon yarn (mixing ratio of approximately 57%)
	Purchase quantity	EA	11,196	13,961	1,913	
Calcium chloride	Purchase amount	KRW million	14	46	57	• Eco-friendly products utilizing starfish, a form of marine bio-waste (ECO-ST1)
	Purchase quantity	EA	657	2,696	4,580	
Poly bag	Purchase amount	KRW million	33	55	100	• EL-727 certified product
	Purchase quantity	EA	171,300	312,000	458,700	
Business sites within biodiversity areas						
Business sites under management		Site	N/A	65	69	• Report on data adjustments made in 2023 due to revisions in the classification of biodiversity areas

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ESG Data

Social

Social data coverage : all domestic business sites

Category		Unit	2022	2023	2024	Note
Workforce						
Total no. of employees						
Male		Person	1,883	1,913	1,892	
Female		Person	372	386	396	
Total		Person	2,255	2,299	2,288	
By age						
Age under 30	Headcount	Person	449	433	392	
	Ratio	%	20	19	17	
Age 30-49	Headcount	Person	1,493	1,511	1,514	
	Ratio	%	66	66	66	
Age 50 or above	Headcount	Person	313	355	382	
	Ratio	%	14	15	17	
By employment type						
Full-time	Male	Person	1,862	1,886	1,868	
	Female	Person	362	377	385	
	Total	Person	2,224	2,263	2,253	
Part-time/ contract	Male	Person	21	27	24	
	Female	Person	10	9	11	
	Total	Person	31	36	35	
Workers outside of organization	Male	Person	6,128	6,638	6,832	• Outsourced personnel (logistics center operations, delivery terminal sorting), parcel delivery drivers, etc.
	Female	Person	234	247	252	
	Total	Person	6,362	6,885	7,084	
By rank						
Executive level		Person	11	13	13	
Manager level		Person	267	299	326	• Executive employees (rank M or above)
Non-manager level		Person	1,977	1,987	1,949	• General employees (rank SA or below, including special positions)
By nationality						
Korea		Person	2,254	2,297	2,287	
Regions outside of Korea		Person	1	2	1	

ESG Data

Social

Category		단위	2022	2023	2024	Note
Workforce						
By region						
Domestic business sites		Person	2,244	2,287	2,276	
Overseas business sites		Person	819	781	921	• Data adjustments made due to the exclusion of certain overseas corporates from management scope
Asia	China	Person	131	123	128	
	Hong Kong	Person	12	10	10	
	Vietnam (transport)	Person	209	102	106	
	Vietnam (warehouse)	Person	110	128	163	
	Kazakhstan	Person	13	21	25	
	India	Person	0	0	0	
	Indonesia	Person	110	105	102	
	Philippines	Person	87	120	137	
	Singapore	Person	2	1	0	
Americas	Mexico	Person	N/A	N/A	5	• Mexico corporate established in 2024
	USA	Person	114	128	140	
Europe	Germany	Person	31	14	9	
	Hungary	Person	0	29	96	
Workforce Diversity						
Female workforce						
Female managers	Headcount	Person	23	26	35	
	Ratio	%	9.1	8.7	10.7	• Ratio of female managers to total managers (excluding executives)
Female executives	Headcount	Person	0	0	0	
	Ratio	%	0	0	0	
Employees with disabilities and veterans						
Disabled employees	Headcount	Person	74	72	72	
	Ratio	%	3.28	3.13	3.21	
Veterans	Headcount	Person	19	19	19	
	Ratio	%	1	1	1	

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Social

Category		Unit	2022	2023	2024	Note
Recruitment and turnover						
New recruitment						
Headcount by age	Age under 30	Person	292	137	113	
	Age 30-49	Person	130	78	69	
	Age 50 or above	Person	11	9	9	
Ratio by age	Age under 30	%	67.4	61.2	59.2	
	Age 30-49	%	30.0	34.8	36.1	
	Age 50 or above	%	2.5	4.0	4.7	
Headcount by gender	Male	Person	326	177	145	
	Female	Person	107	47	46	
Ratio by gender	Male	%	75.3	79.0	75.9	
	Female	%	24.7	21.0	24.1	
Turnover and retirement						
Average years of service		Year	7.9	8.5	9.6	
Turnover rate		%	14.3	8.0	9.1	
Voluntary turnover rate		%	13.0	6.6	5.5	
Headcount by age	Age under 30	Person	114	71	53	
	Age 30-49	Person	161	87	98	
	Age 50 or above	Person	35	19	46	
Ratio by age	Age under 30	%	36.8	40.1	26.9	
	Age 30-49	%	51.9	49.2	49.7	
	Age 50 or above	%	11.3	10.7	23.4	
Headcount by gender	Male	Person	253	148	165	
	Female	Person	57	29	32	
Ratio by gender	Male	%	81.6	83.6	83.8	
	Female	%	18.4	16.4	16.2	

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ESG Data

Social

Category		Unit	2022	2023	2024	Note
Parental leave						
No. of employees eligible for parental leave						
Male		Person	483	441	406	
Female		Person	51	53	60	
No. of employees who used parental leave						
Male		Person	56	49	39	
Female		Person	20	24	11	
Parental leave retention status						
No. of employees returned to work after taking parental leave (A)	Male	Person	49	47	57	
	Female	Person	13	14	17	
No. of employees eligible for returning to work after parental Leave (B)	Male	Person	51	48	57	
	Female	Person	14	14	20	
No. of employees employed for 12 months after taking parental Leave (C)	Male	Person	34	44	43	
	Female	Person	14	13	14	
No. of employees who returned after taking parental Leave in the previous reporting period (D)	Male	Person	40	49	47	
	Female	Person	14	13	14	
Parental leave return rate (A/Bx100)	Male	%	96.1	97.9	100.0	
	Female	%	92.9	100.0	85.0	
12-month retention rate after returing to work (C/Dx100)	Male	%	85.0	89.8	91.5	• The 12-month retention rate after returning from parental leave has been restated due to a change in reporting criteria
	Female	%	100.0	100.0	100.0	
Fair compensation system						
Wages of new hires						• Based on the average starting salary for new hire A and JA level employees, 2024 monthly minimum wage : KRW 2,060,740
Minimum wage and starting wage ratio	Male	%	138	136	150	
	Female	%	141	142	153	
Ratio of basic salary and remuneration for women compared to men						• There are no differences in the compensation system among employees in the same job category across all domestic business sites
Office job	Basic salary ratio	%	97	89	91	
	Performance pay ratio	%	80	80	83	
Technical job (Special job)	Basic salary ratio	%	69	69	68	• Courier roles (leader to staff), port roles (maintenance worker, office worker, equipment engineer), BATK special roles (operational office and driving jobs)
	Performance pay ratio	%	110	110	81	

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ESG Data

Social

Category		Unit	2022	2023	2024	Note
Retirement pension savings						
Current value of defined benefit obligations		KRW 100 million	689	800	965	
Fair value of plan assets		KRW 100 million	921	988	1,040	
Net defined benefit assets		KRW 100 million	232	189	76	
Labor practice						
No. of employees subject to collective bargaining		Person	2,255	2,299	2,288	
Collective agreement application rate		%	100	100	100	
Monetary losses due to labor law violations		KRW	0	0	0	
Employee training and performance evaluation						
Training hours and expenses for employees						
Average training hours per person		Hour	40.4	45.0	49.3	• Based on full-time employees
Average training hours by gender	Male	Hour	38.7	55.0	46.2	
	Female	Hour	49.2	56.1	64.6	
Average training hours by job type	Office job	Hour	48.4	55.3	62.4	
	Technical job (Special job)	Hour	22.0	22.0	22.0	
Average training costs per person		KRW 1,000	884	1,033	931	
Employees subject to performance evaluation						
Total employee ratio		%	100.0	100.0	100.0	• All employees with 3 months or more tenure by the year
Ratio by gender	Male	%	84.7	84.3	84.0	
	Female	%	15.3	15.7	16.0	
Ratio by job type	Office job	%	69.3	69.3	69.2	• Ratio of office workers undergoing regular performance assessment
	Technical job (Special job)	%	30.7	30.7	30.8	• Ratio of non-office workers undergoing regular performance assessment (courier position, port position, etc.)
Human rights management activities						
Human rights grievance handling						
No. of grievances received		Case	4	11	3	• 2023 data restated
No. of grievances resolved		Case	4	11	3	• 2023 data restated
Grievance resolution rate		%	100	100	100	
Discrimination cases and corrective actions						
No. of discrimination cases		Case	0	0	0	
No. of corrective actions taken		Case	0	0	0	

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Social

Category		Unit	2022	2023	2024	Note
Social contribution activities						
Social contribution investment cost						
Cash donation (charitable giving)		KRW million	688	998	959	
In-kind donation		Number	17,850	15,705	11,146	
Occupational accident management						
Employees covered by ISO 45001		Person	2,255	2,299	2,288	
		%	100	100	100	
Employee occupational accidents						
No. of accidents	No. of employee deaths	Case	0	0	0	
	No. of serious accidents	Case	0	0	0	
	No. of injuries	Case	9	7	5	
			Falls, collisions, entrapments, etc	Falls, collisions, entrapments, etc.	Falls, collisions, slips, etc.	
	No. of illness cases	Case	1	1	0	
			Musculoskeletal disorders	Musculoskeletal disorders	-	
Lost Time Injury Frequency Rate (LTIFR)		Case/million hours	1.53	1.18	0.74	• No. of lost working days per million hours, LTIFR = No. of LTI cases × Accident rate per hour / Total working hours
Frequency rate of injury		%	1.66	1.45	0.91	• No. of accidents that occur per 1 million working hours, Frequency rate = No. of accidents / (No. of workers x Yearly working hours) x 1,000,000
Industrial accident rate		%	0.16	0.15	0.10	• Ratio of the number of casualties occurring per 100 workers • Industrial accident rate = [No. of casualties (accidental casualties+disease casualties) / No. of workers covered by industrial accident insurance] x 100
Accident rate		%	0.16	0.13	0.10	• Based on data from the Occupational Safety and Health Agency
Applied criteria	No. of full-time workers	Person	2,177	2,249	2,250	
	Total working hours	Hour	6,536,364	6,785,426	6,800,636	
Occupational accidents in partner companies						
No. of fatalities in partners		Case	0	0	0	
No. of serious accidents in partners		Case	0	0	0	

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Social

Category		Unit	2022	2023	2024	Note
Information security activities and investment						
Information security activities						
No. of information security training sessions		Case	5	4	3	
Compliance with information security regulations						
No. of violations of information security laws		Case	0	0	0	
Total amount of fines due to data security violations or accidents		KRW	0	0	0	
Customer data complaints and breaches						
No. of complaints filed by external parties and substantiated within the company		Case	0	0	0	
No. of complaints filed by regulatory agencies		Case	0	0	0	
No. of confirmed leaks, thefts, and losses of customer information		Case	0	0	0	
Information security investment						
Total IT budget		KRW million	31,493	34,143	35,315	
Investment in information security	Amount	KRW million	2,824	2,874	2,832	
	Ratio	%	9	8	8	
R&D activities						
IP rights	No. of patents held	Number	1	3	3	
	No. of new patent applications	Number	3	0	0	

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ESG Data

Governance

Governance data coverage : domestic business sites

Category		Unit	2022	2023	2024	Note
BOD composition						
BOD composition ratio						
By gender	Male	%	100	100	87.5	
	Female	%	0	0	12.5	
By age	Age under 30	%	0	0	0	
	Age 30-49	%	11	11	12.5	
	Age 50 or above	%	89	89	87.5	
Diversity	Minority group, etc.	Y/N	N	N	N	
Ratio of senior executives hired from local communities where we operate						
Total no. of senior executives		Person	21	21	21	• Based on the location of domestic business sites • Inside and outside directors, other non-executive directors, and non-registered executives included
No. of senior executives hired from local communities where we operate		Person	0	21	20	
Ratio of senior executives hired from local communities where we operate		%	0	100	95	
BOD activities						
No. of board meetings held		Number	6	7	9	
No. of ESG Committee meetings held		Number	2	1	2	
BOD remuneration						
BOD remuneration status						
No. of directors (average)		Person	8	8	7	
Total remuneration		KRW 100 million	22.3	46.2	18.8	• Restated due to revised calculation standards (based on Business Report)
Average remuneration per person		KRW 100 million	2.8	5.8	2.7	
CEO compensation						
Total CEO remuneration		KRW million	882	910	1,113	
Total employee compensation excluding CEO (or equivalent position)						
Compensation amount	Median	KRW million	54.4	57.9	62.7	
	Average	KRW million	51.7	57.6	62.3	
	Year-over-year change in median compensation	%	7.2	6.3	8.3	
CEO compensation ratio	Median	%	1,618	1,572	1,776	
	Average	%	1,704	1,579	1,786	

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ESG Data

Governance

Category		Unit	2022	2023	2024	Note
Ethics and compliance management						
Code of Conduct application rate						
Board members		%	100	100	100	
Employees		%	100	100	100	
Partner companies		%	100	100	100	
Traning on ethics and compliance management						
BOD	No. of people	Person	5	5	8	• Based on inside directors
	Ratio	%	100	100	100	
Employees	No. of people	Person	2,255	2,299	2,288	
	Ratio	%	100	100	100	
Partner companies	No. of people	Person	4,152	4,148	2,504	
	Ratio	%	100	100	100	
Fair trade training						
No. of training provided		Case	13	11	20	
Ethics and compliance - corruption risk assessment						
Confirmed cases of corruption and corresponding actions						
No. of business sites where corruption cases occurred		Number	1	5	4	• Based on business sites where disciplinary actions (dismissal or higher) occurred
No. of cases where workers were fired or disciplined		Case	1	5	4	• Based on disciplinary dismissals
No. of partner contract terminations or non-renewals		Case	0	0	0	
Business sites assessed for corruption risk						
Organizations assessed for corruption risks	Number	Number	43	51	57	• Prepared in accordance with submission standards for ISO 37001 (and integrated with ISO 37301)
	Ratio	%	100	100	100	
Legal and regulatory violations						
Monetary sanctions	Fines	KRW	0	0	0	
	No. of violations	Case	0	0	0	
Non-monetary sanctions	No. of violations	Case	0	0	0	

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ESG Data

Governance

Category		Unit	2022	2023	2024	Note
Antitrust or anticompetitive conduct						
Antitrust or anticompetitive conduct	Fines	KRW	0	0	0	• Anticompetitive practices, monopolistic conduct, etc
	No. of violations	Case	0	0	0	
Corruption and bribery	No. of violations	Case	1	5	4	• Based on disciplinary dismissals
Supply chain management						
Partner company management status						
Total no. of partner companies		Number	N/A	1,243	1,174	
Business partner type	Transport	Number	N/A	624	671	
	Operation	Number	N/A	503	257	
	Combination (transport+operation)	Number	N/A	116	28	
	Procurement/ construction	Number	N/A	N/A	218	
Environmental impact assessment of partners						
No. of partners assessed based on environmental standards		Number	N/A	119	391	• Restated due to changes in data calculation standards
		%	N/A	9.6	33.3	
No. of partners identified as having negative environmental impacts		Number	N/A	0	0	
Social impact assessment of partners						
No. of partners assessed for social impact		Number	N/A	119	391	
No. of partners identified as having negative social impacts		Number	N/A	0	0	
Ratio of partners engaged in improvements based on assessment results		%	N/A	N/A	N/A	
No. of partners whose contracts were terminated due to assessment results		Number	N/A	0	0	
Grievance handling for partners		Case	N/A	29	32	• No. of reports received and resolved through reporting channels, excluding general customer (e.g., parcel delivery) complaints or report withdrawals
Monetary value provided to partner companies						
Shared Growth Fund		KRW 100 million	100	100	100	• We contributed KRW 5 billion to the fund, and partner companies are eligible for loans up to twice that amount

GRI 2021 Standards

GRI 1 : Foundation 2021				
Statement of use		Lotte Global Logistics reports its sustainability management information for the period from January 1, 2024, to December 31, 2024, in accordance with the GRI Standards 2021. (As of the publication date in June 2025, no GRI Sector Standards are applicable to the logistics sector.)		
GRI 2 : General Disclosures				
GRI Standards	NO.	Number	Page	Remarks
The organization and its reporting practices	2-1	Organizational details	5, 7~8	
	2-2	Entities included in the organization's sustainability reporting	2	
	2-3	Reporting period, frequency and contact point	2	
	2-4	Restatements of information	2	• Changes due to evolving standards or errors are indicated with notes
	2-5	External assurance	2, 115~116	
Activities and workers	2-6	Activities, value chain and other business relationships	9~11	
	2-7	Employees	5, 96~97	
	2-8	Workers who are not employees	96	
Governance	2-9	Governance structure and composition	79~80	
	2-10	Nomination and selection of the highest governance body	79	
	2-11	Chair of the highest governance body	79	
	2-12	Role of the highest governance body in overseeing the management of impacts	17, 79~80	
	2-13	Delegation of responsibility for managing impacts	17, 79~80	
	2-14	Role of the highest governance body in sustainability reporting	17, 80	
	2-15	Conflicts of interest	79~80	
	2-16	Communication of critical concerns	17, 79~80, 103	
	2-17	Collective knowledge of the highest governance body	80	
	2-18	Evaluation of the performance of the highest governance body	17, 79~80	
	2-19	Remuneration policies	80~81, 103	
	2-20	Process to determine remuneration	80~81	
	2-21	Annual total compensation ratio	81	
	2-22	Statement on sustainable development strategy	4	
Strategy, policies and practices	2-23	Policy commitments	30, 52, 56, 66, 69, 82, 86	
	2-24	Embedding policy commitments	30, 52, 56, 66, 69, 82, 86	
	2-25	Processes to remediate negative impacts	53, 64, 71~73, 85, 90	
	2-26	Mechanisms for seeking advice and raising concerns	53, 64, 71~73, 85	
	2-27	Compliance with laws and regulations	104~105	
	2-28	Membership associations	113	
Stakeholder engagement	2-29	Approach to stakeholder engagement	27	
	2-30	Collective bargaining agreements	50, 100	

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GRI 2021 Standards

GRI 3 : Material Topics				
GRI Standards	NO.	Disclosure	Page	Remarks
Disclosures on material topics	3-1	Process to determine material topics	21	
	3-2	List of material topics	22	
	3-3	Management of material topics	23~26	

Topic Specific Standards

Material Topic 1. Occupational Health and Safety			
NO.	Disclosure	Page	Remarks
3-3	Material Topics : Safety and Health	23, 56~58	
GRI 403 : Occupational Health and Safety 2018			
403-1	Occupational health and safety management system	56, 101, 113	
403-2	Hazard identification, risk assessment, and incident investigation	59~60	
403-3	Occupational health services	65	
403-4	Worker participation, consultation, and communication on occupational health and safety	57, 63~64	
403-5	Worker training on occupational health and safety	64	
403-6	Promotion of worker health	65	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	58~60, 65	
403-8	Workers covered by an occupational health and safety management system	101	
403-9	Work-related injuries	101	
403-10	Work-related ill health	101	
Material Topic 2. Climate Action			
3-3	Material Topics : Climate Action	24, 32~35	
GRI 201 : Economic Performance 2016			
201-2	Financial implications and other risks and opportunities due to climate change	33~34	
GRI 305 : Emissions 2018			
305-1	Direct (Scope 1) GHG emissions	94	
305-2	Energy indirect (Scope 2) GHG emissions	94	
305-4	GHG emissions intensity	94	
305-5	Reduction of GHG emissions	94	
Material Topic 3. Ethics and Compliance (Fair Trade)			
3-3	Material Topics : Ethics and Compliance (Fair Trade)	25, 82~85	
GRI 205 : Anti-corruption 2016			
205-1	Operations assessed for risks related to corruption	84, 104	
205-2	Communication and training about anti-corruption policies and procedures	104	
205-3	Confirmed incidents of corruption and actions taken	104	
GRI 206 : Anti-competitive Behavior 2016			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	105	

Material Topic 4. Service Accountability			
NO.	Disclosure	Page	Remarks
3-3	Material Topics : Service Accountability	26, 69~74	
Non-GRI (No directly corresponding GRI Topic Standard available)			
Material Topic 5. Sustainable Supply Chain			
3-3	Material Topics : Sustainable Supply Chain	26, 86~89	
GRI 308 : Supplier Environmental Assessment 2016			
308-2	Negative environmental impacts in the supply chain and actions taken	86, 105	
GRI 414 : Supplier Social Assessment 2016			
414-2	Negative social impacts in the supply chain and actions taken	86, 105	
Material Topic 6. Data Security			
3-3	Material Topics : Data Security	26, 66~68	
GRI 418 : Customer Privacy 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	102	
Material Topic 7. Human Rights			
3-3	Material Topics : Human Rights	26, 52~55	New material issue for 2024
GRI 405 : Diversity and Equal Opportunity 2016			
405-1	Diversity of governance bodies and employees	96~97	
405-2	Ratio of basic salary and remuneration of women to men	99	
GRI 406 : Non-discrimination 2016			
406-1	Incidents of discrimination and corrective actions taken	100	
GRI 408 : Child Labor 2016			
408-1	Operations and suppliers at significant risk for incidents of child labor	86	No relevant risk has been identified.
GRI 409 : Forced or Compulsory Labor 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	86	No relevant risk has been identified.

GRI 2021 Standards

Non-material Topics

Disclosure of Non-material Topics			
NO.	Disclosure	Page	Remarks
GRI 201 : Economic Performance 2016			
201-3	Defined benefit plan obligations and other retirement plans	100	
GRI 202 : Market Presence 2016			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	99	
202-2	Proportion of senior management hired from the local community	103	
GRI 203 : Indirect Economic Impacts 2016			
203-1	Infrastructure investments and services supported	75~77	
203-2	Significant indirect economic impacts	88~89	
GRI 302 : Energy 2016			
302-1	Energy consumption within the organization	94	
302-3	Energy intensity	94	
302-4	Reduction of energy consumption	94	
GRI 303 : Water and Effluents 2018			
303-3	Water withdrawal	95	
303-4	Water discharge	95	
303-5	Water consumption	95	
GRI 304 : Biodiversity 2016			
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	42, 95	
GRI 306 : Waste 2020			
306-2	Management of significant waste-related impacts	39~40, 94	
306-3	Waste generated	95	
306-4	Waste diverted from disposal	95	
GRI 404 : Training and Education 2016			
404-1	Average hours of training per year per employee	100	
404-2	Programs for upgrading employee skills and transition assistance programs	47~48	
404-3	Percentage of employees receiving regular performance and career development reviews	100	
GRI 405 : Diversity and Equal Opportunity 2016			
405-1	Diversity of governance bodies and employees	96~97	
405-2	Ratio of basic salary and remuneration of women to men	99	

SASB/TCFD Index

SASB(Sustainability Accounting Standards Board)

The Sustainability Accounting Standards Board (SASB) is a sustainability accounting standard established by the U.S. Sustainability Accounting Standards Board and recommends financial disclosures based on 77 industry-specific standards that reflect the characteristics of each industry. Lotte Global Logistics reports by the Road Transportation standard.

Topic	Code	Accounting Metric	Unit	Page	Note
Greenhouse Gas Emissions	TR-RO-110a.1	Gross global Scope 1 emissions	Metric tonnes(t) CO ₂ -e	94	
	TR-RO-110a.2	Discussion of long- and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	n/a	33~35	
	TR-RO-110a.3	(1) Total fuel consumed, (2) percentage natural gas and (3) percentage renewable	Gigajoules(GJ), Percentage(%)	94	
Workforce Conditions, Health & Safety	TR-RO-320a.1	(1) Total recordable incident rate (TRIR) and (2) fatality rate for (a) direct employees and (b) contract employees	Rate	101	
	TR-RO-320a.2	(1) Voluntary and (2) involuntary turnover rate for all employees	Percentage(%)	98	
	TR-RO-320a.3	Description of approach to managing short-term and long-term driver health risks	n/a	65, 87	
Accident & Safety Management	TR-RO-540a.3	(1) Number and (2) aggregate volume of spills and releases to the environment	Number, Cubic metres (m³)	95	No violations

TCFD(Task Force on Climate-Related Financial Disclosure)

The Task Force on Climate-related Financial Disclosures (TCFD) is a global initiative, created by the Financial Stability Board (FSB) at the request of the G20 with the aim of devising methods for climate-related data disclosure. In our active efforts to combat climate change, we have identified the financial impact of climate change and disclosed relevant data in accordance with the TCFD recommendations.

Category	TCFD Recommendations	Page
Governance	a) Describe the board's over-sight of climate-related risks and opportunities.	32
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	32
Strategy	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	33
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	34
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	35
Risk Management	a) Describe the organization's processes for identifying and assessing climate-related risks.	33~34
	b) Describe the organization's processes for managing climate-related risks.	33~34
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	90~91
Metrics and Targets	a) Disclose the metrics used by the organization to assess climate related risks and opportunities in line with its strategy and risk management process.	24, 35
	b) Disclose Scope 1 (direct emissions), Scope 2 (indirect emissions), and Scope 3 (miscellaneous indirect scope) greenhouse gas (GHG) emissions, and the related risks.	35, 94
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against target.	35

UNGC Index

UNGC(UN Global Compact) Index

The United Nations Global Compact (UNGC) is the world’s largest voluntary corporate sustainability initiative, guiding companies to embed its Ten Principles, which are centered on the four core values of human rights, labor, environment, and anti-corruption, into their operations and management strategies. In May 2024, we became a signatory to the UNGC to reinforce our ESG management efforts and are committed to actively implementing the UNGC’s Ten Principles.

Category	Ten Principles		2024 Key Performance	Page
Human Rights	1	Businesses should support and respect the protection of internationally proclaimed human rights.	<ul style="list-style-type: none">• Joining the ESG initiative UNGC• Affirming respect for international human rights principles in the Human Rights Management Charter	52
	2	Make sure that they are not complicit in human rights abuses.	<ul style="list-style-type: none">• Obtaining human rights management system certification• Operating a grievance handling system and developing a procedural manual• Identifying, assessing, and mitigating risks through human rights impact assessments	52~53
Labor	3	Businesses should uphold the freedom of association and the effective recognition of the rights to collective bargaining.	<ul style="list-style-type: none">• Enhancing labor-management dialogue through the operation of the Company Development Council• Ensuring full coverage of collective bargaining agreements for all employees	50, 100
	4	The elimination of all forms of forced and compulsory labour.	<ul style="list-style-type: none">• Supporting international standards and norms such as the UN Convention on the Rights of the Child• Including child labor and forced labor indicators in human rights impact assessments• Complying with national labor standards, including the Labor Standards Act	52~53
	5	The effective abolition of child labour.		
	6	The elimination of discrimination in respect of employment and occupation.	<ul style="list-style-type: none">• Ensuring fairness and transparency in recruitment practices in line with fair hiring guidelines• Implementing a performance evaluation system and providing training on evaluation procedures• Embedding a formal commitment to non-discrimination within the Human Rights Management Charter	46
Environ- ment	7	Businesses should support a precautionary approach to environmental challenges.	<ul style="list-style-type: none">• Obtaining ISO 14001 certification and Excellent Green Logistics Enterprise recognition• Promoting the transition to eco-friendly vehicles through participation in the K-EV 100 campaign• Raising the share of railroad transportation	30, 36~37
	8	Undertake initiatives to promote greater environmental responsibility.	<ul style="list-style-type: none">• Issuing green bonds through public offerings and allocating issuance proceeds to environmentally sustainable projects• Providing ESG management training and conducting ESG assessments for key partners• Purchasing renewable materials such as eco-friendly polybags and uniforms	31, 41, 86
	9	Encourage the development and diffusion of environmentally friendly technologies.	<ul style="list-style-type: none">• Leveraging IT management systems in logistics delivery to analyze energy usage patterns and calculate GHGs• Developing an AI system to measure volume rate for cargo space optimization• Establishing solar power infrastructure at both domestic and international sites• Introducing waybill-free delivery service	37~38
Anti- Corruption	10	Businesses should work against corruption in all its forms, including extortion and bribery.	<ul style="list-style-type: none">• Obtaining certification for ISO 37301 and ISO 37001• Annually conducting the Compliance Statement to reaffirm adherence to domestic and international laws, including anti-corruption regulations.• Monitoring compliance management and evaluating the effectiveness of compliance control criteria	82~85

WEF-IBC Index

Principles of Governance

Theme	Core Metric	Number	Disclosure	Page
Governing purpose	Setting purpose	WEF1	The company's stated purpose, as the expression of the means by which a business proposes solutions to economic, environmental and social issues. Corporate purpose should create value for all stakeholders, including shareholders.	16
Quality of governing body	Governance body composition	WEF2	Composition of the highest governance body and its committees by : - gender - independence - tenure on the governance body - membership of under represented social groups - executive or non-executive - number of each individual's other significant positions and commitments, and the nature of the commitments - competencies relating to economic, environmental and social topics - stakeholder representation (ex. employees, the government, local communities, industries, etc.)	79~80, 103
Stakeholder engagement	Material issues impacting stakeholders	WEF3	1. A list of the topics that are material to key stakeholders and the company 2. How the topics were identified and how the stakeholders were engaged	21, 27
Ethical behavior	Anti-corruption	WEF4	1. Total percentage of governance body members, employees and business partners who have received training on the organization's anti-corruption policies and procedures, broken down by region	104
			2. Discussion of initiatives and stakeholder engagement to improve the broader operating environment and culture, in order to combat corruption	82~85
	Protected ethics advice and reporting mechanisms	WEF5	A description of internal and external mechanisms for : 1. Seeking advice about ethical and lawful behaviour and organizational integrity (ex. Ethics Advisory Committee, etc.) 2. Reporting concerns about unethical or unlawful behaviour and lack of organizational integrity (ex. matters regarding compliance management / anti-corruption reported to the board)	84~85 83
Risk and opportunity oversight	Integrating risk and opportunity into business process	WEF6	Opportunities and risks should integrate material economic, environmental and social issues, including climate change and data stewardship - Company's approach to the management of those risks - How these risks and opportunities have moved over time and the response to those changes	90~91

Planet

Theme	Core Metric	Number	Disclosure	Page
Climate change	Greenhouse gas (GHG) emissions	WEF7	For all relevant greenhouse gases (e.g. carbon dioxide, methane, nitrous oxide, F-gases etc.), report in metric tonnes of carbon dioxide equivalent (tCO2e) GHG Protocol Scope 1 and Scope 2 emissions	94
	TCFD implementation	WEF8	Fully implement the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) - If necessary, disclose a timeline of at most three years for full implementation - Disclose whether you have set, or have committed to set, GHG emissions targets that are in line with the goals of the Paris Agreement and to achieve net-zero emissions before 2050	32~35
Nature loss	Land use and ecological sensitivity	WEF9	Report the number and area (in hectares) of sites owned, leased or managed in or adjacent to protected areas** and / or key biodiversity areas (KBA)* * KBA : http://www.keybiodiversityareas.org/site/mapsearch (visit for information on biodiversity areas) ** Protected areas : Regions designated as sanctuaries in accordance with national laws and regulations	42
Freshwater availability	Water consumption and withdrawal in water-stressed areas	WEF10	Report for operations in regions with high or extremely high baseline water stress, according to WRI Aqueduct water risk atlas tool - Megalitres of water withdrawn - Megalitres of water consumed - Percentage of each	95

WEF-IBC Index

People

Theme	Core Metric	Number	Disclosure	Page
Dignity and equality	Diversity and Inclusion	WEF11	Percentage of employees per employee category by : - age group - gender - other indicators of diversity	96~97
	Pay equality	WEF12	Ratio of the basic salary and remuneration for each employee category by significant locations of operation for priority areas of equality : - women to men - minor to major ethnic groups	99
	Wage level	WEF13	Ratio of standard entry level wage by gender compared to local minimum wage Ratio of the annual total compensation of the CEO to the median of the annual total compensation of all its employees, except the CEO	99 81
	Risk for incidents of child, forced or compulsory labour	WEF14	An explanation of the operations and suppliers considered to have significant risk for incidents of child labour, forced or compulsory labour. Such risks could emerge in relation to : a) type of operation (such as manufacturing plant) and type of supplier b) countries or geographic areas with operations and suppliers considered at risk	105
Health and well-being	Health and safety	WEF15	The number and rate of fatalities as a result of work-related injury	101
			Number and rate of high-consequence work-related injuries (excluding fatalities)	
			Number and rate of recordable work-related injuries (ex. TRIR)	
			Number and rate of main types of work-related injury	
			Number of hours worked	65
			An explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services	
Skills for the future	Training Provided	WEF16	Scope of access provided for employees and workers	100
			Average hours of training per person that the organization's employees have undertaken during the reporting period, by : (total number of hours of training provided to employees - gender, employee category (ex. by position such as CEOs, managers, and new hires / by function such as technicians, administrators, and production workers, etc.)	
			Average training and development expenditure per full time employee (total cost of training provided to employees divided by the number of employees)	

Prosperity

Theme	Core Metric	Number	Disclosure	Page
Employment and wealth generation	Absolute number and rate of employment	WEF17	1. Total number and rate of new employee hires during the reporting period by : - age group, gender, other indicators of diversity, region	98
			2. Total number and rate of employee turnover during the reporting period by : - age group, gender, other indicators of diversity, region	98
	Economic contribution	WEF18	1. Direct economic value generated and distributed (EVG&D), on an accruals basis, covering the basic components for the organization's global operations, ideally split out by : *Accrual base accounting : A financial accounting method that calculates the profit and loss for the year	93
			- revenues, operating costs, employee wages and benefits, payments to shareholders and investors, payments to government (tax payments), community investment	-
Innovation of better products and services	Financial investment contribution	WEF19	1. Total capital expenditures (CapEx) minus depreciation, supported by narrative to describe the company's investment strategy 2. Share buybacks plus dividend payments, supported by narrative to describe the company's strategy for returns of capital to shareholders	93 2024 Annual Report, p. 261 (No share repurchases or dividends)
	Total R&D expenses	WEF20	Total costs related to research and development	2024 Annual Report, p. 26 (New delivery service development : KRW 165 million, Matrix 8 : KRW 300 million)
	Total tax paid	WEF21	Total global tax borne by the company - Corporate income taxes	2024 Annual Report, p. 33 (KRW 4,960 million)

Certificates, Awards and Memberships

Awards

Date	Date	Award
2024.11	National Fire Agency	Awarded the Prime Minister’s Commendation in celebration of the 62nd Firefighters’ Day
2024.9	Korea Consumer Council	Achieved top rankings in ‘CEO Category’ at the ‘Brand of the Year’ Award(First recipient in the logistics industry)
2023.11	Korean Standards Association	Ranked 1st in the Korea Service Quality Index (KS-SQI) for three consecutive years
2023.11	Korea Port Logistics Association	Won the Grand Prize at the Port Safety Awards
2023.5	Korea Productivity Center	Ranked No. 1 in Home Delivery by National Customer Satisfaction Index (NCSI)
2023.4	Gyeongsangnam-do Fire Department	Won the Grand Prize at the Cardiopulmonary Resuscitation Contest
2022.12	Gyeongsangnam-do Fire Department	Won the Grand Prize at the 2022 Fire Safety Training Competition for Fire-Related Personnel
2022.12	Ministry of Employment and Labor	Won the Minister of Employment and Labor Award at the Fair Recruitment Best Practices Contest
2021.12	Ministry of Interior and Safety	Awarded by the Minister of the Interior and Safety for Safety Culture

Memberships

Korea Integrated Logistics Association (Senior Vice Chairman)	The Federation of Korean Industries	Korea Chamber of Commerce and Industry
Seoul Chamber of Commerce and Industry	IATA (International Air Transport Association)	Korea Railroad Logistics Association
Korea Customs Logistics Association (Uiwang CY, Uiwang Bonded Warehouse)	Korea Customs Logistics Association (bonded transportation)	Korea Trucking Association
BCTA Council	Korea Fair Competition Federation	Korea Industrial Safety Association
Korea AEO Association	Korea Certified Customs Attorneys Association	Korea International Freight Forwarders Association
Korea Outdoor Advertising Association	Korea Exhibition Service Providers Association	Korea Franchise Association

Certificates

Certification Date	Host	Details
2024.10	Ministry of Employment and Labor, Ministry of Trade, Industry and Energy, Ministry of SMEs and Startups	Best Practice Company for Work–Life Balance
2024.10	Korea Management Register(KMR)	Human Rights Management System Certification
2024.2	International Air Transport Association (IATA)	CEIV Pharma Certification (International Certification for Special Air Cargo – Pharmaceuticals)
2023.12	Korea Fair Trade Commission	Consumer–Centered Management (CCM) Certification
2023.5	International Air Transport Association (IATA)	CEIV Lithium Certification (International Certification for Special Air Cargo – Lithium Batteries)
2022.12	Ministry of Oceans and Fisheries, Korea Ocean Business Corporation	Certified Excellent Shipping Company and Shipper (CESS)
2022.3	Korea Customs Service, Korea AEO Association	AEO certification
2021.9	-	ISO 37301 (Compliance management system)
2021.6	-	ISO 45001 (Occupational health and safety management system)
2020.11	Human Resources Development Service of Korea	Best HRD Certification
2020.3	Korea Internet & Security Agency	ISMS (Information Security Management System)
2018.9	-	ISO 37001 (Anti-bribery management system)
2017.12	Ministry of Gender Equality and Family	Family-friendly business certification
2016.11	Ministry of Land, Infrastructure and Transport	Excellent green logistics practice company certification
2016.3	-	ISO 13485 (Medical Device Quality Management System (Healthcare Center in Southeast Region))
2012.3	Korea Customs Service	AEO certification
2008.12	Transported Asset Protection Association (TAPA AMERICAS)	TAPA (Cargo Security and Safety Certification)
2008.8	-	ISO 14001 (Environmental management system)
2007.11	-	ISO 9001 (Quality management systems)
2006.8	Ministry of Land, Infrastructure and Transport	Excellent logistics company certification (Comprehensive Logistics Company)

GHG Emissions Assurance Statement

MOC-25-074

GHG Emission Verification Opinion

Lotte Global Logistics Co., Ltd.

✔ Verification Scope

Korean Standards Association has conducted verification for GHG emissions based on GHG report provided by Lotte Global Logistics Co., Ltd. which includes Scope1 and Scope2 emissions.

✔ Verification Standards and Guidelines

To conduct verification activities, verification team applied verification standards and guidelines. The standards and guidelines are as follows.

- Guidance for reporting and verification of GHG emissions trading scheme (No. 2025-28 provided by Ministry of Environment, Republic of Korea)
- Verification Guidelines for the Operation of the Greenhouse Gas Emission Trading System (No. 2024-169 provided by Ministry of Environment, Republic of Korea)
- For matters not specified in other guidelines, refer to 2006 IPCC Guidelines, KS I ISO 14064-1: 2018 and KS I ISO 14064-3: 2019

✔ Level of Assurance

Lotte Global Logistics Co., Ltd.'s GHG emissions satisfies the under Reasonable Assurance (less than ±5.0% of total emissions).

✔ Verification Conclusion

As a result of verification activities, verification team has found no significant errors, omissions, and misstatements. Therefore, Korean Standards Association confirms that following emissions data are adequately quantified.

•GHG Emissions(Scope1, Scope2)

(Unit : tCO2eq)

Year	Scope 1	Scope 2	Total
2024	14,010.843	46,286.898	60,296

* This emission is based on the March 2025 and the final emission value is subject to change.
* Decimal place is not considered when calculating the emission of each workplace.

April 15, 2025



KOREAN STANDARDS ASSOCIATION

- ESG Data
- GRI 2021 Standards
- SASB/TCFD Index
- UNGC Index
- WEF-IBC Index
- Certificates, Awards and Memberships
- GHG Emissions Assurance Statement
- **Third-Party Assurance Statement**

Please check additional information about Lotte Global Logistics on the homepage.

Third-Party Assurance Statement

To : The Stakeholders of LOTTE GLOBAL LOGISTICS

Overview

The British Standards Institution (hereinafter referred to as the “Assurer”) was requested to verify the LOTTE GLOBAL LOGISTICS 2024 ESG report (hereinafter referred to as the “Report”). The Assurer is independent to LOTTE GLOBAL LOGISTICS and has no major operational financial interest other than the assurance of the Report. This assurance opinion statement is intended to provide information related to the assurance of the LOTTE GLOBAL LOGISTICS's report relating to the environment, social and governance (ESG) to the relevant stakeholders and may not be used for any other purpose. This assurance opinion statement is prepared based on the information presented by the LOTTE GLOBAL LOGISTICS. The verification does not extend beyond such information and is solely based on it. In performing such verification, the Assurer has assumed that all such information is complete and accurate.

LOTTE GLOBAL LOGISTICS is responsible for managing the relevant information contained within the scope of assurance, operating the relevant internal control procedures, and for all information and claims contained in the Report. Any queries that may arise by virtue of this independent assurance opinion statement or matters relating to it should be addressed to LOTTE GLOBAL LOGISTICS only.

The Assurer is responsible for providing LOTTE GLOBAL LOGISTICS's management team with an independent assurance opinion containing professional opinions derived by applying the assurance methodology to the scope specified, and to provide the information to all stakeholders of LOTTE GLOBAL LOGISTICS. The Assurer will not, in providing this Independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person or party by whom the Independent assurance opinion statement may be read.

Scope

The scope of engagement agreed upon with LOTTE GLOBAL LOGISTICS includes the following :

- Report contents during the period from January 1st to December 31st 2024 included in the Report, some data included the first half of 2025.
- Major assertion included in the Report, such as sustainability management policies and strategies, goals, projects, and performance, and the Report contents related to material issues determined as a result of materiality assessment.
- Appropriateness and consistency of processes and systems for data collection, analysis and review.
- Confirmation of the Report's compliance with the AA1000 AccountAbility Four Principles and, where applicable, the reliability of the sustainability performance information contained within the Report, based on the type of sustainability assurance performed in accordance with AA1000 AS v3.

The following contents were not included in the scope of assurance.

- Financial information in Appendix.
- Index items related to other international standards and initiatives other than the GRI.
- Other related additional information such as the website, business annual report.

Assurance Level and Type

The assurance level and type are as follows;

- Moderate level based on AA1000 AS and Type 2 (confirmation to the four principles as described in the AA1000 AccountAbility Principle 2018 and quality and reliability of specific performance information published in the report.)

Description and sources of disclosures covered

Based on the scope and methodology of assurance applied, the Assurer reviewed the following disclosures based on the sampling of information and data provided by LOTTE GLOBAL LOGISTICS.

[Universal Standards]

2-1 to 2-5 (The organization and its reporting practices), 2-6 to 2-8 (Activities and workers), 2-9 to 2-21 (Governance), 2-22 to 2-28 (Strategy, policies and practices), 2-29 to 2-30 (Stakeholder engagement), 3-1 to 3-3 (Material Topics Disclosures)

[Topic Standards]

201-2&3, 202-1~2, 203-1~2, 205-1~3, 206-1, 302-1, 302-3&4, 303-3~5, 304-1, 305-1~2, 305-4&5, 306-2~4, 308-2, 403-1~10, 404-1~3, 405-1&2, 406-1, 408-1, 409-1, 414-2, 418-1

Methodology

As a part of its independent assurance, the Assurer has used the methodology developed for relevant evidence collection in order to comply with the verification criteria and to reduce errors in reporting. The Assurer has performed the following activities;

- Validation of the materiality assessment and internal analytical process for determining assurance priorities, and a top-level review of issues that may be raised by external stakeholders in the context of sustainability.
- Discussion with managers and representatives on stakeholder engagement.
- Review of the supporting evidence related to the material issues through interviews with senior managers in the responsible departments.
- Review of the system for sustainability management strategy process and implementation.
- Review of the materiality issue analysis process and prioritization and verifying the results.
- Verification of data generation, collection and reporting for each performance index and document review of relevant systems, policies, and procedures.
- An assessment of LOTTE GLOBAL LOGISTICS's reporting and management processes against the principles of Inclusivity, Materiality, Responsiveness and Impact as described in the AA1000 AccountAbility Principles Standard (2018).
- Visit of the Mainsite of LOTTE GLOBAL LOGISTICS to confirm the data collection processes, record management practices.

Limitations and approach used to mitigate limitations

The Assurer performed limited verification for a limited period based on the data provided by LOTTE GLOBAL LOGISTICS. It implies that the Assurer is therefore subject to limitations relating to inherent risks that may exist without the identification of material errors. The Assurer does not provide assurance on possible future impacts that cannot be predicted or verified during the verification process and any additional aspects related thereto.

Competency and Independence

British Standards Institution (BSI) is a leading global standards and assessment body founded in 1901. BSI is an independent professional institution that specializes in quality, health, safety, social and environmental management with over 120 years history in providing independent assurance services globally. No member of the assurance team has a business relationship with LOTTE GLOBAL LOGISTICS. The Assurer has conducted this verification independently, and there has been no conflict of interest. All assurers who participated in the assurance have qualifications as an AA1000AS assurer, have a lot of assurance experience, and have in-depth understanding of the BSI Group's assurance standard methodology.

- ESG Data
- GRI 2021 Standards
- SASB/TCFD Index
- UNGC Index
- WEF-IBC Index
- Certificates, Awards and Memberships
- GHG Emissions Assurance Statement
- Third-Party Assurance Statement

Third-Party Assurance Statement

Opinion Statement

The assurance was conducted by a team of sustainability report assurers in accordance with the AA1000 Assurance Standard v3. The Assurer planned and performed the verification and collected sufficient evidence to explain LOTTE GLOBAL LOGISTICS's approach to the AA1000 Assurance Standard and to provide confidence in its self-declaration of compliance with the GRI Standards.

On the basis of our methodology and the activities described above, it is our opinion that the information and data included in the Report are accurate and reliable and the Assurer cannot point out any substantial aspects of material with mistake or misstatement. We believe that the economic, social and environment performance indicators are accurate and are supported by robust internal control processes.

Conclusions

The Report is prepared in accordance with the GRI Standards. (Reporting in accordance with the GRI standards). A detailed review against the AA1000 AccountAbility Principles of Inclusivity, Materiality, Responsiveness and Impact and the GRI Standards is set out as below.

• Inclusivity : Stakeholder Engagement and Opinion

LOTTE GLOBAL LOGISTICS defined customers, employees, partners, shareholders/investors, local communities and government/related organizations as a Key Stakeholder Groups based on ISO 26000 framework. In order to collect opinions by each stakeholder groups in the context of sustainability, operated the stakeholder engagement process. LOTTE GLOBAL LOGISTICS conducted a review of the stakeholder engagement process at the governance level to reflect the major issues derived through the stakeholder engagement process in sustainability strategy and goals. LOTTE GLOBAL LOGISTICS disclosed the results related to the process in the Report.

• Materiality : Identification and reporting of material sustainability topics

LOTTE GLOBAL LOGISTICS implemented its own materiality assessment process in consideration of the major business and operational characteristics to derive material issues related to sustainability. LOTTE GLOBAL LOGISTICS conducted internal ESG management issues and external ESG regulations/policies analysis, benchmarking of similar companies and media analysis. LOTTE GLOBAL LOGISTICS derived 7 material issues through the relevant process, and disclosed GRI topic standards disclosures related to material issues in the Report.

• Responsiveness : Responding to material sustainability topics and related impacts

LOTTE GLOBAL LOGISTICS operated a management process for material issues in the context of sustainability derived from the materiality assessment. LOTTE GLOBAL LOGISTICS established mid to long-term sustainability plans and goals in according to the management methodology established to effectively reflect the expectations of key stakeholders. LOTTE GLOBAL LOGISTICS disclosed ESG 7 Areas Challenges and key response achievements such as related performances and improvement measures in the Report.

• Impact : Impact of an organization's activities and material sustainability topics on the organization and stakeholders

LOTTE GLOBAL LOGISTICS identified the scope and extent of the impacts to the organization and key stakeholders in the context of the sustainability of the material issues reported. LOTTE GLOBAL LOGISTICS identified material issues by reflecting the impact of the overall value-chain, which includes the business areas of its major subsidiaries. LOTTE GLOBAL LOGISTICS established sustainability strategies and objectives based on the analysis results of major impacts, including risks and opportunities for material issues, disclosed mid- to long-term plans and strategic system in the Report.

Findings and conclusions concerning the reliability and quality of specified performance information

Among the GRI Topic Standards, an assurance Type 2 were conducted against the following disclousers based on the information and data provided by LOTTE GLOBAL LOGISTICS. In order to verify the reliability and accuracy of the data and information, internal control procedures related to data processing, and management were verified through interviews with the responsible department, and accuracy was verified through sampling. Errors and intentional distortions in sustainability performance information included in the Report were not found through assurance processes. The LOTTE GLOBAL LOGISTICS manages the sustainability performance information through reliable internal control procedures and can track the process of deriving the source of the performance. Errors and unclear expressions found during the assurance process were corrected and the Assurer confirmed the final version of the Report prior to its final publication.

• GRI Topic Standards :

205-1~3, 206-1, 302-1, 302-3&4, 303-3~5, 305-1~2, 305-4&5, 306-2~4, 308-2, 403-1~10, 404-1~3, 405-1&2, 414-2, 418-1

Recommendations and Opportunity for improvement

The Assurer provides the following observations to the extent that they do not affect the assurance opinion;

- To improve disclosure of environmental impact management across the supply chain, it may be helpful to disclose the status of waste management in the supply chain and downstream after customer delivery, as well as related strategies and policies.

GRI-reporting

LOTTE GLOBAL LOGISTICS provided us with their self declaration of compliance within GRI Standards. Based on our review, we confirm that social responsibility and sustainable development indicators with reference to the GRI Index. The Assurer confirmed that the Report was prepared in accordance with the GRI Standards and the disclosures related to the Universal Standards and Topic Standards Indicators based on the data provided by LOTTE GLOBAL LOGISTICS. The sector standard was not applied.

Issue Date : 02/06/2025
For and on behalf of BSI (British Standards Institution) :



BSI representative

Jungwoo Lee, Product Manager of SRA

Seonghwan Lim, Managing Director of BSI Korea



BSI Group Korea Limited : 29, Insa-dong 5-gil, Jongno-gu, Seoul, South Korea
Hold Statement Number : SRA 786303

