KB Financial Group

KB Financial Group Human Rights Policy

Purpose

We, at KB Financial Group (KBFG), set human rights policy as a cornerstone of our endeavors in promoting the happiness of all of our stakeholders including customers and in achieving a better world by practicing human rights-oriented management and preventing any potential human rights infringements that may occur throughout the Group's management activities. We are fully committed to protecting and enhancing human rights for our customers, employees, shareholders, investors, suppliers, and local communities to make a better world to live in through our financial services and become the most trusted life-long financial partner for all times.

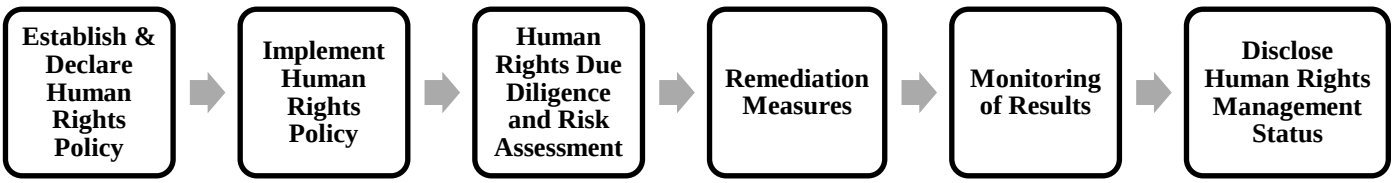
In implementing human rights management, KB Financial Group adheres to international standards and guidelines regarding human rights and labor such as the Universal Declaration of Human Rights, UN Guiding Principles on Business and Human Rights, and ILO's Declaration on the Fundamental Principles and Rights at Work, among others.

Scope

Our human rights policy is applied to subsidiaries of the Group as well as joint ventures, suppliers and the Group's M&A targets. All employees of the Group observe the human rights policy. All stakeholders who have business relationships with the Group such as our customers and suppliers are expected to respect the human rights policy.

Management Process

The human rights policy underpins the Group's day-to-day human rights management, and we conduct assessment on human rights to identify any potential source of human rights-related risks, take remediation measures and disclose results.



1) Establishment and Declaration of Human Rights Policy

- KBFG has established a human rights policy based on international human rights standards and transparently discloses its contents to both internal and external stakeholders.

2) Implementation of Human Rights Management

- KBFG implements human rights management by operating a systematic human rights impact assessment and due diligence process, as outlined below. Under the leadership of the ESG Division, KB Financial Group conducts annual due diligence targeting employees and business partners. Each subsidiary ensures objectivity and expertise by collaborating with their respective human rights management departments and external experts.

3) Human Rights Due Diligence and Risk Assessment

- KBFG identifies stakeholders exposed to potential human rights risks—such as employees, suppliers, and customers—prioritizing those at high risk. Actual and potential risks are identified through surveys, interviews, site visits, and analysis of grievance channels. Identified risks are reviewed by external human rights experts, and third-party verification performed when necessary.

4) Remediation Measures

- For major human rights risks identified through due diligence, the Group develops improvement measures through cross-departmental collaboration and develops short- and long-term implementation plans. For areas with high risk of human rights violations, corrective actions and employee training are also conducted to prevent recurrence.

5) Monitoring of Results

- The implementation status of corrective measures related to identified human rights risks is regularly monitored. Based on the outcomes, the Group continuously improves its human rights risk management process.

6) Disclose Human Rights Management Status

- The results of human rights due diligence are reported to the senior management and the ESG committee, and disclosed through the Sustainability Report and the Group's website. Outcomes of major risk mitigation results and best practices are shared with key stakeholders.

Guiding Principles

■ Protection of Employees' Human Rights

1) Prohibition of discrimination

- KBFG prohibits discrimination against employees based on their gender, race, ethnicity, nationality, religion, disability, age, political view, and/or place of origin.

2) Prohibition of human trafficking

- KBFG prohibits any actions that inhumanely objectifies people as tradable commodities such as slavery in all management activities.

3) Prohibition of forced labor /child labor

- KBFG does not coerce our employees to work against their will and prohibits child labor

4) Guarantee of the freedoms of association and collective bargaining

- KBFG respects labor-related laws in countries in which the human rights policy is applied and provides all employees with an unbridled opportunity for communication

5) Guarantee of fair compensation and growth opportunity

- KBFG runs a fair and impartial evaluation and reward system and offers equal self-development opportunities based on employees' competencies.

6) Guarantee of health and safety

- KBFG abides by rules and regulations regarding occupational health and safety.

7) Ensure Fair Working Condition

- KBFG ensures that employees can maintain a basic standard of living by complying with the relevant laws of each country, including the provision of a living wage. The Group also sets limits on overtime, provides annual paid leave, ensures non-discriminatory compensation regardless of gender, and ensures prior consultation and notice periods in case of large-scale workforce reductions.

■ Protection of Customers' Human Rights

- Behind our minds and behaviors, there always lies our customers, and that's the reason we strive to fulfill our customers' satisfaction with the best financial products and services.
- We provide our customers with equal financial services regardless of their gender, race, ethnicity, nationality, religion, disability, age, political view, and/or place of origin.
- In addition, we do not ask our customers to provide excessive information and do our best to establish and run appropriate systems and procedures to protect customer information.

■ Protection of Stakeholders and Investors' Human Rights

- KBFG forges a trust with our shareholders and investors as it respects reasonable requests and suggestions put forward by them.
- We maintain accurate records of accounting information in accordance with the established accounting principles to ensure management transparency,
- Furthermore, we present complete management information in a timely and complete manner in compliant with the relevant laws and regulations to facilitate shareholders and investors to make an informed and reasonable investment decision.

■ Protection of Suppliers' Human Rights

- KBFG establishes mutual trust with suppliers building on fair business practices.
- Our suppliers are treated as an equal partner in business relations to ensure co-prosperity.
- We do not make unjust demands such as monetary compensation and entertainment upon suppliers to ensure integrity in business contracts.

■ Protection of Local Community's Human Rights

- As a member of the local community, KBFG fulfills our responsibilities as a member of local community to develop the community where we operate through various social responsibility activities.
- When making decisions on loans and/or investments, we consider their impact on members of the local community and the environment.
- As a financial institution, we comply with the real-name financial system and take leadership in anti-money laundering to cultivate a transparent and credible financial market environment.