

Coway Trust Guideline

Responsible leadership and sustainability are critical in Coway's way of working. Coway will consider and manage the social and environmental impact of its business through responsible corporate management based on the core value of 'Coway Trust'. Coway recognizes its obligation to fulfill economic, environmental and social responsibilities while performing business activities. The purpose of this guideline is to specify the minimum principles Coway shall follow as a guide to pursuing and formalizing its social responsibility in every business segment.

1. Non-Discrimination

Coway respects all employees equally and believes that the diversity of employees is an important factor in sustainability of the company. Coway does not discriminate its employees based on individual's political, economic and social status irrelevant to job competency such as race, age, gender, body, religion in every employment practice such as hiring, discharge, wages, rewards, and training.

2. No Child Labor

Coway does not use any form of child labor (employee under the minimum age of employment of the relevant country). Also, Coway does not put young workers (according to the age standard of the applicable laws of the country) into dangerous jobs from the perspective of health and safety.

3. No Forced Labor

Coway guarantees that no employee is required to be physically and mentally restrained or to work against his/her will, and employment conditions are voluntary.

4. Working Hours

Coway does not require its employees to work more than the maximum working hours set by the law of the relevant country.

5. Humane Treatment

Coway creates a working environment free from harassment. It prohibits any inhumane treatment against employees including sexual harassment, sexual abuse, corporal punishment and mental or physical coercion.

6. Health and Safety

Coway provides all employees with a safe working environment according to the local requirements of the relevant country and international norms. It also commits to establishing a safe and healthy working environment to minimize work-related injury and illness, and promote worker retention and morale.

7. Health and Safety of Consumers

Coway ensures that it does not harm the health and safety of consumers in providing products and services.

8. Responsible Marketing

Coway upholds standards of competition in advertising or marketing, and does not mislead consumers. It publicizes only verifiable information of products and services without exaggerating the quality and performance.

9. Privacy

Coway respects the privacy of individuals and commits to the protection of personal information by complying with requirements when personal information is collected, stored, processed, transmitted, and shared.

10. Anti-Corruption

Coway supports the value of 'Clean Coway' and its employees perform all their duties faithfully in accordance with 'Code of Ethics' and 'Ethical Behavior Guideline'. Employees shall not take any form of personal benefit from stakeholders using delegated authority to them.

11. Fair Competition

Coway complies with fair-competition-related regulations and carries out every business process including pricing, bidding and trading on a fair and reasonable manner in accordance with 'Fair Trade Guideline'. It does

not perform any unfair practice by abusing its market dominance.

12. Environmental Responsibility

Coway strives to minimize the impact of business operation on environment. It maintains preventive approach toward environmental issues and commits to making contribution to sustainable social development by promoting sustainable production and consumption.

13. Protection of Human Rights of Local Residents

Coway ensures that the human rights of local residents in areas where it conducts business activities are not violated. It values and safeguards the local residents' rights to life, individual safety and property.

14. Creating Shared Value

For the development of society (local community), Coway, as a corporate citizen, will work hard to contribute to creating better future with shared value of society and business by providing the company's technology, services and human resource.

Appendix 1. Code of Ethics

Appendix 2. Ethical Behavior Guideline

Appendix 3. Fair Trade Guideline

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This guideline was developed by referring to EICC Code of Conducts and other global guidelines.

For any question regarding this guideline, please email us at sustainability@coway.co.kr.