



# Materiality Assessment

Shinhan Financial Group annually conducts materiality assessment in accordance with principles for defining report content of GRI G4 guideline in order to determine contents to be included in the report. The materiality assessment process consists of 4 stages of analyzing environment for CSR, creating the issue pool, prioritizing, and selecting and reporting issues. We created 30 issue pools by analyzing internal and external environments,

and ultimately derived 10 core issues such as improvement of customer satisfaction and prevention of financial fraud through prioritization of issue pool based with criteria of social interest, which considers expectations and interests of stakeholders, and business impact on corporate management activities. The CSR activities and achievements related to these core issues are available in the report and on the website.

## Materiality Assessment Process

### STEP 1. Analyzing Environment for CSR

- Analyze international standards and trends
- Analyze media research
- Analyze management status and strategic tasks

### STEP 2. Creating Issue Pool

- Create 30 CSR issue pools through internal and external environmental analysis

### STEP 3. Prioritizing the Subjects

- Level of social attention
  - Review legislation and regulations, industrial issues, and media exposure
- Business impact
  - Review links with management strategies and financial performance

### STEP 4. Selecting and Reporting Issues

- Core issues
  - Report activities and performances in the report
- Potential issues
  - Manage activities and performances consistently

## Materiality Assessment Result

\* Report boundary: Shinhan Financial Group

