

CSR FOCUS AREAS

Focus 01

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

Employee Health and Safety Management

Climate Change and GHG Management

Employee Value Creation

Integrated Environmental Management

Community Involvement and Development

Transparency and Business Ethics

Win-win Supply Chain Partnership

Managerial Issue	2018			2019		
	Goals	Achievements	Completion	Plans	Deadline	Responsible Team
On-going communication with car makers	Conducting a variety of activities to communicate with car makers	· Promoted communication with customers by region, car makers, and category	🚩	· Concentrate on partner relationship management by sponsoring social contribution events, inviting car makers to sports events sponsored by Hankook Tire & Technology, and conducting collaboration projects of concept tire-making	2020	Global OE Sales Team, Global OE Planning Team, G.OE PM Team, Regional OE Team
		· Promoted communication activities with global car makers for future tire technology development	🚩	· Seek cooperation with manufacturers of future-oriented EVs for technological communication	2020	
	Meeting the requirements of car makers	· Actively respond to sustainability evaluation and take follow-up measures · Selected as a Highest Supplier at the Renault's Suppliers Award	🚩	· Proactively respond to sustainability evaluation and take follow-up measures	As needed	CSR Team
Strengthening product competitiveness	Developing high-performance products that meet the requirements of car makers	· Reached the performance target as required by car makers in terms of RRC ¹⁾ for developing future-oriented and eco-friendly tires for EVs and HEVs	🚩	· Develop optimal tires for EVs and HEVs · Meet the performance target for RRC required due to the implementation of WLTP ²⁾	2020	Global OE Sales Team, Global OE Planning Team, G.OE PM Team, Regional OE Team, OE Development Team
	Establishing a zero-defect quality assurance system	· Continued efforts to advance a development process	🚩	· Upgrade a development quality assurance system · Secure consistency in quality (processes, raw materials, semi-products and finished products) and strengthen the verification of products and processes	2020	Quality Division, R&D Staff Office, Production & Engineering Staff Office
	Employee awareness-raising of quality	· Upgraded a training system for employees on the shop floor to help them have expertise in their work · Improved educational content	🚩	· Accelerate efforts for capacity-building focusing on quality · Support employees responsible for quality assurance to have expertise in their work	2020	Global Quality Planning Team

1) RRC: Rolling Resistance coefficient 2) WLTP: Worldwide Harmonized Light Vehicle Test Procedure