

Redress Manual for Human Rights Violations	Revision No.	Last Revision
	0	Mar. 16, 2023

1. Purpose

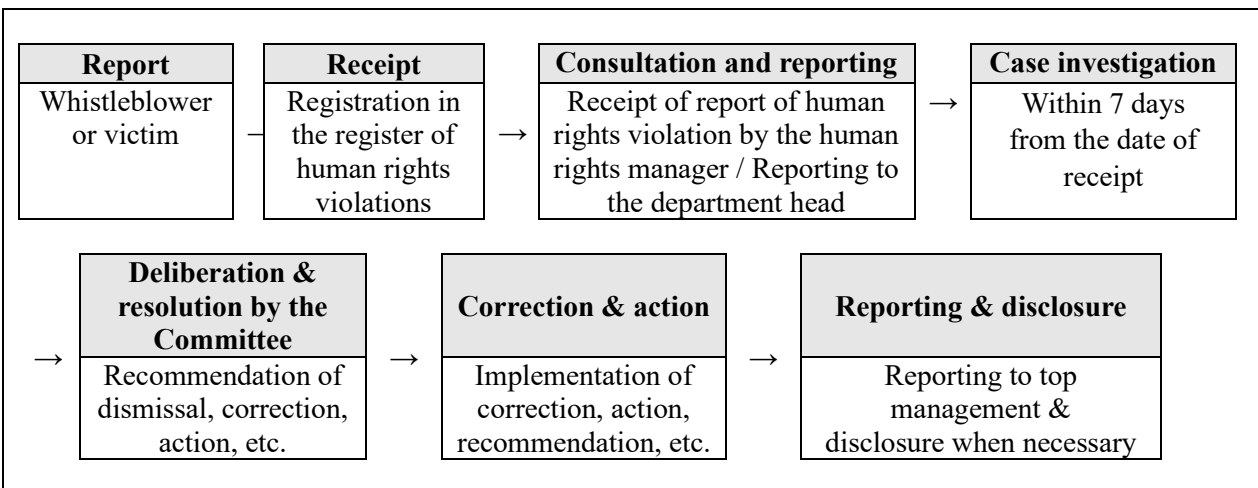
1.1 The purpose of this document is to prevent human rights violations within the organization in accordance with the Human Rights Policy of Hyosung (hereinafter referred to as the "Company") and to outline procedures that will safeguard and compensate victims of human rights violations.

2. Overview of the Redress Process

2.1 Redress organization

In accordance with "8.1 Operation of a grievance handling and consultation center" of the Company's Human Rights Policy, human rights-related issues shall be handled by the HR Team that operates the HR Counseling Center. The Disciplinary Committee (hereinafter referred to as the "Committee") shall be responsible for deliberation and resolution.

2.2 Redress process



3. Action

3.1 Occurrence of violations and reporting

- (1) **(Recognition of incident)** The human rights department and the human rights manager (hereafter referred to as the "manager") shall be made aware of an incident when the victim or a third party requests a consultation or files a report (via e-mail, website, or other means).
- (2) **(Receipt of report)** When a report is filed, the manager shall immediately record it in the human rights violation receipt and handling register. The report's contents, including the whistleblower, the victim, and the nature of the damage, shall be kept strictly confidential, and measures shall be taken to ensure that the whistleblower is not disadvantaged as a result of reporting. However, necessary measures may be excluded if it is evident that the report's contents are intended to cause harm or are false accusations. If the report's content falls under any of the following categories, the report may be rejected without further consideration by the human rights department during an internal review.

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Classification	Details
No. 1	Where it is evident from a report made by a person other than the victim that the victim does not want an investigation or deliberation to take place
No. 2	Where a report is filed more than one year after the date on which the event that prompted the report occurred. This is not the case, however, if the (civil) statute of limitations has not expired in relation to the event that prompted the report, and the Committee has decided to investigate or deliberate
No. 3	Where a trial, an investigation by an investigative agency, or other legal remedies for rights are pending or have concluded in relation to the fact that caused the incident at the time the case was reported
No. 4	Where the complainant withdraws the report

(3) **(Consultation)** The manager shall first introduce himself/herself to the person applying for consultation (the whistleblower) and explain that the confidentiality of the consultation is of the utmost importance. The manager shall then inform the whistleblower that discussing a human rights violation case with a third party outside of the consultation or investigation process may constitute a crime of defamation or insult; however, a sufficient explanation shall be provided so that the applicant is not intimidated. The manager shall encourage the whistleblower to make an objective statement regarding the summary of the incident, but shall refrain from asking unnecessary questions or making unnecessary comments. In order to prevent secondary victimization such as the victim being harassed as a result of work-related disadvantages or rumors about human rights violations and exclusion, the person conducting the counseling investigation shall not divulge the facts learned.

* Checkpoints during a consultation

- Listen to opinions regarding the specifics and methods of the protection measures desired by the victim or what the victim seeks regarding the accused, and confirm the facts behind the victim's request in detail.
- After determining the victim's needs, determine whether the victim wants to solve the issue informally or proceed as a formal case.

* <Questions that should not be asked> during a consultation

- Questions out of curiosity
- Questions unrelated to the incident
- Questions that may cause shame or sexual humiliation
- Statements that convey sympathy and tolerance for the accused
- Statements insinuating that the victim is also responsible
- Statements containing a value judgment
- The manager's arbitrary determination as to whether a violation of the Criminal Act and the Criminal Procedure Act Law has been established

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3.2 Case investigation

(1) **(Investigation)** An investigation shall be conducted as quickly as possible, and the relevant internal committee shall deliberate within thirty (30) days of receiving the report to minimize the psychological burden on the victim. If the case is complex or requires investigation by multiple parties, the deliberation can be extended for up to fifteen (15) days, and the Company shall notify the victim and the whistleblower in writing.

When investigating the victim, the whistleblower, and the accused, the investigation shall take place in the following order: victim → whistleblower → accused. Even if the victim and the accused make contradictory statements about the facts, cross-examination shall not be conducted. If the statements differ, the statements of both parties shall be heard based on their consistency, the testimony of witnesses, and the investigation of the facts. The Company may hire an outside expert to conduct an investigation, depending on the circumstances.

*** Principle of securing evidence**

- To prove human rights violations, the victim or whistleblower shall present evidence, including indirect and circumstantial evidence, and make efforts to obtain such evidence.
- To ensure the accuracy of the evidence during an investigation, it is permissible to record audio with the consent of the other party.

*** Principle of investigating the accused**

- When initiating an investigation into the accused, it shall be stated beforehand that secondary offenses may result in additional punishment.
- Given that the investigator's comments can be used to prepare a defense, the investigator shall proceed with the investigation only after determining whether the question itself contains information.

*** Precautions for conducting in-person investigations**

- Having numerous people participate in an in-person investigation shall be avoided so as to not make the person being investigated feel uncomfortable.
- Dates and locations shall be described as precisely as possible in the statements of victims, witnesses, and the accused, and the accused's actions shall be described in as much detail as possible.

(2) **(Conclusion of investigation)** Once the investigation is complete, the manager shall confirm the details of the investigation and explain that they can request another statement if there were any flaws in the investigation process. The manager shall prepare an investigation report as detailed as possible with the following included: the detailed account of the incident; the profile of the victim, the whistleblower, and the accused; the repetitiveness and continuity of the human rights violation; the extent of the victimization; the victim's request; and the problematic behavior described in the detailed account of the incident. The manager shall inform the whistleblower and the victim of the progress of the investigation via phone, letter, or e-mail.

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3.3 Deliberation and resolution

(1) **(Composition of the Committee)** The Committee shall be composed in accordance with Article 3(2) of the Company's Disciplinary Regulations. Members with a conflict of interest shall not attend, deliberate, or vote on a particular agenda item. Members attending the meeting shall be prohibited from disclosing any confidential information acquired during the Committee's deliberations.

(2) **(Operation of the Committee)** The Committee shall be operated in accordance with Article 3(3) through (9) of the Company's Disciplinary Regulations. Where the Committee decides whether or not there is a violation of human rights following a discussion of the proposed agenda, it shall prepare a written decision on the resolution of such a violation, which must be signed or sealed by the chairperson and members present.

- Measures taken against the violator (e.g. disciplinary action, change of work or workplace, a recommendation for education, complaint, accusation)
- Measures for protecting the victim (e.g. granting paid vacation, a recommendation for change of work or workplace)
- Suggestions for measures to prevent a recurrence

3.4 Correction and action

(1) **(Case closure process)** The whistleblower, the victim, and the accused shall be notified in writing of the outcome of the reported case. The Committee shall listen to the victim's opinions concerning measures to be taken against the accused and victim protection measures.

If the Committee decides on disciplinary action, the type, procedure, effect, etc. of the disciplinary action shall be as specified in the HR Regulations, and the Committee shall consult with the relevant departments in order to expedite the disciplinary procedure. If the accused does not comply with the corrective measures, or if the human rights violator disadvantages the whistleblower for reporting, disciplinary action may be taken. Regardless of the Committee's decision and implementation, the Company shall notify the victim of additional redress measures should the victim desire.

Classification	Complaint, accusation, and appeal agency	Notes
Assault, threat, injury, insult, defamation, coercion, blackmail, sexual assault	Complaints and accusations to a police station or local police agency	Unless exceptional circumstances exist, a complaint filed with the Prosecutor's Office shall be transferred to the National Police Agency (imprisonment or fine)
Unfavorable dispositions for victims, such as unfair dismissal	Complaints to Regional Offices of Employment and Labor	Labor inspectors perform the role of judicial police officers (imprisonment or fine).
When cancellation of unfavorable disposition is required	Application for redress to the Regional Labor Relations Commission	Injunction to return to the original position or monetary compensation
Sexual harassment and other human rights violations	National Human Rights Commission of Korea	If a violation of the Criminal Act and the Criminal Procedure Act Law has occurred, it is best to file a complaint with the National Police Agency or the Regional Office of Employment and Labor first. Recommendations for internal measures and disciplinary actions against violators and responsible parties

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(2) **(Monitoring)** It is necessary to support the victim and monitor the violator for a period of time after the conclusion of the case to ensure non-recurrence of the violation and secondary victimization, such as retaliation.

(3) **(Prohibition of disadvantageous treatment)** According to Article 109(1) of the Labor Standards Act, "Prohibition of Workplace Harassment," employers are prohibited from dismissing or otherwise mistreating employees who report human rights violations or seek compensation for damages. More information regarding dismissal and other disadvantageous treatment is stipulated in Article 14(6) of the Equal Employment Opportunity and Work-Family Balance Assistance Act, and disadvantageous treatment related to sexual harassment shall be subject to punishment by imprisonment with labor for up to three (3) years or a fine of KRW 30 million in accordance with Article 37(2) of the same Act.

It shall be deemed that the duty to protect the victim has been breached when unfavorable measures, such as disciplinary action, are taken against a third party who assisted the victim in resolving a problem unless there are exceptional circumstances.

End of Document.

[Attachment 1] Human Rights Violation Report (Template)

[Attachment 2] Human Rights Violation Receipt and Handling Register (Template)

[Attachment 3] Written Decision on Human Rights Violation Resolution (Template)

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[Attachment 1] Human Rights Violation Report (Template)

Human Rights Violation Report

	Name	Affiliation	
Reported Matters			
Time and Place of Incident			
Accused			
Reporter			
Details of Human Rights Violations			

Date: MM/DD/YY

Reporter (signature)

* This form can be altered according to circumstances.

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[Attachment 2] Human Rights Violation Receipt and Handling Register

Human Rights Violation Receipt and Handling Register

No.	Date of Receipt	Reporter		Details of Human Rights Violations	Processing Result	Date of Reply	Confirmed by	
		Name	Affiliation				Consultant	Chairperson

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[Attachment 3] Written Decision on Human Rights Violation Resolution

Written Decision on Human Rights Violation Deliberation

Regarding the human rights violation report case presented to the 00st/nd/th Hyosung Human Rights Management Committee (or the ESG Management Promotion Committee), the Committee deliberates and reaches the following conclusion.

- Conclusion -

Case Name	
Decision	

Date: MM/DD/YY

Chairperson of the Company-wide Disciplinary Committee (signature or seal)

* This form can be altered according to circumstances.