

Hanwha Life Sustainability Report 2024

GREEN LIFE FOR SUSTAINABLE TOMORROW



About This Report

Sustainability Report Overview

Since 2019, Hanwha Life has been producing an annual sustainability report, making this the Sixth sustainability report. Each year, through the publication of this report, Hanwha Life openly shares its efforts and accomplishments in the Environmental, Social, and Governance (ESG) areas with its stakeholders.

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Reporting Period and Boundaries

This report covers the period from January 1 to December 31, 2023, and highlights significant accomplishments from the first half of 2024. Furthermore, it presents three-year data from 2021 to 2023 to illustrate quantitative achievements and identify annual trends. The report details the activities and performance of the headquarters. The environmental data section, meanwhile, encompasses the performance of both the headquarters and the Janggyo Building.

Reporting Standards

This report has been compiled in accordance with global guidelines such as the Global Reporting Initiative (GRI) Standards, Sustainability Accounting Standards Board (SASB), Principles for Sustainable Insurance (PSI), WEF IBC Stakeholder Capitalism Metrics, and UNGC (UN Global Compact). The financial information is consolidated, and the reporting standards and definitions are in line with the Korean version of the International Financial Reporting Standards (K-IFRS). Both financial and non-financial information has been prepared based on the fiscal year, in line with our disclosure framework. If there are any deviations from these reporting standards, the relevant sections have been clearly marked.

Report Assurance

This report has been validated by the Korean Standards Association, an independent assurance organization, to ensure the integrity of the report's preparation process, the reliability of the disclosed data and content, and the impartiality of the information. The assurance statement is available in the Appendix.

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CEO Message

Dear Esteemed Stakeholders,

Global geopolitical instability and uncertainties in monetary policies, coupled with high interest rates and inflation, are slowing the domestic economic recovery. Companies are struggling to overcome low productivity and identify new growth engines. Meanwhile, households are dealing with reduced disposable income caused by high interest rates, negatively impacting their quality of life. Despite the challenging business environment caused by diminished social vitality, the unwavering support and encouragement from our stakeholders continue to inspire **Hanwha Life** to set higher goals. We are deeply grateful for your steadfast support. The insurance industry is currently grappling with several structural challenges, including low birth rates, the aging population, and sluggish growth trends. Additionally, the industry must contend with high inflation, rising interest rates, and the need to adapt to the new accounting standard (IFRS 17).

Hanwha Life is proactively addressing these challenges by developing innovative products, enhancing sales channels, and leveraging digital capabilities to establish a competitive advantage. To navigate the saturated insurance market and secure new growth engines, we concentrate on expanding our overseas operations and improving our asset management capabilities. **Hanwha Life** is confident that these efforts will diversify our revenue sources and strengthen our profit base, thereby enhancing our sustainability and driving increased value.

Dear Stakeholders,

Despite rapidly changing domestic and international environments and uncertain business conditions, **Hanwha Life** has improved its financial stability. Recognizing the growing importance of non-financial factors, we have intensified our efforts in ESG management. The impact of ESG management on sustainable growth and corporate value is increasing, alongside growing societal demands. Consequently, this year, we are placing an even greater emphasis on advanced ESG management. **Hanwha Life** is committed to fulfilling a high level of environmental and social responsibility while establishing a more transparent governance structure. Through these initiatives, we aim to develop in harmony with various segments of society. With the government mandating ESG disclosures, stricter regulations are anticipated. In response, **Hanwha Life** is developing ESG disclosure processes and systems, providing optimal solutions for ESG information disclosure, and improving our ESG communication channels. We believe these efforts will strengthen the momentum of our ESG management.

We emphasize to our stakeholders that **Hanwha Life** is actively implementing ESG management, guided by our “2030 ESG Management Strategy and Roadmap.”

In the environmental (E) sector, **Hanwha Life** integrates environmental protection and sustainable practices to achieve carbon neutrality by 2050. Our initiatives focus on reducing greenhouse gas emissions, lowering energy consumption, increasing ESG investments, and enhancing our climate change response system. This involves analyzing the risks and impacts of climate change and developing appropriate strategies. Additionally, we participate in various eco-friendly campaigns, which include donating eco-friendly products, upcycling discarded toys, and conducting cleanup activities in ecological parks. We also contribute to resource recycling by processing waste electrical and electronic equipment and support biodiversity through initiatives such as improving other habitats and creating ecological gardens.

In the social (S) sector, **Hanwha Life** is dedicated to practicing social responsibility and shared management. We were the first in our industry to introduce financial products designed to foster mutual prosperity. Additionally, we have broadened employment opportunities for individuals with disabilities, achieving the highest disability employment rate among insurance companies. **Hanwha Life** is equally committed to addressing issues within local communities. We have launched programs for cancer recovery and social reintegration targeted at young adults, provided financial education to students and military personnel, and participated in talent donation activities through our internal volunteer groups. Moreover, we have offered support to customers impacted by the Seochon market fire. Our efforts also extend internationally, with a focus on human rights protection campaigns and building welfare facilities for children and women in Vietnam and Indonesia.

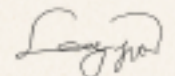
In the governance (G) sector, **Hanwha Life** is dedicated to establishing robust and transparent practices. We have enhanced our ethical and compliance management, strengthened our risk management, and reinforced our governance structure by forming an ESG Committee. Recognizing the crucial role of governance improvement in ESG management, we are enacting comprehensive ESG policies and updating our strategy to further fortify our ESG foundation.

Hanwha Life is committed to sharing the social value of our ESG management with stakeholders, expanding our positive impact on society and the environment. We pledge to grow as a trusted company advancing harmoniously with both environment and society.

Thank you.

June 2024

Seung Joo Yeo, CEO



Global Hanwha Life

Hanwha Life: Adding Value to Customers' Life

As the first life insurance company founded in Korea in 1946, Hanwha Life has consistently been at the forefront of the industry's development, protecting its customers' health and well-being. Hanwha Life is strengthening responsible management across five key areas: insurance, new business, strategy, investment, and management innovation. By focusing on enhancing the inherent competitiveness of our insurance services, we are achieving the highest value in asset soundness, operational competitiveness, and product competitiveness, thus leading the way in the future financial market. Furthermore, our steadfast commitment to customer centered management and our unique competitive edge across the entire supply chain—from product development, marketing, and sales support to underwriting, claims management, and asset, risk, and investment management—enables us to elevate the value of our insurance offerings, enriching our customers' lives and providing comprehensive life solutions. Moreover, Hanwha Life is actively pursuing future growth opportunities by expanding its global business, enhancing digital capabilities, and implementing ESG management strategies, all of which are foundational to our sustainable growth.



Company Overview

| | |
|------------------|---|
| Name | Hanwha Life Insurance Co., Ltd |
| Address | 50 63-ro, Yeongdeungpo-gu, Seoul |
| CEO | Seung Joo Yeo |
| Founded | September 9, 1946 |
| Major businesses | Insurance, retirement pensions, and asset management |
| Global network | South Korea, Vietnam, China, Indonesia, U.S., and Japan |

Global Presence

| | |
|---------------------|----------------------------------|
| Local Sub-sidiaries | Ho Chi Minh City, Vietnam |
| | Hangzhou, China |
| | Jakarta, Indonesia |
| | San Francisco, U.S. Tokyo, Japan |
| Local Offices | Beijing, China Tokyo, Japan |
| | Fukuoka, Japan |
| | San Francisco, U.S. |

Domestic credit rating¹⁾

AA+ / Stable

1) Korea Credit Rating, Korea Enterprise Credit Rating, NICE Credit Rating

Global credit rating²⁾

A, A2 / Stable

2) S&P(A), Fitch(A), Moody's(A2)

Management assets

KRW 88,982 billion

Consumer-centered Management (CCM) Certification

Acquired Certification for 9 consecutive years



Vision and Strategies

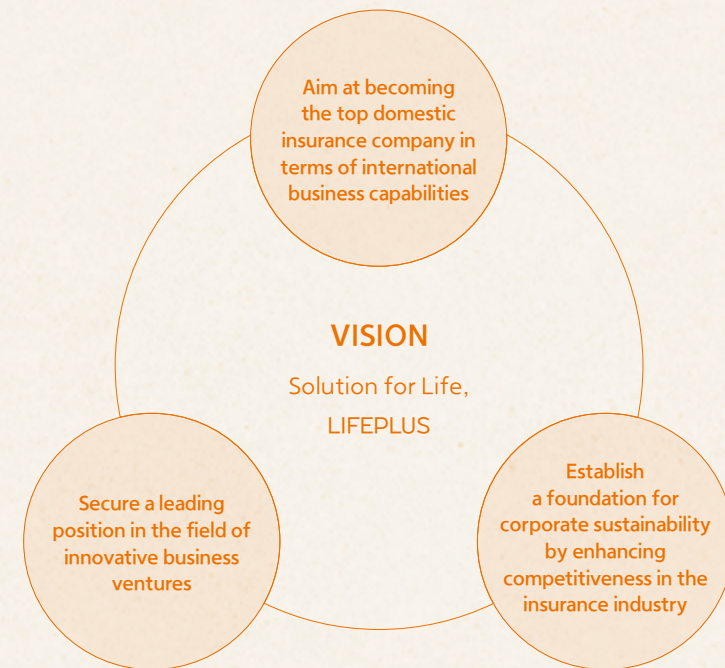
Core Values

Hanwha's growth is founded on the company's spirit of trust and loyalty. Guided by this spirit, Hanwha Life has established challenge, dedication, and integrity as its core values. These values serve as the driving force behind the company's cultural innovation, propelling them towards their overarching vision. These core values also act as the guiding principles for the thoughts and behaviors of all employees, fostering a sense of unity as members of the Hanwha family.



Vision and Strategy

Under the vision of "Solution for Life, LIFEPLUS" Hanwha Life has established strategies to "establish a foundation for corporate sustainability by enhancing competitiveness in the insurance industry," "aspire to become the top domestic insurance company in terms of international business capabilities," and "secure a leading position in innovative business ventures." Hanwha Life is committed to actively implementing its vision and strategy, striving to become a company that is both loved and trusted by its customers.



ESG Management Framework

ESG Strategy

Based on our ESG strategic goal, “Green Life 2030 for a Sustainable Tomorrow,” Hanwha Life has identified various strategic initiatives in three key areas: integrating environmental protection and sustainable management, practicing social responsibility and shared management, and establishing a sound and transparent governance structure. By systematically implementing ESG management through these initiatives, we aim to create value in ESG in a diverse manner.



1) DEI Index: diversity equity inclusion index

ESG Management Framework

ESG Governance

Hanwha Life's Sustainability Management Committee, part of the Board of Directors, approves ESG strategies and policies. It deliberates and makes decisions on key issues to enhance ESG management. The dedicated ESG Enhancement Team, acting as the control tower for ESG management, ensures the company-wide dissemination of these committee-approved ESG policies.

In 2023, Hanwha Life established the ESG Council to strengthen the momentum of ESG management. Composed of leaders from major departments, the ESG Council identifies and discusses ESG issues across the company, playing a significant role in the effective execution of practical tasks. Hanwha Life continues to be dedicated to enhancing ESG governance and achieving ESG management at a global standard.

Functions of ESG Governance



- | | |
|---|--|
| <ul style="list-style-type: none"> Sustainability Management Committee | <ul style="list-style-type: none"> Decision-making body responsible for establishing, approving, and overseeing the implementation of ESG strategies and policies Composed of three outside directors and one executive director Chaired by an outside director |
| <ul style="list-style-type: none"> ESG Council | <ul style="list-style-type: none"> Company-wide council that discusses ESG strategies and key issues, identifies tasks for improvement, and oversees their implementation Consists of the executive in charge of ESG and key department heads |
| <ul style="list-style-type: none"> ESG Enhancement Team | <ul style="list-style-type: none"> Dedicated organization responsible for managing ESG tasks, reporting key issues and performance, and handling internal and external communications Composed of a dedicated team within the Compliance Office |
| <ul style="list-style-type: none"> ESG Working Council | <ul style="list-style-type: none"> Departmental working group responsible for practically implementing ESG improvement tasks Consists of ESG officers from all departments |

Sustainability Management Committee

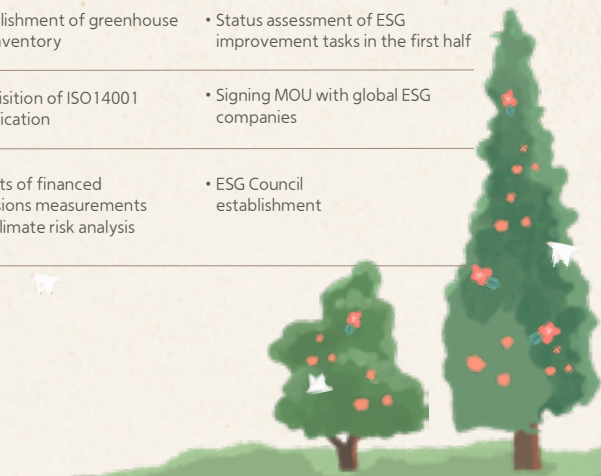
Hanwha Life's Sustainability Management Committee serves as the highest decision-making body for ESG management. Meetings are convened as necessary to facilitate transparent and swift decision-making regarding ESG strategies, execution plans, and activities. The Committee is responsible for overseeing and supervising ESG management, establishing foundational policies and strategies that span all ESG-related areas, such as environmental and climate change, safety, social responsibility, customer and shareholder value, and governance. Furthermore, the Committee deliberates on and discusses mid-to-long-term goals.

Key Activities of the Sustainability Management Committee in 2023

| | | |
|----------------|--|--|
| First meeting | <ul style="list-style-type: none"> Developed a disposal process for outdated electronic devices and appliances | <ul style="list-style-type: none"> Discussed key ESG achievements in the first half of 2023 and plans for the second half |
| Second meeting | <ul style="list-style-type: none"> Discussed publication of the 2023 Sustainability Report | <ul style="list-style-type: none"> Discussed the results of financed emissions measurements and climate risk analysis |
| Third meeting | <ul style="list-style-type: none"> Discussed the 2023 ESG assessment results Established the ESG Council | <ul style="list-style-type: none"> Discussed key ESG achievements in the second half of 2023 and plans for 2024 |

Key Agenda Items of the Sustainability Management Committee

| | | | |
|------|--|--|--|
| 2021 | <ul style="list-style-type: none"> Issuance of ESG subordinated bonds | <ul style="list-style-type: none"> Establishment of greenhouse gas inventory | <ul style="list-style-type: none"> Status assessment of ESG improvement tasks in the first half |
| 2022 | <ul style="list-style-type: none"> 2030 ESG management strategy and roadmap | <ul style="list-style-type: none"> Acquisition of ISO14001 certification | <ul style="list-style-type: none"> Signing MOU with global ESG companies |
| 2023 | <ul style="list-style-type: none"> Development of a disposal process for outdated electronic devices and appliances | <ul style="list-style-type: none"> Results of financed emissions measurements and climate risk analysis | <ul style="list-style-type: none"> ESG Council establishment |



Milestones

Over the past 78 years, we have been at the forefront of the insurance industry, guided by our unwavering commitment to customer-centric management.

As Korea's first life insurance company, we remain committed to prioritizing our customers' interests.

Change and Innovation 2002 - 2011

2002
Dec. Incorporated Daehan Life Insurance into Hanwha Group

2003
Aug. Opened the Local Office in Beijing

2005
Feb. Established the FA Center
Mar. Opened the Local Office in Tokyo
Dec. Opened the Local Office in Vietnam

2007
Jan. Declared Hanwha Group's new CI

2008
Apr. Total assets surpassed KRW 50 trillion, resolved all cumulative deficits
Jun. Established subsidiary in Vietnam
Nov. Received the Comprehensive Grand Prize in the Corporate Community Involvement Awards

2009
Apr. Initiated operations at Vietnam subsidiary

2010
Mar. Listed on the Korea Stock Exchange

2011
Nov. Received a Presidential Commendation at the Korea Mecenat Convention

Inception and Leaps Forward 1946 - 1979

1946
Sep. Launched as Korea's first life insurance company

1979
Nov. Value of policies in force surpassed KRW 1 trillion

Challenges and Growth 1985 - 2001

1985
May. Completed the construction 63 Building

1986
Dec. Total assets surpassed KRW 1 trillion

1996
May. Total assets surpassed KRW 10 trillion

1997
Dec. Received the Presidential Award in the 1997 Labor-Management Cooperation Awards

Journey to Global Leadership

2012 - Now

2012
Oct. Changed the company name from Daehan Life Insurance to Hanwha Life
Dec. Acquired a local insurance company in Indonesia
Nov. Established Sino-Korea Life Insurance (joint venture in China)

2013
Aug. Launched Onsure, an online insurance service
Nov. Introduced Mom's Package, a work-life balance support program

2014
May. Performed the industry's first complaint impact assessment
Aug. Acquired international certification for Business Continuity Management (BCM)

2015
Mar. Launched Smart Planner, an advanced digital policy purchasing system
Nov. Acquired Personal Information Protection Level (PIPL) certification for Hanwha Life Call Center and launched Hanwha Life Mobile Center

2016
Jan. Total assets surpassed KRW 100 trillion
Oct. Opened DREAMPLUS, the industry's first fintech center

2017
Jan. Established Sino-Korea Life Insurance (joint venture in China) in Jiangsu Province, following on from Zhejiang Province
Jul. Inducted into the Korea Service Grand Prix Hall of Fame by the Korea Standards Association

2018
Jan. Rated A1 and A+, respectively, by Moody's Investors Service and Fitch Ratings, two of the world's leading credit rating companies
Apr. Opened DREAMPLUS Gangnam and launched Hanwha Life Esports(HLE) club
Jul. Enacted the Consumer Protection Charter and held a charter dedication ceremony
Oct. Launched the operation of a Big Data-driven complaint prediction system.

2019
Feb. Opened the Local Office in San Francisco, U.S.
May. Ranked first among call centers in the Korean Service Quality Index (KSQI) for the 8th consecutive year
Jun. Opened the Local Office in Fukuoka, Japan

2020
Mar. Provided Life Park as a treatment center for COVID-19 patients
Jun. Opened the Consumer Protection Center
Sep. Established Hanwha Financial Technology (HFT), wholly owned by the local subsidiary in Vietnam
Obtained two patents for AI-based claims payment review system from Korean Intellectual Property Office

2021
Jan. Issued the Beyond Coal Declaration with Hanwha financial affiliates
Feb. Received AAA rating from Korea's three credit rating agencies (Korea Ratings, Nice Investors Service, Korea Investors Service) for 14th consecutive year
Mar. Establishment of the Sustainability Management Committee
Apr. Launched Hanwha Life Financial Service

2022
Feb. Established a corporate governance charter for Hanwha Finance affiliates
Mar. Launched Hanwha Life "Visible" GA World, a web-based automated phone menu
Apr. Acquired the exclusive usage rights for "Hanwha Life Signature Cancer Insurance" over a six-month period
Oct. Patented an automated signup solution
Nov. Signed an MOU with the Lippo Group in Indonesia
Dec. Won an award from the CCM of the Korea Fair Trade Commission
Certified as a Health Friendly Workplace' by the Ministry of Health and Welfare

2023
Jan. 2023 Financial Consumer Protection Charter Pledge Ceremony
Feb. Opening of 'LIFEPLUS Café' for Disabled Employment
Mar. Acquisition of LGI in Indonesia
Apr. Disability Employment Rate Exceeds 100%
May. Opening of 'Hanwha LIFEPLUS International Crown'
Jun. Hosting of '2023 Hanwha Life Signature 63RUN'
Jul. 9th consecutive Consumer-centered Management (CCM), 13th consecutive year ranked 1st in KSQI Call Center sector, and 14th consecutive year ranked 1st in Customer Service sector
Nov. Certification of Outstanding Institution for Culture and Arts Sponsorship
Dec. Rated A in the ESG assessment by KCGS (4th Year)

BUSINESS BROCHURE

Finance
Global
Digital

1



Product Development

Hanwha Life develops insurance products and services that are tailored to the specific needs of its customers through active communication and lifestyle analysis. We ensure the protection of consumer rights throughout the entire product development process, from conception and preparation to sale, launch, and ongoing monitoring. Additionally, we conduct consumer impact assessments, hold product development councils, verify both internal and external data, and obtain all necessary approvals. Our primary goal is to prioritize our customers at every stage of product development and to build a sustainable insurance business that protects the rights of financial consumers.

Product Development Process



Product Development

Product Development Performance

Hanwha Life analyzes customer needs to develop optimal insurance products and enhance our product development process. This approach ensures timely launches and increased customer satisfaction.

| | |
|---|--|
| Product improvement | Hanwha Life No.1 Accident Insurance, Non-dividend Hanwha Life G1 Whole Life Insurance with Health Benefits, Non-Dividend Hanwha Life Signature Cancer Insurance 3.0, Non-Dividend Hanwha Life H3 Whole Life Insurance, Non-Dividend Hanwha Life Lifelong Friend Guaranteed Insurance, Non-dividend |
| Care for patients with pre-existing conditions | Hanwha Life Simplified Package Guaranteed Insurance, Non-Dividend (Renewable) Hanwha Life Simplified Issue Signature Cancer Insurance 3.0, Non-Dividend (Renewable) Hanwha Life Simplified Issue H3 Whole Life Insurance, Non-Dividend Hanwha Life Simplified Issue Well-Dying Whole Life Insurance, Non-dividend |
| Customer touchpoint expansion | Hanwha Life Smart Hybrid Pension Insurance, Non-Dividend Hanwha Life 2030 Lump Sum Savings Steppingstone Insurance, Non-Dividend Hanwha Life eSignature Cancer Insurance, Non-Dividend |

NOMAD Meetings: A Forum for Change and Innovation

The NOMAD meetings, chaired by the CEO and attended by department heads from key areas like sales and products, provide a collaborative forum to address current issues. These sessions have played a crucial role in the successful launch of products including dementia insurance and simplified issue health insurance policies, with around 340 topics deliberated in over 100 meetings by the end of 2023.

Key Achievements

- Development of the best-selling product “Signature Cancer Insurance”
- Adjustment of the product portfolio in response to the new accounting standards (IFRS17)
- Transition from exclusive agent-based insurance sales to a General Agency (GA) model



Hanwha Signature Cancer Insurance

Hanwha Life’s “Signature Cancer Insurance” is selected by one out of every five cancer insurance policyholders and was the first in the industry to introduce the “Premium Waiver During Cancer Waiting Period” feature. To accommodate a wider customer base, we introduced ‘Signature Cancer Insurance 3.0.’ This enhanced version offers coverage from the point of diagnosis through treatment, incorporating the latest medical technologies. The updated product is available to customers aged 15 to 80.

- Treatment Using Latest Medical Technologies**
 - Coverage for treatments utilizing the latest medical technologies, such as da Vinci Robotic cancer surgery, which are not covered by traditional cancer insurance policies
- Premium Waiver during the Cancer Waiting Period**
 - A waiver of premiums for up to 90 days for certain riders with a defined cancer waiting period
- Customizable Cancer Coverage with 7 Optional Riders**
 - Up to seven distinct cancer diagnosis benefits, categorized by cancer type, providing the most comprehensive options available from any insurance provider
- Optional Cancer Outpatient Treatment Rider for General Hospitals**
 - Coverage for using general hospitals in areas with limited access to tertiary hospitals

LIFEPLUS HLE Savings Insurance

Hanwha Life established the esports team Hanwha Life Esports (HLE) in 2018 to promote the values of “LIFEPLUS” and to infuse excitement and energy into the lives of our customers. In response to the growing popularity of esports among Gen Z, we introduced the LIFEPLUS HLE Savings Insurance in December 2023, targeting this burgeoning interest. Remarkably, within just three months of its launch, this innovative product surpassed 4,000 sales, successfully attracting new policyholders primarily in their 20s (37.3%) and 30s (34.7%).

- Sign-up Benefits for Policyholders**
 - HLE team merchandise or a KRW 20,000 Naver Pay digital gift card
 - HLE team performance-based bonuses and maturity payouts of up to 2.5%
 - Access to an exclusive private community



Enhancing Competitiveness in Sales Channels

In a rapidly changing financial landscape, Hanwha Life utilizes a variety of digital channels and services to enhance customer convenience and increase customer engagement. Beyond offering insurance products, our goal is to deliver comprehensive life solutions. We achieve this by consistently providing up-to-date trends and expert knowledge in areas such as investment, taxation, and real estate. This information is disseminated to our sales channels through monthly financial reports, online seminars, and 3-minute briefings. Additionally, we offer a range of capability development programs designed to provide consulting services tailored to the diverse needs and circumstances of our customers. Moreover, by improving the sales skills of our sales channel personnel, we have successfully increased customer satisfaction.

Insurance Product Sales Channels

| | | 2023 Performance |
|--|---|---|
| Hanwha Life Financial Service | <ul style="list-style-type: none"> In 2021, Hanwha Life launched the FP (Financial Planner) organization through a spin-off method The largest insurance sales specialist company in Korea, providing more specialized insurance services to customers Has the largest number of FPs under a single GA in the insurance industry | <ul style="list-style-type: none"> Expands the capabilities of the sales force at different levels by empowering branch managers and high-performing FPs Increases the recruitment of high-performing FPs Pursues market expansion by strengthened GA partnerships and actively promoting the non-life insurance business Launch of GA Sales Support Platform (Orange Tree) Has established a company planner (CP) center to expand into the corporate market |
| Hanwha Life Lab | <ul style="list-style-type: none"> Merged Hanwha Life Asset (HLA) and Hanwha Financial Asset (HFA) in 2020 Integrated Hanwha Financial Planner (HFP) in 2021 As a comprehensive insurance sales company, we offer a portfolio of products that feature optimized, customized financial planning for our customers. This is achieved through partnerships with major Korean life and non-life insurance companies | <ul style="list-style-type: none"> Strengthens market competitiveness through Business Model diversification Develops a sustainable growth foundation for the corporate sales (and VVIP) specialist division Increases the sales competitiveness of direct operation teams, while systematizing market response strategies to boost FPs' productivity and expand into new market segments Develops a risk prevention system and a financial consumer protection framework |
| GA (General Agency) | <ul style="list-style-type: none"> A channel managing our insurance product sales through General Agency, which are not affiliated with a single financial institution but partner with multiple financial companies to sell financial products | <ul style="list-style-type: none"> Achieved the top life insurance market share in the GA industry by maintaining a constant stream of new business through a balanced product portfolio Actively responds to GA market changes with a focus on whole life insurance product marketing |
| BA (Bancassurance) | <ul style="list-style-type: none"> Manages insurance product sales through partnerships with financial institutions, including banks and securities firms | <ul style="list-style-type: none"> Provide various retirement consulting mainly on pension products Achieved the top market share in savings insurance by providing pension products that lead the industry trends |
| Corporation | <ul style="list-style-type: none"> Manages corporate sales channels for retirement pensions, group annuities, and group insurance aimed at Employee Benefit | <ul style="list-style-type: none"> Achieved KRW 6.1 trillion in retirement plan assets under management (AUM) through efficient sales strategies Established cross-selling capabilities across retirement and group insurance offerings |

Enhancing Competitiveness in Sales Channels

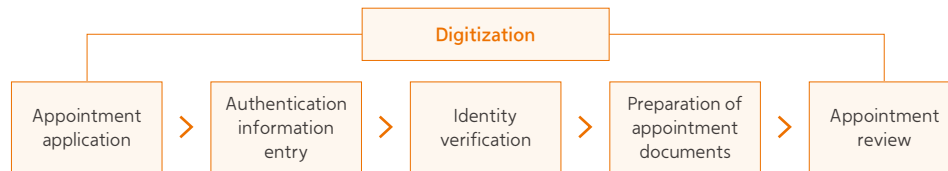
Enhancing On-Site Sales Competitiveness

Launch of GA Mobile Appointment System

With the increasing number of GA agents affiliated with partner insurance agencies in the GA channel, Hanwha Life has introduced a “GA Mobile Appointment System.” This system digitizes the paperwork and inquiry processes for appointments, thereby enhancing convenience for GA agents and improving efficiency for office staff. Since its launch in December 2023, the GA Mobile Appointment System has accounted for approximately 98.8% of all GA appointments as of February 2024, quickly becoming Hanwha Life’s primary appointment platform. We plan to continuously add functions and develop new features to further enhance the efficiency and convenience of the GA channel. Additionally, we are dedicated to creating a more user-friendly sales environment for field agents.

Mobilization of the Appointment Application and Review Process

- Covers every step of the appointment process, from submitting the application and entering authentication information to verifying identity and completing documents
- Includes all stages of the review process, from reviewing the applicant’s career history to receiving approval and notifying the final result



| | |
|---|--|
| Increased GA Agent Convenience | • Replacement of the complex manual process of filling out paper documents with an online system |
| Paperless Process | • Transition from paper documents to online forms |
| Processing time Reduction via Smartphone | • Reduction of the processing time for registering each agent by more than 15 minutes |

Launch of a Mobile Print System

To support our FPs who are less familiar with digital systems and prefer paper-based consulting, we have implemented a mobile printing solution. This system digitizes tasks that previously required a PC and paper documents, thereby enhancing accessibility and efficiency. The innovation enables them to conduct sales activities anytime and anywhere, leveraging the competitive advantages of our digital infrastructure. In September 2023, we earned a patent for this business model. Our goal is to continually upgrade the system and expand the range of documents that can be printed. This enhancement will improve convenience for on-site FPs and strengthen the competitiveness of our digital sales support capabilities.

Noteworthy Achievements Include:

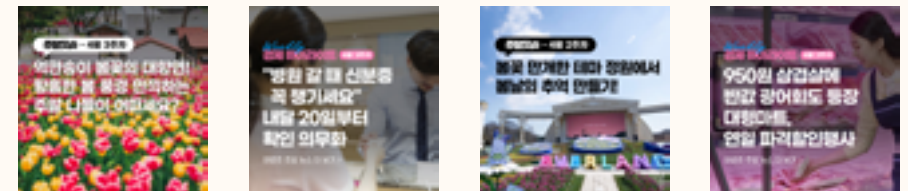
- Product brochures can be printed using the mobile print function without the need for a separate application
- We intend to upgrade the system to print not only product brochures, but also all documents without personal information, such as application forms, promotional materials, and newsletters

Developing Sales Support Content for GAs and FPs

Hanwha Life produces around 80 pieces of content each month to support our General Agents (GAs) and Financial Planners (FPs) in their sales activities and customer relationship management. This content encompasses core product information, materials to raise awareness of insurance needs, and lifestyle content such as financial planning, travel, hobbies, fortune telling, and greeting cards. Our goal is to continually improve the quality of this content by creating interactive materials for customer engagement, conducting satisfaction surveys with FPs and customers, and integrating CP(Content Provider). Therefore, these efforts strengthen the sales capabilities of our GAs and FPs.

Noteworthy Achievements Include:

- From July 2023 to February 2024, an average of 63,000 pieces of content were distributed to support FPs monthly
- Our content had a customer view rate of 57%, which was 42%p higher than the other media

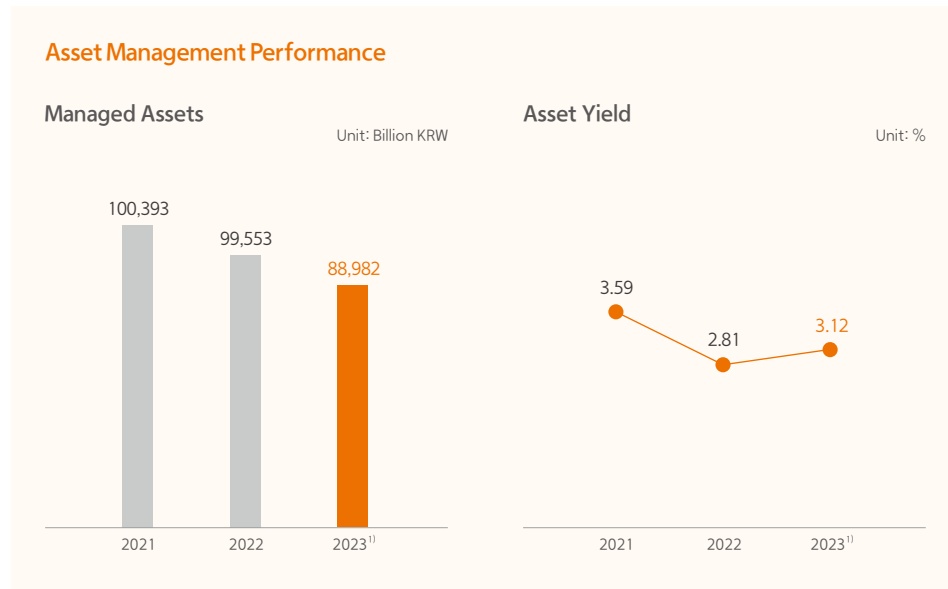


Asset Management

According to the Insurance Business Act and the Company's Investment Policy, Hanwha Life manages assets in a stable and long-term perspective to protect customers and the company. We pursue returns while considering risks, manage adequate liquidity, and adhere to prudent fiduciary duties. Additionally, we enhance corporate competitiveness by securing outstanding talents domestically and internationally, nurturing global core personnel, and providing substantial asset management services as a group of global insurance asset management experts.

Asset Management Strategy

Hanwha Life conducts rational and stable investments based on asset allocation strategies considering liabilities in the medium to long term under firm investment principles. We also strengthen investment asset diversification strategies and risk management capabilities to proactively respond to rapidly changing economic and financial market environments.



1) Policy loans from invested assets in 2023 are excluded due to the introduction of the new 2023 accounting standards

Operational Risk Management

Hanwha Life formulates Asset & Liability Management (ALM) investment strategies to maximize company value alongside profit-oriented business strategies. This includes asset management strategies reflecting the characteristics of insurance products within our asset management plans. We actively focus on improving asset yield through aggressive ALM efforts.

Moreover, we efficiently manage risks associated with asset management by operating front and back-office functions separately to ensure transparent and safe asset management. We conduct rigorous compliance monitoring activities and continually manage risks such as interest rate, market, credit, liquidity, operational, and reputational risks to enhance the soundness of our asset portfolio.

Establishing a Global Financial Network

Hanwha Life is strengthening its position as a global comprehensive financial company by expanding its business network. This expansion builds on the success of its subsidiary in Vietnam, which reported cumulative profits in 2023. Recently, the company has launched new digital business initiatives to adapt to worldwide digital transformations, concentrating on enhancing competitiveness to secure future growth drivers in the global market.

Local Subsidiaries

We have subsidiaries in five countries: Vietnam, China, Indonesia, the United States, and Japan. In each location, we develop and provide insurance products and services customized to meet the needs of the local market, drawing on the expertise acquired from our operations in Vietnam.

Local Offices

We adopt a long-term perspective in approaching overseas markets by establishing local offices in strategic regions. These offices are designed to improve the efficiency of our international operations by studying local insurance products, regulations, and asset management trends. Additionally, they perform market research on emerging insurance sectors, including insurtech and healthcare, which are actively promoted by our headquarters.

Key Milestones Include:

- The local office in Beijing, China was opened in August 2003
- The local office in Tokyo, Japan was opened in February 2005
- The local office in San Francisco, USA was opened in February 2019
- The local office in Fukuoka, Japan was opened in June 2019

Vietnam

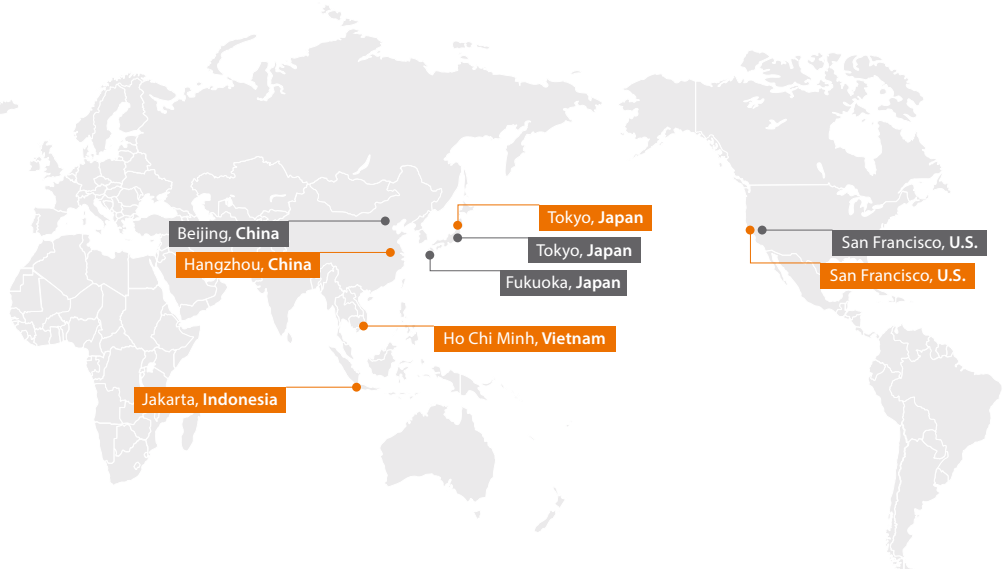
- In 2008, We entered the Southeast Asian market by establishing a 100% ownership corporation in Vietnam
- We founded a 100% ownership subsidiary, **Hanwha Financial Technology (HFT)**
 - Provides global digital platforms
 - Expands the sales network

China

- In 2012, we established a life insurance joint venture with a state-owned enterprise in Zhejiang Province through equity investment

Japan

- We established a real estate investment subsidiary in 2023



Indonesia

- We entered the Indonesian market in 2012 and acquired an 80% stake in a local insurance company
- We have operated it as a sales subsidiary with a 99.6% stake as of the end of 2021
- In 2023, we acquired a 59.46% stake in LGI, a general insurance company, and have operated it as a sales subsidiary

United States

- We established a real estate investment subsidiary through a 100% equity investment in 2022
- We entered the U.S. commercial real estate market
 - We operate an office building located in downtown San Francisco

Global Network

Local subsidiaries

Ho Chi Minh, Vietnam
Hangzhou, China
Jakarta, Indonesia
San Francisco, U.S.
Tokyo, Japan

Local Offices

Beijing, China
Tokyo, Japan
Fukuoka, Japan
San Francisco, U.S.

Establishing a Global Financial Network

Country-specific Strategies

Vietnam

In 2008, Hanwha Life became the first Korean life insurance company to enter Vietnam, officially commencing operations in 2009. Through localized strategies such as training local financial planners and developing market-specific products, we successfully established a strong foothold in the Vietnamese market. Our goal is to rank among the top five insurers in the Vietnamese market by 2030, achieving an annual pre-tax profit of KRW 100 billion.

Key Milestones Include:

- Becoming the first Korean insurer to reach break-even in the overseas market in 2016
- Sustaining profitable operations with five consecutive years of profits from 2019 to 2023
- Achieving cumulative profits in 2023

<Hanwha Financial Technology (HFT) Operations>

In 2020, our Vietnam corporation established Hanwha Financial Technology (HFT), a wholly-owned subsidiary, to engage in fintech and big data business within Vietnam. HFT has developed applications for both customers and financial planners in collaboration with the Vietnam corporation. Additionally, it has provided data processing and analysis services to local financial institutions. We are committed to continuously expanding our digital business by leveraging financial technology, which includes big data analysis and the development of innovative financial products and services.

United States

In 2022, we entered the U.S. commercial real estate market by acquiring a newly constructed office building in Union Square, a prime location in downtown San Francisco.

The building features a more sophisticated exterior design than the relatively older structures around it and is equipped with state-of-the-art facilities and equipment. By implementing proactive real estate management strategies, including attracting anchor tenants, we aim to establish this building as a new landmark in San Francisco.

Indonesia

In 2012, we became the first Korean life insurance company to enter the Indonesian life insurance market. Since then, we have been increasing our competitiveness by expanding personal sales channels, forming bancassurance partnerships, and promoting various new digital businesses to secure future growth engines. Our Indonesia Corporation—focused on large cities like Jakarta and comprised of highly efficient financial consultants—maintains a stable profit-oriented operation.

<LGI Operations>

To expand our insurance operations in Indonesia, our local corporation acquired a 59.46% stake in Lippo General Insurance (LGI) in 2023. LGI is actively working to diversify its product portfolio and distribution channels to better serve the Indonesian market. Additionally, LGI is transitioning to become a comprehensive digital-based financial service provider. This transformation includes forming partnerships based on embedded insurance technology and developing Direct-to-Consumer products in response to upcoming mandatory car insurance regulations.

Japan

In 2023, we established a subsidiary in Japan focused on real estate investment.

Office buildings in major advanced cities, such as Tokyo, exhibit relatively low volatility along with stable rental demand and yields. This combination makes them attractive investment opportunities for both stability and profitability. Therefore, our goal is to enhance our long-term returns by investing in these stable assets.

China

Hanwha Life entered the Chinese insurance market through equity investments in 2012. Since commencing operations in Cheongju City, where our headquarters are located, in January 2013, we have steadily expanded our business presence into Jiangsu Province in January 2017 and Anhui Province in December 2020, establishing a solid foothold in the Yangtze River Delta region. We continue to pursue sustainable growth in our core business through a multi-channel strategy that includes expanding partnerships with individual planners and bancassurance, as well as enhancing collaborations with GA firms based on O2O (Online to Offline) platforms.

Digital Innovation

Hanwha Life pioneered a dedicated direct insurance channel in 2013 among major life insurance companies, providing digital-based insurance services tailored to various customer lifestyles. We have established a mobile homepage to expand customer touchpoints and continuously enhance customer convenience by improving subscription processes, simplifying electronic signatures, and strengthening non-face-to-face financial services. These ongoing improvements aim to enhance customer convenience and improve customer experience.

Hanwha Life App

Hanwha Life has enhanced user convenience by continuously improving the user interface and user experience (UI/UX) of its mobile app. As a result, 2.4 million customers have utilized non-face-to-face services through the Hanwha Life app.

Convenience and Security Enhancement

- The app offers various authentication methods, including mobile phone authentication, simplified authentication, joint certificates, and fingerprint recognition

Insurance Enrollment Information Verification and Management

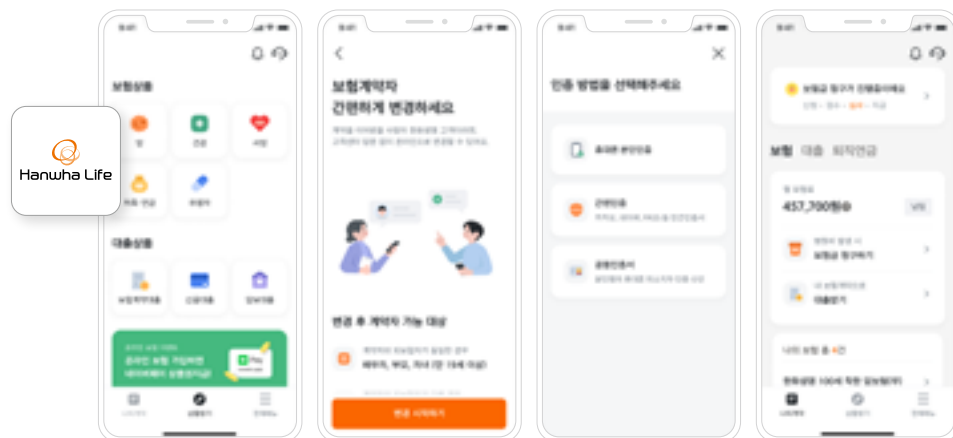
- Confirmation of various information related to insurance enrollment, accident insurance claim processing steps, etc.

Product Exploration and Enrollment

- Support for exploring all products and enrolling in insurance

Strengthening Non-Face-to-face Services

- Addition of various insurance business functions such as reissuance of securities, contract holder changes, beneficiary changes, and expansion of non-member authentication



Launch of a Pre-Underwriting System

Hanwha Life has introduced a pre-underwriting system designed to improve customer convenience by providing risk assessment results during the insurance application process. This system assesses the applicant's risk using the information disclosed in the application form before the insurance policy is issued. Our goal is to enhance customer convenience and satisfaction by delivering optimal products in the shortest possible time.

Significant Reduction of Underwriting Time

- Significantly reduces the underwriting period after signing the application to less than a week
- Quickly verifies customer eligibility during the subscription product designing process

Automatic Input of Payout Histories from Hanwha Life and Other Insurers

- During the insurance subscription process, with the customer's consent, automatically inputs the required disclosure information, retrieving payout histories from Hanwha Life and other insurance companies

Immediate Provision of Underwriting Results

- By conducting pre-underwriting, minimizing supplementary returns due to the need for follow-up actions after application and significantly reducing processing time
- Promptly proposing alternative products to customers who are deemed ineligible based on underwriting results

Digital Innovation

Hanwha Life Insurance Core System

In September 2022, Hanwha Life launched “H-CORE,” a digital innovation system spanning the entire insurance value chain. This new system is designed to respond flexibly and agilely to the rapidly evolving digital technology and market environments. It improves service delivery across all H-CORE service areas, including insurance domains (products, contracts, underwriting, claims, and variable insurances), customer management, and marketing support. Furthermore, we are committed to advancing ESG values, such as expanding a paperless work environment, by accelerating task automation and digital transformation through the ongoing development of the H-CORE system in 2023.

Three Core Strategies to Strengthen Digital Services

We are at the forefront of providing a differentiated system centered on three core strategies. These include improving customer service through accelerated digital transformation, boosting sales competitiveness by improving work productivity and increasing sales opportunities for on-site users, and strengthening product launch competitiveness to respond promptly to market environments and marketing strategies.

Improving Customer Service

- Expansion of customer self-service through ‘any-time/any-where’ offerings to enhance non-face-to-face transaction processing efficiency

Boosting Sales Competitiveness

- Expand the digital-based sales environment by removing business hour restrictions, advancing plan design, and establishing mobile coverage analysis

Strengthening Product Launch Competitiveness

- Provide a rapid product launch system wherein products can be updated promptly
- Build an automated verification process to improve the quality of customer service

ESG STORY




- 2024 ESG Highlights
- ESG Milestone
- ESG Key Performance
- ESG Finance
- Materiality Assessment



2

2024 ESG Highlights

Hanwha Life is establishing a company-wide foundation for ESG management and actively engaging in ESG activities.

| | | | |
|---------------|--|---|---|
| Environmental | <p>Signing of E-Cycle Governance Resource Circulation MOU and Receiving the Minister of Environment Award</p> | <p>Hanwha Life is the first financial company in Korea to establish a resource circulation system for electrical and electronic products, spearheading environmental protection efforts. We received the Minister of Environment Award for signing an MOU with E-Cycle governance and for collecting and reusing electronic office appliances that were to be discarded after long-term use</p> |  |
| | <p>Analysis of Financed Emissions and Climate Risks</p> | <p>Hanwha Life has calculated the carbon emissions of its asset portfolio across six asset classes using the PCAF (Participation for Carbon Accounting Financials) methodology. This approach allows for the systematic management of carbon emissions resulting from financial investment activities</p> | |
| | <p>Biodiversity Activities</p> | <p>Hanwha Life joined the Taskforce on Nature-related Financial Disclosures (TNFD) in January 2024 to minimize its impact on nature. We plan to begin disclosures in accordance with TNFD guidelines starting in 2026. Additionally, we will engage in various activities aimed at preserving biodiversity and actively respond to risks and opportunities associated with natural capital</p> | |
| Social | <p>Expansion of Employment of the Disabled</p> | <p>Hanwha Life proactively recruits individuals with disabilities to provide employment opportunities and support their financial independence. In 2023, we became the first company in the life and non-life insurance sectors to surpass the mandatory employment ratio for disabled individuals, set at 3.1%</p> |  |
| | <p>Adoption of Mobile Video Consultations</p> | <p>Hanwha Life is the first in the industry to offer mobile multi-person consultations, providing financially vulnerable individuals with easier access to insurance services. By enabling insurance transactions via mobile phones from any location, we have significantly improved customer convenience</p> | |
| | <p>First Co-Prosperity Financial Products in the Industry</p> | <p>Hanwha Life is the first insurance company to introduce a co-prosperity financial product aimed at assisting the socially weak and vulnerable. Through the "2030 Lump Sum Savings Steppingstone Insurance," we support young adults in achieving financial stability and independence</p> | |
| | <p>Center for Indonesian Women and Children</p> | <p>Hanwha Life has collaborated with the Indonesian government since 2017 to enhance the welfare of socially vulnerable children and women. We aim to offer support through the "Digital Family Center," which manages 320 local child centers in Jakarta, enabling more women and children to access psychological counseling</p> | |
| Governance | <p>Obtained Certification of ISO/IEC27001 and ISMS-P</p> | <p>Hanwha Life takes proactive measures to address information security risks preemptively. We allocate approximately 10.7% of our IT budget to information security, preparing for the increased risks associated with the convergence of finance and IT. In 2023, we became the first company to acquire the Personal Information & Information Security Management System (ISMS-P) certification, thereby enhancing our security reliability for customers. In line with the ISMS-P certification criteria, we have conducted thorough inspections and strengthened management, physical, and technical aspects, while also developing protective measures. Additionally, we have obtained ISO/IEC27001 certification, an international standard for information security management systems, and are effectively operating our personal information protection certification system. We are dedicated to complying with the latest laws and regulations, including the Credit Information Act and the Personal Information Protection Act, and to continuously improving our practices. Moreover, we are at the forefront of enhancing information security through the activation of the DTC (Direct To Consumer) platform. Hanwha Life is committed to ongoing efforts to strengthen information security in the future</p> |  |

ESG Milestone

2021. 1

Declaration of phase-out for coal financing

Go to the relevant page (p. 28) →



2021. 3

Declaration of climate finance support for Net Zero by 2050

Go to the relevant page (p. 119) →

Announcement of the Financial Consumer Protection Charter (Enhancement of the Consumer Protection Charter)

Go to the relevant page (p. 54) →

Establishment of the Sustainability Management Committee and designated organizations

Go to the relevant page (p. 08) →

2021. 4

Joined TCFD

Go to the relevant page (p. 43) →



2021. 6

Joined UNEF FI and PSI

Go to the relevant page (p. 119) →



2021. 9

Joined UNGC

Go to the relevant page (p. 121) →

Joined CDP signatories

Go to the relevant page (p. 43) →

2022. 2

Establishment of the Corporate Governance Charter

Corporate Governance Charter 🔍

- 1 Declaration of "phase-out of coal financing" for Hanwha financial affiliates
- 2 MOU for ESG management practices and resource circulation
- 3 Pledging ceremony for the implementation of the 2024 Financial Consumer Protection Charter

2022. 6

Establishment of the 2030 ESG strategy and roadmap

Go to the relevant page (p. 07) →

ISO14001 (Achievement of the Environmental Management Standards)

Go to the relevant page (p. 36) →

2022. 12

Health-friendly Corporation Certification

Go to the relevant page (p. 125) →

2023. 11

ISMS-P (Achievement of the Standard Certification for Personal Information & Information Security Management System)

Go to the relevant page (p. 96) →

2023. 12

Joined PCAF

Go to the relevant page (p. 49) →

Establishment of ESG Committee

Go to the relevant page (p. 08) →

2024. 1

First in Korea to join TNFD

Go to the relevant page (p. 41) →

2024. 5

ISO 50001 (Achievement of the Energy Management Standards)

Go to the relevant page (p. 36) →



ESG Key Performance



ISO14001



Achievement of the international standard certification for environmental management systems (Since 2022)

TNFD



First in Korea to join the Taskforce on Nature-related Financial Disclosures

Solar Electricity Production at Data Center and Janggyo Building (Approximately)



112,533 kWh (2023)

ISO50001



Achievement of the international standard certification for energy management systems

ISMS-P



Achievement of the standard certification for Personal information & Information Security Management System

Invested about 10.7% of the Total IT budget in Information Security



Workplace Greenhouse Gas Reduction 1,819tCO₂eq



(214 items over 3 years)

Resource Circulation and Receiving the Environment Minister's Award



Reduced 52,658 kgCO₂eq of greenhouse gases

Achieved an Overall Grade of A



on ESG assessment for four consecutive years

(Based on the Korea Institute of Corporate Governance and Sustainability)

Acquisition of ISO/IEC27001 Certification



An international standard for information security management systems (Since 2013)

First in the Insurance Industry to Release Co-prosperity Financial Products



2030 Lump Sum Savings Steppingstone Insurance and Co-Prosperity Friend Protection Insurance for Children

Certified as an Excellent Institution for Culture and Art Sponsorship B



(Since 2017)

Health-friendly Corporation Certification



(Since 2022)

2023 ESG Investment Results

Eco-friendly investments

New renewable energy: KRW 1,153,493 million
Water resources and sewage: KRW 371,563 million

Prosocial investments

Schools and cultural facilities: KRW 81,538 million

Cumulative Amount Raised by the Sarangmoa Fund



KRW 13.4 billion (As of the end of 2023)

Indonesia's

2nd

Digital Family Center opens

(2023)

Exceeded the Obligatory Disabled Employment Percentage of 3.1%



(The first to achieve that in the insurance industry in Korea in 2023)

Social Contribution Expenditure



KRW 12.3 billion (2023)

Hanwha Life Employee Volunteers



A total of 1,843 employees, participated for 7,289 hours

Mom's Care Campaign



A total of 773 preschool children under protection were supported

• 123 child care facilities from 2020 to 2024, cumulative

Constructed a Health Centers in Vietnam (Bac Phong, Kim Chuy, Lang Gam, and Tra Vinh)



Provided medical services to about 1.2 million local residents

ESG Finance

Inclusive Finance

Hanwha Life has developed an inclusive financial system aimed at protecting financially vulnerable individuals. The company has introduced a range of products designed to ensure that elderly individuals, those with pre-existing conditions, and socially marginalized groups, who often struggle to obtain insurance, can receive coverage without restrictions. This initiative addresses the coverage blind spots in the insurance industry. Looking ahead, we will continue to support the development and launch of inclusive financial products, enabling more customers to mitigate daily life risks and pursue a healthier lifestyle through enhanced insurance coverage.

Inclusive Financial Products

| Category | Channel Descriptions | Insurance Products |
|--|--|---|
| Elderly individuals | Hanwha Life Practical Nursing and Dementia Insurance, Non-dividend | <ul style="list-style-type: none"> Protection insurance with coverage for dementia and long-term care Coverage of diagnostic expenses and care expenses in preparation for later years |
| | Hanwha Life Well-dying Whole Life Insurance, Non-dividend | <ul style="list-style-type: none"> Whole life insurance for inheritance tax and funeral service expenses without case value on termination Whole life insurance to prepare for a peaceful end of life |
| | Hanwha Life Medical Insurance for the Elderly | <ul style="list-style-type: none"> Medical expense insurance covering actual expenses for the elderly |
| Individuals with pre-existing medical conditions | Hanwha Life Basic Pack-age Protection Insurance (Renewed), Non-dividend | <ul style="list-style-type: none"> A simplified review process allowing individuals with pre-existing conditions to purchase standard protection insurance products |
| | Hanwha Life Simple Enrollment H3 Whole Life Insurance, Non-dividend | <ul style="list-style-type: none"> A simplified review process enabling individuals with pre-existing conditions to purchase products such as whole life insurance, term insurance, and cancer insurance |
| Socially marginalized individuals | Hanwha Life "Gomduri" Protection Insurance for customers with disabilities | <ul style="list-style-type: none"> Protection insurance for disabled individuals who enrolled following the Act on Welfare of Persons with Disabilities and for patriots and veterans who enrolled following the Act on the Honorable Treatment of and Support for Persons of Distinguished Service to the State |
| | Hanwha Life Co-Prosperty Friend Protection Insurance, Non-dividend | <ul style="list-style-type: none"> Insurance designated for disabled children, children from low-income single-parent families, and near-poverty multicultural families |
| | Hanwha Life 2030 Lump Sum Savings Steppingstone Insurance, Non-dividend | <ul style="list-style-type: none"> Lump sum savings insurance with a fixed interest rate and marriage/childbirth bonuses for individuals in their 20s and 30s |
| Healthcare Solution | | <ul style="list-style-type: none"> Convergence of healthcare and financial solutions to help customers maintain a healthy life |

Expansion of Financial Accessibility for Financially Vulnerable Individuals

Hanwha Life offers various products and services to expand financial accessibility for financially vulnerable individuals.

| Designated Proxy Claimant System | Guide for the Elderly | Tax Deduction for Disabled Individuals | Special Support for Customers Affected by Natural Disasters |
|--|--|---|--|
| <ul style="list-style-type: none"> If the policyholder cannot directly claim insurance benefits, a designated proxy claimant can be provided support to claim benefits excluding death benefits | <ul style="list-style-type: none"> The "Guide for the Elderly" with enlarged font size is produced and distributed specifically for financial consumers aged 65 and above to enhance readability | <ul style="list-style-type: none"> If a customer with disability enrolls in a standard protection insurance policy, a tax system transition is implemented, allowing the disabled customer to receive a tax deduction for insurance for disabled individuals | <ul style="list-style-type: none"> Various financial support measures are provided to customers affected by typhoons and heavy rains, including deferred premium payments, insurance contract loans, expedited insurance payouts, and a 6-month grace period for principal repayment on loans |
| <h3>Convenience Services for Financially Vulnerable Groups:</h3> | | | |
| Dedicated hotline for persons with disabilities | <ul style="list-style-type: none"> 080.851.0063 (Toll-free) Same service scope as for general customers | | |
| Relay call center service for people with disabilities | <ul style="list-style-type: none"> Utilizing the Korea Information Society Agency's Telecommunication Relay Service for hearing and speech-impaired individuals 1588.6363+Relay call center(107) Monitoring new contracts, providing basic product information, document guidance, contract details, issuance of certificates, etc. | | |
| Dedicated email and fax consultation for persons with disabilities | <ul style="list-style-type: none"> Email: helper63@hanwha.com Fax: 02.2169.0630 | | |
| Priority connection service for senior citizens | <ul style="list-style-type: none"> Immediate connection to a counselor when calling the 1588.6363 call center for individuals aged 65 and above | | |

ESG Finance

Inclusive Finance

Co-Prosperity Friend Protection Insurance

In 2023, Hanwha Life introduced a specialized insurance plan targeting vulnerable groups, including individuals with disabilities, low-income single-parent families, and near-poverty multicultural families. By offering differentiated inclusive financial products, we strive to improve the benefits for these customers, who have traditionally been overlooked by the insurance industry. Our ongoing commitment is to support the development of financial products that contribute to the realization of social value.

| Active Support for Insurance Enrollment and Maintenance for Vulnerable Individuals | Reduction of Financial Burden on Vulnerable Parents | Exclusion of Unnecessary Coverage and Adjusting Coverage Amount | Enhancement of Insurance Accessibility for Vulnerable Insurance Consumers |
|---|--|---|--|
| <ul style="list-style-type: none"> Contract and management fees 10-30% cheaper than standard insurance | <ul style="list-style-type: none"> Reduction of barriers to insurance enrollment through lower premiums | <ul style="list-style-type: none"> Exclusion of unnecessary coverage through main contracts and riders or adjustment of coverage amounts based on customer needs | <ul style="list-style-type: none"> Face-to-face enrollment through Hanwha Life Financial Service, Hanwha Life Lab, and People Life Enrollment through telemarketing channels, such as phone enrollment |

2030 Lump Sum Savings Steppingstone Insurance

In 2023, Hanwha Life introduced a new savings insurance product aimed at assisting young adults in their 20s and 30s to build lump sum savings and attain financial independence. This product reduces business expenses relative to traditional savings insurance plans and offers a diversified range of benefits, resulting in higher returns. It is specifically designed to accommodate young adults facing variable incomes and expenses, and who need lump sum money. Additionally, it offers enhanced benefits for individuals planning for major life events such as weddings and childbirth, thereby helping to address the issue of low birth rates.

| | |
|----------------------------|--|
| Target | <ul style="list-style-type: none"> Individuals aged 19 to 39 with a total salary of KRW 70 million or less or an overall income of KRW 60 million or less |
| Rate of Return | <ul style="list-style-type: none"> A 5-year maturity, 5-year payment savings insurance plan offering a guaranteed interest rate of 5% annually, providing a similar return to the Youth Leap Account offered by banks in Korea |
| Additional Benefits | <ul style="list-style-type: none"> In addition to the guaranteed 5% interest rate, if the policyholder gets married or gives birth to a child during the insurance period and maintains the policy until maturity, a bonus amount will be given on top of the maturity benefit, based on the conditions met |

Development of Deferred Premium Payment Rider for Consumer's Public Welfare Stabilization

In 2024, Hanwha Life launched a rider that allows the policyholder to postpone premium payments for a year if their income is cut suddenly:

- If the policyholder becomes unemployed, gives birth, goes on child-care leave, or is diagnosed with one of three serious diseases (cancer, stroke, and acute myocardial infarction), premium payments can be deferred for a year
- Even if no premium payments are made during the deferment period, the policy is considered paid, and the coverage remains unchanged

Comprehensive Services to Prevent Elderly Individuals from Dying Alone

Since 2011, Hanwha Life has been offering comprehensive services through the Comprehensive Support Center for Senior Citizens Who Live Alone, which operates under the Ministry of Health and Welfare. The objective of these services is to establish a social safety net that supports elderly individuals living alone, helping them lead healthy lives and preventing isolated deaths. Through our collaboration with the Comprehensive Support Center for Senior Citizens Who Live Alone, we aim to initiate a variety of activities and strengthen our internal promotional efforts to boost participation in volunteer activities.

- This system is operated on a volunteer basis by Hanwha Life call center counselors
- Counselors make phone calls once or twice a week to inquire about the well-being of elderly individuals living alone
- If three or more attempts to contact fail, the service connects to an emergency dispatch system
- In addition to the provision of living information, complaints and suggestions are gathered and recorded on the website
- In October 2023, we received the "Outstanding Sharing Angel of the Year" award in the "Love through Phone" volunteer project organized by the Comprehensive Support Center for Senior Citizens Who Live Alone
- In December 2023, we received a commendation from the Ministry of Health and Welfare's "2023 Love Sharing Festival" for contributions to the protection of vulnerable elderly individuals in the Love Sharing category

ESG Finance

Co-Prosperity Finance

Hanwha Life supports the dreams of startups, embodying its fundamental values of Connection, Sharing, and Collaboration. Through its initiative, DREAMPLUS, Hanwha Life fosters the development of both domestic and international startups. The company is committed to implementing a variety of activities aimed at enhancing its startup nurturing capabilities and expanding its ecosystem.

Hanwha Life DREAMPLUS

Hanwha Life DREAMPLUS was established as Korea's first FinTech startup nurturing institution by an insurance company. Today, it fosters the development and growth of startups by providing education and internship programs for aspiring entrepreneurs. Additionally, it offers support for overseas expansion, promoting mutual prosperity and success.

| | |
|---|---|
| Building Partnership | <ul style="list-style-type: none"> Establishes a collaborating structure between universities, startups, and conglomerates through an open partnership Contributes to job creation by matching startups with excellent personnel |
| Office Sharing | <ul style="list-style-type: none"> Acts as a business hub consisting of various members of the open innovation ecosystem DREAMPLUS, the largest co-working space in Korea, operates in Gangnam |
| Opportunities to Strengthen Competence | <ul style="list-style-type: none"> Operates the "DREAMPLUS Founder Community" and holds regular seminars featuring leading experts in the industry Supports the growth of startups by providing networking and through various programs |
| Expanding Network | <ul style="list-style-type: none"> Holds various events with the government, public institutions, or partners to expand startup network |

Key Achievements of DREAMPLUS

Strengthened Collaboration with Startups and Expanded Domestic and International Networks through Partnerships

- Participated in major startup event booths, such as NextRise, ComeUp, Korea FinTech, and 82STARTUP, both in Korea and overseas
- Planned lectures and provided opportunities to promote startups

Open Innovation Platform, DREAMPLUS Gangnam

- Cumulative number of residents: 610
- Current number of residents: 100

DREAMPLUS 63 Startup Cooperation

- Number of companies with training programs for FinTech corporations: 25
- Number of collaborations with startups: 15
- Current resident startups: Pitch Deck, Inc.(Financial data solution), Modapl, Inc.(Mobility data platform), SoundGym, Inc.(Healthcare)

Support for Collaboration and Growth

DREAMPLUS aims to contribute to a virtuous cycle of sustainable innovation by offering a range of opportunities to startups striving to realize their dreams. We provide proactive support across all stages of a startup's lifecycle, from business expansion to global growth, covering various industries, fields, methods, and sizes, and including infrastructure and network support. The DREAMPLUS Center creates a network-friendly environment that encourages collaboration through active networking among diverse participants, including resident startups, innovation organizations of conglomerates, investors, and media.

Support for Global Growth of Startups

DREAMPLUS Global assists startups in their overseas expansion and growth through cross-border programs that offer practical support, including funding and infrastructure, from various international hubs. To further aid startups targeting global expansion, DREAMPLUS Global intends to continue expanding its network of international hubs.

Infrastructure Support

- Provision of office space (DREAMPLUS 63) to help startups expand their businesses stably
- Provision of content about law and finance needed for corporate operation

Provision of Opportunities to Scale up Startups

- Preparation of meetings with government agencies to share industry updates and provide suggestions
- Provision of promotional opportunities through major startup events such as "NextRise" and "ComeUp"

Startup PoC Support

- Promotion of connections among players, such as young founders (born in the 90s), startups, and large resident companies, that are active in the entrepreneurial ecosystem
- Support for a testbed for startups with growth potential
- Operation of the Founder Community to foster a culture of cooperation and encourage collaboration

ESG Finance

Eco-friendly Finance

To address the intensifying issue of climate change alongside its customers, Hanwha Life develops and offers products and services that incorporate ESG values, thereby leading the way in eco-friendly finance.

Launch of the “Loan Integration Mobile Web”

To increase customer satisfaction, we have developed a leading platform and introduced the “Loan Integration Mobile Web,” a digital channel designed for mobile use. We are committed to continually improving our customers’ satisfaction and implementing eco-friendly finance practices.

| | |
|---|--|
| Increased Convenience | <ul style="list-style-type: none"> Offering ESG interest rate discounts to new mortgage loan applicants |
| Implementation of a Digital Loan Window | <ul style="list-style-type: none"> Zero-paperwork submissions and electronic documentation are enabled by automatically fetching customer-submitted documents |
| Remote System | <ul style="list-style-type: none"> A mobile web electronic contract will be introduced for loans in the future, enabling a system where customers can make non-face-to-face loan contracts through their mobile devices |

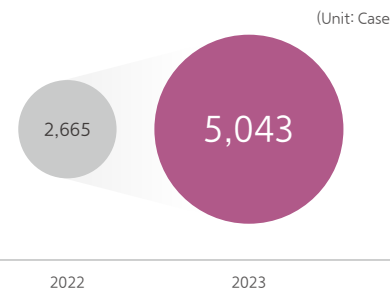


Individual Loan Products Incorporating ESG

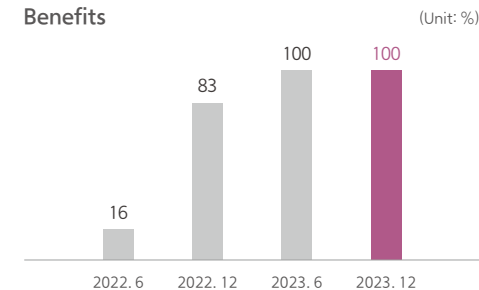
Hanwha Life emphasizes the environmental component of ESG (Environment, Society, and Governance), offering tangible benefits through its loan products and enhancing customer awareness of ESG importance. By adopting sustainable ESG practices, we are broadening our social responsibility and role. Additionally, we are committed to further supporting our customers’ understanding of ESG, ensuring that the creation of social value and benefits translates into increased customer satisfaction.

| | |
|---|---|
| ESG Interest Rate Discount Benefit | <ul style="list-style-type: none"> New mortgage loan applicants are provided with ESG interest rate discounts |
| Paperless System (Contract in the Form of Electronic Documents) | <ul style="list-style-type: none"> Expenses saved from the reduction of paper usage are refunded to customers who participate in environmental protection Achieved 2,665 interest rate discounts in 2022 and 5,043 cases in 2023 Benefits are provided for most new loans after April 2023 |
| Provision of ESG Practice Interest Rate Reduction | <ul style="list-style-type: none"> Established an “ESG practice item” category for interest rate reduction application items Benefits are offered to families with multiple children, customers with eco-friendly vehicles, and customers with eco-friendly buildings used as collateral |

Paperless Interest Rate Discounts



Proportion of ESG Interest Rate Discount Benefits



ESG Finance

ESG Investment

In January 2021, Hanwha Life, along with five other financial companies in the Hanwha Group (Hanwha General Insurance, Hanwha Investment & Securities, Hanwha Asset Management, Hanwha Savings Bank, Carrot General Insurance), announced its divestment from coal financing. Hanwha has decided to abstain from investing in or endorsing carbon-intensive projects, such as the construction of domestic and international coal-fired power plants. Furthermore, Hanwha has expressed its intention to avoid acquiring bonds associated with the development of coal-fired power plants, issued by special purpose companies (SPCs). We have also declared that we will not invest in corporate bonds tied to coal-fired power plants, regardless of their direct involvement in coal-fired power generation. Therefore, we will reject any bonds used for the construction of coal-fired power plants, even if they are classified as general bonds. We have consistently invested in a range of ESG-related areas, including new renewable energy, energy conversion, water treatment, waste management, social infrastructure, climate change, health, and wellness, both in Korea and internationally. Through these investments, we aim to contribute to the achievement of sustainable growth and the creation of social value.

Investments in ESG-Related Fields in 2023



New renewable energy

Energy conversion

Water treatment and waste

Social infrastructure

Climate change

Health and wellness

| Category | International Infrastructure | Domestic Infrastructure | Venture Capital |
|--|---|--|---|
| Investment type | • Funds | • Loans and funds | • Venture capital funds |
| Investment region | • Overseas (OECD countries) | • Domestic | • Domestic and overseas |
| Area of investment (investment target) | • Energy, transportation, digital infrastructure, water treatment, and waste management | • Highways and public sewage treatment plants | • Climate change, health, education, and future labor |
| Relationship to ESG | • Investments in potentially profitable renewable energy, energy transition, energy efficiency, and water treatment projects • Contribution to the Global Environmental sector | • Investments in the construction and operation of public social infrastructure facilities • Enhancement of public welfare through improving aged facilities and their safe and efficient operation | • Investments in health, wellness, education, and future labor projects, with a focus on climate change • Solving social problems specified in the UN SDGs |

Expanding ESG Investments

Hanwha Life actively embraces ESG management through our “Green Life 2030” initiative, increasing investments in environmentally friendly sectors like renewable energy (solar, wind, and fuel cells) and initiatives for water resources and wastewater management. We also expand socially responsible investments in public welfare areas such as schools and cultural facilities, aiming for sustainable development across society. We will make various ESG investments and continue to work towards sustainable development across society.

2023 ESG Investment Performance

| Eco-friendly Investments | Eco-friendly Investments | Prosocial Investments |
|------------------------------|----------------------------|---------------------------------|
| New renewable energy | Water resources and sewage | Schools and cultural facilities |
| KRW 1,153,493 million | KRW 371,563 million | KRW 81,538 million |

Development Project of the Hyunjongsan Wind Power Complex in Uljin County, North Gyeongsang Province Hanwha Life has invested in the Hyunjongsan Wind Power Project in Uljin County, North Gyeongsang Province, as an institutional investor. The project includes a 60.6 MW wind power plant with 16 units of 3.6 MW capacity each and one unit of 3.0 MW capacity. Hanwha Life aims to expand renewable energy operations, reduce greenhouse gas emissions from fossil fuel consumption, and increase the utilization of renewable energy sources. This initiative is part of the company’s ongoing commitment to sustainable business practices.

- Started construction in 2016 and began full-scale commercial operations in 2019
- Produces and sells eco-friendly energy
- Stimulates the regional economy through the development of tourism infrastructure
 - As part of Uljin County’s regional regeneration plan, the forest land at Hyeonjongsan, lost in a fire in 2007, has been transformed into a large-scale wind power complex

ESG Finance

ESG Investment

Improvement of Profit Stability through ESG Risk Management

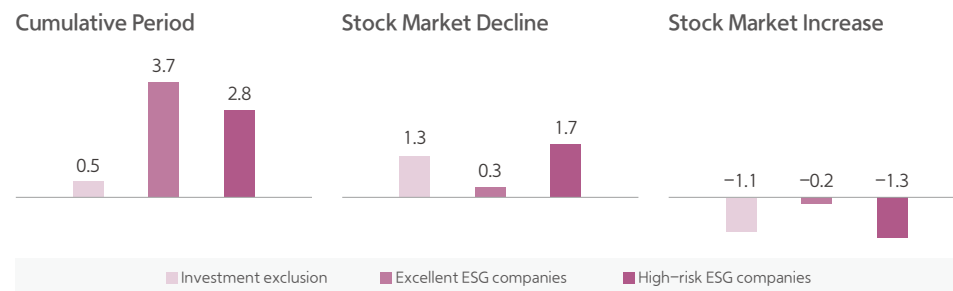
One of the fundamental principles of ESG investment is to target long-term and stable revenue growth by taking into account ESG risks, which are non-financial risks, during the investment decision-making process. Hanwha Life's Special Account, which offers dividends based on performance, integrates ESG investments, thereby increasing profit stability through proactive risk management. We are committed to continually refining our ESG investment strategy to more effectively manage ESG risks and contribute to sustained profitability.

| | |
|----------------------|--|
| Stock Sector | <ul style="list-style-type: none"> Applied strategies of excluding investments and designating excellent and high-risk companies Contributed to positive performance since the introduction Prevented excessive stock price declines through the proactive control of ESG risks |
| ESG Watchlist | <ul style="list-style-type: none"> Listed companies show inferior growth in performance over time, resulting in declining returns Continuous corporate monitoring of ESG risks fulfills its original function of proactively managing risks to the portfolio Companies to be listed on the watchlist are selected based on the impact of non-financial risks and inherent fundamentals rather than just the frequency of ESG issues |

Monitoring as Part of ESG Investment Processes

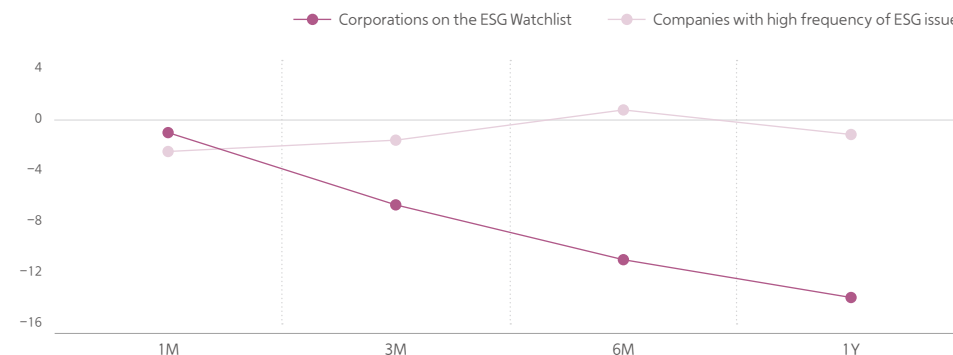
| | |
|--|--|
| ESG Investment Rules for Special Accounts with Dividends based on Performance | ESG Investment Guidelines for Special Accounts with Dividends Based on Performance |
| <p>Chapter 3 Monitoring and Management ➤ Article 8 ESG Watchlist</p> <ul style="list-style-type: none"> Corporations with serious ESG-related incidents and accidents are screened, and the proactive management system for ESG risks that can occur in the portfolio is strengthened Corporations with serious ESG-related incidents and accidents deemed to have serious ESG risks are automatically listed in the watchlist and classified as targets to be monitored | <p>Chapter 5 Monitoring ➤ Article 8 ESG Watchlist</p> <ul style="list-style-type: none"> The ESG Watchlist is used to monitor whether ESG-related risks have occurred in corporations to be invested in |

Performance Growth through the Equity ESG Investment Strategy



* Period: August 2021 (introduction of ESG investment guidelines) to December 2023

Performance Growth during the ESG Watchlist Corporation Period



* Corporations with a high frequency of ESG issues are defined as corporations with at least three ESG issues occurring within the monitoring period, regardless of whether they are listed on the ESG watchlist

ESG Bond Issuance

In February 2022, Hanwha Life successfully issued 750 million USD in overseas ESG subordinated bonds. The funds raised through the ESG bonds are used for eco-friendly and prosocial investments, and the details are disclosed on our website.

Materiality Assessment

Participation of Stakeholders

Hanwha Life defines its key stakeholders as employees, clients, partners, local communities, the government, and shareholders/investors. We maintain various communication channels, each specifically tailored to the unique characteristics of these stakeholders, allowing us to integrate their valuable insights into our sustainable management practices. Additionally, we are committed to enhancing our interactions and actively listening, thereby strengthening our communication with stakeholders. We also sincerely welcome and consider their ideas and constructive feedback.

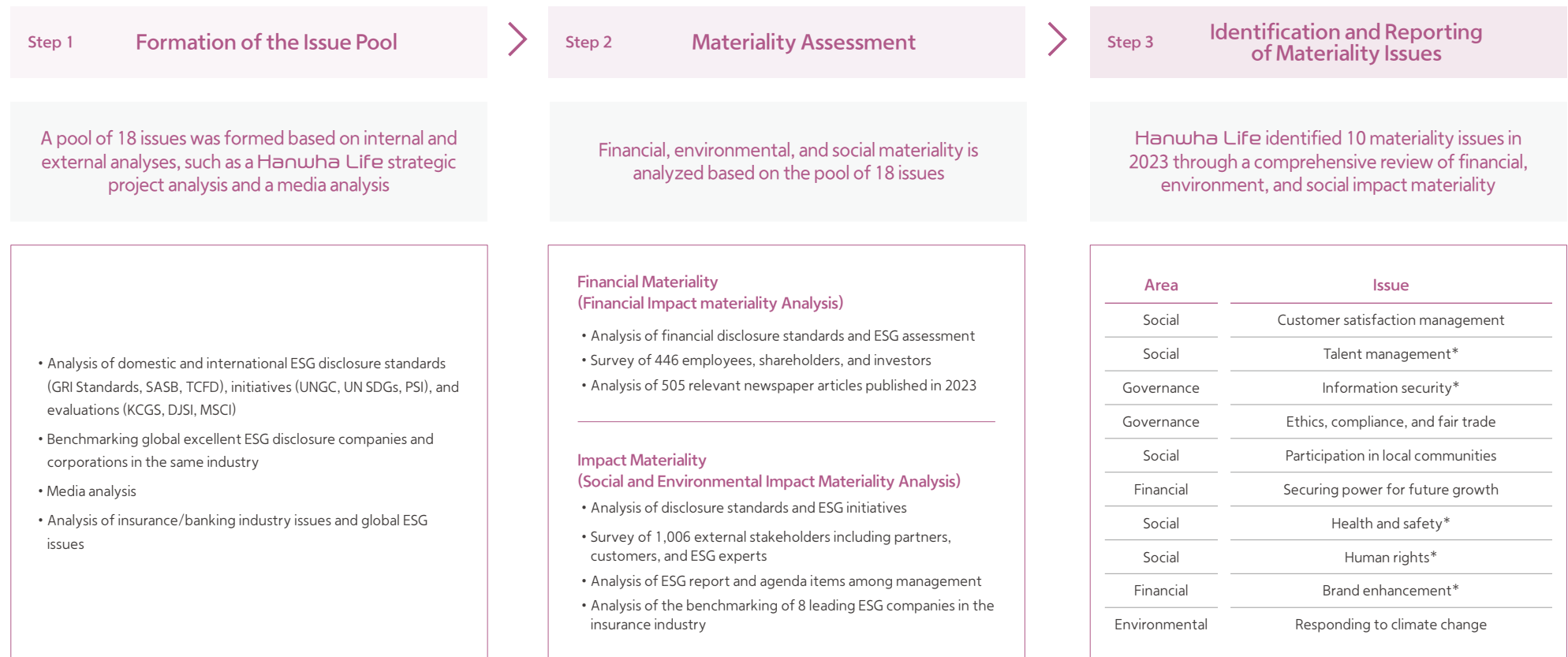
| Key Issues | Main Communication Channel | Stakeholders | Main Communication Channel | Key Issues |
|---|---|--------------|--|--|
| <ul style="list-style-type: none"> Development of customer-centered insurance products Provision of correct information Continued improvement of services Protection of customer information | <ul style="list-style-type: none"> Call Centers Customer Centers Hanwha Life website Social network channels Consumer portal Hanwha Life app FGI system H-VOC | | <ul style="list-style-type: none"> Operation strategy meeting Company-wide sharing session In-house broadcasting HRD Monthly Letter Labor-management council Employee satisfaction survey Industrial Safety and Health Committee | <ul style="list-style-type: none"> Fair performance evaluation Support for self-development Work-life balance Culture of respect for human rights |
| <ul style="list-style-type: none"> Measurements of social contribution activity performance and value Activation of local communities Social contribution activities for socially marginalized individuals and areas Co-prosperity with social enterprises Protection of the local community environment | <ul style="list-style-type: none"> Hanwha Life Employee Volunteers Local welfare organizations NGOs Social corporations | | <ul style="list-style-type: none"> Training for FPs LIFEPLUS ACADEMY Yearly award ceremonies Invitation events Support for accompanied activities Electronic purchase system (HGAPS) Making a Happy Workplace (a CS training program for associates) Security training | <ul style="list-style-type: none"> Development of professional competency Welfare benefits Co-prosperity with partner companies Compliance with fair trade practices |
| <ul style="list-style-type: none"> Management disclosures Compliance with fair trade practices Transparent tax policies | <ul style="list-style-type: none"> Korea Life Insurance Association Financial Supervisory Service Financial Services Commission Korea Insurance Development Institute Korea Insurance Research Institute | | <ul style="list-style-type: none"> Business reports Sustainability reports Stockholders' meetings Management disclosure Investor relations meetings Financial result announcements and IR meetings Global conferences | <ul style="list-style-type: none"> Stable dividends Establishment of a sound corporate governance structure Business diversification and market expansion |

Materiality Assessment

Double Materiality Assessment

Double Materiality Assessment Process

Hanwha Life has adopted a double materiality assessment approach in line with the guidelines of the ESRS. This method evaluates both the external factors affecting the company's financial condition and the effects of the company's activities on society and the environment. Through this approach, we have identified 18 major issues. These issues stem from the perspectives of various stakeholders and the societal demands related to the corporate operating environment. Our goal is to actively incorporate these issues into our corporate management activities and to disclose the relevant information transparently.



* New materiality issues in 2023

Materiality Assessment

Double Materiality Assessment

Double Materiality Assessment Results

Through the 2023 materiality assessment, Hanwha Life analyzed the financial, social, and environmental impacts of ESG materiality issues, as well as their effects on key stakeholder groups. We identified 10 materiality issues during this process, with “customer satisfaction management” continuing as the top priority from 2021. Additionally, five new materiality issues were identified: “securing the power for future growth,” “enhancing financial and non-financial risk management,” “expanding ESG investments,” “promoting social contributions based on the insurance industry,” and “minimizing environmental impact.” The materiality assessment process and its results are reported annually to the Sustainability Management Committee within the board of directors. This reporting reflects our commitment to environmental responsibility, social responsibility, and transparent governance, all of which are essential for sustainable growth. The findings are incorporated into our comprehensive ESG risk reviews and sustainable management plans. We aim to further refine the double materiality assessment methodology to identify more reliable materiality issues and to discuss them effectively with our stakeholders.

●●● High Impact ●● Mid Impact ● Low Impact

| ESG Materiality Issues | | | Characteristics of Impact | | Impact Materiality | | | Index | |
|------------------------|---------------|-------------------------------------|---------------------------------|--------------------------------|--------------------|--------------------------|---------|--------------|--------------------------------|
| Rank | Area | Issue | Seriousness (positive/negative) | Possibility (actual/potential) | Financial | Social and environmental | Overall | Page(s) | GRI Index |
| 1 | Social | Customer satisfaction management | Negative | Actual | ●●● | ●●● | ●●● | 51-62 | 417-3 |
| 2 | Social | Talent management* | Negative | Actual | ●●● | ●●○ | ●●● | 73-81 | 202-1, 401-1, 3, 404-1, 2, 3 |
| 3 | Governance | Information security* | Negative | Actual | ●●● | ●●● | ●●● | 95-97 | 418-1 |
| 4 | Governance | Ethics, compliance, and fair trade | Negative | Actual | ●●○ | ●●○ | ●●● | 87-90 | 206-1 |
| 5 | Social | Participation in local communities* | Positive | Potential | ●○○ | ●●○ | ●●○ | 63-72 | 413-1 |
| 6 | Financial | Securing power for future growth | Positive | Actual | ●○○ | ●●● | ●●○ | 11-19 | Non-GRI |
| 7 | Social | Safety and health* | Positive | Actual | ●●● | ●○○ | ●●○ | 73, 79-81 | 403-1, 2, 3, 4, 5, 6, 7, 9 |
| 8 | Social | Human rights* | Negative | Potential | ●○○ | ●●● | ●●○ | 74, 81 | 405-1, 406-1 |
| 9 | Financial | Brand enhancement | Positive | Potential | ●●○ | ●●● | ●●● | 13-14, 56-58 | 417-2 |
| 10 | Environmental | Responding to climate change | Negative | Potential | ●○○ | ●○○ | ●●○ | 43-49 | 201-2, 302-1, 302-3~4, 305-1~4 |

* New materiality issues in 2023

Materiality Assessment

Double Materiality Assessment

Double Materiality Assessment Results

| | Customer Satisfaction Management | Information Security | Securing Power for Future Growth | Responding to Climate Change |
|----------------------------|---|--|---|--|
| Strategy | <p>As phenomena such as population decline, aging populations, and digital transformation rapidly unfold, competition within the industry is intensifying. In response, Hanwha Life prioritizes customer satisfaction and the enhancement of customer value as its primary goals. We are committed to establishing a customer-centered management (CCM) culture to protect financial consumers and are promoting various activities in support of this commitment. Furthermore, we are actively preparing consumer protection measures and working to improve our organizational culture.</p> | <p>As digitalization accelerates, the incidence of personal information leaks and infringements is on the rise. Consequently, it is crucial to prevent threats to customer data protection and to respond to them promptly. Hanwha Life is reinforcing its information security policies and implementing a range of security measures. These measures include employee training, regular security testing, and emergency response drills to improve cyber safety.</p> | <p>As the financial environment evolves rapidly, the importance of increasing customer convenience and securing the moment of truth (MOT) for customers has become increasingly critical. Consequently, Hanwha Life is dedicated to the ongoing development of insurance products and services that are specifically tailored to meet customer needs. This commitment is supported by active communication with customers and thorough analyses of their lifestyles. Furthermore, by managing a variety of digital channels and consistently enhancing our systems, we are committed to delivering the highest quality of service to our customers.</p> | <p>As the global emphasis on the risks of climate change increases, it is imperative to respond swiftly to both internal and external environmental changes. To minimize risks and maximize opportunities, Hanwha Life is developing a comprehensive, company-wide strategic response. We are committed to proactively identifying and managing the opportunities and risks associated with climate change, and we strive to fulfill our responsibilities as a financial institution to society.</p> |
| Key Activities and Results | <p>80.9% of customers satisfied with the quality of complaint-handling services</p> <hr/> <p>Ranked 1st in KSQI Customer Center Division for 14 consecutive years</p> <hr/> <p>Received the CCM Excellent Company certification for 9 consecutive years</p> | <p>Invested about 10.7% of the total IT budget in information security</p> <hr/> <p>Achieved 0 incidents of information leakages in 2023</p> | <p>From diagnosis to the latest treatments, optimizing customers' needs Launch Signature Cancer Insurance</p> <hr/> <p>2.4 million customers experienced non-face-to-face services through the Hanwha Life mobile app</p> | <p>Environmentally friendly investments in renewable energy, water resources, etc. KRW 1,525,056 million</p> <hr/> <p>Reduced greenhouse gas emissions by 1,819tCO₂eq through 214 items over 3 years</p> <hr/> <p>Renewable energy produced Approximately 112,533 kWh</p> |

ESG PERFORMANCE

Environmental
Social
Governance

3



ESG PERFORMANCE

Environmental

Integrating Environmental Protection and Sustainable Management

Minimizing Environmental Impact

Response to Climate Change



Minimizing Environmental Impact

Governance

Environmental Management Organization

Hanwha Life has designated its ESG Enhancement Team to oversee environmental management. This systematic approach aims to rapidly address the diverse and emerging issues related to climate change.

This Team Carries out the Following Tasks:

- Analyzes the environmental impact of business operations
- Establishes a roadmap to minimize environmental impacts
- Operates an environmental management system
- Develops strategies related to climate change response
- Establishes a company-wide collaborative system to achieve low-carbon business sites, improve energy efficiency, and foster an environmental culture

Environmental Management Organizational Chart



- Formulation of environmental management strategies and roadmaps
- Operation of environmental and climate change response systems
- Implementation and performance management of environmental and climate improvement activities

Strategy

Environmental Policy

We are committed to integrating environmental sustainability principles into every aspect of our operations by developing and adhering to environmental policies.

Hanwha Life Environmental Policies

- We comply with environmental regulations, laws, and standards, while contributing to the preservation of the global environment
- We efficiently use resources and energy throughout our operations, striving to minimize negative environmental impacts by reducing pollutant emissions
- We fulfill our responsibilities as a financial institution by expanding eco-friendly finance
- We regularly review the performance of our environmental management practices and transparently disclose the results to our stakeholders for continuous improvement
- We engage in environmental improvement activities with all stakeholders, including employees, partners, local communities, and customers, to raise awareness about the importance of environmental preservation

Obtaining Environmental Certification

ISO 14001 Certification

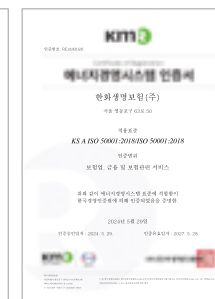
In June 2022, Hanwha Life obtained ISO 14001 certification, a globally recognized set of environmental management standards established by the International Organization for Standardization (ISO). We successfully maintained this certification following a follow-up audit in June 2024.

ISO 50001 Certification

In June 2024, Hanwha Life obtained ISO 50001 certification, a globally recognized set of energy management standards, reflecting its establishment of an efficient energy management system. Additionally, we plan to strengthen our efforts to minimize environmental impact through measures such as reducing energy consumption and improving efficiency.



ISO 14001 Certification



ISO 50001 Certification

Internalization of an Environmental Culture

Paperless Work Environment

We minimize our environmental footprint by using certified eco-friendly paper. Independent third-party organizations rigorously evaluate and certify this process, ensuring the economic, social, and environmental sustainability of forest management practices. Our use of products certified by FSC¹⁾ and PEFC²⁾ underscores our commitment to sustainable procurement practices throughout the entire supply chain—from forestry and lumber production to pulp and papermaking, and from printing to delivery to the end consumer, adhering to the Chain of Custody.

1) FSC (Forest Stewardship Council Certification): A voluntary international standard for sustainable forest management, established by the FSC
 2) PEFC (Programme for the Endorsement of Forest Certification): A certification assuring eco-friendliness established by an international non-profit and non-governmental organization that provides third-party certification to ensure the sustainable use of forest resources

Encouraging Eco-Friendly Purchases

Hanwha Life utilizes eco-friendly office supplies to promote environmentally conscious purchasing. In our customer service centers, we use natural soap to minimize chemical use and reduce water pollution. Specifically, we prioritize sourcing products from social enterprises that employ individuals with disabilities, indirectly contributing to the creation of shared value.

Minimizing Environmental Impact

Internalization of an Environmental Culture

ReVIBE Eco-Friendly Donation Campaign

The ReVIBE campaign promotes environmental protection and economic independence for individuals with disabilities through various social contribution activities. This initiative not only provides employment opportunities for these individuals, but also protects the environment by recycling resources.

Key Activities of the Campaign Include:

- Donation of unused items like clothing, accessories, books, and electronics to vocational rehabilitation facilities for people with disabilities > Processing of items for resale > Sale of prepared items by these individuals > Proceeds supporting their economic independence
- The campaign, which began with employees, has been expanded to include the general public
- The campaign was conducted in September 2023 in collaboration with the Miral Welfare Foundation's Goodwill Store



| Category | 2023 | First half of 2024 |
|------------------------------------|----------------|--------------------|
| Participants | 2,567 people | 2,581 people |
| Donated items | 4,064 items | 15,097 points |
| Donation value equivalent to sales | KRW 40,107,000 | KRW 246,279,000 |

* Combined participation of employees and the general public

Social Value Created by ReVIBE

| Category | 2023 | First half of 2024 |
|--|----------------------------|---------------------------------|
| Employment Opportunities for People with Disabilities* | 26.7 people | 164 people |
| CO ₂ reduction (tree planting)** | 39,352 kg (3,386 trees) | 83,033kg (12,580 pine trees) |
| Water consumption savings*** | 1,972,800L | 40,762,000L |

* Combined participation of employees and the general public
 ** Emission standard of 5.5kg of carbon dioxide per shirt produced
 *** Water usage standard of 2,700 liters per shirt produced

Veganiety Eco-Friendly Community

Since 2023, Hānwhā Life has operated the Veganiety sustainability community, aimed at promoting a green culture among the Digital Gen Z generation through eco-lifestyle content. We manage social media campaigns and publish daily content focused on eco-living. As an empathetic community with a focus on driving tangible change, Veganiety strives to tackle environmental issues by encouraging modest yet significant eco-friendly practices that contribute to a more sustainable environment.

[Veganiety Homepage](#)
[Veganiety SNS](#)



“Veganiety aims to transition from a channel that delivers eco-lifestyle content to a community **where people come together to promote an eco-friendly culture.**”

Main Content

- Interview influencers who focus on eco-friendliness, animal rights, and veganism
- Share lesser-known eco-conscious tips and everyday knowledge to raise awareness
- Highlight popular restaurants and shops that embrace eco-friendly and vegan lifestyles
- Offer simple, zero-carbon, and vegan recipes suitable for both vegans and non-vegans
- Host monthly events using eco-friendly materials to interact with followers and promote the channel



Another way to practice resource circulation: Upcycling

Harmless conversation for a green planet: inside the Veganiety talk concert

Minimizing Environmental Impact

Internalization of an Environmental Culture

Participation in Energy-Saving Campaigns and Lights-Out Events

Hanwha Life participates in Earth Hour, an annual event organized by the World Wildlife Fund, which aims to reduce greenhouse gas emissions. In line with the event's objectives of raising awareness of climate change threats and encouraging environmental conservation, we turn off our billboard lights, landscape illumination, and exterior lighting for one hour at 8:30 PM on the final Saturday of March (March 23). We actively participate in several initiatives, such as the 5-minute lights-off event on Energy Day (August 22), which is coordinated by the Korean NGO's Energy Network and sponsored by the Seoul Metropolitan Government and the Ministry of Trade, Industry, and Energy. Additionally, we increased the temperature of our office air conditioning by 2 degrees. These practices contribute to stabilizing the electricity supply during peak summer periods and reducing greenhouse gas emissions.

Fire Prevention and Winter Energy-Saving Campaign

In collaboration with the Yeongdeungpo Fire Station, we participated in fire prevention and winter energy-saving activities throughout Fire Prevention Month in November. Approximately 120 of our employees distributed energy-saving posters across all business sites. Additionally, we showcased award-winning fire safety artwork and energy-saving banners in the lobby of the iconic 63 Building to foster a culture of energy conservation and fire prevention.

We will continue to actively engage in various energy-saving campaigns, fostering a company-wide consensus on addressing climate change crises and diligently engaging in activities to reduce carbon emissions.



Minimizing Environmental Impact

Internalization of an Environmental Culture

Employee ESG Education

As the importance of Environmental, Social, and Governance (ESG) management continues to grow, we offer educational programs for employees covering climate change and a broad range of ESG topics, such as human rights. To provide insights into the latest trends, we have conducted offline expert seminars focusing on climate disclosure and the ESG responses for insurance companies. We have also uploaded lecture videos to our in-house online education platform, LIFEPLUS ACADEMY, enabling employees to access the content at their convenience, without any constraints of time or location. Furthermore, we offer self-directed and creative education programs for employees by assigning team-based projects focused on environmental and human rights issues. We are dedicated to continuously providing a variety of educational programs that improve our employees' understanding of ESG and further develop their expertise in this field.

Employee ESG Education Status

| Schedule | Lecture title | Format | Participants |
|----------------|--|---------------------------------|----------------|
| January | Ethical Consumption and Corporate Ethics | Online lecture | 1,991 |
| June | Human Rights Management and ESG | Online lecture | 2,144 |
| August | Climate Change Crisis Shaking the Economy: Investigating Response Strategies | Team project | 935 |
| | Increasing Emphasis on Corporate Human Rights Management and Response Activities | Team project | 935 |
| 2023 September | Social Enterprise and Corporate Ethics | Online lecture | 2,174 |
| November | Improving Awareness of Individuals with Disabilities in the Workplace | Online lecture | 2,661 |
| | Workplace Harassment Prevention | Online lecture | 2,661 |
| | Workplace Sexual Harassment Prevention | Online lecture | 2,661 |
| | Case Studies for Financial Consumer Protection | Online lecture, tests | 2,661 |
| | Corporate Fair Culture with Gen Z | Online lecture | 2,082 |
| 2024 March | ESG and Insurance Companies' Responses | Group education, online lecture | 53 (In-person) |



Minimizing Environmental Impact

Biodiversity Conservation

Saetgang Guardians

In 2021, it was confirmed that an endangered first-class natural monument, the otter, inhabits the Han River's Saetgang area. Subsequently, Hanwha Life's volunteer group has been collaborating with the social cooperative 'Han River' to regularly conduct volunteer activities in Saetgang. To protect the habitat of otters, which are at the top of the ecosystem, efforts include creating conservation plans, planting aquatic plants, and monitoring fish in Saetgang. These activities aim not only to protect otters but also to preserve organisms at lower trophic levels in the food chain.

The Activities Include:

- Preserving the habitat of otters, a Class I endangered species (3 sessions, 40 people, 160 hours)
- Planting aquatic plants, clearing invasive species, and environmental cleanup activities in Saetgang (3 sessions, 47 people, 188 hours)
- Monitoring of Saetgang fish (2 sessions, 34 people, 136 hours)



Ecological Forest Creation

The Global Risks Report, presented at the 2024 Davos Forum, identified biodiversity collapse as the third most serious risk, following climate change and ecosystem changes. Additionally, the 2021 report "State of the World's Trees" by Botanic Gardens Conservation International (BGCI) reveals that 37% of the world's plants are currently at risk of extinction. This includes approximately 220 plant species native to the Korean Peninsula that are directly endangered. In response, we are initiating an ecological forest creation project that aims to provide alternative habitats for native plants, including those identified as rare by the International Union for Conservation of Nature (IUCN) and the Korea Forest Service, and to establish an ecological learning space.

Key Components of the Project Include:

- Establish ecological forests within schools, providing stable green environments
 - Plants 1,368 ecologically important plants from 24 species, including 259 plants from 6 nationally protected species
- Conduct educational conservation programs for endangered species with school members
 - Creates a biodiversity network in urban areas with future generations

| Plant species | Quantity |
|---|----------|
| 6 Nationally Protected Species (White forsythia, Allium senescens, Salix blinii H.Lév, Saussurea polylepis Nakai, Hosta yingeri S. B. Jones, Pseudolysimachion pusanensis Y. N. Lee) | 259 |
| 19 Native Plants (Hosta minor, Campanula takesimana, Yellow-filamentous meadow-rue, Saxifraga stolonifera, etc.) | 1,109 |



Minimizing Environmental Impact

Biodiversity Conservation

Hanwha Solar Forests

Since 2011, Hanwha Life has actively participated in the “Hanwha Solar Forests” campaign, initiated by the Hanwha Group. Across Korea, China, and Mongolia, the company has planted approximately 530,000 trees, resulting in forests spanning 1.45 million square meters. This reforestation initiative has yielded numerous environmental benefits, including desertification prevention, soil erosion reduction, air purification, and water quality improvement.

Key Aspects of the “Hanwha Solar Forests” Campaign Include:

- **Regional Carbon Reduction**
 - Attaining carbon neutrality by using solar power for forest creation
- **“Solar Forest” Application**
 - Encouraging public participation in environmental issues via digital platforms, which is acknowledged as a best practice by the UN Convention to Combat Desertification (UNCCD) and the UN Headquarters



Solar Beehive Campaign

In 2022, Hanwha Group unveiled Korea’s first carbon-reducing beehive, powered by solar energy, known as the “Solar Beehive.” This initiative aims to address the issue of declining bee populations and biodiversity loss caused by climate change, ultimately assisting in averting ecosystem collapse and food crises.

Key Features and Initiatives of the “Solar Beehive” Project Include:

- **Smart System**
 - Solar modules regulate temperature, humidity, water, and food conditions within the Solar Beehive
- **Pilot Study**
 - The Solar Beehive project at the Korea National University of Agriculture and Fisheries actively involves approximately 40,000 bees
- **Data Sharing**
 - The Solar Beehive collects bee activity data, which is shared on a website accessible to all bee researchers



Clean Up Mekong Campaign

To tackle the global issue of aquatic litter in an environmentally friendly manner, Hanwha Life collaborated with the Hanwha Group on the “Clean Up the Mekong” campaign. We donated solar-powered boats to collect floating debris in the Mekong Delta in southern Vietnam. Through this initiative, we can collect approximately 400–500 kg of floating debris daily without emitting any carbon. The campaign video, which showcased solar-powered boats in action, garnered significant interest on social media, resonating globally with the message of sustainable growth. It was highlighted by the World Economic Forum and recognized as a best practice case at the Korea International Renewable Energy Conference (KIREC).



Participation as a TNFD Global Early Adopter

In January 2024, we became a member of the Taskforce on Nature-related Financial Disclosures (TNFD) to minimize the impact of our activities on biodiversity and natural capital. As the only Korean insurance company participating as a global early adopter, we plan to begin disclosing information in 2026, based on data collected in 2025, in accordance with TNFD guidelines. Our objective is to proactively manage risks and seize opportunities associated with natural capital through diverse biodiversity conservation efforts.



Minimizing Environmental Impact

Risk Management

Environmental Management Performance Monitoring

We have implemented a monitoring system to assess our environmental management performance and integrate these insights into future strategies that promote eco-friendly practices. Proactively managing climate change risks and leveraging emerging opportunities improves our capability to effectively navigate the environmental landscape.

Details are as Follows:

- Systematic management of various environmental data such as energy use, greenhouse gas emissions, and water consumption utilized and discharged across all facilities
- Set company-wide environmental goals based on environmental data, internal and external environmental impacts, and operating conditions
- Annually evaluate implementation results and related performance of environmental goals
- Strengthen environmental management performance by incorporating greenhouse gas reduction targets into the Objectives and Key Results (OKRs) of relevant department managers

Environmental Management Compliance

We have implemented internal mechanisms to ensure regulatory compliance, including a comprehensive registry of environmental regulations. This registry helps us assess our adherence to critical legal requirements, which is a focus of regular audits. In 2023, we successfully achieved full compliance with all environmental regulations. Looking ahead, we remain committed to maintaining these mechanisms to ensure continuous compliance.

Metrics and Targets

Business Site Environment Data Goals and Performance

Hanwha Life sets goals for energy, water usage, waste, and other resources used and emitted across all its workplaces, systematically overseeing performance. Initiatives include promoting the rationalization of energy and water usage, conducting monthly performance monitoring, replacing outdated facilities, and increasing the recycling of workplace waste, thereby consistently improving performance through varied and sustainable activities.

Business Site Environment Data Goals and Performance*

| Category | Unit | 2023 Goals | 2023 Performance | 2024 Goals** |
|----------------|------|------------|------------------|--------------|
| Energy | TOE | 17,132 | 17,550 | 16,984 |
| Water usage | TOE | 460,537 | 458,615 | 458,615 |
| Recycling rate | % | 79 | 81 | 81 |

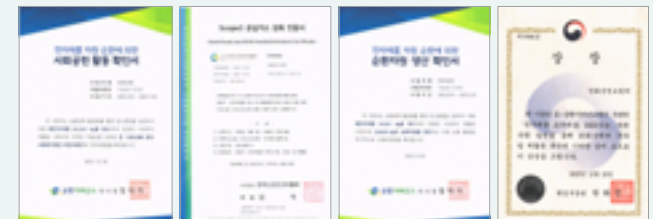
* There may be discrepancies in environmental performance data from the ESG Databook (p105~106) for all business sites due to some differences in criteria and standards. Please refer to the footnotes of each table for details

** For items that exceeded the target in 2023, the target will be maintained at the 2023 level

CASE STUDY :: Contribution to ESG Sharing Activities through Resource Circulation

In 2023, Hanwha Life became the first domestic financial institution to establish a resource circulation system for electrical and electronic products. This initiative followed the signing of an MOU with E-Circular Governance on "Resource Circulation Practice for Electric and Electronic Products." This initiative earned recognition for our contribution to ESG sharing activities, culminating in the receipt of the Minister of Environment Award.

- 1,935 assets, including ID card scanners, printers, and monitors, were transferred to E-Circular Governance for environmentally friendly recycling
- 24.6 tons of electronic waste were disposed of and recycled at eco-friendly facilities
- 23.0 tons of recycled resources were produced
- 52,658 kgCO₂eq of greenhouse gas emissions were reduced



Response to Climate Change

Governance

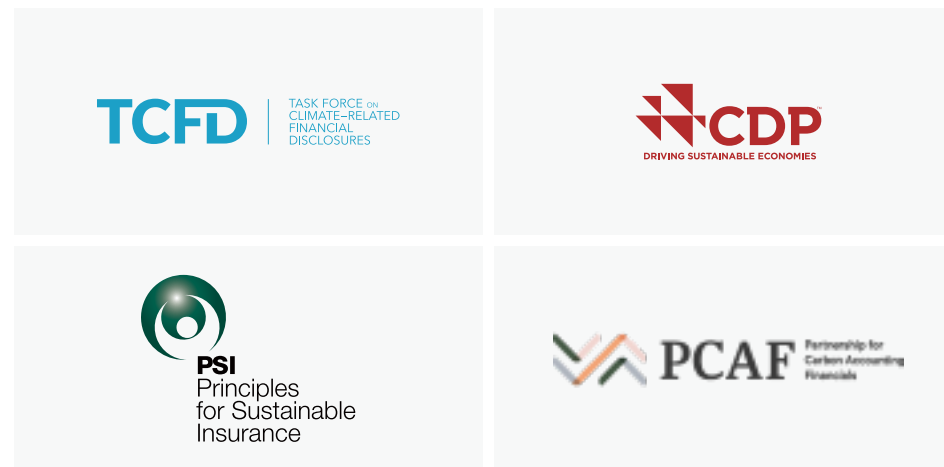
Hanwha Life has established a transparent and rational governance structure. This structure is designed to swiftly respond to both internal and external environmental changes resulting from climate change and to proactively generate new business opportunities. We have established the Sustainability Management Committee under the Board of Directors to oversee decisions on environmental management, including responses to climate change and carbon neutrality, as well as comprehensive ESG management. The Sustainability Management Committee convenes as required, based on the agenda, and it discussed 10 agenda items across three meetings in 2023. Additionally, to more effectively promote activities to address climate change and environmental management, we have established the ESG Council, consisting of department heads from key departments. The ESG Council meets on a quarterly basis to identify ESG-related improvement tasks, including those related to climate risk response, and discusses tasks that require implementation by each department. The ESG Enhancement Team and the ESG Working Council are responsible for implementing and managing these tasks. They also ensure that the status of these implementations is communicated to all employees and regularly report progress to management.

Climate Change Response Organization

| Organization | Function |
|---|--|
| Sustainability Management Committee (as needed) | <ul style="list-style-type: none"> Review performance in environmental management, including issues related to climate change Make decisions on environmental management strategies and issues |
| ESG Council (on a quarterly basis) | <ul style="list-style-type: none"> Review strategies and issues related to environmental management Identify and discuss improvement tasks |
| ESG Enhancement Team | <ul style="list-style-type: none"> Develop strategies and policies related to environmental management, including climate change Implement and manage tasks |
| ESG Working Council | <ul style="list-style-type: none"> Implement tasks related to environmental management, including climate change |

Participation in Global Climate Change Initiatives

Hanwha Life actively participates in a range of activities within both domestic and international organizations to address climate change in accordance with global standards. In 2021, we became members of the Task Force on Climate-related Financial Disclosures (TCFD) and now transparently disclose our governance, strategy, risk management, metrics, and targets for addressing climate change, in line with TCFD recommendations. To effectively respond to climate change, we participate in the Principles for Sustainable Insurance of the United Nations Environment Programme Finance Initiative, and we strive to incorporate ESG factors into our decision-making processes. We have also joined the Partnership for Carbon Accounting Financials to accurately disclose our key climate change-related metrics. Additionally, as a signatory to the Carbon Disclosure Project (CDP), we fulfill our duties as an investor by encouraging more companies to disclose their climate change-related information.



Response to Climate Change

Strategy

Hanwha Life has established a comprehensive strategy to proactively address climate change by identifying and managing both the risks and opportunities it presents. Our goal is to minimize these risks and maximize opportunities through the implementation of our climate change response strategy, thereby gaining a competitive advantage in our business operations and ensuring sustainable performance. As a financial institution, we acknowledge our social responsibility and are committed to achieving carbon neutrality throughout our entire value chain.

Key Elements of Our Climate Change Response Strategy Include:

- Managing separately transition risks associated with the shift to a low-carbon economy and physical risks related to the direct impacts of climate change
- Review individual risk mitigation measures based on detailed risk analysis
- Develop risk mitigation strategies across all business areas, including product planning and asset management
- Measure and analyze CO₂ emissions relative to revenue to manage the carbon footprint within our asset portfolio
- Estimate potential losses through an analysis of scenarios related to climate change

Climate Change Implementation Roadmap

Phase 1 (2021 through 2022)

Foundation Stage for Climate Change Response

Introduce a management system for task execution to establish a foundation for practicing carbon neutrality:

- Declare coal phase-out and join PSI, CDP, and TCFD
- Establish the Sustainability Management Committee and dedicated team
- Obtain the ISO14001 certification and establish a greenhouse gas inventory
- Introduce the ESG Watchlist, reflecting revisions in investment guidelines



Phase 2 (2023 through 2025)

Implementation and Expansion Stage for the Climate Change Response System

Analyze the current status of climate change response and introduce and expand company-wide management measures:

- Join PCAF and TNFD
- Enhance climate risk management systems and internalize capabilities
- Analyze the financial impact of climate change (financed emissions, climate risks, etc.)
- Implement and actively engage in greenhouse gas reduction targets



Phase 3 (2026 through 2030)

Practical Implementation for Achieving Carbon Neutrality in the Value Chain

Practically implement the low-carbon transition and encourage carbon neutrality in the value chain (spreading leadership):

- Strengthen climate disclosures and natural capital-related disclosures
- Actively reduce carbon emissions within the value chain
- Apply and expand ESG-based portfolios
- Perform interim reviews and re-establish targets by monitoring implementation performance

Response to Climate Change

Identification of Risks and Opportunities Related to Climate Change

Hanwha Life recognizes that climate change represents a novel crisis not only for the real economy but also for the global economy and financial systems, while simultaneously offering strategic opportunities. By identifying the varied impacts of climate change as either risks or opportunities, we strive to minimize future risks and convert them into new opportunities, thereby fostering sustainable growth.

| | | | Description | Potential Financial Impact | Impact on Hanwha Life | Timeframe | |
|---------------|-----------------------|------------------|--|--|--|--|----------------------------|
| Risk | Transition Risk | Policy and Legal | <ul style="list-style-type: none"> Direct regulation of greenhouse gas emissions Increase in carbon emission permits and border carbon tax Strengthened climate-related disclosure obligations | <ul style="list-style-type: none"> Increase in operational costs and decrease in corporate profits due to regulations on greenhouse gas emissions Devaluation of existing assets and emergence of standard assets, particularly in high-carbon industries Internal costs due to strengthened disclosure requirements Increase in costs related to environmental litigation | <ul style="list-style-type: none"> Increase in financial burden from compliance with regulations, such as purchasing emission allowances Deterioration in the reliability and profitability of asset portfolios if partners and companies within the portfolio do not adopt eco-friendly policies Increase in costs associated with the transition to eco-friendly vehicles and alternative energy sources Costs arising from changes in disclosure standards and environmental litigation | Short-term and medium-term | |
| | | Technology | <ul style="list-style-type: none"> Phase-out of existing high-carbon technologies Failure to transition to eco-friendly and low-carbon technologies Increase in investments in new technologies and risk of failure | <ul style="list-style-type: none"> Rise in stranded assets Increase in costs and risks associated with the transition to new technologies Increase in financial risks due to investment failures | <ul style="list-style-type: none"> Revenue fluctuations due to the adoption of new technologies by loan and investment companies Deterioration in asset portfolio profitability if loan and investment companies do not adopt eco-friendly technologies Growing need to build an eco-friendly asset portfolio | Short-term, medium-term, and long-term | |
| | | Market | <ul style="list-style-type: none"> Changes in consumer preferences leading to shifts in demand | <ul style="list-style-type: none"> Decrease in demand for existing products and revaluation of asset values | <ul style="list-style-type: none"> Increase in costs for developing eco-friendly products Decline in investor confidence due to fluctuation in asset values | Short-term and medium-term | |
| | | Reputation | <ul style="list-style-type: none"> Rapid changes in consumer perceptions Negative feedback, such as greenwashing Criticism of specific industries | <ul style="list-style-type: none"> Internal costs incurred for implementing eco-friendly strategies Deterioration of corporate reputation due to inadequate responses to climate-related issues | <ul style="list-style-type: none"> Decline in corporate reputation due to ESG-washing issues Worsening perception of financial institutions for not fulfilling social responsibilities if they do not participate in low-carbon policies | Short-term, medium-term, and long-term | |
| | | Physical Risks | Acute | <ul style="list-style-type: none"> Property damage due to natural disasters (typhoons, floods, etc.) | <ul style="list-style-type: none"> Decrease in household consumption, reduction in corporate assets, and increased uncertainty Decreased production capacity, decline in operating profit, and increased recovery costs due to damage to business sites and supply chains | <ul style="list-style-type: none"> Decline in collateral value of investments and loan assets in disaster-affected areas Customer inconvenience due to damage to customer touchpoints in disaster-affected areas | Short-term and medium-term |
| | | | Chronic | <ul style="list-style-type: none"> Rising sea levels Persistent high temperatures | <ul style="list-style-type: none"> Increase in disease, mortality, and worsening health inequalities Increased costs and inflation due to reduced productivity in agriculture, livestock, and fisheries Decrease in asset values in affected areas, such as flooded areas | <ul style="list-style-type: none"> Increase in insurance claims due to the spread of diseases Increased financial burden due to devaluation of asset portfolios | Medium-term and long-term |
| Opportunities | Resource Efficiency | | <ul style="list-style-type: none"> Improvement of energy and water efficiency Enhancement of recycling and waste management systems Expansion of eco-friendly buildings and transportation | <ul style="list-style-type: none"> Reduction in operating costs due to increased efficiency in energy, water, and circular economy Increased value of high-efficiency assets, such as high-efficiency buildings | <ul style="list-style-type: none"> Increased capital demand from resource-efficiency corporate clients | Short-term and medium-term | |
| | Energy Resources | | <ul style="list-style-type: none"> Expansion of the use of low-carbon and renewable energy Increase in the adoption of low-carbon technologies and participation in related markets | <ul style="list-style-type: none"> Reduction in operating costs due to decreased fossil fuel use Reduced risk associated with carbon emission regulations Improved investment returns from low-carbon technologies | <ul style="list-style-type: none"> Increased capital demand from corporate clients adopting eco-friendly energy resources Expanded investment in large-scale sustainabilityeco-friendly projects | Short-term, medium-term, and long-term | |
| | Products and Services | | <ul style="list-style-type: none"> Expansion of the adoption of eco-friendly products, services and technologies Increase in customer preference for eco-friendly products and services | <ul style="list-style-type: none"> Revenue increase due to growing demand for eco-friendly products and services Revenue growth and diversification from new product development | <ul style="list-style-type: none"> Expansion of eco-friendly products, investments, and loans Revenue growth through the development of eco-friendly insurance solutions | Short-term and medium-term | |
| | Market | | <ul style="list-style-type: none"> Creation of new markets and expansion of their accessibility | <ul style="list-style-type: none"> Revenue growth from entering new markets Diversification of business portfolio | <ul style="list-style-type: none"> Expansion of climate-related new insurance markets Diversification of new eco-friendly financial assets, such as green bonds | Medium-term and long-term | |
| | Resilience | | <ul style="list-style-type: none"> Development of adaptive capabilities, such as resource diversification, and discovery of alternative resources Expansion of renewable energy and improvement of energy efficiency | <ul style="list-style-type: none"> Enhanced operating capabilities under various conditions, creating revenue growth opportunities Increased asset value due to improved resilience, such as infrastructure, and buildings | <ul style="list-style-type: none"> Diversification of portfolio and enhancement of its reliability | Short-term, medium-term, and long-term | |

* Short-term=3 years, Medium-term=10 years, Long-term=over 10 years

Response to Climate Change

Financial Impact of Climate Change: Scenario Analysis

Climate risks are divided into two categories: transition risks, which are associated with the shift to a low-carbon society, and physical risks, which arise from natural disasters. At Hanwha Life, we analyze climate risks through climate stress tests. These tests evaluate the impact of climate change by establishing scenarios and examining their effects on the financial industry. The analysis is conducted in three stages: generating climate scenarios, converting climate risks into financial risks, and measuring financial losses.

Response Strategy for Climate-Related Risks and Opportunities

Hanwha Life acknowledges the potential for climate risks to evolve into traditional risks, directly affecting assets and liabilities and extending into other areas of risk. We also recognize the opportunities that may emerge during this process and have accordingly developed response strategies.

Details are as Follows:

- Estimate the financial impact of risks to understand the level of disruption and compare losses across portfolios (by industry, type, region, etc.)
- Establish quantitative goals to systematically manage data related to company-wide financed emissions and climate risk measurement
- Build an ESG investment environment by strengthening ESG investment guidelines and frameworks, including ESG investment guidelines and watchlists
- Continue to enhance response strategies to achieve the goal of carbon neutrality by 2050 and a 40% reduction in carbon emissions by 2030

Scenario Analysis Results

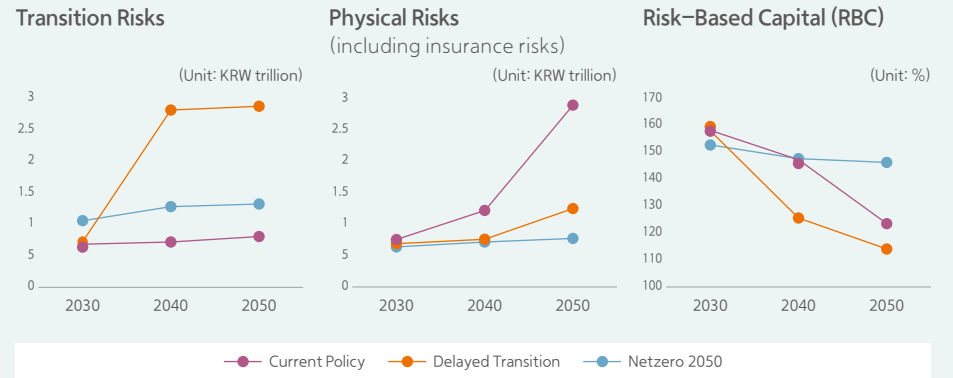
Hanwha Life conducted an analysis of climate risks by selecting three scenarios from the Network for Greening the Financial System (NGFS): Current Policy (CP), Delayed Transition (DT), and Net Zero 2050 (NZ). The analysis scope was determined based on the importance assessment results for credit risk, market risk, and insurance risk of assets, encompassing approximately KRW 20.4 trillion of assets under analysis. We estimated the financial impact on the financial asset portfolio due to both transition risks and physical risks.

Scope of Analysis

| Classification | Importance | | | | | | Scope of Analysis | | | |
|----------------|------------------------------|-------------|-----------|------------|-------------|-----------|-------------------|----------|---|---|
| | Transition | | | Physical | | | Transition | Physical | | |
| | Short-Term | Medium-Term | Long-Term | Short-Term | Medium-Term | Long-Term | | | | |
| Assets | Stocks/bonds/Corporate Loans | ● | ● | ● | ● | ● | ● | ○ | ○ | |
| | PF Loans | ● | ● | ● | ● | ● | ● | ○ | ○ | |
| | Commercial Real Estate | | | | ○ | ● | ● | ○ | ○ | |
| | Mortgage Loans | ○ | ○ | ○ | ○ | ○ | ○ | X | X | |
| | Government Bonds | | | | ○ | ○ | ○ | X | X | |
| Liabilities | Insurance Contracts | | | | | | ○ | ○ | ● | ○ |

● Material ○ Non-material

- The financial impact of transition risks is greatest under the Delayed Transition (DT) scenario, with maximum losses projected at KRW 2.78 trillion in 2050
- The financial impact of physical risks is greatest under the Current Policy (CP) scenario, with maximum losses projected at KRW 2.84 trillion in 2050 and insurance claims amounting to up to KRW 72.5 billion
- Risk-Based Capital (RBC) experiences the most significant decrease under the Delayed Transition (DT) scenario, dropping by 55.68 percentage points compared to 2022 levels in 2050

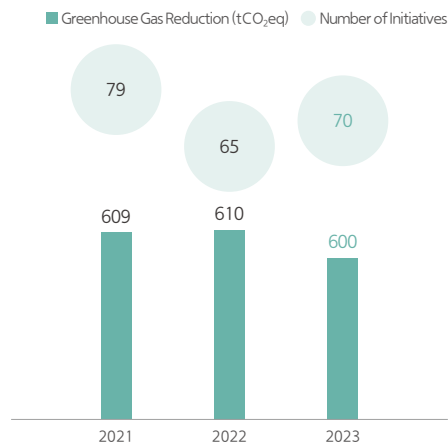


Response to Climate Change

Business Site Energy and Greenhouse Gas Reduction Activities

Hanwha Life acknowledges the significant global impact of climate change and is committed to eco-friendly management practices. To mitigate greenhouse gas emissions, we establish annual reduction targets and explore various initiatives, including the implementation of energy control systems for enhanced efficiency and the replacement of traditional lamps with LEDs. We are committed to sustaining our energy conservation efforts, aiming to improve the energy efficiency of our key facilities and increase the use of renewable energy sources.

- Over the past three years, we have reduced greenhouse gas emissions by 1,819 tCO₂eq through 214 initiatives



Installation of Inverter Elevators and High-Efficiency Transformers

Hanwha Life is dedicated to implementing eco-friendly policies and ensuring a comfortable environment for its customers. In alignment with this commitment, we have upgraded 11 elevators in our Busan, Jeonju, and Jeju office buildings with high-efficiency inverter equipment. We will persist in updating outdated facilities with high-efficiency equipment and actively engage in energy conservation to support the creation of a cleaner, more sustainable environment.

- Annual savings of approximately 13,000 kWh of electricity through improved electrical efficiency
- Contributing to eco-friendly policies with the equivalent of planting 633 trees annually (approximately 5,756 kg of CO₂ reduction)

Expansion of Renewable Energy Use

Installation of Solar Panels at Data Center

Hanwha Life has installed solar panels on the rooftop of our data center building. By utilizing idle space, we can continuously supply power and enhance energy efficiency, thereby supporting the expansion of eco-friendly data operations.

- Installed 42 panels, supplying approximately 0.08% (approximately 945 kW) of the required electricity
- Produced approximately 10,440 kWh of electricity in 2023

Installation of Solar Panels at Janggyo-dong Building

Hanwha Life has expanded its use of sustainable energy by installing solar panels on the exterior walls and rooftop of our Janggyo-dong building. We are committed to the meticulous maintenance and management of our solar facilities to proactively address climate change.

- Installed 468 panels on the exterior walls and 396 panels on the rooftop, supplying approximately 2.5% (about 134 kW) of the required electricity
- Produced approximately 102,093 kWh of electricity in 2023, supplying power to air conditioning and other equipment
- Annual savings of approximately KRW 17 million in electricity costs
- Contributed to greenhouse gas reduction and ecosystem preservation with the equivalent of planting 4,968 trees annually (approximately 45,206 kg of CO₂ reduction)

Expansion of Electric Vehicle Charging Facilities across All Business Sites

In 2023, Hanwha Life introduced eco-friendly electric vehicles for corporate use and installed a total of 72 electric vehicle charging stations across 18 business sites. We plan to continue contributing to eco-friendly policies by increasing the proportion of electric vehicles in our corporate fleet and further expanding our electric vehicle charging infrastructure.

Climate Risk Education

To increase awareness and strengthen the professional capabilities of our employees in response to climate change, Hanwha Life conducts training on climate risk for various working groups. We regularly organize small expert-led sessions focusing on financed emissions, climate risk analysis, and management strategies. These sessions are targeted at employees in departments such as investment, risk management, and product development, which are closely related to climate finance. Additionally, we supply educational materials covering the concepts and methodologies of financed emissions and climate risk to the Sustainability Management Committee, aiming to improve our executives' understanding of these critical areas.

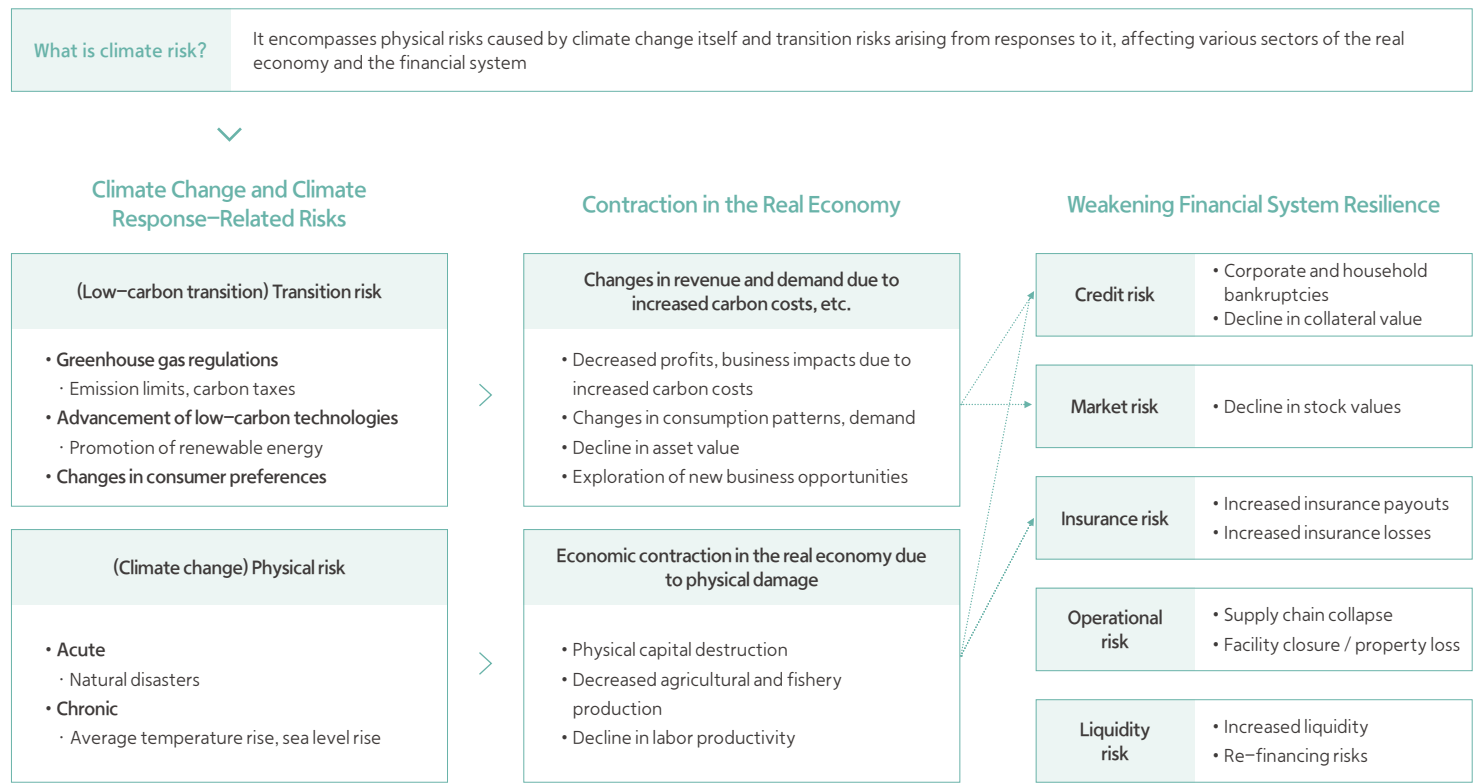
Response to Climate Change

Risk Management

Climate Risk Propagation Pathways

Hanwha Life categorizes climate risks into physical risks and transition risks, assessing their potential to evolve into financial risks through various channels in the real economy. This assessment aids in the development of climate risk management plans. We have pinpointed key risks by quantifying financed emissions and evaluating the susceptibility of our asset portfolio to different climate change scenarios. Looking ahead, we aim to develop climate assessment models and further improve our risk management systems.

Transmission Pathways of Climate Risks into the Financial System



Weakening Financial System Resilience

Credit risk

- Corporate and household bankruptcies
- Decline in collateral value

Market risk

- Decline in stock values

Insurance risk

- Increased insurance payouts
- Increased insurance losses

Operational risk

- Supply chain collapse
- Facility closure / property loss

Liquidity risk

- Increased liquidity
- Re-financing risks

Risk Management System

Hanwha Life integrates both financial and ESG factors, including climate change and related risks, into its decision-making processes across all stages of investment decision-making and management.

Key Achievements and Contributions Include:

- Declared a coal-free finance policy in 2021, limiting new investments and financing in coal-related industries, and expanded investments in eco-friendly assets such as renewable energy
- Integrated ESG factors into decisions related to the investment assets of performance-linked special accounts
- Established separate ESG investment guidelines and directives
- Incorporated ESG criteria into the evaluation criteria for selecting asset management firms for performance-linked special accounts
- Reviewed and managed the direction and quality of asset managers' ESG investment policies

Response to Climate Change

Metrics and Targets

Scope 1 and 2 Greenhouse Gas Emission Targets and Performance

Hanwha Life systematically manages greenhouse gas emissions by annually calculating and disclosing data related to energy consumption, greenhouse gas emissions, and emission intensity. Additionally, to achieve carbon neutrality by 2050, we have established and are managing greenhouse gas reduction targets that align with national carbon reduction goals.

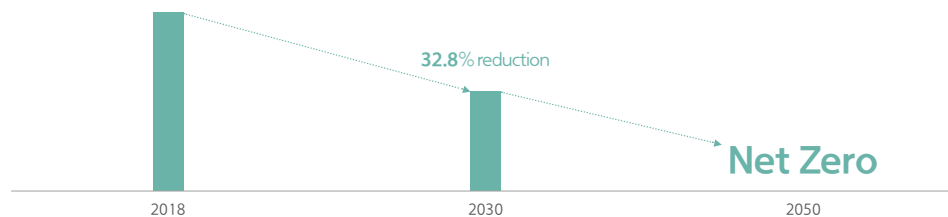
To Achieve These Goals, Hanwha Life has Implemented the Following Measures:

- Established a greenhouse gas inventory (greenhouse gas statistics system) and conducted third-party verification
- Set greenhouse gas reduction targets in compliance with national carbon reduction goals, considering:
 - Historical data on energy and greenhouse gas emissions
 - Environmental impact data, internal and external environmental impacts, and business site operating conditions

Business Site Greenhouse Gas Reduction Targets and Implementation Performance

| | |
|--|--|
| 2024 Environmental Goal | Reduce greenhouse gases by 1.9% compared to the previous year (reduction of 690 tCO ₂ eq) |
| 2023 Environmental Goal | Reduce greenhouse gases by 1.7% compared to the previous year (reduction of 600 tCO ₂ eq) |
| Implementation Plans and Status | Replace lighting with LED lamps, optimize operation of air conditioners, fans, and pumps |
| 2023 Implementation Performance | Reduce greenhouse gases by 616 tCO ₂ eq |

Scope 1 and 2 Reduction Targets



* Based on the Ministry of Land, Infrastructure and Transport's carbon neutrality roadmap (2018 emissions of approximately 42,000 tCO₂eq)

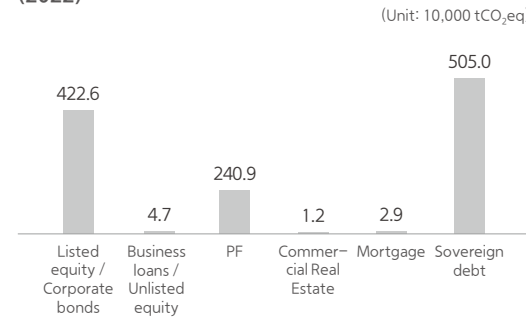
Scope 3 Financed Emissions Targets and Performance

Hanwha Life has calculated the financed emissions of its asset portfolio across six asset classes based on the PCAF (Partnership for Carbon Accounting Financials) methodology to systematically manage and reduce carbon emissions generated from financial investment activities. In pursuit of achieving carbon neutrality by 2050, Hanwha Life will continue to pursue various initiatives to reduce carbon emissions throughout the entire value chain from a long-term perspective, such as reducing investments and insurance coverage in high-carbon companies.

Key Milestones Include:

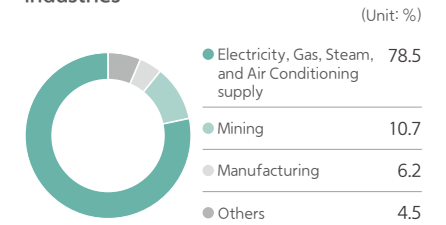
- In 2022, the total financed emissions amounted to 11.773 million tCO₂eq, with a carbon intensity of 17.5 tCO₂eq per KRW 100 million
- Emissions from three sectors—Electricity, Gas, Steam, and Air Conditioning Supply; Mining; and Manufacturing—accounted for approximately 94% of the total emissions

Financed Emissions Status¹⁾ (2022)

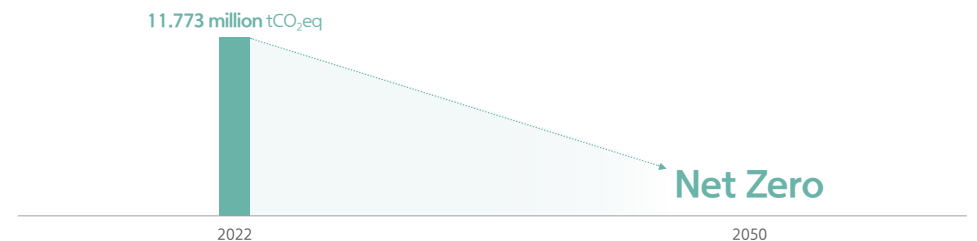


¹⁾ Based on Hanwha Life's main organization (excluding subsidiaries)

Financed Emissions by Top Emitting Industries



Scope 3 Reduction Targets



ESG PERFORMANCE

Social

Corporate Social Responsibility and Philanthropic Management

Customer-Centered Management

Social Contribution

Human Resources Management



Customer-Centered Management

Governance

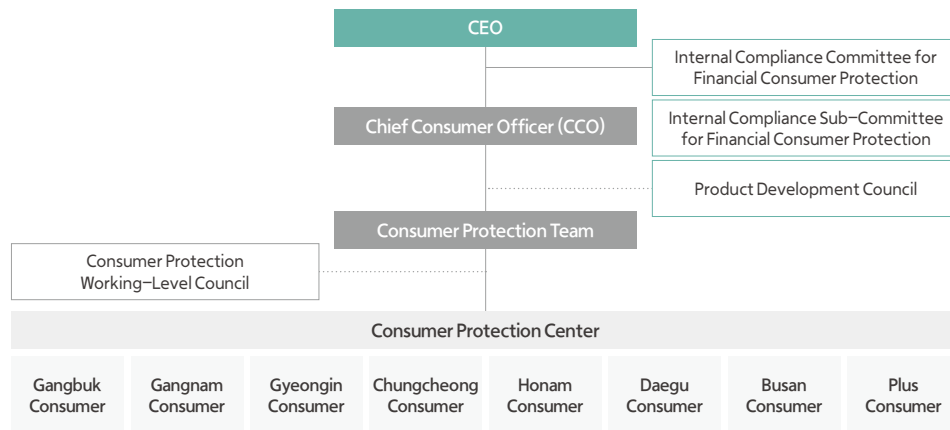
Consumer Protection Organization

Hanwha Life operates a dedicated Consumer Protection Team that reports directly to the CEO to provide support for various consumer protection activities. The team is divided into two sectors: consumer planning and consumer protection, each responsible for specific targeted activities

Key Milestones Include:

- **Consumer Planning**
 - Responsible for establishing and implementing consumer protection policies, managing mis-selling, overseeing external evaluations, promoting a customer-centered management (CCM) culture, and overseeing the approval of product advertisements and promotional materials
- **Consumer Protection**
 - Exclusively manages internal and external complaints and contributes to improvement activities for complaint prevention through analysis of the voice of the customer (VOC)

Consumer Protection Organization



Consumer Protection Working-Level Council

The Consumer Protection Working-Level Council collects and analyzes VOC feedback from a consumer protection standpoint. It identifies areas where systems and policies can be improved, which are then promptly added as agenda items for its monthly meetings. With the involvement of working-level department heads, the Council conducts thorough discussions and makes rapid decisions to improve processes and systems. Additionally, the Council is committed to strengthening consumer protection and increasing consumer satisfaction.

Internal Compliance Committee for Financial Consumer Protection

Hanwha Life has established the Internal Compliance Committee for Financial Consumer Protection, which serves as a decision-making body dedicated to protecting financial consumers.

Here are the Specifics:

- The committee consists of the CEO, Chief Consumer Officer (CCO), Compliance Officer, Risk Management Officer, and other executives responsible for financial consumer protection, as appointed by the CEO
- **The Committee, Chaired by the CEO, Holds Meetings Biannually and Reviews and Discusses the Following:**
 - Strategic management directions and major changes in policies related to financial consumer protection
 - Evaluation results for the design and operation of product development, sales practices, information disclosure, and employee performance compensation systems
 - Measures taken in response to the results of financial consumer protection-related inspections

Internal Compliance Sub-Committee for Financial Consumer Protection

The Internal Compliance Sub-Committee for Financial Consumer Protection is chaired by the CCO, who is appointed by the CEO, and comprises nine members. These members include the heads of the Insurance Service Team, Underwriting Team, Claims Management Team, Insurance Business Enhancement Team, GA Department, Corporate Planning Team, Product Development Team, and Compliance Team.

The Subcommittee is Tasked with Overseeing a Variety of Key Functions:

- Improving key consumer protection systems, related policies, and work processes
- Encouraging practical management improvements based on VOC feedback
- Reviewing significant customer-related issues at each stage, from product development to sales, contract maintenance, and after-sales service, while responding quickly to suspected financial incidents to protect consumer rights
- Identifying consumer-focused tasks for improvement, such as financial product advertising and VOC-related work, to strengthen consumer protection and increase satisfaction

Consumer Protection Centers

Hanwha Life operates eight Consumer Protection Centers nationwide, guided by the Consumer Protection Team, to enhance our on-site consumer protection capabilities:

- Expanding the responsibilities and authority of consumer protection personnel to support the establishment and implementation of educational plans to prevent harm to consumers
- Fulfilling our responsibility for consumer rights protection by promptly addressing related issues
- Protecting consumer rights by participating in company-wide councils and sharing the Consumer Protection Centers' monthly complaint cases to drive system improvements

Customer-Centered Management

Customer Satisfaction Service

Hanwha Life strives to improve customer satisfaction by providing prompt, accurate, and friendly services tailored to the diverse needs of its customers.



Operating a Call Center with the "Digital Visible ARS Service"

- Customers can use services through a screen on their mobile phones using touch navigation
- The call center connects customers to specialized consultants according to their inquiries



Operating Various Customer Center Services

- The "Love Sharing Assistance Desk" specifically supports financially vulnerable customers, including individuals with disabilities, the elderly, and pregnant women
- The "Visit Reservation Service" is provided to minimize customer waiting times

Selected as 2023 KSQI Platinum Customer Satisfaction Call Center

- Selected as Customer Satisfaction Call Center of the Year for 3 consecutive years in 2024
- Selected as an Excellent Call Center for 16 consecutive years in 2024
- Selected as a Platinum Call Center for 6 consecutive years in 2024
- Ranked No. 1 in the KSQI for 13 consecutive years in 2024
- Selected as a KSQI Excellent Call Center (Service Area) in 2024
 - Ranked number 1 among 19 life insurance companies
- Selected as a KSQI Platinum Call Center (selected upon achieving Excellent Call Center status for 10 consecutive years) in 2024
 - Only 6 out of 19 life insurance companies received this award
- Selected as a KSQI Customer Satisfaction Call Center (Service and Empathy Areas) in 2024
 - Ranked number 1 among 19 life insurance companies
 - Tied for number 1 out of 346 companies in 55 industries

Mobile Video Consultation Service

To improve access to insurance services for financially vulnerable groups, Hanwha Life provides a mobile consultation service with consultant. Notably, it introduced the industry's first¹⁾ mobile multi-person consultation service, allowing multiple contracting parties to simultaneously process insurance transactions via mobile phones, regardless of their location.

The Service Includes:

- Insurance contracts involve multiple parties: the policyholders, the insured, and the beneficiaries. When these parties are distinct, each individual must complete and sign the relevant documents
- This service streamlines necessary insurance processes through mobile video consultations, eliminating the requirement for all parties to be physically present in the same location
- Applicants can connect directly through a web link without the need to install an application or sign up for membership. A large signature window is provided on the mobile interface via a pop-up screen
- This service improves customer convenience by enabling insurance transactions to be conducted from any location

1) Hanwha Life applied for a Business Model patent on May 7th



Launching Digital Desk Service

In May 2023, Hanwha Life introduced digital desks at its customer centers to enhance service accessibility for digitally marginalized groups.

Details are as Follows:

- Digital desks, unlike kiosks, are equipped with a video consultation system that provides real-time communication between staff and customers while processing transactions
- Our new service shortens waiting times and streamlines transaction processing for a more convenient customer experience

Customer-Centered Management

Strategy

Consumer Protection Policies

Hanwha Life prioritizes consumer protection throughout the entire process, from product development to sales and after-sales service, and make various efforts as follows:

- During product development, we conduct consumer impact assessments and insurance fraud impact assessments to identify and review potential risks related to consumer rights
- During the sales process, we provide our customers with information about policies designed to protect consumer rights through product descriptions and our website. This includes details on the cooling-off periods and the termination of illegal contracts
- We designate a monthly “Financial Consumer Protection Practice Day,” during which we conduct employee training and campaigns on consumer protection. This initiative aims to foster and reinforce our commitment to the CCM culture
- We utilize multiple channels to collect VOC feedback and promptly address it, thereby enhancing consumer protection and satisfaction
- We continuously refine and manage our customer response processes and manuals by incorporating VOC feedback, internal and external evaluations, best practices, and company-wide monitoring results. This approach ultimately enhances the level of consumer protection across the organization

Consumer Protection Strategy

Promotion of Financial Consumer Rights and Interests

| | |
|---|---|
| Continuously Reducing External Customer Complaints | <ul style="list-style-type: none"> • Implementing improvements to policies, processes, and systems • Consistently reducing the number of complaints associated with mis-selling practices and solicitation • Preventing recurrent complaints through cross-departmental collaboration, for example, with the Claims Management Team and Insurance Service Team |
| Strengthening Dispute Prevention Measures | <ul style="list-style-type: none"> • Strengthening complaint prevention training and refining evaluations of mis-selling practices • Improving systems and processes through the Consumer Protection Working-Level Council and VOC analysis • Utilizing the H-VOC platform, our new financial consumer protection VOC system (launched in March 2024), to proactively mitigate complaint risks and harness VOC data as a strategic management resource |
| Improving Transparent Sales Management | <ul style="list-style-type: none"> • Conducting Financial Consumer Protection Practice Day (monthly) • Establishing a culture of transparent sales through in-house educational broadcasts • Strengthening disciplinary standards for violations of the Act on the Protection of Financial Consumers • Reinforcing disciplinary standards for financial planners who fail to obtain handwritten signatures or mishandle personal information |

Consumer Protection Roadmap

| | 2024 | 2025-2027 |
|-------------------------------------|--|--|
| Managing Transparent Sales | Consistently improving transparent sales <ul style="list-style-type: none"> • Launching the H-VOC platform to strengthen regulatory compliance with the Act on the Financial Consumer Protection and improving internal control functions • Achieving a mis-selling rate of 0.07% or lower • Establishing a system for rapid resolution of customer complaints and inconveniences | Achieving the highest level of transparent sales <ul style="list-style-type: none"> • Improving internal controls through the establishment of a mobile financial consumer protection platform • Complying with the Act on the Protection of Financial Consumers and continuing to innovate in transparent sales management • Achieving a mis-selling rate of 0.06% or lower |
| Reducing External Complaints | Advancing the complaint management system <ul style="list-style-type: none"> • Promptly addressing VOC feedback from various channels through the H-VOC platform • Strengthening of the complaint management system across the company • Improving the execution capabilities of Consumer Protection Centers • Advancing the key consumer protection management indicators (including the development of consumer protection monitoring indicators) | Achieving the highest level of complaint management <ul style="list-style-type: none"> • Attaining the highest level in the “number of complaints and complaint processing time” category of the Financial Consumer Protection Status Evaluation • Innovating systems and processes related to external complaints |

CASE STUDY :: Reinforcement of a CCM (Customer-centered Management) Culture

Hanwha Life is striving to establish a CCM culture by enhancing organizational culture and developing measures to protect consumers in accordance with the Act on Financial Consumer Protection. At the start of the year, the CEOs of Hanwha Life and its sales subsidiaries jointly announced the “Financial Consumer Protection Charter.” Following this, all executives, employees, and financial planners made a formal pledge to adhere to its principles. We consistently observe Financial Consumer Protection Practice Day each month. Additionally, we conduct quarterly activities aimed at increasing awareness of financial consumer protection and embedding CCM principles. These activities include the production and distribution of newsletters and video training materials on consumer protection and CCM, targeted at both employees and customers. Moreover, by implementing a transparent sales verification process, Hanwha Life leads in promoting a culture of consumer protection. Our efforts include collaborative initiatives with GA sales subsidiaries, conducting inspections, and facilitating on-site communication to address and improve issues related to mis-selling. We adhere to the six sales principles and ensure compliance with our obligation to provide clear explanations. Hanwha Life continuously works to reinforce a CCM culture by regularly reviewing and enhancing policies, processes, and systems related to financial consumer protection, always considering the customer’s perspective.

Customer-Centered Management

Customer Satisfaction Strategy

At Hanwha Life, customer satisfaction is our top priority. We are committed to providing exceptional value and service to every customer through our customer-centered management (CCM) approach. We will persist in refining our strategies, streamlining processes, and introducing innovative services—all aimed at systematizing CCM and maximizing customer satisfaction.

Mid- to Long-Term Roadmap for Improving Customer Satisfaction

Strengthening Customer Satisfaction Management 2024



- Aiming to be selected as an excellent company in the Korea Consumer Protection Index (KCPI) for two consecutive years
 - KCPI is surveyed by the Korea Management Association Consultants
- Aiming to rank first in the National Customer Satisfaction Index (NCSI)
 - NCSI is developed by the Korea Productivity Center

Achieving the Highest Level of Customer Satisfaction 2024-2026

- Achieving the highest level in the Assessment of Financial Consumer Protection Status
- Obtaining CCM certification for 10 consecutive years (will conduct a certification assessment in 2026)
 - CCM certification is evaluated by the Korea Fair Trade Commission
- Aiming to earn the Presidential Award for Companies Certified for Excellence in CCM
- Increasing customer satisfaction by launching a new mobile VOC system

CASE STUDY :: Winning the 2023 Call Center “Special Contribution Award” and the “Great Call Center Workplace”

In May 2023, Hanwha Life received significant accolades, being awarded both the “Special Contribution Award” and the “Great Call Center Workplace” by the Korea Management Association Consultants Inc. (KMAC). These awards were presented in celebration of the 20th anniversary of the KMAC’s Korean Service Quality Index (KSQI) Call Center survey. Among 334 companies, Hanwha Life stood out as the only recipient of both distinctions. We will continue fostering an exceptional work environment for our call center representatives by focusing on key areas such as management principles and philosophy, workplace conditions, organizational culture, leadership, HR support programs, and more. Through these initiatives, we aim to foster innovation in the call center industry, provide outstanding customer service, and uphold our CCM values.

Consumer Protection Activities

Nine Consecutive Years of CCM Certification and the Pledging Ceremony for the Implementation of the Financial Consumer Protection Charter

In June 2023, Hanwha Life received its ninth consecutive CCM certification at the “CCM Certification Ceremony” hosted by the Korea Fair Trade Commission. This certification acknowledged our commitment to enhancing systems and operations to better protect financial consumers, thereby establishing a robust company-wide framework. In October 2023, we were recognized as an excellent company in the KCPI survey conducted by the KMAC, underscoring our dedication to CCM. In January 2024, we reaffirmed our commitment to the Financial Consumer Protection Charter through a pledging ceremony, aligning with the 2021 Act on the Protection of Financial Consumers. This event highlighted our company principles and our ongoing commitment to enhancing the protection of financial consumer rights, rooted in our management philosophy of “mutual prosperity with financial consumers.”

The ceremony was attended by Hanwha Life CEO Seung Joo Yeo, Hanwha Life Financial Service CEO Kyung Geun Lee, Hanwha Life Lab CEO Byeong Gu Go, the Chief Consumer Officers from each subsidiary, and the executives and employees of the Consumer Protection Team at headquarters. Employees from the regional Consumer Protection Team participated virtually. All executives and employees of Hanwha Life and its GA sales subsidiaries, along with FPs, have strengthened their commitment to financial consumer protection by taking an online pledge. They also reaffirmed the code of conduct for consumer protection and reinforced their dedication to practicing transparent sales and CCM.



2024 Pledging Ceremony for the Implementation of the Financial Consumer Protection Charter

Customer-Centered Management

Consumer Protection Activities

Consumer Protection Cyber Training

To raise awareness about financial consumer protection, prevent potential complaints, and reinforce our customer-centric approach, we mandate annual “Financial Consumer Protection Cyber Training” for all employees.

This Training Enhances their Understanding of this Critical Issue:

- In 2023, a total of 2,661 employees successfully completed training that encompassed financial ethics, principles of financial consumer protection, compliance guidelines for the sale of various financial products, and oversight, along with case studies on disputes involving financial product distributors

Consumer Portal

To improve communication with our customers and implement CCM, we have established a “Consumer Portal” on our company website:

- The portal provides transparent information on a variety of topics, including VOC, consumer protection policies and systems, the number of complaints received, evaluations of financial consumer protection efforts, guidance on required documentation, best practices for consumer protection, frequently asked questions, and resources for consumer finance education
- A wide range of information is available for customer convenience

Management of the Advertisement (including Financial Products) Approval System

Hanwha Life has upgraded its advertising approval management system to align with the Act on the Protection of Financial Consumers, introduced in 2021. This enhanced system now efficiently handles the entire process, from the initial approval requests made by operational departments through to reviews, modifications, compliance officer approval, and Advertising Committee deliberation, ensuring compliance with the law. The Act enforces the highest level of regulation on the advertising of financial products. It aims to shield consumers from misleading and exaggerated advertisements, while ensuring that accurate product information is available to both the sales field and consumers, by requiring rigorous internal verification of advertisements.

Approval Process for Advertising (Including Financial Products)



1) Consumer Protection Team, Product Development Team, Brand Strategy Team, and Variable Account Investment Department

Voice Phishing Prevention Notification

Hanwha Life regularly sends voice phishing prevention notification messages to all customers biannually, on March 6 and September 6, to increase awareness and combat the rising occurrence of voice phishing crimes. Additionally, we provide educational materials entitled “Voice Phishing Countermeasures for Safe Financial Practices” to executives, employees, and financial planners to help prevent financial fraud.

Hanwha Life: Building a Happy Workplace

Since 2008, Hanwha Life has been implementing the “Building a Happy Workplace” program, which provides training and support to companies and organizations. This initiative aims to foster a customer-centric culture and enhance customer satisfaction across the industry.

Key Milestones Include:

- The program provides educational training and workshops for businesses and public institutions, covering a range of topics, including basic and advanced customer service, leadership, organizational revitalization, specialized courses, legally mandated courses, and financial education
- As of March 2024, 4,352 companies had registered for our service and 199,973 participants had completed the training
- Last April, we launched the second season of “Building a Happy PLUS Workplace”, a tailored program designed to enhance service competitiveness. The key concepts are Plus (Enhanced Content), Live (Strengthened Execution), Unique (Fostered Growth), and Sense (Improved Relationships)
- During “Building a Happy PLUS Workplace” opening event, we expanded our invitations to include more businesses and institutions. This initiative was part of Hanwha Life’s ESG efforts, emphasizing shared management and specifically supporting small businesses with limited training resources

CASE STUDY :: 24/7 Voice Phishing Reporting Center

Hanwha Life is the first life insurance company to introduce a 24/7 voice phishing reporting hotline, actively protecting customers’ financial assets around the clock. Customers can report suspected scams at any time via the call center ARS (1588.6363), even outside of standard business hours (9 am-6 pm). Upon receiving a report, we promptly restrict activities such as insurance policy loans, credit loan services, and changes to customer information to prevent further losses.

Customer-Centered Management

Expanding Customer Engagement

Hanwha Life offers valuable lifestyle information to its customers through various communication channels, such as the company website, online platforms, and mobile apps.

Key Milestones Include:

- We engage with our customers across multiple social media channels like YouTube, Instagram, and blogs
- We share useful tips and information on topics like insurance, health, finance, and everyday life essentials. We also provide information regarding Hanwha Life's products and services for greater added customer convenience

LIFEPLUS: Everyday Life Becomes Special

LIFEPLUS, a joint brand launched by Hanwha financial affiliates, aims to improve customer satisfaction by improving their quality of life. LIFEPLUS focuses on creating engaging experiences that stimulate the customers' five senses in their daily lives:

- LIFEPLUS provides an array of fresh sensory experiences focused on themes related to the five senses, including art, sports, music, and gastronomy. Customers have the opportunity to enjoy art exhibitions, sports challenges, live performances, and gourmet events

LIFEPLUS Tribe App Service

LIFEPLUS provides customers with easy access to all "Experience Events" and "Information" through the "Benefits Calendar" on the LIFEPLUS Tribe app. Going forward, LIFEPLUS will continue to actively engage with its customers through the LIFEPLUS Tribe app.



LIFEPLUS Tribe App "Benefits Calendar"

LIFEPLUS Art

- Identifies and showcases exhibitions of global emerging artists to bring fresh inspiration into customers' daily lives
- Operates a "Private Tour" program, offering early exhibition viewings and private docent tours for a more leisureed and in-depth experience
- Provides informational content and programs to help customers discover and enjoy their own artistic tastes



LIFEPLUS Art 'Private Docent Tour'

LIFEPLUS Sports

- Runs sports challenge programs where customers try to match an expert's record in a selected sport
- Operates sports programs where customers and experts work together towards shared goals, fostering a sense of achievement
- Received an average positive score of 91.9% in participant surveys, indicating high satisfaction, intent to re-participate, and likelihood of recommendation



UNLEASH CHALLENGE for '#4 Wrestling'

LIFEPLUS Music

- Focuses on jazz, hosting unique live performances every other month featuring collaborations between international maestros and top Korean musicians—a rare experience that provides customers an immersive musical journey
- Supports the development of niche genres by discovering and offering performance opportunities to talented Korean musicians



LIVELOOM '#2 Lisa Ono Live Performance'

LIFEPLUS Gourmet

- Introduces new flavors by incorporating recipes from renowned chefs into everyday dishes
- Hosts engaging online culinary events where customers receive kits with the ingredients needed to elevate their regular meals
- Offers chefs a platform to share their culinary expertise and philosophy, creating unique dining experiences for customers



TASTECODE 'Gourmet Kit'

Expansion of Customer Engagement

Hanwha Life consistently communicates its brand value of “Warm Finance,” which seamlessly integrates into our customers’ daily lives and experiences.

Warm Finance

Established in 1946, Hanwha Life is Korea’s first life insurance company. For over 77 years, we have been at the forefront of the insurance industry, committed to protecting the health and happiness of our clients. At Hanwha Life, we focus on providing both emotional and financial support, particularly with our cancer insurance, as cancer remains the leading cause of death in Korea. Our offerings also include whole life insurance, which ensures the security of loved ones, and simplified insurance for individuals with pre-existing conditions. Through these products, our goal is to promote the concept of warm finance by supporting our customers with comprehensive insurance solutions.

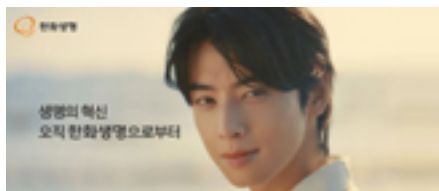
Innovation in Life

Since October 2023, Hanwha Life has been promoting its brand message, “Innovation in Life, Only from Hanwha Life,” through corporate advertisements. These ads feature two warm and sincere models, Eun Woo Cha and Ga Young Moon. This campaign continues to reinforce our image of warm finance. Through a partnership with Need, a Silicon Valley tech company, Hanwha Life offers the innovative “Signature Cancer Insurance.” This product provides comprehensive cancer protection, supporting customers throughout their entire cancer journey and ensuring they receive the best possible care, regardless of their location.

Hanwha Life Customer Invitation Events

We provide unique experiences to customers at various customer invitation events:

- In April, we hosted “Hanwha Life Signature Week” at Eagles Park in Daejeon, where we invited 1,000 customers. And we Hanwha Life operated various programs where customers can experience the brand through events such as Hanwha Eagles’ home games and customer events
- In June, following a four-year hiatus due to COVID-19, the “63 Stair Climbing” event was reintroduced as the “Hanwha Life Signature 63 RUN.” This relaunch included a new crew category and drew the highest number of participants in the event’s history
- In August, we sponsored the KLPGA Hanwha Classic tournament and invited VIP customers to the Pro-Am event
- In September, Hanwha Life became the first insurance company to provide an exclusive art experience for VIP customers. This initiative, established through a partnership with Frieze—one of the world’s two most prestigious art fairs—included a dedicated lounge and docent service
- In October, we invited 1,400 customers to the 63 Building for the Seoul International Fireworks Festival, organized by Hanwha Group. We operated Hanwha signature 63 Lounge and this event provided unique experiences



Television commercials



Outdoor advertising



Print advertising



Hanwha Life Signature 63 RUN



Hanwha Classic Tournament



Hanwha Life 63 SIGNATURE LOUNGE

Customer-Centered Management

Expansion of Customer Engagement

Providing Customer Benefit Programs

Hanwha Life X 3PRO TV: Kim Kyung-il's "Night of Wisdom" program

Hanwha Life is conducting 3PRO TV and customer invitation events to provide differentiated benefits, thereby enhancing customer preference.



Kim Kyung-il's Night of Wisdom

Hanwha Life's "Guru Up" Series

Hanwha Life is developing various benefit programs to enhance long-term customer satisfaction.



Hanwha Life's "Guru Up" Series

Activities

- Launched a visual radio-style program consisting of 24 episodes in partnership with 3PRO TV, a popular economic YouTube channel that boasts 2.38 million subscribers
- Featured cognitive psychologist Professor Kim Kyung-il, along with experts from various fields, and provided valuable insights on managing retirement effectively
- Customers selected in the event (approximately 10 people each week) receive invitations as a benefit

Achievements

- Approximately 50,000 communications between FP (Financial Planners) and customers
- Both customer satisfaction and FP satisfaction scores hit 9.7 out of 10
- Our YouTube content received roughly 1.6 million views

Activities

- Providing interview content delivering wisdom and knowledge of life with 15 experts in various fields
- Executed experience-oriented customer events related to these experts and their content

Achievements

- Produced 38 videos, garnered 1.81 million views
- Organized 11 related events, achieving the highest competition rate of 24:1, and receiving a customer satisfaction score of 4.9/5

CASE STUDY :: Hanwha Life's YouTube Channel

Hanwha Life is engaging with diverse generations through its YouTube content, which offers more than just insurance and financial information. The channel also provides insights into company culture, recruitment, health, and even e-sports. One popular series, "Jia Yun's Cookbook: Low-Carb Recipes," features healthy low-carb meal ideas and underscores the brand's commitment to customer well-being. Another series, "Exceptional People," covers topics such as cancer and dementia, offering detailed information on these diseases and sharing inspiring stories of individuals who have overcome these challenges. Our YouTube channel aims to further enhance customer communication by producing high-quality content that focuses on health, finance, and lifestyle topics.



Customer-Centered Management

Risk Management

System and Process Improvement to Strengthen Financial Consumer Protection

Internal Control System and Self-Inspection

Hanwha Life has implemented an internal control system dedicated to the protection of financial consumers and conducts self-inspections biannually. The company consistently works to enhance its systems and initiatives, promoting a CCM culture and strengthening its commitment to effective implementation.

- We continuously improve consumer-related policies and processes
- We have expanded consumer protection efforts, such as preventing mis-selling during the contract signing stage
- If issues arise during the insurance contracting process, consumers can provide feedback through our call center and FPs
 - we promptly address these issues in collaboration with our GA (General Agency) sales subsidiaries and affiliated GAs
- We conduct on-site inspections to prevent unfair contracts and promote a sales culture focused on financial consumer protection
- We also provide educational broadcasts called "How to practice transparent sales" for all our FPs and sales staff to help establish a culture of practicing transparent sales
- "Financial Consumer Protection Day" is hosted by the head of the each GA subsidiary every month to improve understanding of relevant laws and regulations

Financial Consumer Protection Day

- We share recent notable cases of complaints that were rejected through Hanwha Life's internal review process and discuss their implications and the importance of practicing transparent sales
- We prevent mis-selling and strive to improve customary practices during the contract signing stage
- We provide education on consumer protection laws and regulations, and share updates

Transparent Sales Monitoring

Hanwha Life conducts regular inspections of its GA sales subsidiaries' practices to eliminate unethical sales behaviors and foster a culture of integrity. The company is dedicated to addressing any sales activities that infringe upon the rights of financial consumers.

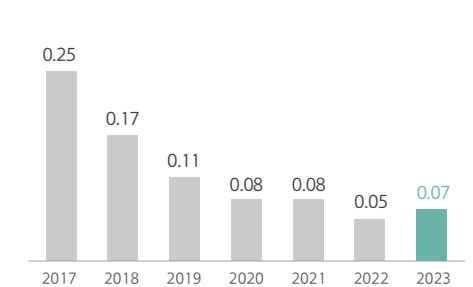
- We distribute the "Code of Ethics for Sales" to all branches, including Hanwha Life Financial Service, to eradicate mis-selling
- We provide regular training sessions to raise awareness regarding compliance among sales teams
- Annual mystery shopping programs have been carried out since 2013 to evaluate adherence to the Code of Ethics for Sales and promote a culture of transparent sales practices
 - As a result of our efforts, we achieved a "Good" rating, with feedback provided to branches to support continuous improvement in service quality
 - Regular on-site inspections are conducted to review practices such as handwritten applications and suitability tests for variable insurance. Additionally, interviews are held with branch managers, FPs, and office staff to identify factors that contribute to the occurrence of mis-selling cases detected during these inspections

Educational Broadcasting on Transparent Sales

| | |
|------|--|
| 2022 | "Financial Consumer Protection No.1" – Key updates to the Act on the Protection of Financial Consumers and strategies for practicing transparent sales |
| 2023 | "K-Transparent Sales: New Start" – Strategies for practicing transparent sales based on an analysis of recent complaints and mis-selling cases |
| 2024 | "K-Transparent Sales: New Start" – Continued focus on strategies for practicing transparent sales, highlighting the analysis of mis-selling cases and best practice examples |

Mis-selling Rate

(Unit: %)



※ The Financial Supervisory Service (FSS) discloses each insurance company's rates of cooling-off cancellations, complaint-related cancellations, and nullifications from new contracts in the previous year. This objective metric helps assess the effectiveness of each insurance company's efforts in practicing transparent sales

Customer-Centered Management

System and Process Improvement to Strengthen Financial Consumer Protection

Promoting a Transparent Sales Culture

To promote a transparent sales culture, significantly reduce the mis-selling rate, and minimize internal and external complaints, Hanwha Life has developed and circulated the “Transparent Sales Poster” throughout all our offices and GA subsidiaries. In 2024, we introduced a poster depicting an orange inside a pineapple, headlined “Have you fully explained everything?” This poster underscores the necessity of adhering to the Act on the Protection of Financial Consumers, which mandates that FPs disclose essential information to customers. Through this initiative, we aim to reinforce the importance of transparent sales practices and compliance with legal standards among all employees and FPs.



Insurance Fraud Prevention

To safeguard financial consumers, Hanwha Life operates an insurance fraud reporting center, conducts insurance fraud impact assessments, and responds to those cases to prevent and detect insurance fraud.

Insurance fraud

Insurance fraud is a serious crime that compromises the integrity of the insurance system, resulting in unjustly paid claims and higher premium costs for honest policyholders. Recently, this type of fraud has evolved, becoming more organized and sophisticated, often involving individuals who are unwittingly drawn into fraudulent schemes, thereby escalating the damages. To combat this issue, Hanwha Life has established an insurance fraud reporting center and implemented an anomaly detection system to both prevent and identify fraudulent activities.

Risk management

We conduct fraud risk assessments during the new product development stage and re-evaluate them during sales to analyze potential fraud risks. Additionally, we assess fraud risks when insurance contracts are established, and when accident insurance claims are filed and paid. To identify and analyze insurance fraud, we utilize an anomaly detection system that leverages big data sources, including insurance contracts and claims payment data. This system comprehensively analyzes various indicators, such as false or excessive claims, claims from high-risk hospitals, and fraud risk indices. Monitoring these indicators enables us to effectively identify and investigate potential fraud cases.

Operation of Reporting Center

Hanwha Life operates an Insurance Fraud Reporting Center. Our Center is dedicated to enhancing our fraud prevention efforts by promoting whistleblowing. We provide on-site training, distribute educational materials, initiate anti-fraud campaigns, and offer rewards to individuals who report and detect fraud.

Customer-Centered Management

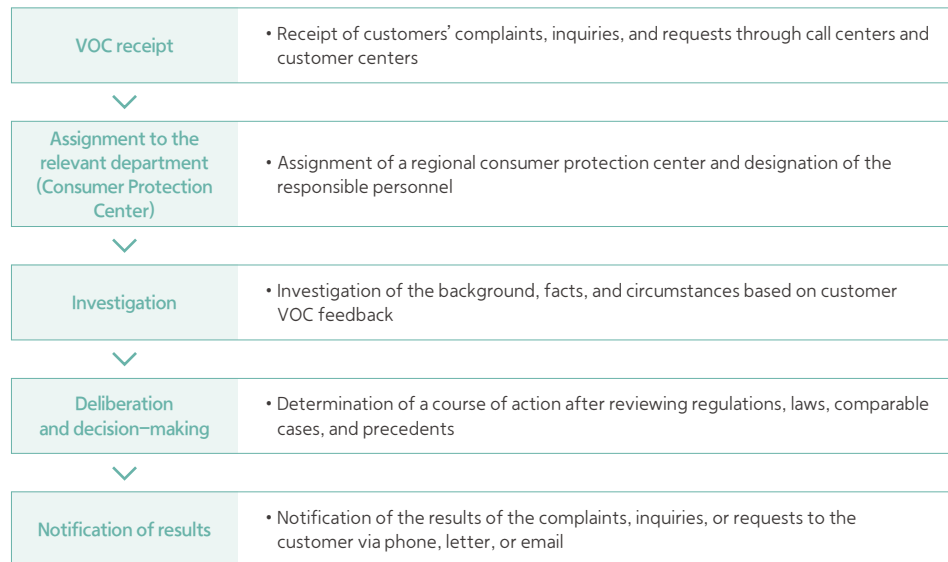
Listening to the Voice of the Customer (VOC)

Operating VOC Channels

Hanwha Life operates a variety of VOC channels, which are accessible through several platforms. Customers can reach out via local customer centers, call centers, the consumer portal on the website, an electronic complaint submission section at the bottom of the website, and the feedback submission form found within the consumer protection portal of the Hanwha Life app.

- These channels allow customers to easily voice their inconveniences or suggestions regarding their experiences with Hanwha Life's insurance products and services
- Customer feedback collected through these VOC channels are categorized into five types (compliments, inquiries, requests, complaints, and suggestions) and registered in "H-VOC," which is Hanwha Life's VOC management system
- The received VOC is assigned to the relevant departments for prompt resolution
- VOC feedback is integrated into management activities as part of our ongoing efforts to improve customer satisfaction

VOC Process



Activities for Listening to and Reflecting Customer Feedback

Hanwha Life values customer feedback and utilizes it to tailor our products and services. Consequently, we concentrate on developing offerings that are directly informed by consumer insights:

- We conduct Focus Group Interviews (FGI) every year with customers to gather insights on consumer protection and identify areas for improvement, which we then incorporate into product planning and development processes
- In 2023, five departments conducted surveys on nine themes
 - The General Insurance Team and Insurance Market Strategy Team surveyed consumer needs for product development
 - Insurance Service Team evaluated customer experiences with newly developed services
 - The Direct Business Team and Direct Product Team evaluated the service satisfaction and user experience (UX) usability of our website and app to diagnose the current level of service and explored development strategies for future improvements

Service Quality Monitoring for Addressing Complaints

Hanwha Life conducts 'Service Quality Monitoring' via mobile immediately upon completion of complaint handling to manage service quality.

- This monitoring process evaluates the service satisfaction level at regional consumer protection centers by assessing factors such as politeness, friendliness, customer care, and feedback on the handling of VOC cases
- We provide monthly feedback to consumer protection personnel to facilitate systematic improvements
- In 2023, 10,613 customers participated in the monitoring, and 80.9% expressed satisfaction with the service quality of complaint handling

Customer-Centered Management

Metrics and Targets

Customer Satisfaction Achievements

Call center “Digital Visual ARS Service”

In December 2022, Hanwha Life introduced the “Digital Visual ARS Service,” an enhancement to our call center’s automated response system (ARS). This upgrade is designed to enhance customer service accessibility and support remote operations. Looking ahead, we aim to continue expanding our AI-based digital services to further enhance convenience for our customers.

- The new system enables customers to contact our call centers directly from their smartphones without needing to register beforehand. They are guided by voice prompts and a visual interface, allowing them to tap their screen to access services immediately. This feature makes task completion more convenient and efficient
- New features include “My Contract,” “Self-Issuing Certificates,” and “New Contract Monitoring Service,” as well as new authentication methods like mobile and ID verification, simplifying processes for our customers
- In 2020, we leveraged digital technology to introduce an outbound AI voice bot. This tool was designed to inform our customers about premium payment grace periods and policy cancellations

Customer Centers

Hanwha Life’s customer centers provide high-quality consultation services across a range of fields. To enhance customer convenience, we offer special services like the “Love Sharing Assistance Desk” and “Visit Reservation Service,” specifically targeting financially vulnerable groups. Thanks to these initiatives, our customer centers reached a significant achievement by ranking first in the KSQI customer center category for the 14th consecutive year in 2023.

- Love Sharing Assistance Desk
 - This dedicated service is designed for financially vulnerable groups, including individuals with disabilities, the elderly, and pregnant women. It offers prompt financial consultations to improve convenience
- Visit Reservation Service
 - This service enables customers to pre-schedule their visits, allowing them to select specific dates and times in advance, thereby minimizing waiting times

Customer Satisfaction Achievements

Hanwha Life’s ongoing commitment to consumer-centered management has earned the company recognition and certification as an outstanding entity in various sectors.

- Hanwha Life received CCM excellence certification 9 consecutive times, awarded by the Korea Fair Trade Commission and evaluated by the Korea Consumer Agency
 - This certification assesses the establishment of a CCM system and the implementation of continuous improvement activities every two years. With the revised Framework Act on Consumers (effective February 13, 2024), the certification validity period will extend from two years to three years, starting on January 1, 2025
 - After first receiving certification in 2007, our 9th consecutive CCM excellence certification in 2023 earned us a place in the “Hall of Fame,” demonstrating our company-wide commitment to CCM and continuous improvement
- Hanwha Life was selected as an excellent company in the KCPI survey
- We have maintained second place in the NCSI among surveyed companies since 2013
- In 2024, Hanwha Life was recognized for its continuous efforts to improve service quality. According to the Korean Service Quality Index (KSQI) organized by the Korea Management Association Consulting (KMAC), Hanwha Life was selected as an Outstanding Call Center for 16 consecutive years, and ranked 1st place in the life insurance industry for 13 consecutive years. It was also selected as a Platinum Call Center for 6 consecutive years, named a Customer Satisfaction Call Center and ranked 1st for 3 consecutive years, and Hanwha Life’s customer centers ranked 1st in the industry for 14 consecutive years

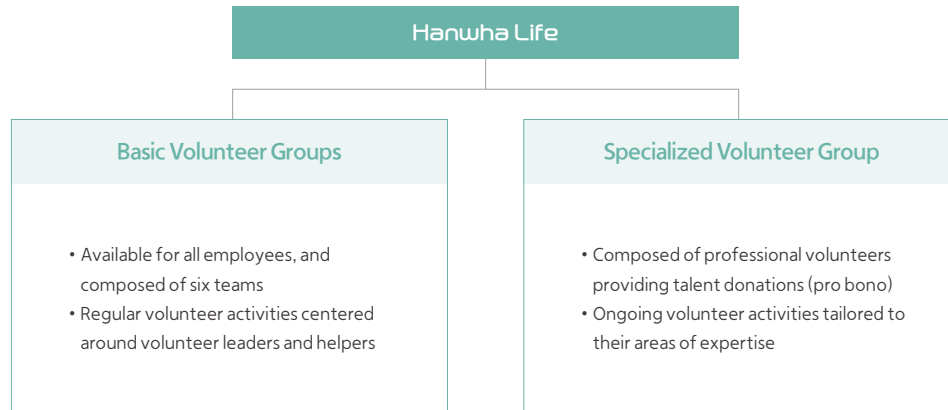
Social Contribution

Governance

Social Contribution Dedicated Organization

To fulfill its corporate social responsibility, Hanwha Life has established a dedicated Corporate Social Responsibility Strategy Team (CSR Strategy Team) consisting of experts in social contribution. This team is responsible for planning, executing, and managing a variety of social contribution programs and activities. Through these efforts, we aim to create social value, promote collaboration with local communities, non-profit organizations, and various stakeholders, and lead the way in building a sustainable society. The CSR Strategy Team organizes and operates a volunteer group made up of employees, facilitating their involvement in volunteer activities. This initiative is designed to actively contribute to addressing community issues and promoting a culture of sharing.

Employee Volunteer Groups



Strategy

Social Contribution Strategies

Hanwha Life fosters opportunities for change and challenge, serving as an ally and partner for a better life. The company aids in transforming dreams into reality by nurturing talent, sharing opportunities and experiences for a healthy and prosperous life, and working toward a better world through the connection and dissemination of values.

| | | | |
|--------------------------|--|---|--|
| MISSION | Better Lives, Together | | |
| VISION | Community builder, enhancing a better tomorrow | | |
| CORE VALUE | Grow Talent Cultivation | Care Daily Steps Toward Health | Connect Connecting Values |
| WHAT TO Purpose | We accompany you in the process of transforming dreams into reality through talent development. | We share opportunities and experiences for a healthy and prosperous life. | We work toward a better world by fostering connections based on our values. |
| HOW TO Business Strategy | Building Platforms and Infrastructure for Talent Development <ul style="list-style-type: none"> • DREAMPLUS • Financial and economic education • Global talent cultivation | A Focus on Physical and Mental Health for a Healthy Daily Life <ul style="list-style-type: none"> • Mom's care campaign • Youth care support • Social contributions to culture and art • Global social contributions | Social Campaigns and Funding for Everyone Connected <ul style="list-style-type: none"> • Eco-friendly CSR campaigns • Employee Volunteer Group • Digital Community |

Social Contribution

Talent Development

DREAMPLUS Talent Development Program

Hanwha Life operates talent development programs designed to cultivate individuals in fields that are pivotal to the future of finance. The DREAMPLUS Talent Development Program provides a variety of courses, such as the practical “DREAMPLUS UXUI Membership (DXM)” program, which focuses on user experience and user interface (UXUI), the “Global Internship Program (GIP) Entrepreneur Track,” offering indirect startup experience, and the “Protocol Camp,” which specializes in Web3 expert training. Through these diverse programs, we aim to develop next-generation talent and promote a robust startup ecosystem by fostering strong connections among participants.

- **DREAMPLUS UXUI Membership (DXM) Program**
 - Provides competency training and special lectures to grow UXUI talent
 - Offers close-knit education and mentoring from UXUI experts and industry professionals
 - Provides selected members of DXM the opportunity for hands-on branding experience
 - Supports participants in becoming professional UXUI designers by providing training with a strong focus on practical work, such as conducting projects with Hanwha Life’s working-level staff
- **GIP Entrepreneur Track**
 - Targets overseas university students interested in startups and provides programs that offer hands-on and indirect experience in entrepreneurship. The program goes beyond theoretical lectures and mentoring by incorporating practical team-building and idea-refinement exercises
- **Protocol Camp**
 - Aims to train Web3 experts by offering programs that enable young individuals with experience and capability in the blockchain field to develop into professional personnel

Support Spaces for Youth Entrepreneurship and Employment

| | |
|--------------------------|---|
| DREAMPLUS Yeonnam | <ul style="list-style-type: none"> • A community hub for participants of the DREAMPLUS program, offering space for offline events and community activities • Hosts talent development programs such as DXM and GIP |
| DREAMPLUS Yeoksam | <ul style="list-style-type: none"> • A space designed to help students unleash their passion and creativity • Operates next-generation talent development programs, including the “Protocol Camp” for training blockchain experts |

Hanwha Life Financial Literacy Class

The Hanwha Life Financial Literacy Class offers economic education to children, youth, and military personnel, fostering their development into informed financial consumers. This program features real-life, case-based content on economics, created through a collaboration between Hanwha Life and specialized institutions.

The Training Includes the Following:

- Offers financial education to children and adolescents
- Introduces and operates new financial education programs for military personnel
 - Prevents financial accidents and scams and improves financial literacy among military personnel



Hanwha Life Financial Literacy Class

Global Mentorship Program for Future Financial Leaders

The Global Mentorship Program is an immersive mentoring camp focused on networking. This program connects university students with global experts to discuss critical topics impacting the financial industry through mentoring sessions and networking events.

The Program Includes the Following:

- Provides opportunities for entrepreneurship and employment for university students who are recognized as global talents
- Identifies opportunities for creative joint projects with mentors
- Supports participants to grow into members of the financial talent community through networking



Global Mentorship Program

Social Contribution

Talent Development

Dream Mentoring & Concert

Hanwha Life's Dream Mentoring & Concert program partners with acapella choirs from prestigious international universities to offer Korean youth a global perspective on dreams and career paths. This is achieved through an acapella concert and mentoring sessions.

The Program Includes the Following:

- Offers opportunities for youth from diverse backgrounds to attend acapella performances that share inspiring stories about dreams and career paths
- Conducts mentoring sessions where the youth can directly and indirectly experience and learn about different dreams and career paths
- Provides consultations with global mentors to discuss concerns about the future



Dream Mentoring & Concert

Health Promotion for Children and Youth

Due to the prolonged COVID-19 pandemic, physical activity among children and adolescents has decreased, leading to increased risks of obesity, depression, and lethargy. Hanwha Life supports a health promotion program for vulnerable children and youth, aiming to improve their overall well-being.

Key Milestones Include:

- Dispatching sports professionals to local child centers once a week
- Providing tailored physical play activities to 238 children across 15 child centers
- Encouraging balanced physical and emotional development, and fosters attitudes of cooperation and consideration among children



Health Promotion for Children and Youth

Youth Suicide Prevention Campaign

Hanwha Life launched the "Walk Together" campaign to raise national awareness about the seriousness of youth suicide in South Korea.

The Campaign Includes:

- Conduct online and offline campaigns to spread positive and dignified messages about the value of life to the community
 - Operate official social media channels, achieving a total of 2.52 million exposure instances
- Strengthen education on suicide prevention and the warning signs of suicide to raise awareness about the seriousness of youth suicide



Suicide Prevention Campaign "Walk Together"

Social Contribution

Daily Steps Toward Health

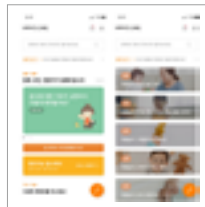
Mom's Care Campaign

Hanwha Life operates the Mom's Care campaign to support mental health and financial independence for future generations. This initiative delivers psychological and developmental support to vulnerable children and provides savings insurance products to young adults preparing for self-reliance¹⁾, laying the foundation for a better tomorrow.

The Campaign Includes the Following:

- Support 773 preschool-aged children in protective care through emotional and developmental care programs.
 - Coverage: 123 child protective care facilities, cumulative from 2020 to 2024
- Operate the Mom's Care platform for child welfare workers and caregivers
 - Offer a platform providing parenting solutions and quality therapeutic services regardless of location and time

1) This terms refers to young adults who must become self-reliant once they reach a certain age and they no longer receive support from child protective care facilities or foster homes



Mom's Care Specialized Parenting Platform



Photos from Mom's Care Play Therapy Sessions

Emotional Healing for Children in Protective Care

| Goals | Year(s) | Detailed Objectives |
|--|-------------|---|
| Gradual Improvement of Emotional and Developmental Care Programs for Children in Protective Care | 2014 - 2018 | Employee volunteer program for mental care of children in protective care |
| | 2019 | CSR public service campaign first series "Hug Toy" |
| | 2020 - 2024 | Integrated treatment for developmental disorders in children in protective care and training for childcare workers |
| | 2021 - 2022 | CSR public service campaign second series "RE SOUND A.I." |
| | 2023 - 2024 | Launching a specialized parenting counseling and information-sharing platform for child welfare workers and caregivers |
| | 2025 | Ensuring a stable and sustainable basis for the digital counseling, education, and information services necessary for children's emotional and developmental well-being |
| | 2026 | Collecting the data necessary for children's emotional and developmental growth and developing measures to contribute to address low birth rates |

The Mom's Care homepage

CASE STUDY :: Financial Independence Support for Young Adults Preparing for Self-Reliance

According to a 2021 report by the Korea Institute for Health and Social Affairs, 24.3% of young adults preparing for self-reliance are in debt due to living expenses, housing costs, and tuition fees. Additionally, they face an unemployment rate of 16.3%, which is double that of the general youth population. In response to these financial challenges associated with economic independence, Hanwha Life launched the Mom's Care Dream Savings Insurance in 2021. This initiative, the first of its kind in Korea, aims to support young adults in achieving stable self-reliance. Hanwha Life also signed Savings Insurance contracts with these young adults as part of its commitment to social responsibility.

The Mom's Care Dream Savings Insurance enables young adults to accumulate approximately KRW 10 million over a three-year period by setting aside KRW 280,000 each month. To promote their independence, the young adults contribute KRW 80,000 of the monthly premium themselves, while the remaining KRW 200,000 is funded through donations from Hanwha Life, Hanwha Life Financial Service, Hanwha General Insurance, as well as contributions from employees and financial planners. Additionally, the insurance provides coverage for treatments related to fractures, casts, surgeries, and burns that may occur during the three-year term. The program also actively fosters youth membership activities, encouraging participants to share urgent crisis situations, offer mutual support, and develop a sense of family among themselves.



Mom's Care Dream Savings Insurance

Financial Independence for Young Adults Preparing for Self-Reliance

| Goals | Year | Detailed Objectives |
|--|------|--|
| Expansion of the Virtuous Cycle for Young Adults' Financial Independence | 2021 | Launch Mom's Care Dream Savings Insurance and support 16 young adults preparing for self-reliance in signing insurance contracts |
| | 2022 | Support 24 young adults preparing for self-reliance in signing insurance contracts |
| | 2023 | Support 25 young adults preparing for self-reliance in signing insurance contracts |
| | 2024 | Support 25 young adults preparing for self-reliance in signing insurance contracts and 50 members in joining the membership |
| | 2025 | Support 25 young adults preparing for self-reliance in signing insurance contracts and 100 members in joining the membership |
| | 2026 | Support 25 young adults preparing for self-reliance in signing insurance contracts and 150 members in joining the membership |

Social Contribution

Daily Steps Toward Health

Support for Youth Care and Independent living

Young Carer Stepping–Stone Project “WE CARE”

In July 2023, Hanwha Life became the first insurance company in Korea to announce a mutual growth financial plan and launched the “Young Carer¹⁾ Support” initiative. This project aims to establish a virtuous cycle ecosystem of caregiving by offering comprehensive support and resources, including:

1) This term refers to teenagers who care for elderly family members or relatives, or those with disabilities or illnesses

| | |
|--------------------|---|
| Crisis Care | <ul style="list-style-type: none"> • Livelihood, medical care, and economic support for the future |
| Caregiving Support | <ul style="list-style-type: none"> • Building a community–based welfare network (Finding Young Carers and Strengthening Case Managers’ Capabilities) • Support for differentiated daily life services (cleaning, washing, caring, etc.) |
| Sustainable Care | <ul style="list-style-type: none"> • Facilitating community activities linked with case managers |



Local Welfare Case Manager Workshop

Young Cancer Patients Community Support Project

To address fundamental issues related to cancer, we support a community where young cancer patients can share and communicate their concerns by:

- Discovering and supporting communities for the healing and social reintegration of young cancer survivors
- Coordinating human and material resources for community activities based on cancer type and individual needs
- Establishing an integrated support network for cancer survivors through healthcare professionals



Social Contribution

Daily Steps Toward Health

Cultural and Artistic Social Contributions

Hanwha Life has played a significant role in advancing domestic culture and arts through its sponsorship and hosting of various cultural and artistic projects and events. Our efforts have been recognized with numerous awards, including the Creativity Award at the 2007 Mecenat Award, the Grand Prize (Presidential Commendation) in 2011, and the Cultural Contribution Award (Minister’s Award) in 2019. Since 2017, Hanwha Life has been certified¹⁾ as an excellent institution for culture and arts sponsorship, a distinction we proudly uphold.

Hanwha Classic

Since 2013, Hanwha Life has been hosting the Hanwha Classic, an annual premier event that invites performers of traditional Baroque music from around the world, providing audiences with the opportunity to enjoy high-quality classical performances.

11 AM Concert

The 11 AM Concert, a collaborative initiative between Hanwha Life and the Seoul Arts Center, stands as Korea’s inaugural matinee concert. Its goal is to make classical music accessible and enjoyable for all audiences by presenting performances in an engaging and easy-to-understand format.

Symphony Festival

Sponsored by Hanwha Life since 2000, the Symphony Festival is a classical music event that showcases more than 20 domestic orchestras. It provides a platform for a variety of musicians to perform at the Seoul Arts Center and enables the general public to appreciate classical music.

Hanwha Life Concert

Since its inception in 2004, the Hanwha Life Concert has been held annually. This cultural performance blends artistic excellence with popular appeal, evolving into a platform that allows audiences of all ages to enjoy and connect through the performances.

Hanwha Life Arts Plus

Launched in 2016, the Hanwha Life Arts Plus program is a cultural and artistic healing initiative designed to enhance the mental health of emotional laborers. From 2024, it expands to include employees at childcare facilities and other welfare institutions nationwide. Professional art instructors will be deployed to national welfare facilities, counseling centers, and call centers to provide a range of tailored classes, including aroma/color therapy, calligraphy, horticultural therapy, and various crafts such as leather, candle, and total crafts.

- Reduces stress for emotional laborers
- Improves behavior and service performance within their organizations
- Strengthens the capabilities of art groups and instructors, job creation
- Revitalizes the cultural and arts sector

Hanwha Seoul International Fireworks Festival

Since 2000, Hanwha Group has hosted the Hanwha Seoul International Fireworks Festival, a key social contribution. With the slogan “Igniting Hope Through Fireworks,” the festival has become a premier cultural event in Korea, attracting over a million citizens annually. Our employee volunteers are vital in organizing the festival and maintaining cleanliness in the area, enhancing its public interest status.

Hanwha Life Esports

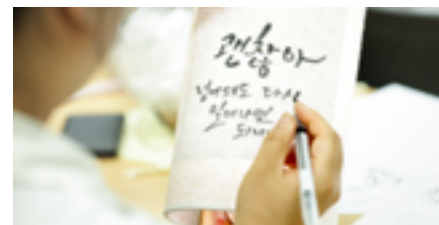
Hanwha Life operates the professional gaming team “Hanwha Life Esports” in the popular online game “League of Legends.” This initiative enhances communication with Millennials and Generation Z while advancing e-sports and boosting the industry’s vitality.



11 AM Concert



Hanwha Life Concert



Hanwha Life Arts Plus



Hanwha Seoul International Fireworks Festival

1) This certification system, established by the Ministry of Culture, Sports and Tourism in 2014, aims to promote arts sponsorship by evaluating and certifying corporations and organizations that provide exemplary support for cultural and arts sponsorship

Social Contribution

Daily Steps Toward Health

Improvement of Medical Infrastructure and Child Rights Protection in Vietnam

Hanwha Life has improved the medical infrastructure in underserved regions of Vietnam, enabling residents to access quality healthcare services. Additionally, the company has initiated a child rights protection campaign aimed at effectively addressing and preventing child abuse.

The Campaign Includes the Following:

- **Construction of Health Centers**
 - Built four health centers in various regions such as Van Phong, Kim Truy, Lang Gam, and Tra Binh, serving over 1.2 million residents
- **Construction of Children’s Hospitals**
 - Built children’s hospitals in Dak Lak and Krong Bong regions to ensure children and mothers receive hygienic and professional treatment
- **Establishment of a Child Abuse Protection System**
 - From 2022 to 2023, launched the “111 Child Abuse Report Hotline” and conducted a nationwide awareness campaign to prevent child abuse
 - Collaborated with the Vietnamese government and international organizations

Nurturing Future Talent in Finance and ICT in Vietnam

Hanwha Life is implementing a phased program to develop future talent in Vietnam’s finance and ICT sectors. Additionally, the company supports training programs for winners of the Vietnam Olympiad in Informatics and outstanding students in fintech education by inviting them to Korea.

Key Milestones Include:

- **Vietnam Olympiad in Informatics**
 - Hosted an event led by the government to discover and nurture outstanding talents in the field of informatics
 - Hanwha Life became the first Korean company to sponsor the event (2024)
 - The event involved approximately 3,000 specialized and general high school and middle school students from 47 cities across Vietnam who participated in the preliminary rounds
- **ICT Career Exploration Campus Tour**
 - Provides opportunities for students, who are the future leaders of Vietnam, to explore career paths
 - Introduces the finance industry and its integration with ICT to around 5,000 local middle and high school students and community members
- **Infrastructure and Educational Programs for Specialized Fintech Education**
 - Strengthen the capabilities of future generations and faculty in Vietnam

CASE STUDY :: Hosting Olympiad in Informatics for Nurturing ICT Talents in Vietnam

Hanwha Life hosted the “Olympiad in Informatics” at the Han-Viet ICT University under the National University of Danang to support the discovery and cultivation of future talents in Vietnam. The “Olympiad in Informatics” is a government-led event aimed at identifying and nurturing outstanding talents in the field of informatics. This year, Hanwha Life became the first Korean company to sponsor the event. Approximately 3,000 students from 47 specialized and general high schools, as well as middle schools across Vietnam, participated in the preliminaries, culminating in intense competition over a month to select the final winners. Additionally, Hanwha Life organized an “ICT Career Exploration Campus Tour” concurrently to provide career exploration opportunities for Vietnamese students, who are future leaders of Vietnam. After the competition, over 5,000 local high school students and residents visited Hanwha Life’s promotional booths, enhancing interest in the financial industry integrated with ICT technologies and future career paths. Furthermore, Hanwha Life plans to proceed with phased initiatives to foster future talents in the finance and ICT sectors in Vietnam, including developing specialized fintech education systems and infrastructures, and offering training programs in Korea for winners of the Olympiad in Informatics.



Social Contribution

Daily Steps Toward Health

Protecting Children’s and Women’s Rights in Indonesia

Hanwaha Life has been engaged in long-term social contribution activities designed to improve the social environment and promote mental health among children and women in Indonesia.

Key Milestones Include:

- Since 2017, Hanwaha Life has utilized vacant land in downtown Jakarta to complete and operate four eco-friendly child complex spaces
 - Develops spaces in alignment with social needs by incorporating feedback from local residents and the government during the design phase
 - Supports the healthy development of children and adolescents by offering physical education, art, and literature classes
- In 2023, Hanwaha Life expanded the Child Digital Family Center.
 - Focuses on continuous infrastructure development for mental health education and promoting active community involvement for children and women
- In 2024, Hanwaha Life plans to establish an online counseling infrastructure at local children’s centers to build a psychosocial safety net for children and women and to conduct educational programs

Expansion of Infrastructure for Protecting Children’s and Women’s Rights

| Goals | Year(s) | Detailed Objectives |
|---|-----------|---|
| Expansion of Infrastructure for Social Safety Nets for Children and Women | 2017–2021 | <ul style="list-style-type: none"> • Completed and operated four eco-friendly child complex spaces in downtown Jakarta • Supported healthy development environments for children and adolescents through physical education and art classes |
| | 2022 | <ul style="list-style-type: none"> • Completed and opened the first Digital Family Center • Conducted data management, counseling, and education for children, women, and families |
| | 2023 | <ul style="list-style-type: none"> • Completed and opened the second Digital Family Center |
| | 2024 | <ul style="list-style-type: none"> • Establishing 15 counseling platforms to lay the foundation for social safety nets for children and women, and enhance the professional capabilities of counselors |
| | 2025 | <ul style="list-style-type: none"> • Adding 10 more counseling platforms and support the development of digital counseling services |
| | 2026 | <ul style="list-style-type: none"> • Adding 10 more online counseling platforms and establish a stable and sustainable basis for digital counseling services |

CASE STUDY :: Indonesia Digital Family Center and Local Child Centers With Indonesian Women and Child Family Bureau (PPAPP), Life Insurance Social Contribution Committee, and Save the Children Korea/Indonesia

Hanwaha Life has inaugurated its second “Digital Family Center,” a multifunctional facility dedicated to supporting women and children. This center is conveniently situated within the Jakarta government office building.

Indonesia has launched the business brand ‘PUSPA’ aimed at promoting the welfare of women, children, and families, and as part of this initiative, a Digital Family Center has been established.

The center functions as a communication hub for victims of domestic violence, offering online counseling and managing digital growth records for children from more than 500 local child centers in Jakarta. It also facilitates educational programs for women and children, utilizing an open studio that can produce and broadcast educational content.

The second Digital Family Center features an online counseling center where professional counselors provide individual psychological counseling through video apps. Additionally, the facility includes a podcast studio, a multipurpose community space designated for mental health programs aimed at local residents, and counseling rooms specifically for child counseling and parent education.



Social Contribution

Daily Steps Toward Health

Expanding Employee Engagement in Global Social Contributions

Hanwha Life employees engage in a variety of social contribution activities abroad, addressing a range of social issues and aiding in community development. Specifically, the branches in Vietnam and Indonesia are involved in numerous such activities.

• Vietnam Branch

- Provide COVID-19 relief efforts
- Support housing repairs for the impoverished
- Distribute medical supplies
- Offer insurance premium support
- Run scholarship programs for university students

• Indonesia Branch

- Provide various volunteer activities for marginalized and financially disadvantaged communities

Sisterhood Activities with Special Education Schools in China

Sino-Korea Life Insurance has been implementing ESG (Environment, Social, Governance) management through a variety of cultural and artistic projects aimed at supporting children with autism.

Here are the Specifics:

- Since 2016, annual art exhibitions in collaboration with the Hangzhou Education Bureau and special schools in Zhejiang Province
- Conducting art therapy programs to promote the healthy growth of low-income students
- Utilizing artworks from exhibitions to produce and distribute calendars for the Chinese branch



Social Contribution

Connecting Values

Hanwha Life Employee Volunteer Groups

Since its inception in 2004, the Hanwha Life employee volunteer groups have evolved beyond one-time donations and events, engaging employees in ongoing volunteer activities that provide direct assistance to their neighbors. Restructured in the post-COVID-19 era, the Hanwha Life volunteer groups now collaborate with various social sectors to tackle a wide range of social issues, conducting activities that are both value-driven and professional to contribute to the community. In 2023, a total of 1,843 employees participated in volunteer activities for a total of 7,298 hours, supporting tailored programs and goods to various beneficiary organizations such as children, single mothers, and the elderly. Additionally, we held annual achievement sharing sessions to continuously share Hanwha Life's values and directions in social contribution with beneficiary organizations, partner institutions, and the local community alongside the Hanwha Life Volunteer Corps.

Performance of Hanwha Life Volunteer Activities in 2023

| | | | |
|--|-----------------------------------|---|--|
| Basic Volunteer Activities | 939 participants (3,756 hours) | > | Conducting volunteer activities that connect social value with business <ul style="list-style-type: none"> Environment: Ecological protection, upcycling, and zero waste Health: Vegan baking, homemade snacks, healthy lifestyle products |
| Pro Bono Professional Volunteer Activities | 129 participants (516 hours) | > | Developing professional volunteer groups and conducting talent donations (pro bono) <ul style="list-style-type: none"> Hanwha Life cooking volunteer group: Pastry chefs, Korean cuisine specialists, and baristas Well-being workshop by the Hanwha Life: Photography and video experts, florists, and calligraphers |
| Planned Volunteer Activities | 775 participants (3,026 hours) | > | Conducting company-wide campaigns for a sustainable planet and community <ul style="list-style-type: none"> ReVIBE: Donating unused items (by employees and through a public engagement campaign) V-Day: Performance sharing presentations, volunteer activity experiences, and beneficiary invitations conducted |



Basic for Girls: Making reusable cloth sanitary pads for girls overseas



Homemade Snacks: Making snacks with children at local children's centers



Florist One-Day Class: Florist volunteer group conducting classes with children at local children's centers

Sarangmoa Fund

The Sarangmoa Fund is an employee volunteer fund established through voluntary donations from employees, supplemented by a 1:1 matching grant from Hanwha Life. It supports a range of social contribution activities encompassing community service, public interest initiatives, cultural events, arts, and sports. As of 2023, the fund has amassed over KRW 13 billion, which is allocated to welfare projects of affiliated and other social contribution organizations.

2023 Sarangmoa Fund Details

2023 Expenditures on Social Contribution Activities

KRW 12.3 billion



Cumulative Amount Raised by the End of 2023

KRW 13.4 billion



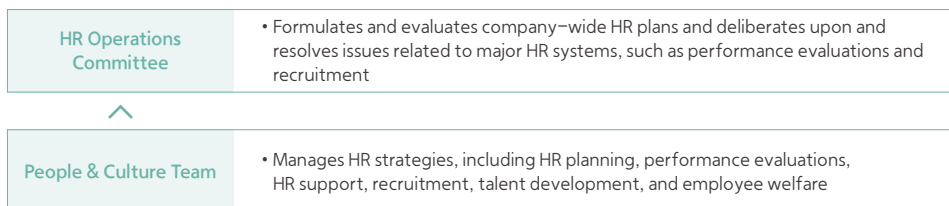
Human Resources Management

Governance

Human Resources Management Organization

The People & Culture team at Hanwha Life is dedicated to strengthening HR capabilities by acquiring top talent and implementing employee training programs. Furthermore, the team works to boost job satisfaction for both the company and its employees by managing various welfare programs and enhancing the work environment.

Human Resources Management Organizational Structure



Labor-Management Council Operations

Hanwha Life operates the Labor-Management Council, which consists of an equal number of employees and company representatives, three each. The Council operates on a continuous basis to discuss and communicate major employee-related issues.

2023 Labor-Management Council Meetings

| Date | Details |
|------------------------------------|--|
| 1 st quarter (February) | Discuss improvements in productivity and the distribution of performance bonus achieved (Article 20 of the Act ¹⁾) |
| 2 nd quarter (April) | Discuss improvements in productivity and the distribution of performance achieved (Article 20 of the Act) |
| 3 rd quarter (August) | Discuss amendments to the Labor-Management Council regulations |
| 4 th quarter (December) | Discuss amendments to the Labor-Management Council regulations |

1) Act on the Promotion of Employees' Participation and Cooperation

Setting Safety and Health Goals and Establishing a Management System

Hanwha Life actively promotes safety management activities aimed at “preventing major accidents” and “enhancing emergency response capabilities.” To this end, we have established a dedicated Safety Management Team responsible for overseeing all safety and health-related tasks. This team systematically implements measures to prevent major accidents.

Here is the Breakdown:

- Established the Safety and Health Team (March 2023): A new department dedicated to overseeing industrial safety and health and preventing major accidents
 - Expanded and reorganized the team as the Safety Management Team (December 2023)
 - Designated the head of each department's working group as supervisors
- Protects lives through systematic responses in case of disasters, calamities, and national emergencies
 - Establishes and disseminates employee action guidelines
 - Operates an emergency response system

Operation of the Occupational Safety and Health Committee

Since 2016, Hanwha Life has operated an Occupational Safety and Health Committee, which includes three employee representatives and three employer representatives. This committee convenes regular meetings quarterly and holds additional meetings as necessary to address issues concerning the safety and health of employees.

Safety and Health Management Policy

Hanwha Life prioritizes the safety and health of our employees, partners, and visiting customers above all else in our management activities. We have established a safety and health management policy to ensure active compliance with all relevant laws and regulations, and we are committed to diligently upholding this policy.

Hanwha Life Safety and Health Management Policy

- Hanwha Life actively complies with safety and health-related laws and regulations
- Through risk assessments involving all employees, Hanwha Life actively identifies and improves harmful and hazardous factors
- All employees must diligently fulfill their responsibilities and obligations regarding safety and health activities
- Hanwha Life actively supports and manages safety and health activities to foster collaboration with our partners

Human Resources Management

Human Rights Policy

Hanwha Life adheres to the fundamental conventions and global guidelines set by international organizations for the protection of human rights, respecting the rights of various stakeholders, including employees, subsidiaries, customers, and shareholders. We have established and declared a human rights management policy to enable effective practice among our employees and stakeholders. Additionally, we conduct annual human rights impact assessments to identify and manage potential risks to stakeholders. We also address human rights-related grievances from employees and stakeholders through both internal and external channels. Through these efforts, we continuously implement our human rights policy for the benefit of employees and stakeholders.

Human Rights Management Policy

| | |
|--|--|
| Human Rights for Employees | <ul style="list-style-type: none"> Does not engage in unfair discrimination based on gender, age, disability, religion, race, place of birth, or political views Provides opportunities for self-development and education based on ability and qualifications, and fairly evaluates and rewards performance Guarantees free labor union activities and fosters a culture of collaboration based on trust with labor unions Provides a safe and pleasant working environment to promote employee health |
| Human Rights for Financial Planners (FP), Subsidiaries, and Partners | <ul style="list-style-type: none"> Respects partners as equals, not from a position of superiority Conducts transparent and fair transactions with partners and actively supports the spread of human rights management Does not permit any form of forced labor or child labor and takes preventive measures against such practices |
| Human Rights for Customers | <ul style="list-style-type: none"> Responds quickly and effectively to customer needs and strives to improve customer satisfaction Continuously improves technical and physical measures to protect customer information collected in the course of business Does not provide discriminatory financial services based on gender, race, religion, or political orientation Respects customer needs and expectations by developing products and services that meet those needs in an ethical and appropriate manner |
| Human Rights for Shareholders and Investors | <ul style="list-style-type: none"> Ensures the accuracy and reliability of accounting and guarantees shareholder rights through transparent information disclosure Provides necessary information to shareholders and investors fairly and promptly according to relevant laws and internal regulations Respects the legitimate demands and proposals of shareholders and investors, maintaining mutual trust |
| Human Rights for Local Communities | <ul style="list-style-type: none"> Practices inclusive finance within the community and strives to improve financial accessibility for vulnerable groups Prevents transactions involving pseudonymous or anonymous accounts, and illegal money laundering transactions, supporting a sound and transparent society Considers environmental and social issues in the community, complies with domestic and international environmental regulations, and discloses environmental information internally and externally Ensures that the rights of local communities around the headquarters and domestic and international offices are not infringed, and actively participates in social contribution activities as a member of the community |

Identification and Management of Human Rights Risks

Hanwha Life conducts annual human rights impact assessments through stakeholder surveys to identify and mitigate potential human rights risks associated with business operations.



* For details on the 2023 Stakeholder Human Rights Impact Assessment, see page 81

Stakeholder Grievance Handling System

Hanwha Life proactively listens to and strives to resolve human rights-related grievances such as sexual harassment and workplace harassment among employees, partners, and other stakeholders through its Complaints Handling Center, in-house counselors for harassment issues, and a Complaints Handling Committee. Particularly, we operate a Consultation Review Committee that handles reports of human rights violations involving call center and other partner employees. By doing so, we are committed to addressing human rights-related grievances not only among internal employees but also among external stakeholders. In 2023, there were zero reported and handled cases through the human rights grievances handling center.

Stakeholder Engagement

To safeguard the human rights of FPs, partners, and customers, Hanwha Life regularly conducts on-site inspections and monitors for any human rights violations. Additionally, we offer healing programs designed to support the mental health of partner employees. These programs aim to alleviate job stress, particularly for those in emotionally demanding roles, and to protect their human rights.

* For details on the grievance handling process and operations, see page 81

Human Resources Management

Strategy

HR Strategy

To achieve our goal of becoming a top-tier company, **Hanwha Life** is implementing HR strategies that focus on performance orientation and talent orientation. These strategies are crafted to identify and execute key initiatives that will position us as leaders in the rapidly changing financial market.

Hanwha Life HR Strategy Framework

| | |
|---------------------|---|
| Employee Experience | <ul style="list-style-type: none"> Improves and expands reward systems to build a performance-oriented culture and strengthen engagement motivation Establishes a work culture that respects efficient work methods, autonomy, and diversity |
| Talent Management | <ul style="list-style-type: none"> Enhances branding for domestic and international recruitment to timely acquire high-performing and specialized domestic talent Advances training programs and actively supports upskilling individual job competencies to promote a self-directed learning culture |
| Global HR | <ul style="list-style-type: none"> Improves global internship programs to preemptively recruit future financial talent and establish a Global Open Talent Network Strengthens global competitiveness by improving the management of international talent |
| Digital HR | <ul style="list-style-type: none"> Enhances HR solutions to improve employee efficiency and productivity and maximize performance Improves the usability of digital HR functions to enhance employee convenience |

Talent Recruitment

Hanwha Life conducts open recruitment, concentrating on job skills and competencies to attract talented and capable individuals.

The Specifics are Outlined Below:

- Prohibits discrimination based on educational background, gender, and other characteristics, and strengthens a fair and transparent hiring culture
- Transparently discloses detailed job descriptions and the required skills in job postings
- Abolishes unnecessary personnel and aptitude tests to allow applicants to focus on developing job skills relevant to their areas of interest

On-Site HR Recruitment Briefings

Hanwha Life is committed to being an applicant-friendly company. To achieve this, we conduct in-person visits to various universities, including those attended by our employee recruiters. During these visits, we host recruitment briefings and provide on-site consultations. We offer students and graduates valuable information and experiential opportunities related to the recruitment process. These include company and job introductions, mock interviews, application preparation consulting, and Q&A sessions. Since 2023, we have introduced “Open H-day,” an event where university students are invited to our headquarters for recruitment briefings.

New Employee Onboarding and Retention Programs

Hanwha Life operates onboarding and retention programs to help new employees acclimate to the organization. We provide welcome kits and working guidebooks to facilitate a quick and smooth transition into the workplace. Additionally, we conduct monthly onboarding sessions to provide regular opportunities for new employees to gain a comprehensive understanding of the company.

Diversity of Employees by Expanding the Employment of Persons with Disabilities

Hanwha Life has actively recruited individuals with disabilities to enhance job opportunities and support their economic independence. Consequently, we have reached a significant milestone by exceeding the mandatory employment rate of 3.1% for individuals with disabilities in 2023, becoming the first company in the domestic insurance industry to do so. In April 2023, in line with these initiatives, we signed a “Memorandum of Understanding (MOU) to Promote the Employment of Persons with Disabilities to Realize Corporate Social Values and Practice ESG Management” with the Korea Employment Agency for Persons with Disabilities. This memorandum underpins our commitment to fostering a progressive corporate culture that values and promotes employee diversity, including efforts to improve the disability equality index (DEI)¹⁾.

1) We are targeting a 20% increase in the DEI by 2030 (Base year: 2020=100)

Human Resources Management

Talent Development

Employee Training System

Hanwha Life enhances employee expertise by developing customized training programs and providing a detailed training system tailored to various job roles and statuses.

Self-Development Support System

| Category | Details of Support |
|--|--|
| Professional Certification Support | <ul style="list-style-type: none"> Professional certifications to enhance job expertise Support for certification education costs, exam fees, and congratulatory bonuses |
| External Seminars | <ul style="list-style-type: none"> External seminars, forums, and education to improve job competencies Support for attending external training related to job and digital skills development |
| Foreign Language Learning | <ul style="list-style-type: none"> Support for Oral Proficiency Interview-Computer (OPIc) exam fees Differential support based on the level of language proficiency achieved |
| Subscription to Overseas Content | <ul style="list-style-type: none"> Support for acquiring the latest global trends and information, and improving reading comprehension Subscriptions to global content such as international economic journals |
| Subscription to External Learning Services | <ul style="list-style-type: none"> Subscriptions to external learning services, enabling employees to learn about the latest trends |
| Internal Content | <ul style="list-style-type: none"> Leadership, global, and cultural/educational content provided through LIFEPLUS ACADEMY and Ch.H plus |

Operation of Global, Job, and Leadership Development Programs

Hanwha Life offers education programs designed to enhance the global perspective, job skills, and leadership capabilities of our employees. These programs aim to cultivate globally-minded professionals equipped with specialized knowledge. Additionally, we provide onboarding programs that facilitate the rapid integration and early contribution of new hires.

| Category | Program | Content |
|-------------------|---|--|
| Global | In-house Language Courses | Purpose: Improve language proficiency and business communication skills of talented employees in a short period ※ Languages: English and strategic languages (e.g., Vietnamese and Indonesian) Target: Global talents and expatriate candidates Details: Business English Master Class, English AL ↑ Preparation Class, and Strategic Language IH ↑ Preparation Class (native speaker conversation) |
| | Expatriate Candidate Course | Purpose: Achieve communication and language skills necessary for overseas business, including cultural understanding ※ Gain practical skills through participation in international projects Target: Expatriate candidates Details: Cross-cultural communication workshop and language courses for new candidates |
| Job | RPA Specialist Course | Purpose: Acquire analysis, design, and development skills to expand RPA across the company Target: RPA-dedicated personnel and applicants Details: Practical application/practice-oriented group training |
| | AI/Digital Skills Enhancement Course | Purpose: Improve AI and digital skills through expert lectures Target: Employees who apply Details: Group training sessions with guest speakers from specialized institutions |
| | Actuary Preparation Course | Purpose: Gain actuarial skills through professional certification Target: Candidates who have passed the first round of the actuary exam Details: Online lectures (Insurance Training Center), and group training (Hanwha Life Park) |
| Leadership | Promoted Employee Course | Purpose: Enhance awareness of role changes and strengthen leadership skills at each level Target: Employees who have been promoted to assistant manager or deputy general manager Details: Group training (Hanwha Life Park, 3 days and 2 nights) |
| | Core Leadership Course | Purpose: Learn key roles for leaders in organizational management Target: Executives and team/part leaders Details: Group training (Hanwha Life Park) |
| Rapid Acclimation | Mentoring for New Employees and Career Onboarding Program | Purpose: Support rapid acclimation and adjustment of new employees Target: New and experienced employees with less than one year of employment Details: New employee mentoring (second half of the year), and career onboarding (quarterly) |
| | New Employee Retention Program | Purpose: Retain first-year new hires through a 2-day training program Target: First-year new hires Details: Job design, team-building training, and professional baseball game viewing |

Human Resources Management

Organizational Culture Innovation

Work-Life Balance

Hanwha Life is committed to helping employees achieve a healthy Work & Life Balance and enhancing the working environment. Additionally, by implementing a remote workplace, we provide opportunities for employees to break from their daily routines and recharge, thus improving job satisfaction.

Improving the Work Environment

| | |
|--|---|
| PC-Off System | <ul style="list-style-type: none"> Implemented a PC control system to ensure compliance with the 52-hour workweek regulation PCs are turned on at 08:30 for the start of work and turned off at 18:00 for the end of work |
| One-Month Sabbatical Leave | <ul style="list-style-type: none"> Introduced a one-month sabbatical leave for promoted employees to build a creative and flexible organizational culture |
| Flexible Work Arrangements | <ul style="list-style-type: none"> Adopted flexible work arrangements for individual employees or groups, requiring an average 40-hour workweek planned in advance on a monthly or quarterly basis (restrictions apply for specific jobs or positions) |
| Personal Growth Leave | <ul style="list-style-type: none"> Offered a leave of absence for self-development, including acquiring a degree, job training, and language learning, to strengthen expertise and improve work engagement |
| Paternity Leave | <ul style="list-style-type: none"> Provided leave for fathers to share and fulfill responsibilities of childcare after childbirth |
| Reduced Working Hours for Pregnant Mothers | <ul style="list-style-type: none"> Reduced working hours by 2 hours per day during the first 12 weeks and after 36 weeks of pregnancy |
| Reduced Working Hours for Childcare | <ul style="list-style-type: none"> Allowed reduced working hours to care for children under the age of 8 or in the second grade of elementary school or below |
| Organizational Culture Assessment | <ul style="list-style-type: none"> Conducted a company-wide organizational culture assessment through the satisfaction survey and developed measures for improvement based on the results |

Remote Workplace

Hanwha Life operates a remote work system known as Remote Workplace, which allows employees to work from locations outside the office, fostering creative ideas. Through various employee support programs, we are building a flexible organizational culture that enables employees to take breaks from their busy routines.

- The off-site workplace is located in Yangyang, and approximately 901 employees utilized it in 2023
- In addition to our weekday services, we offer weekend accommodations for employees and their families. In 2023, this program benefited 770 individuals
- In 2024, we plan to introduce new educational programs that focus on themes of healing and empathy. These will include courses such as Nature's Dining, Introduction to Wine, and Emotional Therapy. Additionally, we will extend the operating hours of the play area
- These initiatives aim to improve employee satisfaction and strengthen communication within departments

Reemployment Training for Retirees

Hanwha Life offers reemployment training for retirees, assisting them in beginning the next chapter of their lives. We provide reemployment support services and education to employees aged 50 and older who have faced involuntary retirement:

- As of 2023, we have supported a total of 32 individuals with reemployment education

Human Resources Management

Expanding Employee Communication

Management Issue Briefings

Hanwha Life conducts monthly management briefings to improve communication with employees. In 2023, excluding the peak vacation period, a total of 11 sessions were held, with 2,706 employees participating.

- On May 23, 2023, CEO Seung Joo Yeo delivered a lecture entitled "Where we need to go is a place where achieving 1% success is almost halfway to success". The purpose of this lecture was to enhance direct communication with employees
- The briefings addressed key management issues and strategies across various departments, such as insurance products, new digital businesses, investment businesses, sales status, and global operations, aiming to enhance internal communication
- In 2024, we plan to invite renowned external speakers to address a range of topics. These will include major internal issues, economic and management trends, an introduction to ChatGPT, and lectures on forensic science. This initiative aims to strengthen employees' foundational knowledge



2024 Management Briefing Presentation Materials

'Product First, Income First' Sessions

Hanwha Life conducts "Product First, Income First" sessions aimed at enhancing employees' knowledge of insurance and bolstering their core business competencies, with a particular focus on insurance products and subscriptions. These sessions primarily target both new and experienced employees who have less than one year of service.

The Main Topics for 2024 are:

- Finding the right insurance products for myself
- Understanding the company's key products
- Conducting coverage analysis and providing a practical overview of the insurance subscription process



2024 'Product First, Income First' Session Presentation Materials

Promoting Labor-Management Communication

Hanwha Life has established diversified communication channels between management and employees, as well as among departments, to foster a flexible organizational culture.

Details are as Follows:

- Shares key issues and strategies through regular company-wide sharing sessions
 - Builds consensus between management and employees on strategic directions
- Improves transparency by disclosing the results of organizational culture surveys
- Improves organizational culture through active communication between labor and management

Employees Covered by Collective Agreements (2023)

| | |
|---|-------|
| The percentage of employees whose working and employment conditions are governed by collective agreements refers to the proportion of workers covered by the outcomes of these agreements, regardless of their union membership status. | 97.4% |
|---|-------|

Fair Performance Evaluations

Hanwha Life conducts performance evaluations for employees based on fair and transparent criteria, promoting continuous employee growth.

Here are the specifics:

- Organizational members share company-wide goals aligned with their tasks
- After setting goals, performance is regularly reviewed and feedback is provided
- To ensure objective performance evaluations, the results of continuous feedback and the opinions of those being evaluated are integrated to derive the final evaluation
- After evaluations, department heads provide feedback and conduct one-on-one interviews to establish a foundation for further employee development
- Additionally, an evaluation appeal system is in place as part of multifaceted efforts to ensure transparency and fairness in the evaluation process

Human Resources Management

Ensuring Employee Safety and Health

Hanwha Life is committed to strengthening safety and health measures for employees by developing strategic plans for safety and health activities and improving the management of subcontracted projects. Furthermore, to strengthen the control tower function of safety management, we have implemented a safety and health information system. We also consistently monitor adherence to safety and health-related laws and regulations.

Hanwha Life Safety and Health Management Activities

| Category | Activity | Details |
|---|---|--|
| Strengthening Employee Safety and Health | Establishing Key Safety and Health Activity Plans | <ul style="list-style-type: none"> Hanwha Life develops annual safety and health plans, which are reported to the Board of Directors. Following approval, the company prepares and implements key activity plans based on these approved items We allocate and implement budgets for dedicated personnel, risk factor mitigation, and safety and health management costs for subcontractor (partner) workers to prevent potential accidents involving both our employees and subcontracted workers Additionally, we proactively establish and implement site-specific safety measures, ensuring that work proceeds only when predefined safety requirements are met. This approach has resulted in a zero-accident loss rate (0.00%) |
| | Improving Subcontractor Management | <ul style="list-style-type: none"> Hanwha Life operates a competency evaluation system to select subcontractors who are capable of implementing preventive measures against occupational accidents for subcontracting, outsourcing, and service agreements. We conduct regular safety inspections and meetings to ensure the safety of subcontractor (partner) workers at locations under our control and management Furthermore, we establish standards for safety and health expenses and oversee their proper implementation, enabling subcontractors (partners) to autonomously manage safety and health |
| Reinforcing Safety Management Control Tower Functions | Introducing Safety and Health Information Systems | <ul style="list-style-type: none"> Hanwha Life is implementing a safety and health information system to ensure compliance with safety and health regulations across the company. This system is designed to enhance the accessibility and convenience of managing safety and health tasks for employees, thereby facilitating efficient and effective management to prevent major accidents Through this system, we can quickly and accurately monitor safety and health management situations, allowing us to promptly address any deficiencies. We are committed to achieving our company-wide goal of preventing major accidents |
| | Complying with Safety and Health Laws and Regulations | <ul style="list-style-type: none"> Hanwha Life regularly conducts guidance and inspections related to the safety and health management system, as well as compliance with safety and health regulations. These initiatives are designed to boost safety and health awareness across the company and enhance the implementation of measures to prevent major accidents Specifically, we conduct objective and quantitative evaluations of compliance with the Serious Accidents Punishment Act and other related regulations semi-annually through a dedicated organization. The results of these evaluations are reported to management. For any identified shortcomings, we continuously strive to improve execution and address deficiencies by developing and implementing concrete improvement plans |

Employee Health Management

Hanwha Life conducts wide-ranging health-related programs to manage its employees' health.

Key Milestones Include:

- Administers annual comprehensive health check-ups for all employees
 - This proactive approach helps prevent health issues and enables rapid responses to problems that are detected early
- Provides annual breast cancer and thyroid ultrasound exams for our female employees, addressing health issues with high incidence rates among women
- Provides expanded group medical insurance coverage that includes employees, their spouses, and children
- Maintains a rest area called "Dreaming Attic" for call center consultants to support their mental health
- Offers various art therapy programs to help employees achieve psychological stability and provide financial support for the diagnosis of mental health-related conditions

Human Resources Management

Risk Management

Safety and Health Risk Management

Identification and Improvement of Hazardous and Risk Factors

Hanwha Life actively identifies and mitigates safety and health hazards and risks by establishing a safety and health management system.

The Details are Provided as Follows:

- Conducts annual risk assessments at all operational sites using checklists and frequency-intensity techniques to identify potential risk factors
- Minimizes the likelihood of safety incidents through continuous improvement based on the PDCA (Plan, Do, Check, Action) cycle
- Identifies hazardous and risk factors and develops mitigation strategies across all 103 sites under management (25 owned buildings and 78 leased buildings)
- Implements ongoing improvements to address identified hazardous and risk factors

Establishment of Emergency Response Systems

Hanwha Life is committed to ensuring the safety of visitors and employees of tenant companies, as well as protecting facilities during various emergencies, including natural disasters. To maintain customer safety, we have established comprehensive emergency response plans and conduct regular emergency response drills to ensure swift recovery.

- Conducted counter-terrorism response drills, civil air defense evacuation drills, and human evacuation drills to improve building safety management and disaster response capabilities
 - Received commendations from the Yeongdeungpo Police Chief and the National Fire Agency for our risk mitigation efforts
- Held a total of 11 joint public-private drills with property management departments and tenant companies

Conducting Counter-Terrorism Training

Hanwha Life provides specialized counter-terrorism training for high-rise buildings to improve emergency response capabilities and ensure stakeholder safety.

Here is the Breakdown:

- Counter-terrorism expert training at 63 Building: We train 38 individuals, including partner company employees
- Regular terrorism training and drills: We conduct biannual training sessions and annual drills related to terrorism response

CASE STUDY :: Ensuring Worker Safety through the Installation of Movable Rest Facilities inside Parking Garage Ramps.

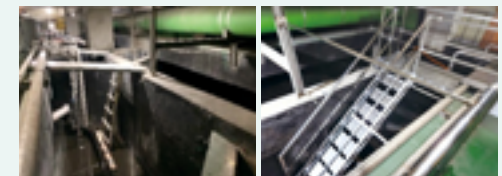
The parking garage ramps and rest facilities in the basement of our headquarters (63 Building) are adjacent, posing a risk of collision for workers using them. To prevent such accidents, we have relocated the rest facilities to a safer location away from vehicle traffic routes, ensuring safe access and use. Additionally, we conducted a risk assessment of all rest facilities and are actively supporting initiatives to improve occupational health and safety conditions and create a more comfortable workspace.



CASE STUDY :: Installation of Temporary Stairs to Secure Access to Underground Septic Tank Pit

At the headquarters (63 Building), there was a risk of falls due to the lack of stairs leading to the underground septic tank pit.

To prevent accidents, Hanwha Life installed temporary stairs to ensure safe access for workers. Additionally, regular safety inspections were conducted, and deficiencies were addressed by replacing and reinforcing access points, including the rooftop entry and water tank room.



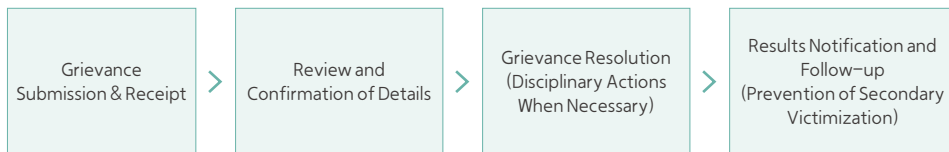
Before Improvement

After Improvement

Human Resources Management

Handling Employee and Stakeholder Grievances

Effective management of grievances lodged by employees and stakeholders is crucial for maintaining a harmonious workplace and ensuring the smooth operation of any organization. When grievances are addressed promptly and fairly, it fosters a positive work environment and can significantly enhance productivity and morale.



In-House Counseling System

Hanwha Life operates an in-house counseling system to prevent workplace sexual harassment:

- Counselors are chosen based on key competencies such as job-related skills, lecturing abilities, and networking
- We conduct group training sessions to prevent workplace sexual harassment and ensure rapid incident reporting, counseling, and investigation to protect victims and prevent further harm
- We support our counselors in obtaining certification through courses provided by counselor associations to strengthen their professional skills
- We hold annual workshops for experts in workplace sexual harassment counseling to improve their practical skills

Stakeholder Risk Management (Partners, Employees, and others)

| | |
|--|------|
| Business Sites and Partners Identified as Having a Significant Risk of Seriously Violating Workers' Freedom of Association and Collective Bargaining | None |
| Business Sites and Partners Identified as Having Significant Risks Related to Child and forced Labor | None |

Managing Human Rights Risks

Hanwha Life conducts human rights impact assessments for stakeholders who are vulnerable to human rights risks, including employees, subsidiaries, and partners. These assessments are designed to prevent potential human rights risks in business operations and to swiftly implement corrective actions to minimize harm if risks materialize.

Specifics are Provided Below:

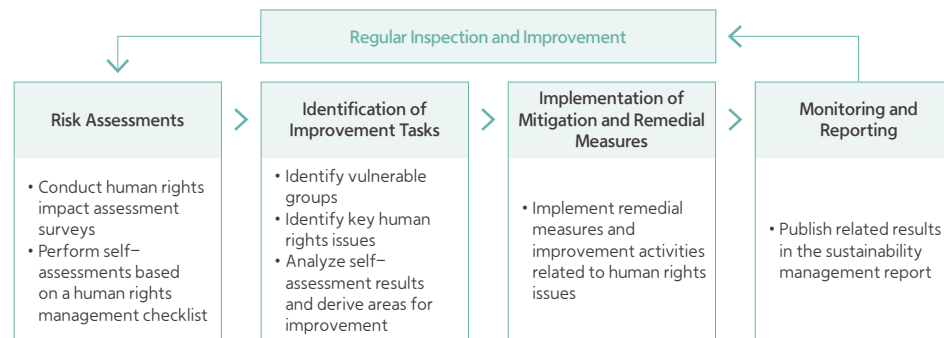
- Identifies key vulnerable groups and human rights risks through surveys
- Implements remedial measures to mitigate identified human rights risks
- Conducts self-assessments based on a human rights management checklist to monitor company-wide adherence to human rights management
- Quantifies the level of implementation, identifies areas needing improvement, and makes necessary enhancements

2023 Human Rights Impact Assessment Survey Results

| Target | Identified Human Rights Risks | Details and Activities for Improvement |
|--------------|--|--|
| Employees | <ul style="list-style-type: none"> • Strengthen human rights management systems | <ul style="list-style-type: none"> • Promote the active use of grievance counseling through various channels for issues such as work-related stress |
| Subsidiaries | <ul style="list-style-type: none"> • Improve working conditions | <ul style="list-style-type: none"> • Conduct human rights education to prevent workplace bullying and sexual harassment |
| Partners | <ul style="list-style-type: none"> • Strengthen human rights management systems | <ul style="list-style-type: none"> • Implement human rights protection programs for partner workers |

* Number of Respondents: 1,380 stakeholders (including subsidiaries, partners, and shareholders)

Human Rights Risk Management and Improvement Activities



ESG PERFORMANCE

Governance

Establishing Sound and Transparent Governance

Transparent Governance

Ethics and Compliance Management

Risk Management

Information Security



Transparent Governance

Governance

Board of Directors

The Board of Directors of Hanwha Life is composed of seven members: three executive directors and four outside directors. By appointing a majority of outside directors, the board ensures its independence and maintains effective oversight over management. The Board possesses the authority to appoint and dismiss the CEO.

- The Board's expertise is strengthened by appointing directors from diverse fields such as finance, management, economics, and law, taking into account the specific characteristics of the insurance industry
- The Board is responsible for resolving key issues fundamental to management principles and the company's long-term growth, and overseeing the execution of directors' duties
- The CEO may also serve as the chairperson of the Board, while appointing a lead outside director from among the outside directors in compliance with governance regulations; this is a strategy designed to prevent and mitigate potential conflicts of interest. The lead outside director is empowered to convene and preside over meetings that consist exclusively of outside directors, thereby ensuring the efficient performance of their duties and enhancing accountability
- The Board discloses information on key resolutions, such as the establishment of the Corporate Governance Charter, amendments to internal compliance guidelines, and approval of safety and health plans, to improve communication through stakeholder engagement. Additionally, the Board discloses details regarding the agenda, approval status, and board members' votes in the business report (a total of 45 cases as of 2023)
- The Board operates specialized committees to facilitate efficient and prompt decision-making by directors with expertise in their respective fields
- The Board deliberates upon and resolves matters delegated to each committee concerning sustainability management, auditing, candidate recommendations, remuneration of the Board members, risk management, and internal transactions

Board of Directors Composition

(As of June 2024)

| Classification | Name | Gender | Birth Date | Current Term | First Appointment | Expertise | Role in the Board of Directors | Career Highlights | Relationship with the Company | Relationship with the Largest Shareholder |
|---------------------|----------------|--------|--------------|--------------------|-------------------|---------------------|---|--|-------------------------------|---|
| Executive Directors | Seung Joo Yeo | Male | July 1960 | March 2023 to 2025 | March 2019 | Finance, economics | • Chairperson of the Board of Directors | • Current CEO and Vice Chairman, Hanwha Life • Former CEO, Hanwha Life Investment & Securities | N/A | N/A |
| | Joong Won Kim | Male | March 1967 | March 2023 to 2025 | March 2021 | Law, management | • Member of the Candidate Recommendation Committee • Member of the Internal Transaction Committee • Member of the Sustainability Management Committee | • Current Head of General Council, Hanwha Life • Former Head of Ethical Management, Hanwha Life | N/A | N/A |
| | Chung Ho Shin | Male | January 1968 | March 2023 to 2025 | March 2023 | Finance, management | • Member of the Compensation Committee • Member of the Risk Management Committee | • Current Head of Insurance, Hanwha Life • Former Head of Product Strategy Division, Hanwha Life | N/A | N/A |
| Outside Directors | In Sill Yi | Female | July 1956 | March 2024 to 2025 | March 2021 | Finance, economics | • Lead outside director • Member of the Audit Committee • Member of the Internal Transaction Committee • Member of the Sustainability Management Committee • Member of the Compensation Committee | • Current Director, Korean Peninsula Population Institute for Future • Former Director-General, Statistics Korea | N/A | N/A |
| | Seong Yeal Lim | Male | July 1963 | March 2024 to 2026 | March 2024 | Economics, finance | • Member of the Audit Committee • Member of the Risk Management Committee • Member of the Internal Transaction Committee | • Current Full-Time Auditor, Soulbrain Holdings Co., Ltd. • Former Executive Director, Korea Deposit Insurance Corporation | N/A | N/A |
| | Soon Chul Park | Male | March 1964 | March 2024 to 2026 | March 2024 | Law, finance | • Member of the Candidate Recommendation Committee • Member of the Compensation Committee • Member of the Sustainability Management Committee | • Current Representative Lawyer, White Mountain Law Firm • Former Chief Prosecutor, Seoul Southern District Prosecutors' Office | N/A | N/A |
| | Sun Seop Jung | Male | April 1964 | March 2024 to 2026 | March 2024 | Law, finance | • Member of the Audit Committee • Member of the Candidate Recommendation Committee • Member of the Risk Management Committee | • Current Professor of Law, Seoul National University School of Law • Former Non-Executive Director, Korea Exchange | N/A | N/A |

Transparent Governance

Board of Directors

Committees under the Board of Directors

(As of June 2024)

| Classification | Composition | | | Main Roles | Deliberation/Resolution Items | Details to Report |
|--|----------------|---------------------------------|---------------------|--|---|--|
| | Chairperson | Outside Directors | Executive Directors | | | |
| Sustainability Management Committee | In Sill Yi | Soon Chul Park | Joong Won Kim | Establishing ESG strategies Supervising ESG initiatives | <ul style="list-style-type: none"> Establishing ESG strategies and policies Establishing mid- and long-term goals Supervising ESG initiatives | <ul style="list-style-type: none"> Status of ESG initiatives Key external evaluations related to ESG |
| Audit Committee | In Sill Yi | Seong Yeal Lim Sun Seop Jung | | Evaluating and improving the internal compliance system Evaluating and improving management performance | <ul style="list-style-type: none"> Supervising the execution of duties by directors and executive officers Selecting and supervising external auditors Making decisions on delegations to the head of the audit subsidiary organization Reviewing financial statements and evaluating the internal accounting management system | <ul style="list-style-type: none"> Audit results Results of the financial year-end settlement audit Operational status of the internal accounting management system |
| Candidate Recommendation Committee | (TBD) | Soon Chul Park Sun Seop Jung | Joong Won Kim | Recommending, screening, and selecting candidates of outside directors, auditors, and the CEO | <ul style="list-style-type: none"> Recommendation of candidates for the CEO, outside directors, and auditors | <ul style="list-style-type: none"> Status of CEO succession Management of candidates for outside directors |
| Remuneration Committee | In Sill Yi | Soon Chul Park | Chung Ho Shin | Deliberating upon and resolving performance evaluation criteria and results for full-time executives | <ul style="list-style-type: none"> Determining methods of remuneration payments Preparing and disclosing annual reports on remuneration payments Designing the compensation plan, operating it, and assessing its adequacy Establishing decision-making procedures for remuneration policies Determining recipients of variable compensation such as executives, financial investment managers Determining employees eligible for deferred performance-based remuneration | <ul style="list-style-type: none"> Regular monitoring of the linkage between the remuneration system, financial status, and risks of the financial company, and compliance with regulations |
| Risk Management Committee | Seong Yeal Lim | Sun Seop Jung | Chung Ho Shin | Establishing basic guidelines for risk management Approving risk limits | <ul style="list-style-type: none"> Establishing basic guidelines and strategies for risk management Determining affordable risk levels Approving caps on appropriate investment and loss Establishing and amending risk management standards | <ul style="list-style-type: none"> Results of risk analysis Risk management status of the financial group |
| Internal Transaction Committee | In Sill Yi | Seong Yeal Lim | Joong Won Kim | Deliberating on internal transactions between affiliates | <ul style="list-style-type: none"> Deliberating on /agenda items related to internal transactions between affiliates Supervising internal transactions between affiliates | <ul style="list-style-type: none"> Transactions for routine goods and services Changes in key aspects of existing internal transactions |

Transparent Governance

Director Appointment Policy

Fair Board Election Process

Hanwha Life conducts a fair and thorough election process to appoint directors who possess the necessary expertise. The Board of Directors is finalized through a resolution at the general shareholders' meeting.

- The entire election process strictly adheres to the Act on Corporate Governance of Financial Companies, and an annual governance report is published in accordance with this Act
- The Candidate Recommendation Committee, which operates under the Board of Directors, is tasked with managing the selection of candidates for the positions of outside directors and the CEO
- When recommending candidates, the committee takes into account not only legal qualifications but also expertise, impartiality in performing duties, ethical responsibilities, integrity, and compliance with related laws
- The committee recommends candidates for the positions of outside directors and auditors. The Board of Directors then selects the final candidates based on these recommendations
- Executive directors are recommended and chosen by the Board of Directors
- The CEO is elected by the Board of Directors, based on a recommendation from the Candidate Recommendation Committee, from among the directors appointed at the general shareholders' meeting
- To ensure transparency in governance, we conduct an annual review of the adequacy of CEO succession plans and report the findings to the Board of Directors

Independence of the Board of Directors

Hanwha Life prioritizes the independence of its Board of Directors to boost operational efficiency and ensure balanced decision-making.

The Board's Composition is Outlined as Follows:

- In accordance with our internal governance regulations and relevant legislation, such as Article 6 of the Act on Corporate Governance of Financial Companies, we ensure that the majority of our board members are outside directors
- To ensure the autonomy of auditors, the Audit Committee consists solely of outside directors
 - This enables the auditors to perform audits independently from the management and controlling shareholders.
- Each of the other committees under the Board of Directors maintains its independence by appointing an outside director as the chairperson and ensuring that a majority of the committee members are outside directors

Expertise and Diversity of Directors

Hanwha Life forms its Board of Directors with a focus on advancing the interests of various stakeholders. We carefully consider expertise and diversity to ensure rational decision-making.

- We are committed to promoting diversity and do not discriminate based on gender, race, nationality, or age
 - Since 2021, we have appointed a female director to ensure gender diversity
- We select professionals with extensive knowledge and experience in fields relevant to our industry, including finance, insurance, and management, to form the Board. These individuals are chosen based on their industry-specific career experience and expertise
 - For outside directors, we strengthen the Board's expertise by comprehensively evaluating candidates based on their specialized knowledge and practical experience in areas such as finance, management, economics, law, accounting, consumer protection, and information technology

Composition of Board Competencies

| Category | In Sill Yi | Seong Yeal Lim | Soon Chul Park | Sun Seop Jung | Seung Joo Yeo | Joong Won Kim | Chung Ho Shin |
|-------------------------|------------|----------------|----------------|---------------|---------------|---------------|---------------|
| Finance/Insurance | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Management/Economics | ○ | ○ | | | ○ | ○ | ○ |
| Finance/Accounting | ○ | ○ | | ○ | ○ | | |
| ESG/Consumer Protection | ○ | | ○ | | ○ | ○ | ○ |
| Law | | | ○ | ○ | | ○ | |

Strategy

Board of Directors

Operational Status of the Board of Directors

Hanwha Life holds regular board meetings quarterly and convenes special meetings as necessary. Decisions on agenda items are made with the approval of a majority of the directors present. However, in accordance with applicable laws and regulations, certain issues necessitate a higher approval threshold. These issues include directors' misappropriation of the company's business opportunities and transactions involving directors or major shareholders and the company, which require at least two-thirds of the directors' approval. Additionally, resolutions related to credit facilities and the acquisition of shares or bonds exceeding KRW 1 billion require unanimous approval.

Operational Status of the Board of Directors

(As of December 2023)

| Category | 2021 | 2022 | 2023 |
|--|------|------|------|
| Number of meetings | 10 | 10 | 11 |
| Submitted agenda items | 46 | 57 | 45 |
| Attendance rate of executive directors (%) | 97 | 100 | 100 |
| Attendance rate of outside directors (%) | 100 | 100 | 97.5 |

Transparent Governance

Operation of the Board of Directors

Support for Outside Directors' Participation in Management and Augmenting their Expertise

Hanwha Life engages in a range of activities to augment the expertise of its outside directors, thereby supporting rational decision-making and the smooth execution of their duties. These activities encompass a preliminary review of agenda items and the organization of meetings and educational sessions for the Audit Committee.

- Before board meetings, we hold advance overview sessions to allow outside directors ample time to thoroughly review the agenda items. Relevant materials are also shared in advance
- To facilitate informed decision-making, outside directors are provided with the necessary materials and information upon request
 - Upon request, we promptly and equitably provide relevant materials
 - We also provide external expert support when requested

Training for Outside Directors

| Date | Types of Sessions |
|-----------------------|--|
| Feb. 16, 2023 | Pre-briefing session for the Audit Committee |
| Feb. 17–21, 2023 | Advance overview of agenda items handled by the Board (2022 year-end financial statements, etc.) |
| May 29–31, 2023 | Advance overview of agenda items handled by the Board (Q1 2023 performance, etc.) |
| May 31, 2023 | Pre-briefing session for the Audit Committee |
| June 12–July 11, 2023 | Anti-money laundering training (Online anti-money laundering training for employees) |
| Aug. 30–Sept. 1, 2023 | Advance overview of agenda items handled by the Board (2023 H1 performance, etc.) |
| Nov. 13–14, 2023 | ESG trends and regulatory updates |
| Nov. 13–14, 2023 | Advance overview of agenda items handled by the Board |
| Dec. 1, 2023 | Pre-briefing session for Audit Committee |
| Dec. 1, 2023 | Sustainable finance, such as financed emissions and climate risk |
| Dec. 4–6, 2023 | Advance overview of agenda items handled by the Board (Advance overview of 2023 business plans and budgets, and transactions with affiliates) |
| Feb.15–21, 2024 | Advance overview of agenda items handled by the Board (2024 year-end financial statements, etc.) |
| Feb.16, 2024 | Pre-briefing session for the Audit Committee |
| Apr.16–22, 2024 | Advance overview of agenda items handled by the Board (Indonesian financial companies, etc.) |
| May 7, 2024 | Risk management and sustainable finance education (Overview of internal controls and risk management in financial conglomerates, ESG management strategies and key activities) |

Board Evaluation and Remuneration

Hanwha Life conducts annual evaluations every February to ensure the effective operation of the Board of Directors. These evaluations review and assess the board's composition and operations to enhance transparency. We examine whether the board's roles and responsibilities are carried out in compliance with laws and internal regulations. The results of these evaluations are used to continuously improve compliance and operations. They are also disclosed in the annual governance report to support ongoing efforts in regulatory compliance and operational improvement.

The remuneration for our directors is managed within the compensation limit approved at the general shareholders' meeting. This compensation includes a base salary and performance-based incentives, which are disbursed according to the executive remuneration plan and management performance, both approved by the Board of Directors. The maximum remuneration approved at the 2023 general shareholders' meeting was KRW 6 billion, with the actual disbursed amount totaling KRW 2.65 billion.

Annual Report on the Governance of Financial Companies

Board Evaluation

| Category | Evaluation Content |
|-------------------|--|
| Overall Board | <ul style="list-style-type: none"> • Level of communication and expertise among board members • Adequacy of board convening procedures and provision of advance agenda items • Frequency of board meetings and appropriateness of meeting durations • Timeliness of deliberations and resolutions on current issues • Effectiveness of management oversight |
| Outside Directors | <ul style="list-style-type: none"> • Contribution to board activities • Participation in board meetings and suggestions for improvements |

Board Remuneration

(As of December 2023)

| Category | People (persons) | Total Payments (KRW million) | Average Payment per Person (KRW million) |
|--|------------------|------------------------------|--|
| Registered Directors (excluding Outside Directors and Audit Committee Members) | 3 | 2,297 | 766 |
| Outside Directors (excluding Audit Committee Members) | 1 | 85 | 85 |
| Audit Committee Members | 3 | 252 | 84 |

Ethics and Compliance Management

Governance

Ethics and Compliance Management System

Hanwha Life has established an Ethics Charter and Code of Ethics, which provide guidelines for appropriate conduct and ethical decision-making among our employees. We are committed to fostering a transparent and ethical corporate culture through active engagement in ethics and compliance management and strict adherence to laws and regulations. Additionally, we are dedicated to fulfilling our ethical responsibilities to both our internal and external stakeholders, as well as to our country and the broader society. Our ethics management system and policies are designed and implemented in accordance with the Insurance Business Act, the Act on Corporate Governance of Financial Companies, the Financial Investment Services and Capital Markets Act, and the oversight standards set by the Financial Supervisory Service.

Ethics Management Policies

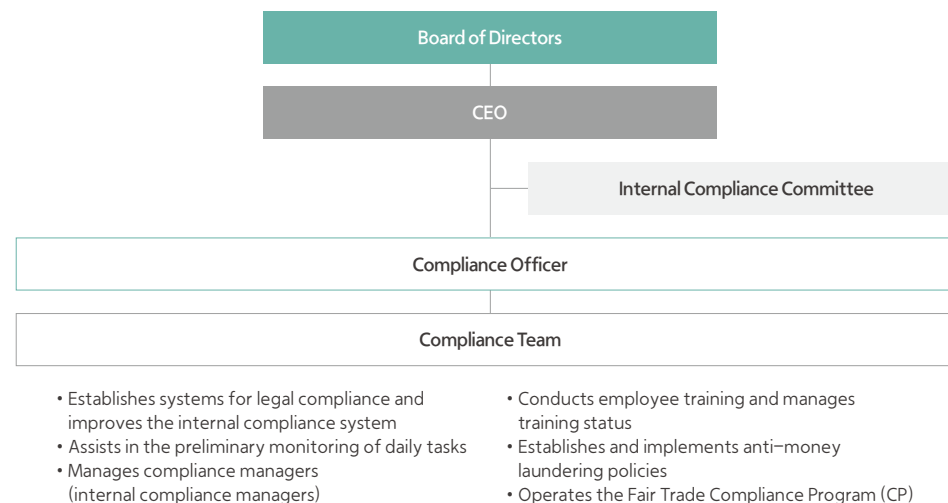
| Category | Description |
|-----------------------------------|---|
| | A declaration of our determination to create a health-focused company trusted by our nation and society through fair and transparent management grounded in the principles of trust and loyalty |
| Ethics Charter | <ul style="list-style-type: none"> • Create value for customer happiness • Respect employees' autonomy and creativity • Uphold ethical values and practice proper work ethics |
| | <ul style="list-style-type: none"> • Maximize shareholder value through transparent management • Comply with laws and regulations • Contribute to the development of the country and society |
| Employee Code of Ethics | <p>The Code of Ethics emphasizes corporate ethics in business activities and offers detailed guidelines for employees to ensure transparent and fair business practices. These practices are evaluated from the perspective of all stakeholders affected by the company's policies, including shareholders, investors, employees, customers, partners, local communities, and the environment</p> <ul style="list-style-type: none"> • Provides employees with ethical judgment standards • Provides information on ethics-related considerations, including management strategies, execution plans, and training |
| | <ul style="list-style-type: none"> • Serves as a basis for refusing superiors' instructions if they violate the Code of Ethics • Prevents issues related to corporate ethics |
| Employee Code of Ethics Guidebook | A guidebook explaining ethical practices with empirical examples to improve employees' understanding of the Code of Ethics |

Internal Compliance Organization

Hanwha Life appoints a compliance officer via a resolution passed by the Board of Directors, in accordance with the Act on Corporate Governance of Financial Companies. To support the compliance officer's responsibilities, each department designates an internal compliance manager, thereby ensuring the effective execution of internal control duties.

- To ensure the impartial performance of the compliance officer's duties, operational independence is guaranteed
- The compliance officer's role includes conducting preliminary reviews of daily tasks to ensure adherence to relevant laws and regulations. Additionally, the officer oversees and monitors the operational status of the internal compliance system
 - The findings from these reviews and monitoring activities are presented to the Board of Directors after being deliberated by the Internal Compliance Committee
- A dedicated organization has been established to support the tasks of the compliance officer, thereby enhancing the effectiveness of internal compliance operations
- The internal compliance officer monitors departmental operations to ensure adherence to internal compliance guidelines and addresses any weaknesses, independent of their primary responsibilities
 - Transparency is ensured by performing these duties independently

Internal Compliance Operation Chart



Ethics and Compliance Management

Strategy

Creating an Ethics and Compliance Culture

Ethics and Compliance Training

Hanwha Life provides a range of educational materials, including card news and video training, to facilitate employees' understanding and engagement with ethics and compliance management. In particular, internal control officers within the department undergo separate fair trade training annually. Since 2023, we have also designated April as "Ethics and Compliance Month" at Hanwha Life. This annual observance is focused on reinforcing our commitment to ethical and compliant practices. Through various ethics and compliance programs, we aim to promote ethical values and foster a culture of integrity management.

Ethics and Compliance Training (2023)

| Target | Employees | Internal control officers |
|--------------|---|--------------------------------|
| Contents | Prevention of financial incidents, fair trade, mandatory leave policies, etc. | Employee ethics and compliance |
| Participants | 2,558 employees | 62 people |

Ethics and Compliance Campaign

Hanwha Life reaffirms its commitment to ethical management annually through the Ethics and Compliance Pledge. We aim to foster ethical values and strengthen the sense of responsibility among our employees. This pledge is undertaken by all employees, including the CEO. To promote voluntary participation, we produce and distribute videos related to the Ethics and Compliance Pledge.

Anti-Money Laundering System

Since 2001, Hanwha Life has operated an Anti-Money Laundering System (AML)¹⁾ to bolster its credibility as a financial institution and to prevent the laundering of illicit funds through financial transactions. This system effectively blocks illegal and criminal activities. Furthermore, Hanwha Life has enhanced the transparency of its financial system by implementing a "Risk-Based Company-Wide Money Laundering Risk Assessment (RBA)²⁾", in line with recommendations from the Financial Action Task Force (FATF), an international anti-money laundering organization.

1) Anti-Money Laundering System: This comprehensive management system is designed to detect and prevent the laundering of illegal funds, both domestically and internationally. It integrates the judicial and financial systems with international cooperation, covering activities related to illegal property and tax evasion in South Korea

2) Risk-Based Approach (RBA): A method for preventing money laundering that assesses and mitigates risks across the organization

Fair Trade and Co-Prosperity with Partners

Fair Trade with Partners

Hanwha Life is committed to promoting a culture of fair trade. By adhering to the principle of "fair and transparent contract execution" as outlined in our contract administrative regulations, we increase fairness in the selection and management of our partners.

- The Hanwha Life General Affairs Purchase System (HGAPS), an electronic procurement system, allows all employees to follow up on the bidding process
- Evaluation results are entered directly into the electronic procurement system during the partner evaluation process
- Participating partners are required to sign the "Integrity Commitment Pledge"
- Hanwha Life operates ongoing channels to listen to and discuss partners' inconveniences, complaints, and suggestions during contract execution
- Collected feedback is incorporated into future contract systems and processes to continuously improve communication channels

Promoting ESG Management among Partners

Hanwha Life supports the smooth implementation of ESG management by its partners and strives to promote sustainability management values throughout the industry. We support the enhancement of ESG awareness and capabilities through diverse approaches.

- Through the HGAPS, we continuously evaluate all partners participating in bids against ethical conduct standards
 - We encourage partners to protect workers' rights and implement ethical management.
- We assist all partners involved in bids by facilitating self-assessments in accordance with the "Self-Checklist for Ethical Standards for Business Partners" within the electronic procurement system
 - Human rights and ethical management standards are partially considered in the evaluation of new contracts and renewals across five areas
- To encourage partners to voluntarily adopt human rights and ethical management practices, we have incorporated a pop-up notice for the "partner code of ethical conduct" within the electronic procurement system

Self-Checklist for Partner Code of Ethical Conduct

- Respect for basic labor rights and compliance with laws
- Safety and health
- Environmental protection
- Compliance with market competition rules and co-prosperity with partners
- Adherence to ethical standards for partners

Ethics and Compliance Management

Creating an Ethics and Compliance Culture

Co-Prosperity Management with Partners

Hanwha Life conducts co-prosperity management programs with its partners to promote fair trade practices and promote a culture of mutual growth. We offer a diverse array of support programs to actualize the value of mutual growth.

Key Milestones Include:

- Providing relevant training to partners to create a healthy digital financial ecosystem
 - Raises awareness of personal information protection and prevents data breaches
- Conducting ethics and compliance training on customer information protection for all employees of partners who are involved in maintaining and repairing computer systems and equipment
- Conducting regular inspections and evaluations focused on personal information protection for partners managing customer data
 - Assesses the personal information management systems and the training status of the responsible personnel
- Operating various startup support programs through the DREAMPLUS center
 - Supports the growth of startups with excellent innovative technologies
- Expanding business partnerships with Hanwha financial affiliates

CASE STUDY :: Rapid Support for Business Partners by Applying RPA Technology to the Purchase System

Since 2022, we have implemented Robotic Process Automation (RPA)¹⁾ within the dashboard of our purchasing system. This system manages the contracting process with our partners, and the use of RPA helps prevent delays, ensuring timely business transactions. By utilizing RPA, we aim to proactively mitigate any potential inconveniences or complaints from our partners. This is achieved by automatically sending email notifications to the designated contact person, updating them on the progress of the bidding and contracting processes.



1) Robotic Process Automation (RPA): A technology that uses robotic software to automate repetitive tasks

Risk Management

Ethics and Compliance Monitoring

Hanwha Life operates a Three Lines of Defense strategy to monitor internal compliance activities across all divisions.

Details are as Follows:

- Compliance functions are strengthened through mutual checks and balances among the Business Departments, Internal Compliance Department, and Audit Department. This approach establishes a balanced and autonomous compliance management system
- The risk of legal violations is minimized by documenting the company's key operations and using internal compliance checklists for inspections
- Leading ethical and compliance monitoring activities are carried out, including compliance management

Details of Legal and Regulatory Violations

| | |
|--|------|
| Legal actions for anti-competitive behavior and monopolistic practices | None |
| Violations of environmental laws | None |
| Violations of laws and voluntary codes concerning product and service information and labeling | None |
| Violations related to marketing communications | None |

Monetary and Non-Monetary Sanctions (2022-2023)

| | |
|--|-----------------|
| Total Number and Details of Cases of Non-Compliance with Laws and Regulations | |
| i. Number of cases of fines imposed | 1 case |
| II. Number of cases of non-monetary sanctions | 1 case |
| Number of Fines Paid and Total Amount of Fines for Non-Compliance with Laws and Regulations | |
| i. Fines imposed for non-compliance with laws and regulations in the current reporting period (2023) | None |
| II. Fines imposed for non-compliance with laws and regulations in the previous reporting period (2021) | KRW 481 million |

Anti-Corruption Violations (2023)

| | |
|--|------|
| Number of past corruption cases confirmed this year (2023) | None |
| Number of corruption cases that occurred and were confirmed this year (2023) | None |

Ethics and Compliance Management

Fair Trade Compliance Program

The Fair Trade Compliance Program (CP) is a voluntary internal compliance system that companies implement to adhere to fair trade-related laws. Hanwha Life has been managing this self-regulated program since 2006. We provide fair trade-related guidance and training to all employees, aiming to reinforce the culture of fair trade compliance and improve our internal monitoring system.

- Fair Trade Compliance Program (CP)
 - Protects the physical and intellectual property rights of partners to establish a fair trade order
 - Achieves mutual growth with partners
 - Appoints a compliance officer and establishes CP operational regulations and detailed rules based on resolutions of the Board of Directors
 - Creates and distributes a CP manual to improve the effectiveness of CP operations
 - Checks the CP implementation status of relevant departments based on the fair trade compliance performance and annual plans for the following year
- Fair trade-related guidance and education is provided to all employees

Fair Trade-related Education for Employees in 2023

| Target | Employees |
|--------------|---|
| Contents | Purpose and scope of the Fair Trade Act, introduction of the Fair Trade Compliance Program, and major fair trade issues |
| Participants | 2,661 employees |

Internal Reporting System

Hanwha Life operates multiple internal reporting channels to enhance employee protection and promote a healthy corporate culture. These channels are designed to proactively detect violations, signs of incidents, or human rights risks, including sexual harassment and workplace bullying. The identities of whistleblowers and the details of their reports are held in strict confidence and anonymity, ensuring that there are no repercussions for those who come forward.

- Employees can report unfair trade practices or various forms of corruption through methods such as mail, email, and the company's website. online
- We operate a "Report Compliance Violations" channel on the company's website to increase the convenience of reporting
- If an employee is confirmed to have committed an ethical violation after a report is investigated, disciplinary actions will be taken against the employee
- According to Internal Compliance Guidelines Article 59 (Operation of the Internal Reporting System), employees who were aware of violations but failed to report them to the company will face sanctions
 - This prevents intentional non-reporting of others' violations and discourages involvement in instructing, condoning, or concealing such violations

Status of Internal Reporting System (2023)

| Category | 2023 |
|------------------------------|------|
| Number of reports | None |
| Number of valid cases | None |
| Number of disciplinary cases | None |

Reporting Methods

Reporting Violations via Website (PC/Mobile)

• Go to: Home > About Us > Ethical Management > Report Violation

[Homepage](#)

Reporting via Outlook and External Email

• Outlook: Send an email to the "Ethical Management Practice Secretariat"

• External email: send an email to hli6262@hanwha.com

Risk Management

Governance

Risk Management Organization

As a specialized entity for risk management, **Hanwha Life** has established the Risk Management Committee and the Risk Management Team under the Board of Directors to implement systematic, company-wide risk management. The Risk Management Team annually reports the outcomes of the Own Risk and Solvency Assessment (ORSA), major decisions, the current risk status, and significant issues from the Risk Management Committee to the Board of Directors, overseeing all aspects of risk management tasks.

Key Milestones Covering:

- Being responsible for major decisions related to risk management
- Ensuring operational independence to maintain checks and balances across overall operations
- Appointing at least one member of the committee with experience in finance, accounting, or treasury from a financial institution or corporation to ensure the committee's expertise
- Providing risk management-related training to committee members on the risk management system, fundamental policies, and strategies

Risk Reporting System



Strategy

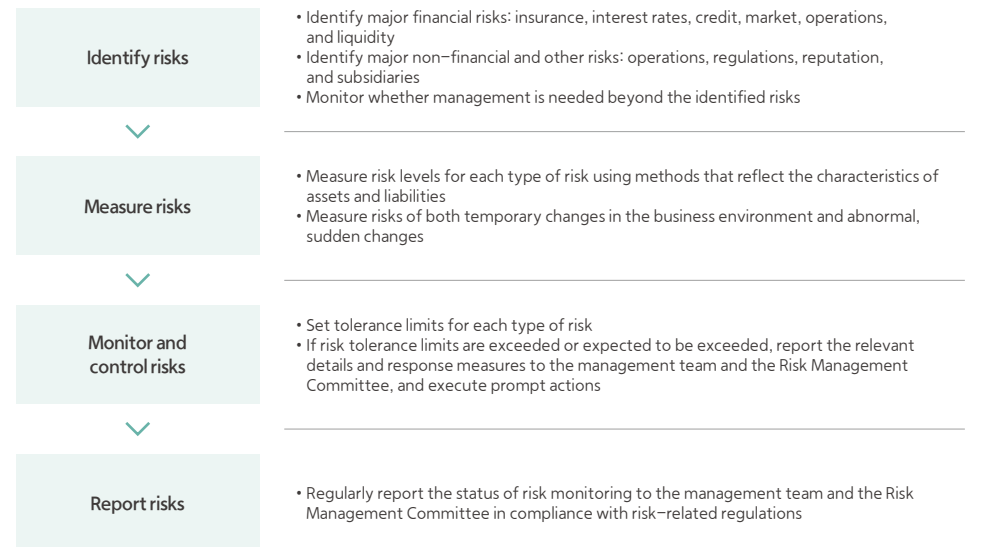
Risk Management System

Hanwha Life strives to enhance corporate value by proactively preventing potential uncertainties and losses that may arise from the rapidly changing financial environment and business activities. The company also focuses on effectively evaluating and managing these risks.

Here are the Particulars:

- The company's risk levels are managed according to the business plan, and risk tolerance limits are set according to the risk tolerance
 - The available capital is maintained within a certain level
- Pre- and post-risk management procedures are operated for business areas such as insurance product development and investment activities
- Utilizes the Asset and Liability Management (ALM) strategy, which reflects the characteristics of insurance products in business plans and asset management plans
 - As a medium- to long-term risk management measure, steps are taken to reduce the volatility of asset-liability mismatches
- Quarterly stress tests are conducted to assess capital adequacy and enhance financial stability
- Risks are managed systematically by tailoring the response strategy according to each stage of a crisis

Risk Management Process



Risk Management

Risk Management

Business Continuity Management

Emergency Response System

Hanwha Life has established and operates an emergency response system designed to ensure the continuity of business operations and customer support in the event of a disaster. This system is focused on protecting critical operations and maintaining the smooth functioning of systems and processes.

- A comprehensive company-wide emergency response manual segments and manages response systems by stages: prevention, management, and recovery
- A separate “Pandemic Business Continuity Plan” applies during pandemic situations like COVID-19
 - Business practices are rapidly adapted to minimize financial losses, protect customer assets, and maintain stable customer services during pandemics and disasters

Disaster Response System by Stage



Disaster Simulation Drills and Incident Response Training

Hanwha Life conducts annual disaster simulation drills that include IT staff, relevant business departments, and office personnel. Additionally, the company holds annual incident response training to prepare for and respond to server hacking, DDoS attacks, and advanced persistent threat (APT) email attacks.

The Training Includes the Following:

- Conducts annual disaster simulation drills involving IT staff, relevant business departments, and office personnel
 - Ensures business continuity through rapid disaster recovery
- Conducts annual incident response training
 - Prevents electronic incidents and ensures the confidentiality, integrity, and availability of our information assets
 - Systematizes post-incident response capabilities
- Conducts training for responding to server hacking, DDoS attacks, and APT email attacks
- Plans to enhance external line redundancy at the Jukjeon main center in 2024 and establish the Active-Active Disaster Recovery Center¹⁾ by the end of 2025
 - Strengthens the utilization of the disaster recovery center system and ensures business continuity

1) Ensuring continuous business operations through the main center and the disaster recovery center

Details of Disaster Drills

| Category | Details | Frequency |
|------------------------------------|---|----------------|
| Malware Response Drills | Improving employees' capabilities to respond to cyberattacks, such as the spread of malware, and inspecting the processes | 3 times a year |
| Security Accident Emergency Drills | Reinforcing countermeasures against hacking and information leakage affecting the company's major systems | Once a year |
| System Disaster Drills | Developing capabilities to rapidly recover systems and check data consistency in the event of a disaster | Once a year |

Risk Management

Countermeasures for Key Risks and New Systems

Key Risks (Financial and Non-Financial) Management

| | Category | Impact of Risks | Countermeasures |
|----------------------------|---------------------|--|--|
| Financial Risks | Insurance risks | Risks arising from the inherent business of insurance companies, including underwriting of insurance contracts and solvency | <ul style="list-style-type: none"> Quantifying insurance risks using the Financial Supervisory Service (FSS) standard approach and regularly reporting tolerance limits and control measures to the management team Managing reinsurance with consideration of the level of risk exposure and efficient risk distribution to improve solvency |
| | Interest rate risks | Risks of economic losses arising from fluctuations in future market interest rates and differences in the maturity structure of assets and liabilities | <ul style="list-style-type: none"> Quantifying interest rate risks using the FSS standard approach and regularly reporting tolerance limits and control measures to the management team Establishing mid- and long-term portfolios based on investment strategies matching assets and liabilities and reflecting the characteristics of liability case flow |
| | Credit risks | Risks of losses arising from default by the counterpart or a credit downgrade | <ul style="list-style-type: none"> Quantifying credit risks using the FSS standard approach and regularly reporting tolerance limits and control measures to the management team Conducting pre- and post-analysis of individual borrowers and investment products and imposing investment limits for each product type |
| | Market risks | Risks of losses arising from unfavorable fluctuations in interest rates, share prices, and foreign exchange rates | <ul style="list-style-type: none"> Quantifying market risks using the FSS standard approach and regularly reporting tolerance limits and control measures to the management team Setting loss limits for high-risk assets |
| | Liquidity risks | Risks of losses arising from differences in the maturity structure of assets and liabilities or sudden fluctuations in cash flow | <ul style="list-style-type: none"> Setting tolerance limits on liquidity and establishing a contingency plan |
| Non-financial risks | Operational risks | Risks of losses arising from inadequate internal processes, human resources, system or external incidents, reputation, laws, and regulations | <ul style="list-style-type: none"> Quantifying operational risks using the FSS standard approach and regularly reporting tolerance limits and control measures to the management team Accumulating quarterly data on losses arising from internal and external fraud, employment, safety, customers, products, and business processes and statistically estimating (un)expected losses to include them in the solvency capital requirement |
| | Legal risks | Risks arising from legal disputes or lawsuits due to non-financial risks | <ul style="list-style-type: none"> Monitoring the quarterly number of new lawsuits and emergencies among key risk indicators and preparing countermeasures according to the appropriate stage |
| | Reputational risks | Risks with negative impacts on the company's reputation due to complaints and unfavorable reports by mass media | <ul style="list-style-type: none"> Monitoring the quarterly number of unfavorable media reports among key risk indicators and preparing countermeasures according to the appropriate stage |

Risk Management

Countermeasures for Key Risks and New Systems

Countermeasures for New Systems

| New Systems | Countermeasures | Implementation Status |
|--|--|--|
| Response to K-ICS | <ul style="list-style-type: none"> Responding promptly to K-ICS-related regulations and operating systems and management processes to improve business continuity and efficiency | <ul style="list-style-type: none"> Managing the K-ICS ratio by setting guidelines for the solvency ratio |
| Supervision of financial conglomerates | <ul style="list-style-type: none"> Taking steps to comply with "Act on the Supervision of Financial Conglomerates" (enforced on June 30, 2021) Notified of the designation of six financial conglomerates, including Hanwha by the Financial Services Commission (July 13, 2021) Selected as the representative financial company of Hanwha Financial Affiliates (August 4, 2021) Establishing and operating an internal control and risk management system for the financial conglomerate group with key affiliates such as Hanwha General Insurance and Hanwha Investment&Securities | <ul style="list-style-type: none"> As the representative financial company of Hanwha financial affiliates, Hanwha Life performs tasks related to internal control, risk management policies, and soundness management of the conglomerate group, and regularly reports related content to the Financial Services Commission through business reports and discloses it publicly Establishing basic guidelines for internal control and risk management of the financial conglomerate group, enacting and operating "Internal Control Standards for Financial Conglomerates" and "Risk Management Regulations for Financial Conglomerates" |
| Introduction of ORSA | <ul style="list-style-type: none"> The supervisory authority introduced the Own Risk and Solvency Assessment (ORSA) system to ensure that companies appropriately manage risks by timely identifying, measuring, monitoring, and controlling them, and to evaluate and manage internal capital adequacy Reviewing and conducting self-assessment processes and procedures and managing the adequacy of the risk management system and the current and future solvency, including the requirements from the supervisory authority | <ul style="list-style-type: none"> Annually reporting the ORSA to the Board of Directors |

Information Security

Governance

Information Security Management System

Hanwha Life has appointed a Chief Information Security Officer (CISO) and established an Information Security Council to ensure the responsible management of personal and credit information protection, as well as to enhance the information security management system. The CISO oversees comprehensive planning, coordination, and oversight of information security. The Information Security Council collaborates to promote overall information security activities, proactively preventing and swiftly responding to threats related to information security and personal information protection.

- Committee under c-level executive Top Management: Information Security Committee
- Dedicated IT Security Part for Customer Information Protection
- Related Organization for Customer Information Protection: Personal Information Protection Working-level Council, and Departmental Personal Information Protection Officers

Information Security Reporting System



| | |
|--|---|
| Data protection | <ul style="list-style-type: none"> • Security planning, security policies, business plans, responses to external agencies, incident response, risk analysis and assessment, mock hacking, and others |
| Personal information protection | <ul style="list-style-type: none"> • Establishment of personal information protection systems, prevention and control of leaks, inspections, and training, and others |
| Security control | <ul style="list-style-type: none"> • Security reviews, security solutions operation, 24/7 security control, and others |
| Information Security Council | <ul style="list-style-type: none"> • Support for the efficient implementation of various activities to protect information assets • Integration and coordination of information security practices by field, followed by deliberation and coordination of related matters |
| Personal Information Protection Working-Level Council | <ul style="list-style-type: none"> • Regular discussions of major issues and effective responses to current issues related to personal information protection • Participation of information security managers from 13 departments |

Strategy

Information Security Policy

Information Protection and Personal Information Protection Policy

Hanwha Life has established policies and principles for the processing of personal information. These guidelines are designed to prevent the leakage of sensitive and personal data, and to ensure compliance with legal regulations. We conduct annual IT risk assessments to identify potential risks and proactively strengthen our information security system. Additionally, we implement security controls using solutions such as Digital Rights Management (DRM) and Data Leak Protection (DLP) to prevent unauthorized access and leakage of critical information and personal data. Our personal information leak response guidelines are designed to prevent the spread of damage and enable a rapid response in the event of an incident.

Details are as Follows:

- Conducting IT risk assessments and regular security inspections to identify information security risks
- Operating a 24/365 security monitoring service and conducting regular annual training to proactively respond to incidents and threats
- Performing personal information protection inspections
- Providing guidelines for personal information protection
- Monitoring access records to personal information and operating solutions to detect abnormal activities
- Providing guidelines for personal information protection:
 - Personal Information Processing Policy (separate guidelines for easy understanding)
 - Credit Information Utilization System
 - Operational Management Policy for Fixed Image Information Processing Devices
 - Customer Information Handling Policy
 - Personal Information Protection Principles

Basic Principles for Personal Information Protection

- Clearly defining the purpose of processing personal information and collecting only the minimum necessary personal information within the scope required for that purpose, in a lawful and just manner
- Not using collected personal information for purposes other than those intended, nor providing it to third parties
- Using and managing the collected personal information safely, and destroying it without delay once the purpose has been achieved

Information Security

Information Security and Personal Information Protection Activities

Information Security Activities

Recent changes in the financial environment, driven by the convergence of finance and IT, have escalated risks associated with information security. The implementation of punitive fines for security incidents in financial companies has significantly increased the costs of financial losses, underscoring the growing need for robust information security measures. Hanwha Life is strengthening its information protection policies and engaging in various information security activities to proactively address these risks.

Key Milestones Include:

- Invested approximately 10.7% of the total IT budget into information security
- Obtained ISO/IEC27001:2013 certification, the international standard for information security management systems
- Obtained ISMS-P certification, the standard for information protection and personal information protection management systems
 - Achieved trust in security for internal and external customers through an autonomous security system and improved personal information protection
 - Confirmed and supplemented compliance with enacted and amended laws (Credit Information Act, Personal Information Protection Act, etc.)
 - Activated the Direct to Consumer (DTC) platform
 - Conducted inspections and established/supplemented protection measures in managerial, physical, and technical areas according to ISMS-P standards
 - Established a global-level information security system with continuous maintenance and management

Information Security Activities

| | |
|--|--|
| Preemptive response to security risks | • Analysis and assessment of IT risks → Analysis and assessment of 250 control items in IT categories |
| Information security certification | <ul style="list-style-type: none"> • ISO/IEC 27001:2013 Certification: Received the international standard certification for information security, maintained through bi-annual post-assessments • ISMS-P Certification: Obtained the certification for Information Security Management System and Personal Information Management System (first acquired in 2023) |
| Financial information protection | <ul style="list-style-type: none"> • Cyber incident response system based on AI and multi-layer: <ul style="list-style-type: none"> · Incident response drills (3 times a year) · Risk analysis and assessment (once a year) · Project security reviews · Analysis and assessment of asset vulnerabilities (2 times a year) · Web and app mock hacking (2 times a year) |
| Information security awareness | <ul style="list-style-type: none"> • Establishment of information security and personal information protection regulations <ul style="list-style-type: none"> · 18 IT security guidelines including information protection regulations and Information Security Committee regulations · 3 personal information protection guidelines in addition to personal information protection regulations • Implementation of information security training and awareness campaigns |
| Information security liability system | • Liability insurance obtained for personal information protection and electronic financial transactions |

Spreading Information Security Culture

Hanwha Life offers a variety of specialized training programs and campaigns tailored to specific job roles. These initiatives aim to raise employees' awareness of security issues and promote a culture of information security.

The Campaign Includes:

- A monthly Information Security Check Day to provide information security education to all employees
- Annual online training on information security and personal information protection
- An annual personal information protection campaign to promote an internal information security culture
- Quarterly personal information protection training for Financial Planners (FPs) to improve their level of personal information protection
- Job-specific information security training to support accident prevention and response capability enhancement.
- Annual "Pseudonym Information Protection Training" and "Application Manager Information Security Training" for IT operations and development personnel
- Regular provision of external commissioned training and internal training, such as "Financial Security Institute Visiting Education," for IT security personnel
- Various information breach incident response training sessions, such as malware attacks via email, DDoS attacks, and server hacking response drills, to improve information security capabilities

Hours of Employee Information Security Training in 2023

| Category | Unit | Executives | Business Departments | IT | Information Security |
|--------------------------|-------|------------|----------------------|------|----------------------|
| Training time per person | Hours | 10.5 | 10.5 | 12.5 | 14.5 |

Information Security

Risk Management

Information Security Risk Management

Information Security Audits

Hanwha Life conducts regular security audits to assess security levels, identify potential risks in advance, and implement necessary proactive measures to enhance the company's overall security posture. Through these regular security inspections and emergency response drills, we have strengthened our cyber resilience and achieved zero information leakage incidents in 2023.

Details are as Follows:

- Bi-annual evaluations are conducted to assess the achievement levels of goals related to security education, emergency response drills, security monitoring services, and improvements in information protection policies
- Annual IT risk analyses and assessments are performed
- A total of 280 items, divided into physical and management domains, are evaluated based on the latest information security-related laws and regulations
- Vulnerability assessments are conducted on technical areas such as information processing systems, information communication networks, and websites, according to the types of inspection targets

Customer Information Protection Activities in 2023

| | |
|-------------------------|---|
| Crisis Management | <ul style="list-style-type: none"> • Conducted personal information protection training for all employees and Financial Planners (FPs) <ul style="list-style-type: none"> · Employees: 2,661 out of 2,715 (98%) completed the training · FPs: 19,038 out of 19,827 (96%) completed the training |
| Sharing security issues | <ul style="list-style-type: none"> • Shared the latest security issues and incidents via emails or pop-up alerts (e.g., phishing emails and ransomware) |
| Security inspections | <ul style="list-style-type: none"> • Prohibited unauthorized customer information requires • Reported on-site inspection results to the CEO |

Metrics and Targets

Information Security-Related Goals and Performance

Mid- to Long-term Goals for Personal Information Protection

| Goal | Year | Detailed Objectives |
|---|------|---|
| Improve the personal information protection management system | 2025 | <ul style="list-style-type: none"> • Establish a personal information protection portal • Strengthen compliance risk management at each stage of personal information processing <ul style="list-style-type: none"> · Expand on-site inspections (at least once per quarter) · Strengthen focused inspections at each stage of personal information processing (at least twice a year) |
| | 2027 | <ul style="list-style-type: none"> • Promote a culture of personal information protection through the establishment of an autonomous compliance system for all employees <ul style="list-style-type: none"> · Conduct information security training and campaigns at least once a month |

Complaints Related to Customer Information Protection

| | |
|--|------|
| Number of complaints proven to involve violations of customer personal information protection and loss of customer information | None |
|--|------|

Number of Employees Who Participated in Information Security Training

| Category | Unit | 2021 | 2022 | 2023 |
|------------------------|---------|-------|-------|-------|
| Number of participants | Persons | 2,496 | 2,605 | 2,661 |

ESG DATABOOK

Business and Economic Performance
Environmental Performance
Social Performance
Governance Performance

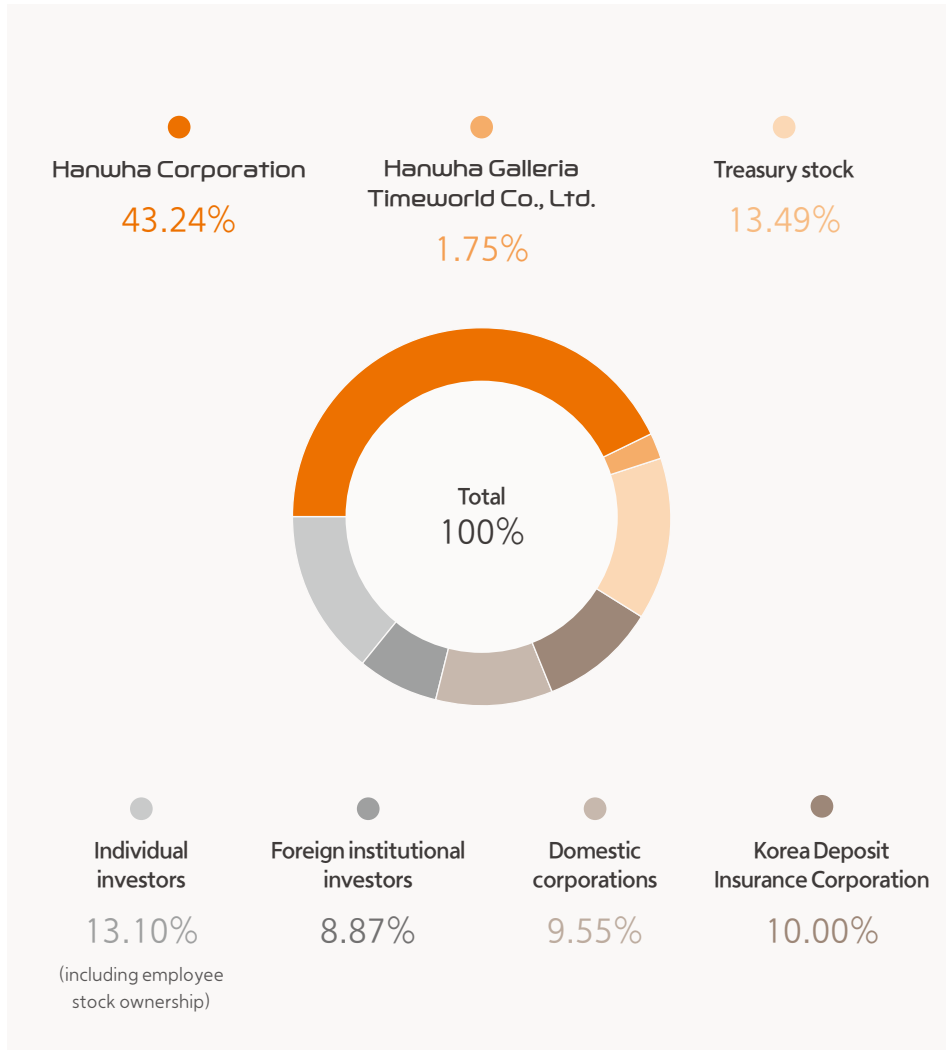
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Business and Economic Performance




Shareholders

(As of December 31, 2023)




Credit Rating

Domestic

| |  |  |  |
|------|---|---|---|
| Year | Korea Investors Service | Korea Ratings | NICE Investors Service |
| 2021 | AAA/Negative | AAA/Negative | AAA/Negative |
| 2022 | AA+/Stable | AA+/Stable | AA+/Stable |
| 2023 | AA+/Stable | AA+/Stable | AA+/Stable |

Overseas

| |  |  |  |
|------|---|---|---|
| Year | S&P | Moody's | Fitch |
| 2021 | A/Stable | A2/Stable | A/Stable |
| 2022 | A/Stable | A2/Stable | A/Stable |
| 2023 | A/Stable | A2/Stable | A/Stable |

Business and Economic Performance

Organization

| Category | Unit | 2021 | 2022 | 2023 |
|------------------------|----------|------|------|------|
| Domestic entities* | Entities | 1 | 1 | 1 |
| International entities | Entities | 196 | 194 | 202 |

* With the spin-off of Hanwha Life Financial Service in 2021, domestic entities are limited to the headquarters

Summary of Consolidated Financial Statement

| Category | Unit | 2021 | 2022 | 2023 |
|---|-------------|------------|------------|------------|
| Assets | | | | |
| I. Case and cash equivalents | KRW million | 1,336,124 | 2,902,135 | 3,670,919 |
| II. Deposits | KRW million | 1,263,132 | 0 | 0 |
| III. Financial assets measured at fair value through profit or loss | KRW million | 0 | 0 | 47,621,919 |
| IV. Financial Assets at Fair Value Through Profit and Loss | KRW million | 15,393,214 | 30,982,860 | 0 |
| V. Financial assets measured at fair value through other comprehensive income | KRW million | 0 | 0 | 50,060,804 |
| VI. Available-for-sale securities | KRW million | 75,750,100 | 42,903,394 | 0 |
| VII. Financial assets at amortized cost | KRW million | 0 | 0 | 38,643,052 |
| VIII. Securities held to maturity | KRW million | 0 | 31,896,062 | 0 |
| IX. Loans | KRW million | 31,406,446 | 25,960,034 | 0 |
| X. Derivative assets | KRW million | 181,066 | 1,007,942 | 853,852 |
| XI. Investment assets in associates and joint ventures in equity method | KRW million | 367,916 | 537,516 | 602,099 |
| XII. Insurance contract assets | KRW million | 0 | 10,445 | 41 |
| XIII. Reinsurance contract assets | KRW million | 0 | 827,782 | 723,299 |

| Category | Unit | 2021 | 2022 | 2023 |
|----------------------------------|-------------|-------------|-------------|-------------|
| XIV. Premises and equipment | KRW million | 1,884,292 | 1,633,757 | 1,615,294 |
| XV. Investment property | KRW million | 2,497,974 | 2,701,401 | 2,587,130 |
| XVI. Intangible assets | KRW million | 1,161,795 | 325,547 | 623,097 |
| XVII. Net defined benefit assets | KRW million | 25,369 | 35,722 | 58,699 |
| XVIII. Licensed assets | KRW million | 124,833 | 170,378 | 206,551 |
| XIX. Current tax assets | KRW million | 16,887 | 236,492 | 312,625 |
| XX. Deferred tax assets | KRW million | 138,928 | 22,700 | 52,789 |
| XXI. Other financial assets | KRW million | 2,571,857 | 4,033,480 | 0 |
| XXII. Other assets | KRW million | 3,289,958 | 122,833 | 264,744 |
| XXIII. Assets held for sale | KRW million | 0 | 0 | 4,928 |
| XXIV. Special account assets | KRW million | 26,181,482 | 0 | 0 |
| Total Assets | KRW million | 163,591,373 | 146,310,481 | 147,901,843 |

Business and Economic Performance

Summary of Consolidated Financial Statement

| Category | Unit | 2021 | 2022 | 2023 |
|--|-------------|--------------------|--------------------|--------------------|
| Liabilities | | | | |
| I. Insurance contract liabilities | KRW million | 108,406,648 | 97,458,660 | 103,102,707 |
| II. Reinsurance contract liabilities | KRW million | 0 | 37,250 | 53,898 |
| III. Investment contract liabilities | KRW million | 0 | 8,187,640 | 8,821,899 |
| IV. Policyholders' equity adjustment | KRW million | 348,386 | 17,888 | 35,598 |
| V. Financial liabilities measured at fair value through profit or loss | KRW million | 0 | 0 | 1,879,109 |
| VI. Financial liabilities at fair value based on profit or loss | KRW million | 1,356,666 | 2,769,310 | 0 |
| VII. Borrowings | KRW million | 6,987,337 | 9,848,430 | 10,982,133 |
| VIII. Derivative liabilities | KRW million | 989,411 | 2,306,919 | 1,403,146 |
| IX. Net defined benefit liabilities | KRW million | 287,991 | 256,224 | 318,668 |
| X. Provisions | KRW million | 89,667 | 125,571 | 122,266 |
| XI. Other financial liabilities | KRW million | 4,075,087 | 3,041,930 | 4,158,114 |
| XII. Current tax liabilities | KRW million | 65,401 | 128,814 | 6,301 |
| XIII. Deferred tax liabilities | KRW million | 585,246 | 2,364,019 | 1,361,036 |
| XIV. Other liabilities | KRW million | 233,646 | 73,145 | 181,880 |
| XV. Special account liabilities | KRW million | 26,746,306 | 0 | 0 |
| Total liabilities | KRW million | 150,171,792 | 126,615,800 | 132,426,755 |

| Category | Unit | 2021 | 2022 | 2023 |
|--|-------------|-------------------|-------------------|-------------------|
| Equity | | | | |
| Equity attributable to owners of the controlling company | KRW million | 11,273,848 | 17,372,004 | 13,038,171 |
| I. Capital stock | KRW million | 4,342,650 | 4,342,650 | 4,342,650 |
| II. Additional paid-in capital | KRW million | -452,755 | -105,190 | -339,315 |
| III. Hybrid Tier 1 | KRW million | 2,056,344 | 1,558,370 | 498,344 |
| IV. Other equity | KRW million | 244,555 | 3,647,166 | 926,721 |
| V. Retained earnings | KRW million | 5,083,054 | 7,929,009 | 7,609,771 |
| Non-controlling interests | KRW million | 2,145,733 | 2,322,677 | 2,436,916 |
| Total Equity | KRW million | 13,419,581 | 19,694,681 | 15,475,088 |

* The data was prepared in accordance with the consolidated financial statement of the Korean version of the International Financial Reporting Standards (K-IFRS)

K-IFRS Articles 1117 and 1109 were adopted in 2023,

K-IFRS Articles 1117 and 1039 were adopted in 2022,

K-IFRS Articles 1104 and 1039 were adopted in 2021

** The data from 2022 has been retroactively restated to reflect the change in accounting policy

Business and Economic Performance

Summary of Consolidated Statements of Comprehensive Income

| Category | Unit | 2021 | 2022 | 2023 |
|---|-------------|------------|------------|------------|
| I. Operating revenues | KRW million | 27,173,625 | 22,258,451 | 22,782,398 |
| II. Operating expenses | KRW million | 25,821,650 | 21,001,476 | 21,725,354 |
| III. Operating income | KRW million | 1,351,975 | 1,256,975 | 1,057,044 |
| IV. Non-operating income | KRW million | 306,522 | 122,557 | 22,592 |
| V. Income before income tax expense | KRW million | 1,658,497 | 1,379,532 | 1,079,636 |
| VI. Income tax | KRW million | 409,337 | 209,054 | 253,655 |
| VII. Net income of the year | KRW million | 1,249,160 | 1,170,478 | 825,981 |
| VIII. Other comprehensive income | KRW million | -2,502,963 | 3,346,422 | -230,125 |
| IX. Total comprehensive income of the year | KRW million | -1,253,803 | 4,516,900 | 595,856 |
| X. Attribution of net income of the year | KRW million | 1,249,160 | 1,170,478 | 825,981 |
| Owners of the controlling company | KRW million | 1,191,311 | 1,030,329 | 758,480 |
| Non-controlling interests | KRW million | 57,849 | 140,149 | 67,501 |
| XI. Attribution of total comprehensive income of the year | KRW million | -1,253,803 | 4,516,900 | 595,856 |
| Owners of the controlling company | KRW million | -1,238,849 | 4,410,154 | 469,473 |
| Non-controlling interests | KRW million | -14,954 | 106,746 | 126,383 |

* The data was prepared in accordance with the consolidated financial statement of the Korean version of the International Financial Reporting Standards (K-IFRS)

K-IFRS Articles 1117 and 1109 were adopted in 2023,

K-IFRS Articles 1117 and 1039 were adopted in 2022,

K-IFRS Articles 1104 and 1039 were adopted in 2021

** The data from 2022 has been retroactively restated to reflect the change in accounting policy

*** Revenues in 2022 and 2023 are the total of insurance operating revenues and investment operating revenues in the consolidated statements of comprehensive income. Revenues in 2021 are equal to the operating revenues in the consolidated statements of comprehensive income

Financial Performance

| Category | Unit | 2021 | 2022 | 2023 |
|----------------------------------|-------------|-----------|-----------|-----------|
| APE* | KRW million | 1,573,145 | 2,143,188 | 3,263,092 |
| Protection APE* | KRW million | 964,577 | 1,144,507 | 2,445,923 |
| Risk-based capital ratio (RBC)** | % | 184.6 | 162.2 | 183.8 |

* Based on separate financial statements

** The data from 2021 and 2022 has been calculated using the RBC method, and the data from 2023 has been calculated using the K-ICS method

Customer Retention Rate*

| Category | Unit | 2021 | 2022 | 2023 | |
|-----------------------------|--------------------|------|------|------|------|
| Retention rate | 13-month retention | % | 84.8 | 84.1 | 87.6 |
| | 25-month retention | % | 64.6 | 68.5 | 59.2 |
| Protection Persistence rate | 13-month retention | % | 84.1 | 83.5 | 82.8 |
| | 25-month retention | % | 65.3 | 68.3 | 61.4 |

* Due to the change in calculation method, the data from 2021 and 2022 has been calculated based on the amount of premiums, and the data from 2023 has been calculated based on the annual premium equivalent

Business and Economic Performance

Tax Strategy

Tax Policy

As one of the three pillars of the national economy, it is incumbent upon companies to meet their tax obligations in order to sustain the country and its public institutions. **Hanwha Life**, being a company that is subject to external tax adjustments and required to prepare consolidated financial statements, dutifully meets our tax obligations in compliance with both domestic and international tax laws.

Tax Information Disclosure

Hanwha Life ensures transparency and objectivity through external audits, and as a publicly traded company, it openly discloses pertinent tax information to meet its tax obligations. The disclosed information includes calculations of income tax, deferred tax assets and liabilities, a breakdown of income tax expenses, and tax rates.

Tax Risk Management

To proactively identify and manage diverse tax risks, **Hanwha Life** consistently monitors and responds to the enactment and amendment of both domestic and international tax regulations, statutes, precedents, and shifts in government policies. Furthermore, we enhance the reliability and accuracy of tax adjustment and accounting processes through our internal compliance system. In instances where tax laws may be unclear or subject to contradictory interpretations, we engage external tax experts to minimize potential tax risks.

| Category | Unit | 2021 | 2022 | 2023 |
|--|-------------|---------|---------|---------|
| Income tax paid | KRW million | 253,292 | 180,173 | 27,546 |
| Deferred tax changes due to temporary differences* | KRW million | 153,122 | 62,909 | 187,203 |
| Income tax expenses directly included in capital | KRW million | 2,923 | -43,116 | 57,874 |
| Income tax expenses* | KRW million | 409,337 | 209,054 | 253,655 |

* The data from 2022 has been retroactively changed due to a claim for reassessment of income tax

Economic Value Distribution

| | Category | Unit | 2021 | 2022 | 2023 |
|-------------------|--------------------------------|-------------|---------|---------|---------|
| Shareholders | Cash dividend | KRW million | -22,542 | 0 | 0 |
| | Salaries and bonuses | KRW million | 558,359 | 560,682 | 251,711 |
| Employees*** | Benefits | KRW million | 113,721 | 105,413 | 61,743 |
| | Severance pay | KRW million | 60,641 | 99,761 | 21,804 |
| Government | Income tax expenses* | KRW million | 409,337 | 209,054 | 253,655 |
| Local communities | Social contribution expenses** | KRW million | 3,376 | 10,333 | 12,300 |

* The data from 2022 has been retroactively changed due to a claim for reassessment of income tax

** Based on separate financial statements

*** Due to the change in accounting criteria, the data from 2021 and 2022 has been calculated on a consolidated basis, and the date 2023 has been calculated based on a separate basis

Financial Risk Management

| | Category | Unit | 2021 | 2022 | 2023 |
|--------------------------------|----------|-------------|---------|---------|---------|
| Guaranteed payment amount | | KRW million | 368,823 | 333,625 | 231,748 |
| Sales to related parties | | KRW million | 179,458 | 180,532 | 187,820 |
| Purchases from related parties | | KRW million | 275,270 | 240,702 | 257,626 |

Business and Economic Performance

Economic Performance by Channel

| Category | | Unit | 2021 | 2022 | 2023 |
|---------------------------------|------------------------------------|-------------|---------|---------|-----------|
| Affiliated agents' APE | Protections | KRW million | 727,532 | 796,373 | 1,637,577 |
| | Pensions | KRW million | 52,573 | 38,571 | 23,943 |
| | Savings | KRW million | 7,009 | 119,832 | 6,571 |
| Independent agents' performance | Bancassurance channel APE | KRW million | 462,978 | 726,020 | 719,661 |
| | GA channel APE | KRW million | 260,184 | 410,331 | 817,885 |
| | Other channels (e.g., Onsure) APEs | KRW million | 62,868 | 52,061 | 57,454 |

Asset Management Performance

| Category | Unit | 2021 | 2022 | 2023 |
|---------------------------|-------------|---------|--------|--------|
| Invested assets | KRW billion | 100,393 | 99,553 | 88,982 |
| Rate of investment return | % | 3.59 | 2.81 | 3.12 |

ESG Investment Performance

| Category | | Unit | 2021 | 2022 | 2023 | |
|----------------------|---------------------------------|---|-------------|-----------|-----------|---------|
| Green investment | Renewable energy | Solar power | KRW million | 820,623 | 758,046 | 521,689 |
| | | Wind power | KRW million | 219,234 | 201,057 | 225,450 |
| | | Other (e.g., fuel cells) | KRW million | 29,372 | 96,884 | 406,354 |
| | Total | KRW million | 1,069,229 | 1,055,987 | 1,153,493 | |
| Prosocial investment | Schools and cultural facilities | Water resources and sewage management (desalination plants, sewage processing, and sewage conduits) | KRW million | 430,529 | 400,220 | 371,563 |
| | | Schools | KRW million | 122,458 | 90,263 | 73,830 |
| | | Cultural facilities | KRW million | 12,623 | 10,538 | 7,708 |
| Total | KRW million | 135,080 | 100,801 | 81,538 | | |

Environmental Performance

Greenhouse Gas Emissions*

| Category | Unit | 2021 | 2022 | 2023 | |
|--|--|---------------------|--------|------------|-------|
| Direct emissions (Scope 1) | tCO ₂ eq | 5,572 | 5,604 | 4,894 | |
| Indirect emissions (Scope 2) | tCO ₂ eq | 33,213 | 31,391 | 27,317 | |
| Total greenhouse gas emissions (Scope 1+2) | tCO ₂ eq | 38,785 | 36,995 | 32,203**** | |
| KRW unit standard (premium income)** | KRW billion | 14,745 | 18,628 | 14,079 | |
| Greenhouse gas emission intensity*** | tCO ₂ eq/ 100 KRW million | 2.63 | 1.99 | 2.29 | |
| Scope 3 emissions**** | Scope 3 emissions of major upstream/downstream | tCO ₂ eq | 11,263 | 17,242 | 6,872 |

* While the 2023 Sustainability Report disclosed emissions from major business sites (63 Building and Janggyo Building), the 2024 Sustainability Report discloses combined data from all business sites (27 offices other than 63 Building). The data from 2021 and 2022 has been changed accordingly

** Based on separate financial statements

*** Greenhouse gas emission intensity is based on Scope 1 + Scope 2 emissions and premium income

**** Scope 3 emissions exclude Category 15 (Investments) emissions, and Categories 1, 2, 3, 5, 7, and 8 are excluded in 2023

***** In accordance with the National GHGs Management System (NGMS), the data is the sum of the decimalized emissions per business site by the company; thus, there are differences in the emission totals

Financed Emissions (Scope 3 Category 15)

| Category | Unit | 2021 | 2022 |
|---------------------|-------------------------------------|---------|---------|
| Emissions | tCO ₂ eq | 1,292.1 | 1,177.3 |
| Financed Emissions | | | |
| Emissions intensity | tCO ₂ eq/ KRW billion | 15.4 | 17.6 |

* Based on the company as of 2021 and 2022, we have limited the scope to assets held or for which data is available among the seven asset classes for which PCAF (Partnership for Carbon Accounting Financials) provides methodologies

** Due to differences in calculation methodologies between 2021 and 2022, direct comparison is not possible. In 2022, a new methodology for PF assets was adopted, incorporating carbon emission factors provided by PCAF, leading to differences

Energy Consumption*

| Category | Unit | 2021 | 2022 | 2023 |
|--------------------------------------|--------------------|---------|---------|---------|
| Fuel | TJ | 107.215 | 107.882 | 93.846 |
| Electricity | TJ | 690.115 | 653.119 | 569.650 |
| Steam | TJ | 5.070 | 3.678 | 1.529 |
| Total energy consumption | TJ | 802.4 | 764 | 665 |
| KRW unit standard (premium income)** | KRW billion | 14,745 | 18,628 | 14,079 |
| Energy intensity | TJ/ KRW billion | 0.05 | 0.04 | 0.05 |
| Renewable energy consumption | TJ | 0.287 | 0.288 | 0.274 |

* Excludes mobile combustion

* While the 2023 Sustainability Report disclosed energy consumption from major business sites (63 Building and Janggyo Building), the 2024 Sustainability Report discloses energy consumption from all business sites by energy source. The data from 2021 and 2022 has been changed accordingly

** Based on separate financial statements

Environmental Performance

Waste Discharge

| Category | Unit | 2021 | 2022 | 2023 |
|-----------------------|------|-------|-------|-------|
| Total waste discharge | Ton | 466.8 | 601.8 | 617.7 |

* Based on headquarters and Janggyo Building

Water Usage and Discharge

| Category | Unit | 2021 | 2022 | 2023 |
|---------------------|------|----------|----------|----------|
| Waterworks usage | Ton | 37,772.4 | 45,306.1 | 48,684.6 |
| Treated water usage | Ton | 39,579.2 | 39,157.3 | 36,073.6 |
| Wastewater usage | Ton | 77,351.6 | 84,463.4 | 84,758.2 |

* Based on headquarters and Janggyo Building

Copy Paper Usage

| Category | Unit | 2021 | 2022 | 2023 |
|------------------|------|-------|-------|-------|
| Copy Paper Usage | Box | 2,443 | 1,975 | 2,382 |

Green Product Purchase

| Category | Unit | 2021 | 2022 | 2023 |
|---|-------------|------|-------|-------|
| Purchase of green supplies (e.g., furniture)* | KRW million | 954 | 1,283 | 1,283 |

* Based on the use of eco-friendly materials E0, E1 (formaldehyde-free)

Social Performance

Employees

| Category | | Unit | 2021** | 2022 | 2023 |
|------------------|----------------------------------|---------|--------|-------|-------|
| Total employees* | | Persons | 2,663 | 2,628 | 2,764 |
| Gender | Male | Persons | 1,494 | 1,438 | 1,490 |
| | Female | Persons | 1,169 | 1,190 | 1,274 |
| Age | Under 30 years | Male | 76 | 74 | 120 |
| | | Female | 173 | 186 | 211 |
| | 30 to 50 years | Male | 798 | 786 | 791 |
| | | Female | 922 | 913 | 946 |
| | Over 50 years | Male | 620 | 578 | 579 |
| | | Female | 74 | 91 | 117 |
| Diversity | People with disabilities | Persons | 27 | 37 | 57 |
| | Female employees** | Persons | 0 | 0 | 1,274 |
| | Percentage of female managers*** | % | 9.4 | 8 | 8.3 |
| Employment type | Executives | Male | 54 | 54 | 52 |
| | | Female | 5 | 6 | 8 |
| | Full-time | Male | 1,401 | 1,324 | 1,377 |
| | | Female | 1,140 | 1,144 | 1,203 |
| | Indefinite contract | Male | 39 | 60 | 61 |
| | | Female | 24 | 40 | 63 |

* The total number of employees, as reported in the business report "Employees" includes both regular employees and registered executives

** Aggregated since 2023

*** Female manager: female employees in a deputy general manager or higher position

Non-employee* Status**

| Category | Unit | 2021 | 2022 | 2023 |
|---|---------|-------|-------|-------|
| Number of workers performing work for Hanwha Life but not employed by Hanwha Life | Persons | 1,969 | 1,792 | 1,894 |

* Non-employees: Personnel for IT, call centers, and facility management

** Based on the Business Reports

Social Performance

Employee Distribution by Position

| Category | | Unit | 2021 | 2022 | 2023 | | |
|--------------------------------|---|--|---------|---------|------|------|-------|
| Position | Executives | Male | Persons | 54 | 54 | 52 | |
| | | Female | Persons | 5 | 6 | 8 | |
| | Deputy general manager to general manager | Male | Persons | 720 | 673 | 645 | |
| | | Female | Persons | 80 | 85 | 98 | |
| | Managers | Male | Persons | 413 | 400 | 385 | |
| | | Female | Persons | 167 | 188 | 189 | |
| | Assistant managers to staff | Male | Persons | 261 | 265 | 315 | |
| | | Female | Persons | 292 | 318 | 367 | |
| | Other | Male | Persons | 46 | 46 | 93 | |
| | | Female | Persons | 625 | 593 | 612 | |
| | Percentage by female* managers** | Total employees | | Persons | 0 | 0 | 2,764 |
| | | Female employees | | Persons | 0 | 0 | 1,274 |
| Percentage of female employees | | % | 0 | 0 | 46.0 | | |
| Total general managers | | Persons | 0 | 0 | 185 | | |
| General manager | | Female general managers | Persons | 0 | 0 | 13 | |
| | | Percentage of female general managers | % | 0 | 0 | 7.0 | |
| Total deputy general managers | | Persons | 0 | 0 | 558 | | |
| Deputy general manager | | Female deputy general managers | Persons | 0 | 0 | 85 | |
| | | Percentage of female deputy general managers | % | 0 | 0 | 15.2 | |

* Aggregated since 2023

** Female manager: female employees in a deputy general manager or higher position

Recruitment and Retirement

| Category | | Unit | 2021 | 2022 | 2023 | |
|----------------------------|---------------------------------------|----------------|---------|------|-------|-------|
| New employees | Gender | Total | Persons | 125 | 253 | 329 |
| | | Male | Persons | 70 | 147 | 183 |
| | | Female | Persons | 55 | 106 | 146 |
| | Age* | Under 30 years | Persons | 0 | 77 | 150 |
| | | 30 to 50 years | Persons | 0 | 172 | 159 |
| | | Over 50 years | Persons | 0 | 4 | 20 |
| Diversity* | People with disabilities | Persons | 0 | 14 | 25 | |
| Total turnover rate | | % | 39.5** | 13.1 | 6.6 | |
| Voluntary turnover rate*** | | % | 37.5 | 6.3 | 4.4 | |
| Turnover rate | Gender* | Total | % | 0 | 100.0 | 100.0 |
| | | Male | % | 0 | 69.3 | 65.6 |
| | | Female | % | 0 | 30.7 | 34.4 |
| | Age* | Under 30 years | % | 0 | 5.3 | 14.2 |
| | | 30 to 50 years | % | 0 | 55.3 | 54.1 |
| | | Over 50 years | % | 0 | 39.4 | 31.7 |
| Diversity* | People with Disabilities | % | 0 | 11.0 | 4.3 | |
| Years of service | Average years of service of employees | Year | 17.9 | 17.2 | 16.5 | |

* This indicator has been tracked and managed since 2022

** Calculation included employees who transferred out with the spin-off of Hanwha Life Financial Service on April 1, 2021

*** Excludes involuntary turnover (executive retirement, honorary retirement, retirement under the age limit, contract expiration, disciplinary dismissal, and ex officio dismissal)

Social Performance

Parental Leave

| Category | Unit | 2021 | 2022 | 2023 |
|--|------|-------|------|------|
| Return-to-work rate after parental leave | % | 90.0 | 91.6 | 97.2 |
| 12-month retention rate after parental leave | % | 60.0* | 78.5 | 91.6 |

* Includes employees who transferred out with the spin-off of Hanwha Life Financial Service

Employee Safety Management Status

| Category | Unit | 2021 | 2022 | 2023 |
|--|-------|------|-----------|-----------|
| Industrial accident rate | Cases | 0 | 1 | 0 |
| | % | 0.1 | 0.02 | 0 |
| Industrial accident mortality rate* | Cases | 0 | 0 | 0 |
| | % | 0 | 0 | 0 |
| Number and percentage of irrecoverable injuries and injuries that cannot be recovered to the same condition as before the accident within 6 months (excluding deaths)* | Cases | 0 | 0 | 0 |
| | % | 0 | 0 | 0 |
| Total working hours* | Hours | 0 | 6,307,200 | 6,616,800 |

* This indicator has been tracked and managed since 2022

Labor Union

| Category | Unit | 2021 | 2022 | 2023 |
|------------------------|------|------|------|------|
| Labor union membership | % | 44.5 | 37.8 | 36.6 |

Employee Training

| Category | Unit | 2021 | 2022 | 2023 | |
|--|-------------------------|---------|-------------------|-------------------|--------|
| Total training expenses | KRW 10,000 | 233,805 | 240,401 | 285,466 | |
| Total number of participants | Persons | 2,571 | 2,612 | 2,474 | |
| Total training hours | Hours | 23,572 | 133,092 | 141,564 | |
| Number of employees with key qualifications | Persons | 143 | 130 | 119 | |
| Ethics management | Number of participants | Persons | 2,496 | 2,393 | 2,642 |
| | Training hours | Hours | 9,107 | 5,304 | 12,720 |
| Fair trade compliance(CP) | Number of participants | Persons | All employees | All employees | 2,661 |
| | Training hours | Hours | 1 hour per capita | 1 hour per capita | 15,012 |
| Ethics management* | Number of participants | Persons | All employees | All employees | 2,661 |
| | Training hours | Hours | 1 hour per capita | 1 hour per capita | 15,012 |
| Sexual harassment prevention | Number of participants | Persons | 15,807 | 19,644 | 23,619 |
| | Number of campaigns | Session | 12 | 12 | 12 |
| Sexual harassment prevention | Number of participants | Persons | 2,496 | 2,393 | 2,661 |
| Average training hours per person (gender)** | Male | Hours | 0 | 52 | 58 |
| | Female | Hours | 0 | 50 | 56 |
| Average training hours per person (position)** | Chief manager (C-level) | Hours | 0 | 38 | 40 |
| | Middle managers | Hours | 0 | 59 | 61 |
| | New employees | Hours | 0 | 37 | 42 |
| Average training hours per person (duty)** | Office worker | Hours | 0 | 51 | 55 |

* Since 2023, the aggregation criteria of the ethics and compliance training have changed. As the training and campaigns were conducted several times, the number of participants was calculated as the total number of participants who completed the training and campaigns

** This indicator has been tracked and managed since 2022

Social Performance

Participation in Training Programs

| Category | Unit | 2021 | 2022 | 2023 |
|---|----------------------|-------|-------|-------|
| Information security for employees | Persons | 2,496 | 2,605 | 2,661 |
| Training hours per capita | Executives | 8 | 9 | 10.5 |
| | Business departments | 11 | 12 | 10.5 |
| | IT | 13 | 14 | 12.5 |
| | Information security | 14 | 15 | 14.5 |
| Security and ethics management training for contractors | Persons | 103 | 103 | 103 |

Value of Financial Products' Contributions to Social Value

| Category | Unit | 2021 | 2022 | 2023 |
|---|---|-------------|------|-------|
| "Gomduri" Protection Insurance for customers with disabilities* | Cumulative number of customers | 8 | 1 | 3 |
| | Cumulative sales | KRW million | 0.30 | 0.03 |
| Co-Prosperity Friend Protection Insurance** | Cumulative number of children supported | 0 | 0 | 340 |
| | Cumulative sales | KRW million | 0 | 0 |
| 2030 Lump Sum Savings Steppingstone Insurance*** | Cumulative number of children supported | 0 | 0 | 1,217 |
| | Cumulative sales | KRW million | 0 | 0 |
| Mom's Care Dream Savings Insurance**** | Cumulative number of children supported | 16 | 40 | 65 |
| | Cumulative sales | KRW million | 186 | 486 |

* Product for people with disabilities

** Product for vulnerable groups, launched in 2023

*** Product for Millennials and Generation Z, launched in 2023

**** Provides approximately KRW 10 million at maturity after 3 years including support for surgery and support to reinforce self-reliance activities for young adults preparing for self-reliance, launched in 2021

***** Revised 2022 data due to the identification of human errors

Social Contributions

| Category | Unit | 2021 | 2022 | 2023 | |
|--|-------------------------------------|-------------|--------|--------|-----|
| Expenses for social contributions (Cash donations) | KRW million | 3,376 | 10,333 | 12,300 | |
| Fundraising | Amount of funds raised by employees | KRW million | 180 | 261 | 239 |

Performance Evaluation

| Category | Unit | 2021 | 2022 | 2023 |
|--|------|-------|-------|-------|
| Percentage of employees who received performance evaluations* | % | 96.9 | 97 | 98.1 |
| Multi-faceted performance evaluation | % | 56.1 | 55.3 | 52.9 |
| Ranking based on comparative analysis between employees in the same position | % | 100.0 | 100.0 | 100.0 |

* Excludes experienced new employees in general affairs (second half of the year) and new employees

Social Performance

Wage Equality*

| Category | | Unit | 2021 | 2022 | 2023 |
|--|--|------|------|---------------|---------------|
| Gender equality in salaries | Male to female | % | 0 | 57.62 | 62.4 |
| Percentage of general new employee starting salary relative to the minimum wage | Male | % | 0 | 232.09 | 234.4 |
| | Female | % | 0 | 232.09 | 234.4 |
| Percentage of median total annual compensation of all employees except the CEO relative to the CEO's total annual Compensation | Median total annual compensation of all employees except the CEO (a) | KRW | 0 | 85,165,365 | 89,257,326 |
| | CEO's total annual compensation (b) | KRW | 0 | 1,159,853,838 | 1,362,318,053 |
| | a/b | % | 0 | 7.34 | 6.6 |

* This indicator has been tracked and managed since 2022

Total Annual Compensation in Relative Terms*

| Category | | Unit | 2021 | 2022 | 2023 |
|--|--|------|------|---------------|---------------|
| Percentage of median total annual compensation of all employees except the highest-paid person to total annual compensation of the highest-paid person in the organization | Total annual compensation of the highest-paid person in the organization (a) | KRW | 0 | 1,159,853,838 | 1,362,318,053 |
| | Median total annual compensation of all employees (except the highest-paid person) (b) | KRW | 0 | 85,165,365 | 89,257,326 |
| | a/b | % | 0 | 1,361.88 | 1,526.3 |
| Percentage of median total annual compensation growth rate of all employees except the highest-paid person to total annual compensation growth rate of the highest-paid person in the organization | Annual total compensation growth rate of the highest-paid person in the organization (a) | % | 0 | 128.64 | 117.5 |
| | Median total annual compensation growth rate of all employees (except the highest-paid person) (b) | % | 0 | 104.73 | 106.8 |
| | a/b | % | 0 | 122.83 | 109.9 |

* This indicator has been tracked and managed since 2022

Social Performance

Employee Retirement Pension

| Category | Unit | 2021 | 2022 | 2023 |
|---------------------------|-------------|---------|---------|---------|
| Defined benefits (DB) | KRW million | 207,629 | 203,717 | 194,202 |
| Defined contribution (DC) | KRW million | 121,009 | 141,399 | 150,328 |
| Subscription rate | % | 99.8 | 100 | 100.0 |

Complaints

| Category | Unit | 2021 | 2022 | 2023 |
|----------------------|-------|-------|-------|-------|
| Internal complaints | Cases | 1,355 | 1,334 | 1,309 |
| External complaints* | Cases | 1,556 | 1,451 | 1,280 |
| Total | Cases | 2,911 | 2,785 | 2,589 |

* Complaints received from other organizations, such as the Financial Supervisory Service, that have transferred or requested verification inquiries. However, complaints handled directly by the relevant organization without referral or verification are excluded

Customer Satisfaction

| Category | Unit | 2021 | 2022 | 2023 |
|---|---------|--------------------------------|--|--|
| National Customer Satisfaction Index (NCSI) | Points | 79 | 79 | 79 |
| Korean Consumer Protection Index(KCPI) | Points | 71.6 | 74.7 | 77.9 |
| Korean Service Quality Index (KSQI) (customer center) | Ranking | Tied for first place(96Points) | Tied for first place(98Points) | Tied for first place(98Points) |
| Korean Service Quality Index (KSQI) (call center) | Ranking | Tied for first place(97Points) | Ranked No. 1 in excellent (98Points) Ranked No. 1 in customer satisfaction call centers(86Points) | Ranked No. 1 in excellent (service)(95Points) Ranked No. 1 in customer satisfaction call centers (service)(95Points), (Empathy)(83Points) |

Mis-selling Frequency

| Category | Unit | 2021 | 2022 | 2023 |
|---|------|------|------|------|
| Hanwha Life Financial Service (formerly financial planners) | % | 0.06 | 0.03 | 0.05 |
| HLL | % | 0.13 | 0.12 | 0.20 |
| General Agency | % | 0.12 | 0.08 | 0.09 |
| Bancassurance | % | 0.03 | 0.03 | 0.03 |
| Direct to consumer | % | 0 | 0 | 0.00 |

Governance Performance

Board of Directors

| Category | | Unit | 2021 | 2022 | 2023 | |
|--|--------|----------------|---------|-------|-------|---|
| Board Remuneration | Gender | Male | Persons | 6 | 6 | 6 |
| | | Female | Persons | 1 | 1 | 1 |
| | Age | Under 30 years | Persons | 0 | 0 | 0 |
| | | 30 to 50 years | Persons | 0 | 0 | 0 |
| | | Over 50 years | Persons | 7 | 7 | 7 |
| Registered directors (excluding outside directors and Audit Committee members) | | Persons | 4 | 3 | 3 | |
| Total remuneration paid to registered directors (excluding outside directors and Audit Committee members) | | KRW million | 1,650 | 2,293 | 2,297 | |
| Average remuneration paid per registered director (excluding outside directors and Audit Committee members) | | KRW million | 412 | 764 | 766 | |
| Outside directors (excluding Audit Committee members) | | Persons | 1 | 2 | 1 | |
| Total remuneration paid to outside directors (excluding Audit Committee members) | | KRW million | 81 | 86 | 85 | |
| Average remuneration paid per outside director (excluding Audit Committee members) | | KRW million | 81 | 43 | 85 | |
| Audit Committee members | | Persons | 5 | 3 | 3 | |
| Total remuneration paid to Audit Committee members | | KRW million | 246 | 252 | 252 | |
| Average remuneration paid per Audit Committee member | | KRW million | 49 | 84 | 84 | |
| Total maximum board remuneration | | KRW million | 6,000 | 6,000 | 6,000 | |
| Paid amount of remuneration | | KRW million | 1,977 | 2,631 | 2,634 | |
| Burn rate of maximum remuneration | | % | 33.0 | 43.9 | 43.9 | |

* The number of board remuneration includes retired executives

Internal Reporting System

| Category | Unit | 2021 | 2022 | 2023 |
|-------------------------------|-------|------|------|------|
| Number of reports | Cases | 1 | 6 | 0 |
| Number of valid reports | Cases | 1 | 4 | 0 |
| Number of disciplinary events | Cases | 1 | 1 | 0 |

APPENDIX



GRI Index

Universal Standards

| | |
|--|--|
| Statement of use | This report is prepared in accordance with the GRI Standards 2021, and its reporting period pertains to calendar year 2023; It also includes some relevant items and achievements from the first-half of 2024. |
| GRI 1 used | GRI 1: Foundation 2021 |
| Applicable GRI Sector Standard(s) | Currently unavailable (As of June 2024 publication date, standards specific to the financial services industry group applicable to Hanwha Life have not been released). |

| Topic | Disclosure | Indicator | Page | Note |
|--|------------|---|-----------------|--|
| GRI 2: General Disclosures 2021 | 2-1 | Organizational details | 5 | |
| | 2-2 | Entities included in the organization's sustainability reporting | 2 | |
| | 2-3 | Reporting period, frequency and contact point | 2, 126 | |
| | 2-4 | Restatements of information No significant change | | No significant change |
| | 2-5 | External assurance | 123 | |
| | 2-6 | Activities, value chain and other business relationships | 5-6, 11-19, 107 | p3-27 of 2022 Business Report |
| | 2-7 | Employees | 107-110 | Inadequate information |
| | 2-8 | Workers who are not employees | 107 | Scheduled for regional classification disclosure next year |
| | 2-9 | Governance structure and composition | 83-86 | |
| | 2-10 | Nomination and selection of the highest governance body | 83, 85 | |
| | 2-11 | Chair of the highest governance body | 83 | |
| | 2-12 | Role of the highest governance body in overseeing the management of impacts | 8, 83-86, 91 | |
| | 2-13 | Delegation of responsibility for managing impacts | 8, 91 | |
| | 2-14 | Role of the highest governance body in sustainability reporting | 8, 84 | |
| | 2-15 | Conflicts of interest | 85-90 | |

| Topic | Disclosure | Indicator | Page | Note |
|--|------------|--|---------------------------|------|
| GRI 2: General Disclosures 2021 | 2-16 | Communication of critical concerns | 83-84 | |
| | 2-17 | Collective knowledge of the highest governance body | 86 | |
| | 2-18 | Evaluation of the performance of the highest governance body | 86 | |
| | 2-19 | Remuneration policies | 86 | |
| | 2-20 | Process to determine remuneration | 86 | |
| | 2-21 | Annual total compensation ratio | 111 | |
| | 2-22 | Statement on sustainable development strategy | 4 | |
| | 2-23 | Policy commitments | 7, 36, 53, 64, 74, 87, 95 | |
| | 2-24 | Embedding policy commitments | 7, 36, 53, 64, 74, 87, 95 | |
| | 2-25 | Processes to remediate negative impacts | 81 | |
| | 2-26 | Mechanisms for seeking advice and raising concerns | 81, 90 | |
| | 2-27 | Compliance with laws and regulations | 87-90 | |
| | 2-28 | Membership associations | 121-122 | |
| | 2-29 | Approach to stakeholder engagement | 30 | |
| | 2-30 | Collective bargaining agreements | 73, 78, 109 | |

GRI Index

Material Topics

| Topic | Disclosure | Indicator | Page & Note |
|------------------------------------|------------|--|---|
| GRI 3: Material Topics 2021 | 3-1 | Process to determine material topics | 30-31 |
| | 3-2 | List of material topics | 32 |
| Customer satisfaction management | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | 51-62 |
| GRI 417: Marketing and Labeling | 417-3 | Financial implications and other risks and opportunities due to climate change | 89 |
| Talent management | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | 73-81 |
| GRI 202: Market Presence | 202-1 | Ratios of standard entry level wage by gender compared to local minimum wage | 111 |
| GRI 401: Employment | 401-1 | New employee hires and employee turnover | 108 Inadequate information Scheduled for regional classification disclosure next year |
| | 401-3 | Parental leave | 109 |
| | 404-1 | Average hours of training per year per employee | 109 |
| GRI 404: Training and Education | 404-2 | Programs for upgrading employee skills and transition assistance programs | 76-77 |
| Information security | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | 95-97 |
| GRI 418: Customer Privacy | 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | 97 |
| Ethics, compliance, and fair trade | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | 87-90 |
| GRI 206: Anti-competitive Behavior | 206-1 | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | 89 |
| Participation in local communities | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | 63-72 |
| GRI 203: Indirect Economic Impacts | 203-2 | Operations with local community engagement, impact assessments, and development programs | 110 |
| Securing power for future growth | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | 11-19 |
| Non-GRI | | R&D expenses: 9,545 KRW million | 120 |

GRI Index

Material Topics

| Topic | Disclosure | Indicator | Page & Note |
|--|------------|---|---|
| Health and safety | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | 73, 79–81 |
| | 403-1 | Occupational health and safety management system | 73, 79 |
| | 403-2 | Hazard identification, risk assessment, and incident investigation | 80 |
| | 403-3 | Occupational health services | 79 |
| | 403-4 | Worker participation, consultation, and communication on occupational health and safety | 73, 81 |
| | 403-5 | Worker training on occupational health and safety | 80 |
| | 403-6 | Promotion of worker health | 79 |
| GRI 403: Occupational Health & Safety | 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 79–80 |
| | | | |
| Human rights | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | 74, 81 |
| GRI 405: Diversity and Equal Opportunity | 405-1 | Diversity of governance bodies and employees | 83, 107–108, 113 |
| GRI 406: Non-Discrimination | 406-1 | Incidents of discrimination and corrective actions taken | 81, 90, 117 No discrimination incidents recorded |
| Brand enhancement | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | 13–14 |
| GRI 417: Marketing and Labeling | 417-2 | Incidents of non-compliance concerning product and service information and labeling | 89 |
| Responding to climate change | | | |
| GRI 3: Material Topics 2021 | 3-3 | Management of material topics | 43–49 |
| GRI 201: Economic Performance | 201-2 | Financial implications and other risks and opportunities due to climate change | 45–46 |
| | | | |
| GRI 302: Energy | 302-1 | Energy consumption within the organization | 104 |
| | 302-3 | Energy intensity | 104 |
| | 305-1 | Direct (Scope 1) GHG emissions | 104 |
| GRI 305: Emissions | 305-2 | Energy indirect (Scope 2) GHG emissions | 104 |
| | 305-3 | Other indirect (Scope 3) GHG emissions | 104 |
| | 305-4 | GHG emissions intensity | 104 |
| | | | |

SASB Index

Industry: Insurance

| Topic | Disclosure | Indicator | Page & Note |
|--|--------------|---|---|
| Transparent Information & Fair Advice for Customers | FN-IN-270a.1 | Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers | Information on ongoing litigation may be referenced on p653–654 of 2023 Business Report. |
| | FN-IN-270a.2 | Complaints-to-claims ratio | 112 Hanwha Life website – Disclosure – Disclosure in Management – Regular Disclosure in Management |
| | FN-IN-270a.3 | Customer retention rate 92 | 102 |
| | FN-IN-270a.4 | Description of approach to informing customers about products | 52, 54, 56–58 |
| Incorporation of Environmental, Social and Governance Factors in Investment Management | FN-IN-410a.1 | Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies | 104 |
| | FN-IN-410a.2 | Description of approach to incorporation of environmental, social and governance (ESG) factors in investment management processes and strategies | 28, 29 |
| Policies Designed to Incentivise Responsible Behaviour | FN-IN-410b.2 | Discussion of products or product features that incentivise health, safety or environmentally responsible actions or behaviours | 24–29 |
| Physical Risk Exposure | FN-IN-450a.1 | Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes | Not applicable as Hanwha Life is a life insurance company |
| | FN-IN-450a.2 | Total amount of monetary losses attributable to insurance pay-outs from (1) modelled natural catastrophes and (2) non-modelled natural catastrophes, by type of event and geographical segment (net and gross of reinsurance) | Not applicable as Hanwha Life is a life insurance company |
| | FN-IN-450a.3 | Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of entity-level risks and capital adequacy | Not applicable as Hanwha Life is a life insurance company |
| Systemic Risk Management | FN-IN-550a.3 | Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities | 91–94 |

Principles for Sustainable Insurance

Hanwha Life has pledged to follow the Principles for Sustainable Insurance (PSI) under the United Nations Environment Programme Finance Initiative (UNEP FI). We are committed to advancing sustainability management within the insurance industry. We incorporate ESG factors into all aspects of our business operations, engage in a variety of ESG activities in collaboration with multiple stakeholders, and contribute to the growth and widespread adoption of innovative risk management and insurance solutions.

| Category | Content |
|---|---|
| <p>Principle 1 We will embed in our decision-making environmental, social, and governance issues relevant to our insurance business.</p> | <p>Hanwha Life has developed and implemented an ESG governance system, which comprises the Sustainability Management Committee, the ESG Council, the ESG Enhancement Team, and the ESG Working Council. The Sustainability Management Committee acts as the principal decision-making body, facilitating the development of a framework that promotes ESG management from a long-term perspective. The ESG Council, which includes the executive responsible for ESG and key department heads, discusses ESG strategies and significant issues, identifies areas for improvement, and oversees their implementation. Additionally, the ESG Enhancement Team, a specialized team, along with the ESG Working Council, have been established to improve the skills of operational-level officers and the overall execution capabilities of the company.</p> |
| <p>Principle 2 We will work together with our clients and business partners to raise awareness of environmental, social, and governance issues, manage risk and develop solutions.</p> | <p>Hanwha Life actively promotes ESG investments by increasing our investment in eco-friendly assets. This commitment includes a formal declaration to divest from coal financing, making investment decisions that incorporate ESG factors, and establishing ESG investment guidelines. In an effort to promote sustainability across the industry, we also support the "Self-Checklist for Ethical Standards for Business Partners" for suppliers participating in bidding processes. Additionally, we continuously work to raise awareness of ESG issues by providing our employees with training on topics such as ethics management, sexual harassment prevention, information security, and personal information protection.</p> |
| <p>Principle 3 We will work together with governments, regulators, and other key stakeholders to promote widespread action across society on environmental, social, and governance issues.</p> | <p>Hanwha Life is actively engaged in a variety of ESG (Environmental, Social, and Governance) initiatives, collaborating closely with the government and key stakeholders. In 2021, we participated in the National Assembly ESG Forum, a platform designed to support the development of ESG policy projects and assist in the legislative process. Additionally, we attended the "Declaration of Support for Climate Finance to Achieve Carbon Neutrality in 2050." This event, organized by the Korea Sustainability Investing Forum and the National Assembly Forum on Climate Change, enabled us to demonstrate our commitment to achieving carbon neutrality and addressing environmental challenges. We routinely conduct ESG meetings with Hanwha financial affiliates. During these meetings, we discuss the current status and future plans for ESG implementation. Our goal is to promote the adoption of ESG management practices within our affiliate companies. We actively participate in numerous social contribution initiatives by collaborating with the government, local communities, and volunteer organizations. Established in 2004, the Hanwha Life Volunteer Group implements a variety of programs that focus on environmental sustainability, healthcare, and support for socially disadvantaged groups. Additionally, we provide specialized services through pro bono activities, utilizing the expertise of professional volunteers. Moreover, we promote eco-friendly and socially beneficial values through company-wide campaigns that emphasize employee health and resource recycling.</p> |
| <p>Principle 4 We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the Principles.</p> | <p>Hanwha Life disseminates valuable information through multiple communication platforms, such as its Website, Instagram, Facebook, Blog, and Naver Post. Additionally, it consistently publishes sustainability reports, annual governance reports, and business reports to transparently communicate its ESG management activities.</p> |

WEF IBC Stakeholder Capitalism Metrics Index

| Pillar | Theme | Core Metrics | Page(s) and Notes |
|-----------------------|--|--|-------------------|
| Governance | Governing purpose | Setting purpose | 5 |
| | Quality of governing body | Governance body composition | 83 |
| | Stakeholder engagement | Material issues impacting stakeholders | 31–33 |
| | Ethical behavior | Anti-corruption | 87–90 |
| | | Protected ethics advice and reporting mechanisms | 87–90 |
| | Risk and opportunity oversight | Integrating risk and opportunity into business process | 45–46, 93–94 |
| Planet | Climate change | Greenhouse gas emissions | 49, 104 |
| | Nature loss | TCFD implementation | 43–49 |
| | Fresh water availability | Land use and ecological sensitivity | 40–41 |
| People | Dignity and equality | Water consumption and withdrawal in water-stressed areas | 106 |
| | | Diversity and inclusion | 107–108 |
| | | Pay equality | 111 |
| | | Wage level | 111 |
| | | Risk for incidents of child, forced, or compulsory labor | 81 |
| | Health and wellbeing | Health and safety | 73, 79, 80 |
| Skills for the future | Training provided | 76, 109–110 | |
| Prosperity | Employment and wealth generation | Absolute number and rate of employment | 108 |
| | | Economic contribution | 100–104 |
| | | Financial investment contribution disclosure | 104 |
| | Innovation in better products and services | Total R&D expenses | KRW 9,545 million |
| | Community and social vitality | Total tax paid | 103 |

UN Global Compact (UNGC)

Hanwha Life robustly supports and strictly adheres to the UNGC’s ten principles, which are based on four core values: human rights, labor, environment, and anti-corruption. This commitment is part of our ongoing effort to fulfill our social responsibilities.

| Category | Content | Page(s) |
|----------------|--|-----------|
| Human rights | Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights | 74 |
| | Principle 2 Make sure that they are not complicit in human rights abuses | 74, 81 |
| Labor | Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining | 73 |
| | Principle 4 The elimination of all forms of forced and compulsory labor | 73-74 |
| | Principle 5 The effective abolition of child labor | 74, 81 |
| | Principle 6 The elimination of discrimination in respect of employment and occupation. | 74-75, 81 |
| Environment | Principle 7 Businesses should support a precautionary approach to environmental challenges | 36-49 |
| | Principle 8 Undertake initiatives to promote greater environmental responsibility | 36-49 |
| | Principle 9 Encourage the development and diffusion of environmentally friendly technologies. | 47 |
| Anticorruption | Principle 10 Business should work against corruption in all its forms, including extortion and bribery. | 87-90 |








United Nations Sustainable Development Goals (UN SDGs)

The Sustainable Development Goals, established by the 70th UN General Assembly in 2015 with the aim of fulfillment by 2030, comprise 17 goals and 169 targets. As a participant in the global community, Hanwha Life is striving to actualize these SDGs through a range of activities.

| Goal | Content | Relevant Case |
|--|--|--|
| SDG 3 3 GOOD HEALTH AND WELL-BEING | Ensure healthy lives and promote well-being for all at all ages | Improvement of Vietnam’s Medical Infrastructure and Protection of Children’s Rights Hanwha Life is committed to aiding residents in regions of Vietnam where medical services are limited. We have established four health centers and built a children’s hospital, thereby improving healthcare accessibility and quality in these regions. Expanding the accessibility of healthcare services for local residents is a priority. In an effort to raise societal awareness of child abuse, we are implementing various initiatives. These initiatives include creating an animation designed to eradicate child abuse and offering educational programs targeted at young parents from the 2030 generation. |
| SDG 4 4 QUALITY EDUCATION | Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all | Hanwha Life Financial Literacy Classes and Educational Support for Children Under Protective Care Hanwha Life generates a range of social impacts by offering economic education specifically designed for children and teenagers. This initiative aims to help shape an appropriate economic perspective. The educational content is developed in partnership with the Financial Supervisory Service and Hanwha Life. We also provide play therapy for preschool-aged children in protective care, which helps to alleviate their symptoms and increase emotional stability. |
| SDG 8 8 DECENT WORK AND ECONOMIC GROWTH | Promote sustained, inclusive and Sustainable economic growth, full and productive employment and decent work for all | Fintech startup incubator, Hanwha DREAMPLUS Hanwha Life expands young people’s opportunities to integrate into society by promoting housing stability and economic independence, thereby fostering shared prosperity. We also contribute to the creation and invigoration of the future innovation ecosystem by providing growth and international expansion opportunities for startups. To date, we have provided support for approximately 340 startups, and we aim to facilitate the creation of high-quality jobs by supporting startups across various industries, fields, methods, and scales, without any restrictions. |
| SDG 10 10 REDUCED INEQUALITIES | Reduce inequality within and among countries | Development and provision of inclusive financial products and engagement in social contribution activities Hanwha Life offers tailored insurance products aimed at improving the security of socially and financially disadvantaged groups. We operate various systems to improve financial accessibility, including the "Designated Proxy Claimant System" and the "Exclusive Insurance Tax Deduction for Individuals with Disabilities." These systems provide financial assistance to the elderly, individuals with disabilities, and victims of disasters. Furthermore, we carry out global social contribution initiatives to combat human rights inequality in local communities within Vietnam, Indonesia, and China. |

Global Initiatives

Hanwha Life strives to realize sustainability management by participating in various global ESG initiatives and strengthening internal ESG management.

| Category | Description | |
|---|---|---|
|  | <p>UNEP FI (United Nations Environmental Programme Finance Initiative)</p> | <p>A partnership between UNEP and financial institutions that recognizes these institutions as key contributors to sustainable development and aims to implement various programs to promote sustainability.</p> |
|  | <p>UNEP FI PSI (Principles for Sustainable Insurance)</p> | <p>The Principles for Sustainable Insurance, as declared by UNEP FI, which are designed to identify, assess, manage, and monitor risks and opportunities related to environmental, social, and governance issues throughout the insurance value chain, including interactions with stakeholders.</p> |
|  | <p>UNGC (United Nations Global Compact)</p> | <p>The world's largest voluntary corporate citizenship initiative, encouraging companies to internalize the UNGC's 10 core values related to human rights, labor, environment, and anti-corruption into their operations and business strategies, thereby promoting sustainable management and corporate citizenship, and providing practical measures</p> |
|  | <p>UN SDGs (Sustainable Development Goals)</p> | <p>An agenda item adopted by the 70th UN General Assembly in 2015 to be achieved by 2030, with the slogan "Leave no one behind," comprising 17 goals and 169 targets to guide humanity in five areas: people, planet, prosperity, peace, and partnership.</p> |
|  | <p>CDP (Carbon Disclosure Project)</p> | <p>A global climate change project that urges companies to disclose environmental information, such as greenhouse gas emissions, risks and opportunities due to climate change, and carbon management strategies.</p> |
|  | <p>PCAF (Partnership for Carbon Accounting Financials)</p> | <p>A financial institution-led initiative to develop standards for the calculation of financed emissions, a key climate change indicator that will play an important role in the decarbonization of financed emissions by providing a methodology for calculating financed emissions in line with international standards and facilitating disclosure.</p> |
|  | <p>TNFD (Taskforce on Nature-related Financial Disclosures)</p> | <p>Established by the United Nations Environment Programme, the United Nations Development Programme, and the World Wide Fund for Nature to develop a disclosure framework for companies on their impacts on and responses to nature, this task force recommends disclosures on governance, strategy, risk and impact management, indicators, and targets for natural capital. Hanwha Life participates as a forum member and an adopter.</p> |

Third-party Assurance Statement

Dear Management and Stakeholders of Hanwha Life

Introduction

Korean Standards Association (“KSA”) was commissioned by Hanwha Life (“the Company”) to perform a third-party Assurance Engagement of ‘Hanwha Life Sustainability Report 2024’(“the Report”) KSA presents independent opinions as follows as a result of the feasibility of the data contained in this Report. The Company has sole responsibility for the content and performance contained in this Report.

Independence

As an independent assurance agency, KSA does not have any kind of commercial interest in businesses of the Company apart from undertaking a third-party assurance on the Report. KSA has no other contract with the Company that may undermine credibility and integrity as an independent assurance agency.

Assurance Standards: AA1000AS v3

Assurance Level and Type: Moderate, Type 1 & 2

- Note 1: Moderate assurance has a lower level of confidence than high assurance because it is based on limited evidence
- Note 2: Type 1 assurance has a narrower scope of engagement than Type 2 assurance because it is limited to only adherence with the four principles of AA1000AP

Assurance Scope

The assurance scope includes systems and activities such as sustainability management policies, goals, businesses, standards, and achievements of the Company during the reporting period. While the Company’s environmental and social data, as well as financial data in a broad sense, was verified, the scope of review concerning stakeholder engagement was limited to the materiality assessment process.

- in adherence with the four principles of AA1000AP (AccountAbility Principles) 2018

- in accordance with GRI Standards 2021

(Topic Standards of Type 1 assurance)

201-2, 203-2, 206-1, 302-3, 305-3~4, 401-1, 403-1~7, 404-1~2, 405-1, 406-1, 417-2~3, 418-1

(Topic Standards of Type 2 assurance)

302-1, 305-1~2

- Company-specific Indicator: R&D Cost

Assurance Methodology

KSA used the following methods to gather information, documents, and evidence with respect to the assurance scope.

- Confirmation of stakeholder participation and materiality assessment process by the sustainability expert
- Verification of environmental information disclosure data and information by the environmental expert
- Examination of internal documents and basic materials

Assurance limitations

KSA assumed that the data and evidence provided by the Company were complete and sufficient. KSA provided limited assurance through data inquiry and analysis as well as limited sampling methods.

Assurance Results and Opinions

KSA reviewed the draft version of this Report within the scope of this assurance and presented our opinions as an assurance provider. Modifications were made to the Report content if deemed necessary. KSA were not aware of any suspicions of significant errors or inappropriate descriptions in this Report as a result of our Assurance Engagement. As such, KSA present our opinions of the ‘Hanwha Life Sustainability Report 2024’ as follows.

Four principles of AA1000AP(AccountAbility Principles) 2018 Inclusivity

Inclusivity

- Has the Company engaged its stakeholders in strategically responding to sustainability?

KSA believes the Company is aware of the importance of stakeholder participation and is making an all-out effort to establish a process that will increase their participation. The Company has selected stakeholders including customers, employees, business partners (FPs, etc.), shareholders and investors, government and public institutions/associations, local communities and has communication channels for each group to receive diverse feedbacks and opinions.

Materiality

- Has the Company included material information in the Report to help stakeholders make informed decisions?

KSA is not aware of any significant omissions or exclusions of data that are material to stakeholders. KSA verified that the Company conducted a materiality assessment with issues identified from analyses of internal and external environments and reported according to the result.

Responsiveness

- Has the Company appropriately responded to stakeholder requirements and interest in this Report?

KSA verified that the Company responded to stakeholders’ needs and interests by reflecting stakeholders’ opinions in the Report. KSA is not aware of any evidence that the Company’s response to significant issues of stakeholders was reported inappropriately.

Impact

- Has the Company appropriately monitored its impact on the stakeholders?

KSA verified that the Company is monitoring and assessing its impact on the stakeholders by conducting an enhanced verification of its standard business activities. Furthermore, it has been verified that the Company appropriately publishes its findings in the Report.

Reliability and quality of specified performance

- Has the Company appropriately collected and disclosed specified performance information based on a reliable process?

The assurance provider performed a reliability assurance of the sustainability performance information on the subject of Type 2 assurance. To assure this information, interviews were conducted with relevant personnel, and it was determined that the performance information disclosed in the Report was collected and disclosed based on a reliable process and evidence. Additionally, no evidence was found indicating that specific sustainability information was inaccurately reported.

June 2024

Myung Soo Kang
KSA Chairman & CEO



The Korean Standards Association (KSA), established as a special corporation in accordance with the Law for Industrial Standardization in 1962, serves as a knowledge service provider that distributes and disseminates such services as industrial standardization, quality management, sustainability management, KS certification and ISO certification. The KSA is committed to the sustainable development of Korean society as an ISO 26000 national secretary, AA1000 assurance provider, KSI (Korea Sustainability Index) operator, and as an assurance provider of the Korean government’s greenhouse gas energy target management system.

GHG Verification Statement

Hanwha Life Insurance Co., Ltd.

Domestic workplaces : 63 Building and 27 other offices

The Korea Management Registrar Inc. (hereinafter “KMR”) has conducted the verification on the greenhouse gas (hereinafter “GHG”) emission (Scope 1, 2&3) of Hanwha Life Insurance Co., Ltd. (hereinafter “the Company”) in 2023.

SCOPE

Verification of places of business and emission facilities under the control of the company.

STANDARDS

- ISO 14064-1:2018, ISO 14064-3:2019
- IPCC Guidelines for National GHG Inventories

PROCEDURE

We conducted a risk analysis approach and on-site verification based on data evaluation, and we identified the appropriateness of the data and factors applied to GHG emission calculations based on objective evidence. The verification team verified the GHG emissions during the reporting period in a reasonable way based on the verification guidelines.

INDEPENDENT

KMR does not have any stake in the verified entity and does not conduct verification with biased opinions/views. We have drawn an independent and objective verification conclusion based on the verification standards, and reviewed the every aspect of the verification we performed throughout the entire verification process through internal review.

LIMITATIONS

The verification team verified the related reports, information and data presented by the audited institution by sampling or enumeration methods. As a result, there are many inherent limitations, and there may be disagreements in the interpretation of appropriateness. Although we have tried to faithfully perform verification that meets the verification standards, we suggest that errors, omissions, and false statements that could not be found may be latent as the limitations to the verification.

OPINION

- GHG verification has been performed to meet the limited assurance level according to the verification standards.
- We express that no significant errors were found in the calculation of emissions during the verification process, and that relevant activity data and evidence were appropriately managed and calculated. As a result, we express an “unmodified” opinion.
- Criticality: meets the criterion, which is less than 5%
- GHG emission and energy consumption

| | Category | GHGs Emission (tCO ₂ eq) |
|--------------------------------|----------------------------|-------------------------------------|
| Scope 1,2 | Total | 32,203 |
| | Direct Emission(Scope 1) | 4,894 |
| | Indirect Emission(Scope 2) | 27,317 |
| Corporate Value Chain(Scope 3) | Total | 6,872 |
| | Category | Energy Consumption (TJ) |
| Energy | Total | 665 |
| | Fuel | 93,846 |
| | Electricity | 569,650 |
| | Steam | 1,529 |

※ Note : There is a difference in the total amount of emissions and emissions by greenhouse gas and by workplace. (Total emissions are cut to a decimal point for each workplace unit and emissions are summed up for each workplace unit.)

※ SCOPE3 CAT : CAT 1 / 2 / 3 / 5 / 7 / 8

RESULTS

We confirm through verification that the emissions from major emission facilities have been calculated and reported without omission.

The abovementioned company is responsible for preparing verification data in accordance with the “Guidelines for Reporting and Certification of Emissions in the Greenhouse Gas Emissions Trading System (Ministry of Environment Notice No. 2021-278)”, and KMR’s responsibility is limited to the party in the verification contract according to the agreed contract terms, and is not responsible for other decisions, including investment decisions based on this verification statement.

※ The abovementioned company must comply with the use of the certification and logo marks under the contract entered into with KMR






April 29, 2024



Authorized By CEO Eun Ju Hwang *E J Hwang*

Awards and Certifications

Awards

| | | |
|--|---|---|
| <p>Consumer-centered Management (CCM)</p> |  | <p>Recognized as a Customer-centered Management (CCM) excellence company for nine consecutive years by 2023, and honored with an award by the Fair Trade Commission in 2022</p> |
| <p>Korea Service Grand Prix (KSA)</p> |  | <p>Maintained "Hall of Fame" at the Korea Service Grand Prix and won the EX Award in 2023</p> |
| <p>Korean Consumer Protection Index (KCPI)</p> |  | <p>Selection as an excellent company in the Korea Consumer Protection Index (KCPI)</p> |
| <p>Korean Service Quality Index (KSQI)</p> |  | <p>Ranked No. 1 call center and No. 1 customer center for 13 and 14 consecutive years, respectively</p> |
| <p>Excellent Disclosure Company (KRX)</p> |  | <p>Selected as an Excellent Disclosure Company by the Korea Exchange in 2023</p> |

Certifications

| | | |
|--|---|---|
| <p>ISO14001 Environmental Management Systems (EMS)</p> |  | <p>Valid Date 2022. 6. 29–2025. 6. 28</p> |
| <p>ISO50001 Energy Management Systems (EnMS)</p> |  | <p>Valid Date 2024. 5. 29–2027. 5. 28</p> |
| <p>ISO/IEC27001 Information Security Management Systems</p> |  | <p>Valid Date 2022. 7. 6–2025. 7. 5</p> |
| <p>ISMS-P Personal Information & Information Security Management System</p> |  | <p>Valid Date 2023. 11. 29–2026. 11. 28</p> |
| <p>Health Friendly Workplace</p> |  | <p>Valid Date 2022. 12. 7–2025. 12. 6</p> |
| <p>Certification of Outstanding Institution for Culture and Arts Sponsorship</p> |  | <p>Valid Date 2023. 11. 9–2026. 11. 8</p> |



Hanwha Life
Sustainability Report 2024

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