

CONTACT

The Shinhan Financial Group CSR Report 2015 is published in both Korean and English. The Report can be obtained from the head offices and branches of Shinhan Bank, Shinhan Card, Shinhan Investment Corp., Shinhan Life Insurance, Shinhan BNP Paribas Asset Management, Shinhan Capital and Jeju Bank, including the homepage of Shinhan Financial Holding Company(www.shinhangroup.com). For further information, please make inquiries to the contact numbers shown below.

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ABOUT THIS REPORT

Publication Information | In 2005, Shinhan Bank was the first Korean bank to publish the CSR report, and since 2009, Shinhan Financial Group has published its report at the group level for the first time in the financial sector. The current 2015 report contains activities, outcome, and plans regarding the group's 9 core strategies on socially responsible management.

Reporting Principles | This report complies with G4 Sustainability Reporting Guidelines of GRI(Global Reporting Initiatives), and fulfills the conditions in accordance with the 'Comprehensive' grade. The financial information included in this report follows the Korean International Financial Reporting Standards(K-IFRS), which uses the unit of the Korean Won(KRW, ₩).

Reporting Period and Boundary | The reporting period of this report is from January 1st, 2015 to December 31st, 2015. Some qualitative activities and outcome from 2016 have also been included. For identifying trends, data for the previous three years have been reported. The scope of report includes 8 group affiliates of Shinhan Financial Group, Shinhan Bank, Shinhan Card, Shinhan Investment Corp., Shinhan Life Insurance, Shinhan BNP Paribas Asset Management, Shinhan Capital, and Jeju Bank, which amount to 98.22% of all group affiliates in terms of sales volume. In order to minimize confusion by readers, extra explanations are given for issues requiring caution on the scope of reporting.

Reliability of the Report | To ensure the enhancement of the reliability of the report, the report went through a verification process based on the three principles(Inclusivity, Materiality, Responsiveness) of AA1000AS(2008) by DNV GL, the global verification institute. The verification level is Type 1, and Type 2 verification was conducted for certain information on performance. The results can be checked on pages 80-81.