

LG CNS Human Rights and Labor Policy

1. Introduction and Basic Principles

LG CNS strives to coexist with customers, employees, shareholders and investors, partners, and local communities, and respects the human rights and values of all stakeholders. We will continuously strive to comply with labor laws and customer requirements in each country or region where we operate, and will make every effort to make necessary improvements.

LG CNS complies with the human rights protection and labor standards of international organizations, including the OECD Guidelines for Multinational Enterprises, the Ten Principles of the UN Global Compact (UNGC), the UN Convention on the Rights of the Child, the International Labor Organization (ILO) Core Conventions, and the UN Guiding Principles on Business and Human Rights, centered on the UN Universal Declaration of Human Rights. This policy has been established based on these standards.

LG CNS declares that it will respect human rights in all business operations based on this policy and local laws and regulations where its business sites are located.

2. Scope of Application

This policy applies to all LG CNS business sites, both domestically and internationally, as well as its affiliates, partners, and joint ventures. All LG CNS employees must comply with this policy when performing their duties. If the policy conflicts with the laws of a country where LG CNS conducts business, LG CNS will respect local laws and strive to adhere to higher standards. Furthermore, based on this policy, LG CNS will identify any negative human rights impacts arising from its business activities and make every effort to prevent and mitigate them. If human rights violations inevitably occur, LG CNS will take measures to minimize the impact in accordance with established remedial procedures.

3. Operating System

① Human Rights Management Governance

LG CNS respects human rights and strives to prevent human rights violations. To this end, we have established a company-wide human rights management department to carry out human rights management tasks. We also review and manage the status of human rights management and potential risks through the ESG Committee and Compliance Committee. Furthermore, LG CNS recognizes the importance of active communication with internal and external stakeholders to establish human rights management. We regularly communicate this

policy to stakeholders, including employees, partners, and affiliates, to share our human rights management principles with them. Furthermore, we regularly collect feedback on human rights management and encourage their participation through communication channels with internal and external stakeholders, which we use to improve our human rights management.

② Human Rights Risks Management System

LG CNS operates a human rights impact assessment process to manage human rights risks across its business operations. Human rights impact assessments are conducted across all business sites and partner companies. Risks identified through these assessments are addressed and implemented in collaboration with relevant departments.

③ Grievance Handling Process

LG CNS operates a 24/7 grievance handling process. Employees can report grievances and receive assistance at any time through the company's anonymous grievance handling bulletin board. Furthermore, all internal and external stakeholders can submit reports through various reporting channels (employee counseling programs, surveys, grievance counseling centers, etc.). Upon receiving a report of a human rights violation, LG CNS immediately takes steps to protect the reporter and conducts a verification/investigation process. After determining whether a human rights violation has occurred, improvement measures are developed and follow-up measures are implemented. All reports and the information of the reporter will be kept anonymous, and any retaliatory actions, including disadvantages or discrimination, resulting from reporting will be prohibited.

LG CNS will not ask you to waive your legal rights, will not impede access to judicial or non-judicial mechanisms under any circumstances, and will actively cooperate when necessary.

4. Detailed Policy (Main Provisions)

① Respect for Humanity

We respect all workers as human beings and ensure that no harsh or inhumane treatment, including sexual harassment or abuse, corporal punishment, mental or physical coercion, verbal abuse, or unreasonable restrictions in the workplace, is tolerated.

② Prohibition of Discrimination

In operating personnel systems such as hiring, promotion, compensation, and training opportunities for executives and employees, and in providing products and services, we will not discriminate on the basis of nationality, race, age, gender, sexual orientation, disability, pregnancy, religion, membership in a political group, membership in a labor union, or marital

status. In addition, we continuously monitor the gender pay gap to ensure equal pay for men and women.

③ Prohibition of Forced Labor

We do not force individuals to work against their will by unduly restricting their mental or physical freedom through violence, threats, confinement, or other means. All work must be voluntary, and we will not require workers to surrender government-issued identification, passports, or work permits as a condition of employment.

④ Prohibition of Child Labor

We do not employ child workers for any position and prohibit child labor under any circumstances. "Child" refers to anyone under a certain minimum age, which is determined by the laws and regulations of each country and region. When employing children over the legal minimum employment age, we comply with the legal working hours and do not assign them to jobs that are hazardous or dangerous to health, safety, morals, or health.

⑤ Compliance with Working Hours

We comply with the regulations regarding regular and overtime work hours and annual paid leaves specified in the laws and regulations of each country and region. We also ensure that employees receive fair compensation for overtime work. The fixed annual salary includes a base salary and a fixed overtime allowance for 40 hours of overtime per month; for any overtime worked beyond this, additional pay is provided in accordance with legal standards based on the actual hours worked.

⑥ Wages and Welfare Benefits

Compensation provided to all workers complies with all applicable national and regional labor laws, including minimum wages, overtime, and statutory welfare benefits. In addition, to ensure a stable quality of life for our employees, we continuously review the living wage (fair wage) level and maintain compensation levels that exceed the industry average in the information and communications sector.

⑦ Freedom of Association

We recognize the freedom and right of association guaranteed by the labor-related laws of each country and region. We create an environment where workers can communicate with management about working conditions without fear of discrimination, retaliation, intimidation, or harassment.

⑧ Protection of Personal Information

We strictly protect the personal data of our stakeholders and will not disclose or use such information for any other purpose without their prior consent. Furthermore, we will provide truthful information, refrain from providing false information or facts, and always keep our promises.

⑨ Safety and Health

We foster a safe and hygienic work environment for all employees, including executives and employees of partner companies. We establish a safety and health management system to prevent accidents and comply with safety and health-related laws.

⑩ Job Security

In cases where employment is significantly affected, such as layoffs for business reasons, we provide at least 30 days' advance notice or take equivalent measures in accordance with Articles 26 and 24 of the Labor Standards Act. To ensure procedural fairness, we make every effort to avoid layoffs, select affected employees based on reasonable and fair criteria, and consult sincerely with employee representatives.

5. Reference and Criteria

This policy complies with the following international standards:

- Universal Declaration of Human Rights (UDHR)
- International Bill of Human Rights
- UN Guiding Principles on Business and Human Rights
- ILO Fundamental Conventions
- DACA (Deferred Action for Childhood Arrivals) Principles
- OECD Guidelines for Multinational Enterprises
- UN Convention on the Elimination of Discrimination against Women (CEDAW)
- UN Convention on the Rights of the Child (CRC, UN Children's Rights and Business Principles)
- International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families