Shinhan Financial Group Human Rights Policy

Article 1, Purpose

Shinhan Financial Group complies with internationally recognized human rights standards, including the Universal Declaration of Human Rights, the Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises as well as the laws and regulations of the countries in which it operates. The Group also respects the labor principles set forth by the International Labour Organization(ILO).

Based on these standards and principles, Shinhan Financial Group aims to implement human rights management that respects and protects human rights across all its business activities.

Article 2, Scope

This Policy applies to Shinhan Financial Group and all of its employees. It is also recommended that stakeholders engaging in business with Shinhan Financial Group, including customers, shareholders, investors and suppliers, as well as local communities, comply with this policy or adopt standards equivalent to those set forth herein.

Article 3, Guiding Principles

Shinhan Financial Group establishes its mission, "Warm Finance for a Better World", which reflects its commitment to "bringing benefits to the world through finance". Based on this mission, the Group seeks to build a mutually beneficial and cooperative relationship among customers, the Group, and society by creating customer value, Shinhan value, and social value.

Grounded in this management philosophy, Shinhan Financial Group respects the human rights of all stakeholders across its business activities and faithfully implements these human rights principles.

Shinhan Financial Group shall:

- Prohibit all forms of discrimination and harassment on the basis of gender, age, race, nationality, disability, religion, political opinion, sexual orientation, or any other status.

- Respect and protect the rights of women and prevent human rights violations, including discrimination against women.
- Prohibit all forms of child labor and forced labor, and comply with the labor standards set forth by the International Labour Organization.

Article 4, Human Rights of Employees

- Employees shall comply with applicable laws and regulations, internal policies, and the Code of Conduct, including these Human Rights Principles, and shall respect the human rights of one another and refrain from any acts of infringement.
- Shinhan Financial Group shall provide education and training, in accordance with applicable laws and regulations, to promote human rights protection and awareness, including the prevention of sexual harassment, workplace bullying, and prejudice.
- In accordance with applicable labor laws and regulations, Shinhan Financial Group respects employees' rights to freedoms of association and collective bargaining, and prohibits any unfair treatment or discrimination on the basis of union membership or participation in union activities.

Article 5, Human Rights of Customers

- Shinhan Financial Group shall conduct its business activities in a reasonable manner, with the aim of enhancing the quality and reliability of its financial products and services.
- Shinhan Financial Group shall not impose unnecessary costs on customers or require the provision of excessive information.
- Shinhan Financial Group respects customers' privacy and shall implement appropriate measures to ensure information security in the collection, storage, and processing of personal data.

Article 6, Human Rights of Shareholders and Investors

- Shinhan Financial Group shall provide shareholders and investors with necessary information in a timely manner in accordance with applicable laws and regulations, and shall not selectively disclose undisclosed information to any particular party.
- Shinhan Financial Group shall pursue stable and sound returns and ensure the legitimate exercise of the rights of shareholders and investors
- Shinhan Financial Group shall maintain the accuracy and reliability of accounting information in accordance with applicable accounting principles, and operate effective risk management and internal control systems.

Article 7, Human Rights of Suppliers

- Shinhan Financial Group recognizes its suppliers as cooperative partners and shall support and encourage the respect and protection of human rights across its suppliers.
- Transactions and bidding processes with suppliers shall be conducted on the basis of fair competition. Shinhan Financial Group prohibits unfair practices, including the provision of preferential or discriminatory information to specific parties, and shall maintain fair and inclusive business practices in the selection and engagement of suppliers.

- Shinhan Financial Group shall review the potential for human rights risks in its transactions with suppliers. In cases of non-compliance with human rights standards, the Group shall recommend improvements and pursue necessary

Article 8, Human Rights of Local Communities

- As a financial group, Shinhan Financial Group recognizes its responsibility to contribute to the development of local communities and strives to create social value.
- Shinhan Financial Group shall prohibit discrimination against vulnerable groups in providing financial products and services, offering employment opportunities, and supporting participation in financial education, taking into account the human rights of local communities.
- Shinhan Financial Group shall review the environmental and social impacts of its

lending and investment activities on local communities, and make decision with due consideration of potential human rights risks and impacts.

Article 9, Human Rights Risk Management System

Shinhan Financial Group establishes and operates a human rights risk management system to systematically identify, assess, and manage human rights risks that may arise in the course of its business activities and the provision of financial services, and to prevent human rights violations.

A. Definition of Human Rights Issues and Stakeholders

Shinhan Financial Group shall define key human rights issues related to its business activities and identify stakeholders who may be affected.

- Shinhan Financial Group shall identify key stakeholders, including employees, customers, shareholders, investors, suppliers, and local communities.

- Shinhan Financial Group shall review human rights issues that may impact stakeholders in the course of its business activities.

- Shinhan Financial Group shall derive and prioritize key human rights issues requiring management, taking into account the Group's business characteristics and industry environment.

B. Conduct of Human Rights Due Diligence

Shinhan Financial Group shall conduct human rights due diligence to prevent and manage human rights risks.

① Risk Identification

- Shinhan Financial Group shall identify human rights risk factors that may arise in the course of its business activities.

- Shinhan Financial Group shall review human rights issues that may affect key stakeholders.

② Impact Assessment

- Shinhan Financial Group shall assess the significance of identified human rights risks by considering the likelihood of occurrence and the severity of impact.

- Where necessary, Shinhan Financial Group may conduct human rights impact assessments using various methods, including document reviews, on-site observations, and stakeholder interviews.

③ Establishment and Implementation of Mitigation Measures

- Shinhan Financial Group shall establish and implement action plans to prevent and mitigate identified human rights risks.

- In the event of human rights violations, Shinhan Financial Group shall take appropriate measures to protect affected individuals and provide necessary remedy.

④ Monitoring

- Shinhan Financial Group shall operate multiple grievance channels through which employees and stakeholders may raise concerns related to human rights violations.

- The results of human rights due diligence shall be reflected in the Group's human rights risk management activities and institutional improvement.

C. Grievance Mechanism and Handling of Human Rights-Related Complaints

① Operation of Grievance Channels

Shinhan Financial Group shall operate multiple grievance channels through which employees and stakeholders may raise concerns related to human rights violations.

② Methods of Filing Grievances

- Grievances may include the type of human rights violation, details of the incident, and relevant information.

- Submitted grievances shall be reviewed by the relevant department, followed by necessary investigation procedures.

- Shinhan Financial Group shall ensure that whistleblowers, victims, and cooperating parties are protected from any disadvantage or retaliation as a result of reporting or cooperating.

③ Grievance Handling Process

- Reported human rights-related grievances shall be handled in accordance with the following procedures:

