

EN31. Total environmental protection expenditures and investments

Category	Activities	Unit	Cost
Amount of Environment-friendly IT products purchased	Amount of eco-certified electronic devices purchased by Shinhan Bank	KRW 100 million	43.1
Amount of LED lighting purchased	Amount of LED lighting purchased by Shinhan Bank	KRW 100 million	14.8
Total		KRW 100 million	57.9

* Scope of Report: Shinhan Bank

EN29. Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations

SO7. Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes

SO8. Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations

PR4. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling

PR6. Sale of banned or disputed products

PR7. Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing, communications, including advertising, promotion, and sponsorship

PR8. Total number of substantiated complaints regarding breach of customers' privacy and loss of customer data

PR9. Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services

Category	Reason and associated law	The company's fulfillment of the penalty or measure	Measure by the company for the prevention of a recurrence	Aspect
Shinhan Bank	Violation of banking acts regarding unreasonable handling of joint guarantee	Paid fines	Strengthened business training and monitoring	Product Compliance
Shinhan Card	Mediocre effort for registering information regarding default	Strengthened internal controls	Strengthened business training and monitoring	Compliance
Shinhan Investment Corp.	Violation of Foreign Exchange Transaction Act(Omission of preliminary report to the Bank of Korea)	Paid fines	Strengthened business training and monitoring	Compliance
	Negligent participation in activities for predicting demands	Strengthened internal controls, Payment of penalty	Strengthened business training and monitoring	Actions that inhibit competition

LA1. Total number and rate of new employee hires and employee turnover (by age, gender and region)

LA12. Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity Unit: persons

Category	2013	2014	2015	
Number of total employees	22,791	22,408	22,524	
By employment type	Management board		163	
	Regular*	20,841	20,640	20,761
	Contract workers	1,950	1,768	1,600
By age	Below 30	4,714	-	3,650
	Between 30 and 50	16,641	-	16,715
	Over 50	1,436	-	2,159
Gender	Male	12,495	12,692	12,752
	Female	10,296	9,716	9,772
Number of veteran employees	-	-	1,062	
Number of disabled employees	-	-	238	
Number of new recruits	657	664	961	
Number of turnover people	335	336	296	

* From 2015, calculated by including unlimited contracts in regular

Category	2015	
Interim manager*	Male	8,126
	Female	2,228
Manager	Male	1,522
	Female	725
Executive	Male	158
	Female	5

* Interim manager: Manager ~ General Manager

LA3. Return to work and retention rates after parental leave, by gender Unit: persons

Category	2015	
Average working years*	Male	16 years and 4 months
	Female	11 years
Employees who have used parental leave	Male	9
	Female	931
Employees returning from parental leave	Male	9
	Female	619
Employees working more than one year after returning from parental leave	Male	2
	Female	405

* Scope of Report: Shinhan Bank

LA6. Types of injury, rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities

Category	2015
Number of ill or injured people	2
Days of absence(days)	90
Absenteeism(%)	0.002

LA16. Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms

HR3. Total number of incidents of discrimination and corrective actions taken

HR11. Significant actual and potential negative human rights impacts in the supply chain and actions taken

HR12. Number of grievances about human rights impacts field, addressed, and resolved through formal grievance mechanisms

SO11. Number of grievances about impacts on society field, addressed, and resolved through formal grievance mechanisms

Shinhan Financial Group operates various channels for receiving and solving grievances of employees, such as the Open Counseling Center, channel for counseling on bad etiquette at work, and internal counselors. In 2015, 36 grievances regarding family disputes, disputes between departments, etc., have been received and resolved.

LA10. Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings

Shinhan Financial Group supports various programs for retirees in order to alleviate the anxieties of employees concerning retirement and to help them plan a comfortable post-retired life through preliminary preparation. Shinhan Bank supports education on change of job, startup, and life design for voluntary retirees through a professional consulting firm. Shinhan Card and Shinhan Investment Corp. support education costs on startups and change of job for employees who satisfy certain criteria. Shinhan Life Insurance constantly operates programs for supporting job change for retiring employees by having all employees participate in retirement pension(Type DB and DC), and carries out customized consulting education for voluntary retirees in order to provide 1-on-1 counseling and information needed for creating startups.