



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

● Completed ● Partially completed ○ Under preparation

Managerial Issue	Achievements in 2019			Plans for 2020			
	Goals	Achievements	Completion	Goals	Plans	Deadline	Responsible Team
Supply chain management	Selecting suppliers based on CSR elements	Strengthened the criteria of utilizing 'sustainability guidelines for suppliers'	●	Selecting suppliers based on CSR elements	Reach 100% in conducting supplier CSR assessments through the electronic purchasing system	Dec.	Purchasing Planning Team
					Reach 100% in signing the 'ethics management pledge' among suppliers	Dec.	Purchasing Planning Team
	Expanding on-site CSR audits	Expanded supplier CSR audits	○	Providing ethics management training to suppliers	Send Ethics Management Letters to suppliers	Dec.	Audit Team
	Operating SNR ¹⁾ programs	Set implementation plans and acted accordingly	●	Operating SNR programs	Set and undertake detailed SNR initiatives	Dec.	Chemical Safety&Legal Regulation Project
	Extending the scope of supplier ESG ²⁾ management	Included tier 2 items in the scope of CSR assessments	●	Extending the scope of supplier ESG management	Expand the scope of supplier ESG information management to tier 2 suppliers	Dec.	Purchasing Planning Team, CSR Team
Shared growth				Hosting the Supplier Idea Awards	Award suppliers for their outstanding ideas	Dec.	Purchasing Team 1, Purchasing Team 2 Purchasing Planning Team

1) SNR: Sustainable Natural Rubber

2) ESG: Environment, social & corporate governance