

# Stakeholder Engagement Policy

## I. Policy Overview

### 1. Objective of Policy

We define the basic requirements for internal and external stakeholders to engage and communicate throughout our sustainable management activities and declare transparent disclosure of this stakeholder engagement policy. In this way, we intend to provide clear direction and guidance regarding the communication of our stakeholders inside and outside the company.

### 2. Application Scope of Policy

This policy applies to all management activities of Hyundai Glovis' domestic and international business sites. Furthermore, we encourage partners in business with Hyundai Glovis to respect the policy.

### 3. Policy Implementation Duty

In all areas of Hyundai Glovis' headquarters and project sites, there should be no restrictions on stakeholder participation and communication in accordance with this policy. It is our obligation to mutually identify and review long-term sustainable development opinions through stakeholder engagement.

### 4. Management Organization and Responsibilities

Stakeholder-specific communication channels should be handled directly by the relevant management department. The major achievements and outcomes related to this are reported to the CEO to ensure accountability at the board level.

### 5. Engagement Information and others

Hyundai Glovis does neither discriminate nor limit its stakeholders, and all channels of communication are open to the public.

## II. Stakeholder Identification and Impact Assessment

### 1. Definition of Stakeholders

The stakeholders of Hyundai Glovis are defined as all individuals and organizations that have an impact on Hyundai Glovis' management decisions, or that have direct, potential impact on, or that are influenced by Hyundai Glovis and major supply chain business activities.

## 2. Classification of Stakeholders

Major stakeholders are 1) employees, 2) suppliers, 3) investors, 4) customers, 5) related organizations, and 6) local communities.

## 3. Expanding Stakeholders

Considering the development of industry and expansion of business, Hyundai Glovis is actively making efforts to identify and expand new relationships in addition to defining existing stakeholders. We also present management standards and responsibilities for newly expanded stakeholders.

### III. Stakeholder Engagement Framework

#### 1. Stakeholder Engagement Framework and Key Issues

Hyundai Glovis is actively collecting opinions, complaints, and suggestions from stakeholders to develop into a sustainable company. Major sustainability management issues received through the participating channels below are reported to the Corporate Governance & Communications Committee under the Board of Directors and actively reflect on key decisions made from management activities.

Subject	Mode of Engagement	Responsible Organization
Employees	<ul style="list-style-type: none"> <li>Intranet</li> <li>In-hour broadcasting</li> <li>Sustainability Management Committee</li> <li>Culture Board</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Culture Team</li> <li>Policy Support Team</li> </ul>
Partners/Suppliers	<ul style="list-style-type: none"> <li>Training and Seminar for partners</li> <li>Regular Meeting</li> <li>Cooperative Society</li> </ul>	<ul style="list-style-type: none"> <li>Purchasing Planning Team</li> <li>Operation Department for each project</li> </ul>
Investors	<ul style="list-style-type: none"> <li>Shareholders' Meeting</li> <li>Investment Briefing</li> </ul>	<ul style="list-style-type: none"> <li>IR Team</li> </ul>
Customers	<ul style="list-style-type: none"> <li>Customer Satisfaction Survey</li> <li>Meetings/Exchange with customers</li> </ul>	<ul style="list-style-type: none"> <li>Service Innovation Team</li> <li>Operation Department for each project</li> </ul>
Related Institutions	<ul style="list-style-type: none"> <li>Policy Committee</li> <li>Joining Associations</li> </ul>	<ul style="list-style-type: none"> <li>Policy Support Team</li> </ul>
Local Community	<ul style="list-style-type: none"> <li>Operating safety campaign</li> <li>Supporting Logistics Industry Promotion Foundation</li> </ul>	<ul style="list-style-type: none"> <li>Policy Support Team</li> </ul>

	<ul style="list-style-type: none"> <li>• Sponsoring and operating volunteering group for associated groups</li> </ul>	
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#### **IV. Review and Improvement of Stakeholder Engagement**

##### 1. Complaints and Grievance Mechanisms

Hyundai Glovis has established and operates channels to collect opinions for improving the stakeholder engagement framework and to receive and handle complaints and grievances. Opinions submitted by stakeholders of Hyundai Glovis shall be notified in writing or in a face-to-face manner by confirming the head of the relevant department within at least one week. If notice is delayed, this also shall be announced. Additionally, we track the results of handling stakeholder complaints and grievances and report them to the Corporate Governance & Communications Committee.

##### 2. Stakeholder Perspective Survey and Identification of Emerging Concerns

Hyundai Glovis regularly conducts surveys, forums, and other activities to assess stakeholder perspectives on our engagement strategy and identify emerging concerns.

##### 3. Strengthening Stakeholder Engagement Capabilities

Hyundai Glovis provides capacity-building activities to actively communicate with stakeholders who may be constrained by a lack of necessary resources and to enhance mutual understanding. We improve information accessibility by providing information through constant communication channels and implement community support projects through campaigns and sponsorships.

##### 4. Strengthening Stakeholder Management Capacity and Responsibility

Stakeholder communication and participation results are to be reflected to the performance of department and the supervisor. Each department's stakeholder engagement manager must complete a sector-wise specialized training.

##### 5. Performance Indicator

Key performance indicators for stakeholder engagement include 1) annual performance of engagement through stakeholder opinion, 2) number of issues and measures, and 3) development and definition of new stakeholders.