



CSR Key Performances

CSR strategy	Key indicator	Unit	2013	2014	2015	
Creating customer value through customer-oriented management and information protection	Employees participating in education on protecting financial consumers	persons	-	19,950	19,142	
	Education expense per person	KRW 1 million	1.70	1.38	0.85	
	Education time per person	hour(s)	144.2	110.0	137.5	
Developing human resources and creating a great workplace culture	Newly recruited members	Male	persons	330	257	518
		Female	persons	327	407	443
	Turnover members	Male	persons	175	165	151
		Female	persons	160	171	145
	Employees participating in stress self-diagnosis	persons	7,500	9,503	8,324	
Contributing to the development of local communities through social contribution activities	Investment in social contribution	KRW 1 billion	78.8	61.4	81.1	
	Employees conducting volunteer work	persons	67,027	71,444	68,393	
	Time spent by employees in volunteer work	hour(s)	240,400	261,263	259,519	
Increasing financial inclusion for the financially underserved people	Smile Microcredit (cumulative)	KRW 1 billion	61	84	103	
	New Hope Spore Loan	KRW 1 billion	321	354	369	
	Household Debt Healing Program	KRW 1 billion	350	437	514	
	Redemption of arrears using 'my Shinhan points(reward points)'	KRW 1 billion	-	8	11	
	Payment of uncollected insurance payments	KRW 1 billion	61	41	59	
	Loans to Technology-Driven Startups	KRW 1 billion	202	1,040	1,346	
	Corporate Success Program	KRW 1 billion	291	219	414	
	Amount signed by Shinhan Hope Love Insurance contract	KRW 1 billion	0.32	0.28	0.24	
	People receiving financial economic education	persons	97,942	117,272	135,983	
Pursuing shared development with suppliers and supporting their CSR activities	Number of suppliers performing a self-diagnosis of their code of conduct	Companies	-	271	376	
	Number of suppliers participating in diagnosis and support for sustainable management	Companies	-	-	32	
	Number of suppliers subject to investigation on transactional satisfaction	Companies	448	684	578	
	Transactional Satisfaction Level of Suppliers	%	86	83	86	
Developing environment-friendly products and services	Balance from Green+ installment savings	KRW 1 million	-	368,604	384,462	
	Balance from New Green Corporate Loan	KRW 1 million	445,484	339,917	201,563	
	Balance from Green Energy Factoring	KRW 1 million	12,664	11,583	8,183	
	Balance of the Green Remodeling Interest Subsidy Loan	KRW 1 million	-	4,548	13,636	
	New deposits of Reimbursement Card for Light Vehicle Fuel Taxes	accounts	-	14,679	63,046	
Using resources efficiently and reducing environmental impact	Direct & indirect greenhouse gas emissions	tCO ₂ eq	105,973	103,472	100,057	
	Amount of copy paper used	ton	995.3	812.9	933.6	
	Investment in the environment	KRW 1 billion	3	7	6	

Scope of Report

- Basic Scope: 8 affiliates including Shinhan Financial Holding Company, Shinhan Bank, Shinhan Card, Shinhan Investment Corp., Shinhan Life Insurance, Shinhan BNP Paribas Asset Management, Shinhan Capital, and Jeju Bank
- Employees participating in education on protecting financial consumers: Shinhan Bank, Shinhan Card, Shinhan Investment Corp., Shinhan Life Insurance, Shinhan BNP Paribas Asset Management
- Education expense and time per person: Data for Shinhan bank in 2013 and 2014, expanded to 8 affiliates starting in 2015
- Employees participating in stress self-diagnosis: Shinhan Bank
- Household Debt Healing Project: Data modified for 2013 and 2014
- Participants of financial economic education: 2013 data modified to data which includes self-education in branches
- Transactional Satisfaction Level: Data for group ICT suppliers