

2024

# LG Uplus Sustainability Report.

# About This Report

## Report Overview

LG Uplus has been publishing reports annually since its first sustainability report in 2013 to actively communicate with stakeholders and share the status of its sustainability management. The 2024 Sustainability Report is our thirteenth report. Through this report, we aim to transparently disclose our sustainability activities and performance in the environmental, social, and governance fields and reflect stakeholders' opinions.

## Reporting Standards and Principles

This report follows the Global Reporting Initiative(GRI) Standards 2021, a global sustainability reporting standard. In addition, we have considered the Sustainability Accounting Standards Board(SASB) criteria and S&P Global Corporate Sustainability Assessment(CSA) evaluation criteria to disclose our activities by major issues appropriate to our industry. We reflect on the indicators of the United Nations Sustainable Development Goals(UN SDGs) to participate in the international community's sustainable development goals. The financial information in this report is prepared in accordance with the Korean International Financial Reporting Standards(K-IFRS).

## Reporting Period and Scope

This report covers activities from January 1, 2024, through December 31, 2024. For quantitative performance, we have included three years of data from 2022 to 2024 to identify trends and for some qualitative performance, we have included data from the first half of 2025 due to the timing of publication. To prepare this report, we collected information from all domestic business sites, including headquarters, regional and country offices, research centers(Magok and Daejeon), and IDCs(Internet Data Centers).

## Assurance

Samjong KPMG has conducted an audit on the financial data, and the Korea Quality Foundation on non-financial data with aims to ensure objectivity and reliability.

## Correction and Restatement of Information

In cases where the information included in this report differs from that in the report published in the previous reporting year due to changes in the calculation criteria, we restate the data including the relevant notes.

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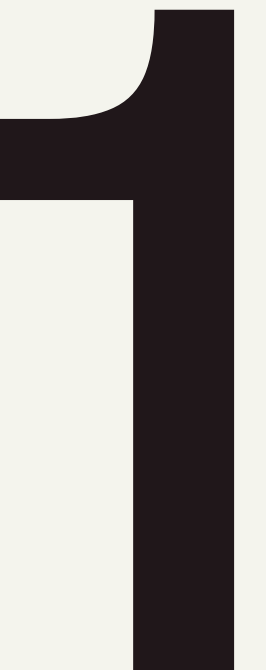
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# Message from the CEO

## Dear Stakeholders,

We sincerely thank you for your unwavering interest and support for LG Uplus over the past year.

Based on 'connection' as the essence of communication, LG Uplus has always endeavored to come closer to our customers' lives. Since its launch in 2010, LG Uplus has led the advancement of communication technologies from IPTV and high-speed internet to 5G, creating meaningful changes in customers' daily lives. In 2025, LG Uplus reached a new turning point in customer experience innovation through our AX (AI Transformation)-centered business strategy. As we continue to advance technological innovation, our core belief remains unchanged. 'People' must always be at the center of everything we do. Based on this principle, LG Uplus is committed to creating more compassionate, trustworthy technology through our 'Human-Centered AI' approach.

We are committed to delivering essential customer experiences and building a better tomorrow together through AI that seamlessly integrates into everyday lives. In an era of rapid transformation, LG Uplus aims to advance our business across the following key areas to achieve sustainable growth that harmonizes technology, society, and the environment.

### A Created with Human-Centered AI

LG Uplus embraces 'Human-Centered AI,' prioritizing customer experience over AI technology itself. We are dedicated to developing technology that customers can confidently trust (Assured), based on which we deliver precisely tailored experiences for each individual (Adaptive). Furthermore, we strive to create AI that seamlessly supports every aspect of customers' daily lives (Accompanied) and ultimately contributes to a brighter world that benefits all humanity (Altruistic), positioning ourselves as an agenda setter driving transformative change. To achieve this vision, we are strengthening strategic partnerships with global technology leaders and international telecommunications companies to enhance our AX technological capabilities and reinforce our future growth foundation.

### Customer-Value creation through Customer-Centric Focus

LG Uplus is committed to complete customer focus and engagement to deeply understand customer needs and proactively anticipate market shifts. Beyond meticulously analyzing segmented customer experience journeys to address pain points, we prioritize the continuous discovery of experiences that deliver 'Wow' moments for our customers. Moving forward, we will concentrate

our investments in areas that can exceed customer expectations, delivering differentiated experiences that drive meaningful engagement and resonance with both customers and partners.

### Establishing Fundamentals of Security, Quality, and Safety

Telecommunications serves as both a national backbone and critical infrastructure directly connected to people's daily lives. Given that even a single threat can disrupt people's everyday routines, we maintain an unwavering commitment to zero compromise on security, quality, and safety. We are dedicating our full resources to rigorously reviewing our management systems and building world-class security capabilities.

When we all elevate our standards to the highest level in security, quality, and safety - and when LG Uplus pioneers best practices within the telecommunications industry - this will serve as a meaningful catalyst for the healthy development of society as a whole.

### Towards a Better Future through Sustainable Growth

LG Uplus is actively addressing the global climate crisis and advancing diverse initiatives to strengthen our ESG commitments. Last year, we installed a 1,000kW solar power facility at the Daejeon R&D Center as part of our transition to clean energy. Furthermore, ahead of Korea's

mandatory ESG disclosure requirements, we became the country's first company to publish sustainability-related IFRS S1,S2 report.

Recognized for these pioneering efforts, LG Uplus received the highest 'Grade A' in the CDP (Carbon Disclosure Project) 2024 Climate Change and was awarded the Carbon Management Honors Club. Moving forward, LG Uplus remains dedicated to creating a better tomorrow than today and a better future than tomorrow as we drive sustainable growth.

LG Uplus aims to become a reliable partner that safeguards our customers' daily lives as we journey together toward a Brighter World. We look forward to building a better tomorrow, hand in hand with all our stakeholders.

We humbly ask for your continued interest and support as LG Uplus embarks on this hopeful journey ahead.

Thank you.



CEO Hong Beom-sik

“ LG Uplus aims to become a reliable partner that safeguards our customers' daily lives as we journey together toward a Brighter World. ”

# Company Profile

## ● Introduction of LG Uplus

Company Name

**LG Uplus** Corporation

Number of Employees

**10,571** (as of 2024)

Date of Foundation

**July 11, 1996**

Operating Revenue

KRW **14,625.2** billion (as of 2024)

CEO

**Hong Beom-sik**

Operating Profit

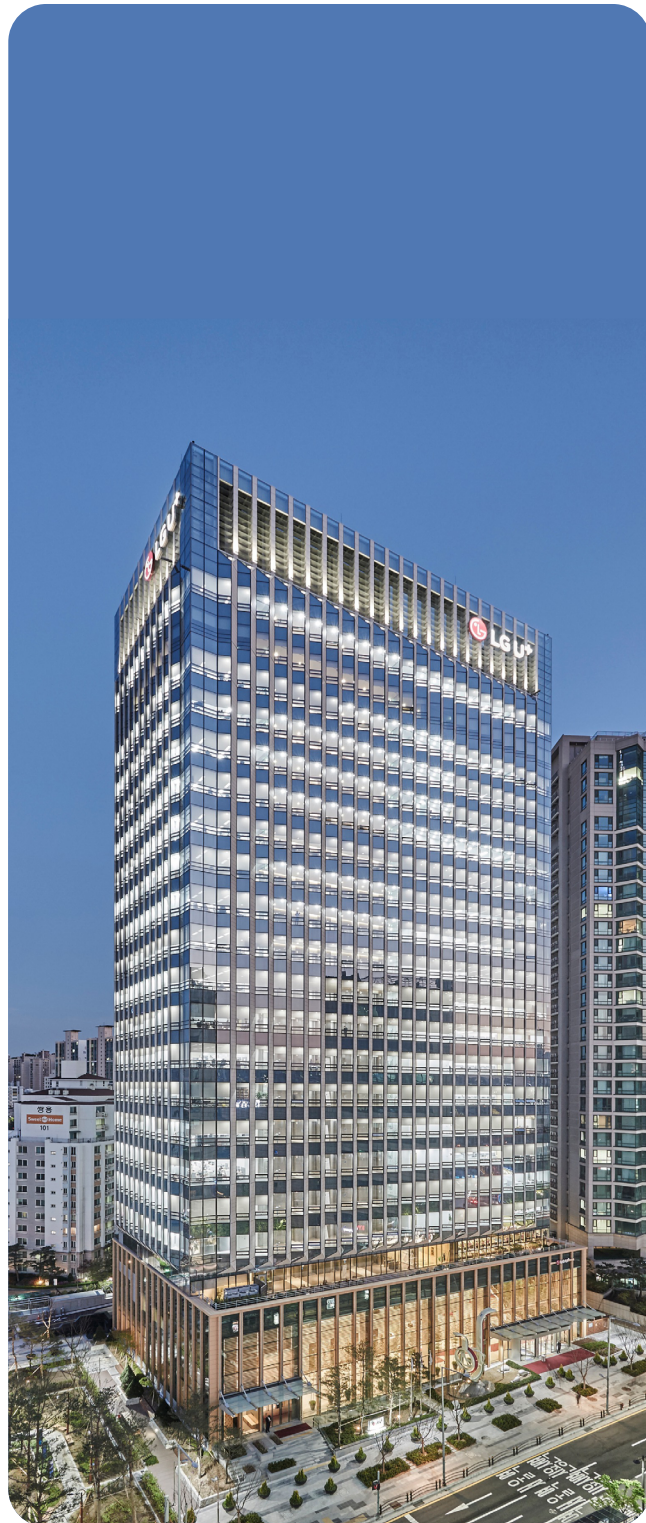
KRW **863.1** billion (as of 2024)

Headquarters Location

**32 Hangang-daero,**  
Yongsan-gu, Seoul

Homepage

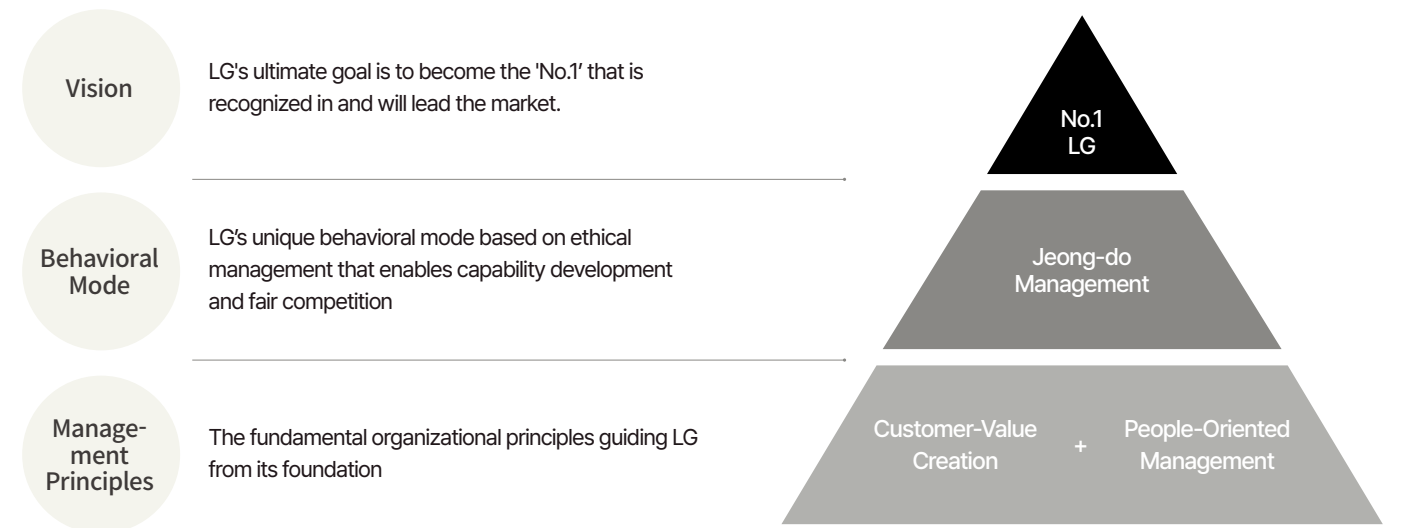
[www.lguplus.com](http://www.lguplus.com)



# Management Philosophy

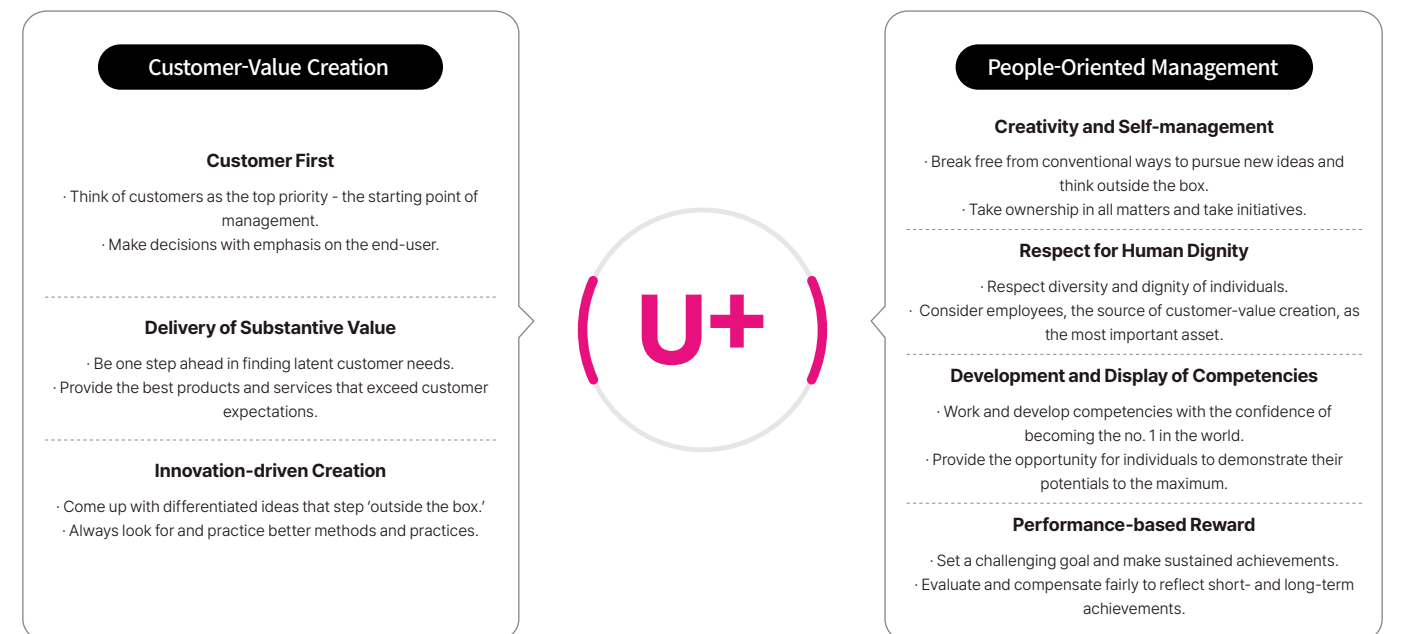
## ● LG Way

LG Way has LG's unique management philosophy that is providing guidance to our LG employees. We believe that through LG Way we can achieve the 'No. 1 LG' vision through 'Jeong-do Management,' which is rooted in the management principles of 'Customer-Value Creation' and 'People-Oriented Management'.



## ● Management principle

LG's management principles embraces 'Customer-Value Creation' and 'People-Oriented Management' as the company's main operating principles.



# Business Introduction

## Personal

Beyond the value of connection, we promise a brighter future for customers' daily lives.

Based on professional network and communication capabilities, LG Uplus provides mobile, internet, and TV services, innovating everyday experiences with smart home services and differentiated membership services. We resolve customer inconveniences, support a more stable life, strengthen customer-centric values, and make a safer, better future.

## Enterprise

We help enterprises succeed with innovative technology and lead a brighter future for customers.


Through professional communication infrastructure, optimized business solutions, and AX services, we enhance business efficiency and stability for enterprise customers. We open a brighter future for sustainable innovation and success in customer businesses.

## AI

We create a brighter world through people-centered AI technology and the power of connection.


LG Uplus integrates people-centered AI into existing service lines to provide AI services focused on customer value. Across all service areas, we clearly diagnose and solve problems with AI innovation technology to create a greater future where both individual and enterprise customers can feel secure.

**Mobile**



Providing diverse and broad mobile services including plans and content to meet the needs of various customer segments.


**Home(Internet & IPTV)**



Providing various telecommunications and smart home solutions to enhance customer convenience of life

- Telecommunication Service: IPTV Service offering ultra-high-speed internet and a variety of OTT services
- Smart Home Service: Control home appliances and strengthen home internet security via mobile app or voice commands


**Integrated Membership Program**



Providing diverse lifestyle benefits and customized services to customers through the Integrated Membership Program

- Discount Benefits: Offering discounts through partnerships with various affiliates such as convenience stores, bakeries, and cinemas
- Coupons and Event Offers: Customers can check benefits and use coupons via the U+ Membership app, with additional benefits provided through various events


**IDC**



Providing comprehensive data center solutions offering stable and high-performance IT infrastructure to domestic and international corporate customers.


- Colocation: Providing optimal power, air conditioning, security, and network.
- Cloud Multi-Connect: Connecting to multiple public cloud providers through a single line.
- IDC Security Monitoring: Monitoring company equipment firewalls within IDC and responding immediately upon attack detection.

**Quantum-Resistant Cryptography Dedicated Li**



Enterprise-dedicated network service enhanced with Quantum-Resistant Cryptography to address new security risks from quantum computing advancements, such as 'Harvest Now, Decrypt Later (HNDL)' attacks


**AICC**



Providing an integrated solution that automates and streamlines customer consultation tasks using AI technology


- AI Callbot and Chatbot Service: Real-time response to customers' simple repetitive inquiries, automating various tasks
- AI Consultation Advisor: Providing assistance throughout the entire consultation process

**ixi-O**



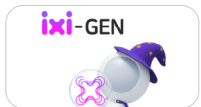
An AI-powered call assistance service featuring call recording and summarization, answering calls on behalf of users, visual caller ID, real-time voice phishing detection, providing convenience and safety simultaneously during calls.

**ixi-Enterprise**



ixi-Enterprise: AI integrated solution for enterprise customers combining infrastructure, platform, data, and other elements to provide customized AI services

**ixi-GEN**



ixi-GEN: Lightweight generative AI model specialized in telecom-unications and platform data, planned for efficient and safe application across various fields including video AI, voice/language AI, and predictive AI






# ESG Commitment

## ESG Vision

LG Uplus has defined ESG Vision to support the corporate vision and practice ESG strategies. We strengthen business competitiveness through collaborative partnerships with customers, employees, and diverse stakeholders, while proactively managing risks through environmental stewardship, human rights practices, and fair, transparent partnerships.



ESG Commitment of LG U+

| Business Competitiveness Enhancement  |   |   | Proactive Risk Management   |   |   |
|---|---|---|---|---|---|
| Customer  | Employees   | Local Communities   | Eco-friendly Management   | Human Rights Management   | Fair and Transparent Partnership  |
| Provide reliable and safe products and services                                       | Build a Company where employees want to grow together and work for a Long time        | Address social issues using ICT   | Achieve sustainable environment based on low-carbon and circular economy              | Create human-centered workplace that respects human rights                            | Build sustainable supply chain centered on mutual growth and collaboration            |
|  |  |  |  |  |  |
| Information security  | Attracting and retaining talent   | Development of local community  | Response climate change   | Inspection of human rights  | Fair transaction  |
|  |  |  |  |  |  |
| Privacy protection  | Competency development  | Strategic social contribution   | Eco-friendly business sites   | Risk mitigation   | Suppliers' ESG management   |
|  |  |  |   |   |  |
| Quality of products and services  | Performance management and rewards  | Digital inclusion   |   |   | Shared growth   |

# ESG Highlights

## 2024 ESG Highlights

|                 |   |  |   |
|-----------------|---|--|---|
| <p><b>E</b></p> | <p>• <b>Completion of eco-friendly IDC Pyeongchon 2nd Center.</b></p> <p>Applied various eco-friendly technologies for operational efficiency and energy savings from the design stage</p>  | <p>• <b>Completion of solar PV installation at Daejeon R&amp;D Center.</b></p> <p>Expected to reduce approximately 630tCO<sub>2</sub>eq of GHG emissions annually with the completion of a 1,044kW Solar PV installation</p>   | <p>• <b>Received the highest 'Grade A' in CDP 2024 Climate Change and awarded 'CDP Carbon Management Sector Honors Club.'</b></p> <p>Acknowledged for efforts in areas including response to climate change, GHG reduction, and reliability of environmental management information</p>       |
|                 | <p>• <b>Awarded MWC25 'Seoul-Best 5G Network'.</b></p> <p>Externally recognized for providing excellent service quality to customers through verified superior 5G network performance in Seoul city.</p>  | <p>• <b>'U+SASE' received the Minister of Science and ICT Award.</b></p> <p>Our proprietary cloud-based security solution 'U+SASE' received the grand prize at the Korean Security Council competition, recognized for its excellence.</p>   | <p>• <b>Built the 'U+ Hope Library.'</b></p> <p>Built the 'U+ Hope Library' providing various materials such as braille and audio books for people with visual impairment and vulnerable social group to improve information accessibility.</p>   |
| <p><b>S</b></p> | <p>• <b>Selected as the 'Best' enterprise in the Shared Growth Index for 10 consecutive years</b></p> <p>Recognized for establishing a virtuous cycle of shared growth culture where large enterprises and small- and medium-sized enterprises develop together through support and nurturing of partners</p>   | <p>• <b>Acquired international information security certifications for 'Uplus.com' and 'Your U+'</b></p> <p>Acquired a total of four information security certifications including ISO 27701, the first in the domestic telecommunications industry, as well as ISO 27001, ISO 27017, and ISO 27018, acknowledging efforts to strengthen digital channel security and to protect customers</p> | <p>• <b>Received commendation as an excellent institution for voice phishing damage prevention</b></p> <p>Contributed to proactive technological response and customer protection through AI-based detection and blocking systems and real-time voice phishing response utilizing 'ixi-O'</p> |
|                 | <p>• <b>Awarded grand prizes in all categories at the 17th Republic of Korea Communication Awards</b></p> <p>Received high evaluations for its social media performance and digital communication indices, winning grand prizes in all categories and the Ministerial Award at the 'Republic of Korea Social Media Awards' for five consecutive years</p> | <p>• <b>Received commendation as an excellent institution for voice phishing damage prevention</b></p> <p>Contributed to proactive technological response and customer protection through AI-based detection and blocking systems and real-time voice phishing response utilizing 'ixi-O'</p>  | <p>• <b>Joined the world's largest corporate sustainability initiative, 'UNGC'</b></p> <p>Declared support for the 10 principles for sustainable development promoted by the United Nations Global Compact (UNGC), including human rights, labor, environment, and anti-corruption.</p>       |

# Materiality Assessment

## Double Materiality Assessment Process

### Implementation of Double Materiality Assessment

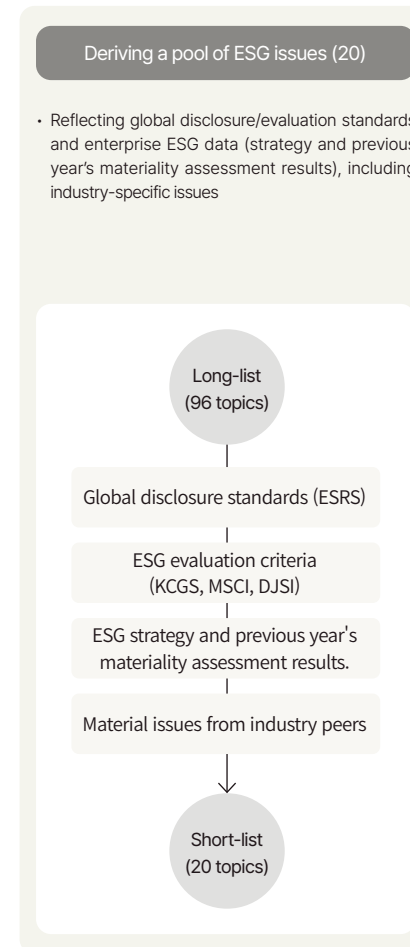
- LG Uplus conducted a double materiality assessment to comprehensively review and select material issues.
- We consider the impact (Inside-out) of the company's business activities on the environment and society, and the risk and opportunity factors (Outside-in) of external environmental and social issues affecting the company financially.
- We annually conduct a double materiality assessment, report the results to the board of directors, and transparently disclose the assessment process and outcomes of the material issues.

### Double Materiality Assessment Process

#### STEP 1

Deriving a pool of ESG issues

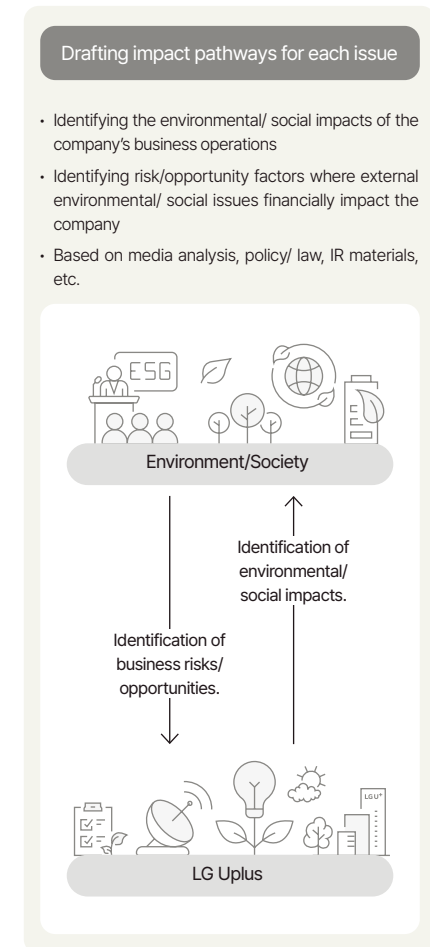
Deriving a pool of LG Uplus's issues



#### STEP 2

Identifying impacts and risks/opportunities for each issue

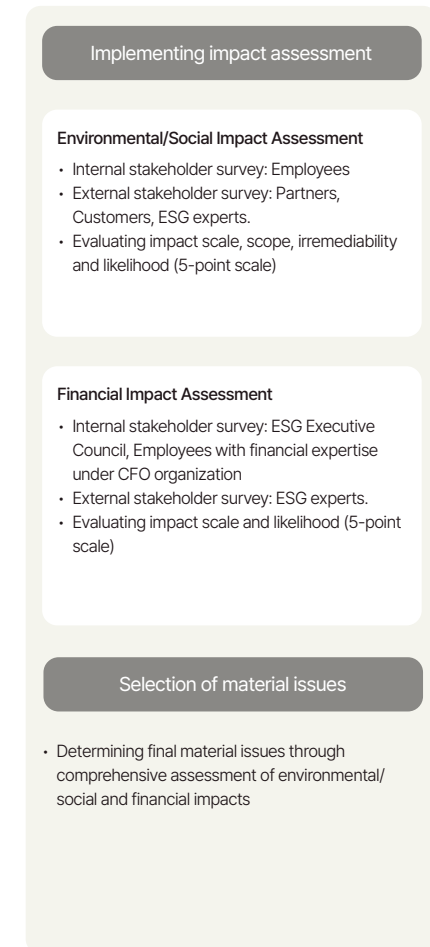
Identifying impacts on environment/society and business risks/opportunities



#### STEP 3

Impact evaluation

Determining material issues through comprehensive stakeholder engagement

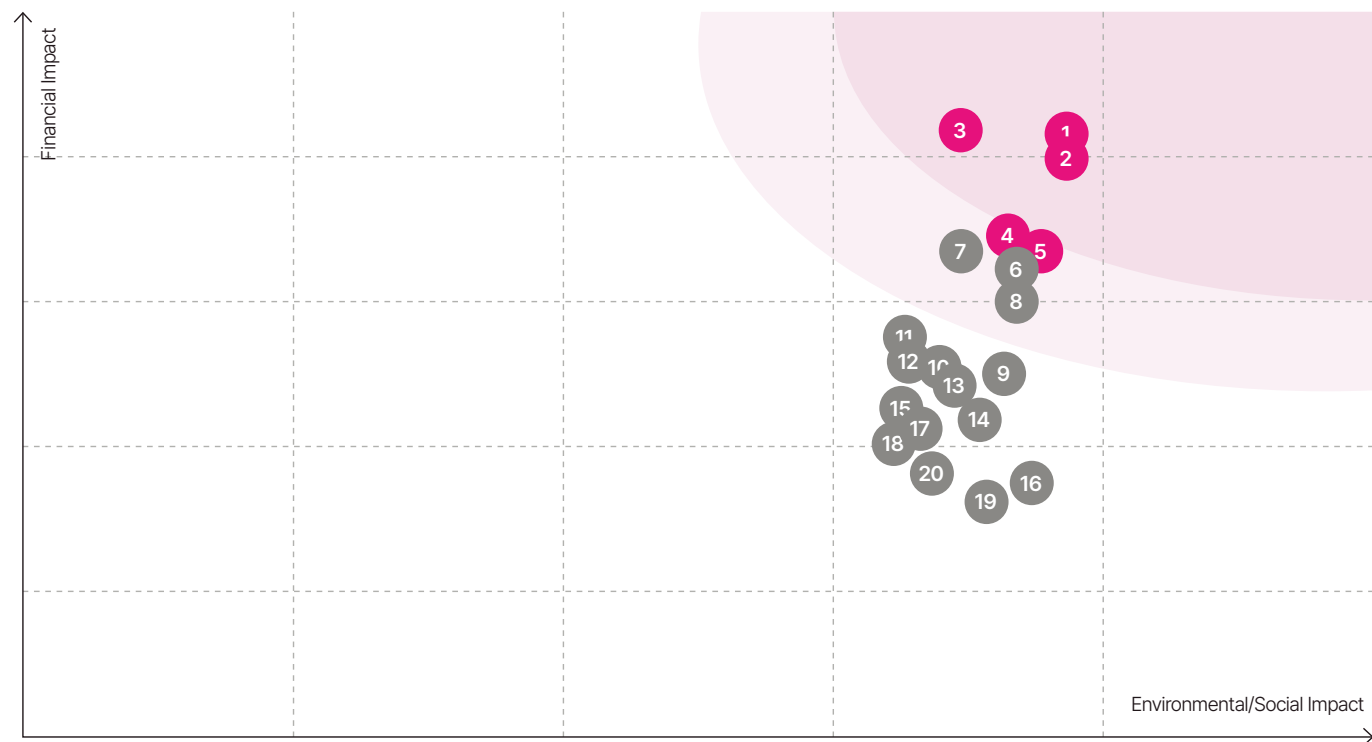


# Materiality Assessment

## ● Double Materiality Assessment Results

### Results of Material Issue Selection

- Through comprehensive assessment of environmental, social, and financial impacts, five material issues were identified, including 'Customer satisfaction and enhancement of social value through AI technological innovation.'
- The issue with the largest environmental and social impact was identified as 'Customer satisfaction and enhancement of social value through AI technological innovation,' while 'Service safety and information security enhancement' was identified as having the highest financial impact.
- LG Uplus actively manages these material issues that influence corporate sustainability across all management activities.



| Rank | Issue Name  |
|------|---|
| 1    | Customer satisfaction and enhancement of social value through AI technological innovation       |
| 2    | Enhancing telecommunication service stability and network quality                               |
| 3    | Service safety and information security enhancement   |
| 4    | Reducing greenhouse gas emissions and energy consumption, expanding renewable energy transition |
| 5    | Providing eco-friendly telecommunications services through ICT innovation                       |
| 6    | Creating inclusive customer value by removing digital service access barriers                   |
| 7    | Fair trade and compliance with laws and regulations   |
| 8    | Expansion of social responsibility activities centered on people and environment                |
| 9    | Strengthening safety management for own employees and partner companies                         |
| 10   | Creating a positive workplace environment   |

| Rank | Issue Name  |
|------|---|
| 11   | Strengthening stakeholder engagement                                    |
| 12   | Establishing a sustainable supply chain system                          |
| 13   | Securing talent and fostering human resources                           |
| 14   | Ensuring transparency and soundness of corporate governance             |
| 15   | Building collaborative labor-management relations                       |
| 16   | Contributing to circular economy through resource circulation           |
| 17   | Establishing Jeong-Do Management through strengthening corporate ethics |
| 18   | Respecting human rights and promoting mutual respect                    |
| 19   | Protecting biodiversity and ecosystem                                   |
| 20   | Respecting workplace diversity  |

# Materiality Assessment

## ● Double Materiality Assessment Results

### Assessment of Material Issues

Impact Scale: High ●●●, Medium ●●, Low ●

| Area              | Issue   | Positive/Negative | Environmental/Social Impact   | Risk/Opportunity | Financial Impact  | Double Materiality | Reporting Pages | Relevant GRI Standards  |
|-------------------|---|-------------------|---|------------------|---|--------------------|-----------------|-------------------------|
| Industry Specific | Customer satisfaction and enhancement of social value through AI technological innovation       | Positive          | <ul style="list-style-type: none"> <li>Leveraging LG Uplus's distinctive AI technological capabilities to deliver customer-centric experiences and create enhanced customer value, thereby contributing to improved quality of life for customers and society as a whole</li> </ul> | Opportunity      | <ul style="list-style-type: none"> <li>Improving operational efficiency and reducing costs through innovative AI technology deployment</li> <li>Strengthening customer data security through AI and delivering personalized services, resulting in increased customer acquisition and revenue growth</li> </ul> | ●●●                | 16-24           | -                       |
| Industry Specific | Enhancing telecommunication service stability and network quality                               | Positive          | <ul style="list-style-type: none"> <li>Building customer and social trust in the telecommunication industry by delivering reliable services and superior network to diverse users including individuals, enterprises, public institutions, and financial sectors</li> </ul>         | Risk             | <ul style="list-style-type: none"> <li>Decrease in sales due to customer churn caused by a poor service quality</li> </ul>  | ●●●                | 78-85           | -                       |
| Social            | Service safety and information security enhancement   | Negative          | <ul style="list-style-type: none"> <li>In the event of information security incidents, customer privacy violations and personal data breaches causing widespread social concern</li> </ul>  | Risk             | <ul style="list-style-type: none"> <li>Regulatory fines/penalties and recovery-related costs from information security breaches</li> <li>Revenue decline due to deteriorated stakeholder trust and damaged brand reputation</li> </ul>  | ●●●                | 58-72           | 418-1                   |
| Environment       | Reducing greenhouse gas emissions and energy consumption, expanding renewable energy transition | Positive          | <ul style="list-style-type: none"> <li>Greenhouse gas emissions reduction through renewable energy utilization in telecommunications infrastructure and data centers, and continuous energy efficiency improvement/efficiency activities</li> </ul>                                 | Risk             | <ul style="list-style-type: none"> <li>Increased emission compliance costs due to reduced free allocation ratios and rising carbon credit prices</li> </ul>   | ●●                 | 32-39           | 201-2, 302-1~4, 305-1~5 |
| Industry Specific | Providing eco-friendly telecommunications services through ICT innovation                       | Positive          | <ul style="list-style-type: none"> <li>Contributing to the reduction of greenhouse gas and environmental pollutant emissions across society by providing eco-friendly services utilizing advanced ICT<sup>1)</sup>, such as AI data analysis and IoT solutions</li> </ul>           | Opportunity      | <ul style="list-style-type: none"> <li>Using eco-friendly technology to enhance the company's brand reputation and sales growth</li> </ul>  | ●●                 | 25-29           | -                       |

1) ICT: Information and Communication Technology

# Special Page

## A Brighter World.

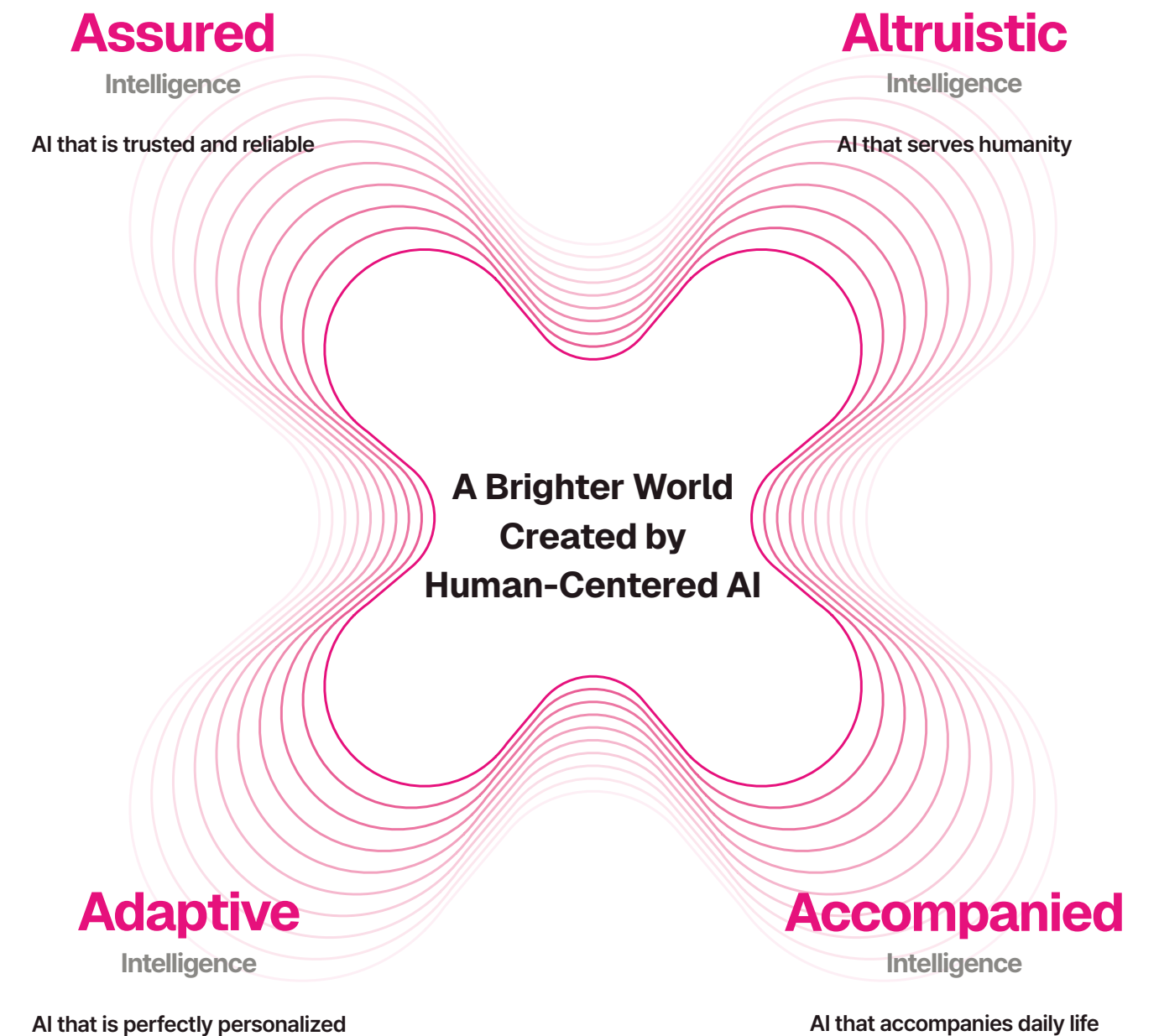
**AX technology opens a brighter future for customers through the value of connection.**

Telecommunications is no longer merely a technology that provides connections. Under the brand purpose of 'A Brighter World,' LG Uplus leverages AX technology to connect and expand life in a smarter and more intuitive way across various touchpoints in customers' daily lives. We deliver a new dimension of telecommunications value through an integrated experience in a single app, personalized AI agents, and reliable customer technology. Furthermore, LG Uplus is committed to creating better daily lives for customers and fostering sustainable environment and society.

## A Brighter World Through the AX Technology Value

### ● AI Strategy

AI should be utilized to create a better world. LG Uplus focuses more on stakeholders who use the technology rather than the technology itself, pursuing "a Brighter World created through Human-Centered AI"



# A Brighter World Through the AX Technology Value

## ● Security-Centered AI

### • Security-Centered Frame Shift

- LG Uplus discerned the necessity of a fundamental frame shift beyond conventional thinking to realize Assured Intelligence.
- As we solidify security capabilities through the 'Security First' framework, we can implement reliability, efficiency, automation, and standardization.

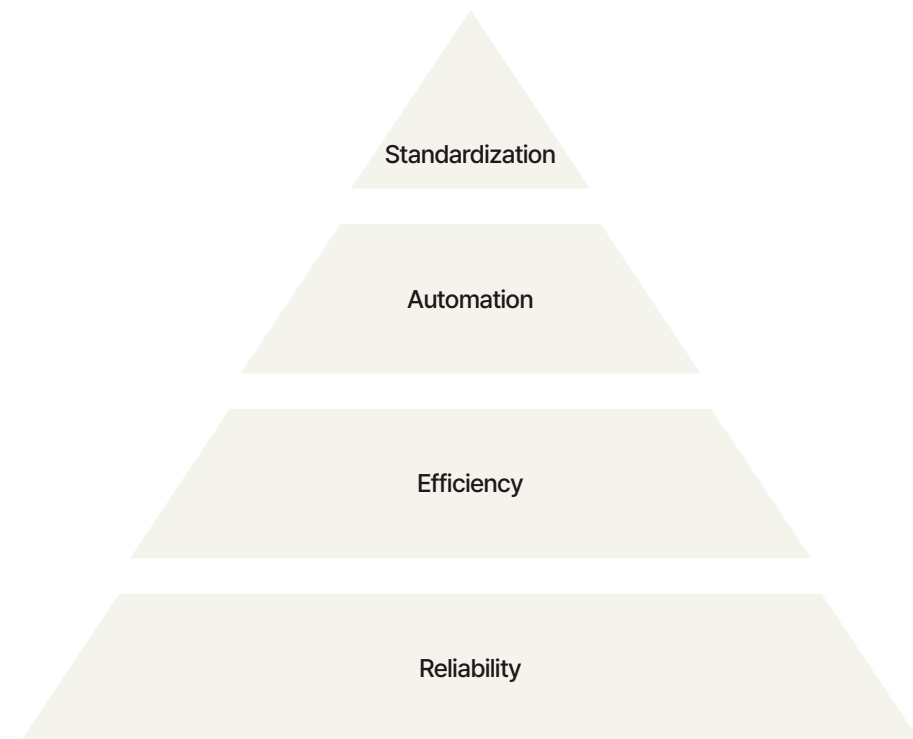
(\*Source: "Hierarchy of Kubernetes priorities" by Nathan Taber (Sr.Manager-Product&Advocacy), AWS re:Invent. 2022)

### • ixi-GEN's Trust-Based AI Design

- LG Uplus's telecommunications-specialized AI ixi-GEN is trained by data without copyrights and personal information issues.
- We ensure user safety by removing personal data, sensitive information, harmful content, and inappropriate languages.
- We train ixi-GEN with the latest data to eliminate AI hallucinations.
- We cooperated with 42Maru, possessing advanced technology in the Retrieval-Augmented Generation (RAG) area.

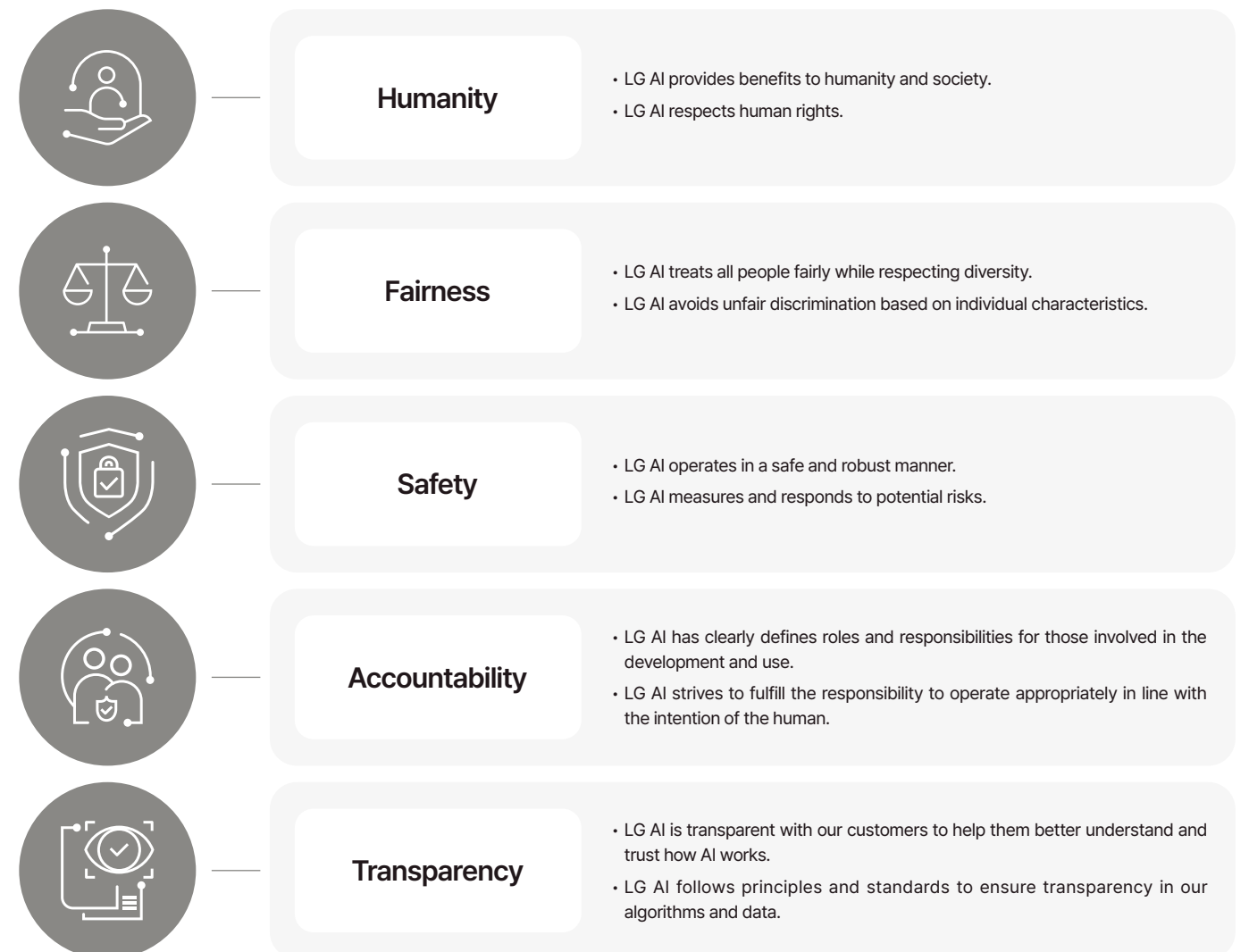
### • Distinctive Security Technology, ixi-Guardian

- LG Uplus has developed ixi-Guardian, an AI security technology suite specialized for telecommunications, featuring deepfake voice attack prevention, security-focused on-device small language models (sLM), and post-quantum cryptography (PQC) technology.



## ● AI Ethics

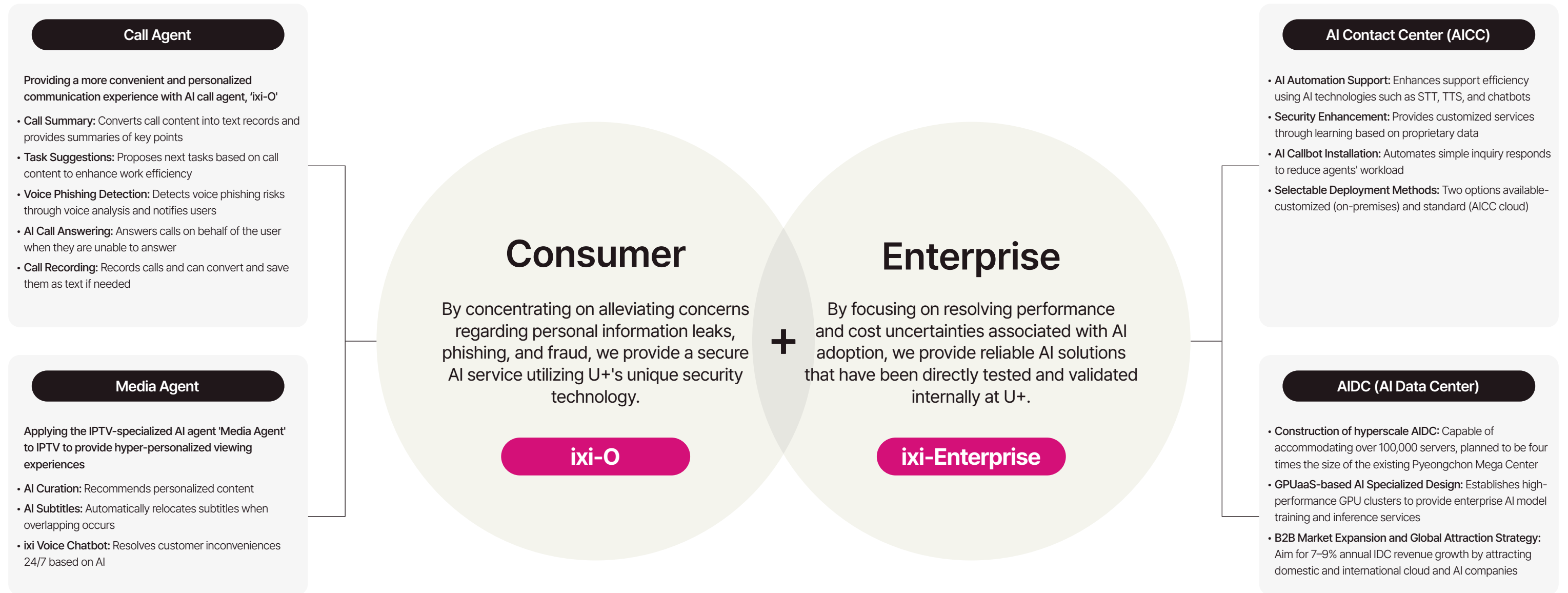
- LG Uplus develops and utilizes AI in accordance with the LG AI Ethics Principles to make AI enhance customers' lives beyond technology and to create a safe and sustainable society.



# A Brighter World Through the AX Technology Value

## ● AI Services

LG Uplus integrates human-centered AI into existing service lines to provide AI services focused on customer value. For individual customers, LG Uplus focuses on delivering secure services through its Security technology, while for corporate clients, it provides reliable solutions based on AI that has been utilized and verified over many years.



# A Brighter World Through the AX Technology Value

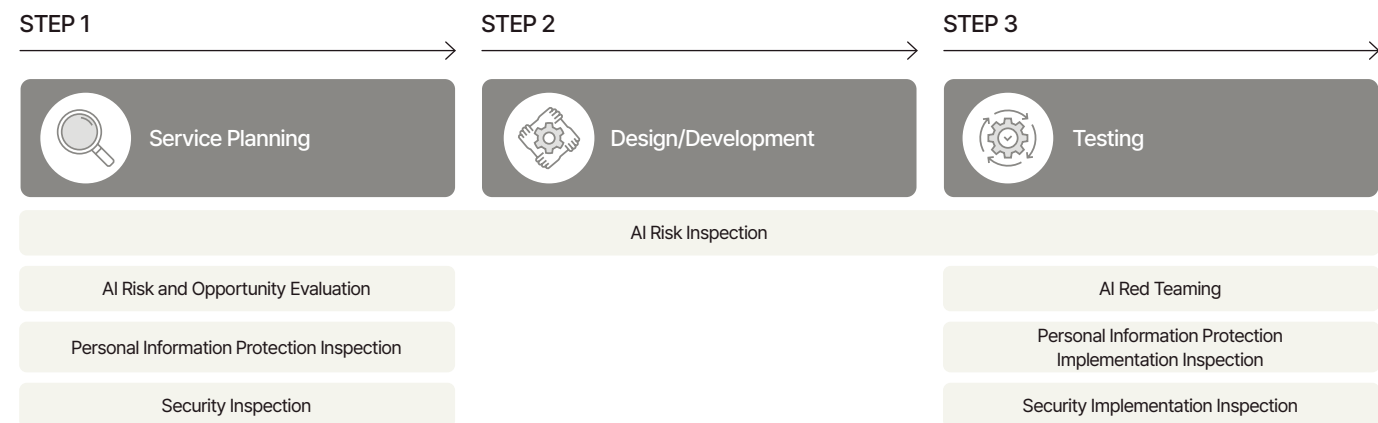
LG Uplus is committed to fulfilling the ethical responsibilities of AI technology by establishing and operating an AI governance framework based on the AI Ethics Principles of the LG AI Research Institute.

## ● AI Governance

### Establishment and Operation of AI Governance Framework

- LG Uplus conducts training courses across the entire organization to enhance all members' understanding of AI ethics and governance
- We take a systematic approach for the specialized teams to review each stage of AI service planning, design and testing from the perspectives of privacy protection and ethics
- We reinforce risk management system through AI risk and opportunity assessment and AI Red teaming

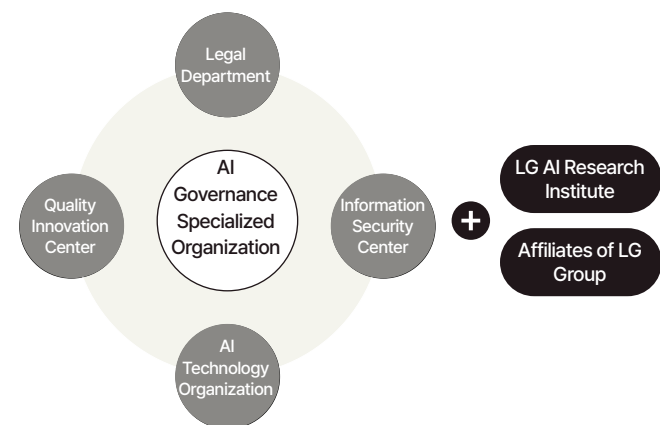
#### AI Governance Framework



### AI Governance Specialized Organization

- An AI governance specialized team is organized to develop and operate company-wide AI governance policies
- For safe and effective policy response and systematic verification, close collaboration is conducted with domain-specific expert group such as the Information Security Center, Legal Department, Quality Innovation Center, and AI technology organizations
- To comply with LG Group AI Ethics Principles and enhance AI reliability and transparency, we share core technologies and cooperate with LG AI Research Institute and other affiliates of LG Group

#### AI Governance Organization Chart



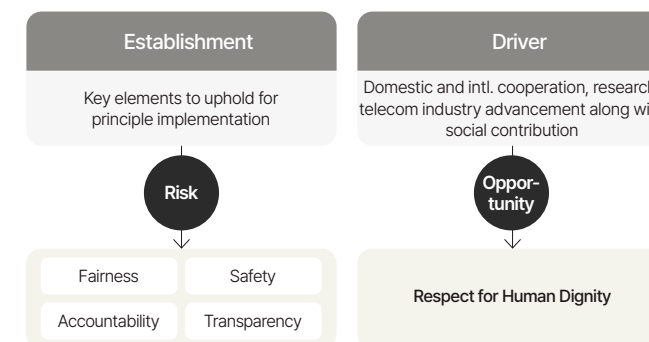
# A Brighter World Through the AX Technology Value

## ● AI Risk Management

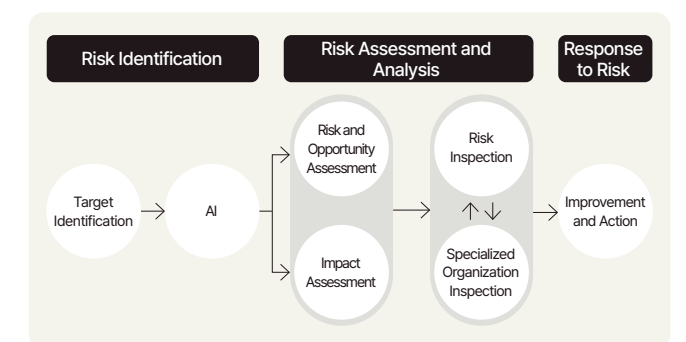
### Risk Management on the course of AX Process

- The transition to an AI-based business model entails a lot of new opportunities while inherently containing various potential risks such as information security, ethics, social responsibility, and government regulatory plans.
- LG Uplus established an AX risk management framework based on AI Ethics Principles.
- With the AX risk management framework, we review both potential risk factors that may arise during AI service development and operation, as well as new opportunity factors that can be created.
- We categorize risks and opportunities by maintaining the existing five principles of AI ethics from the compliance and development perspectives, and we implement improvement processes through AI risk assessments of each element

#### AI Risk Management Elements



#### AI Risk Management Framework

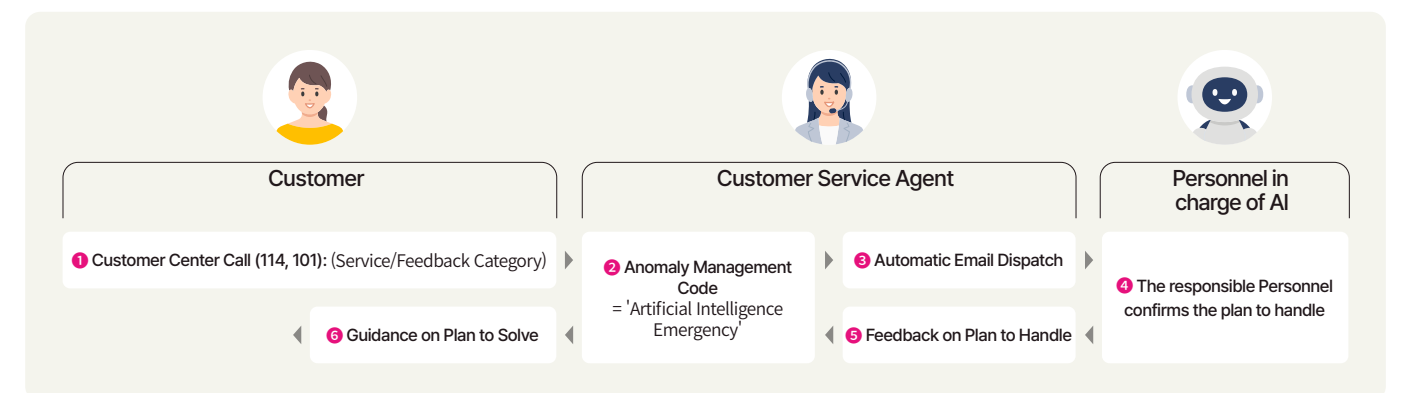


\* Acquired certification for 'Artificial Intelligence (AI Management System) (ISO/IEC42001)' by applying an AI risk management system based on international standards that aligns with LG Group and Company strategies and goals (2025.06)

### Customer Protection and Response

- We operate an AI-specific channel dedicated to AI complaints to gather feedbacks on AI services related ethics and compliance and promptly cope with customer's AI complaints to strengthen the protection of customer's personal information

#### AI complaint Response Process



# A Brighter World Through the AX Technology Value

## ● Social Value Creation through AX Technology



\*AI Generated Image

### ● Technology shines when it serves people - The story of an LG Uplus employee's 'first-ever call'

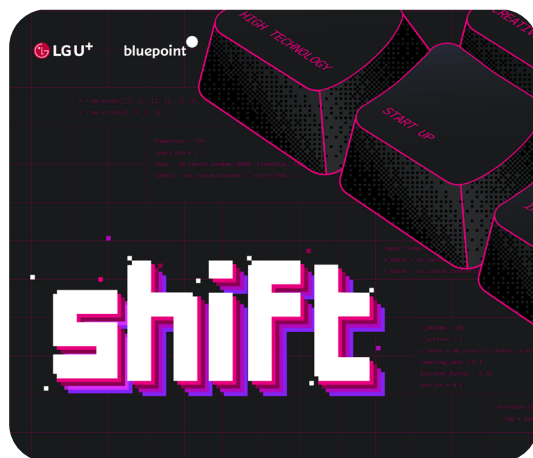
Jeong-hoon Kim, an LG Uplus employee who is hard of hearing, experienced the profound moment of making his first direct phone call with his mother through the company's AI-powered calling service 'ixi-O'. Throughout the call, Mr. Kim was moved to tears as ixi-O provided real-time speech-to-text conversion, embodying the company's core value that 'technology serves people.'

'ixi-O' transcends mere technology to become a meaningful bridge that brings people closer together and connects hearts. Through such innovations, LG Uplus strives to create an inclusive world where everyone can participate, and we remain committed to advancing human-centered innovation across diverse fields.



### ● 'Smart Hospital' through medical consultation specialized AICC

LG Uplus has implemented an AI-based medical consultation concierge service at Barun Sesang Hospital in Seongnam, Gyeonggi Province, automating patients' routine inquiries and appointment scheduling through an AI call bot. This reduces the burden on hospital staff, enabling them to focus on more complex medical consultations. The EXAONE-based AICC enhances consultation quality through natural language processing technology and provides advanced features including AI consultation support and automatic consultation content summarization. This service improves hospital operational efficiency and contributes to creating a patient-centered smart hospital. Moving forward, LG Uplus plans to expand AI-powered services that enhance customer experience across diverse industries beyond healthcare.



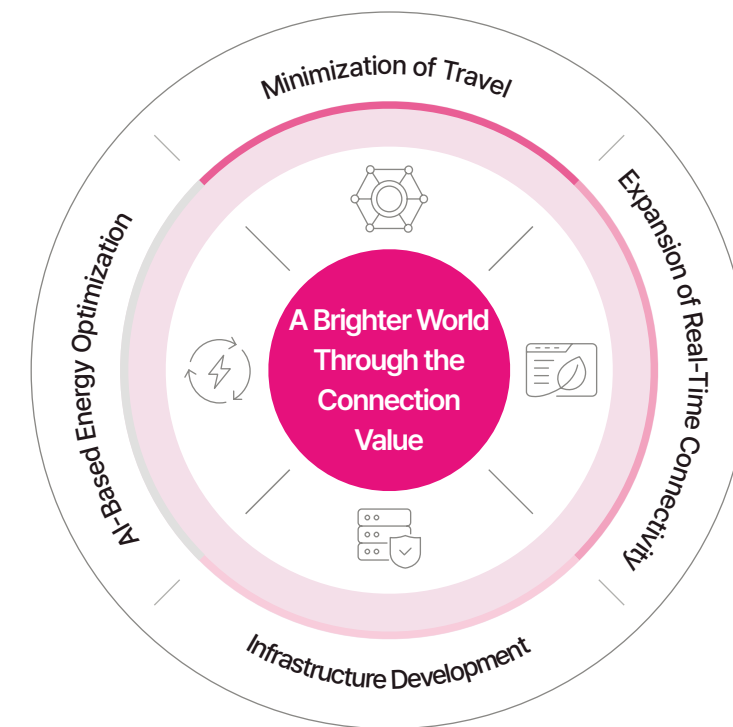
### ● AI startups take flight with LG Uplus - Launch of the 'SHIFT' program

LG Uplus has officially launched the startup support program 'SHIFT' to discover and foster startups with AI technology capabilities. Startup teams from domestic and international university research institutes are eligible to participate. Selected companies receive comprehensive support including equity investment through dedicated funds, technical assistance, and commercialization acceleration. Notably, LG Uplus provides access to APIs from its AI platform 'ixi' and covers Proof of Concept (PoC) costs to establish a practical collaboration foundation. The program is operated by Bluepoint Partners, an accelerator, with leading fund management companies such as Shinhan Venture Investment and Kakao Ventures, alongside with major university technology holding companies from KAIST and Seoul National University, participating in evaluation and team identification. Through this initiative, LG Uplus aims to secure promising technologies in its early stage, strengthen its competitiveness in the AI market, and contribute to expanding Korea's AI ecosystem.

# A Brighter World Through the Connection Value

LG Uplus enriches human life through AI while advancing solutions to social issues and designing a sustainable future. Furthermore, by advancing telecommunications networks, it supports customers' virtual activities and contributes to reducing carbon emissions across society. For individual customers, the expansion of network-based services such as video calls, remote work, and online shopping reduces transportation use and shifts physical consumption to digital, thereby lowering travel-related carbon emissions. For enterprise clients, we provide an eco-friendly AI Data Center (AIDC) optimized for high-performance AI and big data processing, as well as 5G-based remote energy metering services. In this way, LG Uplus transcends our core telecommunications role by supporting customers' digital transformation and fostering low-carbon lifestyles and work environments across society.

### AI-Powered Low-Carbon Lifestyle






| Minimization of Travel  | Expansion of Real-Time Connectivity  | Infrastructure Development   | AI-Based Energy Optimization  |
|---|--|--|---|
| <ul style="list-style-type: none"> <li>Virtual Meeting</li> <li>Video Call</li> <li>Remote Work</li> <li>Mobile Banking</li> <li>Online Shopping</li> </ul> | <ul style="list-style-type: none"> <li>Energy Management Based on Remote Metering</li> <li>Smart Pipeline Network with Remote Monitoring Capability</li> <li>Providing Real-Time Traffic Information via Wireless Network</li> </ul> | <ul style="list-style-type: none"> <li>Highly-Efficient AIDC</li> <li>U+ Smart Safety Gear by ixi</li> <li>Transportation Solution for people with vision impairment 'Daisy (Day-Easy)'</li> </ul> | <ul style="list-style-type: none"> <li>6G Network Technology lowering Power Consumption</li> <li>Vehicle Control DX Solution 'U+ Connex'</li> </ul> |

# A Brighter World Through the Connection Value

## ● Contribution to Carbon Reduction Through Minimized Physical Travel

- Based on existing studies, the expected carbon reduction effect was estimated as LG Uplus customers use services such as video calls, virtual meetings, and remote work via its telecommunications network.
- According to a report published by GSMA<sup>1)</sup> in 2019, a carbon reduction coefficient was presented to estimate the amount of carbon reduction contributed by network development through changes in user behavior and enhanced network connectivity.
- In 2023, the Korea Telecommunications Operators Association (KTOA) applied the carbon reduction coefficient disclosed by GSMA to calculate a domestic carbon reduction coefficient through the 'Analysis and Report on Carbon Emission Reduction Effects of Telecommunication Services,' which was presented at the 2023 Korea Society of Industrial Information Conference.
- LG Uplus estimated the carbon reduction contribution effect of our network infrastructure to be approximately 6.758 million tons. This figure is estimated based on specific assumptions and scenarios, as well as applying the domestic carbon reduction coefficient.

Estimated Carbon Reduction Amount for LG Uplus Customers<sup>2)</sup>

| Category   | Classification                                  | Reduction Contribution Effect(10,000 tons) |
|--|---|--|
|  <b>Mobility Optimization</b><br>Services that reduce carbon emissions by minimizing physical movement or improving traffic efficiency.                  | Navigation App                                  | 20.0                                       |
|  | Taxi Calling App                                | 9.6  |
|  | Carpool App                                     | 0.9  |
|  | Real-time Public Transportation Information App | 162.5                                      |
|  | Bicycle Sharing App                             | 2.7  |
| Subtotal   |   | 195.7                                      |
|  <b>Virtual Support</b><br>Services that replace physical visits and consumption activities with digital alternatives to reduce traffic and energy use. | Remote Work                                     | 15.0                                       |
|  | Virtual Meeting                                 | 62.4                                       |
|  | Calls or Video Calls with Friends and Family    | 14.2                                       |
| Subtotal   |   | 91.6                                       |
|  <b>Service Digitalization</b><br>Services that digitize existing offline services to reduce energy consumption and carbon emissions.                   | Mobile Banking                                  | 108.1                                      |
|  | Internet Shopping                               | 240.6                                      |
|  | Accommodation Sharing App                       | 21.4                                       |
|  | Secondhand Trading App                          | 18.4                                       |
| Subtotal   |   | 388.5                                      |
| <b>Total</b>   |   | <b>675.8</b>                               |

### Carbon reduction effect calculation formula

$$\text{Carbon reduction coefficient (kgCO}_2\text{eq per smartphone user)}^3 \times \text{Number of LG Uplus subscribers aged 20 and above}$$

1) GSMA, The Enablement Effect: The impact of mobile communication technologies on carbon emission reductions (2019)

2) Calculated based on the number of LG Uplus mobile subscribers aged 20 and above as of December 2024, applying the same calculation criteria as the KTOA report.

3) The domestic carbon reduction coefficient used for estimating carbon reduction effects (KTOA report) can be found in the Appendix.

# A Brighter World Through the Connection Value

## ● Expansion of Real-Time Connectivity



### ● Establishment of wireless communication network for real-time traffic information provision

A wireless communication network providing real-time traffic signal information has been established in Incheon Metropolitan City, enhancing driving convenience and reducing accident risks by allowing navigation systems to check remaining signal times. This system enables various service developments through collaboration with the National Police Agency and Korea Road Traffic Authority, and is expected to serve as foundational technology accelerating the autonomous vehicle era. The wireless network control system allows proactive measures in case of issues, targeting commercialization in the first half of 2025. The project contributes to creating a safe and sustainable traffic environment.



\*AI Generated Image

### ● Remote metering-based energy management

Remote metering technologies for water, gas, and electricity emphasize eco-friendly aspects through energy efficiency and resource conservation. Electric remote metering utilizes low-power IoT technology to reduce energy consumption and assists consumers in optimizing energy use with real-time data. Gas remote metering prevents accidents via gas leak detection and automatic shutoff functions, while accurately measuring usage to avoid unnecessary waste. Water remote metering optimizes water resource management and integrates with smart grids to efficiently manage water and energy resources, contributing to environmental protection. LG Uplus's telecommunications network enables the delivery of these remote metering services to customers, playing a crucial role in sustainable development and eco-friendly urban development.



### ● Smart pipeline network enabling real-time remote monitoring of gas pipeline corrosion and other defects

LG Uplus's smart pipeline network business prioritizes worker safety by implementing technology that remotely monitors pipeline conditions. Utilizing NB-IoT communication and sensor technologies, it monitors gas leaks, flooding status, and pipeline corrosion in real time, minimizing direct visits by workers in hazardous areas such as roads to reduce safety incidents. The extensive NB-IoT network coverage via U+ LTE Nationwide Network allows detailed pipeline status checks without blind spots, and wireless explosion-proof equipment enhances valve room safety.

Additionally, data analysis predicts pipeline conditions to optimize maintenance, and GIS-based precise location tracking improves pipeline management efficiency. This enables workers to perform tasks safely without exposure to hazardous environments through wireless communication and explosion-proof equipment.

# A Brighter World Through the Connection Value

## ● Infrastructure Development



### ● Highly-Efficient AIDC contributing to customers' carbon reduction - Joint business agreement on AIDC liquid cooling solution

With the rapid increase in data processing demands due to advancements in AI, LG Uplus recognizes the importance of AI Data Centers (AIDC) optimized for high-performance AI and big data processing. These data centers are more efficient than traditional data centers and require environment-friendly design as essential. LG Uplus is cooperating with partners to develop next-generation liquid cooling technology tailored to needs of AI data center, aiming to enhance data processing efficiency, reduce energy consumption, and minimize environmental impact. This technology features a high-efficiency cooling system that reduces carbon emissions and simplifies maintenance. This strategy will contribute to strengthening the sustainability and competitiveness of AI data centers.



### ● Smart solution protecting employee safety, U+ Smart Safety Gear by ixi

To prevent industrial accidents, LG Uplus developed 'U+ Smart Safety Gear by ixi' to enhance safety at construction sites. This solution detects in real-time whether employees are wearing safety gear and delivers safety warnings via Bluetooth even outside the coverage areas. By attaching sensors to existing equipment, it minimizes cost while providing an integrated platform to be used by business owners, managers, and employees alike. In cooperating with Hyundai Elevator, we have achieved prevention of fall accidents and zero fatalities, and it has been applied at GS Caltex gas station maintenance sites to improve safety. LG Uplus continues to develop AI- and IoT-based safety solutions to protect employees and fulfill corporate social responsibility, contributing to industrial accident prevention and creating a safe working environment.



### ● Helping people with visual impairment board city buses through telecommunication technology

The transportation solution for the people with visual impairment, 'Daisy (Day-Easy),' has successfully completed its project. This technology links the white cane and smartphone of individuals with visual impairment to guide bus boarding locations and directions, developed specifically to resolve inconveniences caused by unclear bus voice announcements for the users of public transportation. This solution will be expanded further by integrating with local government transportation systems. Through this, it aims to improve mobility accessibility for socially vulnerable groups and contribute to an inclusive society through technology.

# A Brighter World Through the Connection Value

## ● AI-Based Energy Optimization



### ● Vehicle management DX solution 'U+ Connect'

LG Uplus has launched the vehicle management DX solution 'U+ Connect' to strengthen competitiveness in the FMS (Fleet Management Solution) market. This solution analyzes safe and economical driving patterns for each driver and scores them for managers and drivers to easily check the results. Managers can encourage economical driving based on scores, such as minimizing idling, based on the scores, which contributes not only to improve fuel efficiency but also to reduce carbon emissions across the enterprise. Additionally, the safe driving score reflects risk factors such as a burst of speed or sudden stops to improve the driver's driving habits.



### ● 6G network technology demonstration to reduce power consumption

For the 6G era and to secure sustainable network technology, LG Uplus demonstrated the 'Optical Transport Network.' This technology minimizes conversions between electrical and optical signals to reduce power consumption and enhance data transmission efficiency. This demonstration is part of LG Uplus's proactive efforts to secure technology for building sustainable networks and to achieve energy savings and efficient network operation. Furthermore, LG Uplus is conducting research on various 6G-related technologies such as AI, open networks, and network APIs, with plans to share related achievements at the Industrial Exhibition. These technological innovations will contribute to create a sustainable environment and to improve energy efficiency.

# Environment

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# Climate Change

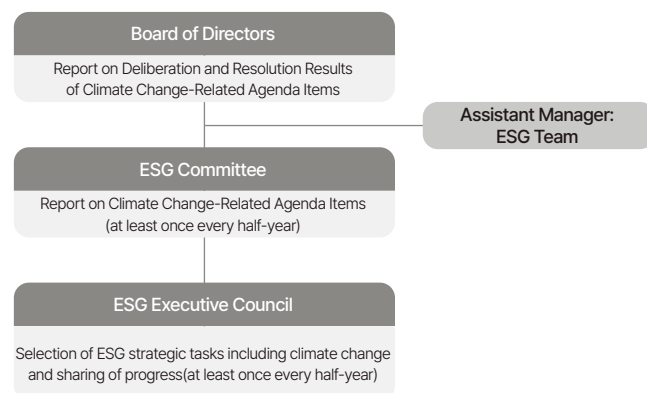
LG Uplus has established a 2050 Carbon Neutrality Scenario and continuously refines its climate change response strategy by comprehensively considering feasibility, business impact, and economic viability. The ESG Committee under the Board of Directors has a system in place to review and resolve sustainability issues, including risks and opportunities related to climate change, and is implementing improvement tasks to address climate change.

## Climate Change Response Governance

### Climate Change Response Governance

- LG Uplus operates an ESG Committee as the highest decision-making body responsible for overseeing climate-related risks and opportunities, and continuously manages these risks and opportunities through the ESG Executive Council, which includes responsible executives from key ESG-related organizations.

### Climate Change Management and Supervision Organization



### ESG Committee

- To oversee climate change risks and opportunities, the ESG Committee operates under the Board of Directors.
- Deliberation on ESG basic policies, strategy establishment, and mid-to long-term goals(held regularly at least once in every six months).
- Regular training for ESG Committee members to enhance management and oversight capabilities related to climate change response.

### ESG Executive Council

- Composed of executive-level officers responsible for key ESG organizations.
- Continuously discusses issues arising during work processes to strengthen response to climate change.

### ESG Team

- Established a working organization to implement tasks for climate change response.

### Assessment and Development of Climate Change Capabilities

- LG Uplus includes evaluation factors related to sustainability within the ESG metrics when selecting new director candidates to ensure that directors with expertise in climate change are appointed.
- Directors with expertise related to sustainability actively express their opinions on climate change issues during the decision-making process related to sustainability.

### Board of Directors Competency Evaluation Items

| Evaluation Item                 | Definition   |
|---------------------------------|--|
| Telecommunications Industry     | Possession of expertise regarding the business characteristics of affiliated companies.  |
| Management/Accounting Expertise | Possession of expertise in finance and accounting for management and supervision   |
| Risk management expertise       | Possession of expertise in responding to potential risks and expertise arising in the process of investment activities and strategic direction setting |
| Legal expertise                 | Possession of expertise in managing and responding to legal risks, laws, and public policy   |
| Sustainability                  | Possession of expertise related to environment (climate change), society (information security, etc.), and governance                                  |

### Key Agendas of the ESG Committee

- The ESG Committee supervises climate change risks and opportunities, including receiving reports on the establishment and implementation plans of greenhouse gas reduction targets to manage risks related to climate.
- Three ESG Committee meetings held in 2024.

### 2024 ESG Committee Agendas

| Date        | Content   | Category             |
|-------------|---|----------------------|
| 2024. 03.21 | <ul style="list-style-type: none"> <li>• Approval of joining for climate change response initiatives</li> <li>• Report on status and plans for compliance with mandatory ESG disclosures</li> <li>• Report on Compliance Risk management status and improvement measures</li> </ul> | Approved<br>Reported |
| 2024. 07.25 | <ul style="list-style-type: none"> <li>• Report on greenhouse gas emission calculation results and response plans</li> <li>• Report on ESG materiality assessment results and implementation plans</li> </ul>   | Reported             |
| 2024. 11.21 | <ul style="list-style-type: none"> <li>• Report on 2024 ESG performance and plans</li> <li>• Report on GHG reduction progress and plans</li> <li>• Report on Compliance Key Risk management progress</li> </ul>   | Reported             |

# Climate Change

## Climate Change Risks and Opportunities

### Climate Change Risks

- LG Uplus identifies climate-related risks and opportunities by referring to disclosure topics in the 'Industry-based Guidance on IFRS S2 Implementation' and considering applicability.
- Physical risks identified include chronic physical risks such as abnormal weather, and acute physical risks such as flooding, typhoons, and wildfires; transition risks identified as significant including electricity rate increases and emission allowance price rises.

### Physical Risks

| Type    | Expected Financial Impact   | Expected Impact Period |          |           |
|---------|---|------------------------|----------|-----------|
|         |   | Short-term             | Mid-term | Long-term |
| Chronic | <ul style="list-style-type: none"> <li>• Increased operating costs due to higher electricity consumption and heating and cooling demand</li> <li>• Increased maintenance and replacement costs due to reduced efficiency of air conditioning equipment</li> <li>• Decreased productivity and reduced operating revenue due to deteriorated working environment</li> </ul>     | ●                      | ●        | ●         |
| Acute   | <ul style="list-style-type: none"> <li>• Flooding (heavy rain and flood)</li> <li>• Asset loss and increased replacement and maintenance costs</li> <li>• Service quality degradation due to flooding of major communication facilities and customer-dense areas</li> <li>• Customer complaints and revenue loss due to service interruption from equipment outage</li> </ul> | ●                      | ●        | ●         |
|         | <ul style="list-style-type: none"> <li>• Typhoon</li> <li>• Damage to outdoor communication networks (cables, base stations, etc.) and buildings that increase replacement and maintenance costs</li> <li>• Power supply interruption and customer service disruption due to backup power supply limitations</li> </ul>   | ●                      | ●        | ●         |
|         | <ul style="list-style-type: none"> <li>• Wildfire</li> <li>• Increased replacement and maintenance costs due to damage to major communication equipment</li> <li>• Power supply interruption and customer service disruption due to backup power supply limitations</li> </ul>  | ●                      | ●        | ●         |
| Common  | <ul style="list-style-type: none"> <li>• Increased costs for preventing physical risk occurrence</li> <li>• Costs incurred for deploying emergency recovery personnel</li> </ul>  | ●                      | ●        | ●         |

### Transition Risks

| Type                  | Expected Financial Impact  | Expected Impact Period |          |           |
|-----------------------|--|------------------------|----------|-----------|
|                       |  | Short-term             | Mid-term | Long-term |
| Policy and Regulation | <ul style="list-style-type: none"> <li>• Increase in Carbon credit price</li> <li>• Increased costs due to the rise in emission liabilities</li> <li>• Increased investments and costs for the procurement of renewable energy for the purpose of GHG reduction</li> </ul>   |                        | ●        | ●         |
|                       | <ul style="list-style-type: none"> <li>• Strengthening of Regulatory Emission Obligations</li> <li>• Increased personnel and system operation costs due to strengthening of emission trading system and mandatory climate disclosure</li> </ul>  |                        | ●        | ●         |
|                       | <ul style="list-style-type: none"> <li>• Mandatory Energy Efficiency</li> <li>• Increased investments and costs due to expanded requirements for high-efficiency equipment installation</li> <li>• Increased costs due to strengthened standards for environmental charges imposed by the Ministry of Environment</li> </ul> |                        | ●        | ●         |
| Technology            | <ul style="list-style-type: none"> <li>• Increased demand for low-carbon products and services</li> <li>• Increased investments and costs due to use of high-efficiency network equipment</li> <li>• Increased investments and costs due to adoption of low-carbon technologies</li> </ul>                                   | ●                      | ●        | ●         |
| Market                | <ul style="list-style-type: none"> <li>• Increase in Electricity Cost</li> <li>• Increased operating expenses due to electricity costs rise</li> <li>• Increased investments and costs for energy savings and reducing dependence on grid power</li> </ul>   | ●                      | ●        | ●         |

### Climate Change Opportunities

- Material opportunities identified from climate change include increased sales of low-carbon products and services, operating cost reductions through utilization of public incentives such as green bonds, and securing new revenue sources such as electric vehicle charging.

### Opportunities

| Type                  | Expected Financial Impact  | Expected Impact Period |          |           |
|-----------------------|--|------------------------|----------|-----------|
|                       |  | Short-term             | Mid-term | Long-term |
| Resource Efficiency   | <ul style="list-style-type: none"> <li>• Operational Efficiency</li> <li>• Decrease in operating costs through digital-based distribution structure transformation</li> </ul>  |                        | ●        | ●         |
| Products and Services | <ul style="list-style-type: none"> <li>• Low-carbon Telecommunication Solution</li> <li>• Increased revenue through differentiated services by building and operating low-power, high-efficiency IDC; Enhanced corporate image and customer loyalty through provision of low-carbon products and services</li> </ul> | ●                      |          |           |
| Market                | <ul style="list-style-type: none"> <li>• Public Incentives</li> <li>• Indirect operational cost reduction by utilizing financial support based on eco-friendly policies such as green bonds, green finance, and government subsidies</li> </ul>  | ●                      |          |           |
|                       | <ul style="list-style-type: none"> <li>• New Market Entry</li> <li>• Securing new revenue sources through entry into climate-friendly businesses (i.g. electric vehicle charging)</li> </ul>   |                        | ●        |           |

# Climate Change

## ● Response to Climate Change Mid- to-Long-Term Strategy

### Strategy for addressing climate change risks and opportunities

- Internalize related measures into business strategy to enhance resilience against climate change risks and effectively create opportunity factors

| Category         | Detailed Contents                                     |  |  |
|------------------|---|--|--|
|                  | Current Efforts                                       | Expected Efforts   |  |
| Physical Risks   | Abnormal weather                                      | <ul style="list-style-type: none"> <li>Replacement and maintenance of outdated cooling and heating equipment</li> <li>Operational efficiency and regular maintenance (heat exchangers, air conditioner cleaning, etc.)</li> <li>Establishment of outdoor air cooling system</li> <li>Monitoring for operational efficiency of cooling and heating equipment</li> </ul>   | <ul style="list-style-type: none"> <li>Establish criteria for adjusting working hours and expanding flexible work arrangements in the event of a heatwave warning</li> </ul>   |
|                  | Flooding  | <ul style="list-style-type: none"> <li>Flood response and communication quality maintenance through coverage adjustment and installation of mobile subscriber access point (MSAP)</li> <li>Regular inspection and repair of leakage-prone areas such as rooftops, exterior walls, and windows</li> <li>Installation and maintenance of waterproof facilities in key areas such as electrical and mechanical equipment rooms</li> <li>Installing flood barrier to prevent and minimize equipment flooding</li> </ul>  | <ul style="list-style-type: none"> <li>Flood response and communication quality maintenance through coverage adjustment and installation of mobile subscriber access point (MSAP)</li> <li>Identify flood risk factors and conduct mock drills to prepare for flooding situations</li> </ul> |
|                  | Typhoon/Wildfire                                      | <ul style="list-style-type: none"> <li>Securing backup power supply capacity in preparation for power outages</li> <li>Minimizing network disconnection and ensuring service availability</li> <li>Duplexing of facilities and access routes for major communication and base stations</li> <li>Fire insurance subscription for buildings such as headquarters, stations, and base stations</li> <li>Replacement and maintenance of fire detectors</li> </ul>  | <ul style="list-style-type: none"> <li>Multiplication of key communication routes and facilities through disaster recovery systems</li> <li>Conducting preemptive removal of wildfire ignition materials in vulnerable areas throughout the year</li> </ul>                                  |
|                  | Common  | <ul style="list-style-type: none"> <li>Maintaining minimum service during emergencies through disaster message alert and establishment of disaster roaming system among three major telecommunication companies</li> <li>Fire safety, seismic design, and structural reinforcement of office buildings, facilities, and base stations</li> <li>Conduct disaster prevention technology guidance during facility construction</li> <li>Establish and operate control systems</li> <li>Maintenance of communication equipment against physical risks</li> </ul> |  |
| Transition Risks | Increase in emission credit prices                    | <ul style="list-style-type: none"> <li>Establishment and implementation of reduction targets for Scope 1 and 2 greenhouse gas emissions</li> </ul>   | <ul style="list-style-type: none"> <li>Monitoring of GHG emission credit price trends and establishment of supply and demand plans</li> </ul>  |
|                  | Strengthening of Regulatory Obligations               | <ul style="list-style-type: none"> <li>Reorganization of greenhouse gas inventory and establishment of a data management system</li> </ul>   | <ul style="list-style-type: none"> <li>System improvements and risk identification reflecting regulatory changes</li> </ul>  |
|                  | Mandatory Energy Efficiency                           | <ul style="list-style-type: none"> <li>Replacement of outdated communication equipment with high-efficiency equipment</li> <li>Participating in the Korean Zero-Emission Vehicle Transition Project (EV100) for the introduction of eco-friendly vehicles</li> </ul>   |  |
|                  | Increased demand for low-carbon products and services | <ul style="list-style-type: none"> <li>Provision of low-carbon services through the sharing of common networks and power facilities</li> <li>Transition from coaxial cable (HFC) to fiber optic cable (FTTH) infrastructure</li> <li>Introduction of high-efficiency rectifiers</li> <li>Monitoring of energy usage patterns in communication equipment and application of energy-saving modes</li> </ul>  | <ul style="list-style-type: none"> <li>Expansion of transition to optical fiber (FTTH) infrastructure</li> <li>Expand installation of high-efficiency rectifier</li> <li>Expansion of energy-saving mode application for communication equipment</li> </ul>                                  |
|                  | Increase in Electricity costs                         | <ul style="list-style-type: none"> <li>Construction of self-generation facilities, such as solar power installations</li> <li>Procurement of renewable energy</li> <li>Promotion of peak load reduction strategies</li> </ul>  | <ul style="list-style-type: none"> <li>Consideration of self-generation facility installation during new construction</li> <li>Expansion of renewable energy procurement</li> <li>Strengthening response to peak electricity demand</li> </ul>   |
| Opportunities    | Operational Efficiency                                | <ul style="list-style-type: none"> <li>Efficiency improvement through the digital transformation of distribution structures</li> </ul>   | <ul style="list-style-type: none"> <li>Expansion of digital-based distribution structure transformation</li> </ul>   |
|                  | Low-carbon Communication Solution                     | <ul style="list-style-type: none"> <li>Establishment of low-power, high-efficiency IDCs and energy-efficient operations</li> <li>Product packaging using eco-friendly materials</li> </ul>   | <ul style="list-style-type: none"> <li>AIDC operation applying liquid cooling solutions</li> <li>Expansion of product packaging using eco-friendly materials</li> </ul>  |
|                  | Public Incentives                                     | <ul style="list-style-type: none"> <li>Construction of the Pyeongchon IDC 2nd Center through the Green Policy Finance Promotion Support Project</li> <li>Construction of self-solar power facilities through the Greenhouse Gas Reduction Facility Support Project</li> </ul>  |  |
|                  | New Market Entry                                      | <ul style="list-style-type: none"> <li>Entry into the electric vehicle charging business market</li> </ul>   | <ul style="list-style-type: none"> <li>Activation of the electric vehicle charging business</li> </ul>   |

# Climate Change

## ● Financial Impact Due to Climate Change

### Financial Impact for the Current Year (2024)

- Analysis of financial impacts on LG Uplus from climate change-related risks and opportunities as of 2024

| Category         | Climate-related Risks and Opportunities         |   | Pathways Impacting Financial Position, Performance, and Cash Flows    | Account Item   | Impact Amount  |                    |
|------------------|---|---|---|--|--|--------------------|
|                  | Factor  | Details   |   |  |  |                    |
| Physical Risks   | Chronic Physical Risks (Abnormal Weather)       | Increase in electricity usage to respond to abnormal weather  | Increase in operating expenses, outflow of operating cash flows       | Other operating expenses (electricity charges)                   | 409,502 <sup>(1)</sup>   |                    |
|                  |   | Improvement of high-efficiency cooling equipment  | Increase in tangible assets, outflow of investing cash flows          | Other operating expenses (repairs, etc.)                         |  |                    |
|                  |   | Operation of monitoring systems for operational efficiency  |   | Tangible assets (electric and telecommunication equipment, etc.) |  |                    |
|                  | Acute Risks (Floods, typhoons, wildfires, etc.) | Improvement of employee working environment   | Increase in operating expenses, outflow of operating cash flows       |  | Other operating expenses (repairs, etc.)                           |                    |
|                  |   | Costs incurred for asset damage recovery  |   |  | Other operating expenses (repairs, etc.)                           |                    |
|                  |   | Decrease in revenue due to service quality degradation or interruption  | Decrease in sales and operating profit, and in operating cash inflows |  | Operating revenue, operating profit                                | (6)                |
|                  |   | Investment in emergency power facilities  | Increase in operating expenses, outflow of operating cash flows       |  | Other operating expenses (communication facility usage fees, etc.) |                    |
|                  | Physical Risk Prevention                        | Increase in tangible assets, outflow of investing cash flows  |   |  | Tangible assets (electric and telecommunication equipment, etc.)   |                    |
|                  |   | Increase in operating expenses, outflow of operating cash flows   |   |  | Other operating expenses (repairs, etc.)                           |                    |
|                  |   | Increase in pre-investment costs for prevention purposes  | Increase in tangible assets, outflow of investing cash flows          |  | Tangible assets (electric and telecommunication equipment, etc.)   |                    |
| Transition Risks | Increase in Carbon credit prices                | Increase in emission related liabilities  | Increase in current liabilities, fluctuation in operating cash flows  | Accounts payable and other liabilities                           | 1,841 <sup>(2)</sup>   |                    |
|                  | Strengthening of regulatory obligations         | Compliance with laws and facility improvements  | Increase in operating expenses, outflow of operating cash flows       | Fees and other operating expenses (repairs, etc.)                |  |                    |
|                  | Mandatory energy efficiency                     | Installation of high-efficiency equipment   | Increase in tangible assets, outflow of investing cash flows          |  | Tangible assets (electric and telecommunication equipment, etc.)   | (6)                |
|                  |   | Investment in high-performance network transition facilities (Coaxial cable (HFC) → Optical fiber cable (FTTH)) | Increase in tangible assets, outflow of investing cash flows          |  | Tangible assets (electric and telecommunication equipment, etc.)   |                    |
| Transition Risk  | Increase in electricity rates                   | Use of renewable energy and facility investment   | Increase in operating costs due to higher electricity rates           | Other operating expenses (electricity charges)                   | 2,507 <sup>(1)</sup>   |                    |
|                  |   |   | Increase in tangible assets, outflow of investing cash flows          |  | Tangible assets (electric and telecommunication equipment, etc.)   | (6)                |
| Opportunities    | Operational efficiency                          | Transition to digital distribution structure  | Decrease in operating expenses, inflow of operating cash flows        | Sales commissions, etc.  | (3)  |                    |
|                  |   | Reduction in procurement costs and securing liquidity through public incentives and financial support           | Increase in non-current liabilities, inflow of financing cash flows   | Non-current liabilities (bonds and long-term borrowings)         | 100,000 <sup>(4)</sup>   |                    |
|                  | public incentives                               | Investment in electric vehicle charging infrastructure  | Increase in tangible assets, inflow of investing cash flows           |  | Tangible assets (government subsidies)                             | 433 <sup>(5)</sup> |
|                  | New market entry                                |   | Increase in non-current assets, outflow of investing cash flows       | Investment in subsidiary stocks                                  | 50,000   |                    |

\* The financial figures included in this report are based on the standards established and announced by KSSB. The consolidated company has independently classified the strategies it is implementing according to the extent to which they mitigate climate risks or align with opportunities. The consolidated company is currently improving this judgment system, and classification methods and financial figure calculation methods may change depending on future policy decisions. Additionally, this material was prepared as a preliminary measure for future mandatory disclosures; please consider this when referring to the content.

\* The amounts included in '2024 Financial Impact' reflect some overlapping items during the evaluation process of climate-related risk factors and opportunity factors. This indicates that risks and opportunities may be interrelated, and the consolidated company will continue to improve processes for precise classification and management.

(1) These amounts reflect a composite effect of increased costs due to physical risks (abnormal weather) and transition risks (electricity rate increase) within the controlling enterprise's operating expenses, as well as increased costs arising from higher demand for telecommunication services.

(2) During the current period, as business activities expanded continuously, network equipment utilization increased, leading to a rise in emission credit liabilities. Related costs were recorded as accrued expenses. However, part of these increased liabilities and costs was offset by efforts undertaken by the company to achieve its carbon neutrality goal.

(3) The integrated network update was completed at the end of 2023, and amortization expenses for the related intangible assets are currently recognized in the financial statements. For detailed information on intangible assets, please refer to 'III. Financial Matters - 5. Notes to Financial Statements - 14. Intangible Assets' in the current business report.

(4) Regarding the construction of Pyeongchon IDC Center 2, the company received preferential interest benefits through the government's 'Green Policy Finance Activation Support Project.' The amount corresponds to facility loan funds. For detailed information, please refer to '2.3.2 Resource Procurement for Strategy Execution' in our 2024 KSSB No. 2 Climate-related Disclosure Report.

(5) The solar power generating facility at the Daejeon R&D Center was selected for the government's 'GHG Reduction Facility Support Project.' The amount represents government subsidies received. For detailed information, please refer to '2.3.2 Resource Procurement for Strategy Execution' in our 2024 KSSB No. 2 Climate-related Disclosure Report.

(6) Based on risk and opportunity analysis for this item, it was judged that there is a possibility of impact on the controlling enterprise's financial statements in both short and mid-to-long term. However, currently there is limited data and specific recognition of investment and cost amounts necessary for precise financial impact calculation. Accordingly, the controlling company plans to enhance internal data sophistication to financially analyze this item's impact and establish a management system.

# Climate Change

## Climate Change Scenario Analysis

### Climate Change Risk Scenario Analysis

• LG Uplus conducts scenario analysis on both physical risks and transition risks to identify climate change-related risks.

| Category   | Physical Risk Scenario Analysis   | Transition Risk  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
|--|---|--|---|--|--|-----------|---|-----------|--|--|---|---------------------------------|---|---|----------------------|---|---|---|
| Scenario Selection   | <ul style="list-style-type: none"> <li>Application of scenarios SSP1, SSP2, SSP3, and SSP5 for greenhouse gas concentration pathways adopted in the IPCC (Intergovernmental Panel on Climate Change) Sixth Assessment Report.</li> </ul>  | <ul style="list-style-type: none"> <li>Application of scenarios including the Integrated Assessment Models from the NGFS (Network for Greening the Financial System) and the WEO (World Energy Outlook) provided by the IEA (International Energy Agency)</li> <li>NGFS Scenarios</li> </ul>   |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
|  | <table border="1"> <tr> <td>SSP 1-2.6</td> <td>Minimizing the use of fossil fuels and assuming sustainable economic growth</td> </tr> <tr> <td>SSP 2-4.5</td> <td>Assuming moderate levels of climate change mitigation and socio-economic development</td> </tr> <tr> <td>SSP 3-7.0</td> <td>Assuming vulnerability to climate change due to socio-economic development imbalances and institutional limitations</td> </tr> <tr> <td>SSP 5-8.5</td> <td>Assuming rapid industrial Technological advancements leading to indiscriminate urban Development</td> </tr> </table> | SSP 1-2.6  | Minimizing the use of fossil fuels and assuming sustainable economic growth | SSP 2-4.5  | Assuming moderate levels of climate change mitigation and socio-economic development | SSP 3-7.0 | Assuming vulnerability to climate change due to socio-economic development imbalances and institutional limitations | SSP 5-8.5 | Assuming rapid industrial Technological advancements leading to indiscriminate urban Development | <table border="1"> <tr> <td><b>NDCs (Nationally Determined Contributions)</b></td> <td><b>NZE 2050 (Net Zero 2050)</b></td> </tr> <tr> <td>Assuming the implementation of climate change response and GHG reduction targets submitted by individual countries to the international community</td> <td>Assuming the achievement of net-zero GHG emissions worldwide by around 2050</td> </tr> <tr> <td><b>IEA Scenarios</b></td> <td><b>NZE (Net Zero Emission by 2050 Scenario)</b></td> </tr> <tr> <td><b>STEPS (Stated Policies Scenario)</b></td> <td>Assuming the global average temperature rise below 1.5°C by around 2050</td> </tr> </table> | <b>NDCs (Nationally Determined Contributions)</b> | <b>NZE 2050 (Net Zero 2050)</b> | Assuming the implementation of climate change response and GHG reduction targets submitted by individual countries to the international community | Assuming the achievement of net-zero GHG emissions worldwide by around 2050 | <b>IEA Scenarios</b> | <b>NZE (Net Zero Emission by 2050 Scenario)</b> | <b>STEPS (Stated Policies Scenario)</b> | Assuming the global average temperature rise below 1.5°C by around 2050 |
|  | SSP 1-2.6   | Minimizing the use of fossil fuels and assuming sustainable economic growth  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
|  | SSP 2-4.5   | Assuming moderate levels of climate change mitigation and socio-economic development   |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| SSP 3-7.0  | Assuming vulnerability to climate change due to socio-economic development imbalances and institutional limitations   |  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| SSP 5-8.5  | Assuming rapid industrial Technological advancements leading to indiscriminate urban Development  |  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| <b>NDCs (Nationally Determined Contributions)</b>  | <b>NZE 2050 (Net Zero 2050)</b>   |  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| Assuming the implementation of climate change response and GHG reduction targets submitted by individual countries to the international community      | Assuming the achievement of net-zero GHG emissions worldwide by around 2050   |  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| <b>IEA Scenarios</b>   | <b>NZE (Net Zero Emission by 2050 Scenario)</b>   |  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| <b>STEPS (Stated Policies Scenario)</b>  | Assuming the global average temperature rise below 1.5°C by around 2050   |  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| Analysis Period  | • 2020 to 2050  | Analysis Period  | • 2020 to 2050  |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| Analysis Scope   | • All domestic office buildings, IDC, exchange offices, and other buildings<br>• Repeaters, base stations, lines/conduits, and other communication equipment  | Analysis Scope   | • All regional and country offices  |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| Analysis Target  | • Acute floods, abnormal, droughts, wildfires, typhoons, river floods and coastal areas floods  | Analysis Target  | • Increase in electricity costs<br>• Increase in emission credits prices    |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| Scenario Analysis  | Summary   | Comprehensive analysis results show that among total financial losses due to various disasters, the impact of abnormal weather accounts for approximately 86%, floods (acute floods, river flooding, etc. due to heavy rain) 11%, wildfires 2%, and typhoons 1%. The loss rate due to abnormal weather and floods is the highest                                   | Electricity Bill Increase   | • Increase in electricity usage due to business expansion<br>• Increase in electricity expenditure is expected due to the rise in electricity costs following the implementation of the national carbon neutrality roadmap.  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
|  | Abnormal weather  | • Due to the high electricity consumption characteristics of data center operations, IDC is significantly impacted by abnormal weather, with an estimated significant loss rate of approximately 4.8% to 6.5%.<br>• Office buildings and country offices are approximately 1.4%~3.4%<br>• Other communication equipment has a loss rate of approximately 1.4%~2.1% | Emission Allowance Price Increase   | • Reduction in the free allocation ratio of emission permits due to the strengthening of domestic and international greenhouse gas reduction targets<br>• Increase in emission credit prices is expected to impact profitability due to the rising costs of purchasing emission credits. |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
|  | Flood   | • The impact of the Yongsan and Magok office located along the river is analyzed to be the greatest, with a loss rate of approximately 0.9% to 1.4%  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
|  | Wildfire  | • The impact of repeaters and base stations located in the Gangwon Province is analyzed to be the greatest, with an estimated loss rate of approximately 0.2% to 0.3%  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
|  | Typhoon   | • The impact on repeaters and base stations located in the Jeju region is analyzed to be the greatest, with a loss rate of approximately 0.3% to 0.4%  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| * The range of the loss rate is calculated based on the SSP1-2.6 scenario (lowest loss rate) and the SSP5-8.5 scenario (highest loss rate) as of 2050. |   |  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |
| Response Measures  | <ul style="list-style-type: none"> <li>Expansion of investment in monitoring to enhance the operational efficiency of heating and cooling facilities, including the establishment of an outdoor air-cooling system</li> <li>It is projected that the effective implementation of response strategies could mitigate the loss rate of assets exposed to risk by 2050, reducing it from a maximum of 2.53% to 1.79%</li> </ul>  | <ul style="list-style-type: none"> <li>We will gradually mitigate the increase of electricity rate and emission credit price risks through installing energy-saving facilities and renewable energy self-generation facilities, creation of low-carbon workplaces, and expansion of renewable energy usage ratio</li> </ul>  |   |  |  |           |   |           |  |  |   |                                 |   |   |                      |   |   |   |

# Climate Change

## Climate Change Response Performance and Targets

### 2050 Carbon Neutrality Target Setting

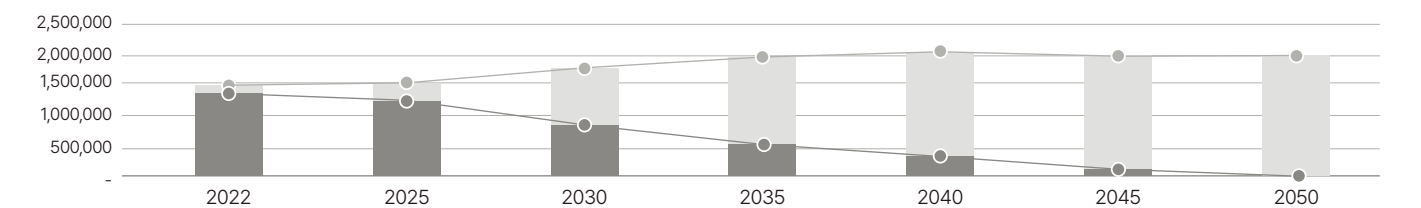
- LG Uplus recognizes climate change response as an essential task for a sustainable future, and we implement various innovative projects to achieve the target to convert 100% of electricity consumption to renewable energy by 2050.
- In accordance with the recommendations of the Science-Based Targets initiative (SBTi), we have reset our greenhouse gas reduction targets and completed the approval of the SBTi Near-term targets by May 2025.
- Based on the SBTi-approved targets, our plans are in place to systematically advance climate change response processes including subsidiaries.
- To reduce Scope 3 emissions (carbon emissions across the entire value chain), we are enhancing the participation framework with our partners and jointly implementing carbon reduction activities

### Target Details

- LG Uplus sets reduction rates aligned with global standards to contribute to the target of limiting global temperature rise to 1.5°C
- We are targeting a 54.6% reduction in Scope 1 and 2 GHG emissions by 2033 compared to the base year 2022
- Targeting a 32.5% reduction in Scope 3 GHG emissions by 2023 compared to the base year 2023<sup>1)</sup>

<sup>1)</sup> The measurement methodology for Scope 3 GHG emissions in 2023 has been refined, differing from the base year for Scope 1 and 2

Scope 1 and 2 GHG Emission Reduction Roadmap



### Detailed Strategies for Achieving Carbon Neutrality Targets

- LG Uplus is making active investments and improvement activities to independently reduce energy usage and continuously expand the transition to eco-friendly energy. The expected transition expenses are referred to our business plans
- Although it is expected that power usage will continuously increase due to the construction of new IDCs and investments in NW equipment, we plan to reduce power usage by replacing NW equipment with high-efficiency equipment, dismantling idle equipment, and optimizing operations.
- To improve cooling efficiency in IDCs, we are optimizing heat and energy management by ensuring the inflow of cooling air and operating temperature management systems.
- To secure renewable energy, we established self-generation solar facilities utilizing idle sites in our office buildings
- We plan to gradually expand the purchase of green premiums and PPA contracts for renewable energy transitions.

### Climate-Related Targets KPIs (C-level)

- Based on the 'Executive Remuneration Regulations,' we link sustainability performance, including response to climate change, with remuneration to strengthen the drive for climate change response.
- To emphasize the commitment to mid- to-long-term GHG reduction, we have set GHG reduction targets for the NW Sector, which accounts for over 90% of GHG emissions
- We have incorporated related incentives in the KPI of Head of the NW sector (C-Level), the executive with overall responsibility, to encourage the execution of the strategy

### Greenhouse Gas Emissions

(Unit: tCO<sub>2</sub>eq)

| Category  |                                  | 2022      | 2023      | 2024      |
|---|----------------------------------|-----------|-----------|-----------|
| Location based  | Direct GHG Emissions (Scope 1)   | 7,472     | 7,787     | 6,947     |
|   | Indirect GHG Emissions (Scope 2) | 1,446,045 | 1,467,445 | 1,411,450 |
|   | Total                            | 1,453,517 | 1,475,232 | 1,418,397 |
| GHG emissions intensity <sup>1)</sup> (tCO <sub>2</sub> eq/100 million KRW) |                                  | 11.37     | 11.14     | 10.51     |
| Market based  | Direct GHG Emissions (Scope 1)   | 7,472     | 7,787     | 6,947     |
|   | Indirect GHG Emissions (Scope 2) | 1,446,045 | 1,364,996 | 1,299,354 |
|   | Total                            | 1,453,517 | 1,372,783 | 1,306,301 |
| GHG emissions intensity <sup>1)</sup> (tCO <sub>2</sub> eq/100 million KRW) |                                  | 11.37     | 10.37     | 9.68      |

<sup>1)</sup> Greenhouse Gas Emissions Intensity: Greenhouse Gas Emissions / Total Operating Revenue (Based on Separate Financial Statements)

# Climate Change

## ● Energy Reduction Activities and Achievements

### Energy Reduction Activities and Achievements

- LG Uplus has implemented company-wide energy efficiency improvement programs across its core operations, including high-energy-consuming facilities such as Integrated Utility Centers (IUC), network equipment and base stations, and office buildings.
- These initiatives aim to reduce energy consumption and associated carbon emissions as part of the company's broader climate strategy.
- To promote energy reduction in response to climate change, we are operating a GHG reduction Working Group within the NW Sector.
- By implementing 13 energy reduction measures, we have achieved a reduction of approximately 14,000 tCO<sub>2</sub>eq in GHG.

|   |  |
|---|--|
| <b>Network Equipment and Country Offices</b>    | <ul style="list-style-type: none"> <li>• Replacement of wired network equipment</li> <li>• Expansion of small external air cooling devices for country offices</li> <li>• Expansion of eco-friendly high-efficiency rectifiers for 5G equipment</li> <li>• Expansion of energy-saving functions for wireless equipment</li> </ul>              |
| <b>Internet Data Center (IDC)</b>               | <ul style="list-style-type: none"> <li>• Utilization of outside air during cooling</li> <li>• Automatic control of cooling tower fan operating speed</li> <li>• Optimization of chiller chilled water temperature</li> <li>• Replacement of high-efficiency lighting equipment</li> <li>• Replacement of old air conditioning units</li> </ul> |
| <b>General Buildings including Headquarters</b> | <ul style="list-style-type: none"> <li>• Replacement of high-efficiency heating equipment</li> <li>• Replacement of old air conditioning units</li> <li>• Replacement of old cooling tower</li> <li>• Replacement from water-cooled to air-cooled cooling systems</li> </ul>   |

## ● Eco-friendly Internet Data Center (IDC)

### Establishment of Eco-friendly IDC

- Constructed urban eco-friendly data centers with eco-friendliness, high efficiency, and high availability (Pyeongchon Mega Center, Pyeongchon 2nd Center)
- Minimizing energy loss through outdoor air cooling system and cooling system efficiency

### Outdoor air-cooling system

- By directly injecting cold outside air into the computer room and discharging the hot air after cooling the server, the system reduces the amount of energy use for cooling.
- It is a structure that has the ability to release exhausted air into the building's center.
- We also adopted energy-saving solutions such as high-efficiency built-up air conditioners and applied the optimization of indoor airflow.

### Cooling system efficiency

- By increasing the temperature of the chilled water supplied to the air conditioner by 2°C, we reduce the electricity consumption of the chiller.
- Increasing operational efficiency through optimal chiller control using piping connected between the chilled water supply headers of each line.

### Renewable Energy Utilization System

- By establishing Solar PV with a total capacity of 75.2kW, we produced 88MWh of electricity (as of 2024)
- Reduction in electricity usage through the installation of geothermal heat pump utilizing the consistently maintained geothermal temperature (10°C~20°C) throughout the year.

### Pyeongchon 2nd Center

- Pyeongchon 2nd Center is a facility with a total floor area of 40,450 square meters, spanning from 3 basement levels to 9 above-ground floors, capable of accommodating over 200,000 servers.
- Compared to the existing Pyeongchon Mega Center, it is built to support high-power racks and provide more stable power supply with higher density per data room.
- The center is equipped with upper-level fans based on proprietary technology and ensures the inflow of cooling air, operating a temperature management system to optimize heat and energy management in the extra-large IDC.

# Climate Change

## ● Eco-friendly Energy

### Self-generation solar facilities construction

- By constructing self-generation solar facilities, we aim to expand the use of renewable energy, establish a sustainable energy procurement system, and strive to achieve the 2050 carbon neutrality goal

| Division                  | Activity Details  |
|---------------------------|---|
| Daejeon R&D Center        | <ul style="list-style-type: none"> <li>• Completion of self-generation solar facilities at Daejeon R&amp;D Center by June 2024</li> <li>• With a 1,044kW Solar PV, approximately 1,370MWh of electricity is expected to be produced annually</li> <li>• About 11% of the annual electricity consumption of the Daejeon R&amp;D Center can be replaced with renewable energy</li> <li>• Expected to reduce GHG emissions by approximately 630tCO<sub>2</sub>eq.</li> </ul> |
| Pyeongchon IDC 2nd Center | <ul style="list-style-type: none"> <li>• Completion of self-generation solar facilities at Pyeongchon 2nd Center in September 2023</li> <li>• With the 61kW Solar PV, approximately 75MWh of electricity is produced in 2024</li> <li>• Expected to reduce GHG emissions by approximately 37tCO<sub>2</sub>eq</li> </ul>  |

### Green Premium

- Total of 244GWh had been procured (approximately 7.5% of the total electricity usage) in 2024
- The amount of green premiums procured in 2024 is equivalent to the electricity usage of 7 major office buildings in 2022.

|  | Category                            | 2022 | 2023     | 2024     |
|--|-------------------------------------|------|----------|----------|
| Solar Pannel power generation          | Yongsan Office                      | 0.53 | 0.47     | 0.46     |
|  | Magok Office                        | 3.33 | 3.17     | 3.2      |
|  | Pyeongchon Mega Center              | 0.16 | 0.16     | 0.12     |
|  | Pyeongchon 2nd Center <sup>1)</sup> | 0    | 0.02     | 0.72     |
|  | Daejeon R&D Center <sup>2)</sup>    | 0    | 0        | 6.53     |
|  | Subtotal                            | 4.02 | 3.82     | 11.03    |
| Green Premiums                         |                                     | 0    | 2,140.80 | 2,342.40 |
| Total Renewable Energy Usage           |                                     | 4.02 | 2,144.62 | 2,353.43 |
| Renewable Energy Usage Performance (%) |                                     | 0.01 | 6.96     | 7.94     |

1) Pyeongchon 2nd Center was built in 2023

2) Daejeon R&D Center self-generation solar power facility was built in 2024

## ● Employee Participation Program

### Greenhouse Gas Reduction Competition

- To activate and encourage greenhouse gas reduction activities at major business locations, we hold a greenhouse gas reduction contest in the network sector, selecting and rewarding outstanding team/individual cases
- A total of 29 energy-saving cases were submitted; 5 employees were rewarded and six outstanding performers within the Greenhouse Gas Reduction Working Group were also rewarded

| Section             | Activities   |
|---------------------|--|
| Competition Areas   | • Selected and rewarded outstanding cases/performers in the Working group tasks from greenhouse gas and power reduction best practices competition   |
| Evaluation Criteria | <ul style="list-style-type: none"> <li>• Quantitative (70%), Qualitative (30%) evaluation</li> <li>• Considering factors such as saving effectivity, scalability, novelty, and difficulty</li> </ul> |

### Eco-friendly vehicle transition

- Joined K-EV100 in 2019 with a plan to transition to 100% electric vehicles by 2027
- In 2024, the total number of eco-friendly vehicle<sup>1)</sup> conversions is 968, which is compared to the total number of vehicles owned, and the proportion of eco-friendly vehicles owned is approximately 54.4%

1) Eco-friendly vehicles: Electric vehicles, hybrid vehicles (as defined in Article 2 of the Act on the Promotion of Development and Distribution of Environment-friendly Automobiles)

# Environmental Management

LG Uplus recognizes that environmental management is an essential element for the sustainability of the enterprise. Considering the impact of LG Uplus's activities on the environment, we incorporate these considerations into major business decisions. In addition, we are responding to climate change through company-wide greenhouse gas reduction activities and are pursuing new businesses that integrate environmental elements into telecommunication services.

## ● Environmental Management System

### Environmental Management Policy

**Environmental Management**

**Environmental Management Policy**

LG Uplus has established an environmental management policy to fulfill its environmental responsibilities across all business operations and minimize its environmental impact. This policy applies comprehensively to all employees, subsidiaries, and partners throughout the LG Uplus supply chain. LG Uplus expects all stakeholders to respect and practice these environmental values collectively.

**Environmental Management Policy**

In accordance with the Paris Agreement, LG Uplus establishes and operates the following environmental management policies to realize sustainable management that prioritizes environmental management (Environment), social responsibility (Social), and healthy governance (Governance) in providing mobile, home, and business services. This policy applies not only to LG Uplus employees but also to suppliers and partners.

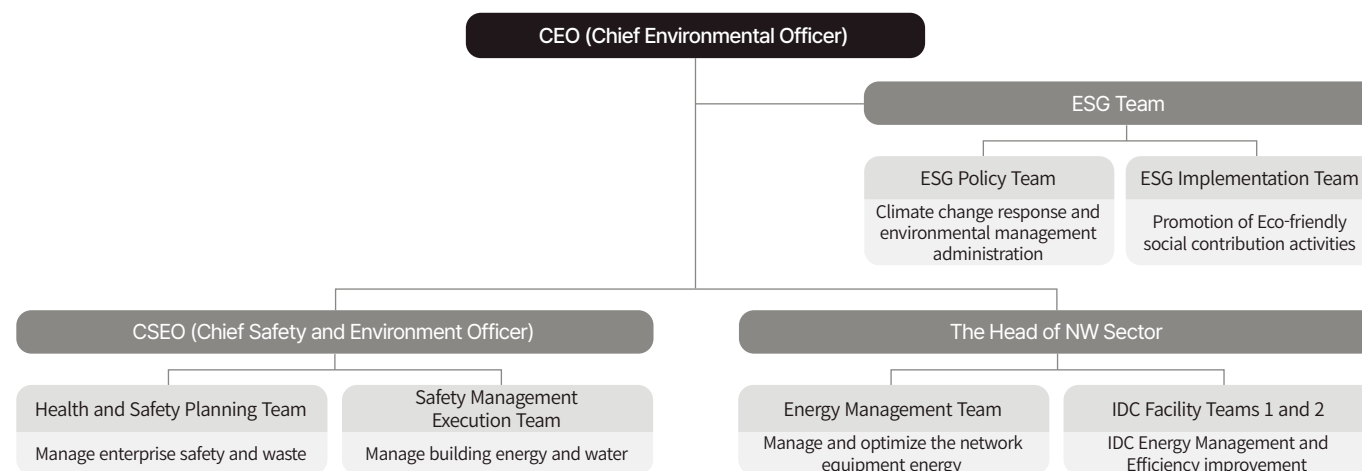
1. We establish Environment policies to minimize the environmental impact arising from business activities and continuously promote environmental improvement activities.
2. We proactively respond to global climate change and strive to minimize the negative environmental impact caused by greenhouse gas emissions.
3. We continuously consider and incorporate eco-friendly investments in all company's activities, including product procurement, management, and service provision.
4. We transparently disclose the company's environmental information and adhere to corporate social responsibilities concerning stakeholders' requirements.
5. We strictly comply with environmental laws and regulations and seek the best means to realize sustainable management.

To adhere to the Environmental Management Policy, this policy will be publicly announced so that all employees prioritize it, and specific goals will be established and achieved. Critical issues that arise are reported to the CEO, and key issues are reported to the ESG committee, the highest decision-making body at least once every six months to facilitate decision-making.

### Environmental management organization

- The CEO, as the Chief Environmental Officer (CSEO), appoints the CSEO and oversees company-wide environmental management through the ESG Team.
- The CSEO, as the Chief Safety and Environmental Officer, makes decisions related to company-wide safety and waste management.
- The Head of NW Sector (C-Level) oversees the energy management of the NW Sector, sets internal energy goals to achieve carbon neutrality, and establishes and manages climate-related goals (KPIs).
- The ESG Team is composed of the ESG Policy Team, which establishes company-wide ESG policies and manages environmental operations, and the ESG Implementation Team, which promotes eco-friendly social contribution activities including biodiversity conservation initiatives.

#### Environmental management implementation organization chart



# Environmental Management

## ● Environmental Management System

### Environmental Management Vision and Core Tasks

- We recognize the response to climate change as a corporate social responsibility and an essential task for sustainability, we aim to achieve carbon neutrality in 2050 based on a company-wide response system to reduce greenhouse gas emissions carbon neutrality in 2050.

|                              |  |  |  |
|------------------------------|--|--|--|
| Vision                       | <b>Green Way</b>   |  |  |
| Three Major Management Goals | <br><b>Response to climate change</b><br>Sign up for K-RE100<br>Establish climate change governance<br>Reduce energy across the operations | <br><b>Eco-friendly Technologies Utilizing ICT</b><br>Cloud platform-based energy Efficiency management infrastructure<br>ICT-based integrated air environment control | <br><b>Eco-friendly Social Contribution</b><br>Using ICT to protect biodiversity<br>Employee carbon neutrality |
| Key Challenges               |  |  |  |

### Environmental Management Operation Process

- Based on the results of the environmental impact assessment carried out under the environmental management policy, we set company-wide environmental performance goals.
- By expanding the scope of environmental performance reflection in C-Level KPIs, we are enhancing the implementation of environmental management at the company-wide level.



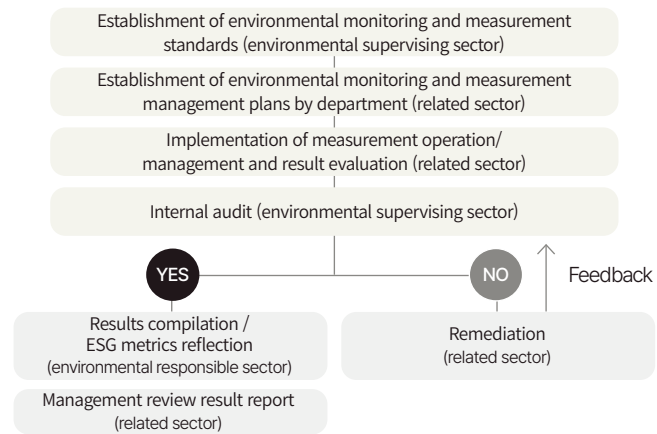
# Environmental Management

## ● Implementation of Environmental Management

### Environmental performance assessment and linkage between environmental performance and compensation

- Integrate energy, waste, and water into ISO 14001 environmental performance indicators to set comprehensive company-wide standards and targets for environmental monitoring and measurement. Conduct environmental performance evaluations and internal audits to identify nonconformities and improvement opportunities, followed by the implementation of corrective actions.
- After preparing a comprehensive report on the audit results, a reporting system to C-level management is established.
- Evaluation is conducted for all business locations (all business areas) of LG Uplus.

### Methods for measuring and evaluating environmental performance



### Third-Party Eco-friendly Certification

- Completed the renewal audit for ISO 14001 certification in 2024
- Certification scope: entire business area (100%).

| Category  | Content   |
|---|---|
| Certification Scope   | - Entire business area (100%)   |
| Review of Internal and External Issues  | - Conducting risk assessments and environmental impact assessments for each business sector and business location<br>- Review of environmental laws and global guidelines   |
| Check goals and achievement status  | - Review of environmental goals and achievement levels under the environmental management vision and key challenges   |
| Improvement measures and monitoring of non-conformities in certification audits | - Implementation of improvement measures for observations made during certification renewal audits<br>- Implementation of monitoring activities according to the environmental monitoring plan  |
| Internal Audit  | - By designating internal auditors for each sector, we oversee the progress of targets related to energy consumption, water usage, and waste management. Additionally, we identify opportunities for improvement and develop measures to enhance performance. |
| Stakeholder Communication   | - Establishment of a communication system for stakeholders feedback.  |
| Continuous Improvement Activities   | - Implementation of improvement activities by each division and establishment of monitoring systems.  |

### Green Building Certification (LEED)

- LG Science Park (Magok), the largest R&D industrial complex in Korea, incorporated eco-friendly energy generation facilities and energy-saving equipment from the initial design stage.
- We analyze and manage energy usage through the Building Energy Management System (BEMS), and apply energy-saving windows and insulation materials to research buildings to enhance energy efficiency.
- We are maintaining 'Silver' grade Green Building Certification since 2018.

## ● Environmental Management Training

### Company-wide environmental training for employees across the company

- We promote environmental education in various domains, such as climate change response, energy consumption reduction, water efficiency management, and waste reduction, to enhance awareness and drive sustainable practices.
- Especially as the importance of addressing climate change has come to the forefront, we invited an external environmental expert to conduct an in-person training session on "The Impact of the Climate Crisis on LG Uplus" for about 20 environmental officers and employees (2024.10.02).
- We conducted individual training for all employees through the company's own training platform "U+ Web-App," which has real-time communication capabilities, and monitored the completion status

### Face-to-face environmental training for employees and executives



### Environmental management system (ISO14001) internal auditor training

- We conduct training for 23 environmental task managers from each sector to assess the operational level of the company-wide environmental management system, including environmental goals, risk evaluation results, and improvement measures, and to enhance expertise in environmental management.
- Those who completed the training were granted qualifications to internally audit the environmental management system (23 people completed the training as of 2024).

### ESG Letter

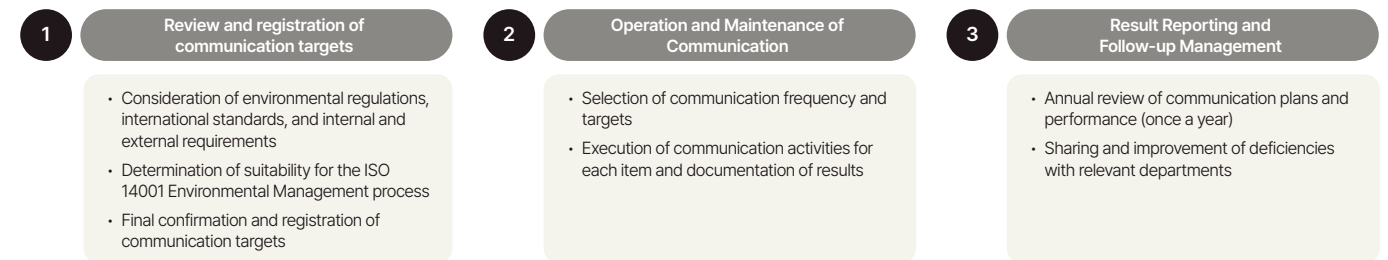
- We sent quarterly ESG letters to employees across the company to raise awareness about ESG.
- We published a total of 4 letters in 2024 (quarterly).

# Environmental Management

## ● Stakeholder Engagement

### Environmental stakeholder engagement

- We effectively respond to internal and external stakeholder requirements through the maintenance and management of efficient communication channel



### Key communication channels for stakeholder engagement

| Category   | Item  | Frequency       | Communication Channel                     |
|--|---|-----------------|---|
| Sustainability Report                                  | - ESG (Environment/Social/Governance) key issues disclosure   | Annually        | All stakeholders (Website and Dart)       |
| Environmental Information Disclosure System            | - Submission of enterprise's environmental information and status<br>- Disclosure to stakeholders such as local residents, etc. | Annually        | Ministry of Environment                   |
| Business Location waste performance permits            | - Business location general waste emissions report<br>- Business location designated waste disposal plan approval               | Upon Occurrence | Local government, Ministry of Environment |
| Business Location Waste Performance Report             | - Annual business location waste emissions performance submission   | Annually        | Ministry of Environment                   |
| Waste Disposal Fee                                     | - Submission of performance records for imported products containing plastic<br>- Payment of fees based on plastic content (%)  | Annually        | Ministry of Environment                   |
| GHG emissions trading scheme                           | - Submission of GHG Emissions statement and calculation plan  | Annually        | Ministry of Environment                   |
| CDP (Carbon Disclosure Project)                        | - Submission of CDP climate change report on activities related to climate change   | Annually        | CDP                                       |
| Response to domestic and international ESG Assessments | - Responding to and submitting ESG assessment requirements<br>- Evaluation results are disclosed to all stakeholders            | Occasionally    | KCGS, DJSI, MSCI                          |
| UNGC COP Report  | - Submission of implementation status of the 10 UNGC principles   | Annual          | UNGC                                      |

## ● Participation in Domestic and International Environmental Initiatives

### Details of Environmental Initiative Activities

**Carbon Disclosure Project (CDP)**

Recognized for efforts to enhance the reliability of information on response to climate change, GHG reduction and management, and environmental management, obtained "Leadership A" and awarded "Carbon Management Honors Club" as of 2024

**Korean RE100 (K-RE100)**

Declared '2050 Carbon Neutrality' to transition 100% of used electricity to renewable energy by 2050, joined K-RE100 to specify reduction pathways and spread them company-wide

**Science Based Targets initiative (SBTi)**

Reset greenhouse gas reduction targets according to SBTi recommendations to set goals and implement strategies based on scientifically verified reduction pathways for climate change response; Near-term SBTi target approved in May 2025

# Resource Circulation

LG Uplus is reducing negative impacts on the environment by reusing and recycling resources. In particular, we recycle entire amount of our business site waste generated in the process of building and replacing telecommunications facilities and are implementing various policies to build an eco-friendly supply chain.

## ● Waste Management

### Business Site Waste Recycling Targets

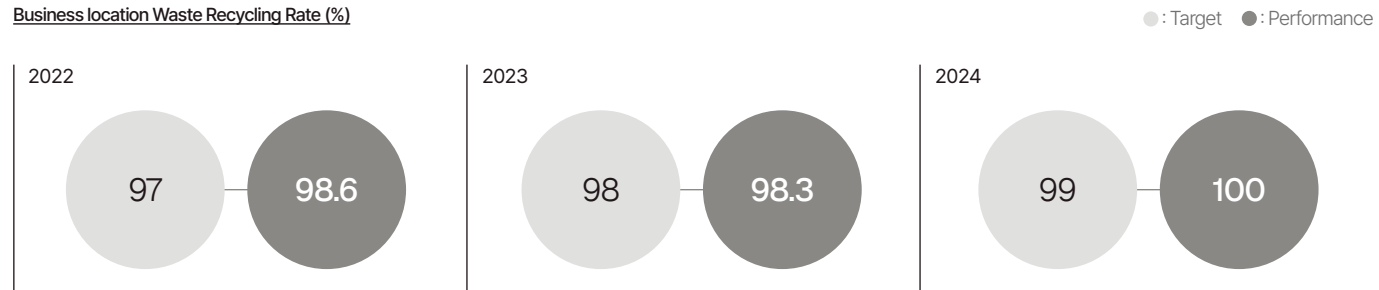
- We have set a goal to achieve a 100% recycling rate by 2025 for workplace waste generated in the process of building and replacing communication equipment used in networks, telecommunications bureaus, and data centers.
- To improve the quality of communication services, a certain amount of waste is inevitably generated, and we contribute to environmental management by increasing the waste conversion rate. (Recycling and reuse)
- We select a disposal company that consigns waste in an eco-friendly way and pursue proper disposal of waste from business sites, such as disposed wires and communication equipment.

### Business Site Waste<sup>1)</sup> Management Status

- We manage the total amount of waste generated and the amount generated by type in detail, and we have established and implemented improvement tasks to reduce the generation of unnecessary waste every year and expand the recycling rate of waste at business sites.
- We have achieved a recycling rate of 100% of waste from our business sites in 2024.
- We are continuously increasing the year-on-year conversion rate to achieve our goal.

<sup>1)</sup> Defined as the percentage of general and designated waste discharged after reporting or obtaining permission as a waste emitter to the competent authority under the Waste Management Act, and transferred to Ministry of Environment-designated recycling companies.

Business location Waste Recycling Rate (%)



### Hazardous Waste Management

| Purpose   | Status   | Plan  | Result  |
|---|--|---|---|
| Prevent industrial accidents by introducing eco-friendly spill prevention facilities at waste battery storage locations and minimize environmental pollution caused by the installation of the facilities | Waste battery generation: approximately 1400 tons/year, stored in a network consolidation warehouse, potentially an industrial accident in the event of a sulfuric acid spill (Risk of burns through skin contact) | Install eco-friendly spill-proof pallets at existing storage locations, and conduct regular inspections to prevent spills | Check the number of spill prevention pallets to be installed in the designated waste storage area by warehouse and complete the installation, and installed in 7 warehouses including Yeosu, Goyang, and Gimhae |

# Resource Circulation

## ● Waste Management

### Waste Recycling Activities

| Category  | Details  |
|---|--|
| Household waste separation solution                     | <ul style="list-style-type: none"> <li>• We provide a transparent PET bottle separation solution through installation of IoT-based 'Smart Recycling Bins' within Magok Science Park.</li> <li>• We encourage the use of smart separation bins, maintenance, and waste recovery services provided by startups.</li> <li>• Through the improvement of the separation structure, we collect approximately 720,000 transparent PET bottles (about 24 tons) annually, resulting in resource circulation effects.</li> </ul>   |
| Production of recycled plastic remote controls          | <ul style="list-style-type: none"> <li>• Recycling waste plastic into raw materials to produce small and medium-sized home appliances such as remote controls.</li> <li>• Promoting recycling activities by distributing new remote controls made from recycled waste plastic.</li> </ul>  |
| Production of eco-friendly Uniforms                     | <ul style="list-style-type: none"> <li>• As the first in the telecommunications industry, we have produced eco-friendly uniforms and distributed them to employees at over 2,000 stores nationwide.</li> <li>• Short-sleeve T-shirts (made from BCI<sup>1)</sup> material) and cardigans (made from recycled polyester<sup>2)</sup> material from waste plastic containers).</li> </ul>  |
| Production of store uniform recycling promotional items | <ul style="list-style-type: none"> <li>• Recycled unused uniforms from direct management stores to create client gifts</li> <li>• Produced 760 cushion gifts by recycling collected uniforms</li> </ul>  |
| Auxiliary battery collection and recycling project      | <ul style="list-style-type: none"> <li>• Conducted waste battery collection projects at 30 direct management stores and office buildings nationwide</li> <li>• Launched the 'Battery Recycle One team,' a council leading the resource circulation of waste batteries, and continuously conducted waste battery collection campaigns targeting clients at nationwide office buildings and direct management stores</li> <li>• We collected batteries, resulting in the recycling of 1.73 tons of lithium secondary batteries and 0.3 tons of manganese and alkaline</li> </ul> |

<sup>1)</sup> BCI: Better Cotton Initiative (a material that contributes to nature conservation and the Health and Safety of workers by minimizing the use of industrial water and toxic chemicals during the production stage).

<sup>2)</sup> Recycled polyester: A recycled material that reduces water usage by 90% and production energy by 50% compared to conventional materials.

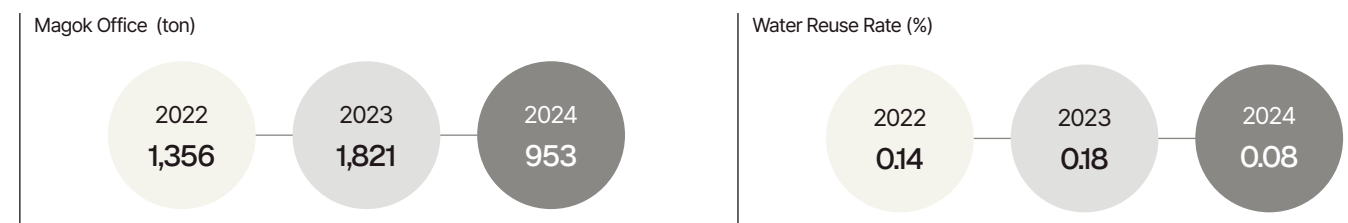
## ● Water Management

### Water Usage Management<sup>1)</sup>

- We manage water usage for all of our business sites including, Yongsan office, Magok office, IDC Center, and other offices.
- We set our own targets and implement plans to reduce water usage every year.

<sup>1)</sup> As a telecommunications service provider, LG Uplus does not generate wastewater as defined by the country.

### Water Reuse<sup>1)</sup>



<sup>1)</sup> The Water Reuse for 2021 and 2022 has been corrected, and Water Reuse exists only in the Magok office

### Water conservation activities

- Rainwater recycling system (domestic water): In order to reduce cooling water in the operation of our data centers, we are reducing the operating time of outdoor air-cooling refrigeration facilities to reduce water usage.
- Magok office reclaimed water utilization: We purchase reclaimed water (recycled water) from the water recycling center, dilute it with water supply, and use it for cleaning purposes.
- Communication room cooling tower facility improvement: We replaced the water-cooled cooling tower system in the communication room of the office building with an air-cooled system using refrigerants to reduce water usage.
- We improved water usage rate by replacing old cooling towers.

# Resource Circulation

## ● Green Supply Chain Management

### Green Supply Chain

· To improve the environmental performance of the supply chain and implement product responsibility, establish eco-friendly supply chain policies and build an environmental performance evaluation system for partner companies including suppliers, service providers, and contractors in accordance with the 'Partner Companies ESG Code of Conduct'.



#### Selection of eco-friendly waste contractors

- We refrain from disposing of waste from business sites through landfills and incineration.
- Through environmental qualification assessments such as on-site inspections, it was determined whether it could be practically handled, and ineligible companies were excluded from the bidding competition.
- We have discovered new recycling companies from time to time to expand our stable waste treatment supply chain.



#### Support for Suppliers

- We are actively carrying out win-win activities aimed at improving the environmental performance of our partners, such as acquiring environmental certification, preparing for environmental regulations, and conducting consulting to strengthen environmental management capabilities.
- Environmental management certification system: Support implementation of Carbon Management System, Green Certification System, Energy Management System (ISO 50001), etc.
- Responding to environmental regulations: Establishment and support of energy management system, establishment of green management strategy, etc.



#### Establish and implement Green Purchasing Guidelines for an eco-friendly supply chain

- We continued expansion of eco-friendly telecommunications equipment portion to achieve carbon neutrality by 2050
- We consider eco-friendly products and green products when purchasing products and services to contribute to strengthening companies' eco-friendly management systems
- We established green purchasing guidelines to promote demand for eco-friendly products in the market and guide development and production of eco-friendly products



#### Green supply chain goals and green product purchasing

- We are purchasing and installing eco-friendly products for telecommunications air conditioners operated by telecommunications bureaus, Internet data centers (IDCs), computer rooms, etc.
- We introduced low-power, high-efficiency air conditioners of the EC FAN type, replacing AC FAN, a common type of air conditioner currently supplied
- We are expanding our green supply chain through the purchase and replacement of green products.
- EC fan replacement reduced Total Cost of Ownership (TCO) by approximately 30% over the next 8 years

# Special Page Biodiversity.

LG Uplus recognizes and aims to effectively manage our impact on the Earth's environment and ecosystems. Starting with the management of priority areas closely located in ecologically important regions, we expect to gradually expand the area of management.

## Biodiversity

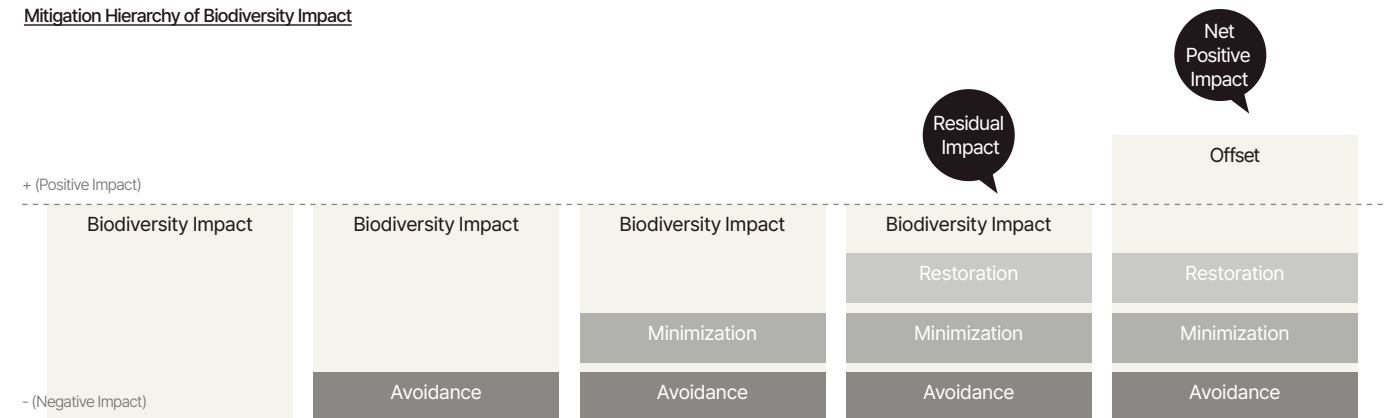
### • Biodiversity Protection Policy and Guidelines

#### LG Uplus Biodiversity Protection Policy

- LG Uplus has established a biodiversity protection and forest destruction prevention policy as a foundation for managing biodiversity issues.
- The management principles refer to the TNFD Initiative and apply a mitigation hierarchy approach (Avoidance – Minimization – Restoration).
  - Avoidance: Preventing the occurrence of negative impacts on biodiversity (e.g., blocking plans to build facilities near conservation areas).
  - Minimization: Minimizing inevitable negative impacts (e.g., installing soundproof walls to reduce noise).
  - Restoration: Restoring damage which has occurred despite avoidance or minimization efforts (e.g., restoring vegetation in affected habitats).
- LG Uplus plans for Net Positive Impact (NPI)<sup>1)</sup> on biodiversity and environmental conservation areas through avoidance, minimization, restoration, and compensation.
- We will assess the biodiversity impacts of the telecommunications industry, identify priority areas, and systematically carry out biodiversity conservation, restoration, and enhancement activities.

1) NPI: Net Positive Impact

#### Mitigation Hierarchy of Biodiversity Impact



#### LG Uplus Biodiversity Protection Guidelines

Centered on this biodiversity protection policy, LG Uplus monitors 1) biodiversity species and distribution status, and 2) potential biodiversity risks. Upon identifying biodiversity degradation/loss or recognizing biodiversity-related risks, we endeavor to implement appropriate measures and response systems for biodiversity protection. Additionally, we continuously manage whether biodiversity protection measures and response activities are being carried out as planned.

- ① LG Uplus identifies the status of biodiversity around its business sites, implements natural habitat protection activities to maintain or expand it, and monitors the progress and result(s).
- ② In decision-making processes such as establishing, changing, or expanding business sites, LG Uplus reviews biodiversity impacts near business sites and local communities and prepares protection measures for endangered species.
- ③ As part of the 'Contractor Code of Conduct,' LG Uplus inspects biodiversity risks in partner companies' business operations and guides improvement measures for high-risk biodiversity risks.
- ④ LG Uplus collects opinions from local communities and stakeholders regarding biodiversity degradation/loss and natural habitat destruction caused by business operations and develops improvement plans for reasonable concerns.

# Biodiversity

## ● Biodiversity Management System and Strategy

### Biodiversity Management Governance

- The highest decision-making body overseeing risks and opportunities related to biodiversity conservation is the ESG Committee under the Board of Directors, to which biodiversity-related issues are reported based on their significance.
- An ESG Executive Council, attended by responsible executives from key ESG organizations, manages risks and opportunities related to biodiversity matters.



### Analysis of the telecommunications industry's dependence and impact on natural resources

- LG Uplus identifies business activities' dependence and impact on natural resources at the telecommunications sector level.
- LG Uplus conducted analysis based on the ENCORE<sup>1)</sup> tool provided by TNFD<sup>2)</sup>.

### Results of dependence and impact analysis

- We identified that the telecommunications industry has a lower level of dependence and impact on natural resources compared to other industries.
  - Low dependence on natural capital due to minimal direct land conversion and absence of resource extraction and manufacturing processes.
  - The telecommunications industry's dependence on and impact to natural capital from wired and wireless telecommunications activities and other communication activities are analyzed as moderate, with no dependencies or impacts identified at above-moderate levels (high, very high).
- LG Uplus operates various types of business sites and infrastructure such as base stations and IDCs nationwide to provide seamless telecommunication services.
- While our absolute level of biodiversity risk is very low, even low-level risks can have impacts if sites are located near critical habitats.
- In subsequent analysis, we listed all facilities and analyzed biodiversity risks by location to identify priority management areas.

### Analysis Results of the Telecommunications Industry's Dependence and Impact on Nature (ENCORE)

| Dependency/Impact Name         | Classification | Level    | Description  |
|--------------------------------|----------------|----------|--|
| Flood Regulation               | Dependence     | Moderate | Ecosystem contributions of riparian vegetation mitigate the impact of floods on local communities. |
| Soil Retention                 | Dependence     | Moderate | Plant stabilization effects reduce soil loss and support environmental uses (e.g., water supply).  |
| Typhoon Mitigation             | Dependence     | Moderate | Plant stabilization effects mitigate the impacts of local winds, sand, and other storms.           |
| Land Use                       | Impact         | Moderate | Impacts from all activities using land area.   |
| Marine Use                     | Impact         | Moderate | Impacts from all activities using freshwater/river/coastal areas.                                  |
| Pollution (Noise, Light, etc.) | Impact         | Moderate | Generation of noise or light pollution potentially harmful to organisms.                           |

1) ENCORE (Exploring Natural Capital Opportunities, Risks and Exposure): a tool developed by the Natural Capital Finance Alliance to diagnose dependence and impact on natural capital.

2) Taskforce on Nature-related Financial Disclosures, a collaborative body for financial disclosure related to natural capital.

# Biodiversity

### Details of Dependence and Impact (ENCORE)

Very Low Low Medium High Very High

|                   |                                     | Industry Activity Classification |                                   |                      |                           |          |
|-------------------|-------------------------------------|----------------------------------|-----------------------------------|----------------------|---------------------------|----------|
| Category          |                                     | Wired Communication Activities   | Wireless Communication Activities | IDC Business Related | Service Center Activities |          |
| Dependency        | Regulation and Maintenance Services | Global Climate Regulation        | Very Low                          | Very Low             | Very Low                  | Very Low |
|                   |                                     | Regional Climate Regulation      | Very Low                          | Very Low             | Low                       | Low      |
|                   |                                     | Precipitation Pattern Regulation | Low                               | Low                  | Very Low                  | Very Low |
|                   |                                     | Water Cycle Regulation           | Low                               | Low                  | Very Low                  | Very Low |
|                   |                                     | Flood Regulation                 | Medium                            | Medium               | Very Low                  | Very Low |
|                   |                                     | Soil Retention                   | Medium                            | Low                  | Very Low                  | Very Low |
|                   |                                     | Typhoon Mitigation               | Medium                            | Medium               | Very Low                  | Very Low |
|                   |                                     | Air Filtration                   | -                                 | -                    | Low                       | -        |
|                   |                                     | Biological Control               | Very Low                          | -                    | Very Low                  | -        |
| Provided Services | Water Supply                        | Very Low                         | Very Low                          | Very Low             | Very Low                  |          |
| Impact            | Ecosystem Use                       | Land                             | Very Low                          | Very Low             | Medium                    | Medium   |
|                   |                                     | Freshwater                       | Low                               | -                    | -                         | -        |
|                   |                                     | Marine                           | Medium                            | -                    | Very Low                  | -        |
|                   | Climate Change                      | Greenhouse Gases                 | Low                               | Low                  | Low                       | Very Low |
|                   | Resource Use                        | Water                            | Very Low                          | Very Low             | Low                       | Low      |
|                   | Pollution                           | Air Pollution                    | Very Low                          | Very Low             | Very Low                  | Very Low |
|                   |                                     | Water & Soil Pollution           | Low                               | Low                  | -                         | Very Low |
|                   |                                     | Waste                            | Very Low                          | Very Low             | Very Low                  | Very Low |
|                   |                                     | Pollution (Noise, Light, etc.)   | Low                               | Low                  | Medium                    | Very Low |

# Biodiversity

## • Biodiversity Risk Management Process

### Biodiversity Risk Assessment Process

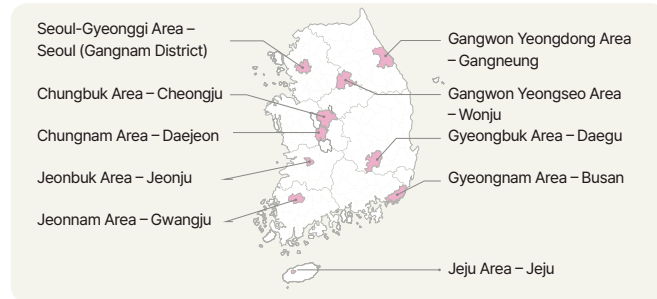
- LG Uplus implements biodiversity risk assessment by applying the LEAP<sup>1)</sup> methodology proposed by TNFD as a method for identifying biodiversity risks.
- To identify priority areas through biodiversity risk analysis, we utilized the tool recommended by TNFD (WWF Biodiversity Risk Filter).
- Considering that our own operating sites are distributed nationwide, we used an additional analytical criterion to identify the distribution level of actual communication equipment through Python to understand the ecological importance by location at the administrative district unit.
- Based on the Site pool identified through the WWF Biodiversity Risk Filter, we filtered areas designated as conservation zones by the Ministry of Environment for management. The final priority areas were selected as regions where more than five endangered species are confirmed within the administrative district where the site is located.

#### STEP 1

#### Locate

#### • Selection of target business site locations for analysis

- We confirmed location information of major offices, IDCs, exchange stations, relay stations, and other dense communication equipment areas.
- Since relay stations and other communication equipment are widely distributed nationwide, we selected locations that best represent biodiversity risks by region (Gangwon Yeongdong, Gangwon Yeongseo, Gyeongnam, Gyeongbuk, Seoul-Gyeonggi, Jeonnam, Jeonbuk, Jeju, Chungnam, Chungbuk).



#### STEP 2

#### Evaluate

#### • Confirm biodiversity risks by business site locations (utilizing global analysis tools)

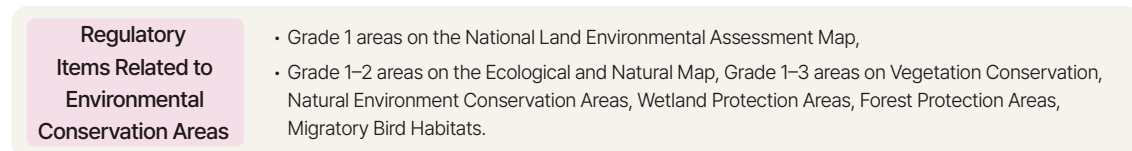
- We used the WWF Biodiversity Risk Filter to check biodiversity risks across all regions.
- We identified 15 regions where levels of biodiversity-related physical and transition risk factors are High or above.



#### Evaluate 2

#### • Confirm biodiversity risks by specific business site locations (using domestic analysis tools)

- To verify more detailed risk levels at the domestic administrative district unit, we utilized the Ministry of Environment's National Land Environmental Evaluation Map.
- Among the 15 regions derived after step 2, we identified 13 regions corresponding to environmental conservation area regulatory items.



1) LEAP: Locate, Evaluate, Assess, Prepare

# Biodiversity

#### STEP 3

#### Assess

#### • Identification of biodiversity risks by priority management area

- To prioritize management areas based on the level of extinction risk, we analyzed the status of endangered species by administrative district using data from the National Institute of Ecology. This analysis led to the identification of the final three areas, each with five or more endangered wildlife species of levels 1 to 2.
- Ultimately, the regions identified as priority management areas are Gyeonggi, Gangwon Yeongdong, and Gyeongnam.

#### Results of biodiversity risk analysis in priority areas

| Category                 | Biodiversity Risk Factors         |  |
|--------------------------|-----------------------------------|--|
| Gyeonggi Region          | Physical Risk                     | • Forest loss: Development and urban maintenance in the area cause loss of forest and canopy, which may impact species diversity.  |
|                          | Representative Endangered Species | • Leopard cat, Eurasian sparrowhawk, common kestrel, white-naped crane, black-spotted pond frog  |
| Gangwon Yeongdong Region | Physical Risk                     | • Forest loss: Development and urban maintenance in the area cause loss of forest and canopy, which may impact species diversity.  |
|                          | Transition Risk                   | • Protected/Conservation Areas: The closer the proximity to a protected area (PA), the higher the risk level. A conservation area is located within 10 km (Odaesan National Park).<br>• Range Rarity: The number of endangered wildlife species near the area is found to be high. |
| Gyeongnam Region         | Physical Risk                     | • Forest loss: Development and urban maintenance in the area cause loss of forest and canopy, which may impact species diversity.  |
|                          | Transition Risk                   | • Protected/Conservation Area: Included in Busan Environmental Conservation Plan; environmental protection activities are ongoing near coastal areas.<br>• Range rarity: A high number of endangered wild animals are found near the area.   |
|                          | Representative Endangered Species | • Otter, marten, leopard cat, hawk, red-breasted falcon, and 7 other species.  |

#### STEP 4

#### Prepare

#### • Biodiversity Risk Management Plan

- LG Uplus establishes and manage a database for physical risks, transition risks, and endangered species in the identified areas.
- We monitor the biodiversity status of all operational sites annually and regularly evaluates priority management areas.
- We develop an environmental and social risk review process to manage biodiversity risks in identified priority management areas.
- Our review process consists of four stages: preliminary review, classification, environmental and social impact assessment, and post-management. We integrate this process into biodiversity risk monitoring and management plans during business operations.
- We plan to sequentially link the monitoring system starting with priority management areas and review disclosures.

# Biodiversity

## ● Biodiversity Conservation Activities

### Biodiversity Conservation Activity ㉠ Conservation of National Protected Species within the Seed Vault

- As part of biodiversity conservation activities, LG Uplus first installed the 'U+ Smart Radar' in the Baekdudaegan Global Seed Vault, a national security facility, and is being continuously monitored.
- By installing 'U+ Smart Radar' at the Seed Vault and nine locations within the National Baekdudaegan Arboretum, we can monitor real-time security and accident risk to strengthen the security of the Seed Vault.



#### What is the Baekdudaegan Global Seed Vault?

- It is one of two storage facilities worldwide designed to safely store plant seeds until the last moment in case of the depletion of plant resources due to nuclear war, natural disasters, or other unpredictable catastrophic events.
- In 2008, Norway opened the 'Svalbard Global Seed Vault' to pass crop seeds to future generations, and in 2015, the Baekdudaegan National Arboretum in Bonghwagun, Gyeongbuk, established the second 'Baekdudaegan Global Seed Vault' (hereinafter referred to as the Seed Vault) to preserve wild plant seeds.

#### What is U+ Smart Radar?

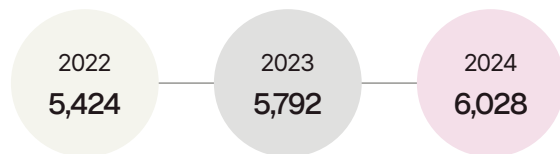
The spatial object monitoring platform Uplus Smart Radar is a service that sends an alarm within 5 seconds in case of abnormal signs such as unauthorized intrusion or fall accidents, securing the golden time and enabling initial response. It is the only technology in the country that applies a 77GHz radar sensor for autonomous vehicles to monitor accident risk situations in real time. It can detect various movements such as falls, postures, and trajectories with 98% accuracy even in crowded places, blind spots not covered by CCTV, and dark environments.

#### Interview with Seed Vault Manager

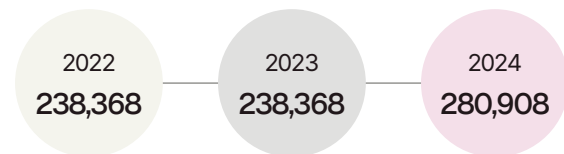
The Seed Vault is operated as a national security facility (multi-grade) and is highly secure due to mandatory national security policies and regulations. As of 2024, the Seed Vault houses 6,028 species, including nationally protected species (native plants, rare plants, endemic plants). The installation of Uplus Smart Radar has strengthened the management of the Seed Vault's security (such as responding to facility intrusions), thereby enhancing the trust of seed deposit institutions.

#### Seed Vault Seed Storage Status

Number of Species (units)



Number of Points (units)



# Biodiversity

### Biodiversity Conservation Activity ㉡ Conservation of Endangered Plants within Hwadam Forest

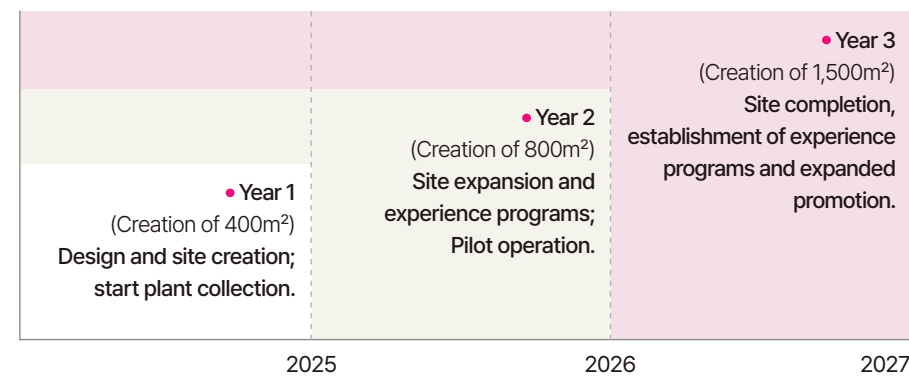
- Through the creation of forests themed around the conservation of nationally designated endangered plants, rare plants, and endemic plants, LG Uplus aims to protect the populations and habitats of national protected species.
- We conduct U+ Biodiversity Forest creation participation campaigns and biodiversity conservation activities involving direct participation from employees.

#### Roles by Partner Enterprises/Institutions



#### Annual Creation Plan

- Starting in 2024, we are utilizing idle land within Hwadam Forest to increase the population of 11 species of rare and endemic plants among the nationally protected species. We plan to sequentially expand the habitat area to 400 square meters by 2025, 800 square meters by 2026, and 1,500 square meters by 2027.



#### Status of National Protected Species (Rare and Endemic Plants)

- Eleven rare and endemic plant species in forest creation: Korean Fir, Korean Nutmeg Tree, Island Maple, King Maple, Mountain Pepper Tree, Red Bottlebrush Tree, Mountain Azalea, Korean Angelica Tree, Korean Bellflower, Tiger Willow, White Peony.

# Social

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# Information Security and Privacy Protection

LG Uplus is undertaking multifaceted activities to secure customer trust and strengthen capabilities in information security and personal information protection. In 2024, the company revised and established company-wide security regulations and guidelines, expanded investments and response personnel in information security and personal information protection to solidify its operational foundation. Based on this, vulnerabilities to data breach were inspected and guidance was provided to reinforce fundamental security measures. Additionally, by identifying security monitoring targets and expanding integration with security control systems, LG Uplus prevents security incidents through concurrent monitoring and response in identified areas. Furthermore, through the establishment of a Privacy Center, the company transparently discloses information protection activities and the status of personal information use and provision, and has strengthened customer trust by being the first in the domestic telecommunications industry to obtain international information security certification for key services.

## Information Protection Policy and Guidelines

### Declaration on Information Security

LG Uplus commits to responsible information protection practices for a better future than today. Information protection is a promise to customers and a core element of sustainable management.

In an environment where technologies including AI rapidly advance, it is essential to continuously strengthen the information security system and proactively respond to threats to safely protect customers' personal information and the company's information assets. All employees and executives must recognize the importance of information protection and cultivate a voluntary culture of information security.

1. We prioritize protecting customers' valuable information safely and enhancing customer trust by placing personal information protection and security first.
2. We proactively identify and respond to cyber threats, building a safe and trustworthy AX ecosystem through continuous innovation in security technology.
3. We strictly comply with relevant laws such as the Information and Communications Network Act, Personal Information Protection Act, internal policies, and security regulations, systematically managing risks by eliminating potential hazards to prevent incidents.
4. We strengthen education and communication so that all employees recognize the importance of information protection and practice it, making security a part of daily life.
5. Through continuous implementation and improvement that raise security maturity, we support corporate trust and growth.

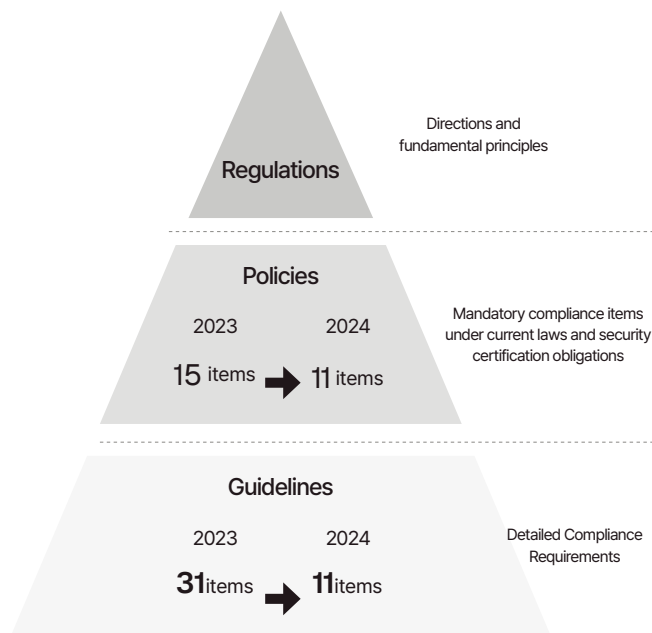
Together, we will create a 'brighter and safe world' through reliable security.

### Revision of Company-wide Security Regulations and Guidelines (2024)

- In response to amendments in information protection-related laws and rapidly changing internal and external environments, LG Uplus comprehensively revised its information protection regulations, guidelines, and manuals was conducted to establish a standard foundation for information protection.
- We established a new Information Protection Declaration and a full revision of company-wide information protection regulations was announced. Accordingly, existing security guidelines were reorganized into 11 categories, with detailed behavioral guides revised across 11 items.
- We posted these on the company-wide security portal and intranet bulletin boards to enhance employee accessibility, along with providing an in-house AI chatbot service (Information Protection AI Assistant) to facilitate easier access and utilization.

### Standardization of Information Security and Personal Information Protection Governance

- Personal information protection system standardization includes two tasks, establishment of manuals (protection standards such as grading, encryption, masking of personal information) and standardization of personal information processing policies and consent form templates.
- Information security standardization includes cloud (architecture, solutions), security system specifications, company-wide security compliance process



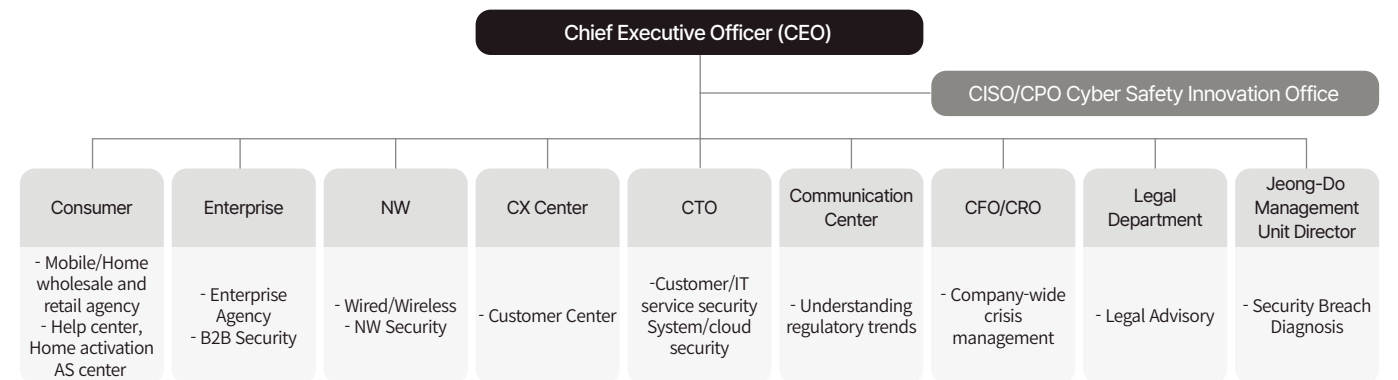
# Information Security and Privacy Protection

## Information Security and Privacy Protection Management System

### Information Security and Privacy Protection Promotion Organization

- We establish a company-wide information security and privacy protection framework in which the CEO, executives, and responsible persons in each field participate.
- Kwan-hee Hong, who has over 10 years of experience in the field of information security and privacy protection, has been appointed as the head of the Cyber Security Center (CISO/CPO), then the organization was reorganized directly under the CEO to strengthen authority and responsibility.
- To systematically discuss and make decisions on issues related to information security and privacy protection, we operate various committees and councils, including the enterprise information security committee hosted by the CEO, and inter-organizational council where the CISO/CPO discusses quarterly issues with the NW sector, corporate sector etc.

### Enterprise information security committee organization



### Operations on Enterprise Security Council

- To strengthen the level and responsibility of information security and privacy protection, we operate the 'Information Security Session' hosted by the CEO and the 'Information Security Working Council' hosted by the Head of the Cyber Security Center (CISO/CPO) to proactively respond to company-wide security issue

|           | Information Security Committee   | Information Protection Working Council  |
|-----------|--|---|
| Chair     | CEO  | Head of Information Security Center (CISO/CPO)  |
| Frequency | Monthly  | Bi-monthly  |
| Role      | Management-level decision-making on key matters related to information security and privacy protection and their effective implementation.   | Handling information protection collaboration among company-wide security organizations and responding to major internal and external security issues.  |
| Agenda    | <ul style="list-style-type: none"> <li>- Information security certification/audit/disclosure results and improvement plans.</li> <li>- Inspection and reinforcement activities of fundamental information protection.</li> <li>- Inspection results and improvements regarding security vulnerabilities, personal information compliance, devices, access control, network equipment, etc.</li> <li>- Incident response monitoring, proactive threat detection, security vulnerability cases, and response activities.</li> <li>- Enhancement plans for public cloud security.</li> <li>- Application of local PC security policies, strengthening MAC PC policies, and enhancing document security.</li> <li>- Standardization of personal information consent forms and processing policies.</li> <li>- Revisions to personal information protection laws, impact assessments, guideline updates, and policy directions.</li> <li>- Inspection of personal information processing subcontractors and follow-up plans.</li> <li>- Awareness raising, office security inspections, and simulation training results.</li> </ul> | <ul style="list-style-type: none"> <li>- Company-wide security organization and council operation plans.</li> <li>- Security vulnerability inspections, security review processes, and personal information subcontractor inspections.</li> <li>- Discussion of major security issues, reinforcement activities, and issues by organization.</li> <li>- Response to security events in integrated security control, access log inspection results, and improvements.</li> <li>- Sharing of external leakage cases and threat information management.</li> </ul> |

# Information Security and Privacy Protection

## ● Information Security and Privacy Protection Management System

### Inter-organizational Committee

- LG Uplus operates periodic councils across all company divisions (Consumer Division, Enterprise Division, NW Division, etc.) with five sessions planned in 2024 (February, April, June, August, October).
- The committee share and discuss information security and personal information protection issues, and proactively respond to security issues through strengthened interdepartmental communication.

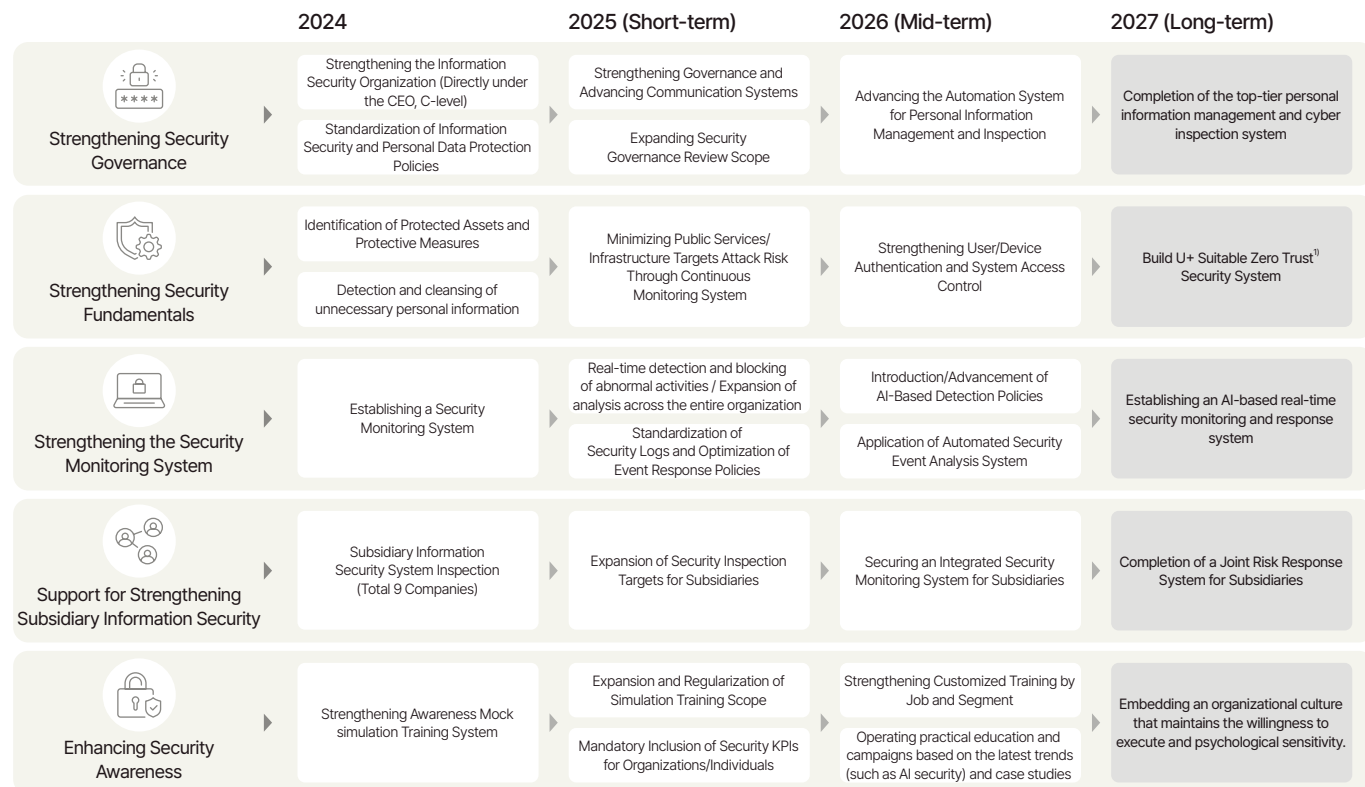
### Subsidiary Information Security Council

- LG Uplus established the Subsidiary Information Security Council to lay the foundation for inspecting and managing subsidiaries' security systems.
- In 2024, we conducted security diagnostics and vulnerability inspections for key subsidiaries three times (March, July, November) to identify improvements.
- In 2025, we are strengthening governance to ensure that the level of Uplus security policies can be applied to subsidiaries. Starting with LG HelloVision, we are establishing a joint information security risk response system between LG Uplus and its subsidiaries through consignment contracts for remote monitoring tasks to prevent hacking incidents. We are also working on expanding the scope of risk assessments to comprehensively identify information security risks in subsidiaries without omissions.

### External Information Protection Advisory Committee

- To achieve world-class cyber safety innovation, we established the "Information Security Advisory Committee," composed of six security experts from various fields, including law, industry, research, and academia. The committee operated three times in 2024 (March, July, and November).
- The committee provided advisory roles on information security activities and technical/administrative security policies from an external expert perspective.
- To enhance security levels, we operated a group information security council that developed common guidelines and awareness-raising foundations across the group. In 2024, the council met five times (January, March, May, July, and September).

### Mid- to Long-Term Goals for Information Security and Privacy Protection



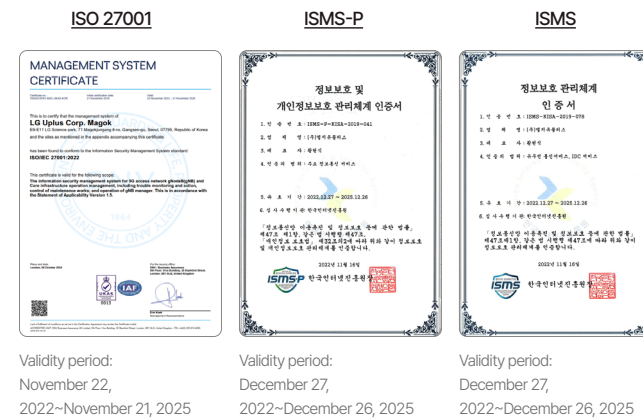
<sup>1)</sup> Zero Trust: Strengthening security in various environments such as cloud and hybrid environments by continuously and strictly verifying all users, devices, applications, etc., at each access.

# Information Security and Privacy Protection

## ● Information Security and Privacy Protection Management System

### Status of information security and privacy protection certification acquisition

- Operate an advanced information security system through the acquisition of domestic and international information security and privacy protection certifications.
- Achieve and maintain ISMS and ISMS-P certifications for 100% of LG Uplus's company-wide services and systems.
- For ISMS and ISO 27001, we receive annual consulting and audit from external professional organizations, and during audits, the audit institutions conduct document/field due diligence and implementation checks.



### Pursuing new certification acquisitions

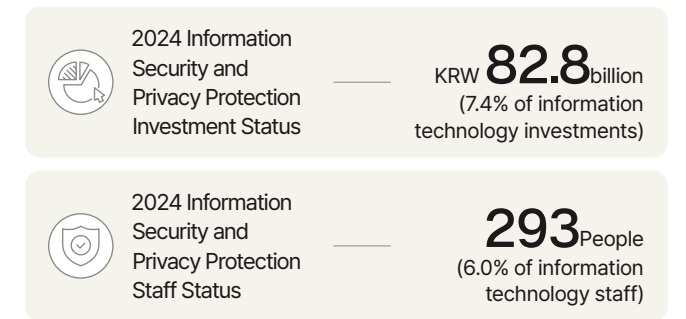
- In addition to the existing 5G Operations Management System and the Corporate Security Operations Center's ISO 27001 certification, LG Uplus has acquired four certifications for its flagship services, including "Uplus.com" and "Your U+(Customer Center)", becoming the first domestic telecommunications company to acquire ISO 27001, ISO 27701, ISO 27017, and ISO 27018 certifications.
- By improving information security and personal data protection management systems to comply with international standards, we have enhanced security levels, business stability, and external reliability.
- In 2025, LG Uplus plans to further expand the acquisition of internationally recognized information security certifications to objectively verify the company's internal security controls and operational efficiency.

### Compliance activities

- Conducted information security and personal data protection certifications and inspections required by regulatory agencies and laws 11 times in 2024.
- For the certification evaluation of information and communication infrastructure protection measures, which is one of the legal requirements, LG Uplus achieved the highest rating (top 10%) in the comprehensive information security level assessment organized by the Ministry of Science and ICT and the Korea Communications Commission.

### Investment in Information Security and Privacy Protection

- Through increased investments and dedicated personnel in the information security and privacy protection sector within the information technology sector, we establish a safe and reliable information security and privacy protection system.
- We have been continuously expanding over three years and are in the process of recruiting outstanding talent in the security field.



### Cultivation of talent in information security and privacy protection

**Cultivation and securing of information security and personal information protection professionals.**

- Recruitment of personnel responsible for information security and personal data protection (Information Security Technology Unit Director, Personal Data Protection Unit Director)
- Reallocation of internal personnel through the recruitment of external experts and Re/Up-Skilling
- Currently training 20 specialists in information security and personal data protection (including hacking competition winners) after establishing a contracted department with Soongsil University

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**"Uplus-Techple" event<sup>1)</sup>**

- Through hosting the Uplus-Techple event for external technical talents, LG Uplus promotes its security technology and enhances its recruitment competitiveness.

<sup>1)</sup> A networking communication event introducing LG Uplus's technology to engineers from major domestic universities and related industries.




# Information Security and Privacy Protection

## ● Technical Information Security and Privacy Protection System

### Technical Information Security and Privacy Protection System

- To strengthen basic security capabilities, we identified information protection assets across the company, expanded the scope of vulnerability assessments to conduct comprehensive inspections, and detected and cleansed unnecessary personal data within information assets.
- To prevent cyber intrusion incidents, we completed the establishment of an integrated control center and expanded the scope of anomaly detection and response across the company to eliminate security blind spots. This enhancement allowed us to upgrade to an integrated monitoring system capable of real-time correlation analysis of external threats.

#### Establishment of security measures by area to protect customer personal information

|  |  |
|--|--|
| <b>Service</b><br>                                  | <ul style="list-style-type: none"> <li>• Secure coding, encryption/obfuscation, code source protection</li> <li>• Personal Data Compliance Inspection, vulnerability inspection, and penetration testing</li> </ul>  |
| <b>Infrastructure (Network/Server/Database)</b><br> | <ul style="list-style-type: none"> <li>• Asset management, security configuration/patch management, authentication/authorization and access control</li> <li>• Infrastructure vulnerability inspection</li> </ul>  |
| <b>Device (PC/Mobile)</b><br>                      | <ul style="list-style-type: none"> <li>• Device authentication, user authentication</li> <li>• Device security (antivirus, encryption, capture prevention, media control)</li> <li>• Blocking (internet, unauthorized sites, illegal software, email, etc.)</li> </ul> |

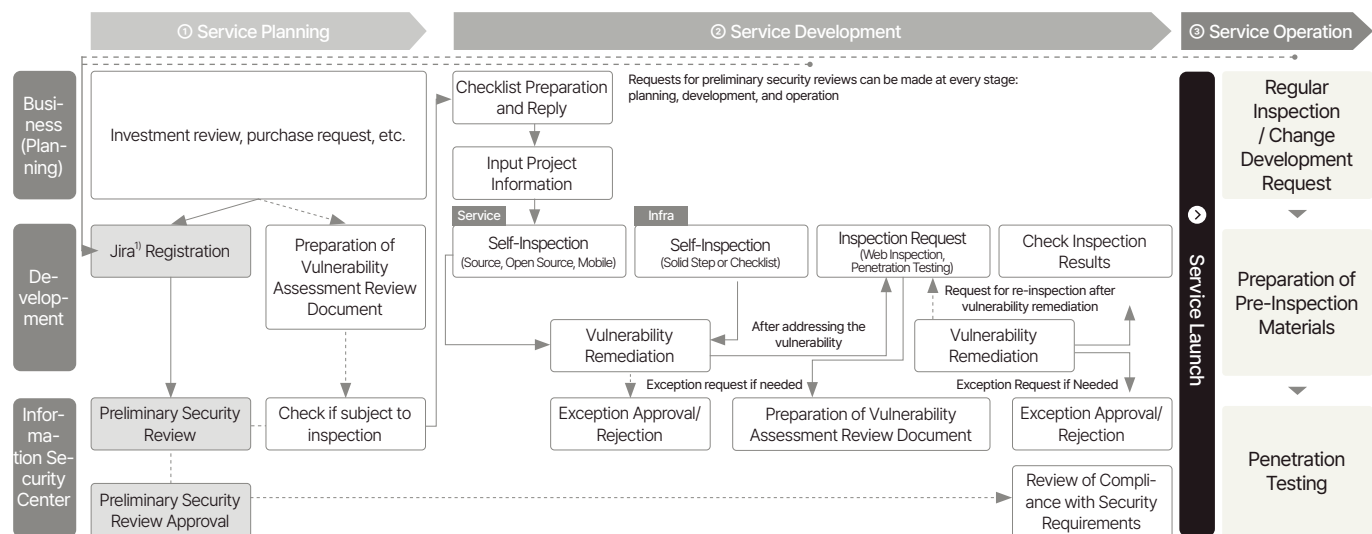
**2025 Implementation Plan**

- 1 Data Environment Inspection**  
 Conduct comprehensive inspections on data integrity by lifecycle and environments such as cloud.
- 2 Access Control**  
 User/device and external access control based on Zero Trust Architecture (ZTA).
- 3 Anomaly Behavior Response**  
 Real-time detection, blocking, and analysis of server anomalies.
- 4 Security Event Handling**  
 Centralized event collection and automation of analysis/handling of real-time detected security events for early response, advancing to a global-level response system.
- 5 Security Portal Advancement**  
 Visualize individual security scores and improvement items for employees and executives through the security portal to secure a security mindset, with dashboarding by organization and self-improvement.

### Service Development Security Process

- By operating a pre-security review process, we comply with Privacy by Design (PbD) principles, ensuring that personal data protection elements are considered from the service planning, design, and development stages to prevent security incidents.
- Prior to developing new or modified services and introducing new information assets, we conduct security architecture reviews to identify security risks in advance.

#### Pre-security Review Process



1) Platform for issue tracking and project management for software development projects.

# Information Security and Privacy Protection

## ● Technical Information Security and Privacy Protection System

### Service Security Activities

- Conduct vulnerability inspections on services and infrastructure to prevent security vulnerabilities and implement corrective actions, thereby preventing security incidents.
- Operate a Bug Bounty Program and hacking contests to detect potential service vulnerabilities early and provide safe services to customers.

#### Service/Infrastructure Inspection

| Category                        | Service Inspection  | Infrastructure Inspection  |
|---------------------------------|---|--|
| Target                          | • Web, App, Device  | • Servers, network equipment, databases, Cloud, etc.   |
| Inspection Items                | • Evaluate the possibility of breaches based on relevant laws/guidelines such as the Information and Communications Network Act and the Electronic Financial Transactions Act.  | • Assess appropriateness of authentication, authorization, configuration, CVE standards, etc., based on relevant laws/guidelines such as the Information and Communications Network Act and the Electronic Financial Transactions Act.   |
| Inspection Type                 | • New/Change Inspection: Prevent security incidents by inspecting vulnerabilities in new/changed services or new infrastructure.<br>• Regular Inspection: Eliminate potential security risks through annual regular inspections.<br>• Thematic Inspection <sup>1)</sup> (e.g., penetration testing): Conduct urgent/rapid inspections when necessary due to legal amendments, institutional investigations, or social issues.       |  |
| Inspection Method               | • Management based on registration in the Secure Development Management System (SDMS).<br>• Source code/opensource inspection, automated vulnerability scanning using solutions, and manual inspection based on checklists.<br>• BlackBox Penetration Testing: Confirm the possibility of security incidents such as personal information leakage or system takeover without providing any information about the inspection target. | • Inspection through security solutions linked to each infrastructure environment (SolidStep, CNAPP, etc.) and manual checklist-based inspection when necessary.<br>• BlackBox Penetration Testing: Confirm the possibility of security incidents such as personal information leakage or system takeover without providing any information about the inspection target. |
| Inspection Platform Advancement | • Completed upgrade of mobile app obfuscation solution.<br>• Completed advancement of web shell solution operation policy.  | • Completed advancement of infrastructure vulnerability inspection solutions.  |

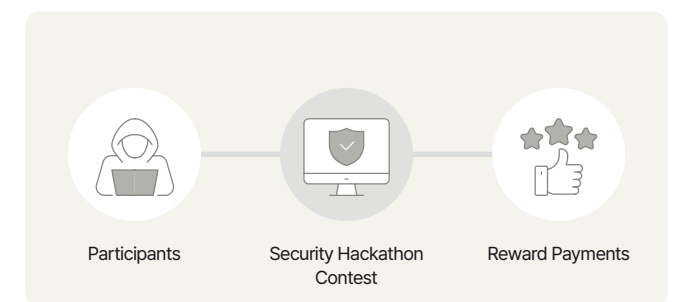
1) In 2024, conduct various themed inspections including risk ports (SSH, Telnet, FTP, DB) for public IPs, external service CVE vulnerabilities, cloud vulnerabilities, on-premise firewall/intrusion prevention system/web firewall, institution and issue response preliminary inspections, etc.

#### "Bug Bounty" System Operation



|                  |   |
|------------------|---|
| Overview         | • We jointly operate a vulnerability bounty program with the Korea Internet & Security Agency to early detect potential vulnerabilities in services and provide safe services to customers.   |
| Operation Status | • Posting the joint operators and the scope of allowed inspections on the Korea Internet & Security Agency website.<br>• Attending and evaluating the external evaluation committee for reported vulnerabilities, followed by the distribution of rewards (completed in December 2024). |
| Expected Effects | • Preventing security incidents through the remediation of reported vulnerabilities.  |

#### Hacking Contest



|                  |   |
|------------------|---|
| Overview         | • By organizing hacking competitions for high school and college students based on real-world scenarios—where participants solve step-by-step challenges such as identifying security vulnerabilities in AI services and programs or deciphering codes—we aim to foster the development of future security experts. |
| Operation Status | • Recruitment of participants for the first preliminary round<br>• Conducting the preliminary round of the hacking competition and selecting successful candidates<br>• Holding the finals of the hacking competition and announcing the winners (December 2024)  |
| Expected Effects | • Held the first hacking contest among telecom companies to externally promote the importance of security.  |

# Information Security and Privacy Protection

## ● Technical Information Security and Privacy Protection System

### Privacy Protection Measures (Privacy Center)

- LG Uplus has opened the "Privacy Center" to protect customers' personal information and ensure their right to know as information subjects.
- The privacy policy is publicly disclosed, allowing users to easily understand how their personal information is managed by accessing the webpage.
- To enhance trust in information security and personal data protection activities, we have released an information security white paper that details security and privacy initiatives, including records of related certifications obtained.
- We convey knowledge about personal data protection in an easily understandable manner through content related to personal information, prevention videos, and more.
- We guarantee users' right to self-determine personal information. To ensure customers' control over their personal information, unless there are special provisions dictated in law, customers can view, correct, delete, suspend processing, and request withdrawal of their personal information at their will, on any occasion, through our website or customer center. We provide a feature within the Privacy Center that allows customers to request suspension of processing of personal information, withdraw their consent to the collection and use of personal information by cancelling the communication service use agreement or withdrawing membership.


**Key Services**

#### Personal Information Processing Policy

- **Collection and Use of Personal Information**
  - To provide seamless services, we may collect the minimum necessary personal information with the customer's prior consent (Opt-in).
  - In compliance with applicable privacy laws, we inform customers in advance about the purpose of collection, the items collected, and the retention and usage period through the privacy policy or the personal information collection and use agreement. We strictly use the information within the scope of the stated collection purposes. Except when required by law, we do not collect personal information from third parties.
- **Provision of Personal Information**
  - We provide personal information to third parties only with customer consent or when required by law. Personal data is not shared with third parties for any purpose other than fulfilling transactions or providing requested services.
- **Storage of Personal Information**
  - We securely store personal information through technical, administrative, and physical measures.
- **Destruction of Personal Information**
  - We promptly destroy personal information once the purpose of collection and use has been achieved or the retention and usage period has expired, except where retention is required by customer consent, terms of service, or relevant laws.
- **Rights to Personal Information**
  - Customers can exercise their rights to access, rectify, delete, suspend processing, and withdraw consent for their personal information, ensuring control over their personal data.

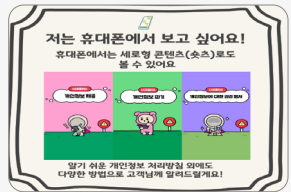
#### Personal Information Protection Activities

- We operate additional security services and applications to enhance the protection of personal information.
- We have acquired certifications for our information security and personal information management systems.
- We maintain transparent communication by publishing sustainability reports and Information Security White Papers.



#### Personal Information Protection Knowledge

- We provide important information and preventive measures related to personal information protection in an easily understandable manner through card news and videos.
- We offer information from agencies related to personal information protection.

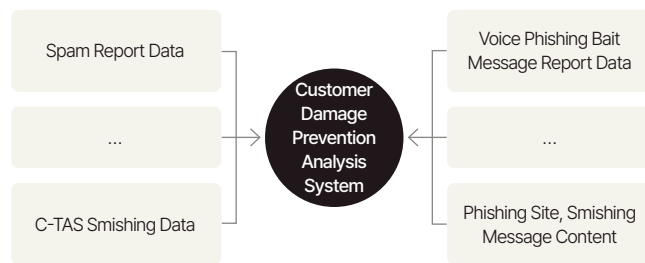


### Use of Customer Information

- We notify customers at the time of personal information collection about data requests from other service providers and requests for access to data held by the company.
- We prohibit the use of personal information for secondary purposes without customer consent, ensuring the substantial right of information subjects to consent.

### Expansion of External Cooperation for Civil Fraud Response

- To proactively combat fraud affecting people's livelihoods such as spam, smishing, and voice phishing, and to collaborate with external organizations like the National Police Agency and KISA, we have established a dedicated department and built a "Customer Damage Prevention Analysis System."
- By integrating customer damage response information held by LG Uplus with report data from external organizations like the National Police Agency, Korea Internet & Security Agency (KISA), and Financial Security Institute, we have developed a comprehensive analysis and response system through the "Customer Damage Prevention Analysis System."



# Information Security and Privacy Protection

## ● Technical Information Security and Privacy Protection System

### Compliance Management for Privacy Protection

- As incidents of personal information leakage due to hacking, operational errors, and system failures continue to rise, LG Uplus is fulfilling its responsibility as a telecommunications operator that collects and utilizes customer personal information. In order to proactively respond to personal information leakage incidents, we conduct personal information compliance checks on company-wide personal information processing services and systems.
- Through personal information compliance checks, we verify compliance with the requirements of the Personal Information Protection Act and related laws. We also work on improving areas that fall short of these requirements to prevent potential compliance risks.
- We conducted document verification, interviews, and due diligence checks on compliance with the Compliance Inspection Center, an independent third-party expert company.
- We assign an Information Protection Index<sup>1)</sup> KPI to the enterprise organization, monitor it monthly, and reflect it in evaluations to enhance the company-wide awareness and sensitivity to information security

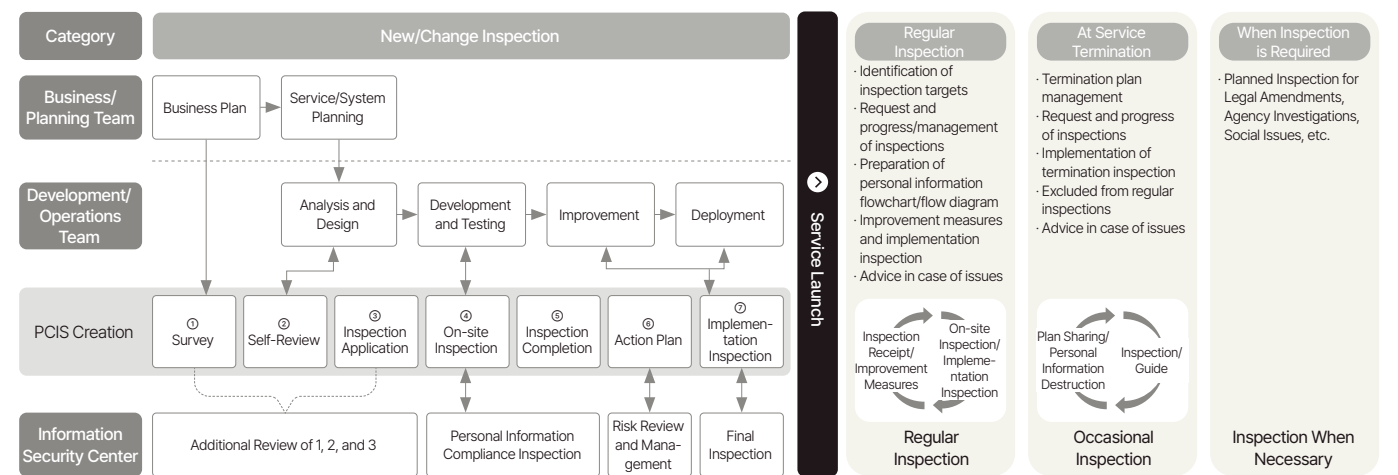
<sup>1)</sup> Security awareness (compliance with mock drill, clean desk policy in the office) and vulnerability remediation rate (privacy compliance, service vulnerabilities, infrastructure vulnerabilities, certification audit defect remediation rate)

| Inspection Type | Inspection Purpose   | Inspection Target  |
|-----------------|--|--|
| New/Inspection  | · Prevent risk exposure through interviews and due diligence inspections before opening or changing Personal Information Processing Service/System | · Personal Information Processing Service/System among items flowing in such as investment/cost review, ALMS/DVMS/quality system |
| Regular         | · Secondary prevention of residual risks through regular inspections at least once a year and response to certification audits such as ISMS-P      | · Operating Personal Information Processing Service/System   |
| Planning        | · Urgent inspection when inspection is needed due to legal amendments, institutional investigations, social issues, etc.                           | · Specific Personal Information Processing Service/System  |
| Termination     | · Inspection of personal information destruction and compliance-related evidence retention upon service/system termination                         | · Fade-out service/system within 3 months  |

### Compliance management for privacy protection

- By establishing the Privacy Compliance Inspection System (PCIS), we have systematized the previously manual procedures for privacy compliance checks and integrated the management of tasks, from selecting subjects for inspection to providing results and guidance.
- Through investment review and project management systems, we identify subjects to prevent omissions in the privacy compliance check items in advance.

### Personal Data Compliance Inspection Process

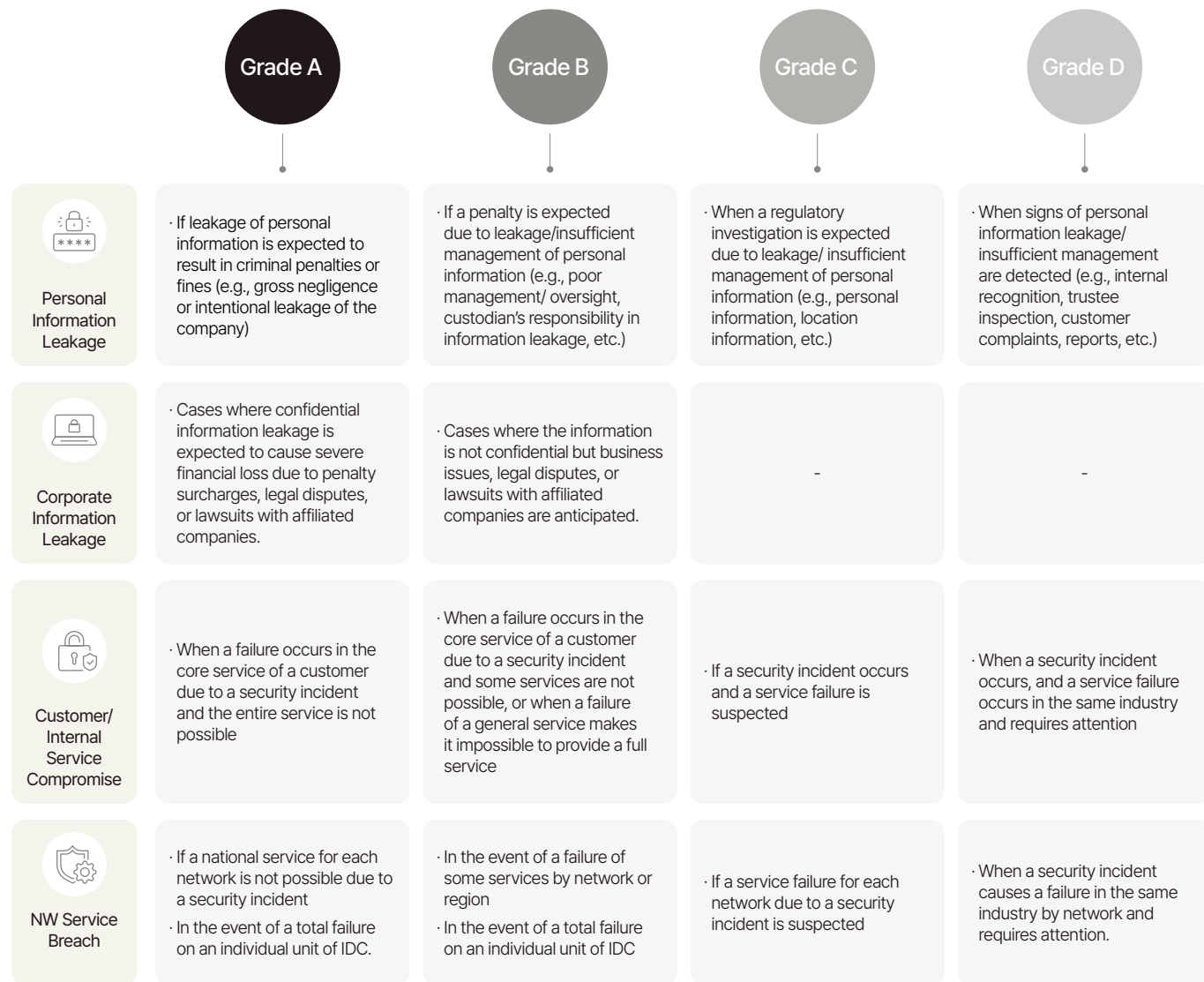


# Information Security and Privacy Protection

## ● Risk Management for Information Security and Privacy Protection

### Security Incident Risk Grades

· We identify crisis factors related to information protection (personal/corporate information leakage, customer/internal service compromise) and respond by classifying them from A to D grades based on our fault and media exposure.

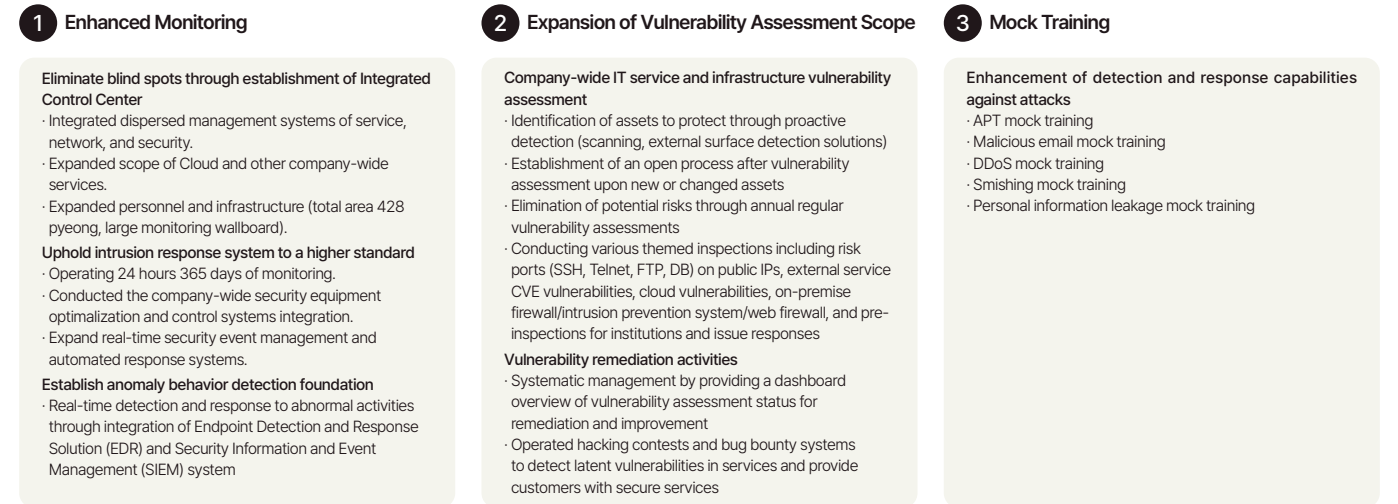


# Information Security and Privacy Protection

## ● Risk Management for Information Security and Privacy Protection

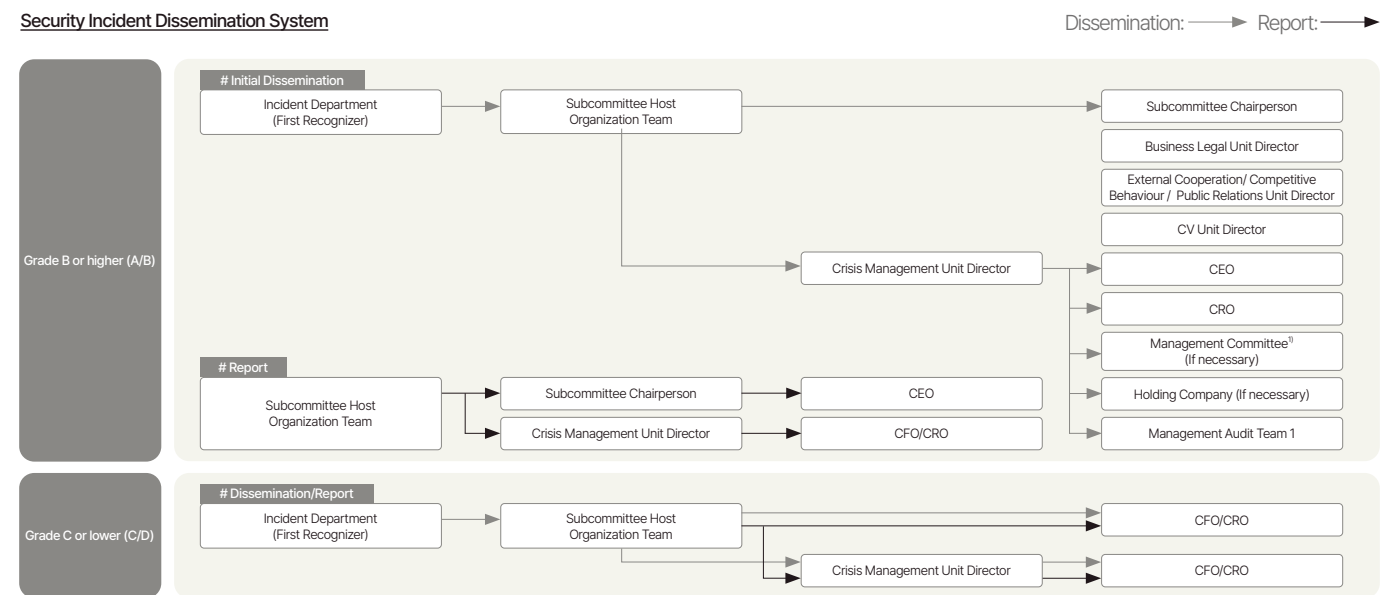
### Prevention and monitoring of security incidents

- Through the establishment of an integrated monitoring infrastructure, we have expanded the scope of security incident prevention and response across the company. We monitor security events 24 hours a day, 365 days a year to prevent security incidents.
- We diagnose security vulnerabilities through regular service and infrastructure vulnerability assessments and enhance employees' awareness of security prevention by conducting various simulation training exercises.



### Response procedures for security incidents

- LG Uplus operates dissemination/reporting system according to security incident grade.
- We operate response systems within 24 or 72 hours depending on security incident types such as DDoS, personal information/confidential information leakage to respond systematically and promptly from detection to response plan preparation.

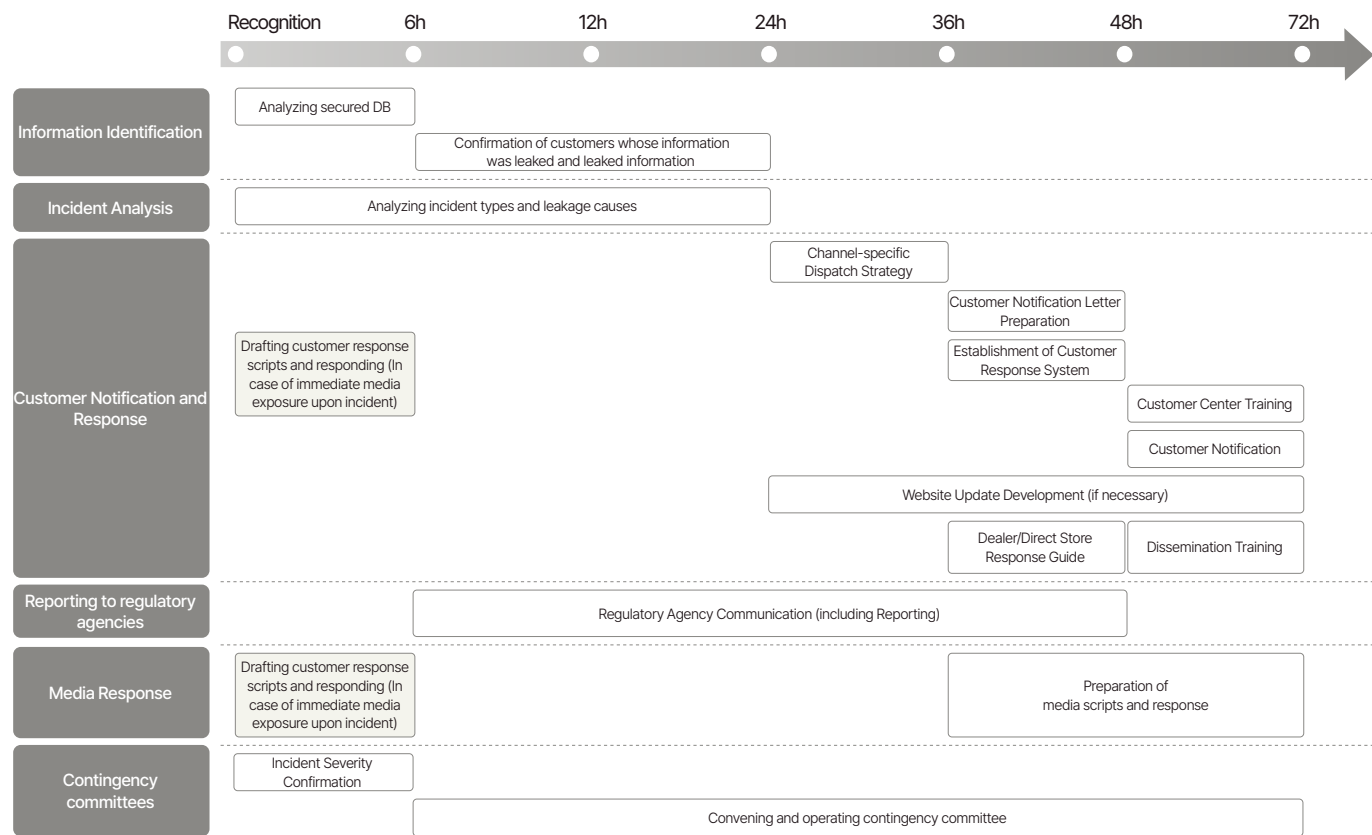


1) Management representatives: CEO, Head of Corporate Division, Head of Consumer Division, Head of Communication Center, Head of NW Sector, CSO, Head of Legal Department, CCO, CHO, CTO, CFO/CRO, CDO, CISO, Head of CX Center, CSEO, Compliance Unit Director, Head of Quality Innovation Center, Strategic Planning Unit Director, Management Planning Unit Director, infiniSTAR Manager

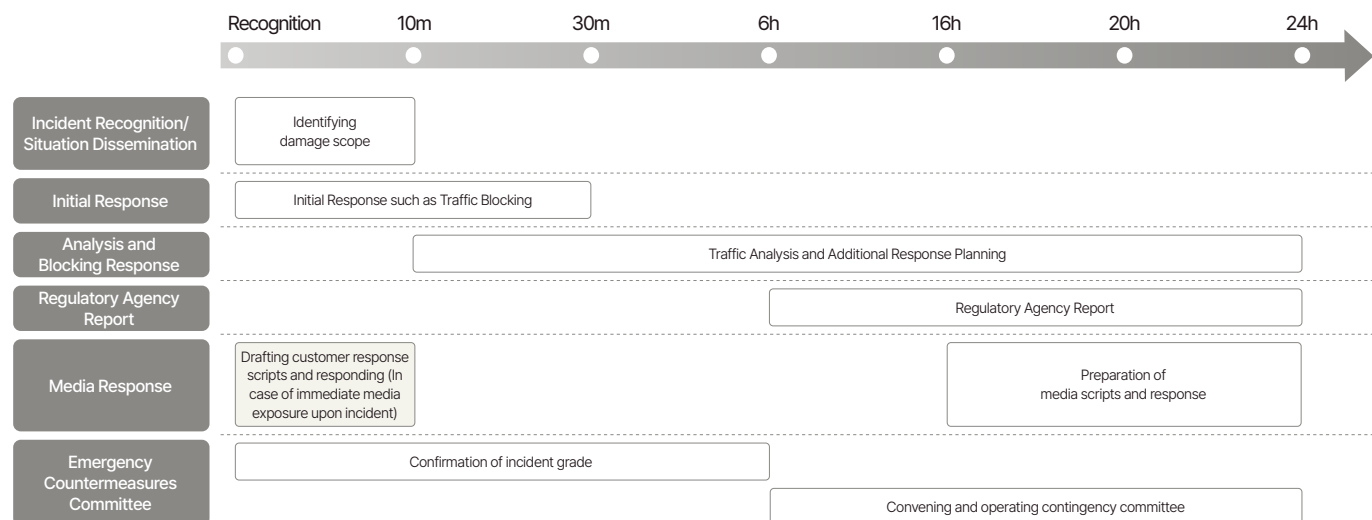
# Information Security and Privacy Protection

## ● Risk Management for Information Security and Privacy Protection

### Personal Information/Confidential Information Leakage Incident Response Process



### DDoS Response Process



# Information Security and Privacy Protection

## ● Information Security and Privacy Protection Inspection Activities

### Security Inspection Activities

- We conducted regular on-site information security inspections for partners such as agencies, help center, and personal information custodian to enhance the level of information security and privacy protection

| Category                                  | Details  |
|---|--|
| Agency                                    | <ul style="list-style-type: none"> <li>• Full 3-year inspections conducted for all agencies including mobile (wholesale/retail), home AS centers, and enterprise agencies</li> <li>• Enhanced agency terminal security through PC Initialization Reset Solution and whitelist-based access control</li> <li>• Performed online and offline inspections on PC and customer information management, document security, and account management</li> <li>• Provided training on information security and personal data protection issues to raise awareness among agencies</li> </ul>                |
| Sales Stores                              | <ul style="list-style-type: none"> <li>• Support for self-regulation activities in collaboration with the Online Privacy Association (OPA) for approximately 9,000 stores</li> <li>• The Online Privacy Association and the Three Telecom Companies jointly supervised 19,860 telecommunication sales stores through field inspections, consulting, training, and shredding support</li> <li>• Conducting information security training for sales stores that have contractual relationships with wholesale agencies selling products of the three major telecommunications companies</li> </ul> |
| Subsidiary                                | <ul style="list-style-type: none"> <li>• Inspected information security and personal data protection management systems of nine subsidiaries and provided security practice guidelines</li> <li>• Conducted on-site inspections of regional customer centers</li> </ul>  |
| Personal Information Processing Custodian | <ul style="list-style-type: none"> <li>• Inspections conducted for 117 personal information processing custodians</li> <li>• Inspected technical, administrative, and physical protective measures to ensure fulfillment of personal data protection responsibilities as specified in contracts</li> </ul>   |

### Agency Inspection

- We have established a comprehensive information protection inspection system, including self-inspections, on-site inspections, and implementation inspections, to proactively address various information security issues that may arise at agencies nationwide

#### Agency Inspection Management System



**Self-Inspection**

- Compliance with 15 items including archiving application documents, account sharing, etc.
- System-based agency self-inspection and quarterly inspection by the responsible sales personnel



**On-Site Inspection**

- Comprehensive inspection by a third-party expert company and immediate action on issues
- Unannounced inspections using a checklist based on 16 items, immediate corrective actions and guidance for deficiencies



**Compliance Inspection**

- Verify and re-inspect implementation of corrective actions targeting points of external complaints, issues found during on-site inspections, and vulnerable agencies

#### Agency On-Site Information Security Activities

**Mobile/Home Agency**

**Personal Information Inspection**

- Detect and delete suspected personal information through online inspections and receive recurrence prevention measures
- Conduct mock drill for agency information protection
- Conduct repeated on-site inspections for insufficient measures and complaint points

**System and Process Improvement**

- Mandatory application of PC solutions; whitelists and antivirus software
- Provision of shredding vehicles
- Improvement of customer information processing system including customer consent and scanning of required documents

**Training**

- Share on-site inspection cases
- Conduct information security workshops and theme-based information security training

**Enterprise Agency**

**Guidance on Agency Information Security Compliance Guide**

- Conduct training for agencies based on information security checklists

**On-site inspection of PC security and customer information management areas**

- Online training
- Implement agency self-security checks
- Continuous monitoring and on-site guidance

### Security inspection for personal information processing custodian

- We conducted inspections of information security and privacy protection activities for custodians entrusted with LG Uplus's privacy processing tasks at least once a year
- We conducted inspections on 117 subcontractors registered in the Personal Information Processing Policy Management System (PPMS). The inspections were carried out systematically based on a total of 102 items, which include 28 administrative protection measures, 21 personal information lifecycle items, and 53 technical protection measures. We developed seven detailed checklists tailored to different types of entrusted tasks.
- To encourage voluntary improvements, we provided an inspection guide, inspection Wiki, and standardized templates.
- We plan to strengthen the inspection process for the entire contract lifecycle (from pre-contract to execution and termination) by 2025.

# Information Security and Privacy Protection

## Information Security and Privacy Protection Inspection Activities

### DDoS Attack Response System

- LG Uplus established an Integrated Control Center and strengthened 24hours 365days Response System
- We implemented Various Protective Measures to Block DDoS Attacks
- We have strengthened DDoS response capabilities through annual company-wide DDoS response exercise

### DDoS Attack Protection

|                                 |   |
|---------------------------------|---|
| <b>Response to New Types</b>    | <ul style="list-style-type: none"> <li>Deactivation of Unnecessary Ports, NW Equipment Access Control</li> <li>Deployment of Security Devices (IPS) by Network Type such as Broadband and External Open Networks</li> <li>Establishment of NW Network Anomaly Behavior Analysis System (NW-SIEM) and Strengthened Monitoring</li> </ul> |
| <b>Elimination of Exposures</b> | <ul style="list-style-type: none"> <li>Company-wide IT Services Subjected to Penetration Testing, Open Port Inspection, ASM Solution Checks, etc.</li> </ul>  |
| <b>Network Safety</b>           | <ul style="list-style-type: none"> <li>Expert Diagnosis on Network Safety and Implementation of Follow-up Actions Based on Diagnosis Results</li> </ul>   |
| <b>Cloud</b>                    | <ul style="list-style-type: none"> <li>Blocking Cloud Service DDoS Attacks through WAAP</li> </ul>  |
| <b>Security Visibility</b>      | <ul style="list-style-type: none"> <li>Strengthening Company-wide Security Equipment Log Visibility and Anomaly Behavior Management System (SIEM Advancement)</li> </ul>  |

### Malicious Email Mock Training

- We conduct mock phishing training twice a year using our newly developed internal malicious email simulation system.
- We participate in KISA Cyber Crisis Response APT (Hacking Email) mock training twice a year.
- We conduct mobile smishing text mock training in March and April.
- We carry out personal information leakage mock training in collaboration with the customer center in October.
- We engage in external agency cyber integrated mock training to prepare for cyber threats, including tabletop exercises in January and private sector integrated mock training in August.

### 2024 Malicious Email Mock Training Performance

| Category                     | Training Content   |
|------------------------------|--|
| Malicious Mail               | Frequency: Twice a Year<br>Target: 21,246 people in the first half, 21,302 people in the second half (employees, partners)<br>Method: Awareness enhancement through various scenario-based training; conducted additional training for individuals who clicked on malicious links  |
| APT (Hacking Email) Training | <ul style="list-style-type: none"> <li>Frequency: Twice a year</li> <li>Target: 300 people each (IT/Network/Security Operations personnel)</li> <li>Method: KISA sends a simulated training mail, and private organizations respond (systematic inspection such as detection of incoming threats, reporting, damage assessment, and internal dissemination, etc.)</li> </ul> |

### 2024 DDoS Response Simulation Training Performance

| Category                         | Training Content   |
|----------------------------------|--|
| DDoS Response Training           | <ul style="list-style-type: none"> <li>Date: May, November</li> <li>Content: KISA Joint Training (TCP/UDP Traffic Attack)</li> <li>Focus: Recognition Time of DDoS Traffic Inflow, Identification of Attack Types and IPs, Differentiation from Normal Packets, Verification of Measures and Post-Response Plans</li> </ul>            |
| Vulnerability Detection Training | <ul style="list-style-type: none"> <li>Date: May, November</li> <li>Content: KISA Joint Training (Main Website Penetration Attack)</li> <li>Focus: Timing of Security Equipment Detection, Analysis and Response Results to Traffic (Identification of Attack Type IPs), Verification of Future Measures and Response Plans</li> </ul> |

### U Cloud Working Environment

- We support work performance within a secure virtual desktop-based environment by separating work and internet environments.
- We continuously improve security measures for devices and SaaS areas in response to changes in the work environment.

### Provision of Cloud Infrastructure

|                                      |   |
|--------------------------------------|---|
| Work Environment Separation          | Provide Cloud PCs, which are separate virtual work environment, to employees and partners                             |
| Uplus Business System Access Policy  | How to access internal systems after 2-factor authentication  |
| Cross-zone Data Transfer Policy      | Define approval-based data distribution methods by dividing PC zones into OA and Cloud (work/closed)                  |
| Mail system usage policy             | Apply an approval system by the organization leader when important information is included in mails to external party |
| Internet Access Policy               | No Internet access at work  |
| Security Solution Enforcement Policy | Specify mandatory installation security programs for cloud PCs (regular/secure)                                       |
| Messenger Usage Policy               | Block commercial messengers by default, only allow the use of the company's standard work messenger                   |
| Cloud Environment Access Policy      | Allow access to critical customer information systems (UCube, etc.) only from registered IPs                          |
| Device Access Policy                 | Authorization-based operation   |

### Improvement of Work Environment Security Measures

|   |   |
|---|---|
| Strengthening Security for Work SaaS            | <ul style="list-style-type: none"> <li>Establish SaaS (e.g., Teams, Confluence) adoption process</li> <li>Apply integrated authentication and access management</li> <li>Monitor for personal data detection and abnormal behavior</li> </ul>   |
| Strengthening Local PC Endpoint Security Policy | <ul style="list-style-type: none"> <li>Implement real-time monitoring, blocking, and analysis system for abnormal and data leakage behaviors (EDR: Endpoint Detection &amp; Response)</li> <li>Enhance Win/MAC solutions (antivirus, media control, personal data detection, etc.)</li> </ul> |

# Information Security and Privacy Protection

## Activities to Raise Awareness of Information Security and Privacy Protection

### Company-wide Information Security and Privacy Protection Training

- LG Uplus mandates information security training for all employees including contract employees, agencies, and all contractors issued with Uplus App accounts to safely manage company and customer information assets and prevent cyber incidents related to information security and privacy protection.

| Executive and Leaders Training   | Company-wide Mandatory Training   | Position-specific Specialized Training   |
|--|---|--|
| <b>Cybersecurity Awareness Enhancement for Executives</b><br>Shared the latest security trends and incident cases such as Supply Chain Security and types of cyberattacks<br>Conducted advanced cybersecurity case lectures on topics including AWS security culture, Zero Trust, and Google and Microsoft work security environments<br><b>Conducted information security group training for company-wide development/operations unit director and team leaders</b><br>Provided training to 200 leaders of core development/operations departments company-wide, sharing information security trends such as security incident cases, pre-security review processes, vulnerability inspection processes, and ISMS-P Certification defect cases<br>Training for executives and leaders<br>Number of sessions held: <b>6times</b> | <b>Mandatory semi annual training for all employees including contract workers, contractors, and dealerships</b><br>Mandatory completion enforced by blocking intranet access for people who did not complete the training<br>Updated training content to reflect newly enacted or revised current laws and regulations<br>Conducted differentiated training by producing security education content reflecting organizational/job requirements (adding new content for sales, NW, development, planning, STAFF roles)<br><b>Mandatory information security training for employees and contractors</b><br>First half-year completion rate: 99.9% (19,822 out of 19,830 completed)<br>Second half-year completion rate: 99.97% (19,755 out of 19,760 completed)<br><b>Mandatory information security training for dealerships</b><br>First half-year completion rate: 99.4% (10,083 out of 10,142 completed)<br>Second half-year completion rate: 99.01% (9,948 out of 10,047 completed) | <b>Company-wide personal data compliance training for all personal data handlers</b><br>Provided explanation of personal data compliance inspection processes and key content education to 4,146 company-wide training applicants<br><b>Mandatory online security compliance core training for company-wide development and operations personnel via Web-App (PC/Mobile)</b><br>Secure coding compliance principles 10: Training conducted for 998 developers across 6 divisions<br>Top 10 ISMS-P Certification defects: Training conducted for 4,200 developers and operators across 4 divisions<br><b>Personal data protection training for new organizations such as infiniSTAR</b><br>Training on personal data protection definitions and incident cases, crisis response methods<br><b>Mandatory Secure Coding Training</b><br>Completion rate: 100%<br>Average test score: 99<br>Satisfaction rate: 76% |

### Enhancement of 52 Weekly awareness

- To help employees naturally recognize the importance of information security and personal data protection in their daily lives, we deliver related information in concise forms such as card news through "52 Weekly," which is announced company-wide once a week via our internal intranet, Madang.
- In odd-numbered months, the theme is information security, while in even-numbered months, the theme is personal data protection. We post over 100 items, including guides, policy changes, and case studies.

### 52 Weekly



### Enterprise information security announcements

- We provided information security training at the program initiation stage for new business system accounts and first-time system users of LG Uplus to raise security awareness. The access to work systems is restricted if the training is not completed
- By posting security crisis response plans, key policies, and guidelines on the App bulletin board accessible to all employees, we enhanced access to key information security-related matters
- Through a full renewal of the security portal, we established a single channel where dispersed security requirements and guides can be accessed.

|                  |  |
|------------------|--|
| CEO/CISO         | Understanding Company's Security Level, Providing Comprehensive Situational Awareness and Response Decision-making Information |
| Security Manager | Monitoring Operational Status by Security Area   |
| Security Staff   | Compliance with Laws, Provision of Security Standards/Manuals, Prevention of Critical Tasks Omission                           |
| Employees        | Provided Security Status, Inspection and Training Status Information   |

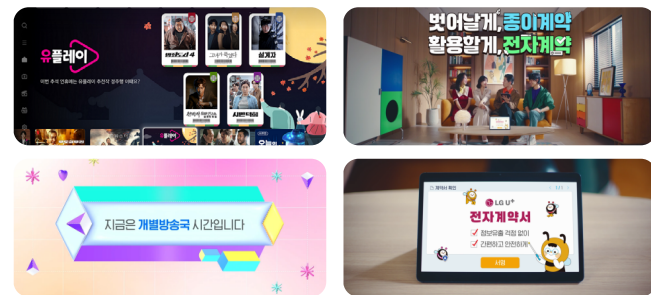
# Information Security and Privacy Protection

## ● Activities to Raise Awareness of Information Security and Privacy Protection

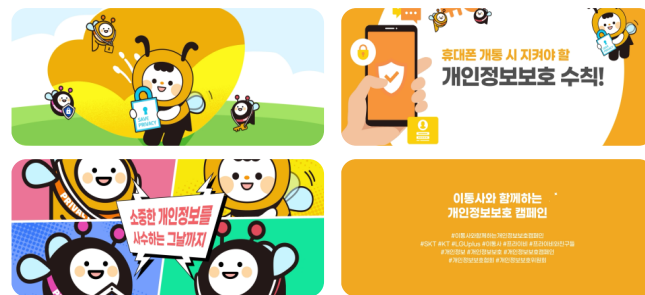
### Privacy Protection Campaigns

- LG Uplus expanded positive perceptions of privacy protection levels during telecommunications service enrollment among telecommunications service users, particularly focusing on the Gen Z generation, through IPTV promotions, social media and YouTube marketing, subway advertisements, and the release of KakaoTalk emoticons.
- Compared to 2023, YouTube video views increased by 123%, and the number of new followers on major promotional channels grew by 186%, demonstrating the effectiveness of the campaign.
- Online research survey results indicate a yearly increase in positive perceptions of privacy protection levels during telecommunications service enrollment, with a 7.2% increase over two years.
- We strengthened security campaigns by utilizing everyday spaces, such as digital signage in elevators and lobbies of major buildings, as well as PC screens.

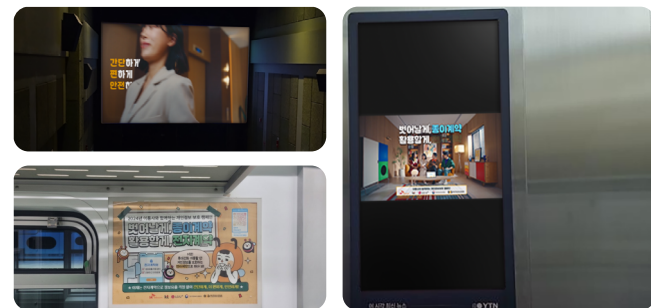
#### IPTV Promotion



#### Screensaver



#### Outdoor Media Advertising



#### KakaoTalk Emoticons



#### Awareness Enhancement through Digital Signage



#### Security Campaign through PC Screens



# Customer Satisfaction and Service Quality

LG Uplus prioritizes protecting customers' rights and interests as its core value and implements various activities to enhance customer satisfaction. For example, through the sincere Day activities that directly engage with customers, business insights reflecting customer needs are discovered. Additionally, separate management and prompt responses to customer complaints are conducted to minimize customer inconvenience.

## ● Protecting Customer Right

### Protecting Customer Rights Policy

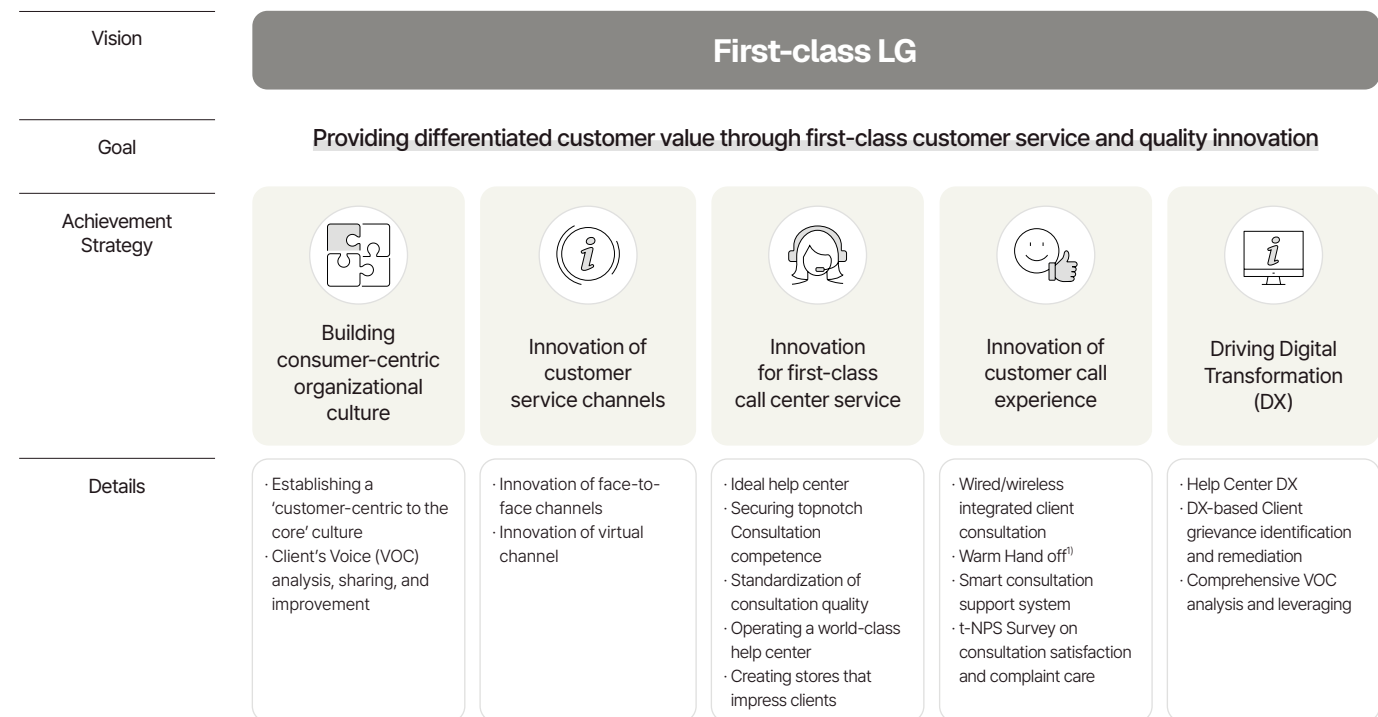
LG Uplus strives to be a customer-centric company and is committed to providing services in an environment where all customers can use them easily. We aim to prevent potential infringements on consumer rights that may occur in our business activities and enhance

consumer rights protection by reflecting valuable consumer opinions. We operate according to the following policies:

1. We make every effort to continuously improve service quality and provide the best possible service to consumers.
2. We proactively prevent and take measures against potential risks that may infringe on consumer rights. If any harm occurs, we strive to restore consumer damages through appropriate remedies.
3. We create a healthy service environment and actively engage in activities to protect minors from harmful information.
4. We transparently provide information related to the use of products and services to consumers to ensure their rights.
5. We strive to ensure that all consumers can use our services equally, regardless of their preferences or disabilities.
6. We operate consumer communication channels to actively gather consumer opinions and provide feedback on the opinions received.

LG Uplus's Protecting Customer Rights Policy applies to all employees and stakeholders

### Consumer Rights Strategy System



1) A procedure to transfer tasks seamlessly during the process of responding to clients

# Customer Satisfaction and Service Quality

## ● Protecting Consumer Rights

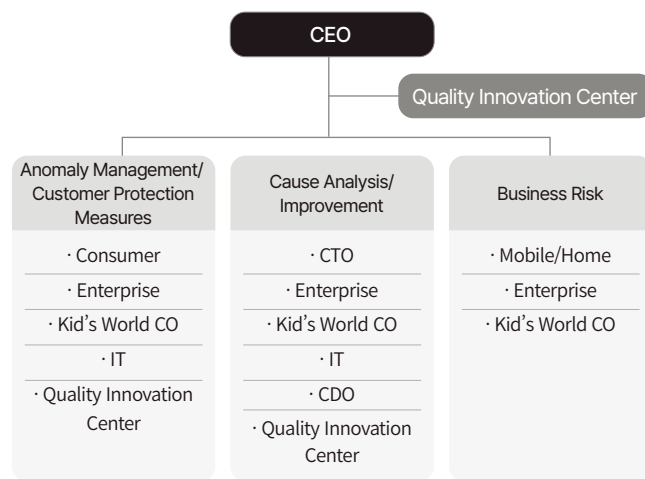
### Annual goal to achieve protecting consumer rights (3 years)

| Category                  | Performance  |                        | Goal                   |                        |
|---------------------------|--------------|------------------------|------------------------|------------------------|
|                           | 2024         | 2025 (Short-term)      | 2026 (Mid-term)        | 2027 (Long-term)       |
| j-NPS <sup>1)</sup> Score | +29.0 points | +30.5 points or higher | +32.0 points or higher | +33.5 points or higher |

1) j-NPS (Journey Net Promoter Score): A customer satisfaction index that measures the entire customer journey (subscription-usage-retention) in 13 detailed stages.

### Consumer Rights Organization Chart

- The Chief Customer Service Officer (CV Unit Director) is acting as a standing member of the Quality/Safety Management Committee (Consumer Officer) to protect users and has the authority to consult with the CEO.
- To provide stable communication services to customers, we led the inspection and improvement of quality risks and established a company-wide crisis response process centered on the CEO for prompt response and recovery in case of service anomalies.



### Protecting Consumer Rights Activities

- Establishing detailed consumer rights protection achievement strategies to enhance customer satisfaction and building and implementing key promotion systems

| Strategy   | Detailed Activities  |
|--|--|
| Establishing a customer-centric working method and organizational culture      | Promoting the digital transformation (DX) of the customer journey from an end-to-end perspective <ul style="list-style-type: none"> <li>Selecting and managing core tasks of all experiences across the company to digitalize the entire customer journey</li> <li>Accelerating E to E (END to END) digitalization through company-wide progress management and direct execution of the entire journey</li> <li>Benchmarking global telecommunications companies to establish a global top-level B2B (SOHO/SME) digital channel operation plan</li> <li>Deriving a digital transformation strategy for consultation channels through diagnosis and analysis of the customer journey for each consultation channel (chatbot, Your U+, Help Center, etc.)</li> </ul> |
|  | Planning and developing content to improve the customer experience self-development platform <ul style="list-style-type: none"> <li>Contributing to the reduction of inquiries and grievance calls by establishing a structure for self-resolution on the customer support page (diagnosis/resolution → consultation → A/S service)</li> <li>Providing customized solutions (Trouble Shooting) for enhancing home issue resolution and establishing an A/S application menu</li> <li>Expanding useful usage content experienced by employees and clients (35 items discovered/developed)</li> </ul>  |
|  | Deriving and improving Key Challenges for customer value Innovation <ul style="list-style-type: none"> <li>Applying insights from overseas benchmarking to our store platform</li> <li>Identifying client inconveniences due to differences in home-enterprise processes and operating a consultative body between home and enterprise businesses</li> <li>Conducted one internal venture linkage (Corkrew) and one internalization (Dogbaro)</li> <li>Established a system for collecting client ideas through a client value idea contest</li> </ul>   |
| Strengthening clientcentric mindset  | Performing tasks from the client's perspective <ul style="list-style-type: none"> <li>Established the "Sincere Day Process" to ensure all organizational units perform tasks from the client's perspective</li> <li>Supported team units to meet target clients through the Sincere Day Support Center to identify client needs that directly benefit the business</li> <li>Supported the CEO, executives, and unit directors in discovering business insights from the client's perspective through CEO Sincere Day and Leader Sincere Day</li> </ul>   |
|  | Customer value innovation execution check for employees across the company <ul style="list-style-type: none"> <li>Establishing a foundation for regular self-assessment of customer value innovation execution for employees across the company</li> </ul>   |
| Establishing a Company-wide Customer Experience Improvement System Based on DX | Building a VOC Solution <ul style="list-style-type: none"> <li>Building a VOC solution utilizing STT summarization technology, which serves as the basis for improving various inquiry calls across the company</li> </ul>   |
|  | DX (Digital Transformation) of all NPS <ul style="list-style-type: none"> <li>Digitalizing all NPS, which were previously managed manually across the company, to establish efficient management and work processes</li> </ul>   |

# Customer Satisfaction and Service Quality

## ● Improvement of Consumer Satisfaction

### Monitoring of 'Perfect Experience'

- We collect and manage data to provide improved services by defining 'Perfect experience' as a case where a customer is highly satisfied with their experience with LG Uplus.
- We continuously inspect and improve the customer experience levels based on CXI1 (j-NPS) and monitor the entire journey by segmenting it into 13 stages from joining to using to retaining (2022)

1) CXI: Customer eXperience Index

### Segmenting the Journey



### Consumer Satisfaction Survey (t-NPS<sup>1)</sup>)

- We periodically conduct clients' willingness to recommend surveys to identify areas of improvement tasks at each touchpoint and create strategies to improve satisfaction.
- We identify improvement tasks based on t-NPS to refine major processes such as ease of client access and response quality improvement, and implement activities to enhance response quality.
- We confirmed the effectiveness of improvement activities by checking the the willingness has been increased by 1.2% in Stores, 4.2% in Help centers, and 2% in Home Gateway/AS.

1) t-NPS: LG Uplus channel (customer touchpoint) based customer recommendation intention (touch point - Net Promoter Score).

### t-NPS results

| Category        | 2023.1Q | 2023.2Q | 2023.3Q | 2023.4Q | 2024.1Q | 2024.2Q | 2024.3Q | 2024.4Q |
|-----------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Store           | 92.6    | 93.2    | 93.4    | 93.4    | 94.1    | 94.3    | 94.4    | 94.3    |
| Help Center     | 77.8    | 82.1    | 83.6    | 83.7    | 85.5    | 85.4    | 84.9    | 85.1    |
| Home Gateway/AS | 90.1    | 91.4    | 92.2    | 92.2    | 93.2    | 93.6    | 93.6    | 93.5    |
| Corporate SOHO  | 82.6    | 77.7    | 74.5    | 74.4    | 86.7    | 83.5    | 84.4    | 84.0    |

### t-NPS Contact Point Response Quality Improvement Activities

| Category                                 | Improvement Activities   |
|--|--|
| Customer Center (Mobile/Home/Enterprise) | <ul style="list-style-type: none"> <li>Promoted advanced re-engagement initiatives for customers who have previously expressed dissatisfaction.</li> <li>Enhanced empathetic communication quality to minimize customer inconvenience and complaints, thereby strengthening customer care. Focus on thorough evaluations of courteous language usage, improvement of empathy points, revision of relevant empathy script responses, and reinforcement of role-playing (R/P) training.</li> <li>Conducted role-playing training to instill fundamental customer service skills such as language habits, active listening, and empathy. Additionally, improve service quality by fostering customer perspective understanding and problem-solving skills through activities that involve listening to calls and discussing areas of customer discomfort (Corporate Division).</li> </ul> |
| Home Gateway/AS                          | <ul style="list-style-type: none"> <li>Activation of the "SOS Campaign" to check all services within the consumer's home during AS visits</li> <li>Implemented training and a competency grading system for personnel in the relevant division to develop telecommunications and media experts.</li> <li>Strengthened AI customer interaction: Apply proactive measures through the "CRM system" and establish a self-service process for customers via chat counseling.</li> </ul>  |
| SOHO Gateway/AS                          | <ul style="list-style-type: none"> <li>Due to the surge in activation tasks following the increase in subscribers in 2023 (from 330,000 in 2022 to 400,000 in 2023), there were instances where visits could not be made according to the client's desired schedule, leading to a decline in metrics.</li> <li>In response, additional personnel (17 people) were recruited for the operations team in the second half of 2023, and enhancements were made to the response guide, along with rewards for teams/individuals with outstanding performance.</li> </ul>  |

# Customer Satisfaction and Service Quality

## ● Improvement of Consumer Satisfaction

### Discovery and identification of challenges for the future of customer experience based on 'LG Uplus Trend Map'

- Based on the 'DRIVE model' that analyzes changes in the social environment from a macro perspective and the 'customer trend set' for consumer trends, 'LG Uplus Trend Map' is built and monitored all the time.
- We discuss on improving future customer satisfaction and proactive business preparation directions based on the 'Uplus Trend Map' through the CEO Councils.
- In line with LG Uplus's U+ 3.0 future strategy to transition into a platform business, we are identifying future customer experience directions and promoting tasks to improve customer satisfaction through Data Governance (Security), Relational Consumption (Commerce), Content Experience (Growth Care), Benefit Experience (Benefits), Preference-based Consumption (Play), and Brand Experience.

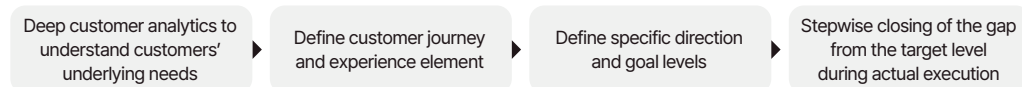
#### U+ Future Customer Experience Preparation Tasks

| DRIVE Model                | Fairness                   | Proactivity                       | Decentralizing                   | Thrifty Consumption           | Preference-Driven Consumption       | Industrial Structure |
|----------------------------|----------------------------|-----------------------------------|----------------------------------|-------------------------------|-------------------------------------|----------------------|
| Customer Trend Set         | Data Consumer              | Post-it Ship                      | Polar Watching                   | Ideal Companion               | Totally My Vibe                     | Pride of Narrative   |
| Future Customer Experience | Data Governance (Security) | Relational Consumption (Commerce) | Content Experience (Growth Care) | Benefit Experience (Benefits) | Preference-based Consumption (Play) | Brand Experience     |

### Identifying and improving 'Perfect Experience'

We've segmented the customer journey and defined each stage experience as a feature-value-emotion experience. (2021~)

- Operation of LG Uplus customer experience transformation activity 5 steps



Analyze the "Perfect Experience" and objectify metrics for customer experience innovation

- We collaborate across customer-facing departments to analyze best practices and improve data reliability.
- We plan and develop customer experience innovation through CEO councils

Systematic management of the progress of 'Perfect Experience' improvement tasks

- We establish a CX innovation task management system in 'SINGLEX,' where each CX innovation task manager takes responsibility and manages the progress until the task is completed.
- We enhance the completeness of customer experience improvement tasks through periodic monitoring via an improvement status dashboard.

### Enhancing customer satisfaction levels through innovation training

Customer Insight Sharing through 'Insight+'

- We operated the Insight+ platform to enhance customer innovation capabilities across the company, sharing best customer experience cases among employees and providing detailed guides such as online surveys and interview processes to uncover customer insights (2021~)

Customer Innovation Education Support

- We developed and operated customer innovation training courses to improve customer satisfaction, and conducted customer innovation training for the company's customer experience innovation department. (2022)

# Customer Satisfaction and Service Quality

## ● Improving the Customer Dissatisfied Experience

### Customer complaint calls reduction record

- We incorporate and manage the performance of consumer complaints received by the Help Center into the company-wide KPIs.
- Continuous decrease in consumer grievance feedback since 2020.

#### Complaint call DPMO<sup>1)</sup>

| DPMO   | 2022   | 2023   | 2024   |
|--------|--------|--------|--------|
| Mobile | 858    | 637    | 384    |
| Home   | 29,516 | 26,760 | 22,966 |

1) Defects Per Million Opportunities, a calculation that standardizes the number of defects at the opportunity level.

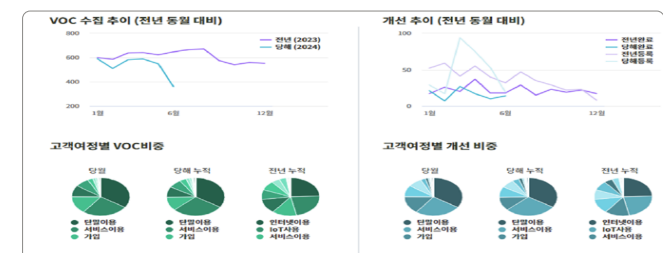
#### App/Service Consumer Grievance Feedback Reception and Handling Performance

| Category   | 2022                     |                     | 2023                     |                     | 2024                     |                     |
|------------|--------------------------|---------------------|--------------------------|---------------------|--------------------------|---------------------|
|            | Number of cases received | Processing Rate (%) | Number of cases received | Processing Rate (%) | Number of cases received | Processing Rate (%) |
| Common     | 4,113                    | 81                  | 3,277                    | 81                  | 3,578                    | 81                  |
| Mobile     | 5,292                    | 93                  | 5,438                    | 93                  | 6,988                    | 93                  |
| Home       | 1,277                    | 97                  | 1,238                    | 97                  | 1,680                    | 97                  |
| Enterprise | 710                      | 100                 | 698                      | 100                 | 624                      | 100                 |
| Total      | 11,392                   | 90                  | 10,651                   | 90                  | 12,870                   | 90                  |

### SINGLEX Voice of Customer

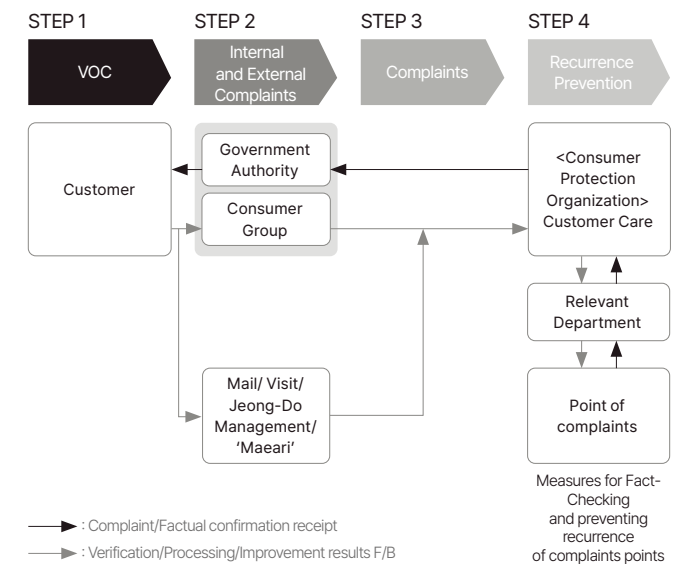
- By integrating more than 15,000 complaints per year from internal systems, the field, and social media, which were previously managed separately, an integrated management system was established
- We applied Text Analytics technology to establish a pre-defined, automated taxonomy of customer complaints and accelerate the resolution of customer pain points.
- We provide self BI (Business Intelligence) capabilities to analyze pain points and insights and create customized reports by affiliate.
- After activating SINGLEX, there is a continuous decline in customer complaint call

#### App/Service consumer complaint reception and processing performance



### Procedures and organization for handling consumer complaints

- We identify customer pain points and operate the Consumer Protection Organization to ensure smooth response and prevention of recurrence in case of damages
- We review compensation standards for handling damages according to the damage compensation criteria defined in the service terms and conditions available on our Website.
- If a consumer claim that meets the compensation standards is received, it is processed through the procedures and organization for handling consumer complaints, followed by feedback and notification of results



### Consumer Painpoint Management Process

- We identify customer pain points and establish an internal system (CPPM) to ensure smooth response and prevent recurrence in case of damages.
- We review compensation standards for handling damages based on the damage compensation criteria defined in the service terms and conditions available on our Website.
- If a consumer claim that meets the compensation standards is received, it is processed through the 'Customer Painpoint Management Process' and feedback and results are communicated



# Customer Satisfaction and Service Quality

## ● Service Stability Management

### Service Stability Management System

- LG Uplus recognizes crisis management as a fundamental element of sustainable business operations and has established a crisis response system to prevent service incidents and minimize damage when crises occur.
- In crisis situations, the CEO serves as the company-wide emergency response committee chairman, operating the disaster response headquarters under the chairman's direction to maintain an organic disaster response system across the organization.
- We designate and manage telecommunications facility grades to protect critical communication facilities and equipment and install and operate remote access systems and CCTV for access control and security management.
- To ensure network stability, we have implemented dual communication networks for major telecommunications facilities and operate key communication equipment with redundancy and backup systems (DR) to prevent and respond to network errors. We conduct advance inspections using simulation test systems and control major operations through work management systems.
- To provide stable power supply to critical communication facilities, we have implemented dual power supply networks and secured backup power sources for extended outages, ensuring structural stability for lithium-ion battery rooms.
- We operate wired and wireless networks separately to secure network survivability and implement dual wireless internet access paths.
- We conduct disaster response personnel training and technical education for communication equipment and service failure response and perform simulation exercises to prepare for various disasters and failures.

### Composition of the Telecommunication Disaster Response Headquarters

- The CEO convenes the Emergency Response Committee to activate the crisis response system.
- We operate a comprehensive control center to facilitate rapid disaster recovery.



|   |  |
|---|--|
| Emergency Response Committee Chairperson (CEO, CRO)   | Company-wide Crisis Response Oversight   |
| Emergency Response Committee Members (Subcommittee Chairs, management representatives)          | Company-wide crisis response system, operation, and crisis response Control Tower  |
| Situation Management Team (Crisis Management Officer)   | Monitoring progress and managing suspension systems<br>- Understanding accident recovery status and internal/external trends |
| Damage Investigation Team (Led by each subcommittee's main organization)                        | Fact-checking causes of damage<br>- Detailed causes and extent of damage, etc.   |
| Incident Response Support Team (Public Relations/External Affairs, CV, Legal Affairs, HR, etc.) | Company-wide response and recovery support<br>- Response to media and regulatory agencies                                    |

### Designation and management of Important Communication Facilities

- In accordance with the Framework Act on Broadcasting and Communications Development, we designate and manage grades for each communication office by considering voice coverage, the number of accommodated lines, the number of base stations, and functional aspects for critical communication facilities.

(Unit: cases)

| Category                           | Grade A | Grade B | Grade C | Grade D | Total |
|------------------------------------|---------|---------|---------|---------|-------|
| Important Communication Facilities | 12      | 5       | 22      | 87      | 126   |

### Access control and CCTV installation

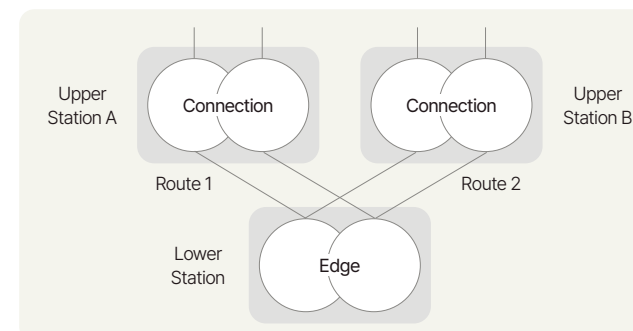
- We install CCTV cameras at key facilities, including entrance doors, communication rooms, inbound manholes, and battery rooms, to enable remote monitoring and access control.
- We have a total of 468 base stations and 2,164 CCTVs, featuring cameras with over 2 million pixels and the capability to store footage for more than 90 days.

# Customer Satisfaction and Service Quality

## ● Service Stability Management

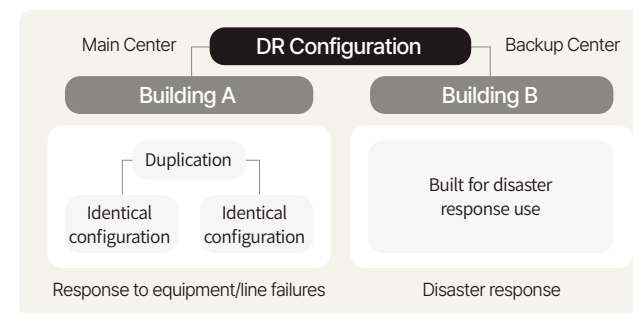
### Network configuration dualization between major stations

- We dualize routes for major critical communication networks to ensure stable network operations, allowing communication to be rerouted through alternative upstream networks in case of disruptions.



### Duplexing of key communication equipment and DR network establishment

- LG Uplus established duplex systems for each piece of equipment to prevent disruptions in wired and wireless communication services due to disasters or malfunctions.
- In the event of a disaster affecting key wired and wireless facilities, we set up Disaster Recovery (DR) systems in other regions to ensure the alternative provision of essential services to customers.



### Establishment of simulation test system

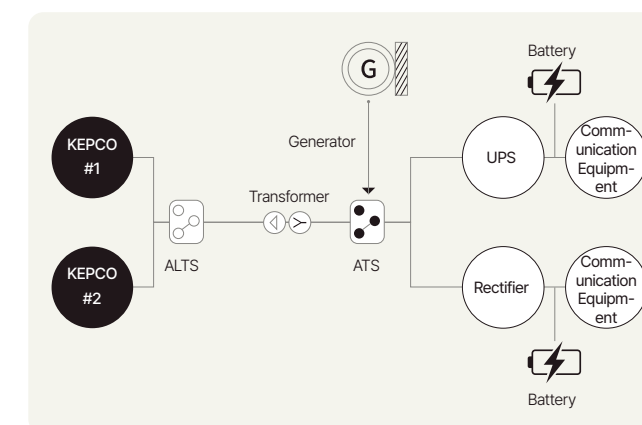
- We have established and are operating a simulation testing system, allowing for pre-verification on a test network built similarly to the commercial network for tasks that may affect the telecommunications network. This system conducts pre-verification for various tasks such as software applications and parameter changes.

### Installation of work management control system

- We installed a centralized control system for work management to oversee and manage major network tasks centrally, enabling the registration and approval of work plans, control over ongoing tasks, and management of task history.

### Dualization of power supply network and securing backup power

- To ensure the stable operation of critical communication facilities, LG Uplus established a dualized power supply network that can receive electricity from different substations in the event of a power supply interruption from Korea Electric Power Corporation.
- We secure backup power by installing emergency generators and batteries within the facilities to provide a stable power supply.



### Structural stability assurance of battery rooms

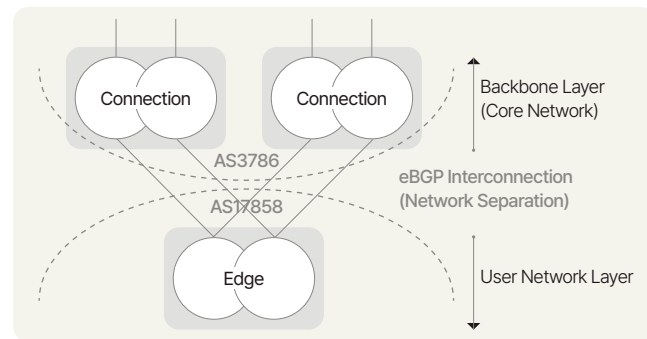
- To prevent damage from lithium battery fires, we have installed and are operating accident prevention equipment.
  - ① We operate dedicated lithium battery rooms and install water spray fire extinguishing systems, along with fire-resistant barriers made of non-combustible materials between battery racks.
  - ② LG Uplus installed fire monitoring sensors, off-gas detectors, and VESDA detectors, and we established a remote monitoring and early fire response system through Battery Management Systems (BMS).

# Customer Satisfaction and Service Quality

## ● Service Stability Management

### Wired/Wireless Network Separation

- LG Uplus logically and physically separates and operates wired networks (internet networks) and wireless networks (4G/5G) for each type of network.
- We construct and operate regional user networks separately to prevent errors in one region could pervade into other regions or to the core network.



### Dualization of Wireless Network Internet Access Routes

- We ensure uninterrupted service by establishing dual access paths through the integration of other companies' wired networks, safeguarding against wireless internet access path disruptions.

| Mobile Network Operator (Wireless) | Backup Carrier (Wired) |
|------------------------------------|------------------------|
| KT                                 | LG Uplus               |
| LG Uplus                           | SK Broadband           |

### Service Stability Education and Training

- LG Uplus conducts both internal and external training to secure expertise in emergency communication management and network operation.
- We offer over 100 technical training courses to enhance our network technology competitiveness.
- Since 2019, we have been operating the Daejeon NW School to ensure the technical proficiency of field personnel (offering 52 courses in 2024)

### Disaster and Failure Response

- We conducted company-wide joint mock drills for all employees, simulating a fire in the Sangam office's communication room.
- We carry out simulations to prepare for external disasters, power/environmental failures, service unit disruptions, equipment unit malfunctions, and overload issues.

### Compliance with the Framework Act on Broadcasting and Communications

- In accordance with the Framework Act on Broadcasting and Communications Development, we establish and adhere to a broadcasting and communications disaster management plan for the telecommunications sector (core telecommunications services) to prevent the broadcasting and communications disasters and to ensure prompt recovery and restoration.
- To provide proper services under the Telecommunications Business Act, we conduct vulnerability analysis and assessments, manage and monitor key facilities, and implement traffic distribution measures, ensuring compliance with technical standards through appropriate technical and administrative actions.

### 2024 Service Stability Investment

- To stabilize our services, we allocated and executed CapEx of KRW 1.9208 trillion on network equipment and facilities and ensured rapid disaster recovery.

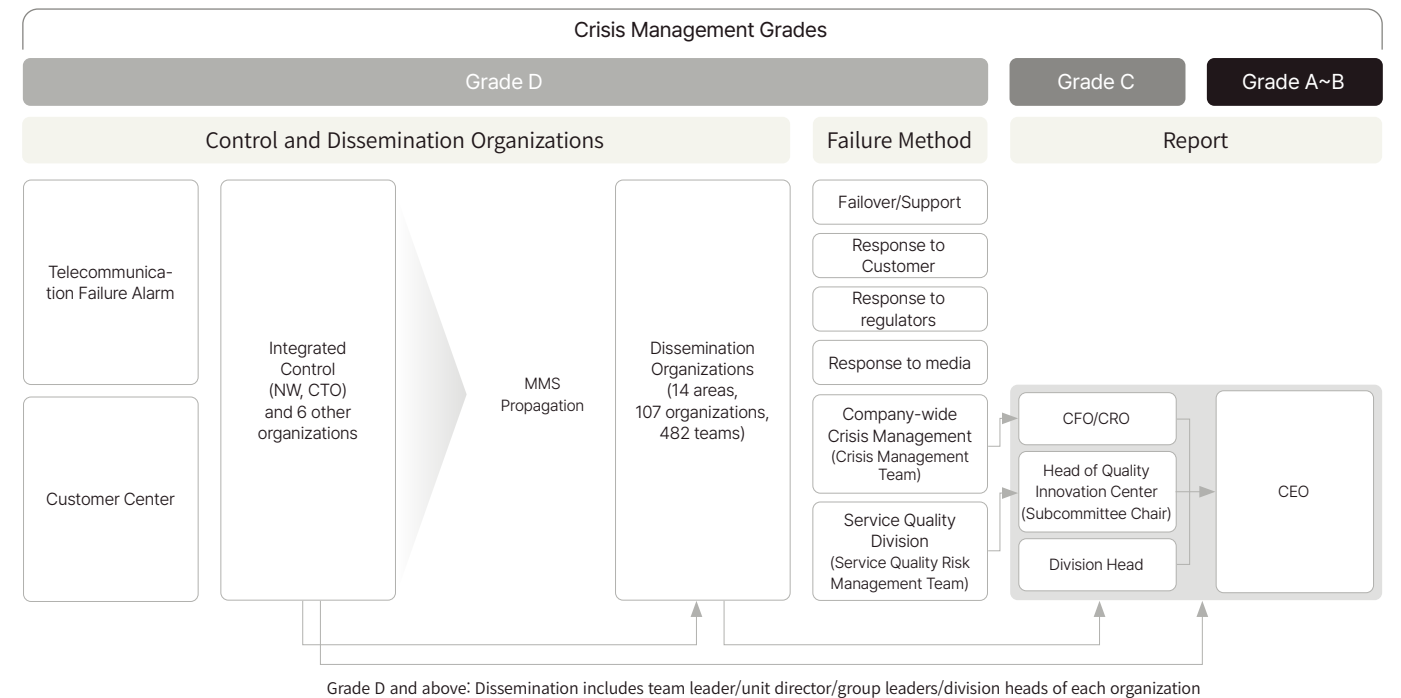
# Customer Satisfaction and Service Quality

## ● Service Quality Control Process

### Service Quality Crisis Management System

- To swiftly respond to service quality risks, we have established a series of quality control processes that assign roles to relevant teams at each stage of risk recognition, dissemination, response/handling, and monitoring.
- We broke down the types of service quality Errors and disseminated them from the control organization to related organizations when the failure occurs (14 areas, 107 organizations, 482 teams)
- The existing system, which only managed the final grade of issues, has been restructured to distinguish between expected grades and final grades, allowing for proactive risk response and increased sensitivity in detecting issue grades.

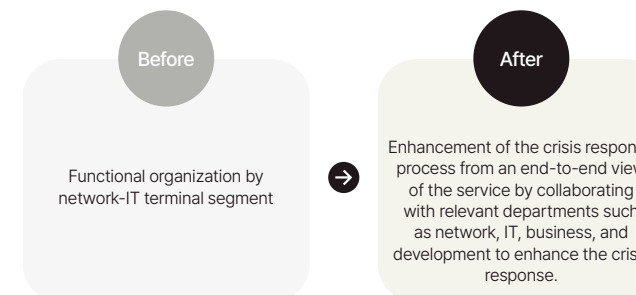
#### Crisis Grade System



### Improvement of Quality Management System and Quality Risks

- We improved the existing function-centered quality management system to an end-to-end crisis response process with customers.
- We identified future risks through risk classification for home, mobile, and enterprise services, set improvement tasks, and implement proactive responses.

#### Improvement of Quality Management System



#### Classification of Quality Risks

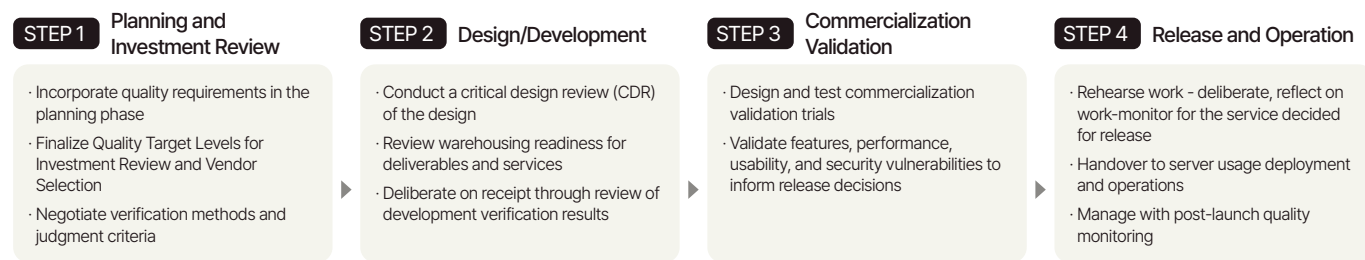
| Home  | Mobile  | Enterprise  |
|---|---|---|
| <ul style="list-style-type: none"> <li>• Broadcast Service Error</li> <li>• Internet Service Error</li> <li>• Home IoT Service Error</li> <li>• Telephone Service Error</li> <li>• Terminal Power Quality of Service Error</li> </ul> | <ul style="list-style-type: none"> <li>• Terminal Service Error(HW, SW, Device)</li> <li>• APP Service Error (Internal, External, Additional)</li> <li>• Wireless Service Error (VoLTE, 5G and more)</li> </ul> | <ul style="list-style-type: none"> <li>• Enterprise Wireline Errors</li> <li>• Enterprise Wireless Service Error</li> <li>• Solution Error</li> <li>• Platform Service Error</li> </ul> |

# Customer Satisfaction and Service Quality

## ● Service Quality Management

### Service Development/Quality Management Process Map

- To ensure quality management during the service development process, we incorporate quality requirements from the initial planning and investment review stages and continue to perform validation for quality stabilization even after launch.
- We provide project approval and risk management through Gate Review at each development stage.



### Quality Control Activities

#### Advancement of Quality Management System

- Institutionalize regular competitive benchmarking to enhance competitiveness in mobile media services
- Adopt Agile for market preemption
- Focus resources on client-centric verification areas by replacing repetitive tasks with AI-based scenario automation solutions
- Inspect and improve the quality management systems and work processes by obtaining ISO 9001<sup>1)</sup> (Quality Management System Certification) and ISO 10002<sup>2)</sup> (Customer Satisfaction Management System Certification)

#### Prevention and Drill Activities

- Select key risks with service-specific risk profiling
- Identify and assess the risks to develop a response plans
- Implement and monitor risk mitigation activities, and evaluate the effectiveness of prevention efforts
- Build a worst-case scenario (risk factor escalation-forecasting through evolution)

#### Response to Errors

- Establish sharing and reporting based on service Error classification
- Organize QoS subcommittees and contingency committees based on Error level (A, B, C, D)
- Ongoing cause analysis, remediation, and prevention activities for errors

### Service Quality Enhancement Policy

#### KPI Management

- Implement responsible monitoring by selecting KPIs and establishing targets for key indicators such as complaint rate by service
- Identify quality improvement priorities to drive continuous improvement

#### Working Group

- Operate a Working Group composed of experts from various fields to resolve Client Pain Points and quality issues
- Quickly respond to client grievances by analyzing root causes and establishing solution

#### Operatong crpss-functional quality councils

- Operate regular quality councils between Network and Consumer divisions to share the status of quality indicators between divisions
- Identify areas for improvement through diagnostics by experts in each field from an end-to-end perspective and solve problems through mutual cooperation

#### Validating Customer Impact

- Conduct quality verification activities with a real-use verification team in which clients directly participate
- Identify issues and proactively manage quality by identifying field pain points and evaluating worst-case tests and scenarios through Test Bed<sup>1)</sup>

1) Test Bed: A platform for transparent and reproducible testing of technology-impact.

1) Quality Management System Certification  
2) Customer Satisfaction Management System Certification

# Customer Satisfaction and Service Quality

## ● Managing Service Safety

### Product Safety assessment

- To provide high-quality and safety services, we conduct certification tests related to standards and our own tests on the safety, reliability, and stability of our products.
- For all products related to customer safety, we have received broadcasting and communication equipment certification, electrical appliance safety certification, and hazardous substance management certification.
- According to the characteristics of the product, we carry out tests for children's products, safety certification, energy efficiency, electromagnetic absorption rate, electromagnetic field environment certification, and battery stability certification.
- Through a total of 19 types of in-house tests, we continuously derive test items for customer complaints and improve test conditions. (3 basic tests, 7 reliability tests, 9 PL-safety tests)

### Product Safety Assessment Certificate



### Safe Electromagnetic Wave Management

- We ensure customer safety through the application and management of international recommended standards and create a safe electromagnetic environment by fulfilling obligations and responsibilities related to electromagnetic measurement.
- We actively implement government measures and recommendations and maintain more than 99.9% of the electromagnetic waves generated every year at the first level.
- Electromagnetic intensity: significantly lower than human protection standards (41-61 V/m)

### Electromagnetic Measurement Performance

| Category  | Unit                     | 2022   | 2023   | 2024   |
|---|--------------------------|--------|--------|--------|
| Wireless Station Electromagnetic Wave Measurement Performance (V-m) | Number of Radio Stations | 25,587 | 32,237 | 24,737 |
| Grade 1 Rate  | %                        | 99.9   | 100.0  | 100.0  |

### Quantum Cryptography

- Post-Quantum Cryptography (PQC): A cryptographic technology that cannot be deciphered even by a quantum computer with ultra-fast computing power
- We signed a technical agreement with Seoul National University's Industrial Mathematics Center and CryptoLab to conduct research and development.
- The world's first quantum-resistant encryption technology was applied to dedicated optical communication equipment.
- We launched the world's first quantum-resistant cryptographic leased line service. (2022.04)
- Expanded quantum-resistant cryptographic leased lines to three types: 1G, 10G, and 100G, and developed quantum-resistant cryptographic PTN leased line technology
- Awarded the Best prize at '2023 National Cryptography Contest' for their Post-Quantum Cryptography (PQC) technology through joint research with the Cryptography Optimization and Application Laboratory at Kookmin University.
- Acquired the first Quantum Encryption Communication Equipment (QENC) security function from TTA in Korea (2024.02)

### Media safety for youth

- We operate U+ Mobile, Media/Content Youth Protection Policy to mitigate the negative impact of media on children and adolescents and block access to harmful media.
- We promote various activities to restrict access to harmful information and adult services

### Youth Protection Activities

#### Youth Protection Activities

- Establishment of a plan to protect Youth from Harmful Information
- Restriction and management measures for access to harmful information for youth
- Conducting education for youth protection
- Counseling and complaints handling for damages caused by harmful information for youth

#### Blocking adult services activities

- Call the Help Center (114) to restrict access to harmful information by blocking the entire wireless internet service
- Call the Help Center (114) to change the actual user to the current user, a teenager (restricting access to adult services for minors)

# Customer Satisfaction and Service Quality

## ● Network Innovation

### Preparation for Next-generation Communication Technologies

- In 2012, we achieved the world's first LTE nationwide network, and in 2019, we achieved the world's first 5G commercialization.
- We are pursuing research and development of next-generation network technologies, 5G-Adv and 6G technologies

#### Key Achievements in 2024

- February**
  - Verification of next-generation software platform technology in API form
  - Demonstrated the first SW automatic installation and automatic recovery function in a Cloud RAN environment in Korea
  - Showcased AI automation technology for network equipment at MWC
- April**
  - Presented a research and development and utilization roadmap for quantum information technology through the publication of the 'Future Quantum Communication White Paper' in collaboration with the Seoul National University research team
  - Successfully demonstrated the base station intelligent controller software platform, a key technological element in the construction and operation of open base stations
- June**
  - Successful verification of upgraded power-saving technology and end-to-end automation technology, as well as O-RAN security test specifications, through industry-academia-research collaboration at the O-RAN Plugfest, which has been participated in for four consecutive years since 2021
- August**
  - Establishment of a joint standard for open API by the three major telecom companies, providing data such as authentication and location information to deliver innovative services and businesses.
- September**
  - Verification of AI network automation technology that enhances cost efficiency and enables easy operation by non-experts through cloud-integrated management of base station equipment.
  - Signing of a business agreement to establish an open RAN demonstration complex on the Kumoh National Institute of Technology campus.
- November**
  - Development and demonstration of 'All-photonic Network' technology for 6G sustainability through collaboration with global companies
  - Conducted joint research on radio wave characteristics in 6G candidate frequency bands 7-15 GHz and 140-160 GHz
  - Publication of a new 6G white paper containing future communication vision and realization strategies
  - Exhibition of 5G-Adv and 6G technologies at the 2024 Korea Radio Industry Exhibition and receipt of the KRS Awards
- December**
  - Establishment of an open RAN commercial demonstration complex on the Kumoh National Institute of Technology college
  - Awarded the Minister of Science and ICT Prize for mobile technology with cloud-based 5G mobile communication core disaster recovery network construction technology
  - Adoption of the joint standard for network open API by the three major telecom companies as an excellent standard by TTA

### Awarded as an Outstanding Enterprise in Disaster Management for National Core Infrastructure

- The Ministry of the Interior and Safety designates facilities that can significantly impact the national economy, public safety, and core government functions, such as those in energy, information and communication, and healthcare, as National Critical Infrastructures. LG Uplus has five designated facilities and undergoes annual disaster management evaluations.
- In 2024, LG Uplus received an 'A grade' and was recognized as an 'Outstanding Institution' in the disaster management evaluation, also receiving the Minister's Award from the Ministry of the Interior and Safety.
- In 2023, LG Uplus's Pyeongchon IDC was recognized as an outstanding company for disaster reduction, receiving the Minister's Award from the Ministry of the Interior and Safety.
- In 2024, LG Uplus was recognized as an outstanding company in the management of national critical infrastructure disasters, receiving the Minister's Award from the Ministry of the Interior and Safety.
- In 2024, LG Uplus was acknowledged as an outstanding company in the Disaster Reduction Best Practices Competition, receiving the Minister's Award from the Ministry of the Interior and Safety.

#### Awards and Recognitions

**Commendation from the Minister of the Ministry of Interior and Safety**

- Recommendation Award: Minister of the Interior and Safety Commendation
- Period of Contribution: 2024.01.01 ~ 2024.12.31
- Details of Contribution: Contribution to National Critical Infrastructure Disaster Management



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**Outstanding Disaster Reduction Company at Pyeongchon Mega Center (IDC)**

- Acquired ISO 22301 international certification for Customer Service Availability Management System and recognized for disaster Reduction activities in preparation for disastrous situations (2023)



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**Outstanding Company in National Critical Infrastructure Disaster Management**

- Disaster preparedness through disaster management strategies linked to Business Continuity Management Systems (BCMS) for five national critical infrastructure facilities



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**Outstanding Company in Disaster Reduction Best Practice Competition**

- Actively implementing management and inspection of protection targets according to the key risk-based disaster management strategy of Pyeongchon Mega Center (IDC)



# Customer Satisfaction and Service Quality

## ● Network Innovation

### Expanding of 5G Coverage

- LG Uplus have secured ground coverage of 78 small and medium-sized cities and transportation infrastructure coverage of major multi-use facilities. (2021)
- We have improved the data speed and expanded basic 5G ground coverage through the expansion of ground coverage for eup-myeon (towns and rural) areas nationwide to improve service accessibility (~2023).

### High data processing speed

- We are proactively responding to increasing traffic by analyzing customers' data consumption patterns.
- Multi Carrier technology that uses three frequency bands of 800MHz, 2.1GHz, and 2.6GHz at the same time, and Carrier Aggregation technology that integrates three frequencies are applied.
- In particular, 5G expanded its frequency bandwidth to 100MHz in June 2023 to enhance speed
- Umlaut, OOKLA, HIS, Open signal, etc., have been verified for the highest level of speed by official certification bodies for data network speed measurement

#### Traffic Handling Capacity

| Category  | Unit                | Classification | 2023  | 2024  |
|---|---------------------|----------------|-------|-------|
| Ability to have a wireless line (number of lines) | Ten Thousand People | LTE            | 1,828 | 2,128 |
|   |                     | 5G             | 800   | 1,000 |
|   |                     | Total          | 2,628 | 3,128 |
| Annual processed data traffic (annual data usage) | PB (1PB=1,024TB)    | LTE            | 1,043 | 992   |
|   |                     | 5G             | 2,244 | 2,596 |
|   |                     | Total          | 3,287 | 3,589 |

## ● Service Stability Management System

### Network Operation Management System

- We operate a centralized control system for work management, where we register and approve work plans for verified network tasks and oversee the execution.

- 

**1 Test Network Verification**

  - New Equipment Installation
  - Software Update
  - Routing Configuration Changes
  - Equipment Configuration Settings
- 

**2 Work Plans Preparation**

  - Work Plan Preparation
  - Work Details and Verification Methods
  - Work Impact Review
  - Restoration Plan Preparation
- 

**3 Work Registration/Approval**

  - Work Plan Registration
  - Work Plan Review/Approval
  - Work/Restoration Procedures
  - Operators, Work Time, etc.
- 

**4 Task Execution**

  - Operators Control
  - Work Time Control
  - Equipment Access Control
  - Command Execution Control
- 

**5 Review of the Result**

  - Post-Work Result Registration
  - Monitoring
  - Customer VOC
  - Performance Anomaly Check

# Health and Safety

LG Uplus is striving to establish a safety culture in daily life and the work environment to protect the safety and health of employees and contractors. Based on the Health and Safety Management Policy, we have enhanced our safety management capabilities through the process of inspecting, taking corrective actions, and monitoring safety-related risks. We conduct regular telecommunication facilities and on-site potential risk factor(s) evaluation and enhance safety awareness on-site through Health and Safety education for employees and activities such as AI-based checks on the wearing of safety gear

## ● Health and Safety Management Process

### Health and Safety Management Policy

LG Uplus (hereinafter referred to as "the company") declares that Health and Safety Management is the top priority of its management activities, fulfills its social responsibilities by building an accident-free workplace with a safety culture, and realizes the management philosophy of respect for human beings through the satisfaction of stakeholders such as its employees and customers. To this end, the following Policy has been adopted.

1. The company shall establish a Health and Safety Management system to create a safe and pleasant working environment for LG Uplus' and suppliers' employees through continuous health and safety improvement activities.
2. The company shall proactively eliminate risk factors to prevent industrial accidents. If an industrial accident occurs, the company shall proactively eliminate risk factors to prevent industrial accidents, the company minimizes damages in accordance with the crisis response manual.
3. The company shall set management goals that prioritize health and safety and continuously make an improvement by evaluating the performances and systems regularly.
4. The company shall disseminate the Health and Safety Management Policy to all employees, conduct continuous health and safety training, and actively listen to workers' opinions regarding health and safety.
5. The company shall thoroughly comply with health and safety laws and regulations and take the best measures to realize Health and Safety Management.

To comply with the Health and Safety Management Policy, the company announces this policy to ensure that all employees prioritize it and establish and achieve detailed goals.

### Annual goal to ensure health and safety management (3 years)

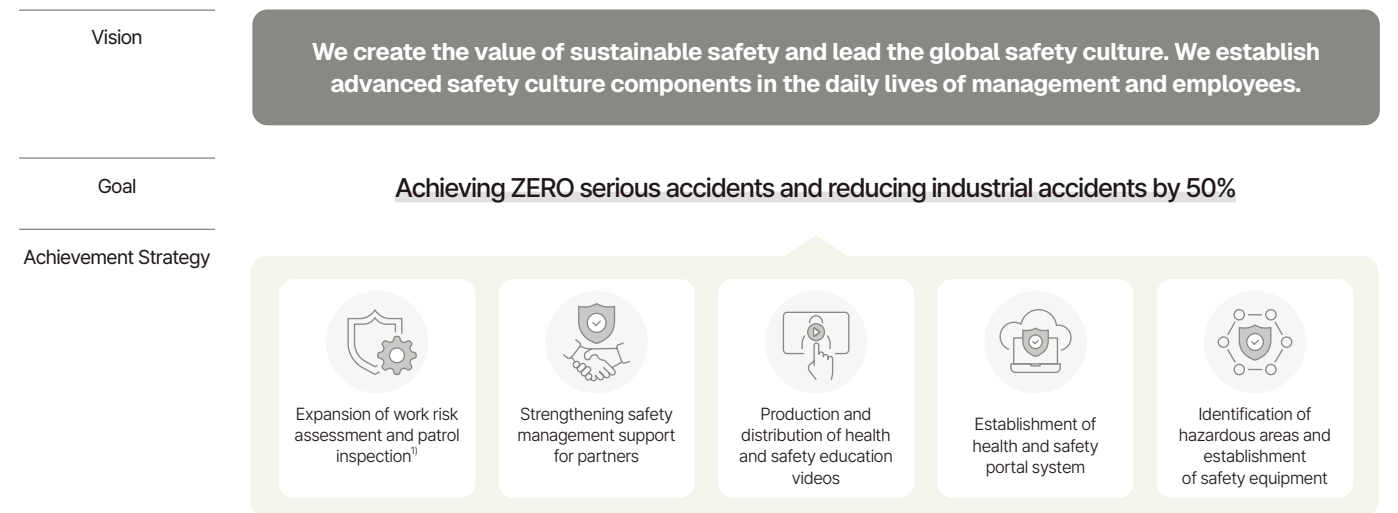
|  | Performance  | Goal   |  |                                       |
|--|--|--|--|---------------------------------------|
|  | 2024   | 2025 (Short-term)  | 2026 (Mid-term)                                  | 2027 (Long-term)                      |
| <b>Establish Risk Factor Database</b>                  | Inspection of risks on rooftop locations           | Select and conduct improvement of telecommunications industry risk factors | Achieve establishing 80% of database             | Achieve establishing 100% of database |
| <b>Establish AX System</b>                             | Completion of Health and Safety Portal Development | Expand provision of portal to contractors                                  | Achieve 100% distribution of contractor's portal | Maintain 100% monitoring level        |
| <b>Health and Safety Content Coverage<sup>1)</sup></b> | Content development/support                        | Coverage rate 80%  | Coverage rate 90%                                | Achieve 100% coverage rate            |

<sup>1)</sup> Health and Safety content development scope for risk factor database; produced content is used as educational material for employees and partner companies

# Health and Safety

## ● Health and Safety Management System

### Health and Safety Strategy System

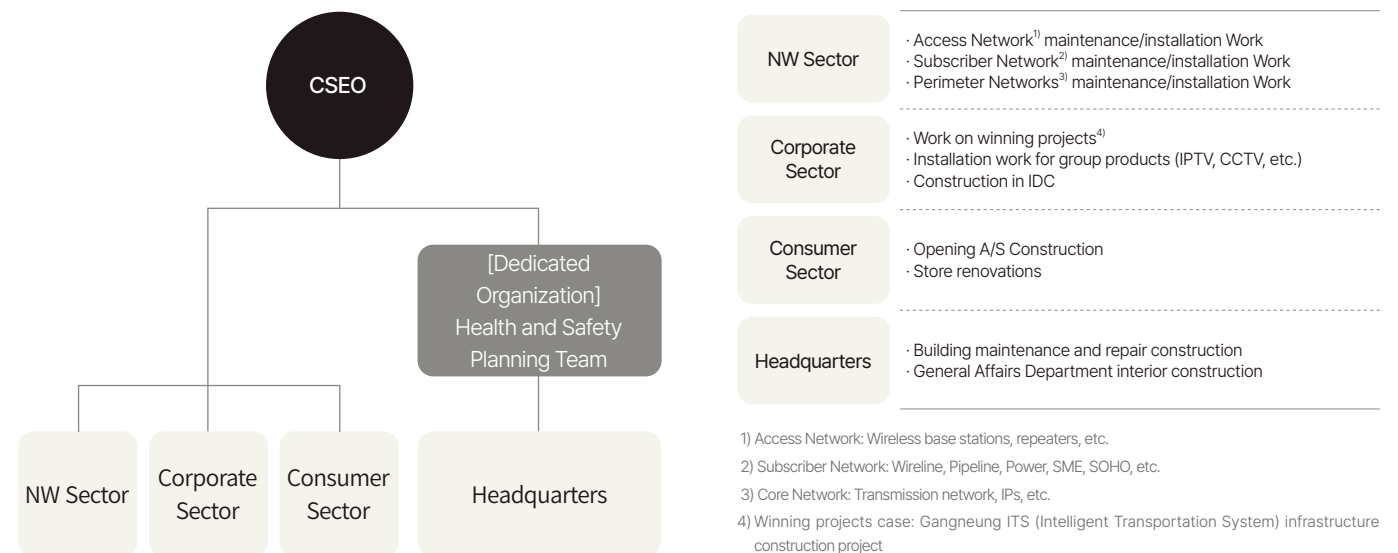


<sup>1)</sup> Patrol inspection: Activities involving the routine inspection of workplaces with a high risk of industrial accidents

### Health and Safety Organization

- We established Health and Safety management policy through the Board of Directors and regularly (once a year) or occasionally report major matters implementation.
- We are operating four dedicated Health and safety organizations in the NW Sector, Corporate Sector, Consumer Sector, and Headquarters
- We are reflecting safety-related factors in executive KPIs to increase alertness to Health and safety.
- In normal times, the safety management organizations are supervised by the CSEO, and in the event of an emergency, they are converted to risk management organization to be operated as an immediate response system.

### Safety Management Organization Chart



# Health and Safety

## ● Health and Safety Activities



### On-site safety enhancement activities by the Health and Safety Management Officer

- The NW department manager visits hazardous locations to collect opinions of contractor representatives and field workers regarding risk factors, taking immediate action and making improvements.
- We strive to create a safe work environment and actively engage in hands-on improvement activities to implement exemplary safety management.

### Additional safety activities to strengthen partner companies' safety capabilities

- LG Uplus prioritizes participation and collaboration to foster a safety culture that applies legal requirements and basic safety standards while allowing flexibility to accommodate the unique characteristics of each workplace.
- We conduct a safety competency enhancement program for safety managers at partner companies once per quarter.
- We support experiential safety training to improve workers' awareness of safety practices.

#### Safety Activities

|   |  |
|---|--|
|  Hazardous Site Safety Inspection  | <ul style="list-style-type: none"> <li>• Immediately facility improvements request after visiting hazardous workplaces</li> <li>• Confirm corrective actions of facility improvement</li> </ul>  |
|  Contractor Representative Meeting and Safety Training (once a year)     | <ul style="list-style-type: none"> <li>• Actively improve through collecting opinions on occupational Health and Safety issues and problems</li> <li>• Share and encourage overall issues and results related to occupational Health and Safety</li> </ul>                 |
|  Contractor Safety Manager Capacity Building Program (four times a year) | <ul style="list-style-type: none"> <li>• Provide training on newly established or revised safety guides and recent accident cases</li> <li>• Understand standards through the use of machines, equipment, and supplies at the Safety Experience Training Center</li> </ul> |
|  Conduct Safety Training for Contractor Company Worker (once a month)    |  |

### Health and safety assessment for suppliers

- Due to the expanded application of the Serious Accidents Punishment Act, there is a need to strengthen safety management for in-house suppliers by categorizing work risks according to work frequency and type.
- Incentives/Awards for excellent suppliers based on health and safety assessment results
- High-risk suppliers are required to establish recurrence prevention plans, conduct special safety training in addition to legal education, and implement on-site surprise inspections

#### Safety Guidance Activities for Partners



### Health and safety communication channels for suppliers

- Conducting meetings and joint inspections led by the Chief Safety and Health Officer (Head of NW Sector) to listen to the health and safety opinions of partner representatives to create a safe working environment (2024: 6 meetings held, 18 on-site opinions gathered and related actions completed)
- The NW 16 Unit Responsible Council collects health and safety opinions from suppliers and actively implements improvement measures through its operation
- Formal comments received through the VOE channel will be reviewed by the Health and Safety Sector and action taken.

#### Performance of Partner Companies Health and Safety Communication Channel Operation

| Category  | Number of times held (times) | Number of comments collected (cases) | Number of Follow-up actions completed (cases) | Processing rate(%) |
|---|------------------------------|--------------------------------------|---|--------------------|
| NW Unit director Responsible Council              | 192                          | 14                                   | 14  | 100                |
| NW Sector Head-led meetings and joint inspections | 6                            | 18                                   | 18  | 100                |

#### Partner Companies CEO Meeting



#### Partner Companies Safety Manager Meeting



# Health and Safety

## ● Health and Safety Activities

### Risk assessment and improvement of high-risk work management

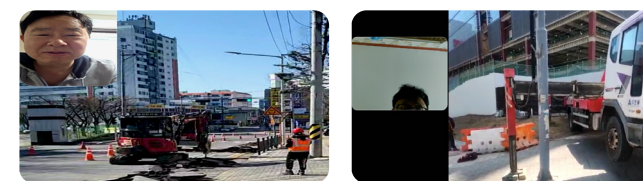
- Improvement of Work Environment through Risk Assessment: Before entering hazardous sites such as rooftops or steel towers, we conduct risk assessments to determine the need for work environment improvements. We activate work stoppage measures, such as restricting access to high-risk locations.
- Distribution of Risk Assessment Standards to Partner Companies: To enhance the content of one-time or formal risk assessments, we distribute risk factors and safety measures by work type to partner companies. For high-risk tasks, we review legal documents before work and confirm and guide on-site safety measures through video calls during the task.
- Internalization of Risk Assessment through Hazard Prediction Training: We aim to enhance safety awareness by conducting brainstorming sessions for all NW department employees at least once a month. Employees analyze actual on-site hazard photos, identify risk factors, and establish appropriate safety measures.

#### Work Environment Improvement Cases

\*Before and after installation of fixed ladders



#### Identification and Guidance of High-Risk Work



### Conducting Emotional Health and Safety Activities to Prepare for Heatwaves

- LG Uplus allocates budgets to prevent dehydration and heat-related illnesses among outdoor workers exposed to heatwave during the summer (June to September 2024).
- We conduct heatwave-related safety and health activities(funding for the items like sports drinks, ice cream, and watermelon at the organizational level).
- We allocate budgets to ensure rest periods, supporting individual purchases at cafés or convenience stores for a 30-minute break during peak heat hours.

### Strengthening win-win cooperation with small enterprises by industry type

- For construction projects with amounts less than 20 million won or in the maintenance and facility management sectors, which do not meet the conditions for safety management costs under the Occupational Safety and Health Act, we provide safety helmets, shoes, harnesses, live-line proximity alarms, insulated gloves, and voltage testers. This support prevents accidents, helps maintaining cooperative relationships with partners, and addresses legal blind spots.
- We assist small-scale businesses with fewer than five employees and those without assigned safety managers—who are vulnerable in safety management—by supporting the documentation of safety and health-related legal requirements. We also provide safety training materials and continuously communicate to areas that need improvements.

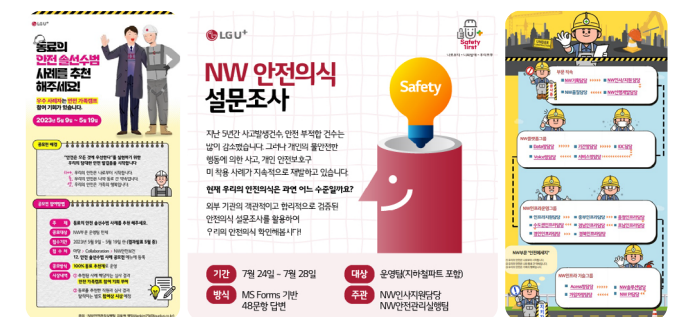
### Established and implemented mid- to long-term plans to improve the safety awareness among NW employees

- LG Uplus establishes three safety messages to improve employees' safety awareness levels, utilizing them in education and campaigns

1. Our safety starts with me.
2. Our safety is a promise between me and my colleagues
3. Our safety is the happiness of our family.

- Safety Leadership Best Practices Contest: We created and shared videos based on best practices collected from colleagues recommended through the NW safety message-based Safety Leadership Best Practices Contest.

#### Safety Mind Improvement Campaign



### Health and safety training and campaigns

- By implementing the NW safety message-based colleagues recommended Safety Leadership Best Practices Contest, the NW operations team received submissions from 82 individuals, thereby spreading the shared value of the importance of safety.
- Identified potential hazardous work environments through a campaign to uncover unsafe work sites, preventing accidents
- Held a year-end safety quiz competition aimed at enhancing employees' safety knowledge and fostering a safety mindset

# Health and Safety

## ● Health and Safety Certification Status

### ISO 45001 Certification

- To advance and maintain the Health and Safety Management System (ISO 45001), we conduct an annual review of internal and external risks and opportunities, goals and achievements, policies, and other related aspects of health and safety management.
- We identify areas for improvement and implement remediation actions through internal and external audits of all our business locations and operational areas, ensuring the operation of a safety and health management system based on international standards.

### ISO 45001 Certificate



\*Validity Period: July 4, 2022 – July 3, 2028

### ISO 45001 Certification Maintenance Activities

| Category                               | Content   |
|--|---|
| Review of Internal and External Issues | <ul style="list-style-type: none"> <li>Conduct risk and opportunity assessments for each business segment (Company-wide, Corporate, NW, Consumer) to identify risks (high, medium, low)</li> <li>Review of legal requirements</li> </ul>  |
| Goal and Achievement Status Check      | <ul style="list-style-type: none"> <li>Establish and review goals related to health and safety, such as the number of serious industrial accidents, inspections of personal protective equipment, establishment of recurrence prevention measures, and implementation of health and safety training</li> </ul>  |
| Internal Audit                         | <ul style="list-style-type: none"> <li>Conduct internal audits of the health and safety management system (annually) through ISO 45001 standard requirements, manuals and guidelines, and in-person interviews with key personnel</li> <li>Identify areas for improvement and implement corrective actions through the audit</li> <li>Conduct emergency response training: Plan and conduct emergency response training biannually</li> <li>Inspect safety management operational activities: Take actions on operational activities such as personal protective equipment and on-site health and safety documents</li> </ul> |
| External Audit                         | <ul style="list-style-type: none"> <li>Conduct follow-up audits to maintain ISO 45001 certification</li> <li>Evaluate compliance with standards and implementation through an independent external audit organization</li> </ul>  |
| Resource Sufficiency Review            | <ul style="list-style-type: none"> <li>Review of water resources (safety investment details) and human resources (status of safety personnel by sector)</li> </ul>  |
| Health and Safety Communication        | <ul style="list-style-type: none"> <li>Communication with internal safety personnel through the hosting of a safety conference</li> <li>Collecting stakeholder opinions through the Industrial Health and Safety Committee and the Suppliers Health and Safety Council</li> </ul>   |
| Continuous Improvement Activities      | <ul style="list-style-type: none"> <li>Improvement of the health and safety management system through the enhancement of emergency response manuals and scenarios, and the production of short-form health and safety content.</li> </ul>   |

## ● Health and Safety Inspection Activities

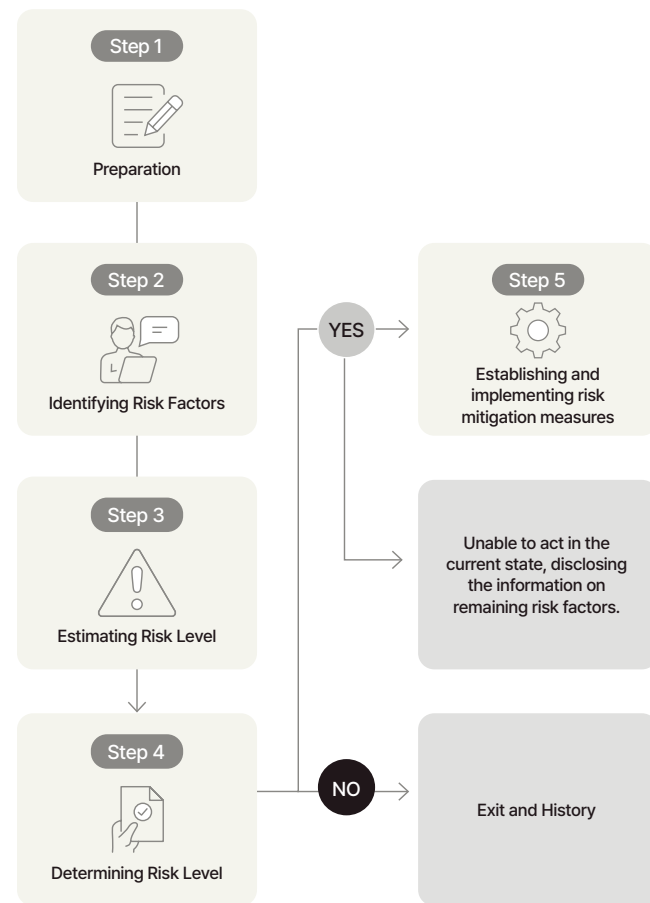
### Health and Safety Inspections

- Regular safety inspections of facilities and equipment
  - We conducted regular safety inspections of 78 offices, 6 IDCs, and about 80,000 outdoor telecommunications facilities nationwide.
- Assessment of the risk regarding business sites
  - We prevent and proactively respond to harmful risk factors in the workplace by establishing an enterprise-wide risk management process.
  - We contribute to reducing occupational injuries by estimating the likelihood of injuries and illnesses, determining their severity, and implementing mitigation measures.

### Organizing an Occupational Health and safety Committee

- We established an occupational Health and safety committee composed of labor union and management members and hold quarterly meetings to discuss and resolve matters to maintain and promote the health and safety of the members.

### Safety and Environment Risk Management Process



# Health and Safety

## ● Health and Safety Activities

### Health and safety training status

- We conduct health and safety training to enhance employees' safety awareness
- We provide training tailored to the safety and health responsibilities and knowledge levels required for each job position, in addition to regular health and safety training

### Status of statutory Health and Safety education implementation

| Category  | Training Hours  | Training Method  |
|---|---|--|
| Regular Health and Safety training (relevant employees) | 3 hours per quarter (office employees) / 6 hours (non-office employees) | <ul style="list-style-type: none"> <li>Online training: Learning Center</li> <li>Course operations: Sector Safety Management Organization</li> </ul>   |
| New employees training (new employees)                  | 8 hours per occurrence  | <ul style="list-style-type: none"> <li>Online training : Learning Center</li> <li>Common course operations: Leadership Development Team</li> </ul>   |
| Supervisor training                                     | 16 hours per year   | <ul style="list-style-type: none"> <li>Course operation: Safety Management Planning Team</li> <li>Collective training: Inviting outside speakers</li> <li>Course operations: Safety Management Organization of the Division</li> </ul> |
| Administrator training                                  | 6 hours every 2 years   | <ul style="list-style-type: none"> <li>Collective training: Inviting outside speakers</li> <li>New: Within 3 months, Remuneration: Every 2 year</li> </ul>   |

### Status of specialized course training implementation

| Category  | Training Hours | Training Method  |
|---|----------------|--|
| ISO45001 Requirements training (Internal auditor) | 4 hours        | <ul style="list-style-type: none"> <li>Online training: Learning Center</li> </ul> |
| Internal auditor training                         | 4 hours        | <ul style="list-style-type: none"> <li>Online training: Learning Center</li> </ul> |

### Development of Health and Safety content and support for mutual cooperation

- We conduct health and safety training through the production of short-form guides in comic format, creation of accident white papers reflecting actual company accident cases, and sending health and safety letters to raise employees' awareness of health and safety
- We operate safety simulation center and provide it for contractors

### Health and Safety Education



### Improvement of hazardous and dangerous areas

- Improvement of Safety Facilities
  - Installed backrests for mobile ladders on 4,114 communication steel pipe poles.
  - Conducted safety equipment inspections on rooftops(3,300 standalone sites and 23,000 shared sites).
- Jeonju/Zero Communication Pole Climbing Work
  - We operate a safety support center to provide personnel and bucket trucks for climbing operations (40,000 cases annually).
  - Relocated 9,590 communication taps to safer locations.

### Operation of the telecommunications 4 companies council

- A council consisting of the four major telecommunications companies (LG Uplus, SKT, KT, SKB) is being operated to prevent industrial accidents.
- Regular meetings of this council are held to share health and safety management systems, safety and health activities, and safety and health content, thereby disseminating safety know-how among the members.

### System-based safety management activities

- We conduct the pre-work risk inspection via Safety Keeper App
- We enhanced management and support for contractors through development of the Health and Safety Portal
- We verify the safety gear wearing status through AI-based

|  |      |      |      |
|--|------|------|------|
| Photos of safety gear wearing          |      |      |      |
| Safety helmet wearing AI verification  | Worn | Worn | Worn |
| Safety harness required work           | Yes  | Yes  | Yes  |
| Safety harness wearing AI verification | Worn | Worn | Worn |

### Health management for employees

- Enhanced Brain and Cardiovascular Screening during Health Check-ups: We provide personalized guidance to approximately 9,000 company-wide comprehensive health check-up participants for tests such as MRI/MRA and CT that were not previously conducted or require follow-up.
- Cardiopulmonary Resuscitation (CPR) Training: At least one member from each team receives CPR training.
- Management of Individuals with Notable Findings: We offer programs such as blood sugar monitoring and consultations for high-risk individuals.

# Human Rights Management

LG Uplus strives to enhance the human rights of stakeholders based on its Human Rights Management policy. It has established a human rights management guideline applying a zero-tolerance principle against all forms of discrimination and harassment in the workplace, and conducts annual human rights education and Human Rights Impact Assessments for all employees and executives to prevent negative impacts on human rights. Furthermore, it continuously identifies and addresses risk factors based on the assessment results to improve and supplement its practices.

## ● Human Rights Management Policy and Goals

### Human Rights Management Policy

### Human Rights Management

**Human Rights Management Policy**

LG Uplus publicly supports the Universal Declaration of Human Rights promulgated by the United Nations, as well as the Guiding Principles on Business and Human Rights, the Convention on the Rights of the Child, the UN Global Compact Ten Principles, the OECD Guidelines for Multinational Enterprises, and the labor standards set forth by the International Labor Organization (ILO). We are also committed to complying with labor and human rights laws and regulations in all countries where we operate, and will strive to ensure job stability and fair wages for our employees from a socio-economic perspective. LG Uplus's Human Rights Management Policy applies to all stakeholders, including employees, partners, and customers.

**Human Rights Management Policy**

1. LG Uplus recognizes that human rights is the top priority of all management activities and complies with domestic and international laws and standards related to human rights.
2. LG Uplus regularly conducts human rights risk diagnosis for employees and key stakeholders and systematically undertakes improvement activities for major human rights issues.
3. LG Uplus operates channels through which employees can voice their opinions and report grievances related to human rights.
4. LG Uplus investigates any violations related to human rights and takes action according to internal regulations.
5. In particular, LG Uplus protects the human rights of stakeholders beyond employees by focusing on consumer rights and personal information protection as critical human rights issues and implementing improvements.

**Key Issues in Human Rights Management**

|                                    |   |
|------------------------------------|---|
| Prohibition of discrimination      | Discrimination in hiring, wage, compensation, promotion, and other aspects is prohibited based on race, age, gender, nationality, disability, religion, pregnancy, union membership, marital status, social status, sexual orientation or any other reason.   |
| Humane Treatment                   | Prohibition of sexual harassment and workplace bullying. Zero-tolerance policy for all forms of harassment and bullying.  |
| Freedom of Association             | Freedom of association for collective bargaining and peaceful assembly is guaranteed in accordance with labor relations laws. No unfair treatment will be given for union membership activities or formation.   |
| Prohibition of Forced Labor        | All work is voluntary and no labor should be forced through violence, threats, confinement, or any other means that unjustly restrict mental or physical freedom.   |
| Prohibition of Child Labor         | The minimum employment age set by the laws of each country and region must be observed, and the age of all workers must be verified upon hiring.  |
| Working Hours                      | Compliance with the regulations regarding regular and overtime working hours, as well as rest periods, as specified by the laws of each country and region.   |
| Wages and benefits                 | Comply with the working hours and fair compensation standards for overtime established by the business country, provide support for social insurance and various welfare systems, and offer employee salaries for annual leave. Furthermore, wage discrimination based on gender is prohibited, and equal remuneration is provided for work of equal value. |
| Protection of personal information | The personal information of all stakeholders is strictly protected, and no information is disclosed or used for other purposes without prior consent from the stakeholders.   |

### Annual goal to achieve human rights management (3 Years)



# Human Rights Management

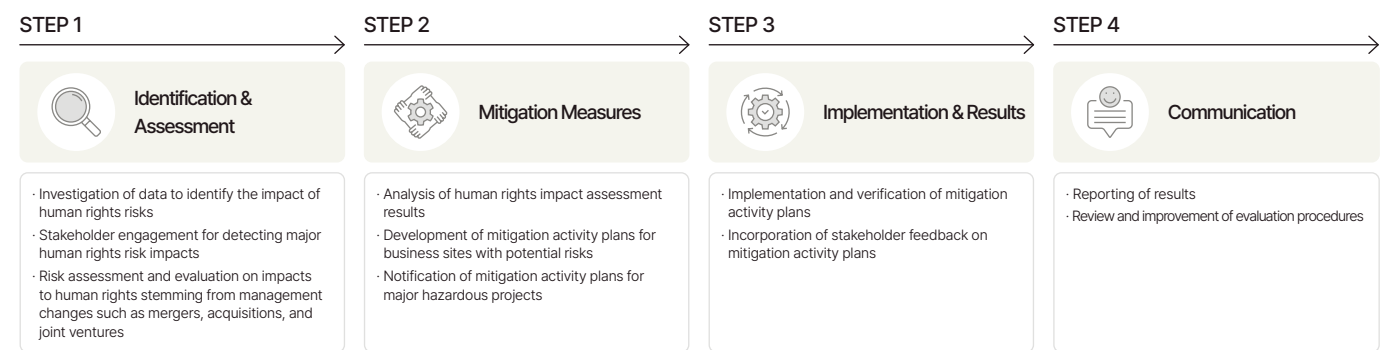
## ● Human Rights Impact Assessment

### Overview of Human Rights Impact Assessment

- We conduct internal assessments to evaluate human rights risk impacts and perform systematic annual reviews to identify potential risks.
- Evaluate employees' awareness across five key human rights areas (non-discrimination, fair opportunity provision, freedom of assembly and association, safe working environment, compliance with working conditions).

Number of Human Rights Impact Assessment Participants — **9,988** persons  
(Completion Rate: 64.9%)

### Human Rights Impact Assessment Process



### Human Rights Impact Assessment Results

- As a result of implementing various improvement activities in the area of non-discrimination, which had the highest negative response rate in the 2023 Human Rights Impact Assessment, the 2024 assessment shows a decrease in negative response rates and an increase in positive response rates.

| Category                               | 2023                   |                        | 2024                   |                        | Relief Measures  | Applicable Business Site(s) |
|--|------------------------|------------------------|------------------------|------------------------|--|-----------------------------|
|  | Positive responses (%) | Negative responses (%) | Positive responses (%) | Negative responses (%) |  |                             |
| Non-discrimination                     | 88                     | 3                      | 89                     | 2                      | • 'Single Support Fund' providing unmarried employees with 100% base salary and 5 days of leave for congratulatory and condolence events on the same basis as married employees. | All                         |
| Equal opportunity (equal remuneration) | 89                     | 2                      | 90                     | 2                      |  |                             |
| Freedom of association                 | 85                     | 2                      | 85                     | 2                      |  |                             |
| Safe workplace                         | 89                     | 1                      | 90                     | 1                      | • Improvement of safety in facilities for users with disability  |                             |
| Compliance with Working Conditions     | 91                     | 1                      | 91                     | 1                      |  |                             |

### Management of Stakeholders Vulnerable to Human Rights Risks

- LG Uplus identifies customer service representatives as a stakeholder group vulnerable to human rights risks and implements human rights education and impact assessments.
- We conduct regular satisfaction surveys with customer service representatives to gather feedback on working conditions and welfare and operate a dedicated grievance handling channel.
- LG Uplus establishes a manual for handling troublesome customers to contribute to the protection of customer service workers' rights and ensures intervention by leaders to safeguard staff in such cases.

#### 2024 Customer Center Counselor Human Rights Education Performance

| Target                           | Schedule      | Human Rights Management Training |                            |                     |
|----------------------------------|---------------|----------------------------------|----------------------------|---------------------|
|                                  |               | Target Number of People          | Number of People completed | Completion Rate (%) |
| Customer Service Representatives | 11.11 ~ 11.15 | 5,081                            | 4,479                      | 93.5                |

#### 2024 Customer Center Counselor Human Rights Impact Assessment Performance

| Target                           | Human Rights Impact Assessment Results |                     |                     |
|----------------------------------|--|---------------------|---------------------|
|                                  | Target Number of People                | Number of Attendees | Attendance Rate (%) |
| Customer Service Representatives | 5,081                                  | 3,137               | 61.7                |

# Human Rights Management

## ● Human Rights Education

### Implementation of Human Rights Education

- LG Uplus conducted 'Human Rights Management Education', 'Sexual Harassment Prevention Education', and 'Workplace Harassment Prevention Education' for all employees to ensure basic human rights, labor rights, and safety rights of employees.
- We conducted annual training for each training topic with the goal of improving employees' understanding of each training topic.
- We conducted detailed human rights management education and human rights impact assessments, segmented by business site or department, to enhance the understanding of human rights management among all employees, partners, and customer service workers.

• We implemented separate ESG evaluations for partners within the supply chain and execute risk mitigation measures based on the results of human rights impact assessments.

**2024 Employee Human rights education status** (Unit: persons)

| Category                              | 2023  | 2024   |
|---------------------------------------|-------|--------|
| Sexual Harassment Prevention Training | 9,153 | 10,177 |
| Workplace Harassment Training         | 9,112 | 9,576  |
| Human Rights Management Training      | 9,833 | 9,450  |

### 2024 Employees and Executives Human Rights Management Education Performance

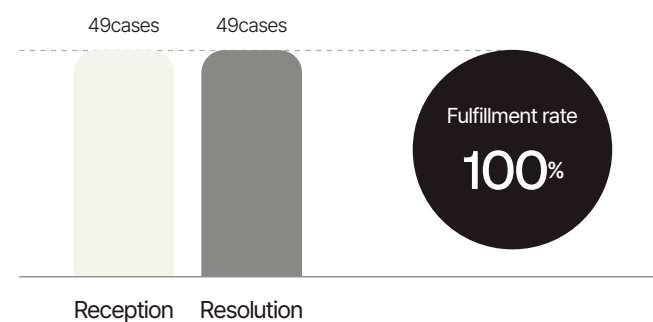
| Organization  | Schedule    | Human Rights Management Education |                     |                     | Remarks  |
|---|-------------|-----------------------------------|---------------------|---------------------|--|
|   |             | Target Number (Persons)           | Completed (Persons) | Completion Rate (%) |  |
| Consumer Division                                   | 10.24~10.28 | 3,170                             | 2,774               | 87.5                | • Regularly check for non-completers during the training period (once every 2 days) and recommend them to participate in the training                                      |
| NW Division   | 10.31~11.4  | 3,418                             | 3,338               | 97.7                | • Check completion rates by updating company-wide publications periodically (once every 3days)   |
| Enterprise Division/CTO/<br>New Business/Staff etc. | 11.7~11.11  | 3,709                             | 3,338               | 90                  | • Created a guidepost to implement human rights impact assessment after completing 100% of the human rights management training course on Uplus Learning Mall (PC, mobile) |
| <b>Total</b>  |             | <b>10,297</b>                     | <b>9,450</b>        | <b>91.7</b>         |  |

## ● Human Rights Grievance Handling Channel

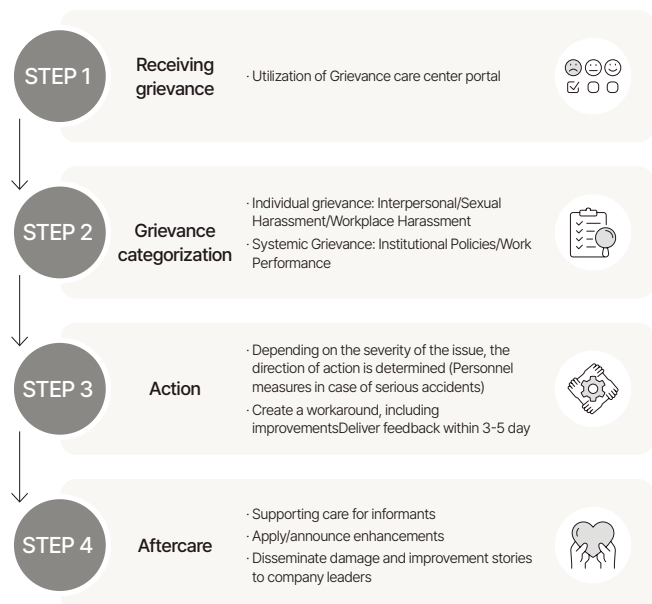
### Operation of Grievance Care Center

- We are operating an anonymous 'Grievance Care Center' to protect employee rights.
- We established goals to protect employee human rights and improve employee satisfaction, aiming to maintain a 100% implementation rate.
- We are operating a channel specialized for consumer center
- As of 2024, a total of 49 grievances were received, we have achieved a 100% fulfillment rate.

### Number of complaints and implementation rate of Grievance Care Center



### Grievance care center's claims handling process



# Human Rights Management

## ● Human Rights Protection Activities

### Remedial measures by stakeholder according to human rights impact assessment results

| Stakeholder                        | Human Rights Issues   | Human Rights Protection Activities  | Applicable Business Site(s) |
|------------------------------------|---|---|-----------------------------|
| Members                            | Non-discrimination/<br>Safe Working Environment                     | • Operation of Non-Marriage Declaration System, improvement of Facilities for users with disabilities   |                             |
| Partner Companies/<br>Subsidiaries | Safe Working Environment  | • Separate intensive management for customer service employees<br>• Implementation of Supply Chain ESG Evaluation   |                             |
| Customer                           | Customer Information Protection/<br>Customer Grievance Handling     | • Personal information security inspection (LG Uplus and partner companies)<br>• Operation of various customer VOC channels (Customer Center, etc.)   |                             |
| Local Community                    | Protection of Vulnerable Groups/<br>Protection of Residents' Rights | • Annual diagnostic evaluation and audit to bridge the digital divide<br>• Blocking of harmful content for children (adult, illegal content)<br>• Development of apps to prevent excessive phone usage and creation of a healthy online environment   | All                         |
|                                    | Protection of Residents' Rights                                     | • Identification and review of potential risks of residents' rights infringement during base station and network infrastructure construction<br>• Regular inspections to prevent safety infringement cases such as electromagnetic waves from domestic business sites' base stations and network facilities<br>• Establishment of Customer Center channels for continuous complaint reception and grievance resolution system |                             |

# Diversity

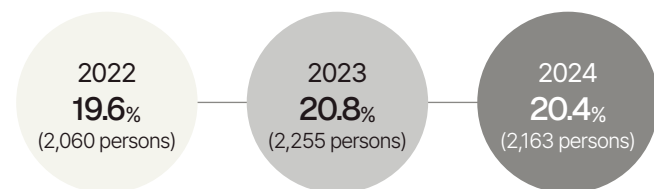
LG Uplus respects diversity. We are continuously expanding the proportion of female employees and ensuring the employment of baristas with disabilities in our cafes, so that we can continue to promote diversity, not just as a one-time activity.

## ● Diversity Status

### Increasing the number of female workers

- We are pursuing diversity values and social equity recruitment and promoting policies that actively encourage women and people with disabilities to enter the workforce.
- We have a policy of non-discrimination based on national origin, gender, age, race, religion, disability, or social status.
- We encourage to increase the number of women in the workforce, in management positions at the senior level, and in new hires.

#### Proportion of Female Members (Number)



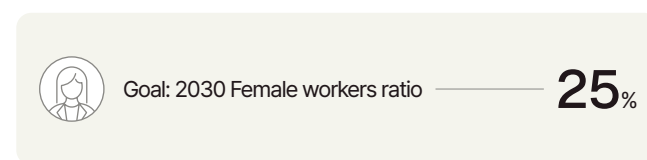
### Expansion of Employment for Persons with Disabilities

- We operate 'With U', a subsidiary-type standard workplace for the disabled, to fulfill social responsibility.
- We are providing stable jobs for baristas with disabilities by designating 'With U' as an in-office cafe operator in three of the company's business sites. (Yongsan/Magok/Sangam office)

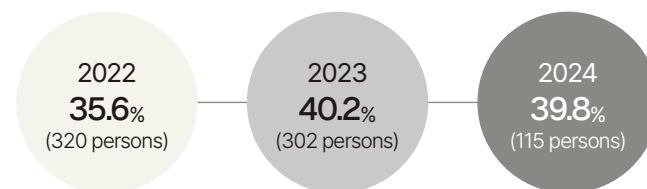
#### Details of With You Business

| Category              | Content  |
|-----------------------|--|
| Mobile Sales Support  | <ul style="list-style-type: none"> <li>• Verification of enrollment documents</li> <li>• Device inspection</li> <li>• Abnormal Sales management</li> </ul> |
| Home Sales Support    | <ul style="list-style-type: none"> <li>• Activation happy call</li> <li>• Giveaway support</li> </ul>  |
| Business support      | <ul style="list-style-type: none"> <li>• Bankruptcy discharge</li> <li>• Support for educational office</li> </ul>   |
| Office café operation | <ul style="list-style-type: none"> <li>• Café</li> <li>• Manage coffee machine/toaster</li> </ul>  |
| Cleaning Service      | <ul style="list-style-type: none"> <li>• Cleaning service</li> </ul>   |

#### Goals for Enhancing Member Diversity



#### Proportion of Female New Hires (Number)



### Expansion of Foreign Workers Employment

- The need to intake employees from abroad is ever increasing as society becomes multicultural.
- We are retaining international employees (Chinese, Vietnamese, Russian, etc.) as fulltime workers in the contact center to resolve inconveniences for foreign consumers and improve consumer experience, and we plan to hire more in the future.

# Diversity

## ● Activities to Enhance Diversity

### Female leadership pipeline program

- We identify and support female talent by reflecting the needs and requirements of female employees' characteristics to grow female leaders.
- We are supporting female employees through various policies to reflect their growth in the company and various experiences/changing issues in their lives.
- We are providing intensive, small-group, holistic programs that promote leadership and raise awareness of career development to help women fulfill their roles as future leadership candidates.
- We are managing a candidate pool of women leaders and providing them with mentoring and networking in thematic groups through Women In Innovations (WIN) Leader Growth Course.

#### Percentage(number) of female managers<sup>1)</sup>

(Unit: %)

| Year            | 2022                 | 2023                  | 2024                  |
|-----------------|----------------------|-----------------------|-----------------------|
| Ratio (Persons) | 9.7%<br>(72 Persons) | 10.5%<br>(87 Persons) | 11.0%<br>(91 Persons) |

<sup>1)</sup> Registered directors, outside directors, and advisors are excluded from the business report; the number based on income reporting differs from the number of employees managed administratively.

#### Percentage of female managers by position and job<sup>1)</sup>

(Unit: %)

| Category   |   | 2024 |
|--|---|------|
| By Position level  | Percentage of women in Top Manager <sup>2)</sup>    | 13.4 |
|  | Percentage of women in Middle Manager <sup>3)</sup> | 8.3  |
|  | Percentage of women in Lower Manager <sup>4)</sup>  | 11.1 |
| Percentage of women managers in revenue-generating departments |   | 18.5 |
| Percentage of women in STEM <sup>5)</sup> roles                |   | 23.1 |

<sup>1)</sup> Manager: Team leader (chapter leader, TF PM) or higher, excluding store manager, part manager, and research/expert member (common to affiliates)

<sup>2)</sup> Top Management: Positions up to two levels below the CEO (excluding Executives)

<sup>3)</sup> Middle Manager: Manager of a specific department or business unit, or a project manager within a horizontal organizational structure

<sup>4)</sup> Lower Manager: Responsible for directing and executing the routine operational goals of the organization

<sup>5)</sup> STEM (Science, Technology, Engineering, and Mathematics): Jobs related to science, technology, and engineering, such as technicians, web developers, engineers, and R&D researchers

### Extended leadership coaching for female executives/unit directors

- Successfully supporting the transition of new female team leaders into their roles by providing one-on-one internal coaching.
- Conducting objective self-awareness leadership assessments for female executives/unit directors, followed by individual briefings to enhance leadership skills.
- After deriving customized plans, matching each individual with a coach or mentor in their specialized field to foster leadership development.

### Conducting career development workshops for working mothers

- We support working mothers at the point of returning to work or transitioning from leave to return to work by addressing various issues encountered in balancing work and life.
- We continuously conduct career development workshops to support ongoing career growth.

# Work-Life Balance

LG Uplus operates various wellness programs such as flexible work system and workation to ensure employees can achieve a balance between work and life. Recognizing these efforts, LG Uplus has been selected as a Family Friendly Company for the fifth time in 2024 since its first selection in 2010.

## ● Management Communication

### Operation and Expansion of Town Hall Meetings

- By holding over 50 town hall meetings annually, we transparently share the organization's vision, issues, and performance with employees.
- LG Uplus conducts company-wide CEO town hall meetings quarterly and holds regular town hall meetings for each division with the attendance of division heads.

#### CEO Town Hall Meeting



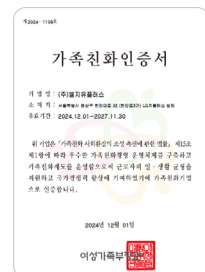
#### CEO Tea Meeting

- LG Uplus operates "CEO Tea Meeting" with the intention of congratulating and directly meeting members who need praise or encouragement. We also try to listen to diverse voices and facilitate communication.
- We step away from formal frameworks to create flexible communication spaces weekly, such as tea time or lunch meetings.

## ● External Awards

- We have been recognized as an exemplary company that operates systems such as childbirth, parenting support, and creating a family-friendly culture, and we succeeded in recertification for the fifth time in 2024 (First selected in 2010).

#### Family-Friendly Certification



\*Validity Period: December 1, 2024 ~ November 30, 2027

## ● Projects that Improve Employee Experience

### Operation of Workation program

- Enhancing work efficiency while providing rest through workation programs participated by teams/projects
- Providing a work environment to discuss new business and strategic tasks or to create synergy among collaborating teams.

| Category            | Contents   |
|---------------------|--|
| Gangneung Workation | <ul style="list-style-type: none"> <li>Number of Participants: Total 38 teams participated (357 participants in total)</li> <li>Satisfaction Result: 4.78 / 5</li> </ul> |

### LG Way Survey

- Composed of five evaluation areas: dreams and passion, client value focus, strong execution, dynamic organizational atmosphere, and company health index
- Through the LG survey, we check employees' job satisfaction, happiness, and stress levels.

## ● Managing Changes in Work Methods

### Establishment and Dissemination of U-Work Method

- LG Uplus solicits and integrates suggestions from all organizational levels, encompassing executives and team members, to refine work methodologies that resonate with the foundational values of our organizational culture.
- We reconstruct organizational culture initiatives within a "why-what-how" framework, and design and distribute posters to foster company-wide empathy and understanding.
- We appoint Change Board representatives and other organizational culture ambassadors within each department to effectively cascade our vision and work methodologies throughout the organization.
- We facilitate programs such as the 'Bibimbap' initiative to bolster communication among collaborative teams and enhance the efficiency of work practices.
- Furthermore, We monitors overtime hours, ensures compensation for overtime work, and verifies that employees freely exercise their right to paid annual leave, fostering a healthy work and organizational culture.

# Work-Life Balance

## ● Employee Morale-boosting Programs and Care Programs

### Praise/Appreciation programs

- LG Uplus is operating an internal system program that allows all employees to send messages of praise or gratitude to their colleagues.
- In 2024, we sent a total of 40,000 praise/appreciation messages, confirming that a culture of praise and appreciation is spreading within the organization.
- In addition, for each praise/appreciation message sent, we accumulated KRW 1,000 as a donation, totaling KRW 44 million. This amount was donated to the non-profit organization 'The Snail of Love' to help produce hearing aids for veterans and low-income individuals.

### New Employee Care

- We operate guidance and training programs to help new employees adapt quickly after joining the company.
- We foster a relaxed and horizontal atmosphere, including reverse mentoring with executives and a Buddy Program that assigns mentors within the same team.

### Employee Mental Care Program (Forest of the heart)

- The existing 'National Convention Counseling' system, which supports psychological counseling and therapy for members and their families, has been upgraded and renamed 'Forest of the Heart'.
- We have 51 professional counselors located across the country, including Seoul, Busan, and Jeju, to ensure that all members can conveniently access support.
- We provide support for online/offline meditation programs

### Retirement Pension Program Operation

- The retirement pension is a statutory welfare benefit that supports employees in forming a basic financial foundation for stable post-retirement preparation. LG Uplus operates both defined benefit plans and defined contribution plans for all employees.
- Under the defined benefit plan, we provide employees with a payment upon retirement calculated based on the final three months' average salary prior to retirement, adjusted by the payment rate per year of service.
- Under the defined contribution plan, we ensure employees receive the contributions paid into the fund and any investment returns generated from those contributions.

### 2025 Collective Bargaining Schedule

- 2025 wage negotiations in progress (since Mar. 12, held biweekly)
- Key topics: wage increase rate, welfare benefits, and other working conditions
- Participants: Company (CEO and executives), Union (Chairperson and negotiators)
- Additionally, LG Uplus regularly collaborates with employee representatives on working conditions and is expanding social protection programs for employees to foster a sound work culture.

### Life Cycle Care Program

|   |   |
|---|---|
| <b>Congratulatory and Condolences</b><br> | Wedding, 60th/70th Birthday and Condolence Wreaths  |
| <b>Marriage/ Family Life</b><br>          | <ul style="list-style-type: none"> <li>Support for wedding</li> <li>Parental leave up to 2 years regardless of gender (statutory parental leave 1 year, company-specific parental leave 1 year) / Reduced working hours for childcare and family care</li> <li>Birth celebration gift, childbirth support fund</li> <li>Pre-and post-natal leave</li> <li>Infertility leave/infertility treatment leave</li> <li>Pregnancy checkup leave/spouse fetal checkup leave</li> <li>Equipped with breastfeeding facilities (Yongsan/Magok office)</li> <li>operation of in-house daycare center</li> <li>Support back-to-school gifts for elementary/middle school</li> <li>One-time provision of laptops for children entering elementary/middle/high school</li> <li>Support SAT cheerleading gifts</li> <li>Support for children's tuition</li> </ul> |
| <b>Family Care</b><br>                    | <ul style="list-style-type: none"> <li>Joyful Family Day (for employees' children)</li> </ul>   |
| <b>Others</b><br>                         | <ul style="list-style-type: none"> <li>Health Checkup</li> <li>Discounts on recreational facilities</li> <li>Assist home equity loan</li> </ul>   |

### Flexible Work System

|   |  |
|---|--|
| <b>Flexible Working System</b><br>We are actively encouraging and offering support for the use of flexible work policies, such as the selective work hour scheme, the adjusted commute time system (4-hour work option)designed to avoid peak traffic and enhance performance, and remote work. | <b>Happiness 2 hours</b><br>We operate a 'Happy 2 Hours' system in which employees leave work 2 hours early on the anniversary of themselves and their families (Twice a year, applicable to birthdays and wedding anniversaries, etc.). |
| <b>Smart Working Day</b><br>On the second and third Wednesdays of every month, we operate a 'Smart Working Day' system in which employees leave work one hour early   | <b>PC-OFF</b><br>We operate a sophisticated working hours management system 'PC-OFF'   |

### Other Care Programs

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>Operation of fitness centers (Yongsan/Magok/Sangam Office Office)</li> <li>Sports ticket lottery (Baseball, Soccer)</li> <li>Operation of in-house clubs</li> <li>Support for external education platforms</li> </ul> |
|--|--|

# Talent Management

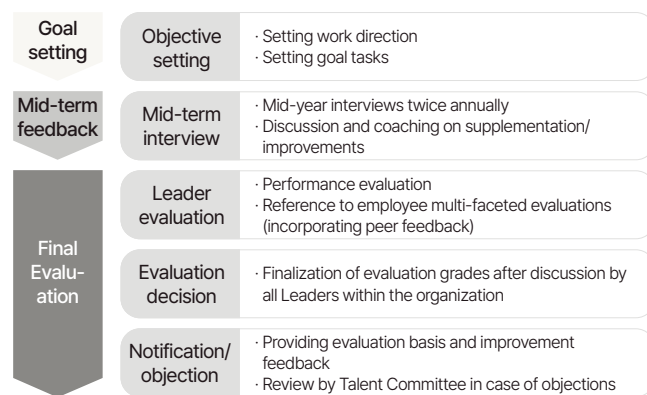
LG Uplus operates various employee development programs to recruit and retain outstanding talent. Furthermore, we run a fair performance evaluation program to improve the working conditions of our employees.

## ● Performance Evaluation

### Performance Evaluation Program

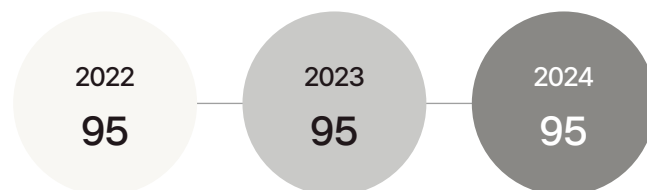
- We conduct annual performance evaluations to manage employee performance and achieve organizational goals
- We set the direction and objectives of annual tasks through discussions between team leaders and team members; after setting goals, leaders provide continuous feedback and coaching
- To enhance the fairness of evaluations, peer feedback is conducted, and leaders refer to peer feedback during evaluations.
- The final evaluation is initially conducted by the immediate superior, but the evaluation grades are finalized after discussing the evaluation results of employees in a meeting with all the leaders within the organization.
- Afterward, the leader provides feedback to the employees through interviews and coaching, not only explaining the basis of the evaluation but also suggesting areas for improvement and future directions.
- If employees have objections to the evaluation, they can submit their opinions through an official process for review by the Talent Committee.
- All employees follow the same evaluation process and results affect compensation, training and promotion
- Performance-based incentives apply to all employees and vary by individual and team KPI achievement

### Performance Evaluation Process



Percentage of performance reviews conducted

(Unit: %)



## ● Establishing Trust-Based Labor-Management Relations

### Labor Unions

- We establish various communication systems to maintain desirable labor-management relations and improve employees' working conditions.
- We ensure the freedom of employees to join and form labor unions.
- Through weekly regular working-level meetings (total 37 sessions), we communicate company operational changes to the union.
- Through the convening of Labor-Management Councils and Labor-Management Meetings (a total of 29 times), we promote the welfare of workers and the sound development of the enterprise.

### Major Operational Achievements of the Labor-Management Council

- In 2024, we operate the Labor-Management Council, discussing a total of 7 agenda items

| Initiative   | Description   |
|--|---|
| 1 Enhancement of Cafeteria operations at regional offices            | Evaluating the long-term viability of two regional office cafeterias through employee surveys and feedback collection           |
| 2 Task Force for Improving Long-Distance Commuting Support           | Reviewing institutional support policies for employees with long-distance commutes through a dedicated task force.              |
| 3 Introduction of Paid Leave for Spousal Prenatal Check-Ups          | Providing one day of PTO for spouses to accompany pregnant employees to prenatal examinations after the 36th week of pregnancy. |
| 4 Upgrade of Work Vehicles   | Improved window tinting performance to reduce heat and glare, enhancing the in-vehicle work environment.                        |
| 5 Expanded Laptop Support for School Enrollment                      | Increased support from one laptop per household to one per child upon elementary, middle, or high school entry.                 |
| 6 Spousal Prenatal Leave Improvement                                 | Leave now available from the 28th week of pregnancy in cases of multiple births.  |
| 7 Addition of Comprehensive Medical Examination Partner Institutions | Addition of Primary Examination Institutions Offering a Wider Range of Check-up Options   |

# Talent Management

## ● Reinforcement of Employee Expertise

### Employees' Occupational Capacity Development

| Category                                    | Contents   | Performance  |
|---|--|--|
| Support for educational programs            | <ul style="list-style-type: none"> <li>• Our learning platform, 'Baeum Madang', creates and operates an environment where employees can learn educational contents such as leadership, skills, jobs</li> <li>• Provision of internal seminars and special lectures related to trends, technologies, and jobs</li> <li>• Support for obtaining MBA and IT business-related degrees from domestic universities for all full-time employees, including R&amp;D, sales, and business talents, to strengthen their capabilities</li> <li>• Career Development: Growth motivation workshops to assist members' career development, supporting members who face important growth stages in life and career activities such as new hires, childbirth and childcare, promotions etc.</li> </ul> | <ul style="list-style-type: none"> <li>• Educational content owned: 4,239</li> <li>• Career ON Workshop participants: 433 (New Employee, Assistant to Specialist Group, Professional 1-10 years Group, Professional 11-20 years Group, Parental Leave Returnee Group, Mid-to-Senior Life Planning Group included)</li> </ul> |
| Support for self-directed learning          | <ul style="list-style-type: none"> <li>• Provision of self-directed learning programs to enhance job competencies for all employees, including contract employees</li> <li>• Operation of a learning platform support program that offers access to five learning platforms (such as Fast campus, Class 101, etc.) for a period of three months</li> <li>• Operation of Learning Day, which provides learning time to focus on self-directed learning away from work</li> <li>• Operation of the Linkers Program, which supports voluntary learning communities that study together on common topics</li> </ul>  | <ul style="list-style-type: none"> <li>• Number of beneficiaries of the learning platform support program: 2,238 persons</li> <li>• Learning Day: 100 hours annually (up to 16 hours per month)</li> <li>• Linkers Program beneficiaries: 94 groups, 670 participants</li> </ul>   |
| Online mandatory training for all employees | <ul style="list-style-type: none"> <li>• Conducting online mandatory training for all employees, including contract employees, to develop essential competencies (such as finance/tax education, health and safety education, sexual harassment prevention education, etc.)</li> </ul>   | <ul style="list-style-type: none"> <li>• Training conducted: Total of 12 areas</li> </ul>  |

### Strengthening Leadership

| Category                  | Program name  | Contents   |
|---------------------------|---|--|
| Executives/ Unit director | New Executive Orientation Course  | Support new executives/unit director to help understanding their roles and communicate expectations                      |
|                           | Quarterly Workshop  | Business insights expert lectures and panel discussions  |
|                           | Leadership Coaching   | Support for group coaching programs for organizational management and leadership development                             |
|                           | Communication Coaching  | Speech coaching focused on delivery, expression, and efficiency  |
| Team leaders              | Language Courses  | Support for using language learning platforms to enhance global competencies   |
|                           | New Team Leader Orientation Course  | Special lectures for new team leaders and program support to help understanding their roles and expectations             |
|                           | Coaching for new team leaders   | Support for a 1-on-1 and team coaching program to help new team leaders to take leadership                               |
|                           | Company-wide Team Leader Workshop   | Conduct workshops to recognize company strategic direction and enhance leadership capabilities                           |
|                           | Insight Trip  | Program to foster client insights with fellow team leaders   |
|                           | Leadership Competency Development Program   | Special lectures and practical programs involving team leaders and team members to improve communication skills          |
| Core-talented employees   | Leadership Coaching   | Coaching programs to support organizational management for team leaders  |
|                           | Haek Insight Workshop   | Providing expectations for core talent(Haeksim Injae) selection and career, leadership special lectures                  |
|                           | Growth 1on1   | Regular 1-on-1 meetings with one's direct manager and their manager(i.e. skip-level leader) to discuss growth directions |
|                           | Competency PLUS Course  | Education to enhance leadership, communication, and management strategy competencies                                     |
|                           | D/CX In-depth Learning Program  | Intensive-mentoring with experts to improve D/CX competencies  |
|                           | Career ON   | Providing career development workshops based on individual strengths   |
|                           | Observing leader session  | Attending special lectures delivered at team leader workshops and executives/unit director workshops                     |
| H.I Workshop              | Mutual growth retrospection/sharing/encouragement and awarding outstanding performers |  |

# Talent Management

## ● Reinforcement of Employee Expertise

### Job Competency Development

- LG Uplus provides training programs such as the AX Talent Development Program and the CX Competency Enhancement Program for all employees, from executives to contract workers, to support their skill development.

| Category                      | Content  | Performance  |
|-------------------------------|--|--|
| AX Talent Development Program | · Operate advanced training programs to enhance job competencies related to digital technologies such as AI, big data, software development, and UX/UI, etc. | · 34 courses offered, 4,690 completions  |
|                               | · Earn DX Certification through the DX Skills Challenge (DX Certification Support)   | · 590 candidates for certification exams, 157 certified (26.6%)<br>· 2023: 737 candidates, 172 certified (23.3%) |
|                               | · Identifying practical DX tasks to solve business issues faced by each business organization using digital technology                                       | · 441 teams established tasks, 102 teams conducted solution activities   |
| CX Empowerment Program        | · Entrepreneurial competency improvement courses   | · 3 courses offered, 245 completions   |
|                               | · Training programs for Agile Squads to adopt agile ways of working and strengthen service planning capabilities   | · 4 courses offered, 50 completions  |
| Other Job Training            | · Service planner IT project management courses  | · 2 courses offered, 105 completions   |
|                               | · Operate customer value-centered workshops based on design thinking focused on new businesses   | · Conducted for 22 teams/services, 201 completions   |
| Other Job Training            | · Job transition training (e.g. QA staff role change and job mobility support)   | · Sales to QA job transition: 2 persons  |
|                               | · Office support staff OA competency enhancement training  | · 46 completions   |

### Retirement preparing program

| Category   | Content   | Performance   |
|--|---|---|
| Group Education for employees approaching retirement age | · We provide support for individuals nearing retirement to plan and prepare for a stable post-retirement life. This includes a comprehensive two-week program covering change management, life planning, self-exploration, career alternatives, financial planning, career design, job application document preparation, and mutual exchange, culminating in organized concrete preparation activities. | · 83% attendance among total participants   |
| Individual Education Support Program                     | · Support for educational programs tailored to individual needs (such as returning to farming, career change, etc) for stable and practical future design after retirement of employees<br>· As of 2024, an average of 85% of all eligible participants utilize this system   | · Support education participation cost of 2 million KRW per person and 160 hours of education attendance per person |
| Retirement Plans   | · Operate defined benefit, defined contribution, and blended retirement pension systems to help retirees financially stabilize  | -   |
|  | · Introducing a pre-designated management system for retirement pensions in accordance with the revision of the Employee Retirement Benefits Security Act (Jul. 2022)   | -   |

### 2024 Employees training status<sup>1)</sup>

(Unit: hours)

| Category                          | By Gender |        | By Position |            |              | By Age   |          |         |
|-----------------------------------|-----------|--------|-------------|------------|--------------|----------|----------|---------|
|                                   | Male      | Female | Assistant   | Specialist | Professional | Under 30 | 30 to 50 | Over 50 |
| Average training hours per person | 41        | 36     | 40          | 40         | 40           | 40       | 40       | 40      |

<sup>1)</sup> Average training hours per person by gender, position, and age are estimated based on total training hours weighted by the proportion of personnel in each category.

# Shared Growth

LG Uplus has established the ESG Code of Conduct for sustainable supply chain management and verifies compliance with this code when entering into transactions with partner companies. Additionally, ESG factors are considered during partner selection, and related training and ESG management indicator checklists are provided to partner companies to strengthen ESG capabilities across the entire supply chain.

## ● Supply Chain Management Policy

### Sustainable Supply Chain Management Governance

- Under the supply chain management policy, we carry out various activities such as selecting partners, conducting ESG evaluations and monitoring of collaborators, and providing training. An executive in charge of supply chain management oversees all related matters, and any significant issues are reported to the ESG Committee under the Board of Directors.

### Sustainable Supply Chain Management Policy

LG Uplus strives to build a business ecosystem that fosters mutual growth with our partners. By identifying and managing risks that may arise during the collaboration process with our partners, we aim to establish a sustainable supply chain system. To achieve this, we have set and are operating the following policies.

1. LG Uplus establishes an 'ESG Code of Conduct' to encourage partners to participate in ESG management by complying with domestic and international ESG requirements and actively promotes adherence to this code among its partners.
2. LG Uplus conducts regular evaluations and audits to verify compliance with the 'ESG Code of Conduct' by its partners and, based on the results, undertakes improvement activities to foster continuous mutual growth with its partners.
3. LG Uplus operates channels through which all stakeholders, including employees and partners, can voice their opinions and report grievances, and actively pursues improvements based on the opinions received.
4. LG Uplus runs various collaborative programs with its partners to support them in fulfilling their social responsibilities and achieving sustainable growth.

The LG Uplus Sustainable Supply Chain Management Policy applies to employees and executives as well as key partner companies involved in transactions.

### Supply Chain ESG Code of Conduct

**Supply Chain Management Policy**

**Supply Chain ESG Code of Conduct**

LG Uplus respects the autonomy and independence of all its partners and has established a "Supply Chain Code of Conduct" to ensure that partners align with the company's principles and ideals of social responsibility.

LG Uplus aims to grow into a global ICT company that fulfills its social responsibilities and roles while continuously expanding. To achieve this, LG Uplus provides sustainable solutions that contribute to solving social and environmental issues and strives to strictly adhere to the fundamentals and principles necessary for business operations.

The LG Uplus Supplier Code of Conduct has been established to present our expectations and hopes that partners and business partners involved in business relations with us will join in these social responsibilities and efforts. This Code is based on international norms and standards, as well as legal requirements. We hope that LG Uplus partners and business partners can fulfill internationally recognized social responsibilities, achieve sustainable and sound outcomes, and grow together by adhering to this Code.

All LG Uplus partners and business partners subject to this Code are encouraged to ensure that their entire supply chain complies with the provisions presented in this Code.

1. Prohibition of Child Labor
  - No employment of children below the legal minimum working age
  - For juvenile labor, compliance with legal minimum age, working hours, and working conditions
2. Prohibition of Forced Labor
  - Prohibition of all forms of labor that contradict the voluntary intent of workers, such as forced and exploited labor
  - Preparation of employment contracts specifying clear working conditions
3. Prohibition of Discrimination
  - Prohibition of discriminatory acts based on race, color, age, gender, origin, disability, pregnancy, religion, political orientation, union membership, marital status in employment practices such as recruitment, promotion, compensation, and training opportunities
4. Humane Treatment
  - Prohibition of inhumane treatment and harassment, including workplace sexual harassment, abuse, corporal punishment, mental or physical coercion, and verbal abuse
5. Compliance with Working Conditions
  - 1) Prohibition of excessive overtime
    - Setting maximum working hours according to national and regional legislation
    - Prohibition of overtime over standard work hours stipulated by national and regional legislation
    - Prohibition of enforced overtime that employees do not wish for
    - If overtime is necessary, it is allowed limitedly through voluntary application and company approval, with fair compensation provided for overtime

### Supply Chain Fair Trade Guidelines

| DO   | DON'T   |
|--|---|
| LG Uplus selects suppliers transparently and fairly.       | LG Uplus do not restrict deliveries to competitors.                                       |
| LG Uplus follows all procedures for fair trade.            | LG Uplus will not unreasonably delay/reject/return acceptance of deliveries.              |
| LG Uplus prevents unfair through its purchasing system.    | LG Uplus does not make payments in kind.  |
| LG Uplus concludes electronic contracts for all purchases. | LG Uplus does not unfairly leak intellectual, human, or material property of its partners |
| LG Uplus uses the standard contract.                       | LG Uplus does not enter into dual contracts or demand unfair special terms.               |

# Shared Growth

## ● Supply Chain Selection and Management

### Supply Chain Screening

- We classify our suppliers into 3-part and implement supply chain management strategies based on the characteristics of each part.
  - Suppliers that share our business goals and collaborate with us to achieve them (Strategic)
  - Key suppliers in main sourcing groups (Preferred)
  - Regular business suppliers (Approved)
- When selecting partners, we conduct a thorough evaluation of their environmental, social, governance, and business relevance. For contract renewals and new agreements, we identify ESG risks and offer incentives, such as priority negotiation rights and bonus points, to partners who excel in ESG performance.
- We manage potential risks by considering the country, industry, and item characteristics of our suppliers, and continuously review supplier purchasing practices.

#### Partner companies Screening Evaluation Criteria

| Items              | Considerations   |
|--------------------|--|
| ESG factors        | <ul style="list-style-type: none"> <li>Greenhouse gas emissions, energy consumption, water consumption, pollution, waste</li> <li>Child labor, forced labor, discrimination, freedom of association, collective bargaining rights, working hours, wages, Health and Safety, human rights, etc.</li> <li>Ethics management</li> </ul> |
| Business Relevance | <ul style="list-style-type: none"> <li>Expenditure, scale, substitutability</li> </ul>   |

#### Risks Considered When Selecting Partner Companies

| Classification | Identified Issues   |
|----------------|---|
| National Risk  | <ul style="list-style-type: none"> <li>Location of the business site (domestic/overseas)</li> </ul>   |
| Industry Risk  | <ul style="list-style-type: none"> <li>Identify risks by industry</li> </ul>  |
| Item Risk      | <ul style="list-style-type: none"> <li>Identify risks by type of goods/services supplied</li> </ul>   |
|                | <ul style="list-style-type: none"> <li>Identification of risks by type of supplied goods/services, identification of human rights violations and health and safety risks for emotional laborers in the help center</li> </ul> |

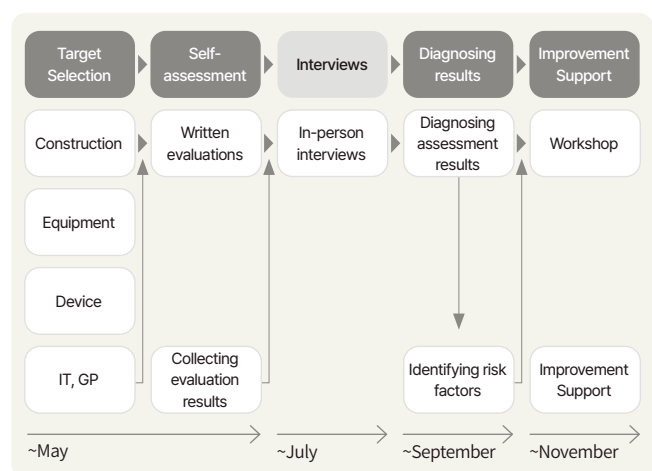
### Supply Chain ESG assessment and monitoring

- Conducting ESG evaluations for new contracts or existing partner companies
  - We conduct an annual 'Supply Chain ESG Assessment' to evaluate ESG codes of conduct, including labor, labor relations, safety, environment, fair trade, information protection, ethics, and human rights.
  - We establish a process to evaluate and monitor improvements regarding potential risks in the supply chain. This includes identifying and managing high-risk partners and working with them to develop improvement plans and provide solutions.
- Network Partner Company Supply Chain ESG Evaluation
  - We conduct ESG assessments for all partners in the network supply chain
  - Evaluation method: We enhance transparency and objectivity by conducting self-assessments through detailed evaluation forms, surveys, and submission of supporting documents.
  - We select top partners by region and provide incentives determined by our policy.

### Supply Chain Evaluation Process

- Selection of Evaluation Targets**
  - Among all partner companies with transactions in 2024, selection of written evaluation targets considering the partner company's country of location and industry/item risk factors
    - Country of Location: Domestic companies
    - Industry/Item: Goods (equipment, devices), Construction (NW construction), Services (service/GP)
- Self-assessment**
  - Conducting self-assessment for suppliers
    - Written ESG evaluation was conducted using evaluation questions and indicators developed based on major domestic and international ESG evaluation standards and initiatives (DJSI, MSCI, GRI, K-ESG, RBA), tailored to the characteristics of the partner company's industry/item group.
- Target Company Briefing and Training**
  - Open session on the purpose of evaluation
  - Provided ESG training through external ESG specialized institutions.
- On-site Inspection and Interview**
  - Conducted On-site inspection and interviews for 16 companies out of 112
    - Candidates of on-site inspections and interviews were high-risk partner companies based on self-evaluation results
  - Assessing the credibility of self-evaluation results and the evaluator's understanding of the questions.
  - Provided direction to enhance ESG management awareness and set follow-up plans.
- Diagnosis of results**
  - Understanding the overall level of suppliers and selecting high-risk suppliers
- Improvement Support Program**
  - On-site supplier evaluation by independent audit institutions
  - Support improvement based on the standard methodologies such as RBA
  - Based on diagnosis and on-site inspection results for each partner company, corrective actions and improvement plans are established; support provided for implementation of short-term measures and peer group benchmarking cases.

#### Supply chain evaluation process flowchart



# Shared Growth

## ● Supply Chain Win-Win Policy

### Helping suppliers fulfill their social responsibility

- We contribute to sustainable management and society by supporting comprehensive education, including ESG education, for the major suppliers (112 companies).
- The total amount of educational subsidies was KRW17 million, with continuous implementation planned.
- We conducted its own ESG management assessment for suppliers and provided free ESG management consulting to those who wished.

### Providing an ESG metrics checklist

- We have created ESG checklists and management indicators suitable for the telecommunications business field and provide them to our partners for self-diagnosis.

#### 2024 ESG Metrics Checklist

| Category    | Evaluation Area                         | Evaluation Items   |
|-------------|---|--|
| Environment | Environmental Management System         | Establishing environmental policies, obtaining environmental permits, environmental management system certification, compliance with environmental laws  |
|             | Energy and GHG                          | Energy usage, GHG emissions  |
|             | Water Pollution                         | Water management, effluent management, emissions of water pollutants   |
|             | Air Pollution                           | Air management, air pollutant emissions  |
|             | Hazardous Materials                     | Chemical substance management within workplaces, waste emissions   |
| Social      | Biodiversity                            | Biodiversity protection activities   |
|             | Labor                                   | Participation in collective bargaining and assemblies  |
|             | Human Rights                            | Operation of human rights protection systems, human rights protection activities (prohibition of child labor, management of foreign employees, compliance with working hours, overtime included wage calculation and payment, non-discrimination), grievance handling procedures |
|             | Health and Safety System                | Health and Safety promotion system, Health and Safety management system certification  |
| Governance  | Work Environment Improvement            | Industrial accident rate   |
|             | Preventing serious industrial accidents | Emergency response system, fire safety management, emergency exit facility management, Health and Safety communication   |
|             | Information Protection                  | Establishment of information protection systems  |
|             | Local Community                         | Local community contribution activities  |
| Governance  | Ethical Management                      | Operation of ethical management policies and systems, anti-corruption monitoring systems and preventive measures, measures to prevent anti-competitive behavior, whistleblower protection  |

## ● Building a Foundation for Shared Growth

### Supply chain consultation channel

- We implemented 'Shared Growth Meeting' to collect opinions from suppliers and shared news on shared growth
- For active communication, the 'LG Uplus Shared Growth Board', a council of partners, is always in operation, quarterly workshops, cultural activities, social contribution activities, and executive meetings are held.
- We operate voluntary councils to share shared growth policies and develop ideas to strengthen communication

#### U+ Shared Growth Board

| Category | Contents   |
|----------|--|
| Purpose  | Establishing a sustainable shared growth system by sharing news of shared growth with suppliers, listening to their VOS (Voice of Supplier), and driving improvements.   |
| Target   | All suppliers with Shared Growth Agreements  |
| Activity | Conducting twice-yearly meetings between the CEO of the company chairing the Shared Growth Board and the CFO of Uplus, and ongoing visits with partners by product line or region, either through group visits or individual visits. |

U+ Shared Growth Board Status **7** Feedbacks / **7** Reflected (Completion rate: 100%)

#### U+ Shared Growth Board Submission/Operation Performance

|                     |   |
|---------------------|---|
| <b>Construction</b> | <ul style="list-style-type: none"> <li>Labor cost adjustment for safety management</li> <li>Authorization of partner company work systems for operational efficiency</li> </ul>   |
| <b>Equipment</b>    | <ul style="list-style-type: none"> <li>Expenditure in replacement of equipment over 10 years use due to maintenance and AS parts procurement</li> </ul>   |
| <b>Device</b>       | <ul style="list-style-type: none"> <li>Adjustment of demand forecasting/ Extension of PO confirmation period for stable equipment supply</li> <li>Allowances for eco-friendly packages and barcode replacement in manuals for ESG management</li> </ul> |
| <b>IT/GP</b>        | <ul style="list-style-type: none"> <li>Gathering partner feedback when launching design-unrelated devices (e.g., quality assurance, usability)</li> <li>Sharing schedules for expanding work opportunities in the service/IT sectors.</li> </ul>        |

#### ESG Education and Awareness Enhancement for Purchasing Officers

- The LG Uplus procurement manager participates LG Group's ESG division purchasing council monthly to study global ESG regulations and affiliate response measures.
- We share key points with the procurement team to enhance ESG awareness during purchasing.

# Shared Growth

## ● Establishment of Shared Growth Culture

### Top rating in shared growth index evaluation

Selected as 'Top Grade' for 10 consecutive years in the 2023 Shared Growth Index evaluation announced by the Korea Commission for Corporate Partnership(KCCP) in October 2024

### Financial and Non-Financial Support Details

We promote shared growth by providing not only direct financial support to our suppliers as well as non-financial support to develop the capacities and skills of our suppliers' members.

### Establishing communication channels with agencies

- We establish a system for gathering and promptly addressing the inconveniences and requests of our partner companies through the Agency Communication Forum.
- We operate an Agency Management Support Center to alleviate on-site difficulties such as taxation, accounting, and labor.
- We provide advisory and consulting to support management activities for our aspiring partner distributors.

### Support Performance for Partner Companies

| Category       | Item   | Details   | Support Performance  |
|----------------|--|---|--|
| Financial      | Early execution of holiday funds   | Early execution of payments to suppliers during Lunar New Year, Chuseok, and year-end holidays  | · KRW 37.2 billion   |
|                | Incentives for excellent suppliers   | Provision of incentives to excellent suppliers  | · KRW 8 million  |
|                | Special support  | Participation in the investment fund contribution of the Korea Foundation for Cooperation of Large & Small Business, Rural Affairs (KOFCA) to support suppliers                     | · KRW 195 million  |
|                | Mixed support  | Financial support for suppliers through the creation of a Shared Growth Fund<br>Contribution to the revitalization of small and venture enterprises through equity investment funds | · KRW 78.237 billion   |
|                | Win-Win payment drafting   | Expanding the conditions for Shared Growth to secondary suppliers and making payments through the system  | · Primary partner companies: KRW 1.0737 trillion<br>· Secondary partner companies: KRW 103.3 billion   |
| Non-Financial  | Partner technical support  | Technical data placement system: Helps partners store core technical data and business critical information in a third party to ensure stability                                    | · 3 cases  |
|                |  | Trade secret original proof service: Providing a service to protect trade secrets stored in electronic documents from theft and leakage.  | · 2,985 cases  |
|                | Human resources and recruitment support  | Human resources support: Support for professional technical personnel<br>Recruitment support: Support for suppliers' new hires (including job fair support)                         | · Workforce Support: 16 companies (supporting 205 technical professionals)<br>· Recruitment Support: 9 companies (supporting recruitment of 103 professionals) |
| Safety support | Online and offline education for industrial safety prevention activities<br>Safety equipment support | · Online and offline education support KRW 93 million; Safety equipment support KRW 58 million  |  |

# Social Contribution

## ● 2024 Social Contribution Achievements at a Glance

**Biodiversity**

**U+ Biodiversity forest**

To conserve nationally designated endangered, rare, and endemic plants, we have a three-year development plan for a **1,500** square meter area.

**Seed Vault**

Number of species stored in 2024: **6,028** species  
Number of seeds stored in 2024: **280,908** seeds

**Eco-friendly Social Contribution**

**Be; Re One (Battery Recycle One Team)**

Collection campaign from January to March: 16,000 general batteries and **3,600** portable batteries collected

**Introduction of reusable containers at office cafes**

Approximately **7** tons of plastic waste reduced annually

**Employees and Executives Carbon Neutrality Challenge**

**11,508** participations by employees and executives

**Resource Circulation Activities**

Supplying unused PCs from employees and executives as well as furniture and home appliances from offices/stores to needed organizations

**Resource Circulation Campaign**

Total collected: **2,614**kg;  
Carbon emissions reduction effect: **7,842**kg

**Support for Climate Vulnerable Groups**

2023: Yecheon Flood Support  
2025: Jeju Air Disaster Support  
2023: Buan Jamboree  
2024: Iksan Flood Support  
2025: Gyeongsang Region Wildfires

**Corporate Social Value**

**I-Dream Challenge**

Cumulative amount: **1.92** billion KRW  
Cumulative beneficiaries: **4,338** persons

**Cooperation with Gyeonggi Province to solve social issues**

Provision of **CCTV** to **50** households in Namyangju City

**Care for North Korean Defectors**

2023: **Housing improvement** for North Korean youth  
2024: Support for **100** units of Our Home Keeper

**U+ Good Shop Campaign**

Free supply of products for SOHO use

**Built Kid's Playground at Hospitals**

2020: Eulji University Hospital (**264** million KRW)  
2023: Korea University Guro Hospital (**80** million KRW)  
2024: Gimhae Airport

**"Take Nothing for Granted" Independence Day campaign**

Approximately **25,000** customer participations

**Corporate Social Responsibility**

**Library of Hope & Sharing Auction**

Cumulative auction amount: **101** million KRW  
Cumulative participants: **9,615** persons

**Sharing for Elderly Living Alone**

Cumulative beneficiaries: **280** persons  
Employee fundraising amount: **2.32** million KRW

**House of Hope**

Cumulative auction amount: **324** million KRW  
Cumulative participants: **576** persons

**Do-dream Fund**

Cumulative scholarship amount as of 2024: **2.1** billion KRW

**Hope Santa**

Average annual beneficiaries: **50** persons

**Love of a Thousand Won**

Cumulative fundraising amount: **1.63** billion KRW  
Cumulative disbursement record: **1.39** billion KRW

**Farmland Labor Support**

Average annual employee participation: **60** persons

**Hope Sharing Bread Making**

2023 participants: **1,261** persons  
2024 participants: **1,776** persons

**ESG Communication**

**ESG Day Operation**

Designation of ESG Day and implementation of daily ESG activities to promote ESG practice among employees and executives

**ESG Character Development**

Development and utilization of **characters** for easier understanding and promotion of ESG

**Social Contribution Video Production**

Video production to effectively convey the meaning and value of social contribution

# Social Contribution

LG Uplus is committed to fulfilling its Corporate Social Responsibility by providing multifaceted support to vulnerable populations, the younger generation, and the local community. We plan employee participation activities to share the value of giving across the entire company and strengthen our business competitiveness through strategic activities such as the I-Dream Challenge, which utilizes LG Uplus's content. Moving forward, we aim to share the capabilities of both employees and the company through Social Contribution Activities.

## ● Social Contribution Policy

### Social Contribution Policy

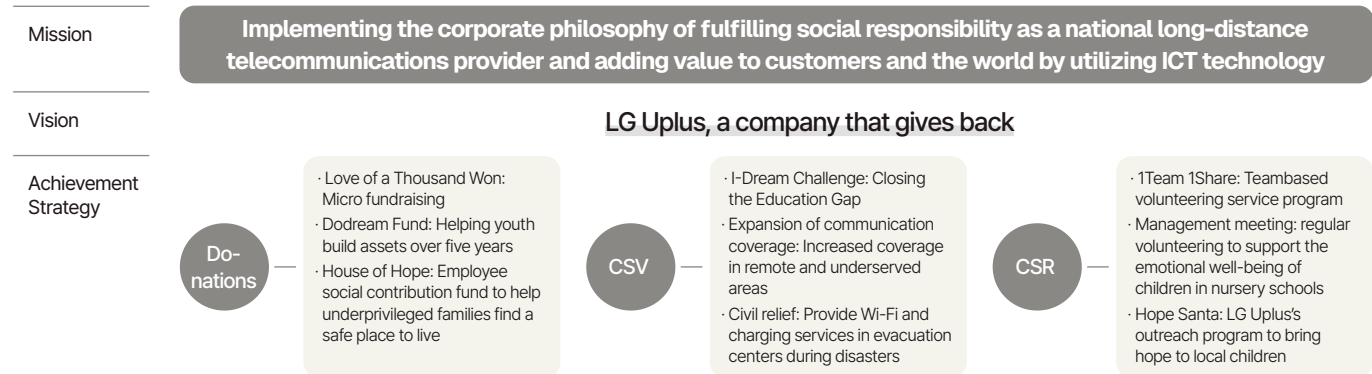
- As a national long-distance telecommunications provider, we aim to fulfill its social responsibilities and become a company that is trusted by its customers.
- We conduct various social contribution activities with the goal of connecting people and adding happiness to the world by utilizing our information and communication technology.

### Social Contribution Guidelines

LG Uplus protect the interests of shareholders and contribute to the enrichment of people's lives and social development by growing into a sound company through rational business development.

- ① Reasonable business development
  - We conduct business by respecting the social values of the region, whether at home or abroad.
  - We promote business expansion based on the company's stable growth.
- ② Protecting shareholder interests
  - We diligently protect shareholders' investment returns by realizing sound profits through efficient management by realizing sound profits through efficient management.
- ③ Contributing to social development
  - We contribute to national development through the creation of employment and the faithful payment of taxes and contribute to social development through cultural and social development through cultural and welfare programs.
- ④ Protecting the environment
  - We make every effort to prevent environmental pollution and protect nature to preserve a clean environment for the preservation of a clean environment

### Social Contribution Strategic Framework



### Detailed Social Contribution Goals (3-Year Plan)

| Category  | Target            |                   |                     |
|---|-------------------|-------------------|---------------------|
|   | 2025(Short-term)  | 2026(Mid-term)    | 2027(long-term)     |
| Cumulative beneficiaries of I-Dream Challenge   | 5,597 persons     | 7,097 persons     | 8,597 persons       |
| Forest creation plan for preservation of nationally designated endangered/rare/endemic plants | 400m <sup>2</sup> | 800m <sup>2</sup> | 1,500m <sup>2</sup> |
| Cumulative beneficiaries of Dodream fund  | 542 persons       | 572 persons       | 602 persons         |

# Social Contribution

## ● Eco-friendly Social Contribution

### Be; Re One: Battery Recycle One Team

#### Be; Re One (Battery Recycle One Team)

- A consultative body composed of private and institutional members to increase waste battery collection rates and create a virtuous cycle by recycling them into new batteries.

#### Be; Re One launch ceremony



#### participation in KCCI ERT



### 2024 Battery Collection Campaign Activities and Performance Status

| Schedule  | Topic  | Main Content  |
|-----------|--|---|
| January   | Launched LG Uplus battery collection campaign  | Collected 3,600 units at 13 branches nationwide and 30 direct stores nationwide.  |
| January   | Participation in collection campaign by Baekje High School Alumni Association in Muan, Jeonnam.    | 13,000 Alumni Participated  |
| February  | Domestic Battery Company Vexel Participated in Collection Campaign                                 | Battery Support for Exchange Event  |
| May       | Official Launch of Waste Battery Recycling Consortium Be; Re One                                   | Total of 8 Companies Participated   |
| June      | Presentation of Rural Coexistence Fund Workshop Case and Shinan County Battery Collection Campaign | Exchange Event and Promotional Material Delivery at Shinan County Office Building |
| July      | "Be; Re One Very Good" Campaign  | Conducted for 3 Months, 110 participants  |
| September | Battery Collection Activity at Hangang Commemorating Resource Circulation Day                      | Over 200 Participants Including Be; Re One Member Companies                       |
| December  | KCCI Small Business Owners Waste Battery Separate Disposal Campaign                                | Promotion Targeting 1,500 KCCI ERT Companies                                      |

### 2024 Used Battery Collection Volume

| Resource Name      | Be; Re One Team Collected | Be; Re One Team Recycled | LG U+ Building/Direct Store Collected | LG U+ Building/Direct Store Recycled |
|--------------------|---------------------------|--------------------------|---------------------------------------|--------------------------------------|
| Lithium Secondary  | 340,000                   | 316,200                  | 1,863,800                             | 1,733,333                            |
| Manganese/Alkaline | 480,000                   | 408,000                  | 346,850                               | 294,823                              |
| Hydrogen           | 10,000                    | 8,900                    | 7,050                                 | 6,275                                |
| Lithium Primary    | 10,000                    | 9,300                    | 4,332                                 | 4,029                                |
| Total              | 840,000                   | 742,400                  | 2,222,032                             | 2,038,460                            |

(Unit: g)

# Social Contribution

## ● Eco-friendly Social Contribution

### Introduction of Reusable Containers at Office Cafes

- As part of its eco-friendly ESG management, LG Uplus implemented a policy in 2024 to use reusable containers instead of disposable ones in the company café. This initiative aimed to reduce the use of single-use plastics, to emphasize the importance of environmental conservation to employees, and to encourage sustainable consumption habits.
- By using reusable containers, we aim to reduce carbon emissions and resource waste, positively impacting the environment and fostering eco-friendly practices in employees' daily lives.
- This policy was implemented in the café at the Yongsan headquarters, which serves an average of 1,300 people daily, and is expected to reduce approximately 7 tons of plastic waste annually.

### Employees and Executives Carbon Neutrality Challenge

- We collaborated with the Ministry of Environment and the Korea Climate and Environment Network(KCEN) to implement activities that certify the practice of 10 ways to reduce carbon emissions in daily life through the "Climate Action 1.5°C" app.
- We emphasized that individual small actions can lead to significant changes, aiming to raise awareness of the importance of tangible climate action.
- Participants earn points by using reusable cups, practicing waste separation, reducing digital carbon footprints, and completing OX quizzes, with awards for top teams and individuals to encourage participation.

### Ten Climate Action Practices for the Carbon Neutrality Challenge



### Resource Circulation Activities and Resource Circulation Campaign

- To achieve carbon neutrality and promote resource circulation, we are expanding the eco-friendly collection and recycling of electronic waste.

| Activity Classification             | Key Partners                      | Activity Details   |
|-------------------------------------|-----------------------------------|--|
| In-store Unused Equipment Recycling | Korea Climate Environment Network | <ul style="list-style-type: none"> <li>Establishment of an eco-friendly collection and recycling system for waste batteries in stores</li> <li>Waste reduction and promotion of resource circulation</li> <li>Implementation of resource reuse policies targeting welfare facilities and social enterprises in cooperation with the Korea Climate Environment Network; Reduction of resource waste and creation of social value through utilization of unused resources</li> </ul> |
| Resource Circulation Campaign       | E-Circular Governance             | <ul style="list-style-type: none"> <li>On World E-Waste Free Day, launched an employee-participation electronic waste collection campaign based on a business agreement with E-Circular Governance</li> <li>The campaign collected used small electronic devices from employees' homes, nationwide stores, and office buildings; In 2024, a total of 2,614 kg of home appliances were collected, achieving a carbon emission reduction effect of 7,842 kg</li> </ul>               |

### Resource Circulation Campaign



# Social Contribution

## ● Eco-friendly Social Contribution

### Support for Climate Vulnerable Groups

- Through agreements with the Korean Red Cross and various NGOs in Korea, we conduct diverse activities for disaster victims based on disaster response agreements.
- Support Activities for Responding to Wildfires in the Yeongnam Region in 2025 (March 21, 2025 - April 4, 2025)
  - In response to the massive wildfires in Gyeongbuk from March 21 to April 4, 2025, which destroyed approximately 4,000 homes (3,987 homes) and damaged crops over 3,784 hectares (equivalent to 5,300 soccer fields) including apple and pine mushroom farms, LG Uplus engaged in public relief activities.
  - We provided Wi-Fi installation, portable battery rentals, charging booths, and children's relief kits for disaster victims and firefighters in Sancheong, Hadong, Uiseong in Gyeongnam, and Andong, Yeongdeok in Gyeongbuk. Additionally, we set up pet relief shelters for disaster victims, operated disaster support vehicles 24/7 to provide unmanned charging support, and offered on-site printing assistance.

| Activity Name  | Description  | Main Activity Areas   |
|--|--|---|
| Disaster Victim Shelter Support Activities           | We promoted activities to support disaster victims by providing infrastructure for power usage at evacuation sites and communication support for emergency use during crises | <ul style="list-style-type: none"> <li>Dispatched Disaster Response Special Vehicles</li> <li>Installed WiFi in disaster victim shelters</li> <li>Supported auxiliary batteries for mobile phone charging within disaster victim shelters</li> <li>Provided unmanned charging station</li> <li>Provided on-site printing support</li> </ul> |
| Child Care Activities within Disaster Shelters       | The most of the evacuees in shelters are elderly and adults, so we focused on activities aimed at children, who might be relatively neglected.                               | <ul style="list-style-type: none"> <li>Child Relief Kit Production and Support (1st in nation)</li> <li>Operated a separate child relief tent near disaster shelters and provided child care programs</li> </ul>  |
| First Domestic Pet Care and Animal Rescue Activities | Since current laws prevent disaster victims from bringing pets into shelters, we highlight the importance of protecting the estimated 15 million pet owners in 2024          | <ul style="list-style-type: none"> <li>LG Uplus operated a pet-exclusive relief center within the disaster shelter area in cooperation with Animal Freedom Coalition</li> <li>Focused on rescue activities for pets evacuated with disaster victims, contributing to the enhancement of animal rights</li> </ul>                            |

### Special vehicle dispatched to disaster victim shelters



### Pet shelter for companion animal care



# Social Contribution

## ● Support for Vulnerable Groups (CSV)

### I-Dream Challenge (formerly 12-Week Challenge)

- LG Uplus targets children from groups prone to educational disparity, such as children of military personnel, Vietnamese multicultural families, and pediatric cancer patients, to address educational gaps. We focus on fostering effective self-directed learning habits and provide remote mentoring and tailored programs for each group.

| Category                   | Description  |
|----------------------------|--|
| Target Participants        | <ul style="list-style-type: none"> <li>• Children of deployed military service members</li> <li>• Vietnamese Multicultural Families</li> <li>• Children with Pediatric Cancer</li> </ul>   |
| Common Activities          | <ul style="list-style-type: none"> <li>• Conducted 24 weeks of virtual mentoring to foster self-directed learning habits; Providing free access for 12 months to over 70,000 pieces of LG Uplus's kids content 'Kid's-World'</li> </ul>            |
| Activities by Target Group | Children of Military Service Members <ul style="list-style-type: none"> <li>• Introduced and provided programs aimed at internalizing self-directed learning and enhancing creativity for children of soldiers</li> </ul>                          |
|                            | Multicultural Families <ul style="list-style-type: none"> <li>• Provided education to support parents' adaptation to life in Korea and understanding of the educational environment, as well as programs to improve children's literacy</li> </ul> |
|                            | Children with Pediatric Cancer <ul style="list-style-type: none"> <li>• Minimizing learning gaps with friends and offering emotional support through music classes and art kits</li> </ul>   |

### 2024 I-Dream Challenge<sup>1)</sup> Achievements

| Category  | Content   |
|---|---|
| Children of deployed military service members's I-Dream Challenge | <ul style="list-style-type: none"> <li>• Status: 2,538 cumulative completions</li> <li>• Plan: 1,000 participants planned (2025)</li> </ul> |
| Pediatric Cancer Patient's I-Dream Challenge                      | <ul style="list-style-type: none"> <li>• Status: 100 completions</li> <li>• Plan: 100 participants planned (2025)</li> </ul>                |
| Vietnamese Multicultural Families' I-Dream Challenge              | <ul style="list-style-type: none"> <li>• Status: 200 cumulative completions</li> </ul>  |

1) Renamed the project from the existing 12-Week Challenge to the 2024 I-Dream Challenge.

### Collaboration to address social issues within Gyeonggi Province

- In August 2024, we signed a memorandum of understanding to address social issues and support the growth of social economy organizations in Gyeonggi Province.
- We implement solutions to alleviate the "care gap" experienced by children of two-earner couple and promote self-directed learning.
- We provide smart home CCTV systems (Our Home Guardian) and self-directed learning content to 50 households in Namyangju.

### Social Value Performance of I-Dream Challenge

| Outcome (Direct/Short-term Changes)     | Performance (100 million KRW) | Impact (Long-term/Ulimate Changes)            | Performance (100 million KRW) |
|---|-------------------------------|---|-------------------------------|
| Pricing support                         | 0.69                          | Bridging the learning gaps                    | Qualitative                   |
| Device deployment                       | 1.01                          | Formation of self-directed learning habits    | Qualitative                   |
| Increasing revenue for content creators | 1                             | Substitute public services (Household burden) | 5.4                           |
| Creating value around teacher hiring    | 2.86                          | Substitute public support (Government Budget) | 9.62                          |
| Total Outcome                           | 5.58                          | Total Impact                                  | 15.02                         |

### I-Dream Challenge Emotional Care Classes for Pediatric Cancer Patients



### Care for North Korean Defectors

- We provided the "Our Home Guardian" CCTV system to families with elderly North Korean defectors and elementary school-aged children to prevent solitary deaths and strengthen care services.
- Through the "Our Home Guardian" service, we offered comprehensive technical support, including full coverage of costs for CCTV devices, installation, maintenance, and related fees.

### Key Achievements in Care Activities for North Korean Defectors

| Year | Cumulative Key Achievements   |
|------|---|
| 2023 | <ul style="list-style-type: none"> <li>• Provided 100 tablets for Alternative School for North Korean Defector Youth,</li> <li>• Improvement of Group Home Housing</li> </ul> |
| 2024 | <ul style="list-style-type: none"> <li>• Provided 100 units of Our Home Keeper</li> </ul>   |

# Social Contribution

## ● Support for Vulnerable Groups (CSV)

### Uplus 'Good Shop Campaign'

- We collaborated with MBC to launch the 'Good Shop Campaign' to spread social values
- We promoted good practices of small businesses through the LG Uplus website and MBC Radio story contest
- We discovered untold stories of self-employed people who continue to do good deeds and providing free products for SOHOs, such as Uplus's 'Our Store Telecommunication Package'.
- Selected stores will receive a small cash prize, 3 years of free 'LG Uplus Our Store Package', a product exclusively for small businesses, LG Electronics appliances, and free blog marketing.

### Kid's World Playground Construction

- We utilize LG Uplus's original content, "Kid's World" to create experience spaces equipped with dedicated smart pads, IPTV, and other media devices for children hospitalized in pediatric hospitals and those visiting airports.

| Year of construction | Location                           | Features   |
|----------------------|------------------------------------|--|
| 2019                 | Busan National University Hospital | • Provided edu-tainment facilities for pediatric patients living in the hospital using 5G technology and I-Dream content |
| 2020                 | Eulji University Hospital          |  |
| 2021                 | Korea University Guro Hospital     | • Emotional support for visiting children through collaboration with Disney Korea  |
| 2024                 | Gimhae Airport                     | • Supported physical activities for children waiting at the airport with a sky-imagination concept                       |

### Kid's World Playground



### "Take Nothing for Granted" Independence Day campaign

- Since 2020, we have collaborated with the Ministry of Patriots and Veterans Affairs on a CSR campaign to honor the sacrifices of independence activists who dedicated themselves to Korea's liberation and to remember history.
- In 2024, as part of the fifth independence campaign, we set up an "ixi Photo Booth" where visitors can take AI profile photos with the "Korean Liberation Army Signature Taegeukgi," designated as National Registered Cultural Heritage No. 389, in the background.
- The "Korean Liberation Army Signature Taegeukgi" was used by Moon Su-yeol (also known as Moon Woong-myung, 1923-2008), a member of the Liberation Army's 3rd Zone.
- The Taegeukgi features inscriptions and signatures from over 70 colleagues expressing their love for the country and desire for freedom.
- To introduce a new way to commemorate liberation through AI profile photos, we provided customers with the ixi-Photo Booth concept.

### Status of the 'Take nothing for granted' campaign

| Year | Category   | Content  |
|------|--|--|
| 2022 | Aloha, Independence RUN                              | • Designed a gamified campaign site to raise awareness of overseas independence activists who worked to fund independence in Hawaii and received donations from descendants of independence activities |
| 2023 | Shouting for Independence through Culture!           | • Planning a media art exhibition that modernly reinterprets works of independence activists who were active in the fields of culture and arts.  |
| 2024 | Independence Day Concept AI Profile Photo Production | • Free operation of 'IXI Photobooth' producing AI photos with a Independence Day concept and Taegeukgi background.   |

### "Take Nothing for Granted" Independence Day campaign



# Social Contribution

## ● Support for Vulnerable Groups (CSR)

### Library of Hope & Sharing Auction

- The proceeds generated from employee charity bazaars have been used to support schools for the visually impaired nationwide by providing items such as monitors for the visually impaired and braille laser printers, and constructing libraries for visually impaired youth(2017~)
- In 2024, the ninth library for visually impaired youth was completed at Areum School in Suwon.
- As of 2024, the total accumulated auction amount stands at 101 million KRW, with a total of 9,615 participants involved.

| Year of Implementation | Implementation Number | Supported School                         | Region             |
|------------------------|-----------------------|--|--------------------|
| 2017                   | No. 1                 | Cheongju School for the Blind            | Cheongju, Chungnam |
| 2018                   | No. 2                 | Incheon Hyegwang School                  | Incheon, Gyeonggi  |
| 2019                   | No. 3                 | Gangwon Myeongjin School                 | Chuncheon, Gangwon |
| 2020                   | No. 4                 | Busan School for the Blind               | Busan, Gyeongnam   |
| 2020                   | No. 5                 | Jeonbuk School for the Visually Impaired | Iksan, Jeonbuk     |
| 2021                   | No. 6                 | Daejeon School for the Blind             | Daejeon, Chungnam  |
| 2022                   | No. 7                 | Daegu Gwangmyeong School                 | Daegu, Gyeongbuk   |
| 2023                   | No. 8                 | Gwangju Segwang School                   | Gwangju, Jeonnam   |
| 2024                   | No. 9                 | Suwon Areum School                       | Suwon, Gyeonggi    |

### Meal Sharing for Elderly Living Alone

- We conducted meal sharing volunteer activities for elderly living alone in Yongsan.
- We raised a total of KRW 7 million through employee bazaars and donations, providing meals and heating supplies to 60 households of elderly living alone.

### Meal Sharing Activities for Elderly Living Alone



### Hope of House (Executive Fundraising)

- We improve the housing and facility environment for vulnerable people by donating a portion of the salary of executives (managing director and above) to the Executive Social Contribution Fund each month (2015~).
- Employees directly participate in volunteer activities to spread the value of sharing.
- As of 2024, the accumulated fundraising amount is 324 million KRW, with a total of 576 participants.

| Year of Implementation | Implementation Number | Region            | Recipients                                |
|------------------------|-----------------------|-------------------|---|
| 2015                   | No. 1                 | Cheonan, Chungnam | persons with disabilities                 |
|                        | No. 2                 | Nowon, Seoul      | persons with disabilities                 |
| 2017                   | No. 3                 | Mapo, Seoul       | Welfare Facility for Disabled Persons     |
|                        | No. 4                 | Jongno, Seoul     | Basic Livelihood Security Recipients      |
| 2018                   | No. 5                 | Gwanak, Seoul     | persons with disabilities                 |
|                        | No. 6                 | Eunpyeong, Seoul  | persons with disabilities                 |
|                        | No. 7                 | Icheon City       | Basic Livelihood Security Recipients      |
| 2019                   | No. 8                 | Guro, Seoul       | persons with disabilities                 |
|                        | No. 9                 | Dongdaemun, Seoul | persons with disabilities                 |
|                        | No. 10                | Gangseo, Seoul    | persons with disabilities                 |
| 2020                   | No. 11                | Gwangjin, Seoul   | Korean Mongolian School                   |
|                        | No. 12                | Seoul Mapo        | Housing Vulnerable Groups                 |
|                        | No. 13                | Seoul Mapo        | Housing Vulnerable Groups                 |
| 2023                   | No. 14                | Jeonbuk Wanju     | Fire-Damaged Housing                      |
|                        | No. 15                | Seoul Jeongneung  | North Korean Defector Youth Care Facility |
| 2024                   | No. 16                | Seongnam City     | Child Group Home                          |
|                        | No. 17                | Ansan City        | Child Group Home                          |

### House of Hope Housing Environment Improvement Work Activities



# Social Contribution

## ● Support for Vulnerable Groups (CSR)

### Dodream Fund

- Selects middle school first-year students from families with disabilities and pairs them 1:1 with LG Uplus employees for savings activities, mentoring, and career consulting to lay the foundation for their social advancement
- Youth, employees, and company contribute monthly in a 1:2:4 ratio for totaling 140,000 KRW for a total of five years(60 months) to provide a scholarship after high school graduation. (approximately 8.4 million KRW, including interest)
- In 2024, 30 students graduated (cumulative: 488 students), with a total support amount of 2.168 billion KRW.

### Dodream Fund Launch Ceremony



### Hope Santa (Regular Management Volunteerism)

- We organized a special Christmas gift-giving event for the children residing at Yeongnak Borinwon, a child protection facility in Yongsan-gu, where our headquarters is located.
- Executives directly participate in volunteer activities, fostering a culture of lead by example within the company and contributes to the local community
- This activity has been conducted since 2017, with an average of 50 gift recipients annually.

### Hope Santa Gift Presentation Ceremony



### Love of a Thousand Won (Employee Fundraising)

- Through our fundraising initiative involving LG Uplus employees, we implement a monthly deduction of 1,000 KRW from salaries, contributing to a fund designed to support LG Uplus employees in need or socially disadvantaged individuals identified through employee surveys.
- In 2024, support was provided to childcare facilities, children with rare incurable diseases, North Korean defector group homes, families with disabled members in crisis, and refugees.

### 2024 Love of a Thousand Won Performance

| Number of Participants (persons) | Amount Raised (KRW)                       | Amount Disbursed (KRW)                   |
|----------------------------------|---|--|
| 3,170                            | 61.2 million<br>(Cumulative 1.63 billion) | 104 million<br>(Cumulative 1.39 billion) |

### Rural Labor Support

- Support for activities such as fruit harvesting and sorting to assist farms due to the worsening labor shortage caused by the decrease in the farming population
- In 2024, support was given to Imjin Nonghyup pear farms in May and Gwangtan Nonghyup soybean farms in November.

### Sharing Bread Making of Hope

- We signed a business agreement with the Korean Red Cross to plan a breadmaking volunteer activity through nationwide bread-sharing centers (2023~).
- Employees voluntarily participate in bread-making activities at the organizational level, and the completed bread is delivered to vulnerable groups such as elderly people living alone in the local community.
- In 2024, 1,776 employees participated, spreading the value of sharing in the local community.

### Shaing Bread Making of Hope Volunteer Activity



# Social Contribution

## ● ESG Communication

LG Uplus operates programs that enable employees to easily and continuously experience ESG, enhancing the importance and understanding of ESG. In 2024, we organized activities that are easily accessible to employees, such as implementing ESG Day, developing an official ESG character, and producing and broadcasting internal social contribution videos.

### Implementation of ESG Day

- To promote the practice and integration of ESG in our daily lives, we designate the last Tuesday of every month as 'ESG Day.' On this day, we encourage participation in activities such as turning off monitors and electrical devices, unplugging unused appliances, and closing windows and doors in air-conditioned offices.

#### ESG Day Intranet Popup



### Development of ESG Character

- We utilized the familiar 'Moono character' among LG Uplus employees to develop an 'ESG character' and actively promoted ESG-related days to enhance ESG awareness.
- By using the character co-developed with employees, we improved accessibility to ESG concepts.
- The character was developed inspired by days such as Korean Sign Language Day, Recycling Day, World Water Day, Arbor Day, Disability Day, Earth Day, and World Human Rights Day.

### Production of Social Contribution Videos

- To effectively convey the meaning and value of social contributions, we produced videos about our social contribution activities and shared them on popular platforms such as YouTube.

#### List of Social Contribution Video Productions

| Production Schedule | Content  |
|---------------------|--|
| Apr-24              | • Support for smartphone use education for the visually impaired |
| May-24              | • I-Dream Challenge  |
| May-24              | • Gwangju Segwang School   |
| May-24              | • Rural labor support  |
| Jun-24              | • Battery collection campaign                                    |
| Jun-24              | • Solar power facility completion ceremony                       |
| Aug-24              | • Launch of disaster child care program                          |
| Aug-24              | • Launch of disaster companion animal council                    |
| Sep-24              | • MOU with Gyeonggi Province Social Economy Center               |
| Sep-24              | • Group home for North Korean defector youth                     |
| Sep-24              | • Jeju Island disaster simulation training                       |
| Oct-24              | • Collection event for discarded home appliances                 |
| Nov-24              | • Love of a Thousand Won   |
| Nov-24              | • ESG Fair   |
| Dec-24              | • ICT device delivery ceremony                                   |
| Dec-24              | • Hope Santa   |
| Apr-25              | • AI literacy education  |
| Jan-25              | • Korea Chamber of Commerce battery collection campaign          |
| Jan-25              | • Dodream Fund   |
| Jan-25              | • Lunar New Year side dish sharing                               |
| Apr-25              | • Dodream Fund fruit delivery ceremony                           |

# Stakeholder Engagement

LG Uplus has established and operates a stakeholder engagement policy based on AA1000 SES (Stakeholder Engagement Standard) to encourage stakeholder participation and enhance communication efficiency. Through active communication with diverse stakeholders such as customers, shareholders, employees and executives, and partners, we realize value creation across all management activities. In this process, we aim to create an ecosystem that grows together with all partners based on positive and bright energy.

## ● Stakeholder Communication and Engagement

### Stakeholder Engagement Policy

LG Uplus aims to enhance communication with stakeholders and establish collaborative relationships based on mutual trust by implementing a structured stakeholder engagement policy. This policy is grounded in our management philosophy of creating a Brighter World through customer satisfaction and provides the following company-wide guidelines for human-centered value creation and positive partnerships:

- This policy is consistently implemented across all LG Uplus business sites and related organizations, applying to the entire value chain including internal operations, suppliers, partner companies, and partners.
- Stakeholder engagement programs are operated under the responsibility of each relevant department, with designated dedicated teams or individuals for systematic management.
- Significant stakeholder-related issues are managed by the ESG Committee under the Board of Directors.

#### Basic Principles

- Stakeholder Identification:** We systematically identify stakeholders who can influence or be influenced by our sustainability performance and assess their level of influence for prioritization. We ensure separate identification of vulnerable groups such as the elderly, disabled, low-income, and marginalized communities.
- Engagement Planning:** We develop detailed engagement plans for interacting with stakeholders, determine appropriate methods such as surveys, focus groups, and interviews, and establish clear objectives.
- Engagement Execution:** We systematically gather all feedback throughout the engagement process, including that from local stakeholders, with a focus on actively collecting input from marginalized or minority groups to provide better information for organizational decision-making.
- Decision Integration:** We integrate collected stakeholder feedback into our governance, strategy, and operations to address their concerns and expectations in meaningful and sustainable ways.
- Grievance and Complaint Handling:** We operate a dedicated system to promptly and fairly address stakeholder complaints, grievances, and suggestions. We resolve received issues within the set deadlines and transparently communicate the process and outcomes to the relevant stakeholders. We activate immediate response systems in cases of severe human rights violations or environmental damage concerns.
- Monitoring and Evaluation:** We continuously assess and improve the effectiveness of the stakeholder engagement process, regularly reviewing the quality of engagement, suitability of feedback, and the impact of response measures to stakeholder input.

LG Uplus publicly announces this policy to strengthen trust with stakeholders and continuously strives to create a vibrant corporate ecosystem where all partners can grow together.

# Stakeholder Engagement

## Stakeholder Engagement Programs

- LG Uplus conducts comprehensive stakeholder engagement activities to build mutual trust and enhance managerial transparency.
- We consistently apply these activities to all stakeholders and communities directly and indirectly affected by our business operations.

| Category   | Details  |
|--|--|
| Stakeholder Impact Assessment                    | <ul style="list-style-type: none"> <li>• Systematically analyze stakeholder groups based on their influence and importance to the organization's sustainability performance.</li> <li>• Regularly assess the direct and indirect impacts of management activities on each stakeholder group.</li> <li>• Use evaluation results to select priority(vulnerable) stakeholders and develop tailored communication strategies.</li> </ul> |
| Operate a multichannel communication system      | <ul style="list-style-type: none"> <li>• Establish and continuously operate diverse communication channels tailored to each stakeholder's characteristics.</li> <li>• Provide accessible communication means such as digital platforms, face-to-face meetings, telephone consultations, and online communities</li> <li>• Build a real-time feedback system through two-way communication for collecting opinions</li> </ul>         |
| Capacity building support program                | <ul style="list-style-type: none"> <li>• Provide technical support and training programs for suppliers and partners</li> <li>• Offer education and infrastructure support to enhance digital literacy in the community</li> <li>• Conduct capacity-building training for employees to improve stakeholder communication skills</li> </ul>  |
| Regular communication and participation programs | <ul style="list-style-type: none"> <li>• Identify satisfaction levels and requirements through regular surveys for each stakeholder group</li> <li>• Hold regular communication events such as customer meetings, general shareholders' meetings, partner company workshops, and local community forums</li> <li>• Operate stakeholder panels to gather in-depth feedback and involve them in policy development</li> </ul>          |
| Grievance handling and monitoring system         | <ul style="list-style-type: none"> <li>• Operate a dedicated system for prompt receipt and handling of stakeholder grievances and suggestions</li> <li>• Ensure transparent disclosure and feedback on the handling process and outcomes</li> <li>• Continuously monitor the effectiveness of engagement activities and develop improvement strategies</li> </ul>  |

## Status of Major Stakeholder Communication

| Stakeholder                | Key Communication Channels  | Communication Contents (enforcement frequency)   | Stakeholder Interests   |
|----------------------------|---|--|---|
| Customer                   | <ul style="list-style-type: none"> <li>• Corporate sales store</li> <li>• Experience Groups</li> <li>• Customer center</li> <li>• Website and social media</li> </ul>   | <ul style="list-style-type: none"> <li>• Receiving VOC for mobile and home services (As needed)</li> </ul>   | <ul style="list-style-type: none"> <li>• Enhance customer privacy</li> <li>• Deliver customer centric products and services</li> </ul>  |
| Employee                   | <ul style="list-style-type: none"> <li>• Performance sharing meetings</li> <li>• Grievance care center</li> <li>• Labor-Management Council</li> <li>• Occupational Health and Safety Committee</li> <li>• Psychological Counseling</li> <li>• CEO On-site Visit</li> <li>• Sincere Day</li> <li>• Change Board</li> </ul> | <ul style="list-style-type: none"> <li>• Management performance and key achievements sharing session (4 times per year)</li> <li>• Operating Grievance care center (As needed)</li> <li>• Wage collective bargaining news, etc. (twice a year)</li> <li>• Important health and safety matters for workers (4 times per year)</li> <li>• Counseling for workplace/home difficulties (As needed)</li> <li>• CEO on-site visits (As needed)</li> <li>• Change Board meetings (6 times per year)</li> <li>• CA Activities (As needed)</li> </ul> | <ul style="list-style-type: none"> <li>• Enable employee engagement</li> <li>• Work-life balance</li> <li>• Empower employees</li> </ul>  |
| Partners                   | <ul style="list-style-type: none"> <li>• Cyber newspaper</li> <li>• Shared Growth Board</li> <li>• Shared Growth meetings</li> <li>• Training and business support</li> </ul>   | <ul style="list-style-type: none"> <li>• Reporting of corruption and fraud, etc. (As needed)</li> <li>• Listening to Partner' voices (As needed)</li> <li>• Supporting partners to fulfill their social responsibility (As needed)</li> </ul>  | <ul style="list-style-type: none"> <li>• Fair trade compliance and relationship building</li> <li>• Helping partners competitiveness</li> <li>• Increase regular communication and collaboration</li> </ul> |
| Shareholders and Investors | <ul style="list-style-type: none"> <li>• Annual report</li> <li>• Corporate governance report</li> <li>• Shareholders' meeting</li> <li>• IR activities</li> </ul>  | <ul style="list-style-type: none"> <li>• Business status, financial information, etc. (4 times per year)</li> <li>• Compliance with core governance principles (Once a year)</li> <li>• Investor communication (As needed)</li> </ul>  | <ul style="list-style-type: none"> <li>• Proactive risk management</li> <li>• Strengthening technological edge</li> <li>• Leading the 5G network market</li> </ul>  |
| Government                 | <ul style="list-style-type: none"> <li>• Industry policy engagement</li> <li>• Collaboration on national projects</li> <li>• Establishing a social safety net</li> </ul>  | <ul style="list-style-type: none"> <li>• Collaboration on outreach (As needed)</li> <li>• Universal off-duty (As needed)</li> <li>• Support for National DR Projects (As needed)</li> <li>• Compliance and Taxes (As needed)</li> </ul>  | <ul style="list-style-type: none"> <li>• Compliance with fair trade and related laws and regulations</li> <li>• Leverage telecom strengths to support infrastructure</li> </ul>                             |
| Community                  | <ul style="list-style-type: none"> <li>• Community outreach</li> <li>• Public interest campaigns</li> </ul>   | <ul style="list-style-type: none"> <li>• Socially considerate audience (As needed)</li> <li>• Service support activities (As needed)</li> <li>• Employee Volunteerism (As needed)</li> </ul>   | <ul style="list-style-type: none"> <li>• Social contribution activities utilizing ICT technology</li> <li>• Disclose social responsibility (CSR) information</li> </ul>                                     |

# Governance

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# Corporate Governance

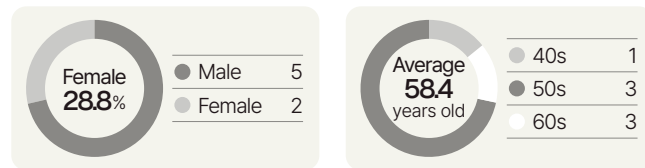
Establishing a sound and transparent governance structure is essential for long-term growth of an enterprise. Through a diverse and independent Board of Directors and Board Committees, LG Uplus is building a sound and transparent reporting system. We protect shareholders' rights through proper decision-making and promote sustainable management.

## Board Composition

### Board Composition

- We establish and comply with guidelines on independent directors' independence to strengthen Board independence.
- The majority of the Board is composed of independent directors, and based on the regulations of the Independent Director Nominating Committee, we verify expertise, independence, and transparency of professionals without direct conflicts of interest
- Through policies for the expertise and diversity of independent directors, we consider expertise, gender, age, experience, ethnicity, nationality and cultural background in forming the Board while ensuring equal opportunity and non-discrimination in our selection process.

### Board Diversity



(As of June 30, 2025)

### Board Composition

| Category                     | Name           | Position                     | Gender | Major Career   | Board and Committee  |
|------------------------------|----------------|------------------------------|--------|--|--|
| Internal Director            | Beom sik Hong  | President/CEO                | Male   | (Current) LG Uplus CEO<br>(Former) Head of Business Strategy Sector at LG Co., Ltd   | · Chairman of the Finance Committee<br>· ESG Committee   |
|                              | Myunghee Yeo   | Executive Director CFO / CRO | Female | (Current) LG Uplus CFO/CRO<br>(Former) LG Uplus CFO/CRMO Business Planning Unit Director   | · Internal Transaction Committee<br>· Finance Committee  |
| Other Non-Executive Director | Bong seok Kwon | Chairman of the Board        | Male   | (Current) LG Corporation COO<br>(Former) LG Electronics CEO  | · Independent Director<br>· Nominating Committee   |
| Independent Director         | Sungsoo Yoon   | Independent Director         | Male   | (Current) Professor of Business Administration at Korea University<br>(Current) Auditor, Chongkundang Gochon Foundation<br>(Former) Independent Director, KB Capital<br>(Former) Non-Standing Member of the Accounting Standards Board<br>(Former) Independent Director of HD Hyundai Infracore  | · Chairman of the Audit Committee<br>· ESG Committee   |
|                              | Jongwoo Kim    | Independent Director         | Male   | (Current) Professor at Hanyang University Business School<br>(Former) Director of the Korean Data Mining Society<br>(Former) President of the Korean Society of Intelligent Information Systems<br>(Former) CEO of Hanyang Biz Lab Co., Ltd.<br>(Former) Director of the Korea Electronic Commerce Association   | · Chairman of the Independent Director<br>· Nominating Committee<br>· Audit Committee<br>· ESG Committee<br>· Internal Transaction Committee |
|                              | Hyungdoo Nam   | Independent Director         | Male   | (Current) Professor at Yonsei University Law School<br>(Former) Member, Korea Baseball Organization Baseball Development Committee<br>(Former) Member, Presidential 4th Industrial Revolution Committee<br>(Former) Dean, Yonsei University Law School   | · Independent Director<br>· Nominating Committee<br>· Audit Committee<br>· ESG Committee   |
|                              | Yoonmi Eom     | Independent Director         | Female | (Current) Director of SeeArt Culture Foundation<br>(Current) Director of Asan Nanum Foundation<br>(Former) IBM Consultant<br>(Former) Engagement Manager at McKinsey Consulting<br>(Former) Vice President of Egon Zehnder Seoul Office<br>(Former) CEO of C Program<br>(Former) Member, Ministry of Education Future Education Committee<br>(Former) Registered Director, Educational Laboratory 21<br>(Former) Director of Kakao Impact Foundation | · Chairman of the ESG Committee<br>· Audit Committee<br>· Internal Transaction Committee   |

# Corporate Governance

## Board Operation

### Board Independence

- Independent directors constitute a majority of the board.
- LG Uplus complies with the Commercial Act and other applicable South Korean laws concerning matters of independent directors' independence to monitor and strengthen the independence of current directors and board member candidates.

| Criteria for Determining the Independence of Independent Directors  | Relevant or Not |               |                |                       |
|---|-----------------|---------------|----------------|-----------------------|
|   | Yoon, Sung-soo  | Kim, Jong-woo | Nam, Hyung-doo | Eom, Yoon-mi          |
| 1. Whether or not s/he has worked for the company, as an employee, within the past 5 years  |                 |               |                | Not applicable to all |
| 2. Whether or not his/her immediate family member has worked for either the company or its affiliates within the past 3 years   |                 |               |                | Not applicable to all |
| 3. Whether or not s/he is in an employment relationship with the company's external auditor   |                 |               |                | Not applicable to all |
| 4. Whether or not s/he is an employee of a corporate entity with which the company has signed an agreement on consulting services and technical partnerships                  |                 |               |                | Not applicable to all |
| 5. Whether or not s/he is an advisor or consultant for the company or its management  |                 |               |                | Not applicable to all |
| 6. Whether or not s/he is an employee of a corporate entity whose total transactions with the company over 10% of the company's total assets or sales within the past 3 years |                 |               |                | Not applicable to all |
| 7. Whether or not s/he has any significant conflict of interest concerning matters that may be decided upon by the board.   |                 |               |                | Not applicable to all |

### Recommendation and Appointment of Independent Directors

- We proactively review candidates in terms of expertise (industry expertise), transparency and independence and recommend candidates for election at the regular shareholders' meeting.
- In accordance with legal regulations (Article 542-8, Paragraph 4 of the Commercial Act), the majority of the committee members are composed of independent directors to ensure transparent and fair appointment of independent directors

### Independent Director Education Status

- We enhance the Board's expertise about management understanding through various education programs for independent directors

### Independent Director Education Performance

| Training Date | Training Host                   | Attending Independent Director | Training highlights  |
|---------------|---------------------------------|--------------------------------|--|
| 2024.02.26    | CDO (Internal Training)         | All independent directors      | AI Market Trends and Differentiation Directions            |
| 2024.06.28    | NW Division (Internal Training) | All independent directors      | NW Equipment Tour and Future Network Technology Directions |
| 2024.07.04    | Samjong KPMG ACI                | Sungsoo Yoon, Jongwoo Kim      | Audit Committee Activity Case Study                        |
| 2024.11.29    | Corporate Audit Committee Forum | Hyungdoo Nam, Yoonmi Eom       | Understanding the Stewardship Code                         |

### Board Evaluation and Compensation

- We defined appropriate levels of compensation for directors
- We introduce non-financial performance criteria in the evaluation standards for internal directors to promote accountability.
- We conduct an 'Independent director Activity Evaluation Form' based on internal criteria such as meeting attendance, contribution, and independence when re-electing independent directors.
- The same amount is paid to all independent directors within the total director remuneration limit approved by the shareholders' meetings (not including performance fees for activity evaluation or actual expenses such as job activity fees, transportation, and meeting allowances).

### Non-financial performance criteria reflected in Internal directors' KPIs

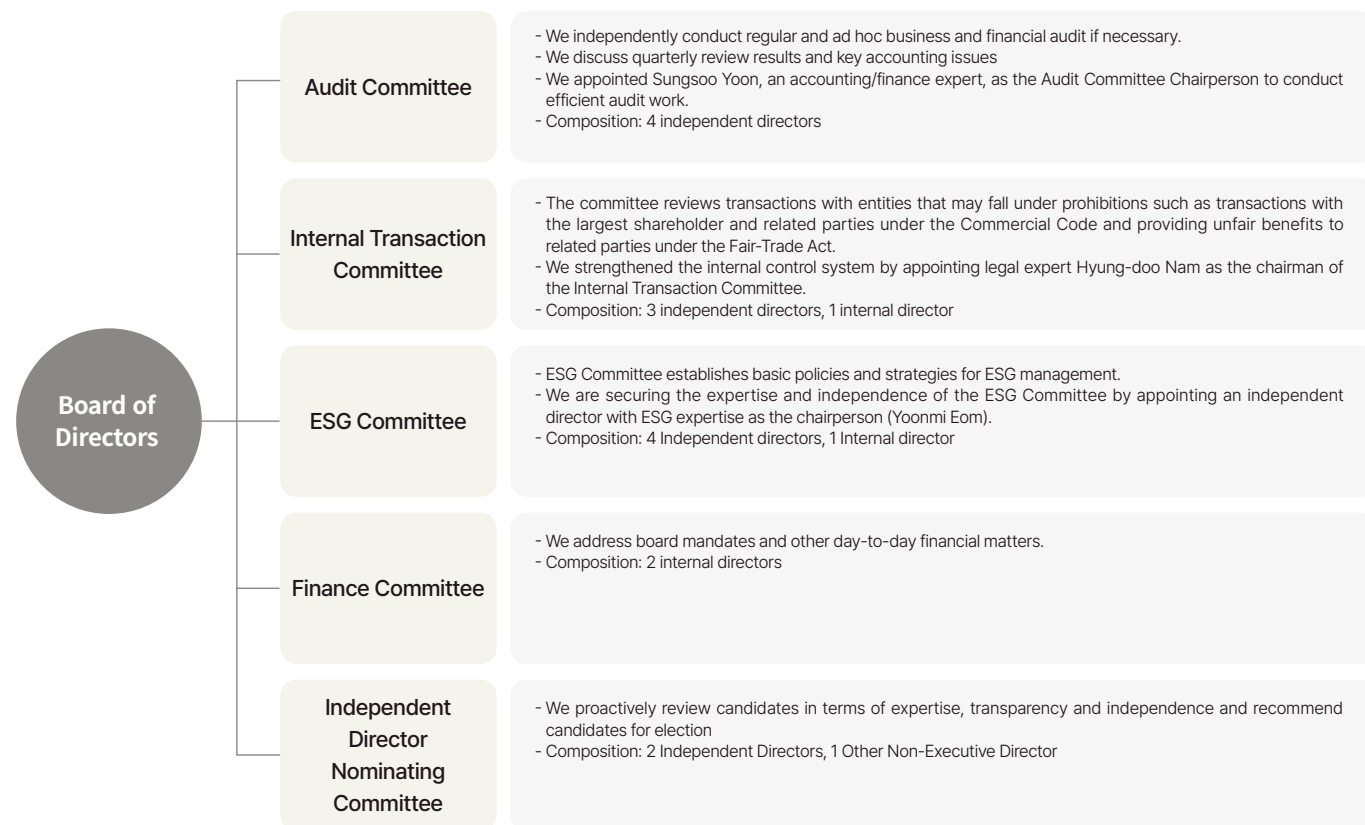
- Differentiating the customer experience in telecom services
- Cultivating a platform business to fuel future growth
- Building a foundation for the platform business by securing technology capabilities and transforming business operations
- Innovation of Customer Value, etc.
- Advancing proactive business risk management
- Establishing and enforcing a system for new business flexibility
- Supporting growth potential businesses in a timely manner and fading out inefficient businesses from a future value perspective
- Maximizing synergies across businesses and organizations
- Increase mid- to long-term enterprise value through intrinsic value, market feedback, and industry analysis

# Corporate Governance

## ● Board of Directors and Audit Committee Operations

- To establish transparent governance structure, the Board of Directors is composed of two internal directors, one other non-executive director, and four independent directors
- The Audit Committee consists of four independent directors for fair and transparent management activities

### Board of Directors Structure



### Reporting and decision-making procedures on major management issues

- We provide information related to management decision-making to independent directors through the Secretariat of the Board of the Directors and each committee's support office
- We support careful decision-making on important matters by providing detailed reports on agenda contents before the board meetings.
- We support proper decision-making by promptly responding to independent directors' requests for additional explanations and materials during the decision-making process
- In 2024, the Board discussed agenda items including the operation results of committees within the Board, outcomes of ESG Committee meetings, and reports on social contribution activities

### Board of Directors and Board Committees

- We are establishing 5 committees under the Board of Directors for efficient decision-making.

### Composition of an independent Audit Committee

- We ensure independence from management and controlling shareholders by composing the entire Audit Committee of independent directors, and perform objective and transparent audit functions
- We exchange opinions on quarterly review results and major accounting issues through regular meetings with external auditors

# Corporate Governance

## ● Board of Directors and Audit Committee Operations

### Status of Board of Directors and Board Committees Meetings

| Committee Name                            | Number of Sessions Held | Attendance Rate <sup>1)</sup> |
|---|-------------------------|-------------------------------|
| Board of Directors                        | 8 sessions              | 96.40%                        |
| Audit Committee                           | 7 sessions              | 100%                          |
| Independent Director Nominating Committee | 2 sessions              | 100%                          |
| Internal Transaction Committee            | 4 sessions              | 100%                          |
| ESG Committee                             | 3 sessions              | 93.40%                        |
| Finance Committee                         | 6 sessions              | 100%                          |

<sup>1)</sup> Internally, the Board of Directors is operated with a minimum attendance requirement of 75%.

### Board Skill Matrix (as of March 31, 2025)

| Category            | Internal director |                                      | Other Non-Executive Director       | Independent Director |                      |                      |                      |            |
|---------------------|-------------------|--------------------------------------|------------------------------------|----------------------|----------------------|----------------------|----------------------|------------|
|                     | Director Name     | Beom sik Hong                        | Myunghee Yeo                       | Bong seok Kwon       | Sungsoo Yoon         | Jongwoo Kim          | Hyungdoo Nam         | Yoonmi Eom |
| Position            | President / CEO   | Executive Vice President / CFO / CRO | Chairman of the Board of Directors | Independent Director | Independent Director | Independent Director | Independent Director |            |
| Telecommunications  | ●                 | ●                                    | ●                                  |                      |                      | ●                    |                      |            |
| Business Accounting | ●                 | ●                                    | ●                                  | ●                    |                      | ●                    |                      | ●          |
| Legal               |                   |                                      |                                    |                      |                      |                      | ●                    |            |
| Risk Controlling    | ●                 | ●                                    | ●                                  | ●                    |                      | ●                    | ●                    | ●          |
| ESG                 |                   |                                      |                                    | ●                    |                      | ●                    | ●                    | ●          |

## ● Shareholder Management

### Shareholder Status

- We guarantee one vote per one share
- We consist of common stock only (no other classes of stock)
- Total shares outstanding: 436,611,361 shares (as of December 31, 2024)

### Protection of Shareholder Rights

- We ensure shareholders' right to know by reporting disclosure obligations under capital markets laws and disclosure regulations
- We operate e-voting to facilitate shareholder voting
- Since 2021, we provide interim dividends annually
- We established a mid-to long-term goal to increase the dividend policy to return at least 40% of net income (based on separate financial statements, excluding one-time gains) to shareholders starting in fiscal 2022
- From 2024 to 2026, the annual cash dividend is planned to be maintained at least at the level of the dividend per share for the fiscal year 2023 as disclosed
- In November 2024, we announced plans to enhance corporate value by expanding the shareholder return rate to up to 60% through flexible share repurchases, contingent on having sufficient cash flow in specific fiscal years.

### Shareholder Status and Composition

- No preferred shares have been issued, and there are no treasury shares or other shares among the issued stock that lack voting rights or are restricted from exercising voting rights by law or the shareholder's country of residence.

| Category               | Shareholder Name         | Number of Shares Owned | Shares(%) |
|------------------------|--------------------------|------------------------|-----------|
| 5+% Shareholders       | LG Corporation           | 164,422,375            | 37.66%    |
|                        | National Pension Service | 30,658,769             | 7.02%     |
| Other Shareholders     | Treasury Stock           | 6,783,009              | 1.55%     |
|                        | Others                   | 234,747,208            | 53.77%    |
| Total Number of Shares |                          | 436,611,361            | 100.00%   |

### Cash Dividend Payout Ratio

|  | 2022  | 2023  | 2024  |
|--|-------|-------|-------|
|  | 42.14 | 44.86 | 74.61 |

(Unit: %)

# Fair Trade

LG Uplus proactively operates a Compliance Program (CP) to manage risks related to violations of fair trade laws and regulations. The Compliance Manager oversees the operation of the CP and reports its status and outcomes to the CEO. Additionally, personnel responsible for critical fair trade issues are separately selected to receive education on collusion and subcontracting, aiming to enhance employees' awareness of fair trade.

## Fair Trade Policy

### Fair Trade Policies

LG Uplus respects the free-market economic order that aims for free and fair competition and pursue common interests with all stakeholders based on mutual trust and cooperation. We establish and operate policies as follows to pursue common development from a long-term perspective by building mutual trust and cooperation through transparent and fair transactions. All transactions are conducted fairly on an equal footing, with sufficient consultation on transaction conditions and procedures.

1. All transactions are conducted fairly from an equal standing, with sufficient consultation on transaction terms and procedures.
2. No form of unfair conduct utilizing a superior position is tolerated.
3. Information necessary for transactions is mutually provided in a timely manner through appropriate procedures, and transaction results are regularly evaluated based on fair criteria to mutually complement each other.
4. In all transaction activities, we adhere to international standards and fair trade regulations to ensure the establishment of market order.
5. We efficiently operate the Compliance Program (CP) based on our commitment to and practice of fair trade principles.
6. We operate a report system for violations of fair trade obligations and strive to actively address and improve upon the reported issues.

Fair trade policy of LG Uplus applies to all employees and all related transaction activities.

### Detailed Guidelines for Fair Trade

- 1 Market Dominance-Abuse Practice Guidelines
- 2 General Unfair Trade Practices and Unfair Trade Refusal Guidelines
- 3 Guidelines for general unfair trade practices and sales target coercion
- 4 General Unfair Trade Practices and Disadvantageous Offers Guidelines
- 5 Guidelines for Unfair Support of Affiliates and Others
- 6 Guidelines for collusion (cartel) practices
- 7 Case-by-case action guide for collusion (unfair collusion)
- 8 Guidelines for Competitor Contacts Related to Information Exchange and Collusion
- 9 Guidelines for violations of the Subcontracting Act's duty to provide written awards
- 10 Business guidelines for unjustified preferential treatment of suppliers
- 11 Practice guidelines for improper subcontractor payments and late payment of interest
- 12 Guidelines for knowledge base requests and misappropriation behavior
- 13 Misleading labeling-advertising practice guidelines

### Fair Trade Reporting Organization Chart

- Compliance Program: an overall control system such as training, supervision, etc. operated by the company to ensure compliance with antitrust laws and regulations.
- We established compliance program based on compliance standards to prevent and manage the risk of violating fair trade-related laws in advance

### Fair Trade Management System Organization Chart



# Fair Trade

## Compliance Program

### Compliance Program (CP)

- LG Uplus contributes to establishing a fair market competition order through the operation of the Compliance Program (CP) and prevents risks such as economic losses due to violations of fair trade-related laws in advance
- By establishing an internal compliance control system that includes building a governance for the management and supervision of the Compliance Program (CP), operating programs such as employee education, continuous monitoring, and effectiveness evaluation, we support employees across the company in voluntarily complying with fair trade-related laws, thereby contributing to the protection of client rights

### Compliance Program Operational Status

|  |  |
|--|--|
| <b>Assess antitrust risk</b><br>                     | <ul style="list-style-type: none"> <li>Identify, evaluate, and manage the risk of violating antitrust laws.</li> </ul>   |
| <b>Organize a compliance team</b><br>                | <ul style="list-style-type: none"> <li>Appointment of a Compliance Officer: The General Counsel serves as the Compliance Officer.</li> <li>Designate a dedicated compliance team: antitrust department in the legal office</li> </ul>                  |
| <b>Establish compliance program rules</b><br>        | <ul style="list-style-type: none"> <li>Revised compliance standards and detailed guidance.</li> <li>Establish compliance program rules</li> </ul>  |
| <b>Conduct training</b><br>                          | <ul style="list-style-type: none"> <li>Pre-business consultation through the legal review System</li> <li>Updated the Compliance Handbook</li> <li>Guide-Distribute training materials</li> <li>Provide on- and offline compliance training</li> </ul> |
| <b>Conduct pre-business consultations</b><br>        | <ul style="list-style-type: none"> <li>Pre-business consultation through the legal review system</li> </ul>  |
| <b>Operate a whistleblower system</b><br>            | <ul style="list-style-type: none"> <li>Immediate reporting of violations of compliance obligations through the internal reporting system or the righteous management report box</li> <li>Anonymity and confidentiality for whistleblowers</li> </ul>   |
| <b>Disclose the status of compliance program</b><br> | <ul style="list-style-type: none"> <li>Home page disclosure</li> <li>Publicize internal systems</li> </ul>   |

## Fair Trade Activities

- LG Uplus requires all partners to submit an Ethics Commitment and a Compliance Agreement on Anti-Corruption Laws at the time of contract signing, fully enforcing its anti-bribery and anti-corruption policies.

### Compliance Pledge of Jeong-Do Management with Business partner

**정도경영 실천 서약서**

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6. 만약 이 서약서를 위반할 경우 이에 따르는 모든 책임을 감수하겠습니다.

2024년 03월 14일  
사법  
소속  
성명

LG유플러스 귀중

위와 같이 서약합니다.

**정도경영 실천 서약서**

당사는 귀사와 거래를 함에 있어서 공경, 정직, 성실의 태도를 바탕으로 상호 이익을 도모하며, 고객에게 최고의 가치를 합당하게 제공하고, 우우와 사회적 책임 실현을 도모하겠습니다.

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2. 귀사의 거래에서 합법적으로 불공정 거래 및 부당한 차별을 하지 않거나, 타인으로부터 불합당 시비나 불이익을 받지 않도록 노력하겠습니다.
3. 불공정 거래 및 부당한 차별을 하지 않고, 상호 이익을 도모하며, 고객에게 최고의 가치를 합당하게 제공하고, 우우와 사회적 책임 실현을 도모하겠습니다.
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위와 같이 서약합니다.

### Compliance Pledge of Anti-corruption and Bribery with Business partner

**부패방지 법규 준수 서약서**

본인은 직무를 수행함에 있어 정당한 거래 기회 속에 자유 경쟁의 원칙에 따른 투명한 거래를 이념으로 하는 귀사의 경영철학을 존중하고, 부패방지 및 공금 등 수수의 금지에 관한 법규와 국제상거래에 있어서 외국공무원에 대한 뇌물금지법을 비롯한 국내외 부패 방지 관련 법규를 준수할 것을 서약합니다.

1. 국내 및 국제 상거래 활동 시 부패방지에 관한 회사의 정책을 따릅니다.
2. 국내외 반부패 법규 및 귀사의 부패방지 위한 실천지침 등을 숙지하며, 이에 따라 국내외 공직자 등에게 부정한 청탁을 하거나 뇌물 또는 기타 수수금지 공금 등을 약속, 공여 또는 공여의 의사 표시를 하지 않습니다.
3. 반부패 법규 및 귀사의 실천지침 등과 관련하여, 국내외 협력회사 및 에이전트 등 제3자에 의한 부패청탁 또는 뇌물 공여 등 행위를 방지하는 데에 상당한 주의 감속 의무를 다합니다.
4. 반부패 법규 및 귀사의 실천지침 등에 위배되는 혐의로 인해 회사에 피해가 발생할 수 있음을 인식하고, 향후 불만이 제반 법규를 위반하는 경우 이에 대해서 회사가 경계 등의 불이익 조치를 취할 수 있음을 이해합니다.

### Segment-Specific Fair Trade Education

- We conduct preventive education on unfair trade practices such as collusion for all employees across the company
- Especially, we provide additional specialized education for organizations that are closely related to fair trade.

### Contents of Fair Trade Education

| Training Date | Training Topic     | Training Target | Content                                   | Training Completers |
|---------------|--------------------|-----------------|---|---------------------|
| 2024.03.14    | Collusion          | Enterprise      | Collusion Risk Prevention                 | Enterprise          |
| 2024.03.29    | Agency             | Consumer        | Fair Agency Transactions Act Key cases    | Consumer            |
| 2024.07.03    | Subcontracting Act | Enterprise      | Subcontracting Transactions Act Key cases | Enterprise          |
| 2024.07.03    | Collusion          | Enterprise      | Collusion Risk Prevention                 | Enterprise          |

# Compliance

LG Uplus regards compliance management as a fundamental principle and has introduced compliance review functions to the ESG Committee in 2023 to enhance its compliance management system. Starting in 2024, we hold quarterly compliance meetings to discuss major risk management strategies, thereby establishing a board-centered compliance governance structure. This approach aims to strengthen the effectiveness of the compliance control system through collaboration between different sectors. Additionally, LG Uplus shares its commitment to compliance management with its members and strives to internalize a culture of compliance. We send compliance card news to all employees and conduct tailored compliance training for each division.

## ● Compliance Management System

- LG Uplus established a compliance control system to ensure adherence to business-related laws, internal policies, procedures, and various regulations, and we set compliance control standards with the approval of the board of directors.
- We implemented a compliance support system to efficiently prevent legal risks that may arise during employees' work activities and to monitor, inspect, and evaluate risk management.
- We enhanced the compliance system by promoting organic risk management to facilitate deliberation on compliance control among the board of directors, ESG Committee, and Compliance Council.

### Roles of Compliance Management Organizations

|                    |  |
|--------------------|--|
| Board of Directors | As the highest decision-making body for the company's business execution, we establish compliance control standards and oversee compliance management.                           |
| ESG Committee      | As a Board Committee, it establishes policies for ESG management and decides on important matters related to compliance control, including key risk management                   |
| Compliance Council | As a meeting body among the company's key risk management departments, it closely consults on risk management and reports important matters to the Board of Directors.           |
| Compliance Officer | It oversees compliance control tasks by implementing compliance training, monitoring adherence to compliance control standards, and reporting to the Board of Directors annually |

### 2024 Compliance System Advancement

- To enhance the review function of compliance matters, in May 2023, the Board of Directors resolved to include compliance matters in the ESG Committee's review scope, thereby institutionalizing the compliance management system at the level of the ESG Committee and the Board of Directors.
- To support the compliance-related deliberation functions of the Board of Directors and the ESG Committee, we have been holding compliance councils quarterly since 2024 to discuss major compliance issues within the company.
- From 2024, we established a Compliance Working Council focused on key risk management personnel to strengthen compliance adherence from the operational level across all business areas, conducting meetings twice a year.

### Roadmap for Advancing the Compliance Management System (2023~2024)

|   |  |   |
|---|--|---|
| <p><b>1 Compliance System Improvement</b></p> <p><b>2023</b></p> <ul style="list-style-type: none"> <li>• Empowering the Compliance Management System of the Management</li> <li>- Additional review by the ESG Committee</li> <li>- Operation of the Compliance Council</li> </ul> <p><b>2024</b></p> <p>Revision of Compliance Regulations</p> <ul style="list-style-type: none"> <li>- Revision of compliance control standards/detailed guidelines</li> </ul> | <p><b>2 Risk Identification and Management</b></p> <p><b>Annual</b></p> <p>Advancing compliance risks management</p> <ul style="list-style-type: none"> <li>- Selection of major key risks across the company</li> <li>- Establishment of key risk management plans</li> </ul> <p><b>2024</b></p> <p>Advancing RISK PROFILE</p> <ul style="list-style-type: none"> <li>- Organize risk occurrence departments/ management departments</li> <li>- Operate Compliance Working Council</li> </ul> | <p><b>3 Compliance Culture Promotion Activities</b></p> <p><b>Annual</b></p> <p>Empowering the Compliance Management System of the Management</p> <ul style="list-style-type: none"> <li>- Conduct specialized training for risk subjects</li> <li>- Diversify company-wide training</li> </ul> <p>Strengthening Employee Mindset through the Distribution of Card News Manuals</p> <p>Conducting company-wide Compliance surveys</p> |
|---|--|---|

### Compliance Governance



\* Subject to be changed depending on agenda

# Compliance

## ● Compliance Risk Management System

### Compliance Risk Management System

- We operate a Risk Profile process to ensure systematic company-wide compliance risk management.
- A Risk Profile is a categorized list of major legal risks that may arise during the performance of company duties by employees, including information such as the name of the risk, legal sanctions, relevant regulations, risk description, and risk level.
- Based on the company-wide risk evaluation results, LG Uplus categorizes major legal risks into areas such as personal information, fair trade, human resources/labor, telecommunications business, safety/health, intellectual property, contracts, and general company matters. Each department responsible for risk management autonomously establishes and implements compliance inspection plans to preemptively prevent and manage potential compliance risks across all business activities.
- Through annual compliance inspections, we evaluate the compliance risk management status of each department. After identifying areas needing improvement, we conduct separate interviews and in-depth reviews to reflect these findings in the compliance plan for the following year, thereby establishing an organic annual cycle for the risk management process.
- In 2024, to enhance internal and external credibility regarding the evaluation of compliance risk management and system effectiveness, we engaged an external law firm for verification. The verification results indicated that LG Uplus faithfully implements compliance control standards and has obtained an evaluation of having established a reasonable and effective compliance control system.

### Risk Management Process

|               |  |  |
|---------------|--|--|
| <b>STEP 1</b> |  | <p><b>Risk Identification</b></p> <ul style="list-style-type: none"> <li>• Identification and categorization of major risks that may arise during the performance of company duties by employees</li> </ul>  |
| <b>STEP 2</b> |  | <p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Conduct risk management activities through Risk Profile</li> <li>• Collaborate with compliance supporting team and risk management department</li> </ul>  |
| <b>STEP 3</b> |  | <p><b>Risk Inspection and Improvement</b></p> <ul style="list-style-type: none"> <li>• Conduct internal risk review</li> <li>• Evaluate the effectiveness of the compliance control system with an external law firm</li> <li>• Proceed with ISO 37301 certification</li> <li>• Review and reflect on improvement items</li> </ul> |

### Improvement of Compliance Risk Management Process

- Starting in 2023, as part of the effort to advance the compliance risk management system, we have established a system to categorize company-wide risks and designate risk management departments to oversee the departments where these risks are likely to occur.
- Accordingly, the Risk Management department has taken the lead in overseeing the risk assessment process, which was previously conducted across all internal departments, to ensure a more substantive evaluation.
- Starting from 2024, we operate a Compliance Working Committee twice a year—once in the first half and once in the second half for practitioners in each risk management department to ensure that risk management activities, such as the dissemination of Risk Profiles and preventive measures, are carried out more effectively.
- Currently, the risk management system is divided into two stages: significant risks and general risks. Starting from 2024, we identify key risks that require more focused management and report the annual management plans and results to the ESG Committee and the Board of Directors for intensive management.

### Compliance ISO 37301 Certification Management

- Since 2022, LG Uplus has obtained and managed the 'ISO 37301'(Compliance Management System) certification, the standard for international compliance management system, becoming the first among the three major domestic telecommunications companies.
- After obtaining ISO 37301 certification in 2022, we maintained the qualification for three years by undergoing the first follow-up review in 2023 and the second follow-up review in 2024.
- Through certification, we have been recognized for our compliance policies, risk management, and operational systems in 8 areas (telecommunications business, fair trade, information protection, health and safety, human resources and labor, anti-corruption, intellectual property rights, and governance) as meeting international standards.
- We plan to continuously advance our compliance system to meet international standards through ongoing and regular audits by external certification bodies.

### ISO 37301 Certification



# Compliance

## ● Establishing a Compliance Culture

### Activities to Enhance Compliance Awareness

- We are striving to enhance employees' compliance awareness and spread a culture of compliance through the distribution of the 'Compliance Newsletter' and card news, which include major issues related to compliance and updates on relevant laws and regulations.
- In particular, in 2024, we will operate the Prohibition on Use of Undisclosed Material Information compliance policy and the company-wide Competitor Contact Reporting Policy to prevent collusion, and conduct surveys to raise compliance awareness among members.

### Activities to Raise Compliance Awareness

| Distribution Timing | Title  | Subject  |
|---------------------|--|--|
| 2024.01             | [Card News] Types and Key Contents of Collusion                            | · Types of prohibited collusion  |
| 2024.06             | [Card News] Generative AI and Copyright                                    | · Meaning of generative AI and copyright<br>· Precautions during work  |
| 2024.09             | [Compliance Policy] Prohibition on Use of Undisclosed Material Information | · Implemented for departments related to undisclosed material information (notices on precautions when sending emails)<br>· Collection of employee pledges |
| 2024.09             | Compliance Survey  | · Assessing compliance awareness and adherence to work-related compliance  |
| 2024.09             | Collusion Prevention Policy  | · Implementation of company-wide Competitor Contact Reporting Policy   |
| 2024.1              | Acts Undermining Users' Interests  | · Types of prohibited acts detrimental to user interests and related work cases  |
| 2024.11             | Online Dark Pattern Regulation   | · Types of online dark patterns and key regulatory contents  |

### Compliance Survey

**2024년 컴플라이언스 서베이 실시 안내**

안녕하세요, 온정사원 여러분! 평소 규정을 잘 지키며 일할 수 있는 나만의 컴플라이언스 자세를 확립하기 위해 2024년 컴플라이언스 서베이를 실시하고자 합니다.

서베이는 직장으로 진행되며, 임직원 여러분들의 솔직한 응답 결과는 나만의 컴플라이언스 행동의 방향성을 제공하고 컴플라이언스 행동을 개선하기 위한 소중한 자료로 활용될 예정입니다.

당직원 여러분께서 평소의 회사의 컴플라이언스에 대해 느끼신 바를 적극적으로 밝혀 주시기를 당부드리며, 질문 응답 시 철저하게 익명입니다. 문의사항이 있으신 경우, 온정지원팀에 연락주시기 바랍니다. 감사합니다.

**대상** 전 임직원  
**서베이 실시 기간** 당월 20일(월) ~ 24일(금)  
**서베이 소요 시간** 약 3분 소요  
**서베이 참여 방법** 아래 서베이 링크를 통해 접속

**서베이 바로가기** [클릭하기](#)

### Card News

**생성형 AI와 저작권**

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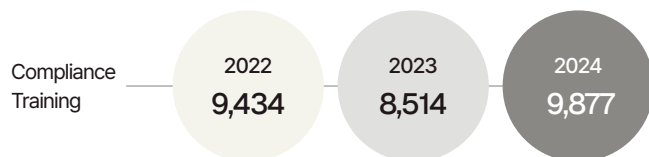
### Compliance Training

- In accordance with Article 14 of the compliance control standards, we conduct compliance training for all employees, including contract employees, to enhance the compliance awareness of a broader range of stakeholders.
- For online compliance training, we select mandatory courses tailored to the various roles performed by employees and allow them to autonomously choose additional elective topics.
- Particularly in 2024, we enhanced the effectiveness of the training by conducting customized offline training that reflects the specialized risks of each department.

### Compliance Training Details by Department

| Category                                     | Training Period           | Training Topic  | Training Target                             |
|--|---------------------------|---|---|
| New Employees Compliance Training            | 2024.01, 2024.02, 2024.08 | Compliance training including Fair Trade, Personal Information Protection, and compliance education   | New Employees                               |
| Employees and Executives Compliance Training | 2024.05.20 ~ 2024.06.14   | Compliance training including Fair Trade, Personal Information Protection, compliance education, Advertising Act, Prohibition of Bribery and Solicitation, and Precautions for Bid Document Preparation | All Employees and Executives                |
| Offline Compliance Training                  | 2024.03.22                | Precautions for Bid Document Preparation Training 1st Session   | Corporate Division Employees and Executives |
|  | 2024.04.23                | Precautions for Bid Document Preparation Training 2nd Session   | Consumer Division Employees and Executives  |
|  | 2024.07.03                | Precautions for Bid Document Preparation Training 3rd Session   | Corporate Division Employees and Executives |
|  | 2024.03.29                | Fair Trade Act for Agencies Training  | All Employees and Executives                |

### Number of Compliance Training Participants



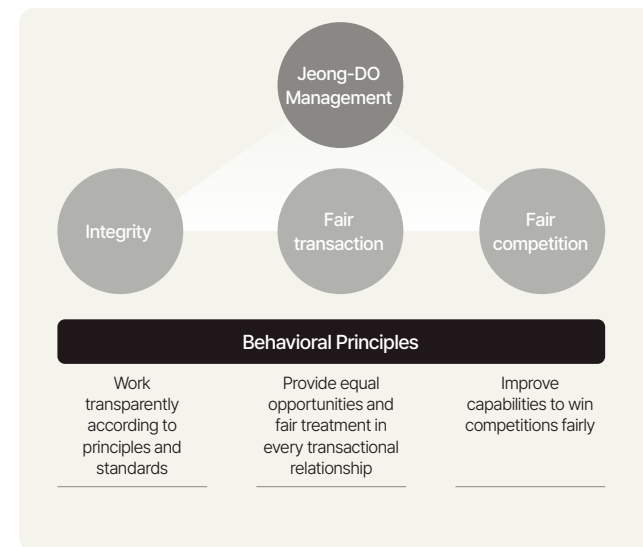
# Jeong-Do Management

LG Uplus applies the three elements of Jeong-Do Management—Integrity, Fair Transaction, and Fair Competition through Competence—to all areas of its operations, conducting business in an ethical manner. When elements that hinder Jeong-Do Management are discovered, LG Uplus operates an integrated reporting channel to ensure that various stakeholders, including employees, can report without concern. In cases of violations of the Code of Ethics, appropriate actions are taken after verifying the facts.

## ● Jeong-DO Management Process

### Jeong-DO Management Policy

- LG Uplus has established the LG Code of Ethics, which reflects the three key elements of Jeong-Do Management: Integrity, Fair Transaction, and Fair Competition. We conduct periodic training for all employees across the company to promote adherence to the ethical code and to disseminate our commitment to Jeong-Do Management.
- LG Uplus conducts regular audits every three years on all business locations and services to ensure adherence to the Code of Ethics.



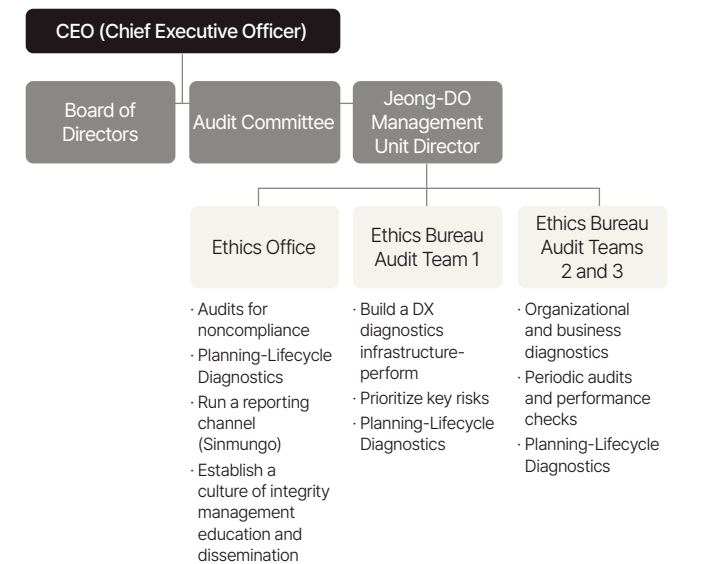
### LG Code of Ethics

|  |   |   |
|--|---|---|
| <p><b>Chapter 1.</b><br/>Responsibilities and obligations to customers</p> <ol style="list-style-type: none"> <li>1. Respect Customers</li> <li>2. Create Value</li> <li>3. Provide Value</li> </ol>   | <p><b>Chapter 2.</b><br/>Fair Competition</p> <ol style="list-style-type: none"> <li>1. Pursuit of Free Competition</li> <li>2. Compliance with Laws and Regulations</li> </ol>           | <p><b>Chapter 3.</b><br/>Fair Trade</p> <ol style="list-style-type: none"> <li>1. Equal Opportunity</li> <li>2. Fair Trading Procedures</li> <li>3. Pursuit of Mutual Development</li> </ol>  |
| <p><b>Chapter 4.</b><br/>Basic Ethics of Employees</p> <ol style="list-style-type: none"> <li>1. Basic Ethics</li> <li>2. Fulfill Mission</li> <li>3. Self-Development</li> <li>4. Perform Duties Impartially</li> <li>5. Avoidance of Conflicts of Interest with the Company</li> </ol> | <p><b>Chapter 5.</b><br/>Responsibility to Employees</p> <ol style="list-style-type: none"> <li>1. Respect for People</li> <li>2. Fair Treatment</li> <li>3. Foster Creativity</li> </ol> | <p><b>Chapter 6.</b><br/>Responsibility to the Country and Society</p> <ol style="list-style-type: none"> <li>1. Reasonable Course of Business</li> <li>2. Protect Shareholder Interests</li> <li>3. Contribute to Social Development</li> <li>4. Protecting the Environment</li> </ol> |

### Jeong-Do Management Organization Chart

- LG Uplus has appointed a Jeong-Do Management Unit Director, who is a member of the Management Committee, to ensure systematic and continuous activities through constant supervision and monitoring. Under the Jeong-Do Management Unit Director, the Ethics Office and Ethics Bureau Audit Teams 1, 2, and 3 have been established to audit violations of ethical regulations, thereby enhancing the implementation of Jeong-Do Management through specific activities

### Jeong-DO Management Organizational Chart



### Message from CEO for Jeong-Do Management

- During the major national holidays of Seol and Chuseok, we send a CEO letter to employees and suppliers expressing a firm commitment to Jeong-Do Management

# Jeong-Do Management

## ● Jeong-DO Management Activities

### Empowering Organizations to drive Jeong-Do management

- We ensure transparency of organizations promoting Jeong-Do management with the Audit Committee reporting structure.
- We are helping people earn certifications like the CIA<sup>1)</sup> and enhance their expertise through internal and external training for employees across the company.

1) CIA (Certified Internal Auditor): Internationally Certified Internal Auditor

|  |  |
|--|--|
| <b>Empowering programs</b>                     | <ul style="list-style-type: none"> <li>- Team performance share (2nd week of each month)</li> <li>- Sharing Management Meeting Content, Major Issues by Division, and Key Organizational Diagnosis Results by Team</li> <li>- Inviting Internal Experts LIVE</li> <li>- Offsite Training on Organizational Diagnosis (one-on-one training encouraged and supported)</li> </ul> |
| <b>Supplying annual education and training</b> | <ul style="list-style-type: none"> <li>- Year 1: Diagnostic OJT, Mentor-Mentee System, Introductory Diagnostic Course (TFT)</li> <li>- Year 2: Conduct personalized theme diagnosis PM, deepen diagnosis (TFT)</li> <li>- Year 3: Certification program, rotation within departments, Global MBA program, etc.</li> </ul>  |
| <b>Building our own network</b>                | <ul style="list-style-type: none"> <li>- Drive team-based affiliate engagement: Share audit techniques and diagnostic tools</li> <li>- Key collaborators on reporting (Sales Organizational Culture, Risk Management, etc.) and the Training on how to run regular meetings and investigate misconduct.</li> </ul>   |

### U+ Company-wide Jeong-DO Management Training

- Providing ethics training to all LG Uplus employees, including part-time and contract workers, starting in 2025 to foster a Jeong-Do Management culture
- Conducting Jeong-Do Management Training Including Ethics Topics for All Company Employees and Executives (2024 Completion Rate 99.9%)

| Category  | Number of Completed/Target |
|---|----------------------------|
| Number of Jeong-Do Management Training Completers | 10,676                     |
| Number of Jeong-Do Management Training Targets    | 10,677                     |
| Jeong-Do Management Training Completion Rate (%)  | 99.9                       |

### Operation of Uplus Jeong-Do Management Homepage

- We introduce our commitment to Jeong-Do management to more stakeholders.
- We enhance employee accessibility through the disclosure of the 'Code of Ethics and Internal Regulations'
- We are operating the Fraud Reporting Channel to report violations of the Code of Ethics
- We are requesting consultation to realize objective and fair Jeong-Do management operating channels to receive company-wide advice and implement policies rather than making judgments on their own

### Running a Reporting Channel

- We establish various reporting channels such as homepage, email, phone, etc. to ensure accessibility for all stakeholders in reporting risks related to the Code of Ethics
- We receive reports of fraud and irregularities, unfair selection of suppliers, unfair contracts, non-payment, unreasonable demands for improvement, etc. and provide feedback to the informant after responding and taking measures to improve.

#### Reporting Process



\* We will inform the informant of the results of the handling of the information received through prior procedures such as checking the department in charge under the principle of protecting the identity of the informant.

#### Report System Guide

| Report Type  |  |
|--|--|
| Acceptance of Gifts and Entertainment  | Asset embezzlement/ misappropriation   |
| Environmental/Safety Incidents   | Unfair Trade   |
| Document/Counting Manipulation   | Sexual Harassment/ Other Harassment  |
| Reporting Channel  |  |
| LG Unified Channel   | Register Reports via 'Report' at the Bottom of the Website 'ethics.lg.co.kr'               |
| LG Uplus Channel   | Register Reports by Clicking 'Cyber Report' at the Bottom of the Website 'www.lguplus.com' |
| Email  | audit@lguplus.co.kr  |
| Landline   | 070-4080-7600, 1644-8119   |
| Principles for the Protection of Informants Applied  |  |
| Regarding the informant, we will not disclose their identity or any information implying their identity without their consent, and we will take full responsibility for restoring any disadvantages caused by failure to comply with this principle. |  |

# Jeong-Do Management

## ● Jeong-Do Management Activities

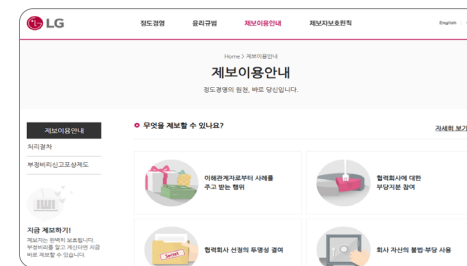
### Strengthening Whistleblower Protection Policies

- We clarify the 'Principles for the Protection of Whistleblowers' in the LG integrated reporting channel and announce and operate the protection policy and compensation system to ensure that various stakeholders, including employees, can report with confidence
- In order to thoroughly protect the information received through the report, the informant and the contents of the report are strictly treated as confidential by the Jeong-Do management unit director and are reviewed and processed by limited personnel who have signed a pledge of confidentiality

### Operation of Reward System

- We are implementing a reward system for employees' compliance with Jeong-Do management and eradicating irregularities such as acceptance of gifts and entertainment, corrupt transactions, and reporting irregularities

#### Jeong-DO Management Violation Reporting and Reward System



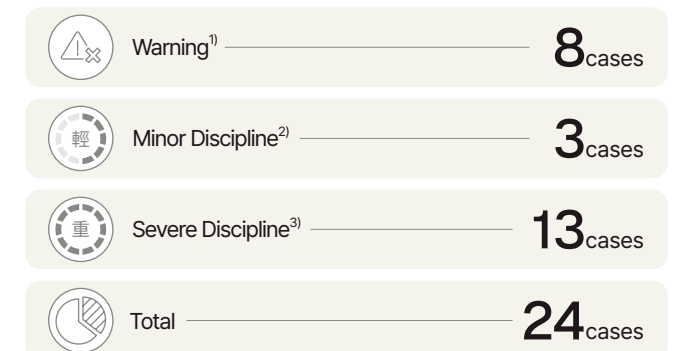
### Prevention of ethics violations

- In the event of a violation of the Ethics Policy, we confirm the violation through the Jeong-Do Management Committee and the Jeong-Do Sales Committee and take appropriate action.
- We consider disadvantages such as trade restrictions or termination if issues are found with a supplier.

#### Reported ethics violations



### Outcomes for Ethics Violations



1) Warning: Receive a letter of reflection and admonish, but exclude from disciplinary records.  
 2) Minor Discipline(Reprimand): Receive a letter of reflection and be admonished  
 3) Severe Discipline  
 - Probation/Suspension: Be out of work for a period of time and the pay is reduced for that time.  
 - Recommended resignation/firing: Retire or be fired by submitting a resignation.

## ● Transparent and Fair Tax Policy

### LG Uplus Tax Policy

- LG Uplus has established a tax policy that strictly prohibits any transactions or tax structures involving profit shifting to low-tax jurisdictions without commercial substance or the use of tax havens for tax reduction purposes, and faithfully fulfills all tax obligations related to international transactions.

- LG Uplus complies with national laws, faithfully fulfills tax obligations, and maintains transparent relations with the Republic of Korea's National Tax Service. When requested by government authorities, it provides relevant facts and lawful evidence.
- LG Uplus adheres not only to tax laws but also to the fundamental intent of tax policies. When government authorities provide tax incentives to support investment, employment, or economic development, LG Uplus implements them as intended by related laws, regulations, or policies.
- LG Uplus does not engage in tax avoidance by using tax havens or shifting income to low-tax countries, nor does it use any tax structures lacking commercial substance.
- LG Uplus ensures that potential tax risks arising from business activities are reviewed in advance during the planning stage to avoid violations of laws and regulations.
- LG Uplus appoints a CFO to manage tax risks and conduct continuous monitoring thereof.

# Crisis Management

Crisis management is an essential element to enhance the sustainability of business operations in a rapidly changing and uncertain business environment. LG Uplus establishes company-wide crisis management policies and manages them by developing crisis management policies and roadmaps to ensure appropriate responses in the event of a crisis.

## ● Crisis Management Governance

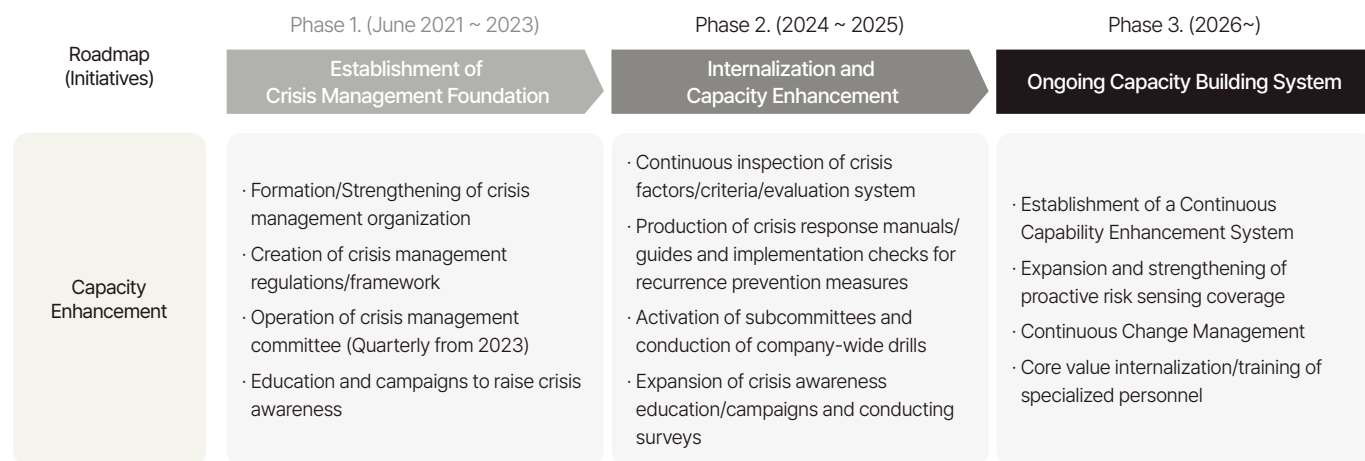
- LG Uplus classifies potential risks in management activities into six major categories and promotes improvement activities to reduce risks and prevent recurrence during normal operations.
- We appointed a CRO to establish and operate a company-wide crisis management system.

### Enterprise crisis management policy

- LG Uplus recognizes crisis management as a fundamental element of sustainability management and comply with the followings to prevent incidents and minimize damage in the event of a crisis.
1. Due to changes in the social environment, crises shall be broadly recognized and swiftly addressed.
  2. In preparation for the negative impact of a crisis, LG Uplus shall establish standards that reflect its identity and respond proactively.
  3. From a company-wide perspective, a crisis response system shall be established to manage risks and minimize damage during crises.
  4. A communication system for rapid response shall be established, and efforts shall be made to create a transparent communication culture within the organization.
  5. Continuous attention and improvement activities shall be pursued to enhance crisis management capabilities and resilience.

### Progress in Crisis Management

- LG Uplus recognizes crisis management as a fundamental element of sustainable management, implementing measures to prevent incidents and minimize damage in the event of a crisis. In line with the 'Corporate Crisis Management Policy,' LG Uplus is establishing a crisis management framework and actively engaging in activities to strengthen capabilities.

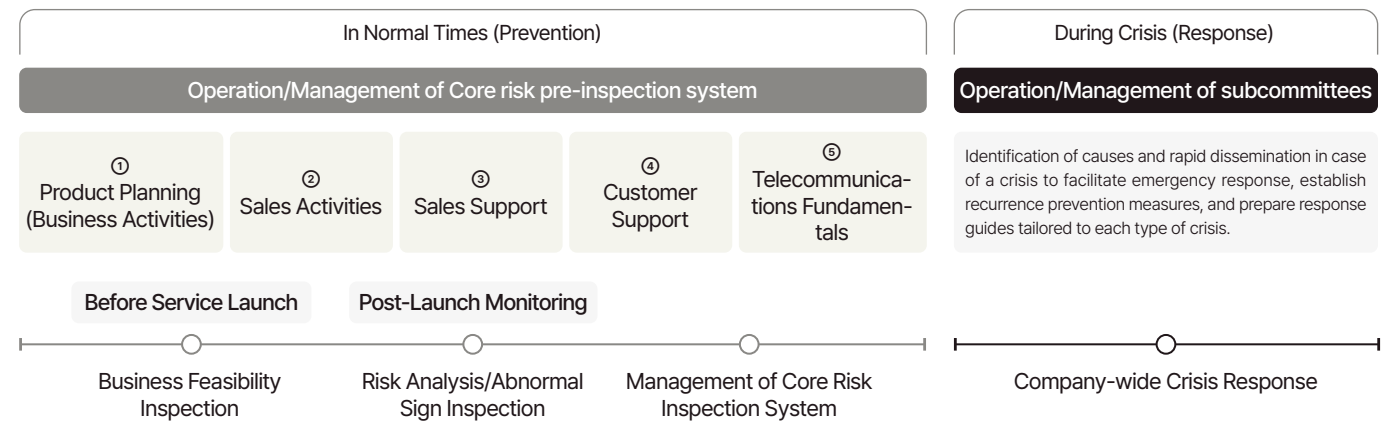


# Crisis Management

## ● Crisis Management Process

### Crisis Management Inspection

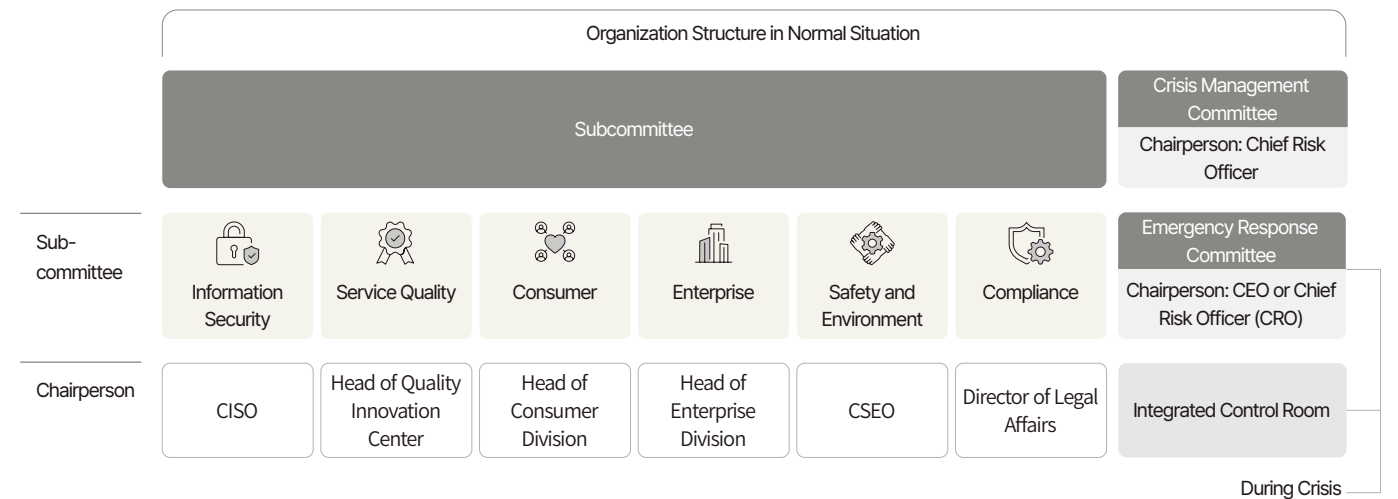
- LG Uplus proactively identifies potential risks by operating a 'Risk Management System' to mitigate them in advance. Through continuous monitoring activities, LG Uplus regularly assesses the likelihood of those risks developing into crises.



### Crisis Management System

- As of 2025, LG Uplus's company-wide crisis management system operates primarily through the 'Subcommittee' during normal operations, focusing on improving crisis management mechanisms such as identifying crisis factors, establishing crisis grading criteria, and communication systems, while regularly and irregularly monitoring core risks. In times of crisis, LG Uplus utilizes the 'Emergency Response Committee' to implement a company-wide response system, while regularly operating the 'Crisis Management Committee' to establish and enhance the crisis management framework.

### Six Major Crisis Categories

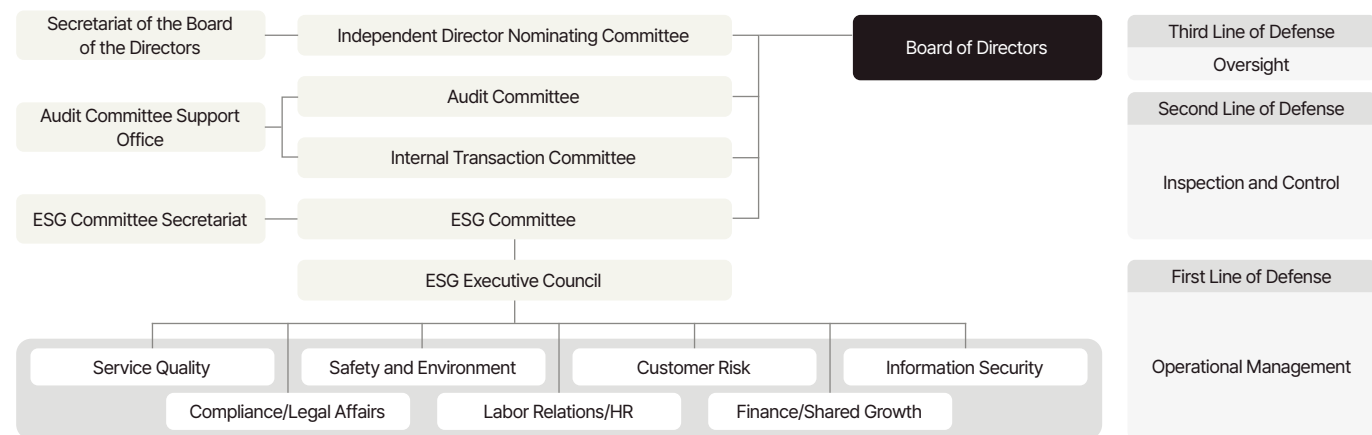


# Risk Management

LG Uplus identifies key financial and non-financial risks associated with its business and operates a risk management process to minimize potential impacts. By identifying core potential risks, LG Uplus implements measures to mitigate their potential effects.

## Risk Management Process

- The enterprise risk management process is structured with three lines of defense, including an annual review of risk exposure.
- For key businesses (IDC), both internal and external audits are conducted for ISO 22301 (business continuity) certification.
- Each secretariat and committee reports to the Board of Directors, and company-wide risk management is conducted based on ESG council reports from each department.
- Integration of ERM Process: Reflecting the risks identified in the enterprise risk pool, core risks are derived based on ESG material issues through the assessment of likelihood and impact.



## Emerging Risk

- LG Uplus particularly focuses on responding to climate change by identifying and managing potential risks to minimize uncertainties in business operations and ensure sustainable growth.

| Category  | Description  | Impact and Potential Risks   | Mitigation Measures   |
|---|--|--|---|
| Generation of asset impairment due to acute physical risk | <p><b>Nationwide flood and wildfire damage</b></p> <ul style="list-style-type: none"> <li>• According to statistics on nationwide natural disasters from 2013 to 2022, property damage due to heavy rain increased from KRW 158,129 million in 2013 to KRW 332,559 million in 2022.</li> <li>• The average property damage over 10 years is KRW 196,286 million, showing a trend of increasing average damage.</li> <li>• The average number of wildfires over 10 years is 542 cases, approximately 100 more than the average of 450 cases from 2013 to 2016.</li> <li>• Considering these increasing trends, the potential risk of damage from floods and wildfires is expected to rise.</li> </ul> | <ul style="list-style-type: none"> <li>• Some offices and network equipment located in areas along rivers and coastal seawater are at risk of exposure to floods, an acute physical risk related to climate change.</li> <li>• Business sites in mountainous areas face risks of exposure to wildfires.</li> </ul> | <ul style="list-style-type: none"> <li>• We conduct simulation drills to prepare for wildfire disaster scenarios.</li> </ul>  |
| Increase in emission credits prices                       | <p><b>Emission Credit Prices</b></p> <ul style="list-style-type: none"> <li>• Due to the increase in the 2030 NDC and annual targets, the national emission allowance is reduced from 3.04826 billion tons to 3.03551 billion tons.</li> <li>• According to the 4th Basic Plan for Emissions Trading, the paid allocation ratio of emission permits is adjusted to higher levels, with permit prices rising from 7,020 KRW/ton in 2023 to 11,296 KRW/ton in 2024, indicating expected increases in operating costs related to carbon emissions.</li> </ul>   | <ul style="list-style-type: none"> <li>• Risks include increased costs for purchasing emission credit due to reduced free allocation ratios and rising prices caused by strengthened domestic and international greenhouse gas reduction goals.</li> </ul>   | <ul style="list-style-type: none"> <li>• We predict costs due to the increase in the proportion of paid carbon emission credit and the rise in emission credit prices. To address this, we establish and implement a renewable energy procurement plan, which includes entering into Power Purchase Agreements (PPA) and securing quantities of Renewable Energy Certificates (REC).</li> </ul> |

# Appendix

LG Uplus transparently discloses its environmental, social, and governance (ESG) management performance and future plans, thereby communicating with stakeholders. To compare trends in quantitative performance, we have included data for three years from 2022 to 2024. The reporting scope covers all domestic business locations of LG Uplus, such as the headquarters, regional offices, research centers (Magok, Daejeon), and IDC (Internet Data Centers).

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# Sustainability Data

## ● Economic Data

Consolidated Statement of Financial Information (Unit: Million KRW)

| Category   | 2022              | 2023              | 2024              |
|--|-------------------|-------------------|-------------------|
| <b>Assets</b>  |                   |                   |                   |
| Current Assets   | 5,043,422         | 4,964,158         | 5,263,896         |
| Cash and Cash Equivalents                                      | 834,608           | 559,554           | 896,209           |
| Due from financial institutions                                | 36,357            | 66,157            | 69,114            |
| Receivables from sales and other activities                    | 1,987,992         | 1,996,697         | 1,979,091         |
| Receivables from sales   | 1,734,478         | 1,743,706         | 1,693,990         |
| Other Receivables  | 253,514           | 252,991           | 285,101           |
| Inventories  | 226,157           | 354,433           | 252,311           |
| Current tax assets   | 1,022             | 0                 | 0                 |
| Current cash flow hedge derivatives                            | 3,842             | 1,380             | 0                 |
| Current Contract Assets  | 455,966           | 428,206           | 464,908           |
| Other Current Assets   | 1,497,478         | 1,557,731         | 1,602,263         |
| Non-current Assets   | 14,731,378        | 15,136,447        | 14,443,834        |
| Non-current Financial Assets                                   | 155,406           | 215,675           | 246,481           |
| Non-current financial institution                              | 99                | 61                | 55                |
| Non-current available-for-sale financial assets                | 155,307           | 215,614           | 246,426           |
| Long-term accounts receivable and other non current receivable | 514,305           | 529,709           | 501,820           |
| Non-current accounts receivable                                | 356,644           | 367,001           | 399,949           |
| Non-current bonds  | 157,661           | 162,708           | 101,871           |
| Investments in Associates and Joint Ventures                   | 72,123            | 75,096            | 73,444            |
| Tangible assets  | 10,574,114        | 11,066,309        | 10,709,005        |
| Investment Property  | 40,139            | 39,259            | 38,295            |
| Intangible Assets  | 2,341,729         | 2,165,874         | 1,804,599         |
| Non-current Contract Assets                                    | 163,486           | 158,838           | 186,411           |
| Defined Benefit Assets   | 187,874           | 86,428            | 4,439             |
| Deferred Tax Assets  | 10,462            | 7,717             | 15,685            |
| Other Non-current Assets                                       | 671,740           | 791,542           | 863,655           |
| <b>Total Assets</b>  | <b>19,774,800</b> | <b>20,100,605</b> | <b>19,707,730</b> |

(Unit: Million KRW)

| Category                                       | 2022              | 2023              | 2024              |
|--|-------------------|-------------------|-------------------|
| <b>Liabilities</b>                             |                   |                   |                   |
| Current Liabilities                            | 4,817,824         | 5,606,861         | 5,116,288         |
| Accounts Payable and Other Current Liabilities | 2,406,203         | 2,299,104         | 2,284,376         |
| Accounts Payable                               | 160,632           | 126,440           | 205,928           |
| Accounts payable and other payables            | 2,245,571         | 2,172,664         | 2,078,448         |
| Short-term Borrowings                          | 0                 | 130,000           | 0                 |
| Current and long-term debt                     | 1,427,215         | 2,172,052         | 1,805,209         |
| Other Current Financial Liabilities            | 288,940           | 396,467           | 403,306           |
| Current Corporate Tax Liabilities              | 154,469           | 95,667            | 63,976            |
| Current Derivative Liabilities                 | 0                 | 1,279             | 2,422             |
| Current contractual liabilities                | 158,975           | 171,676           | 199,311           |
| Current recovery provision                     | 26,351            | 15,367            | 28,143            |
| Other current liabilities                      | 355,671           | 325,249           | 329,545           |
| Non-current Liabilities                        | 6,507,309         | 5,736,959         | 5,823,063         |
| Debentures and long-term borrowings            | 4,607,965         | 4,045,560         | 4,489,429         |
| Other Non-current Financial Liabilities        | 766,341           | 576,275           | 368,979           |
| Net Defined Benefit Liabilities                | 0                 | 0                 | 43,773            |
| Deferred Tax Liabilities                       | 194,154           | 115,394           | 101,258           |
| Non-current recovery provision                 | 53,023            | 67,944            | 56,699            |
| Cash Flow Hedge Derivative Liabilities         | 646               | 2,214             | 0                 |
| Non-current contractual liabilities            | 61,721            | 66,920            | 53,956            |
| Other Non-current Liabilities                  | 823,459           | 862,652           | 708,969           |
| <b>Total Liabilities</b>                       | <b>11,325,133</b> | <b>11,343,820</b> | <b>10,939,351</b> |
| <b>Equity</b>                                  |                   |                   |                   |
| Equity Attributable to Owners of the Parent    | 8,165,135         | 8,472,202         | 8,556,021         |
| Capitalization                                 | 2,573,969         | 2,573,969         | 2,573,969         |
| Capital Surplus                                | 836,918           | 836,918           | 871,511           |
| Other capitalized items                        | -100,000          | -100,000          | -100,000          |
| Accumulated Other Comprehensive Income         | -12,274           | -6,265            | 6,588             |
| Retained Earnings                              | 4,866,522         | 5,167,580         | 5,203,953         |
| Non-controlling Interests                      | 284,532           | 284,583           | 212,358           |
| <b>Total Equity</b>                            | <b>8,449,667</b>  | <b>8,756,785</b>  | <b>8,768,379</b>  |
| <b>Total Equity and Liabilities</b>            | <b>19,774,800</b> | <b>20,100,605</b> | <b>19,707,730</b> |

# Sustainability Data

Consolidated Income Statement (Unit: Million KRW)

| Category   | 2022       | 2023       | 2024       |
|--|------------|------------|------------|
| Operating Revenue                                  | 13,905,990 | 14,372,626 | 14,625,198 |
| Operating Expenses                                 | 12,824,730 | 13,374,595 | 13,762,068 |
| Cost of Goods Sold                                 | 2,651,215  | 2,872,275  | 2,926,166  |
| Vested benefits                                    | 1,457,486  | 1,537,521  | 1,669,381  |
| Depreciation and Amortization of Intangible Assets | 2,451,181  | 2,571,236  | 2,663,765  |
| Sales Commission                                   | 2,117,389  | 2,058,690  | 2,068,336  |
| Payout Fees  | 1,717,413  | 1,712,586  | 1,769,220  |
| Other Operating Expenses                           | 2,430,046  | 2,622,287  | 2,665,200  |
| Operating Profit                                   | 1,081,260  | 998,031    | 863,130    |
| Financial Income                                   | 57,054     | 58,181     | 75,474     |
| Financing costs                                    | 222,918    | 287,191    | 311,831    |
| Equity Method Income                               | 3,334      | 1,759      | -1,743     |
| Other Non-operating Income                         | 84,035     | 94,366     | 99,364     |
| Other Non-operating Expenses                       | 145,953    | 94,199     | 273,784    |
| Net income before income taxes                     | 856,812    | 770,947    | 450,610    |
| Corporate Tax Expense                              | 194,224    | 140,706    | 136,008    |
| Net Income   | 662,588    | 630,241    | 314,602    |
| Attribution of Net Income (Loss)                   |            |            |            |
| Owner of a controlled entity                       | 663,055    | 622,773    | 374,464    |
| Non-controlling Interests                          | -467       | 7,468      | -59,862    |
| Earnings Per Share (Unit: KRW)                     |            |            |            |
| Basic and Diluted Earnings Per Share (Unit: KRW)   |            |            |            |
| Basic Earnings Per Share (Loss) (Unit: KRW)        | 1,543      | 1,449      | 871        |
| Diluted Earnings Per Share (Loss) (Unit: KRW)      | 1,543      | 1,449      | 871        |

Consolidated Comprehensive Income Statement (Unit: Million KRW)

| Category  | 2022    | 2023    | 2024    |
|---|---------|---------|---------|
| Net Income  | 662,588 | 630,241 | 314,602 |
| Other comprehensive income (loss) after income taxes  | 90,678  | -39,088 | -48,362 |
| Items not subsequently reclassified to profit or loss   | 100,219 | -43,984 | -62,032 |
| Gain (loss) on valuation of equity instruments at fair value through other comprehensive income(loss) | -1,723  | 117     | -3,499  |
| Remeasurements of Defined Benefit Plans   | 101,179 | -44,492 | -58,908 |
| Changes in equity in earnings   | 763     | 391     | 375     |
| Items That May Be Subsequently Reclassified to Profit or Loss   | -9,541  | 4,896   | 13,670  |
| Gain (loss) on valuation of financial assets at fair value through other comprehensive income (loss)  | -11,487 | 7,949   | 3,229   |
| Gain (loss) on cash flow hedge  | 813     | -3,967  | -230    |
| Foreign currency translation Differences  | 1,133   | 914     | 10,671  |
| Total Comprehensive Income  | 753,266 | 591,153 | 266,240 |
| Attribution of Total Comprehensive Income   |         |         |         |
| Owner of a controlled entity  | 749,888 | 586,455 | 328,614 |
| Non-controlling Interests   | 3,378   | 4,698   | -62,374 |

Number of LG Uplus subscribers (Unit: Thousand Persons)

| Category                                  | 2022   | 2023   | 2024   |
|---|--------|--------|--------|
| Total number of mobile subscribers        | 19,896 | 25,097 | 28,515 |
| Number of IPTV subscribers                | 5,353  | 5,445  | 5,576  |
| Number of high-speed internet subscribers | 4,955  | 5,161  | 5,353  |

# Sustainability Data

## ● Environment Data<sup>1)</sup>

### Detailed Carbon Neutrality Implementation Goals by Year (3 Years)

(Unit: tCO<sub>2</sub>eq)

| Category         | 2025      | 2033    | 2050 |
|------------------|-----------|---------|------|
| Target Emissions | 1,306,666 | 635,062 | 0    |

### Greenhouse Gas GHG Emissions (Scope 1, 2)<sup>1)</sup>

(Unit: tCO<sub>2</sub>eq)

| Category  | 2022  | 2023      | 2024      | 2024(Goal) |           |
|---|---|-----------|-----------|------------|-----------|
| Location-based  | Direct (Scope 1)  | 7,472     | 7,787     | 6,947      | 7,068     |
|   | Indirect (Scope 2)  | 1,446,045 | 1,467,445 | 1,411,450  | 1,436,033 |
|   | Total   | 1,453,517 | 1,475,232 | 1,418,397  | 1,443,101 |
| Market-based  | Intensity <sup>2)</sup> (tCO <sub>2</sub> eq/100 million KRW) | 11.37     | 11.14     | 10.51      | 10.69     |
|   | Direct (Scope 1)  | 7,472     | 7,787     | 6,947      | 7,068     |
|   | Indirect (Scope 2)  | 1,446,045 | 1,364,996 | 1,299,354  | 1,323,937 |
| Total   | 1,453,517   | 1,372,783 | 1,306,301 | 1,331,005  |           |
| Intensity <sup>2)</sup> (tCO <sub>2</sub> eq/100 million KRW) | 11.37   | 10.37     | 9.68      | 9.86       |           |

1) Scope 1 and 2 emissions are adjusted based on total values.

2) Greenhouse Gas Emission Intensity: Greenhouse Gas Emissions / Total Operating Revenue (Based on Separate Financial Statements)

### Greenhouse Gas GHG Emissions (Scope 3)

(Unit: tCO<sub>2</sub>eq)

| Category   | 2022    | 2023    | 2024    |
|--|---------|---------|---------|
| 1. Purchased Goods and Services  | 129,113 | 155,678 | 180,926 |
| 2. Capital Goods   | 317,167 | 225,452 | 102,038 |
| 3. Fuel- and Energy-Related Activities <sup>1)</sup> (Not included in Scope 1 and 2) | 278     | 267     | 109,240 |
| 4. Upstream Transportation & Distribution  | 40,300  | 40,565  | 36,118  |
| 5. Waste Generated in Operations   | 1,604   | 1,555   | 1,523   |
| 6. Business Travel   | 1,880   | 2,426   | 2,045   |
| 7. Employee Commuting  | 5,076   | 6,443   | 6,489   |
| 11. Use of Sold Products   | 63,764  | 61,597  | 27,157  |
| 12. End-of-Life Treatment of Sold Products   | 1,753   | 1,634   | 638     |
| 14. Franchises   | 18,606  | 15,648  | 5,722   |
| 15. Investments  | 42,039  | 49,152  | 32,474  |
| Total  | 621,580 | 560,417 | 504,370 |

1) Calculated including upstream emissions of electricity usage from 2024

1) Scope of Environmental Performance Disclosure: All Domestic Workplaces

### Non-Renewable Energy Usage<sup>1)</sup>

(Unit: TJ)

| Category                         | 2022   | 2023   | 2024   | 2024(Goal) |
|----------------------------------|--------|--------|--------|------------|
| Electricity <sup>2)</sup>        | 30,009 | 28,316 | 26,944 | 27,406     |
| Steam                            | 224    | 234    | 241    | 245        |
| Fuel                             | 114    | 119    | 106    | 108        |
| Total Non-renewable Energy Usage | 30,347 | 28,669 | 27,291 | 27,759     |

1) Emissions are truncated below decimal points by site and summed, which may cause discrepancies with totals on the statement.

2) Electricity usage is market-based; Green Premium purchases are excluded.

### Renewable Energy Usage

(Unit: TJ)

| Category                               | 2022 | 2023     | 2024     |
|--|------|----------|----------|
| Yongsan Office                         | 0.53 | 0.47     | 0.46     |
| Magok Office                           | 3.33 | 3.17     | 3.20     |
| Pyeongchon Mega 1 Center               | 0.16 | 0.16     | 0.12     |
| Pyeongchon 2 Center <sup>1)</sup>      | 0    | 0.02     | 0.72     |
| Daejeon R&D Center <sup>2)</sup>       | 0    | 0        | 6.53     |
| Subtotal                               | 4.02 | 3.82     | 11.03    |
| Green Premium                          | 0    | 2,140.80 | 2,342.40 |
| Total Renewable Energy Usage           | 4.02 | 2,144.62 | 2,353.43 |
| Renewable Energy Usage Performance (%) | 0.01 | 6.96     | 7.94     |

1) Pyeongchon 2 Center completed in 2023

2) Daejeon R&D Center self-owned solar power facility to be completed in 2024

### Total Energy Usage

(Unit: TJ)

| Category                                      | 2022   | 2023   | 2024   | 2024(Goal) |
|---|--------|--------|--------|------------|
| Non-renewable Energy + Renewable Energy Usage | 30,351 | 30,814 | 29,644 | 30,113     |
| Total Energy Intensity (TJ/100 million KRW)   | 0.24   | 0.23   | 0.22   | 0.22       |

# Sustainability Data

### Water Usage by Location<sup>1)</sup>

(Unit: Ton)

| Category <sup>2)</sup> | 2022                      | 2023      | 2024      | 2024(Goal) |         |
|------------------------|---------------------------|-----------|-----------|------------|---------|
| Yongsan Office         | Water Supply              | 23,594    | 23,602    | 32,853     | 30,683  |
|                        | Groundwater               | 10,368    | 15,380    | 17,663     | 19,994  |
| Magok Office           | Water Supply              | 55,739    | 63,838    | 65,301     | 70,222  |
|                        | Groundwater <sup>3)</sup> | 0         | 0         | 0          | 0       |
| IDC Center (Total)     | Water Supply              | 694,124   | 731,380   | 793,485    | 804,518 |
|                        | Groundwater               | 0         | 0         | 0          | 0       |
| Other Offices          | Water Supply              | 166,538   | 187,314   | 213,402    | 224,777 |
|                        | Groundwater               | 0         | 0         | 29,852     | 30,000  |
| Total                  | 950,363                   | 1,021,514 | 1,152,556 | 1,180,194  |         |
| Data Coverage(%)       | 100                       | 100       | 100       | 100        |         |

1) Water usage and water intake are the same.

2) Magok Office Building, IDC, and Other Office Buildings do not use groundwater except in special circumstances.

3) Correction entry for groundwater usage in Magok Office Building for 2022.

### Water Reuse<sup>1)</sup>

(Unit: Ton)

| Category             | 2022  | 2023  | 2024 |
|----------------------|-------|-------|------|
| Magok Office         | 1,356 | 1,821 | 953  |
| Water Reuse Rate (%) | 0.14  | 0.18  | 0.08 |

1) The water reuse amount for 2022 has been corrected; water reuse amount exists only at Magok Office Building.

### Environmental Violations

(Unit: Cases)

| Category                           | 2022 | 2023 | 2024 |
|------------------------------------|------|------|------|
| Number of Environmental Violations | 0    | 0    | 0    |

### Status of Eco-friendly Vehicles<sup>1)</sup>

(Unit: Vehicles)

| Category                       | 2022  | 2023  | 2024 <sup>2)</sup> |
|--------------------------------|-------|-------|--------------------|
| Total Number of Vehicles       | 1,748 | 1,778 | 1,779              |
| Eco-friendly Vehicles          | 149   | 269   | 968                |
| Eco-friendly Vehicle Ratio (%) | 8.5   | 15.1  | 54.4               |

1) Eco-friendly vehicles refer to electric cars, hybrid cars, etc., and are based on Article 2 of the "Act on the Promotion of Development and Distribution of Environmentally Friendly Automobiles (Eco-friendly Vehicle Act)"

2) Due to changes in the calculation system for eco-friendly vehicles, HEV vehicles are classified as eco-friendly vehicles, resulting in a significant increase in the proportion of eco-friendly vehicles compared to the previous year.

### Waste Generated and Recycling

(Unit: Ton)

| Category                               | 2022  | 2023  | 2024  |       |
|--|---|-------|-------|-------|
| Waste generated (Total)                | 7,452   | 7,464 | 7,163 |       |
| General Waste                          | Abandoned Wires <sup>1)</sup> Recycling                         | 2,572 | 2,222 | 2,058 |
|  | Industrial Electronics Waste <sup>2)</sup> Recycling            | 1,258 | 1,683 | 1,529 |
|  | Waste Synthetic Resin <sup>3)</sup> Recycling                   | 168   | 397   | 556   |
| Designated Waste                       | Intermediate Processing (Shredding)                             | 83    | 24    | 0     |
|  | Waste Battery <sup>4)</sup> Recycling                           | 1,861 | 1,498 | 1,628 |
| By Treatment Type                      | Organic Waste <sup>5)</sup> Intermediate Processing (Shredding) | 0     | 75    | 0     |
|  | Recycling   | 5,859 | 5,800 | 5,771 |
| Waste Recycling Rate (%) <sup>6)</sup> | Incineration  | 0     | 0     | 0     |
|  | Landfill  | 0     | 0     | 0     |
|  | Intermediate Treatment (Crushing/Grinding)                      | 83    | 99    | 0     |
| Waste Recycling Rate (%) <sup>6)</sup> | 98.6  | 98.3  | 100   |       |

1) Abandoned wires are entirely processed through recycling.

2) Industrial electronics waste is entirely processed through recycling.

3) Waste synthetic resins are entirely processed through recycling and intermediate processing (shredding/crushing).

4) Waste batteries are entirely processed through recycling.

5) Organic waste is entirely processed through intermediate processing (shredding/crushing).

6) Waste recycling rate = (Recycled general waste) + (Recycled designated waste) / (Total of general waste and designated waste), calculated based on business locations waste.

### General Waste<sup>1)</sup>

(Unit: Ton)

| Category                              | 2022  | 2023  | 2024  |
|---------------------------------------|-------|-------|-------|
| Office Building/National Office, etc. | 1,511 | 1,564 | 1,392 |

1) General waste = (Total number of Employees and Executives) × (Average daily waste generation per person) × (Number of business days), with the calculation standard changed and 2022 data recalculated.

# Sustainability Data

## Social Data<sup>1)</sup>

1) Scope of Social Performance Disclosure: All domestic business sites

### Employee<sup>1)</sup> (Unit: Persons)

| Category                                |                        | 2022                   | 2023   | 2024   |        |       |
|---|------------------------|------------------------|--------|--------|--------|-------|
| Total Number of Employees <sup>2)</sup> |                        | 10,494                 | 10,864 | 10,627 |        |       |
| By Gender                               | Male                   | 8,434                  | 8,609  | 8,464  |        |       |
|   | Female                 | 2,060                  | 2,255  | 2,163  |        |       |
| By Region                               | Korean Business Site   | 10,491                 | 10,862 | 10,625 |        |       |
|   | Overseas Business Site | 3                      | 2      | 2      |        |       |
| By Employment Type                      | Number Of Employees    |                        | 10,340 | 10,652 | 10,443 |       |
|   | Full-time              | By Gender              | Male   | 8,367  | 8,535  | 8,378 |
|   |                        | Female                 | 1,973  | 2,117  | 2,065  |       |
|   | By Region              | Korean Business Site   | 10,337 | 10,650 | 10,441 |       |
|   |                        | Overseas Business Site | 3      | 2      | 2      |       |
|   | Temporary or Part-time | Number Of Employees    |        | 154    | 212    | 184   |
| By Gender                               |                        | Male                   | 67     | 74     | 86     |       |
|   |                        | Female                 | 87     | 138    | 98     |       |
| By Region                               |                        | Korean Business Site   | 154    | 212    | 184    |       |
|   | Overseas Business Site | 0                      | 0      | 0      |        |       |
| By Age                                  | Under 30               |                        | 976    | 915    | 708    |       |
|   | 30-50 Years Old        |                        | 7,797  | 7,994  | 8,016  |       |
|   | Age 50 or Older        |                        | 1,721  | 1,955  | 1,903  |       |

1) Executive officers registered in the business report are excluded, and the number of employees and criteria differ due to timing differences at retirement.

2) Proportion of Total Employees  
 - Korea: 99.9%  
 - USA: 0.07% (Management\*: 0.24)  
 - China: 0.02%  
 - Others: 0.02%

\*Management: Ratio within total management

### New Hires (Unit: Persons)

| Category                                  |                 | 2022 | 2023 | 2024 |     |
|---|-----------------|------|------|------|-----|
| Total New Hires                           |                 | 898  | 752  | 289  |     |
| By Gender                                 | Male            | 578  | 450  | 174  |     |
|   | Female          | 320  | 302  | 115  |     |
| By Age Group                              | Under 30        |      | 416  | 280  | 145 |
|   | 30-50 Years Old |      | 448  | 423  | 113 |
|   | Age 50 or Older |      | 34   | 49   | 31  |
| Cost Per Hire (Million KRW) <sup>1)</sup> |                 | 3.7  | 3.0  | 7.1  |     |
| Internal Hiring Rate (%) <sup>2)</sup>    |                 | 27   | 28   | 32   |     |

1) Recruitment costs include expenses used for recruitment-related promotion, planning, operation, and external talent development activities; data for 2022 and 2023 have been recalculated due to changes in calculation standards.

2) Internal hire rate = (Number of internal hires) / (Number of posting for internal hire)

### Turnover (Unit: Persons)

| Category                                  |                        | 2022 | 2023 | 2024 |     |
|---|------------------------|------|------|------|-----|
| Total Turnover                            |                        | 386  | 362  | 516  |     |
| By Gender                                 | Male                   | 291  | 255  | 312  |     |
|   | Female                 | 95   | 107  | 204  |     |
|   | Others                 | 0    | 0    | 0    |     |
| By Region                                 | Korean Business Site   | 386  | 362  | 516  |     |
|   | Overseas Business Site | 0    | 0    | 0    |     |
| By Age Group                              | Under 30               |      | 42   | 71   | 102 |
|   | 30-50 Years Old        |      | 217  | 193  | 331 |
|   | Age 50 or Older        |      | 127  | 98   | 83  |
| Turnover Rate (%)                         |                        | 3.7  | 3.4  | 4.8  |     |
| Voluntary Turnover Rate (%) <sup>1)</sup> |                        | 3.7  | 1.9  | 2.8  |     |

1) Voluntary Turnover: voluntary resignation, dismissal, natural retirement (absence/legal/death), retirement, and retirement other than involuntary reasons such as transfer. Mainly, there is a change of job/business/study/marriage/ childbirth/cancellation of joining the company.

# Sustainability Data

### Gender Pay Gap<sup>1)</sup> (Unit: %)

| Category                             | 2022 | 2023 | 2024 |
|--------------------------------------|------|------|------|
| Ratio of Total Wage for Women to Men | 81.9 | 81   | 80.7 |

1) Male and female employees: All employees (regular + non-regular), based on business reports.

### Gender Diversity Status (Unit: %)

| Category                   | 2022                | 2023 | 2024 |      |
|----------------------------|---------------------|------|------|------|
| Total Female Ratio         | 19.6                | 20.8 | 20.4 |      |
| Total Female Manager Ratio | -                   | 10.5 | 11.0 |      |
| Female Manager             | Top Manager         | -    | 15.3 | 13.4 |
|                            | Middle Manager      | -    | 4.9  | 8.3  |
|                            | Lower-level Manager | -    | 10.7 | 11.1 |

### Diversity Status by Position<sup>1)</sup> (Unit: Persons)

| Category                  | 2022   | 2023  | 2024  |       |
|---------------------------|--------|-------|-------|-------|
| Assistant                 | Male   | 1,472 | 1,085 | 851   |
|                           | Female | 498   | 383   | 298   |
| Specialist                | Male   | 1,984 | 2,207 | 2,067 |
|                           | Female | 658   | 753   | 734   |
| Professional              | Male   | 4,820 | 5,182 | 5,402 |
|                           | Female | 807   | 970   | 1,024 |
| Others (Executives, etc.) | Male   | 64    | 61    | 58    |
|                           | Female | 9     | 11    | 9     |

1) The status of diversity by career level is calculated based on full-time employees and executives.

### Parental Leave<sup>1)</sup> (Unit: Persons)

| Category  |        | 2022  | 2023  | 2024 <sup>6)</sup> |
|---|--------|-------|-------|--------------------|
| Number of Employees Eligible for Parental Leave <sup>2)</sup>   | Male   | 2,769 | 2,734 | 2,672              |
|   | Female | 657   | 684   | 696                |
| Parental Leave Users <sup>3)</sup>                              | Male   | 314   | 349   | 367                |
|   | Female | 226   | 266   | 254                |
| Return-to-work Rates for Parental Leave Users (%) <sup>4)</sup> | Male   | 93.2  | 96.2  | 96.3               |
|   | Female | 97.3  | 97.1  | 93.4               |
| Retention Rates for Parental Leave Users (%) <sup>5)</sup>      | Male   | 85.6  | 96.1  | 91.8               |
|   | Female | 90.2  | 95.1  | 96.2               |

1) Data for 2022 and 2023 have been recalculated due to changes in calculation criteria.

2) Employees with children aged 8 or younger or in second grade or below in elementary school (applicable under the Act on Gender Equality in Employment and Work-Family Balance Support).

3) Employees who used parental leave during the period from January 1 to December 31 of each year.

4) Employees who returned following the termination of Parental Leave during the period from January 1 to December 31 of each year.

5) Employees who returned in the previous year and have worked for 12 months or more in the current year.

6) The Parental Leave data disclosed in the Business Report (FY24) is limited to Parental Leave data of employees and executives who gave birth in the current year, according to the Financial Supervisory Service standards, resulting in differences.

### Labor Union Membership (Unit: Persons)

| Category  | 2022  | 2023  | 2024  |
|---|-------|-------|-------|
| Number of Employees Eligible for Labor Union Membership <sup>1)</sup> | 9,330 | 9,689 | 9,449 |
| Number of Employees with Labor Union Membership                       | 5,557 | 5,584 | 5,351 |
| Rate of Union Membership (%)  | 59.6  | 57.6  | 56.6  |
| Percentage Applied (%) <sup>2)</sup>                                  | 100   | 100   | 100   |

1) Excludes team leaders and above, human resources, labor, diagnostics, legal, secretarial, and driving employees. (Based on Article 2, paragraph 4 of the Trade Union and Labor Relations Mediation Act)

2) There are four unions in the company, none of which are majority unions, but wage-related agreements are applied to all members.

# Sustainability Data

## Employees and Executives Satisfaction (Unit: Points)

| Category                                      | 2022 | 2023 | 2024 |
|---|------|------|------|
| Employees and Executives Satisfaction Results | 92   | 93   | 96   |

## Employee Performance Evaluation (Unit: Persons)

| Category  | 2022  | 2023   | 2024   |
|---|-------|--------|--------|
| Number of Employees Eligible for Periodic Performance Reviews <sup>1)</sup> | 9,874 | 10,209 | 10,400 |
| Number of Employees Who Received Regular Performance Reviews <sup>2)</sup>  | 9,334 | 9,677  | 9,904  |
| Rate of Performance Reviews Conducted(%)                                    | 95    | 95     | 95     |

1) Executives and non-regular employees are excluded from the aggregation target.  
2) Employees who were assigned evaluation grades excluding those who did not meet the evaluation period in the relevant year.

## Education and Training (Unit: Million KRW)

| Category  | 2022   | 2023 | 2024 |
|---|--------|------|------|
| Training Budget Spending per Person <sup>1)</sup> | Total  | 151  | 182  |
|   |        | 161  |      |
| Average Training Hours per Person (hours)         | Total  | 28   | 40   |
|   | Male   | 28   | 42   |
|   | Female | 28   | 35   |

1) Training costs include hiring expenses and corporate workshop costs.

## Industrial Accidents (Unit: Cases)

| Category   | 2022 | 2023 | 2024 |
|--|------|------|------|
| Number of Industrial Accidents                           | 2    | 4    | 5    |
| Lost Time Injury Frequency Rate (LTIFR)(%) <sup>1)</sup> | 0.1  | 0.19 | 0.24 |
| Number of Deaths Due to Industrial Accidents             | 0    | 0    | 1    |
| Incidents of Work-related Illness                        | 0    | 0    | 0    |

1) The Lost Time Injury Frequency Rate (LTIFR) is calculated as (Number of lost time injuries X 1,000,000 / Total working hours), and the data for 2021 and 2022 have been recalculated based on this new standard

## Industrial Accident Status of Partner Companies<sup>1)</sup> (Home Service Partners) (Unit: Cases)

| Category   | 2022 | 2023 | 2024 |
|--|------|------|------|
| Number of Industrial Accidents                           | 13   | 8    | 3    |
| Lost Time Injury Frequency Rate (LTIFR)(%) <sup>2)</sup> | 4.51 | 2.45 | 1.01 |
| Number of Deaths Due to Industrial Accidents             | 0    | 0    | 0    |
| Incidents of Work-related Illness                        | 0    | 0    | 0    |

1) The disaster status of partner companies refers to major partners of LG Uplus.  
2) The Lost Time Injury Frequency Rate (LTIFR) is calculated as (Number of lost time injuries X 1,000,000 / Total working hours), and the data for 2022 have been recalculated based on this new standard

## Discrimination Incidents (Unit: Cases)

| Category                                   | 2022 | 2023 | 2024 |
|--|------|------|------|
| Number of Discrimination Incidents         | 0    | 0    | 0    |
| Number of Discrimination Incidents Handled | 0    | 0    | 0    |

## Stakeholder Human Rights Grievance Handling (Unit: Cases)

| Category                           | 2022 | 2023 | 2024 |
|------------------------------------|------|------|------|
| Grievance Rate (%)                 | 100  | 100  | 100  |
| Number of Grievances Received      | 23   | 26   | 49   |
| Total Number of Grievances Handled | 23   | 26   | 49   |

# Sustainability Data

## Customer Privacy Violations<sup>1)</sup> (Unit: Cases)

| Category  | 2022 | 2023  | 2024 |
|---|------|-------|------|
| Number of Data Breaches   | 2    | 1     | 0    |
| Monetary Loss Amount Resulting from Legal Procedures Related to Customer Personal Information (Million KRW) | 18   | 6,822 | 0    |

1) Prepared based on the sanctions status by the Personal Information Protection Commission in the business report section related to sanctions, etc.

## Responding to Government Data Requests<sup>1)</sup> (Unit: Cases)

| Category  | 2022    | 2023    | 2024    |
|---|---------|---------|---------|
| Request for Telecommunication-related Data      | 259,357 | 268,438 | 203,103 |
| Request for Telecommunication Confirmation Data | 61,454  | 73,890  | 63,690  |

1) Percentage of requests resulting in disclosure in the last fiscal year: 100%

## Customer Satisfaction (Unit: Points)

| Category  | 2022  | 2023  | 2024  |
|---|-------|-------|-------|
| Customer Journey Net Promoter Score (j-NPS) Results <sup>1)</sup> | +18.8 | +22.0 | +29.0 |

1) It is calculated based on responses to the question, "Would you recommend U+ to a friend?" on a scale of 0 to 10. The calculation subtracts the percentage of detractors (0-6 points) from the percentage of promoters (9-10 points).

## Political Contributions (Unit: KRW)

| Category                              | 2022 | 2023 | 2024 |
|---------------------------------------|------|------|------|
| Political Contributions <sup>1)</sup> | 0    | 0    | 0    |

1) LG Uplus complies with domestic political funds laws and does not provide any political or election funds or lobbying funds to specific parties or political organizations to prevent corruption related to political funds.

## Membership Fees (Unit: Million KRW)

| Category                      | 2022  | 2023  | 2024  |
|-------------------------------|-------|-------|-------|
| Membership Fees <sup>1)</sup> | 2,436 | 2,665 | 3,007 |

1) Top 3 expenditures and amounts (As of 2024)  
- Korea Economic Association: 560 million KRW  
- Korea IPTV Broadcasting Association: 480 million KRW  
- GSM Association: 267 million KRW

## Information Protection Investment (Unit: KRW 100 million)

| Category               | 2022                | 2023  | 2024  |
|------------------------|---------------------|-------|-------|
| Information Protection | Investment Amount   | 442   | 632   |
|                        | Personnel (Persons) | 117   | 157   |
| Information Technology | Investment Amount   | 8,916 | 9,515 |
|                        | Personnel (Persons) | 3,415 | 4,880 |

## ESG Assessments for Partner Companies(2024) (Unit: Number)

| Category  | 2024   |     |
|---|--|-----|
| Total Number of Partner Companies Evaluated <sup>1)</sup> | 112  |     |
| High-Risk Partner Company Management                      | Number of Partner Companies Identified with Negative Impacts <sup>2)</sup> | 16  |
|   | Rate of Corrective Action Plan Development (%)                             | 100 |
| Empowering Program for Partner Companies                  | Rate of Corrective Action Implementation (%)                               | 100 |
|   | Number of Partner Companies Participating in the Program <sup>3)</sup>     | 112 |
|   | Rate of Partner Company Participation in the Program (%)                   | 100 |

1) An evaluation has been conducted on 112 identified major suppliers out of 144 Tier-1 partners (accounting for 16% of the major supplier purchase amount). There are no major partners below Tier-2.  
2) Partner companies with a supply chain assessment score of less than 30 out of 100 are designated as high-risk and are subject to follow-up actions and improvement activities.  
3) We provide online training, ESG education, and ESG guidelines to partner companies. Specifically, we distribute individual recommendations to high-risk partner companies and offer enhancement program.

# Sustainability Data

## ● Governance Data

### Board Composition (Unit: Persons)

| Category                     | 2024 |
|------------------------------|------|
| Total                        | 7    |
| Internal Director            | 2    |
| Independent Director         | 4    |
| Other Non-Executive Director | 1    |

### Board Efficiency/Effectiveness/Expertise

| Category      | 2024   |      |
|---------------|--|------|
| Efficiency    | Number of Independent Directors with Concurrent Position Restrictions (count)        | 1    |
|               | Number of Independent Directors Holding Four or Fewer Concurrent Positions (persons) | 4    |
|               | Average Board Meeting Attendance Rate (%)  | 96.4 |
| Effectiveness | Average Board Tenure (years)   | 3.1  |
| Expertise     | Number of Directors with Industry Experience (persons)                               | 1    |
|               | Percentage of Directors with Industry Experience (%)                                 | 14.3 |

### Number of Compliance Violations (Unit: Cases)

| Category                            | 2022 | 2023 | 2024 |
|-------------------------------------|------|------|------|
| Number of Compliance Law Violations | 1    | 2    | 1    |

### Ethical Code Violations and Handling<sup>1)</sup> (Unit: Cases)

| Category   | 2022 | 2023 | 2024 |
|--|------|------|------|
| Information Distortion                                     | 0    | 0    | 0    |
| Bribery/Gifts and Entertainment Acceptance                 | 3    | 1    | 3    |
| Unfair Transactions (Collusion, etc.)                      | 3    | 1    | 5    |
| Misappropriation and Embezzlement of Assets (Public Funds) | 0    | 0    | 0    |
| Information Leakage  | 0    | 0    | 0    |
| Sexual Harassment and Workplace Bullying                   | 8    | 5    | 7    |
| Money Laundering and Insider Trading                       | 0    | 0    | 0    |
| Customer Information Data Leakage                          | 0    | 0    | 0    |
| Conflict of Interest                                       | 0    | 0    | 0    |
| Others   | 39   | 38   | 16   |

<sup>1)</sup> Number of disciplinary cases

# Sustainability Data

## ● Other Materials

### Domestic Carbon Reduction Coefficient Used for Estimating Carbon Reduction Effect<sup>1)</sup>

| Category                    | Service Category                                | Unit                            | Domestic Reduction Coefficient |
|-----------------------------|---|---------------------------------|--------------------------------|
| Smart Transportation & City | Navigation App                                  | kgCO <sub>2</sub> e/num of user | 20.4                           |
|                             | Taxi Calling App                                | kgCO <sub>2</sub> e/num of user | 9.8                            |
|                             | Carpool App                                     | kgCO <sub>2</sub> e/num of user | 0.9                            |
|                             | Real-time Public Transportation Information App | kgCO <sub>2</sub> e/num of user | 166.2                          |
|                             | Bicycle Sharing App                             | kgCO <sub>2</sub> e/num of user | 2.8                            |
| Smart Work, Life & Health   | Accommodation Sharing App                       | kgCO <sub>2</sub> e/num of user | 21.9                           |
|                             | Virtual Meeting                                 | kgCO <sub>2</sub> e/num of user | 63.9                           |
|                             | Calls or Video Calls with Friends and Family    | kgCO <sub>2</sub> e/num of user | 14.5                           |
|                             | Mobile Banking                                  | kgCO <sub>2</sub> e/num of user | 110.5                          |
|                             | Online Shopping                                 | kgCO <sub>2</sub> e/num of user | 246                            |
|                             | Remote Work                                     | kgCO <sub>2</sub> e/num of user | 15.3                           |
|                             | Secondhand Trading App                          | kgCO <sub>2</sub> e/num of user | 18.8                           |

<sup>1)</sup> Source: Korea Telecommunications Operators Association's 'Analysis of Carbon Emission Reduction Effect of Telecommunication Services'

\* These figures are preliminary research results based on the GSMA framework and are estimated values for domestic application; figures may change if calculation standards are revised.

### Donation Management Regulations

- We review whether climate-related donation policies align with the country's greenhouse gas reduction targets (NDC) and the Paris Agreement, and apply the same monitoring procedures to the activities of associations and organizations to which we belong.
- We have not identified any discrepancies between our climate-related donations and sponsorship activities, as well as those of the associations and organizations we are part of, and the country's greenhouse gas reduction targets (NDC) or the goals of the Paris Agreement.

#### Purpose

- Establish standards and procedures for donations to ensure transparency, fairness, and legal compliance, while aligning with the Company's social contribution goals.

#### Scope

- Applies to all donations, sponsorships, supports, and contributions made by the Company, whether by external request or internal initiative.

#### Criteria

- Prohibited: donations to individuals, political/religious groups, sports teams, or private associations.
- Permitted: only if (1) aligned with CSR objectives, (2) compliant with laws, (3) free from conflicts of interest (exceptions allowed for school/regional development funds or public-interest foundations, subject to review).

#### Approval

- Authorized approver decides in line with criteria.
- Donations above KRW 10M or exceptional cases require review by the Donation Review Committee.

#### Exceptions

- Emergency relief (e.g., natural disasters) or donations under the Community Chest of Korea Act are automatically deemed compliant and exempt from review.

#### Governance

- Review Committee: Head of External Relations, Head of Business Planning, Head of Legal Affairs.
- Secretariat: ESG Promotion Team.
- May conduct reviews electronically and consult relevant employees or external experts.

# Material Issue Management

## ● Material Issue Analysis

### Material Issue Analysis for Corporate Value Creation

| Category  | Risk and Opportunity Factors   | Business Impact  | Response Strategy  | KPI  |
|---|--|------------------|--|--|
| Customer satisfaction and enhancement of social value through AI technological innovation       | In transitioning to AI-based business models, we offer new opportunities while recognizing the potential risks associated with information security, ethics, social responsibility, and government regulatory plans.   | Opportunity Risk | <ul style="list-style-type: none"> <li>We establish an AX risk management framework using AI-based ethical principles.</li> <li>We examine potential risks and new opportunities in the development and operation of AI services through the AX risk management framework.</li> <li>Maintain the five existing principles of AI ethics while categorizing risks and opportunities into compliance and advancement aspects, and implement improvement processes via AI risk assessments for each element.</li> </ul>  | <ul style="list-style-type: none"> <li>Establishment of an AI governance framework.</li> <li>Expansion of AI technology integration into communication services.</li> </ul>                                    |
| Enhancing telecommunication service stability and network quality                               | There is a need to minimize service disruption risks and establish a crisis response system by reinforcing the telecommunication business foundation through stable network quality management and operation.  | Opportunity Risk | <ul style="list-style-type: none"> <li>We establish a crisis response system to prevent telecommunications service incidents and minimize damage during crises.</li> <li>In the event of a major crisis, our CEO acts as the company-wide emergency response chairperson, designating dedicated personnel within each organization to facilitate rapid communication and actively respond to telecom disruptions.</li> <li>To minimize the impact of disruptions and telecommunications disasters, we secure alternative communication routes and implement a 24-hour monitoring system.</li> </ul>                | <ul style="list-style-type: none"> <li>Minimization of major telecommunication accidents</li> </ul>  |
| Service safety and information security enhancement   | As a telecommunications provider that collects customer personal information to offer services, there is a risk of data breaches due to hacking, operational errors, or system failures. It's essential to uphold responsibility for protecting personal information and proactively address potential data leaks. | Risk             | <ul style="list-style-type: none"> <li>We establish a company-wide information protection framework involving the CEO, management, and area-specific leaders.</li> <li>We conduct compliance audits led by an independent third-party specialist firm, the Compliance Inspection Center, based on laws and regulations related to personal information protection.</li> <li>We enhance information security and personal data protection standards through regular on-site inspections of security measures at affiliates, sales outlets, subsidiaries, and major personal data processing contractors.</li> </ul> | <ul style="list-style-type: none"> <li>Establishment of the nation's highest level personal information management and cyber inspection system</li> <li>Establishment of Zero Trust security system</li> </ul> |
| Reducing greenhouse gas emissions and energy consumption, expanding renewable energy transition | Electricity price increases beyond emission allowance prices, investment and operating costs incurred during renewable energy transition process   | Risk             | <ul style="list-style-type: none"> <li>We actively invest in and implement improvements to independently reduce energy consumption for 2050 carbon neutrality.</li> <li>We continuously expand the transition to renewable energy through self-owned solar PPA and green premium purchases.</li> <li>We operate a greenhouse gas reduction working group within the NW sector to advance energy reduction initiatives for climate change response.</li> </ul>  | <ul style="list-style-type: none"> <li>Management of greenhouse gas emissions in NW division</li> </ul>  |
| Providing eco-friendly telecommunications services through ICT innovation                       | Providing eco-friendly services using ICT technology contributes to the reduction of greenhouse gases and environmental pollutants across society and enhances corporate eco-friendly image.   | Opportunity      | <ul style="list-style-type: none"> <li>We promote the establishment of high-efficiency internet data centers (IDCs) using eco-friendly technologies, such as immersion cooling.</li> <li>We expand the provision of eco-friendly services through innovative technologies, including AI data analysis and IoT solutions.</li> </ul>  | <ul style="list-style-type: none"> <li>Expansion of Eco-friendly communication services</li> </ul>   |

# Material Issue Management

## ● Material Issue Analysis

### Material Issue Analysis by External Stakeholders

| Category  | Impact Range (%)          | Stakeholder               | Impact Type  | Output Indicator                                    | Impact Assessment Method  | Impact Indicator  |
|---|---------------------------|---------------------------|--|---|---|---|
| Customer satisfaction and enhancement of social value through AI technological innovation       | Products/ Services (100%) | Customer External Members | [Positive Impact]<br>We leverage distinctive AI technology capabilities to enhance customer-centric differentiated experiences and generate potential customer value, contributing to the improvement of quality of life for customers and society as a whole.   | Improvement of Customer Satisfaction                | Measuring customer experience levels based on j-NPS by segmenting the entire service usage process into 13 steps: from subscription, use, to maintenance. | j-NPS   |
| Enhancing telecommunication service stability and network quality                               | Products/ Services (100%) | Customer                  | [Positive Impact]<br>We provide stable communication services and the highest level of network quality to diverse users, including individuals, businesses, public institutions, and the financial sector, thereby building customer and societal trust in the telecommunications service industry.  | Improvement of consumer dissatisfaction experiences | Standardize the calculation of scores for consumer grievances received by the customer center at the level of opportunities.                              | DPMO  |
| Service safety and information security enhancement   | Products/ Services (100%) | Customer                  | [Negative Impact]<br>In the event of network service safety incidents due to telecommunications network hacking and information security vulnerabilities, there is a concern that the leakage of customer personal information and communication records may lead to financial incidents and other secondary damages, causing widespread societal anxiety. | Customer Personal Information Violations            | Number of breaches related to information security and privacy protection regulations.  | Data Number of Breaches                                   |
| Reducing greenhouse gas emissions and energy consumption, expanding renewable energy transition | Products/ Services (100%) | Customer External Members | [Positive Impact]<br>We utilize renewable energy in telecommunications infrastructure development and data center operations and continuously engage in energy efficiency improvement activities, contributing to the reduction of greenhouse gas emissions.   | Greenhouse Gas Emission Reduction                   | Calculate by combining Scope 1 (direct emissions) and Scope 2 (indirect emissions).   | Greenhouse Gas Emissions: 1.418 million tons (as of 2024) |
| Providing eco-friendly telecommunications services through ICT innovation                       | Products/ Services (100%) | Customer                  | [Positive Impact]<br>We provide eco-friendly services using advanced communication technologies such as AI data analysis and IoT solutions, contributing to the reduction of greenhouse gases and environmental pollutants across society.   | Scope 4 Calculation                                 | Calculate based on previously conducted research results (planned for phased expansion).  | Scope 4 Emissions: 6.758 million tons (as of 2024)        |

# Sustainable Management Policy

## LG Code of Ethics

LG shares the management philosophy of "Creating Value for Customers" and "Respect for Human Dignity in Management," and promotes autonomous management based on autonomy and responsibility in accordance with the spirit of the management charter. We respect the free market economic order that pursues free and fair competition, and by pursuing mutual trust and cooperation with all stakeholders, we aim to continuously develop as a world-class top enterprise. Accordingly, we establish this Code of Ethics as the standard for correct behavior and value judgment that all employees and executives must observe, and pledge to practice it.

### Chapter 1. Responsibility and Duty to Customers

LG, believing that customers are the true foundation of business, always respects customers' opinions and continuously creates and provides value that benefits customers to secure unconditional trust from them.

#### 1. Respect for Customers

We always listen attentively to customers' opinions, consider their genuine needs as always right, and prioritize customers in all judgments and actions.

#### 2. Creation of Value

- (1) Recognizing that customers' development is our development, we constantly strive to find the value that customers need.
- (2) We continuously create true value that practically helps and satisfies customers.

#### 3. Provision of Value

- (1) We speak only the truth to customers and always keep promises made to them.
- (2) We provide customers with the highest quality products and services at reasonable prices and respond promptly and accurately to their legitimate demands.

### Chapter 2. Fair Competition

LG complies with relevant local laws in all business activities worldwide and secures competitive advantages through legitimate means.

#### 1. Pursuit of Free Competition

- (1) In accordance with the principle of free competition, we respect the market economy order anywhere in the world and secure customer trust through product service and quality.
- (2) We engage in fair competition with genuine capability, without infringing on competitors' interests or unfairly exploiting their weaknesses.

#### 2. Compliance with Laws and Regulations

All business activities domestically and overseas are conducted in compliance with applicable laws and regulations of each country and respect trade customs.

### Chapter 3

All transactions are conducted under the principle of free competition with equal opportunity for participation, building mutual trust and cooperative relationships through transparent and fair transactions, pursuing joint development from a long-term perspective.

#### 1. Equal Opportunity

- (1) LG grants equal opportunities for all qualified companies to participate in customer registration and selection.
- (2) Customer registration and selection are conducted reasonably based on objective and fair evaluation criteria.

#### 2. Fair trade procedures

- (1) Conduct fair transactions on an equal footing and discuss the terms and procedures of the transaction
- (2) Not engage in any form of misconduct that takes advantage of a position of dominance.
- (3) Information required for transactions shall be provided to each other in a timely manner through appropriate procedures, and the results of transactions shall be regularly evaluated and complemented on a fair basis.

#### 3. Pursuit of mutual development

- (1) Through technical support and management guidance, actively support our trading partners to grow competitively over the long term, and mutually share the profits generated through innovation.

### Chapter 4. Basic ethics of employees

Employees shall establish the right values as LG people with the belief of honesty and fairness and fulfill the given mission through constant selfdevelopment and fair performance.

#### 1. Basic ethics

- (1) Have a sense of pride and dignity as an LG person and always maintain an honest and fair attitude.
- (2) Have high ethical values and always strive to maintain personal dignity and LG's honor.

#### 2. Fulfillment of our mission

- (1) Faithfully fulfill e respective missions in accordance with the company's vision and policies.
- (2) Perform assigned duties to the best of my ability and in a fair manner and comply with all applicable laws and regulations.
- (3) Maintain the Company's property and protect the Company's secrets acquired during business.
- (4) Improve work efficiency by actively cooperating and communicating with coworkers and related departments.

#### 3. Self-Development

Establish a desirable talent image and strive to meet the talent image through continuous self improvement.

#### 4. Perform duties impartially

- (1) Perform all duties honestly and fairly, and always strive to create a sound corporate culture.
- (2) Do not accept any form of financial benefit from an interested party that may impair the impartiality of their judgment in connection with their duties.
- (3) Do not engage in immoral or unethical behavior that may be condemned by society in connection with daily life and work.

#### 5. Avoid conflicts of interest with the company

- (1) Avoid any act or relationship that conflicts with the interests of the company and individuals.
- (2) Do not use the company's property for personal gain without permission.

# Sustainability Management Policy

## LG Code of Ethics

### Chapter 5. Responsibilities for employees

LG respects all employees as human beings, treats them fairly based on their abilities and achievements, and strives to fully realize their creativity.

#### 1. Respect for people

- (1) Treat each employee as an independent person with mutual and equal faith in and genuine affection for people.
- (2) Do our best to help employees achieve pride and reward through their work based on a sense of ownership.
- (3) Take necessary measures such as establishing a system, training, and guidance so that employees can fulfill their missions in a fair manner.

#### 2. Fair treatment

- (1) Grant equal opportunities to employees based on their abilities and qualities.
- (2) Evaluate employees' abilities and achievements based on fair standards and compensate them fairly.

#### 3. Foster creativity

- (1) Create conditions that promote employees' original thinking and autonomous behavior as much as possible.
- (2) Actively support the development of employees' capabilities and foster talent from a long-term perspective.
- (3) Respect individual privacy and build a mature organizational culture based on mutual trust and understanding.

### Chapter 6. Responsibility to country and society

LG protects the interests of its shareholders and contributes to the enrichment of people's lives and social development by growing into a sound company through rational business development.

#### 1. Reasonable course of business

- (1) Conduct business by respecting the social values of the local community, whether at home or abroad.
- (2) Promote business expansion based on the company's stable growth.

#### 2. Protect shareholder interests

Diligently protect shareholders' investment returns by realizing sound profits through efficient management.

#### 3. Contribute to social development

Contribute to national development by creating employment and paying taxes faithfully and contribute to social development through cultural and welfare projects.

#### 4. Protect the environment

To preserve a clean environment, we do our best to prevent environmental pollution and protect nature.

## Corporate Governance Charter

### Preamble

LG Uplus (hereinafter referred to as the "Company") aims to develop into a global leader by establishing trust with all stakeholders through fair and just competition and achieving sustainable growth while pursuing common values, based on the management philosophy of 'value creation for customers' and 'management with respect for human beings'.

The company establishes a Corporate Governance Charter that includes sound governance principles and practices with the belief that sound governance promotes transparent and responsible management activities, which serves as a key factor in increasing social trust and corporate value. The Company aims to be a company that protects the rights of shareholders and treats them fairly in accordance with the Corporate Governance Charter, establishes transparent and responsible management through an independently and professionally organized Board of Directors and audit organization, and performs social responsibilities while respecting the rights of various stakeholders.

### Shareholders

#### (1) Shareholders' Rights

- Ⓞ Shareholders, as owners of the Company, have fundamental rights including participation in profit distribution and residual asset allocation, attendance at the General Shareholders' Meeting with voting rights, timely provision of sufficient information necessary for exercising shareholder rights, as well as rights guaranteed by the Commercial Act and related laws.
- Ⓞ Matters that significantly affect the Company's existence or shareholders' rights-such as amendments to the Articles of Incorporation, mergers, business transfers, corporate splits, dissolution, capital reduction, comprehensive stock exchanges or transfers, capital increases causing ownership structure changes-must be decided at the General Shareholders' Meeting through lawful procedures ensuring maximum protection of shareholders' rights.
- Ⓞ The Company shall provide shareholders with sufficient information about the date, place, and agenda of the General Shareholders' Meeting well in advance, and determine the date and place so that shareholders can participate as much as possible.
- Ⓞ Shareholders may propose agenda items to the Board of Directors in accordance with the Commercial Act, ask questions about agenda items, and request explanations at the General Shareholders' Meeting.

#### (2) Fair Treatment of Shareholders

- Ⓞ Each share carries one voting right, and shareholders' fundamental rights must not be infringed. However, restrictions on voting rights for certain shareholders or classes of shares may be imposed only as prescribed by law or the Articles of Incorporation.
- Ⓞ Shareholders must receive necessary information from the Company timely, sufficiently, and fairly; even when disclosing information not subject to mandatory disclosure, the Company must provide it equitably to all shareholders.
- Ⓞ The Company shall establish and operate internal control mechanisms-including an Internal Transaction Committee-to protect shareholders from illegal internal transactions or self-dealing by controlling shareholders or others, and disclose related transaction details through lawful procedures.

#### (3) Shareholders' Responsibilities

- Ⓞ Shareholders should recognize that their exercise of voting rights can influence Company management and strive to actively exercise their voting rights for the Company's development.
- Ⓞ Controlling shareholders who exercise influence over the Company's management must act in the interests of the Company and all shareholders, and strive to prevent any harm to the Company and other shareholders resulting from actions contrary to this.

# Sustainability Management Policy

## Corporate Governance Charter

### Board of Directors

#### (1) Board functions

- ① The Board of Directors has comprehensive authority over the management of the company and must carry out the company's management decisions and management supervision functions set forth in the laws, articles of association, and board regulations.
- ② The Board of Directors may delegate the authority to the CEO or a committee of the Board of Directors by resolution, except for matters that must be resolved by the board of directors.

#### (2) Composition of the board

- ① The Board of Directors shall consist of no more than 3 to 7 directors to allow for effective and thoughtful discussion and decision-making, and to ensure that committees established within the Board of Directors are sufficiently.
- ② The board must have independent directors who can function independently of management and the controlling shareholder. The board must have at least a majority of independent directors, at least three, to ensure that the board remains substantially independent.
- ③ The Board of Directors shall be composed of competent persons with diverse backgrounds and expertise and responsibility in relevant fields to make substantial contributions to the management of the Company, and the term of office of the appointed directors shall be respected unless there is a reason for disqualification stipulated by law or the Articles of Association.

#### (3) Appointment of directors

- ① The company do not appoint as directors who are responsible for serious damage to the company's value or serious infringement of shareholders' rights and interests.
- ② The company should establish and operate the Independent director Nomination Committee, which is organized to ensure fairness and independence in the process of nominating and selecting Independent director candidates.
- ③ The company must ensure that shareholders are provided with sufficient information and time to make a judgment about director candidates and exercise their voting rights.

#### (4) Independent director

- ① Independent directors must not have material interests in the company and must be able to make decisions independently from management and controlling shareholders.
- ② The company shall confirm and disclose at the appointment stage that there is no material conflict of interest with the independent director candidate.
- ③ Independent directors shall not hold excessive concurrent employment in order to fulfill their duties.
- ④ The company shall provide sufficient information necessary for the independent directors to perform their duties, and the independent directors may request the company to promptly provide the information necessary for the performance of their duties.
- ⑤ Independent directors should devote sufficient time to fulfill their duties, and when a board meeting is held, they should attend after reviewing relevant materials in advance.
- ⑥ Independent directors may receive support from employees or external experts, etc. as necessary through appropriate procedures, and the Company shall support the costs incurred.

#### (5) Board operations

- ① The Board of Directors shall be held once a quarter in principle and as often as necessary.
- ② The company should establish and operate board regulations that specify the authority, responsibilities, and operating procedures of the Board of Directors for smooth board operation.
- ③ The Board of Directors shall take minutes of each meeting, including the agenda, proceedings and results, and those who dissented and the reasons for their dissent, and shall preserve them with the seal or signature of the chairman and the directors present.
- ④ The company should disclose individual directors' board attendance and activities, including whether they voted for or against key agenda items.
- ⑤ The Board of Directors may authorize all or any part of the Directors to participate in a board meeting by means of a telecommunications system that allows all Directors to transmit and receive voice simultaneously without being present in person at the meeting.

#### (6) Board committees

- ① The company should establish an appropriate number of committees within the board with specific functions and roles.
- ② Committees of the Board of Directors shall consist of at least a majority of independent directors.
- ③ The organization, operation, and authority of all committees shall be governed by separate operating regulations.

#### (7) Duties and responsibilities of directors

- ① Directors shall perform their duties with the care and diligence as a good manager and shall make reasonable decisions based on sufficient information and with sufficient time and effort.
- ② Directors shall not exercise their authority for their own or a third party's benefit and shall always seek to achieve results that are in the best interests of the Company and its shareholders.
- ③ Directors shall not disclose the Company's secrets learned in connection with the performance of their duties or use them for their own or a third party's benefit.
- ④ If a director violates the laws or articles of association or neglects his/her duties, he/she shall be liable for damages to the company, and if the director has malice or gross negligence, he/she shall also be liable for damages to a third party.
- ⑤ If a director has collected and carefully and fully reviewed substantial and reasonably reliable data and information in the course of making business judgments, and has performed his or her duties in a manner that he or she believes to be in the best interests of the Company based on good faith and reasonable judgment, such director's business judgment shall be respected.
- ⑥ The Company may purchase liability insurance for directors at the Company's expense in order to secure the effectiveness of pursuing liability against directors and to recruit competent directors.

#### (8) Evaluation and compensations

- ① The Board of Directors shall fairly evaluate the management activities of the executive officers and reasonably and appropriately reflect the results of the evaluation in determining compensation and reappointment.
- ② Directors' remuneration shall be determined by resolution of the general meeting of shareholders and implemented within the approved scope.
- ③ The company shall disclose the main basis of compensation for key management personnel and the amount paid.

# Sustainability Management Policy

## Corporate Governance Charter

### Audit Organization

#### (1) Internal Audit Organization

- ① The Audit Committee shall consist of three or more directors, appointed by resolution of the general meeting of shareholders, and shall consist of at least two-thirds of Independent directors to maintain independence and expertise, and at least one member shall be a person with specialized knowledge in audit business such as finance and accounting.
- ② The Board of Directors shall specify and operate regulations regarding the goals, organization, authority and responsibilities, and tasks of the Audit Committee.
- ③ The Audit Committee shall faithfully perform the accounting and auditing duties specified in the relevant laws, articles of association, Board of Directors regulations, and audit committee regulations.
- ④ The Audit Committee shall be held once a quarter in principle, and may be held as far as necessary, and may require relevant employees and external auditors to attend the meeting if necessary for the performance of its duties.
- ⑤ The Audit Committee shall keep minutes of the meeting, stating the agenda, proceedings, results, who dissented and the reasons for dissent, and shall be sealed or signed by the members present.
- ⑥ The audit committee shall prepare an audit report on the audit, stating the points and results of the audit, and shall preserve them with the seal or signature of the member who conducted the audit.
- ⑦ The Audit Committee shall have free access to the information it needs to fulfill its duties and may seek advice from experts at the Company's expense if it is deemed necessary.
- ⑧ The CEO shall disclose the independence of the audit committee and its main activities in the business report.
- ⑨ Audit Committee members shall be independent from management and controlling shareholders.

#### (2) External auditors

- ① The external auditor shall maintain legal and practical independence from the company, its management and controlling shareholders.
- ② The external auditor shall be appointed by the audit committee, and the company shall ensure that the external auditor reports to the audit committee any material matters identified during the external audit activities.
- ③ The external auditor shall attend the shareholders' meeting if required by the company or the chairperson of the shareholders' meeting and explain any questions from shareholders regarding the audit report.
- ④ The company should ensure that the external auditor checks the information regularly disclosed with the audited financial statements for any information that is inconsistent with the audit findings.
- ⑤ The Company shall ensure that the external auditor considers the viability of the Company as required by applicable laws and regulation

### Protection of stakeholder rights

- ① The Company shall endeavor not to infringe on the rights of various stakeholders and faithfully fulfill its social responsibilities such as customer protection and environmental protection.
- ② The Company shall promote the establishment of market order through fair trade and promote the balanced development of the national economy.
- ③ The Company shall provide information necessary to protect the rights of stakeholders to the extent permitted by laws and regulations and shall assist stakeholders in accessing relevant information.
- ④ The Company shall respect the rights of its employees and endeavor to improve the quality of life of its employees.
- ⑤ The Company shall comply with the creditor protection procedures for matters such as mergers, demergers, spin-offs and consolidations that materially affect the status of creditors.
- ⑥ The Company shall ensure that the respective rights of stakeholders and shareholders are protected and exercised when a stakeholder is also a shareholder.

### Management oversight

#### (1) Disclosure of information

- ① In addition to the disclosures required by laws and regulations, the Company shall disclose matters that have or may have a significant impact on the decision-making of shareholders and stakeholders.
- ② When the Company decides on important matters other than regular disclosures, it shall disclose and explain the contents in detail and accurately in a timely manner.
- ③ The Company shall endeavor to make the disclosure contents easy to understand and easy to use for stakeholders.
- ④ The Company shall designate a person in charge of disclosure and establish an internal information transmission system that enables important information to be promptly transmitted to the person in charge of disclosure.
- ⑤ The Company shall specifically disclose the stock ownership status of the controlling shareholder and its related parties.
- ⑥ The Company's CEO and the person in charge of disclosure shall verify and review the accuracy and completeness of financial reporting.
- ⑦ The Company shall establish a code of ethics and disclose it.

#### (2) Corporate Control Markets

- ① The Company shall act that result in a change in management, such as acquisition, merger, division, or transfer of business, shall be conducted through a transparent and fair process.
- ② The defense of the Company's management rights shall not be carried out at the expense of the interests of the Company and its shareholders in order to preserve the management rights of some shareholders or management.
- ③ The Company shall allow shareholders who object to significant structural changes, such as mergers and business transfers, to exercise their right to purchase shares at a fair value that reflects the true value of their shares in accordance with the provisions of the law.

# Awards and Certifications

## ● Award History

### Awards and Certifications Related to Local Community and Vulnerable Groups

#### Red Cross Member Merit Award Honor

We were awarded honor in recognition of our contributions to social activities, such as the "Love of a Thousand" fundraising by employees.

#### Local Community Contribution Certified Enterprise

- System for identifying outstanding companies that consistently engaged in community contribution activities in partnership with non-profit organizations.
- We were recognized as the only telecommunications company selected for four consecutive years for our contributions, including reducing educational disparities across various groups, providing care for socially vulnerable groups, offering scholarships for students/kids with disabilities, and supporting schools for visually impaired youth.

### Awards Related to Environment and Industrial Development

#### Prime Minister's Award

We were recognized as an outstanding company contributing to the development of the internet industry and the spread of healthy culture, receiving the Prime Minister's Award at the 2024 Korea Internet Awards organized by the Ministry of Science and ICT.

#### Minister of Environment Award

We received the Minister of Environment Award at the 2024 Carbon Neutrality Competition, acknowledged for our efforts in promoting carbon-neutral living practices and encouraging the spread of a carbon-neutral culture.

#### Minister of Health and Welfare Award

We were selected as a company dedicated to promoting human rights for persons with disabilities and creating a discrimination-free society, awarded the Korea Disabled Human Rights Award

#### Plaque of Appreciation from the Korea Disabled Rehabilitation Association

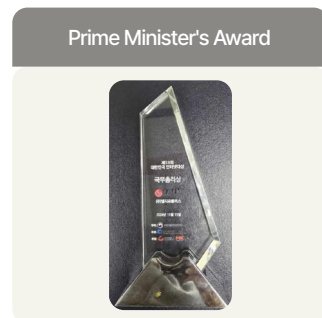
Since 2010, we have been recognized for supporting asset formation and mentoring for youths from disadvantaged families with disabilities through the 'Do-dream fund.'

#### Minister of Agriculture, Food and Rural Affairs Award

We received recognition in the field of promoting urban-rural exchanges for creating conditions for communication between urban and rural areas and encouraging mutual exchange.

#### Chairman of the Korea Communications Commission Award

We were awarded the 2024 Korea ESG Consumer Brand Grand Prize at an event recognizing and encouraging companies and employees who excel in adhering to ESG principles, such as environmental protection, social participation in eco-friendly activities, and transparent management.

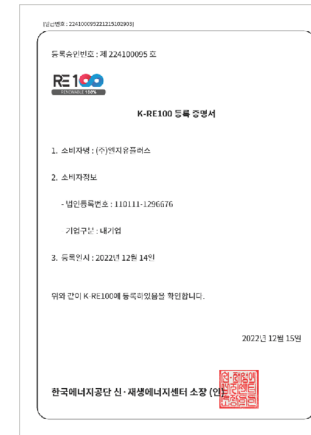


# Awards and Certifications

## ● Certification Status

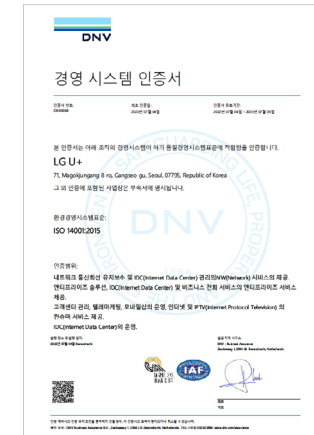
### Environmental Certification

#### K-RE100



Registration Date: December 14, 2022

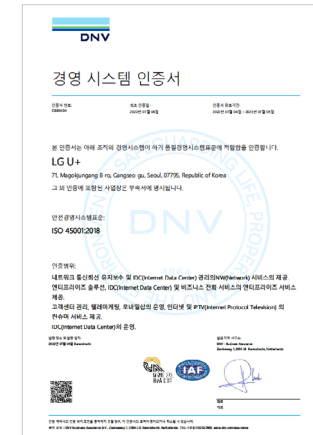
#### ISO 14001



Validity Period: July 4, 2022 ~ July 3, 2025

### Health and Safety Certification

#### ISO 45001



Validity Period: July 4, 2022 ~ July 3, 2028

### Artificial Intelligence (AI) Certification

#### ISO/IEC 42001



Validity Period: June 9, 2025 ~ June 8, 2028

### Information Security Certification

#### ISO/IEC 27001



Validity period: November 22, 2022 ~ November 21, 2025

### Quality Management System Certification

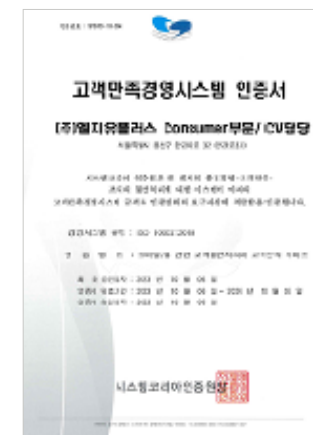
#### ISO 10002



Validity Period: October 6, 2023 ~ October 5, 2026

### Customer Satisfaction Management System Certification

#### ISO 9001



Validity period: October 6, 2023 ~ October 5, 2026

### Compliance Certification

#### ISO 37301



Validity Period: December 8, 2022 ~ December 7, 2025

# Standards Index

## ● GRI Standards Index

### Universal Standards

|                                 |   |
|---------------------------------|---|
| Statement of Use                | LG Uplus prepared the '2024 Sustainability Report' covering ESG performance from January 1, 2024, to December 31, 2024, in accordance with the GRI Standards.   |
| GRI 1 Version Used              | GRI 1: Foundation 2021  |
| Applicable GRI Sector Standards | As of June 30, 2025, the date LG Uplus publishes this report, there are no applicable GRI Sector Standards announced by GRI. Therefore, LG Uplus reviewed various external materials based on the GICS standards to identify material issues relevant to the Telecommunication Service industry and reported related performance accordingly. |

| Subject                         | Indicator | Report Location  | Remarks                           |                              |
|---------------------------------|-----------|--|-----------------------------------|------------------------------|
| <b>General Disclosures</b>      |           |  |                                   |                              |
| GRI 2: General Disclosures 2021 | 2-1       | Organization Details   | 2, 8                              |                              |
|                                 | 2-2       | Entities Included in the Organization's Sustainability Reporting | 2                                 |                              |
|                                 | 2-3       | Reporting period, reporting frequency, contacts                  | 2                                 |                              |
|                                 | 2-4       | Re-description of information                                    | 2                                 |                              |
|                                 | 2-5       | External validation  | 166-169                           |                              |
|                                 | 2-6       | Business activities, supply chain, other business relationships  | 10                                |                              |
|                                 | 2-7       | Employee   | 144                               |                              |
|                                 | 2-8       | Non-employee workers <sup>1)</sup>                               | -                                 | Business Report 349          |
|                                 | 2-9       | Board structure and composition                                  | 122-125, 148                      |                              |
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|                                 | 2-18      | Performance evaluation of the Board                              | 123                               |                              |
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|                                 | 2-21      | Percentage of total annual compensation                          | -                                 | Business Report 349, 351-352 |
|                                 | 2-22      | Statement on sustainable growth strategy                         | 6, 7                              |                              |
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|                                 | 2-26      | Mechanisms for requesting advice and raising concerns            | 117, 118                          |                              |
|                                 | 2-27      | Compliance with Laws and Regulations                             | -                                 | Business Report 363-368      |
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|                                 | 2-29      | Methods of stakeholder engagement                                | 118                               |                              |
|                                 | 2-30      | Collective Bargaining Agreements                                 | 100, 145                          |                              |

<sup>1)</sup> Employees who are not LG Uplus employees belong to partner companies and are engaged in telecommunications product sales and telecommunications equipment maintenance.

# Standards Index

## ● GRI Standards Index

### Topic Standards

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| GRI 3: Material Topics 2021 | 3-1       | Process to determine material topics | 13-15                                 |
|                             | 3-2       | List of Material Topics              | 14                                    |
|                             | 3-3       | Management of Material Topics        | 15, 16-24, 25-29, 32-39, 58-72, 78-85 |

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| GRI 203: Indirect Economic Impacts | 203-1     | Infrastructure investments and services supported                               | 107-116           |  |
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## ● GRI Standards Index

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|  | 405-2                           | Ratio of basic salary and remuneration of women to men   | 145   |
| GRI 406: Non-discrimination              | 406-1                           | Incidents of discrimination and corrective actions taken   | 146   |
| GRI 408: Child Labor                     | 408-1                           | Operations and suppliers at significant risk for incidents of child labor                          | -<br>No applicable cases                        |
| GRI 409: Forced or Compulsory Labor      | 409-1                           | Operations and suppliers at significant risk for incidents of forced or compulsory labor           | -<br>No applicable cases                        |
| GRI 410: Security Practices              | 410-1                           | Security personnel trained in human rights policies or procedures                                  | -<br>No applicable cases                        |
| GRI 411: Rights of Indigenous Peoples    | 411-1                           | Incidents of violations involving rights of indigenous peoples                                     | -<br>No applicable cases                        |
| GRI 414: Supplier Social Assessment      | 414-1                           | New suppliers that were screened using social criteria   | 104   |
|  | 414-2                           | Negative social impacts in the supply chain and actions taken                                      | 147   |
| GRI 415: Public Policy                   | 415-1                           | Political contributions  | 147   |
| GRI 416: Customer Health and Safety      | 416-1                           | Assessment of the health and safety impacts of product and service categories                      | 83, 162   |
|  | 416-2                           | Incidents of non-compliance concerning the health and safety impacts of products and services      | 83  |
| GRI 418: Customer Privacy                | 418-1                           | Substantiated complaints concerning breaches of customer privacy and losses of customer data       | 61, 147   |

# Standards Index

## ● SASB Index

Table 1. Sustainability Disclosure

| Category                              | Indicator Description  | Unit     | Code         | Report Location  |
|---------------------------------------|--|----------|--------------|--|
| Environmental Footprint of Operations | (1) Total energy consumed  | TJ, %    |              | 142  |
|                                       | (2) ) Percentage grid electricity  | TJ, %    | TC-TL-130a.1 | 142  |
|                                       | (3) Percentage renewable   | TJ, %    |              | 142  |
| Data Privacy                          | Description of policies and practices relating to behavioral advertising and customer privacy  | N/A      | TC-TL-220a.1 | 58-71  |
|                                       | Number of customers from whom personal information was collected for secondary use   | Persons  | TC-TL-220a.2 | Information on the number of customers whose data was actually used for secondary purposes is unavailable; therefore, the number of customers consenting to receive marketing for secondary purposes is disclosed instead. |
|                                       | Total amount of monetary losses as a result of legal proceedings associated with customer privacy  | KRW      | TC-TL-220a.3 | 147  |
|                                       | (1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure | Cases, % | TC-TL-220a.4 | 147  |
| Data Security                         | Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards                                  | -        | TC-TL-230a.2 | 66-72  |
| Product End-of-life Management        | (1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled                     | Ton, %   | TC-TL-440a.1 | 143  |
| Competitive Behaviour & Open Internet | Total amount of monetary losses as a result of legal proceedings associated with anti competitive behavior regulation  | KRW      | TC-TL-520a.1 | -  |
|                                       | (1) Average actual sustained download speed of associated content<br>(2) Average actual sustained download speed of non-associated content                       | Mbps     | TC-TL-520a.2 | Download speed data separately categorized by content type (company-owned, commercial, unrelated) is not disclosed. However, no differentiation in download speed is made between content types.                           |
| Technology Disruptions                | System for Normal Service Operation/Provision in Preparation for Service Interruptions and Similar Situations  | -        | TC-TL-550a.2 | 81, 85   |

Table 2. Activity Metrics

| Indicator Description           | Unit                 | Code        | Report Location |
|---------------------------------|----------------------|-------------|-----------------|
| Number of wireless subscribers  | Ten Thousand Persons | TC-TL-000.A | 141             |
| Number of wireline subscribers  | Ten Thousand Persons | TC-TL-000.B | 141             |
| Number of broadband subscribers | Ten Thousand Persons | TC-TL-000.C | 141             |
| Network Traffic                 | Petabytes            | TC-TL-000.D | 85              |

# Standards Index

## UN SDGs

### UN SDGs Sub-areas

| Goal | Target  | LG Uplus Support   |
|------|---|--|
| 1    | 1.3 Implement adequate social protection systems and measures for all, including a minimum livelihood line.   | Dodream Fund<br>‘Dodream fund’ is an asset-building social contribution activity that Uplus has been implementing since 2010. The project supports underprivileged youth to become self-reliant as healthy members of society by creating scholarships for youth from low-income families with disabilities and building relationships with employee mentors.  |
|      | 1.4 Ensure that all men and women, especially the poor and vulnerable, have equal access to economic resources and basic services   | Supporting vulnerable populations<br>We are continuing to expand coverage for people living in traditionally underserved areas, such as mountainous, remote, and rural villages.   |
| 3    | 3.4 Eliminate noncommunicable diseases and promote mental health and wellbeing  | Safe electromagneticwave management<br>As part of our commitment to complying with internationally recommended standards and promoting customer health, we strive to keep electromagnetic radiation at safe levels, and as a result, we have achieved a Class 1 rating for more than 100% of our electromagnetic radiation in 2024.  |
|      | 3.9 Significantly reduce the number of illnesses and deaths from hazardous chemicals and air, water, and land pollution by 2030   | Implementation of waste management and spill prevention facilities at business sites and waste battery storage locations.<br>The goal has been set to achieve a 100% recycling rate of business locations waste generated during the installation and replacement of telecommunications equipment used in networks, telecommunications offices, and IDCs by 2025. In addition, We have introduced eco-friendly spill prevention facilities at waste battery storage locations to prevent industrial accidents and minimize incidental environmental pollution caused by facility installation. |
| 4    | 4.1 Ensure equitable access to free and quality primary and secondary education   | Books of Hope<br>To ensure the reading rights of the visually impaired, we produce braille books and send braille kits, including portable braille printers, storybooks, and stickers, to applicants of Books of Hope. The braille books are distributed to 32 domestic braille libraries to ensure equitable education.   |
|      | 4.2 Ensure access to quality early childhood development, care, and preschool education   | I-Dream Challenge<br>The I-Dream Challenge is a Social Contribution activity that has been implemented since 2020 with the goal of closing the education gap for children and adolescents in non-face-to-face education situations caused by the COVID-19 pandemic. It provides mentoring to children of soldiers in remote areas and children at Postal Service Community Children's Centers to support the cultivation of self-directed learning habits in children.   |
| 5    | 5.4 Value and recognize the importance of unpaid care and domestic work   | Career development workshops for working mom employees<br>We support female employees in reflecting and growing through various policies that address the different experiences and changes they encounter in their careers and personal lives.  |
|      | 5.5 Ensure women's full and effective participation in decision-making at all levels and leadership   | Coaching for new female team leaders<br>We support female employees through various policies to reflect and grow from the diverse experiences and changes they encounter in their careers and lives.   |
| 6    | 6.3 Improve water quality by reducing pollution, eliminating littering, minimizing discharges of hazardous chemicals and dangerous materials, halving the rate of untreated sewage, and dramatically increasing global recycling and safe reuse | Store recycling activities<br>Launched the waste battery resource circulation council 'Battery Recycle One Team' and conducted a waste battery collection campaign targeting customers at company buildings and direct stores nationwide   |
|      | 6.4 Dramatically increase water efficiency  | Water conservation activities<br>We introduce rainwater recycling systems, groundwater recycling systems, etc. for each business site to minimize the generation of lost water and use of water resources.   |
| 8    | 8.2 Achieve high levels of economic productivity through industrial diversification, technological advancement and innovation, including concentration in high value-added and labor-intensive sectors.   | Preparation for the next communication technologies<br>After achieving the world's first 5G commercialization, we continue to pursue next-generation network technologies to drive economic performance  |
|      | 8.3 Support productive activity, the creation of quality jobs, entrepreneurship, creativity and innovation, and the formation and growth of micro, small, and medium-sized enterprises.   | Partners ESG management capability assessment process<br>We supported comprehensive training, including ESG training for key suppliers as well as internal stakeholders to achieve sustainable shared growth with stakeholders.  |

# Standards Index

## UN SDGs

### UN SDGs Sub- areas

| Goal | Target  | LG Uplus Support  |
|------|---|---|
| 9    | 9.1 Build reliable, sustainable, quality, and resilient infrastructure, including local and transboundary infrastructure.   | Extending 5G coverage in rural areas<br>We are expanding 5G coverage in rural areas and transportation infrastructure, enabling more people to access stable 5G services  |
|      | 9.4 Sustainably improve existing infrastructure and industries by improving the efficiency of resource utilization and expanding the adoption of clean and green technologies and industrial processes. | Eco-friendly technologies and services  |
| 10   | 10.2 Promote and expand the social, economic, and political inclusion of all persons regardless of age, gender, disability, race, ethnicity, origin, religion, economic, and other status               | Human Rights Management Policy<br><Human rights management policy> stipulates the prohibition of unfair discrimination in hiring, promotion, and other practices based on race, age, gender, nationality, disability, religion, and other similar factors for all stakeholders.   |
|      | 11.a Support positive economic, social, and environmental linkages between cities, peri-urban areas, and rural areas.   | Expanding communication coverage in rural areas<br>We continued to expand coverage for residents in areas where access to telecommunications services is vulnerable, such as mountainous areas, islands, and remote villages.   |
| 12   | 12.2 Achieve sustainable management and efficient use of natural resources by 2030  | Energy reduction activities and achievements<br>We are saving energy by actively adopting high-efficiency equipment such as EC cooling fans, LED lighting, and heat pump (EHP) equipment.   |
|      | 12.5 Dramatically reduce waste through prevention, reduction, recycling, and reuse  | Production of remote controls using recycled plastics<br>We are converting waste plastic into recycled input material in pellets to produce small and medium-sized electronic devices such as remote controls. by distributing new remote controls made from waste plastic, we are increasing recycling activities.   |
| 13   | 13.2 Integrate climate change action into national policies, strategies, and plans.   | GHG emissions reduction scenarios<br>We established a 2050 carbon neutrality goal and a plan to reduce energy use and greenhouse gas emissions that reflects national reduction targets and the Paris Agreement.  |
|      | 13.3 Educate, raise awareness, and build human and institutional capacity on climate risk response and environmental management.  | Environmental Management Training<br>We raised awareness of the environmental issues by sending ESG letters quarterly, to employees across the company and conducting regular trainings   |
| 15   | 15.a Mobilizing finance for the conservation and sustainable use of biodiversity and ecosystems   | Biodiversity conservation activities<br>Since 2024, we have been using idle land in Hwadam Forest to protect the population and habitat of nationally protected species such as endangered plants, rare plants, and special plants, and installed U+ Smart Radar in the 'Seed Vault (permanent storage facility for wild plant seeds)' to identify accident risks early and enable real-time monitoring and management. |
|      | 16.5 Significantly reduce all forms of corruption and bribery   | Order and Principles of Fair trade<br>We have established a fair trade policy to apply transparent and fair trading principles to all stakeholders. To spread the culture of fair trade with suppliers, we conduct a compliance pledge and operate a fair trade monitoring system.  |

# UNGC Membership

## ● UNGC 10 Principles

### UN SDGs Sub-areas

The United Nations Global Compact (UN Global Compact, UNGC) encourages embedding the 10 principles in human rights, labor, environment, and anti-corruption into business activities to participate in sustainable growth. LG Uplus joined the UNGC in June 2024 and will implement ESG management in line with global standards going forward.

| Category        | Criterion  | LG Uplus Response   |
|-----------------|--|---|
| Human Rights    | 1. Business should support and respect the protection of internationally proclaimed human rights                           | <ul style="list-style-type: none"> <li>• We have implemented human rights management through membership in the United Nations Global Compact (UNGC)</li> <li>• We have formalized our Human Rights Management Policy, declaring a prohibition of discrimination in hiring, promotion, and other areas based on race,</li> </ul>   |
|                 | 2. Make sure that they are not complicit in human rights abuses  | <ul style="list-style-type: none"> <li>• We conduct detailed human rights management training and human rights impact assessments to enhance the understanding of human rights management among all employees across the company, partners, and Help Center workers.</li> </ul>   |
| Labor           | 3. Businesses should uphold the freedom of association and the effective recognition of the right to collective Bargaining | <ul style="list-style-type: none"> <li>• We organize labor-management council and labor-management meetings to promote the welfare of employees and the sound development of the enterprise.</li> </ul>   |
|                 | 4. The elimination of all forms of forced and compulsory labor   | <ul style="list-style-type: none"> <li>• We have explicitly included the prohibition of forced or compulsory labor within the human rights management policy</li> <li>- Forced labor prohibition: All work is voluntary; no work is demanded through physical or mental coercion such as assault, threats, or confinement that unjustly restricts personal freedom.</li> </ul>  |
|                 | 5. The effective abolition of child labor  | <ul style="list-style-type: none"> <li>• We have explicitly included the prohibition of child labor within the human rights management policy</li> <li>- Child labor prohibition: Compliance with minimum employment age as defined by laws and regulations of each country and region; age verification conducted for all employees at hiring.</li> </ul>  |
|                 | 6. The elimination of discrimination in respect of employment and occupation   | <ul style="list-style-type: none"> <li>• We pursue the value of diversity and social equity in hiring, and actively promoting policies that encourage the social participation of women and persons with disabilities.</li> </ul>   |
| Environment     | 7. Businesses should support a precautionary approach to environmental challenges  | <ul style="list-style-type: none"> <li>• We provide training to all employees across the company to enhance understanding of ESG and environmental issues, and we publish a quarterly ESG letters.</li> </ul>   |
|                 | 8. Undertake initiatives to promote greater environmental responsibility   | <ul style="list-style-type: none"> <li>• We operate an environmental management team to oversee and manage environmental management, including waste and energy .</li> <li>• We introduce eco-friendly spill prevention facilities at waste battery storage locations to prevent the leakage of environmental pollutants such as sulfuric acid.</li> </ul>  |
|                 | 9. Encourage the development and diffusion of environmentally friendly technologies  | <ul style="list-style-type: none"> <li>• We participate in the operation of the Bolt-up service, an electric vehicle charging platform, to contribute to the reduction of greenhouse gas (GHG) emissions through the spread of electric vehicles.</li> </ul>  |
| Anti-Corruption | 10. Businesses should work against corruption in all its forms, including extortion and bribery                            | <ul style="list-style-type: none"> <li>• We prepare a compliance pledge to comply with anti-corruption laws and a Jeong-Do Management pledge during contracts</li> <li>• We support employees' voluntary compliance with fair trade regulations through the operation of the Compliance Program (CP)</li> <li>• Eradicating acts such as fraud and corruption that threaten Jeong-Do Management through the operation of reporting channels and reward systems</li> </ul> |

# Third-Party Assurance Statement

# Third-Party Assurance Statement

## Sustainability Report Assurance LG Uplus Co., Ltd.

### Dear Stakeholders,

The Korea Foundation for Quality (hereinafter referred to as "KFQ") has conducted an independent assurance of the 2024 Sustainability Report of LG Uplus Co., Ltd. (hereinafter referred to as "the Company"). KFQ is responsible for providing an independent third-party assurance opinion on the report in accordance with the assurance criteria and scope specified below, while the responsibility for preparing the report rests with the Company's management.

1) Organization address (headquarters): 32 Hangang-daero, Yongsan-gu, Seoul, LG Uplus Co., Ltd. Headquarters  
 2) Data collection period: January 1, 2024 – December 31, 2024

### Assurance Purpose

This assurance aims to ensure the reliability of the data and information recorded in the Company's report.

### Assurance Scope

- 1. Assurance boundary :** All domestic business sites, including the headquarters, office buildings, branches, research centers (Magok and Daejeon), and internet data centers (IDCs).
- 2. Assurance items (based on GRI Standards 2021)**

| Category            | GRI Standards  |   |
|---------------------|--|---|
| Universal Standards | <ul style="list-style-type: none"> <li>• 2-1 to 2-5 (The organization and its reporting practices)</li> <li>• 2-6 to 2-8 (Activities and workers)</li> <li>• 2-9 to 2-21 (Governance)</li> </ul> | <ul style="list-style-type: none"> <li>• 2-22 to 2-28 (Strategy, policies, and practices)</li> <li>• 2-29 to 2-30 (Stakeholder engagement)</li> <li>• 3-1 to 3-3 (Material Topics Disclosures)</li> </ul> |
| Topic Standards     | <ul style="list-style-type: none"> <li>• GRI 201 (Economic Performance)</li> <li>• GRI 302 (Energy)</li> <li>• GRI 305 (Emissions)</li> <li>• GRI 418 (Customer Privacy)</li> </ul>              |   |

\* Topic Standards: Criteria related to specific topics.

- 3. Items Excluded from Verification :** The following were not included within the scope of assurance:
  - 1) Performance and reporting practices of subsidiaries, related companies, partners, and third parties.
  - 2) Other sustainability initiative-related items not presented under the GRI Standards 2021 in the report.
  - 3) Other relevant information such as regular disclosure reports and financial statements.

### Assurance Criteria

This assurance was conducted based on [AA1000AS (v3)], [AA1000AP (2018)], and [Type 1– Moderate] standards.

### Assurance Methodology

The assurance team reviewed relevant procedures, systems, controls, and available performance data, to verify the reliability of the Report by applying the aforementioned standards. The verified documents during the assurance are as below: Non-financial information: Data provided by the company, integrated regular disclosure reports, materials researched through media and internet sources, etc.

- Non-financial Information: Data and business report of LG Uplus, integrated regular disclosure reports, and internet research data, etc
- Financial Information: Financial statements of LG Uplus and materials disclosed on the Financial Supervisory Service's electronic disclosure system  
 \* However, the contents of the above materials (related to non-financial and financial information) are not included within the scope of verification.
- The assurance was conducted through document review and in-person interviews with responsible personnel, including on-site assessment. Through the interview with the relevant personnel, KFQ assessed the effectiveness of materiality assessment procedure, selection of issues concerning interested parties, data collection/management and reporting processes, and validity of the content and its evidence. However, external stakeholder interviews were not conducted. Any detected errors, unverified information and unclear expressions were revised before issuance of the report.

## Assurance Scope

### Assurance Limitations

This assurance inherently includes limitations that may arise during the application of criteria and methods.

### Independence and Competencies

The assurance team is composed of qualified personnel in accordance with the internal regulations of the KFQ. The KFQ does not have any interest in compromising the independence and impartiality of assurance throughout LG Uplus's business other than the third-party assurance of the Report.

### Assurance Opinion

The Quality Foundation presents the following opinion on the company's report.

- 1) It has been confirmed that the report was prepared in compliance with the four principles of AA1000AP (2018).

- **Inclusivity**  
 The company appropriately defines stakeholder groups and communicates with stakeholders through communication channels that consider each group's characteristics. The audit team found no major stakeholders omitted in this process and confirmed that efforts are made to reflect collected stakeholder opinions in management strategies.
  - **Materiality**  
 The Company selected Material Issues through appropriate procedures and thoroughly reviewed the related impacts to enhance the justification for the selection of Material Issues. The Audit Team confirmed that the derived Material Issues were given greater emphasis in this report and that all Material Issues identified during the Materiality Assessment process were reported without omission.
  - **Responsiveness**  
 The Company s takes an active approach towards responding to the requests and key matter of interests collected from interested parties. The assurance team did not find any evidence to show that the organization's responsiveness and performance had been inappropriately reported.
  - **Impact**  
 The Company s investigates and monitors the impact by the key issues related to the interested parties across its management activities and reports them to the extent possible. The assurance team did not find any evidence to show that the impacts in association with the key issues had inappropriately been measured and reported.
- 2) The report was appropriately prepared in accordance with the Reporting Standards (GRI Standards (2021) - Accordance).
  - 3) The data and information used for verification were appropriate based on the provided materials, and no significant errors or omissions that could affect the assurance opinion were found.
  - 4) Therefore, we present an "adequate" opinion on the Company's 2024 Sustainability Report.

June 27, 2025  
 Song Ji-young, CEO, Korea Quality Foundation



*Ji Young Song*

# GHG Verification Statement

## ● Verification Scope

Korean Standards Association has conducted verification for GHG emissions based on GHG report provided by LG Uplus Co., Ltd. which includes Scope1 and Scope2 emissions.

## ● Verification Criteria and Procedures

To conduct verification activities, verification team applied verification standards and guidelines.

- Guidance for reporting and verification of GHG emissions trading scheme (No. 2024-155 provided by Ministry of Environment, Republic of Korea)
- Verification Guidelines for the Operation of the Greenhouse Gas Emissions Trading Scheme (Ministry of Environment Notice No. 2024-169)
- 2006 IPCC Guidelines, KS I ISO 14064-1 : 2018 and KS I ISO 14064-3 : 2019

## ● Level of Assurance

LG Uplus Corp.'s GHG emissions satisfies the under Reasonable Assurance(less than ±2.5% of total emissions).

## ● Verification Conclusion

As a result of verification activities, verification team has found no significant errors, omissions, and misstatements. Therefore, Korean Standards Association confirms that following emissions data are adequately quantified.

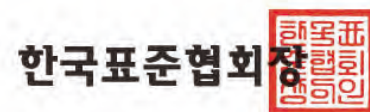
### 2024 Greenhouse Gas Emissions (Scope 1, Scope 2)

(Unit: tCO<sub>2</sub>eq)

| Year | scope1 | scope 2        |              | Total          |              |
|------|--------|----------------|--------------|----------------|--------------|
|      |        | Location-based | Market-based | Location-based | Market-based |
| 2024 | 6,947  | 1,411,481      | 1,299,385    | 1,418,397      | 1,306,301    |

\* Note. Decimal place is not considered when calculating the emission of each workplace.

June 16, 2025



# Verification Statement of GHG Emissions (Scope 3)

## ● Verification Scope

LG Uplus Co., Ltd.'s 2024 Greenhouse Gas Emissions

- Verification was conducted on Scope 3 greenhouse gas emissions for LG Uplus Co., Ltd.'s domestic sites including purchased products and services, capital goods, fuel and energy-related activities not included in Scope 1 and 2, upstream transportation and logistics, waste generated in operations, business travel, employee commute, use of sold products, disposal of sold products, franchises, and investments.

## ● Level of Assurance for Verification

Limited Level of Assurance

## ● Verification Data

LG Uplus Co., Ltd.'s greenhouse gas emissions for 2024 are as follows.

|                                 |                      |  |                                       |                               |                 |
|---------------------------------|----------------------|--|---------------------------------------|-------------------------------|-----------------|
| Purchased Products and Services | Capital Goods        | Fuel and energy-related activities not included in Scope 1 and 2 | Upstream transportation and logistics | Waste Generated in Operations | Business Travel |
| 180,926                         | 102,038              | 109,240  | 36,118                                | 1,523                         | 2,045           |
| Employee Commuting              | Use of Sold Products | End of life treatment of sold products                           | Franchise                             | Investments                   | Total           |
| 6,489                           | 27,157               | 638  | 5,722                                 | 32,474                        | 504,370         |

## ● Greenhouse Gas Related Standards and Guidelines Used for Verification

The verification was performed at the request of LG Uplus using the following verification standards

- ISO 14064-1:2018 & ISO 14064-3:2019
- WBCSD/WRI Technical Guidance for Calculating Scope 3 Emissions (version 1.0)
- IPCC 2006 Guideline
- BSI Group Korea's standard confidentiality principles apply to all activities related to verification.

## ● Verification Opinion

Based on the above greenhouse gas related guidelines, BSI's verification opinion is as follows.

- This verification was conducted at a limited assurance level based on activity data and supporting documents provided by LG Uplus Co., Ltd.
- No material issues were found in the calculation of greenhouse gas emissions during the verification process, and no evidence was found indicating improper management of related activity data and documentation.
- Accordingly, the BSI Group Korea verification team expresses an "appropriate" verification opinion.



For and on behalf of BSI:  
Issue: 23/06/2025

Managing Director Korea, SeongHwan Lim

**U+**