

LOTTE
SHOPPING

Human Rights Management Policies



Declaration on Human Rights Management

As a leading retail company in Korea, LOTTE Shopping strives to pursue the mission, “We enrich people's lives by providing products and services that our customers love and trust”. Under this mission, we have set basic principles for human rights management to respect and practice human rights with the highest priority in all management activities to provide the best values to our various stakeholders, including our employees.

LOTTE Shopping declares that we:

Comply with international human rights standards and guidelines, including the UN Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, and the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work, etc. We comply with local human rights and labor laws and regulations in all nations or regions where our business sites are located.

Apply these human rights principles to all members of the company. Also, we support our customers, suppliers, and local communities related to LOTTE Shopping's value chain to respect these human rights principles.

Establish a human rights management system to practice and continue the human rights management and share the results with our stakeholders. All executives and employees of LOTTE Shopping shall perform duties guided by the human rights management principles and system.

Basic Principles

For customers

LOTTE Shopping constantly strives to guarantee the quality of our products and services related to customers' safety. With dedicated attention, we collect and reflect opinions from our customers to provide better services. We spare no effort to provide precise and fast responses to our customers' demands. We are committed to protecting customers' information collected during the course of our duties from being abused and do our best to improve any complaints from customers and prevent their recurrence.

For employees

LOTTE Shopping respects the human rights of all executives and employees in the company. We establish an organizational culture to respect diversity and strive to provide a better work environment to all employees.

We prohibit all kinds of involuntary labor against one's will, keep labor hours according to the laws and implement labor laws and regulations in each country. We guarantee employees' wages and welfare and create a humanitarian work environment by respecting their privacy and personal information and prohibiting any act of harassment or discrimination in the workplace.

We guarantee freedom of association of our employees, provide ample chances for communication, and respect domestic and international labor-related laws.

For the safe operation of our business sites, we establish a safety and health management system and conduct safety inspections and maintenance activities in our business sites, machines, equipment, and facilities therein. We strive to provide a safe work environment by doing our best to manage accidents at business sites such as disasters and diseases and respond to emergencies.

For suppliers

LOTTE Shopping recognizes all suppliers as equal business partners. We are committed to establishing a fair and transparent supply chain for mutual growth.

We prohibit any act of corruption in relations with our partners and do not ask for or promise any wrongful interest.

We do not allow any act of irrationality, such as unlawfully obtaining or misusing a competitor's information and abusing authority.

For local communities

LOTTE Shopping ensures not to violate local community residents' human rights in its duties, protect rights for safety and health and the freedom of residence. We fulfill our social responsibilities through various forms of contribution activities for local communities.

LOTTE Shopping respects human rights with systematic human rights management.

LOTTE Shopping is dedicated to establishing the human rights management system for consistent and systematic implementation and improvement of human rights management. With the system for due diligence and evaluating human rights risks, we proactively prevent human rights violations. We are committed to minimizing the damage due to human rights violations by operating a case report channel, searching for remedies, and implementing measures to protect victims and prevent the recurrence of similar cases.

We have guidelines for our employees' better understanding of human rights management and its stable establishment in the organization. By providing related training regularly, we make company-wide efforts and encourage participation to realize human rights management.

Appendix

References

These human rights policies pursue the spirit and values stipulated in various international human rights norms and related laws and regulations. We enacted the policies based on the following declarations and conventions.

1. Universal Declaration of Human Rights, UN General Assembly.
2. The Ten Principles of the UN Global Compact, UN Global Compact.
3. International Labour Organization's Declaration on Fundamental Principles and Rights at Work, ILO.
4. United Nations Convention Against Corruption, UN General Assembly.
5. The OECD Guidelines for Multinational Enterprises, OECD.
6. UN Guiding Principles on Business and Human Rights, UNGP.
7. UN SDGs (<https://sustainabledevelopment.un.org/>)