## Business name

* Lotte Department Store Ethical Management Website Construction Project

## Scope of business

* Lotte Department Store Ethical Management Website PC and Mobile Web (Responsive Web)

## Main Content

* Lotte Department Store Integrity Management External Publicit**y**
* Reporting channel operation (receiving reports and checking report results)
* Clean Center Operation

## Business purpose

* Collecting feedback from internal and external stakeholders and promoting the company's ethical management
* Improve reporting channels to enable reporting and prevent unethical behavior

## Open an external publicity board for LOTTE Department Store Integrity Management

* CEO's Message on Integrity Management
* LOTTE Group Code of Conduct

## Open a reporting channel

* Lotte Department Store Reporting Channel Operating Policy and Usage Guide
* Submit reports under real name or anonymously
* Check report processing progress and results
* Information on other reporting channels

## Open a CLEAN Center

* Registering Proof of Donating or Returning Suspicious Gifts

※ CLEAN Center: A virtual center for the system of returning or donating suspicious gifts received from partners.

Registered in the system as a result report after donation or return.

## User page development scope

Division:

Main screen: ㆍUser-friendly and clear design, considering the characteristics of the reporting channel

Integrity management:

* **Integrity management Letter:** Posting of CEO's Integrity management message (updated once a year)
* **Code of Conduct:** Summary of Lotte Group’s Code of Conduct. Download the full Code of Conduct PDF (Korean/English/Vietnamese/Indonesian)
* **Reporting User Guide:** Guidelines for Standards for protecting the informant, Types of information to be reported, and Processing Procedure

Submission of Reports

* **Real name:**

1. Step 1: Notice when making a report
2. Step 2: Consent to Collection and Use of Personal Information/Consent to Consignment of Personal Information . If you do not agree, the report will not be accepted
3. Step 3: Entry of Reported Person's Information. Reported Person's Name and Affiliation (Branch/Headquarters/Other)
4. Step 4: Entry of Informant's Information. Informant's Name, Informant's Type (Internal Employee/Partner/Other), Email, Phone Number
5. Step 5: Selection of Reporting Type (Choose 1). Corruption/Malpractice, Violation of law, Human Rights/Environment, Accounting Fraud, Unfair hỉring, Customer/partner complaints, etc.
6. Step 6: Fill in the title and content
7. Step 7: Upload related files
8. Step 8: Set a password to check the report result
9. Step 9: Report Registration. ※ Notification of Successful Registration and Report Number, Notice regarding reporting investigation

* **Anonymous**

1. Step 1: Notice when making a report
2. Step 2: Entry of Reported Person's Information . Reported Person's Name and Affiliation (Branch/Headquarters/Other)
3. Step 3: Fill in the informant's information. Informant's Type (Internal Employee/Partner/Other), Email, Phone Number . Email and phone number not required. If you provide them, you will need to agree to the terms and conditions in [Step 4].
4. Step 4: Consent to Collection and Use of Personal Information/Consent to Consignment of Personal Information
5. Step 5: Selection of Reporting Type (Choose 1). Corruption/Malpractice, Violation of law, Human Rights/Environment, Accounting Fraud, Unfair hỉring, Customer/partner complaints, etc.
6. Step 6: Fill in the title and content
7. Step 7: Additional questions for anonymous informants (multiple choice and subjective). Relationship with Lotte Department Store?/ How did you become aware of the issue?/Reference person/Requested handling method
8. Step 8: Upload related files
9. Step 9: Set a password to check the report result
10. Step 10: Report Registration. ※ Notification of Successful Registration and Automatic Report Number, Notice regarding reporting investigation

* **About other channels:** Email, phone, and address information
* Contact us: When clicked, landing with Lotte Department Store online VOC
* Check the report results:
  1. **Check registration information:** Enter report receipt number and password for confirmation
  2. **Check report results** : Enter report receipt number and password for confirmation
* CLEAN Center -> **Reception registration**

1. Step 1: CLEAN center staff (person in charge) Information: Staff name, Affiliation (branch/headquarters)
2. Step 2: Recipient Information: Recipient name, Affiliation (branch/headquarters)
3. Step 3: Process Result Registration: Date of receipt, Items received

* Process result (return or donation). If you choose “donation”, specify the donation organization.

1. Step 4: Process Description
2. Step 5: Upload Related Files
3. Step 6: Provider Information: Provider name, Company name

* Relationship with the company. Check "Unknown" if the provider cannot be verified.

1. ㆍStep 7: Submit Request: A pop-up will appear to confirm successful registration.

## Admin page development scope

Division

* Waiting screen
  1. **Sign in:** Enter ID and Password (Access via Designated IP + Google Authenticator)
     1. For the first-time administrator registration:
        1. Request account creation through a system request.
        2. Receive account information and OTP QR code.
        3. Register and log in.
* Landing on the change password page when logged in with first issued password
  1. **Log out:** ㆍLog out after a certain period of time (30 minutes) after logging in.
* Administrator account:
  1. **Admin list:** List of registered administrators
  2. **Edit personal information:** Email, phone, and password
* Confirming a report
  1. **Dashboard (Statistics)**
     1. Provide Status by Report Type and Progress Status via Dashboard:
     2. Enter table to input chart query conditions (period/type/progress status)
     3. Distribution number charts and distribution rate charts by type/chart on cases by progress status
     4. Unprocessed Status Table
  2. **Lookup**
* Provide overall report reception history and report search via keyword input.
* On the list: Report receipt number, report date, report type, title, processing progress, etc.
* Click on the title to check the details of the report
  1. Report manager
     1. **Pending and Investigating**
        1. Step 1: Change report progress status to ‘**Pending’** or ‘Investigating’
        2. Step 2: Enter response according to processing progress (for confirming informant)
        3. Step 3: Administrator's note (fill in any special details)
        4. Step 4: Registration
  2. **Investigation Completed:** 
     1. Step 1: Change report progress status to 'Investigation completed'
     2. Step 2: Write the report processing result (to confirm the informant)
     3. Step 3: Administrator's note (fill in any special details)
     4. Step 4: Report Processing Result (Informant cannot be confirmed)
     5. Step 5: Upload investigation-related files
     6. Step 6: Registration
  3. **Transferred and Discarded**
     1. ㆍStep 1: Change report progress status to **'Transferred'** or **'Discarded'**
     2. ㆍStep 2: Enter answer ONLY in case of ‘transferred’ (to confirm the informant)
     3. ㆍStep 3: Administrator's note (fill in any special details)
     4. ㆍStep 4: Registration
* CLEAN Center -> **Check receipt history**

1. Receipt list: date of receipt, CLEAN center staff (person in charge), recipient, provider, result of processing
2. Receipt details: When click on the date of receipt

# Performance requirements

## User side

1. **Multilingual translation support**

- Supports a total of 4 languages, including: Korean, English, Indonesian, and Vietnamese.

※ Implementation of 4 languages on one page

**(2) Responsive implementation**

- Applicable to various device environments including: mobile and tablet (user page limited)

※ NO NEED to implement a responsive administrator page due to administrator-only PC access

## Admin side

**(1) When Logging in, use 2FA (OTP)**

- Input registered mobile OTP via designated IP and Google Authenticator

**(2) Implement an automatic deletion batch scheduler**

- In the case of reports, all related information is deleted after 3 years from the date of receipt without being affected by the report management status.

※ Personal information retention period is the same, no need for separate storage (no need for deletion in case of application to Clean Center)

**(3) Manage access-allowed IP common codes**

- In case of IP change due to office location change, request IT department to update (change) the IP in the common code

**(4) Manage administrator IDs upon resignation or transfer**

- Request to modify admin ID information via IT department

※ Change the use status of the information considered when logging in (including use status, long-term non-use status, MFA use status) to non-use, provide reason and enter personal information replacement必

**(5) Password reset process**

- When changing the password, land on the password change page, authenticate with basic information and OTP, then change the password.

- In case of 5 password errors, lock the account status and land on the password change page, authenticate with basic information and OTP, then change the password.

## Admin/User Common

**(1)** **File Attachment Upload (Apply the same criteria for all uploads)**

- Number of uploads: 5

- Size limit: 20 MB each

- Content types: image, video, audio

※ Consideration of content extension types and each highly efficient image format is necessary.

Image extensions: JPEG, JPG, PNG, GIF, BMP, etc.

Video extensions: MP4, MOV, AVI, WMV, MKV, etc.

Audio extensions: MP3, WAV, OGG, AAC, etc.

Highly efficient image extensions: HEIF, HEIC, HEIX, etc.

**(2) Password Complexity and Change Cycle Alerts**

- At least 10 characters including upper/lowercase English letters + numbers + special characters

- Remember recent password (cannot use same password as previous password): 4 times

- Maximum password usage period: 90 days

- If the password is incorrect or lost more than 5 times, reset is performed (reset password is changed immediately upon first login)

* Entry of Reported Person's Information, Reported Person's Name and Affiliation (Branch/Headquarters/Other)
* Entry of Informant's Information. Informant's Name, Informant's Type (Internal Employee/Partner/Other), Email, Phone Number
* Selection of Reporting Type: Corruption/Malpractice, Violation of law, Human Rights/Environment, Accounting Fraud, Unfair hỉring, Customer/partner complaints, etc.d
* Upload related files
* Set a password to check the report result
* Recipient Information: Recipient name, Affiliation (branch/headquarters)
* specify the donation organization.
* Process Description
* Provider Information: Provider name, Company name. Relationship with the company. Check "Unknown" if the provider cannot be verified.

Admin page development

* Yêu cầu tạo tài khoản thông qua yêu cầu của hệ thống.
* Nhận thông tin tài khoản và mã QR OTP.
* Landing on the change password page when logged in with first issued password
* Log out after a certain period of time (30 minutes) after logging in.
* Confirming a report
* Provide Status by Report Type and Progress Status via Dashboard
* Enter response according to processing progress
* Administrator's note
* Write the report processing result
* Upload investigation-related files
* Bảng quy trình xử lý
* Check receipt history
  1. Receipt list: date of receipt, CLEAN center staff (person in charge), recipient, provider, result of processing
  2. Receipt details: When click on the date of receipt