

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 |
| | Below 30 | 4,714 | - | 3,650 |
| By age | 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.