



UN Global Compact COP 2009

Another Step forward Trust

About this report

This is Korea Workers' Compensation & Welfare Service(COMWEL)'s first COP(Communication on Progress) since we joined the UN Global Compact.

This report includes performance data from the period beginning January 1, 2009, and ending December 31, 2009(fiscal year 2009). However, it also covers data before and after the fiscal year 2009 for providing precise information to stakeholder.

The scope of the report is the head office and 6 regional head quarters including 49 branch offices.

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CEO's Message



The year 2009 found much more changes and crises than ever. The global financial crisis triggered by the USA endangered the global economy with decreasing exports and economic recession, which, in turn, led to the financial jitters of the domestic economy.

Governments and firms have to survive the economic crisis spreading all over the world through retrenched finance. This is why the finance of domestic social insurances has emerged as one of important issues. Increasing unemployment and decreasing CSI (Customer Sentiment Index) clearly brought out the importance of social welfare services. Also, a more deepened income gap between regular workers and irregular workers has widened a social divide. In a situation like this, it's imperative that we, the Korea Workers' Compensation & Welfare Service ("COMWEL"), play a more active role in protecting socially vulnerable workers.

To line up with governmental policies to respond to this challenge through



reinforcing the market functions of public sectors, helping with socially-vulnerable workers' self-supports, and consequently, creating sustainable employment, we played a role as social welfare service provider by expanding loan services for vulnerable workers (KRW 25 billion in 2008 to KRW 279 billion in 2009), subrogation programs for workers with wages in arrears (KRW 188.1 billion in 2008 to KRW 308 billion in 2009), childcare programs that enable the balance between working life and family life, various business start-up programs, etc.

To become the most ethical and transparent government organization that pursue ethical management in compliance with global standards, we became a member of the "UN Global Compact" in September, 2009. Since then, we have tried to faithfully and actively comply with the 10 principles of the UN Global Compact," and internalize them in our own organization culture and strategy in an organization-wide way. As a result, we were selected as "Very Excellent Organization" in the evaluation of anti-corruption policies carried out under the supervision of the Korean Anti-Corruption and Civil Rights Commission in 2009, and as "Excellent Organization with Labor-Management Culture" in the same year.

With the publication of this Sustainability Report 2010 that contains how well we, the COMWEL, complied with the 10 principles of the UN Global Compact in the last year, we'll continuously try to perform our own social responsibilities, and thereby, compensate for the past unsatisfactory performances of our own. To do so, we need your changeless interests and encouragement so that we may faithfully play a role as social safety net for socially-vulnerable people.

September, 2010

President of COMWEL
(Korea Workers' Compensation & Welfare Service)
Shin Young-Chul





INTRODUCTION OF THE COMWEL



1 PURPOSE OF ESTABLISHMENT

Workers' Compensation Insurance Act ("WCI Act") (Establishment of Korea Workers' Compensation & Welfare Service) : In order to efficiently carry out activities aimed at attaining the purpose prescribed in the same clause under the entrustment of the Minister of Labor, the Korea Workers' Compensation & Welfare Service shall be established.

The COMWEL is dedicated to fulfilling its role as "the best workers' compensation insurance and welfare service provider" and contributing to "improving workers' quality of life" by providing services regarding workers' compensation insurance (under Industrial Accident Compensation Insurance Act), application and collection of employment insurance (under Employment Insurance Act), workers' welfare (under Basic Workers Welfare Act), unemployment support and wage claim guarantee (under Framework Act on Employment Policy and Wage Claim Guarantee Act).

2 HISTORY

May 1, 1995	Was established to start workers' compensation services and other welfare services for industrially-injured workers, including other general workers
May 1, 1995	Publicized the CI & proclaimed New Organization Culture
April 15, 1998	Started the provision of loan services for unemployed workers (Newly introduced services to support those hit by the 97' Asian Crisis)
July 1, 1998	Introduced the wage claim guarantee program (Guaranteeing wages of 3 months and retirement allowances of 3 years in case of unemployment due to bankruptcy of the employer)
October 1, 1999	Was entrusted with Employment Insurance services including their application and premium collection by the Ministry of Employment & Labor
January 1, 2002	Started a credit guarantee program for workers (Providing credit guarantee services for workers without collateral)
January 1, 2005	Started the engagement in the integrated collection of premiums in accordance with Employment Insurance and Workers' Compensation Insurance
January 1, 2008	Started the provision of coverage for workers suffering from pneumoconiosis
April 28, 2010	Unified the Korea Workers Accident Medical Corporation (K-medi)



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SERVICES

Category	Activities
Workers' Compensation Insurance (WCI)	<ul style="list-style-type: none"> Medical, rehabilitation and compensation services for industrially-injured workers → Benefit payments of KRW 3.4631 trillion to 250,000 injured workers annually Support for workplaces with 1 worker or more in joining WCI and premium payment → 1,560,000 workplaces(13.88 million workers)/annual premium of KRW 4.8653 trillion
Employment Insurance (EI)	<ul style="list-style-type: none"> Support for workplaces with 1 worker or more in joining EI and premium payment → 1,390,000 workplaces (9.76 million workers)/annual premium of KRW 4.1423 trillion
Workers Welfare	<ul style="list-style-type: none"> Support for socially-vulnerable workers including providing credit guarantee service for workers without collateral → Annual amount of KRW 424 billion for 96,000 workers
Wage Claim Guarantee	<ul style="list-style-type: none"> Payment of overdue wages (3 months) and retirement allowances(3 years) for those who lost job due to bankruptcy → Annual amount of KRW 308 billion for 65,000 workers

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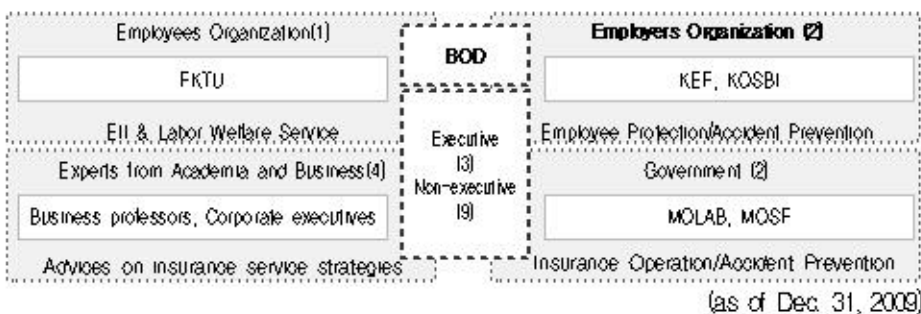
BOARD OF DIRECTORS

Position	Name	Term	Brief Biography	Remark
Chairman	Shin, Young Chul	Jul. 12, 2010 ~ Jul. 11, 2013	<ul style="list-style-type: none"> Department of Public Administration, Sungkyunkwan University Head of Employment Policy Office, Ministry of Employment & Labor 	Full-time
Auditor	Seo, Song Ju	Jan. 16, 2009 ~ Jan. 15, 2011	<ul style="list-style-type: none"> Department of Political Science, Korea University Adviser to the 17th Presidential Inaugural Committee 	Full-time
Executive Vice-President of Planning	Lee, Yoo Heon	Nov. 24, 2008 ~ Nov. 23, 2010	<ul style="list-style-type: none"> Public Administration, Kyungpook National University Graduate School President, Labor and Capital (labor law firm) 	Full-time
Executive Vice-President of Finance and Welfare	Lee, Eun Ae	Feb. 12, 2010 ~ Feb. 11, 2012	<ul style="list-style-type: none"> MA in Labor Law, Graduate School of Soongsil University Chief of COMWEL regional headquarter in Daejeon 	Full-time
Executive Vice-President of Workers' Compensation Benefit	Jeong, Ku Heon	Jun. 12, 2010 ~ Jun. 12, 2011	<ul style="list-style-type: none"> MA in Business Administration, Graduate School of Soongsil University Chief of COMWEL regional headquarter in Gyeongju 	Full-time
Executive Vice-President of Workers' Compensation Medical Service	Ku, Bon Gun	Apr. 30, 2010 ~ Apr. 29, 2012	<ul style="list-style-type: none"> MA in Culinary Arts, Graduate School of Kyonggi University Auditor at K-med 	Full-time
Non-Executive Director	Kim, Young Bae	Nov. 8, 2009 ~ Nov. 7, 2010	<ul style="list-style-type: none"> PhD in Economics, University of Georgia (present) Executive Vice-Chairman of Korea Employers Federation 	Part-time
Non-Executive Director	Moon, Ok Pyun	Jan. 21, 2009 ~ Jan. 20, 2011	<ul style="list-style-type: none"> MA in Health Administration, University of Michigan (present) Professor Emeritus at Seoul National University 	Part-time
Non-Executive Director	Park, Chan Yong	Jan. 21, 2009 ~ Jan. 20, 2011	<ul style="list-style-type: none"> Economics Department, Sungkyunkwan University (present) Vice President, Samshin Chemicals 	Part-time
Non-Executive Director	Shin, Deok Sun	Jan. 21, 2009 ~ Jan. 20, 2011	<ul style="list-style-type: none"> Kyongju Technical High School Professor at Seoul Metro Human Resources Development Center 	Part-time
Non-Executive Director	Lee, Kang Seong	Jan. 12, 2009 ~ Jan. 20, 2011	<ul style="list-style-type: none"> PhD in Economics, Graduate School of Seoul National University (present) Associate professor at Economics Department, Sahmyook University 	Part-time
Non-Executive Director	Baek, Heon Gi	Apr. 2, 2009 ~ Apr. 1, 2011	<ul style="list-style-type: none"> Graduate School of Labor and Industrial Relations, Soongsil University (present) General Secretary of Federation of Korean Trade Unions 	Part-time
Non-Executive Director (Ex-officio)	Kim, Gyu Ok	Feb. 19, 2009 ~	<ul style="list-style-type: none"> MA in Economics, University of Michigan (present) Director General for Social Budget, Ministry of Strategy and Finance 	Part-time
Non-Executive Director (Ex-officio)	Jeong, Hyun Ok	Jan. 18, 2010 ~	<ul style="list-style-type: none"> MA in Labor and Industrial Relations, University of Wisconsin-Madison (present) Director General for the Labor Standard Bureau, Ministry of Employment and Labor 	Part-time

* As of the date this report was written

□ Board of Directors for Better Strategic Management

Three of the COMWEL's four new non-executive directors are management experts from academic and business circles and are expected to contribute to strategic management of the organization. Board Nominating Committee improved the fairness and transparency of the nomination procedure, and non-executive directors were selected utilizing our expert human resources pod (Apr. 2009).

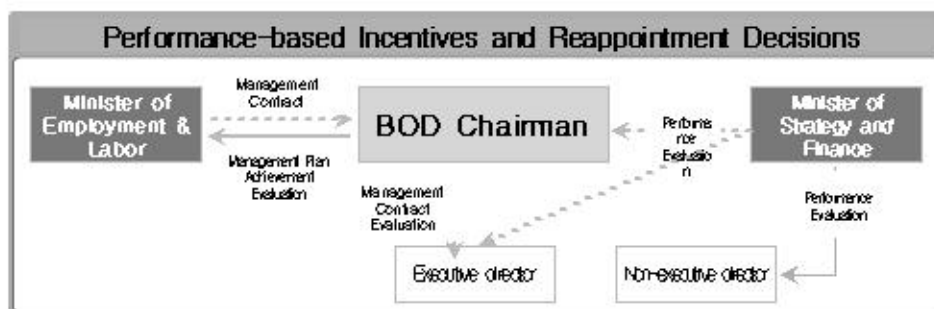


<Non-Executive Board>



□ Reinforcing the Board's Responsibility through Performance-based Contract

Chairman and executive directors are subject to performance-based contract, where their management performance determines the level of incentives and whether to reappoint or replace them.



<Non-Executive Director>

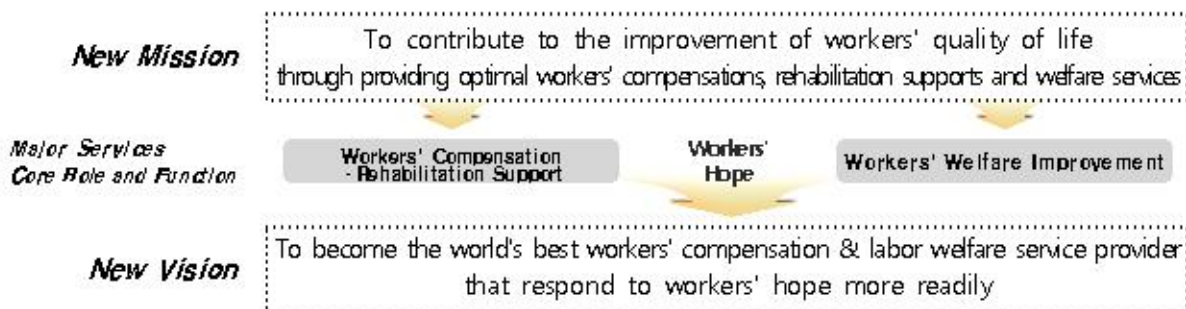


□ Ensuring the Independence of Non-executive Directors

The COMWEL holds non-executive board meetings prior to full board meetings where non-executive directors are given information on agendas and opportunities to make policy proposals to realize socially responsible management through ensuring the check and monitoring functions of non-executive directors.

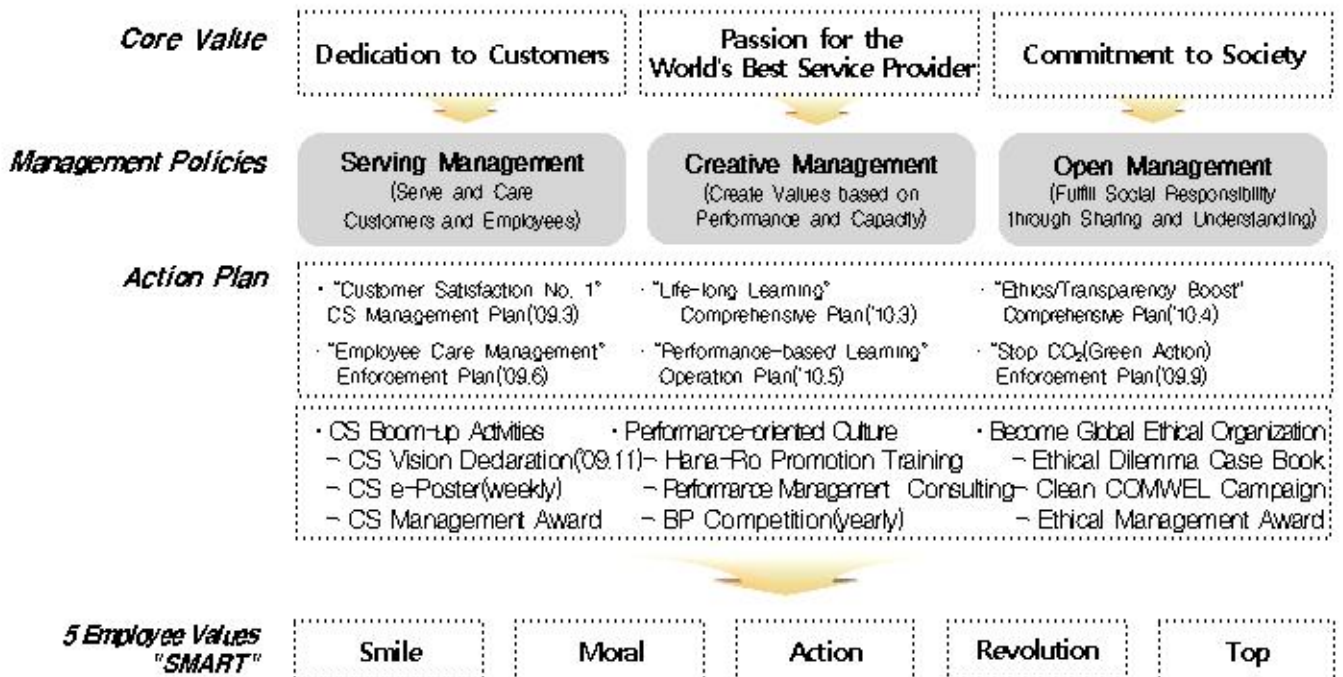
□ The COMWEL's Mission and Vision

The COMWEL has launched new Mission and Vision reflecting the organizational goals of establishment, after conducting a comprehensive management environment analysis, internal/external surveys, workshops(4 times), benchmarking other organizations/overseas WCI organizations/Global 500 World's Largest Companies, strategic meetings(4 times), and external assessment(3 times) from June to September 2009.

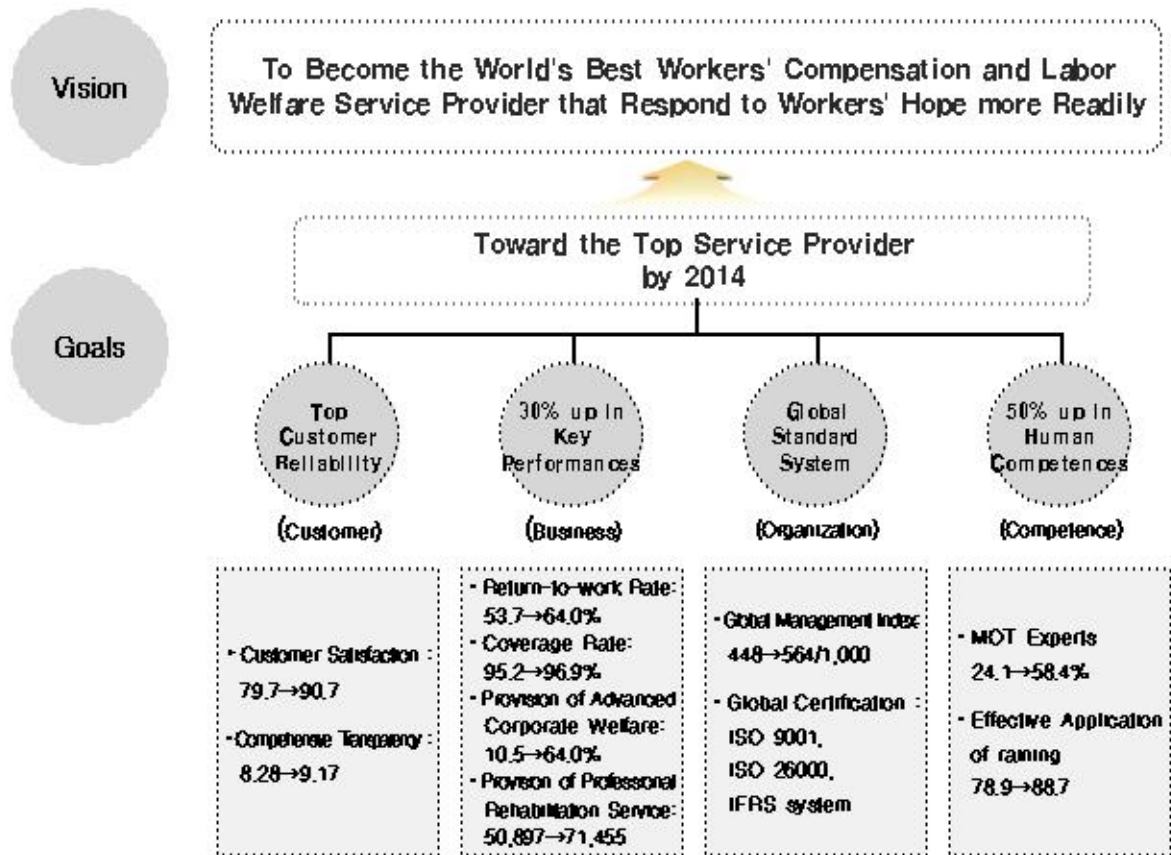


□ Core Values and Management Policies

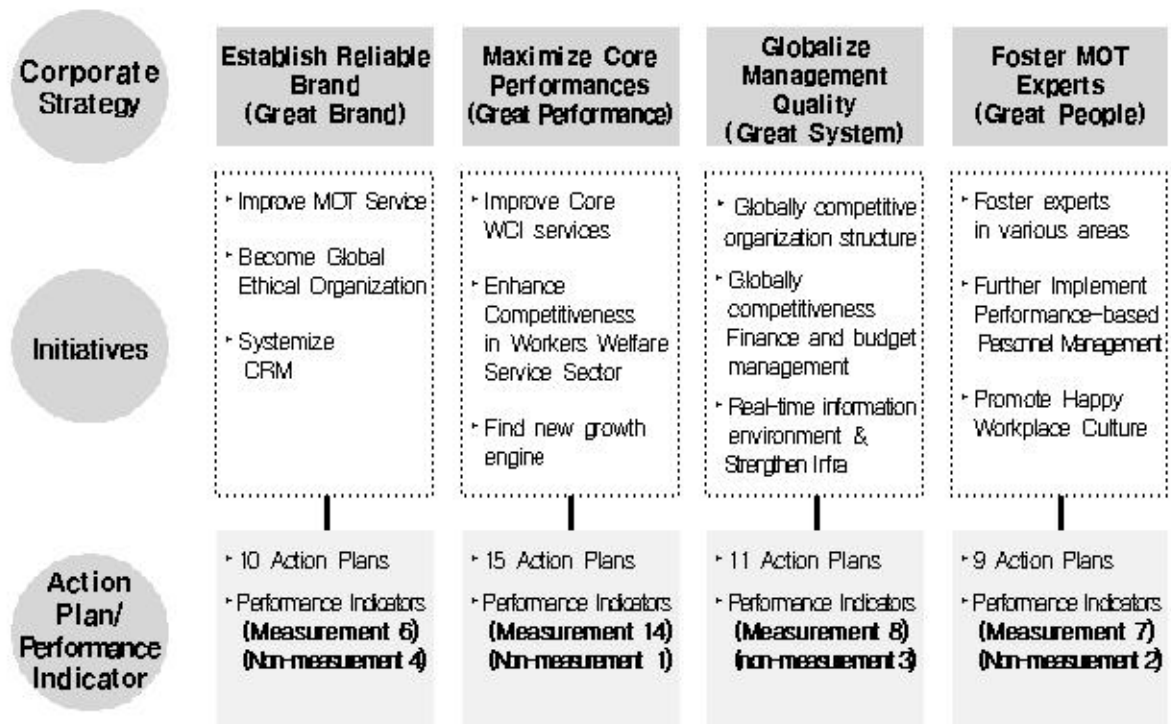
The COMWEL has redefined core values and management policies, using nine key words to better understand our customers, effectiveness and core values of future. New values and policies are now incorporated into our organizational culture, reflected in service-specific strategies and Action Plans.



□ Vision Strategy Map



* "Professional Rehabilitation Service" : will be used when integrated with K-medi (planned in 2010)



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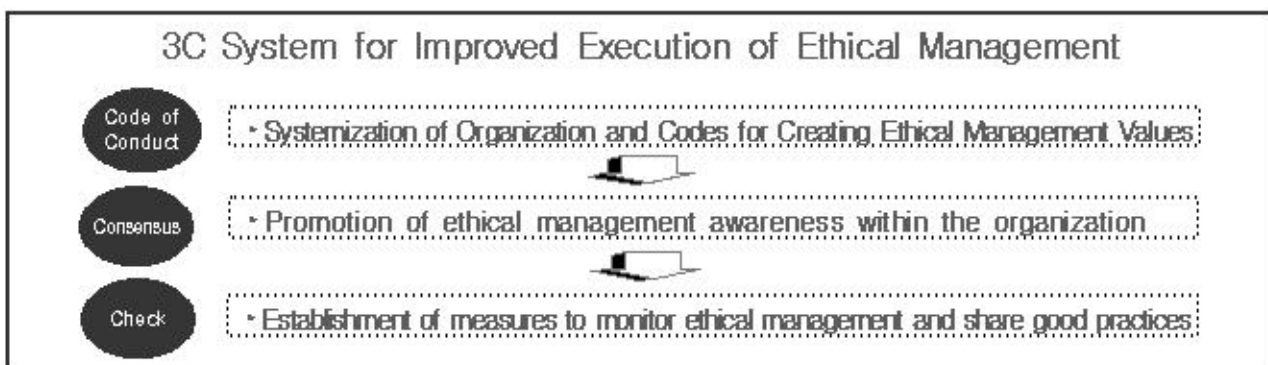
ETHICAL MANAGEMENT

The COMWEL is dedicated to pursuing Ethical Management with the goal of realizing Sustainable Management through devotion to social responsibilities. We have made various efforts to realize the three core values - “Dedication to Customers”, “Passion for the World’s Best Service Provider”, “Commitment to Society”- of our vision “to Become the World’s Best Workers’ Compensation and Labor Welfare Service Provider that Respond to Workers’ Hope more Readily”. Such efforts include the implementation of Ethical Management 3C System, establishment of ethical organization with global standards, introduction of programs to build trust with stakeholders through sincerely carrying out social responsibilities, all of which helped building positive image of The COMWEL with customers and external stakeholders.

A

BUILDING SYSTEMS TO DRIVE ETHICAL MANAGEMENT

The 3C System(Code of Conduct, Consensus, Check) was put in place to further execute Ethical Management. The 3C System supports our CEO’s efforts to spread field-oriented ethical awareness, ethical education, everyday-ethics campaign. The System also provides monitoring and feed-back measures through awareness/action evaluation to help the COMWEL to embrace Ethical Management to the fullest.



Ethical Management Driving Team, Audit Team and Enforcement Team are working closely together to realize the values of Ethical Management. The COMWEL also improved the Code of Ethics system.

The COMWEL has "Ethics Regulations" and "Employees' Code of Conduct", and all employees have to comply with "Employee Transparency Contract", "Code of Practice for Transparency" for the realization of Ethical Management. Ethical Management Committee is established under Customer Satisfaction Department to review and put important issues to vote.

B ETHICAL MANAGEMENT ACTIVITIES & PERFORMANCE

The COMWEL provides online ethical management education and workshops and other participatory training for all employees, advanced training for Ethical Management workforce, and other position-specific education.

2008 Ethical Management Education	Number of Participants
Position-specific Education	1,183 (6 times, actual)
Online Video Education	11,646 (4 times, annual)
Participatory Education (Workshops and others)	82 (1 time)
Ethical Management Workforce Education	36,000 (12 times, annual)

Awareness Evaluation	2008	2009
The COMWEL's Employees	80.4	83.6
External Stakeholders	64.1	68.4
Gap	16.3	15.2

The COMWEL also conducts Ethical Management Awareness Evaluation to understand the level of advancement and establish the culture of Ethical organization. To address the gap between internal and external stakeholders shown in the result, we are actively promoting our efforts related to Ethical Management.

The COMWEL has made various efforts to prevent corruption (including receiving gratuities and entertainment), promote fair and open work handling process, and create environment where employees can raise objections more easily when necessary. Thanks to these efforts, the COMWEL marked 8.60 in Transparency Evaluation conducted by the Anti-Corruption and Civil Rights Commission in 2009, up 0.32 from 2008. However, more efforts must be made to improve the area of "easiness in raising objection".



♣ On joining the UNGC, the COMWEL declares its support for the ten principles under four key areas, and will commit to align its operations and strategies with the principles.
(’08.9. CEO’s Letter of Commitment to the Secretary-General of the UN)

Protection of Human Rights

The CEO puts great emphasis on our customers, and renewed the COMWEL’s efforts to serve customers in 2008. In order to listen to the customers’ voice more closely and protect their rights, the CEO has worked as a one-day call center operator and visited field offices.

<COMWEL CEO at the Call Center>



Compliance with Labor Standards

The COMWEL has always worked toward improving industrial relations and has been promoting mutual respect between the labor and the management. The COMWEL complies with the government guideline regarding the number of full-time trade union officers. As a result, The COMWEL successfully signed collective agreement with the trade union in line with government guidances, marking 7 consecutive years of no-strike wage settlement.

<Signing of Collective Agreement Ceremony>



Protection of Environment

Deeply aware of the fact that excessive use of energy and resources is the main cause of resource depletion and climate change, the COMWEL has made its commitment toward Green Growth for sustainable growth of the organization, and toward making the planet a better place to live. (Oct. 8, 2008)

<The COMWEL’s STOP CO₂ Code of Practice Declaration>



Will toward Anti-Corruption

CEO has made special online lecture video on Ethical Management for all employees, and implements comprehensive transparency boost measures on annual basis. CEO’s five special lectures on Anti-corruption and Transparency were delivered in workshops to spread the strong will to fight corruption.

<BOD Chairman’s Transparency Message>





1

HUMAN RIGHTS

Principle 1. The COMWEL should support and respect the protection of internationally proclaimed human rights.

Principle 2. The COMWEL should make sure it is not complicit in human rights abuses.

The COMWEL has made various efforts to respect and protect internationally proclaimed human rights of the stakeholders, including the COMWEL's employees, as follows.

A

Projection of Employees' Human Rights

Ethical Regulations

- ▶ The COMWEL shall respect the dignity of all its employees as individuals and treat them with trust and care, and shall respect employees' privacy and their religious and political freedom.
- ▶ The COMWEL shall give equal training and promotion opportunity to all employees appropriate for their ability and capability, shall fairly evaluate and reward all employees for their performances and achievements, and shall not discriminate any employee on the basis of sex, academic careers, age, religion, region, or disability.
- ▶ The COMWEL shall promote creativity and expertise among its employees through active support, and shall create environment where employees can share and express their opinion freely to nurture employees' autonomy.

Vision & Strategy

The COMWEL aims at becoming a workplace where top talents can grow, through nurturing creative talents focused on fields and building reliable HR management system. The COMWEL is making various efforts including the Working-life Cycle CDP(Career Development Program), HR management focused on performance and capability, and Core Competence Build-up Program.

Vision To become the World's Best Workers' Compensation and Labor Welfare Service Provider that Respond to Workers' Hope more Readily

Strategy	HRM	HRD
	<ul style="list-style-type: none"> • Strategic HRM System • Emphasis on Performance and Capability 	<ul style="list-style-type: none"> • Emphasis on Field-oriented/Creative Talents • Performance-oriented HRD System

□ Recruitment & Personnel Management

The COMWEL is committed to equal opportunity in hiring and managing employees. The COMWEL prohibits any discrimination against employees on the basis of sex, academic careers, age, religion, region, or disability and is in full compliance with Labor Standards Act and employment quota guideline.

○ Composition of employees & executives

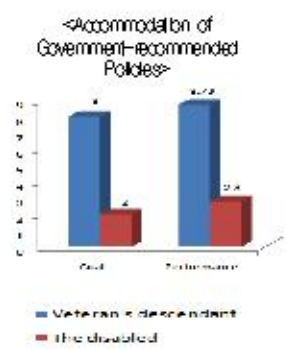
Classification	Executives						Employee			Total
	Head of Org.		Board Members		Auditor		Employment Capacity	Actual No. of Employees	Irregular Employees	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time				
2007	1	0	3	8	1	0	3,451	3,403	532	3,948
2008	1	0	3	10	1	0	3,537	3,336	582	3,913
2009	1	0	3	10	1	0	3,537	3,317	716	4,048

○ Status of recruitment

Classification	No. of New Employment	Female	Disabled	Science&Engineering Major
2007	new	41	25	5
	existing		1,538	503
2008	new	12	3	1
	existing		1,516	498
2009	new	12	9	5
	existing		1,509	499

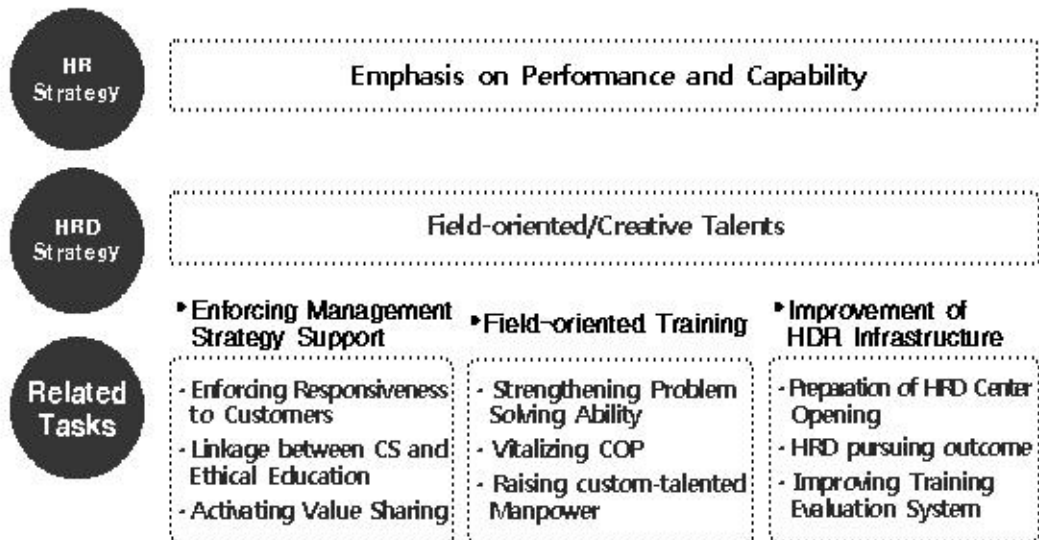
The COMWEL does not allow any discrimination against irregular workers, in full compliance with the Labor Standards Act and the Act on the Protection, etc. of Fixed-Term and Part-Time Employees. The COMWEL recognizes trade unions' freedom of association and right to collective bargaining, and issues regarding employees' rights are discussed and resolved at the Labor-Management Council.

In order to protect socially-vulnerable people, the COMWEL gives 5~10% advantages to industrially disabled persons, persons with good conduct, low-income class, science&engineering major, females, and local talents. The COMWEL has set the gender-equal employment quota(30% female), and appointed more female employees in leadership positions to fulfil the social responsibilities as a public organization.



□ Development of Human Resources

- Making strategies for the development of human resources in conjunction with other strategies



The COMWEL's core HRD Strategy emphasizes the importance of Field-oriented/Creative Talents for the development of strategic human resources based on performance and capability. We ask our employees to serve customers with warm heart, actively develop their expertise, and to become future pioneers with passion and creativity. Our final goal is to become "Workers' Reliable Partner who can give them hope".

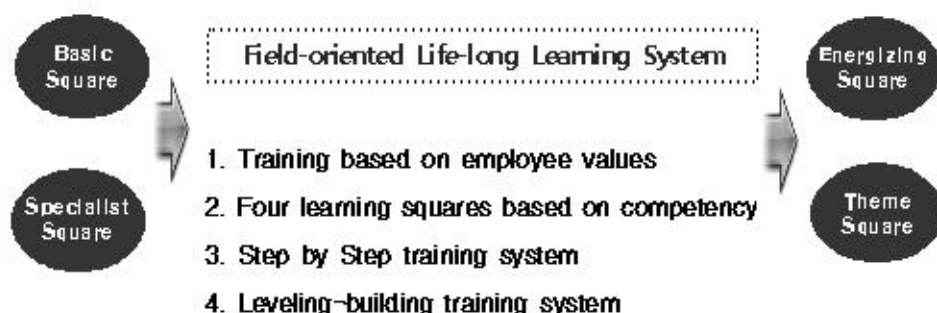
- Job performance rating system

The COMWEL's Job Performance Rating System consists of two parts - Job Performance Evaluation, which evaluates employees' contribution to the organization's execution of strategy, and Capability and Conduct Evaluation. The COMWEL is encouraging employees' participation through introducing post-evaluation feed back(coaching) process.

Classification		Content
Area of Rating		<ul style="list-style-type: none"> · Job Performance Evaluation 60 · Capability and Conduct Evaluation 40
Rating	Unit	· Unit Assignments
	Elements	· Difficulty, Completion, Timing
	Method	· 5-step Rating

- Roadmap for raising competent human resources : building life learning system focusing on practices

The COMWEL has been actively promoting the Talent Roadmap of 「Field-oriented/Life-long Learning System」. As a result, in 2007, the COMWEL became the first quasi-governmental agency to be recognized as Best-HRD Certified Organization, and was awarded Peter F. Drucker Innovation Award for 「the Best Organization in Life-long Learning」 category.



- Competence development through career development program

The COMWEL utilizes self-directed CDP in providing position-specific career development and personnel management.

Classification	Process				Participants and Results
Self Career Development Plan	Set Career Goals	Design Career Path	Supervisor Consulting	Corrections	4+ yrs of service 443 Lv 5, 6 employees
Expertise Type Assignment	Career Aptitude Test	Apply for Expertise Type	Supervisor Evaluation	Decision	General Lv 3, 6+ yrs of service, 98 Lv 4 employees
Career Assessment Consulting	Assess Career Goals	Supervisor Consulting and Evaluation	Analyse Evaluation Result	Reflected on HRM and Training	All employees under Lv 2 2,712 employees

- Raising competent human resource based on working-life cycle

Classification	HRD Focus	CDP Support
Newly Recruits	• Introduction to the COMWEL (3 Steps), enhance adaptability through mentoring	Becoming COMWEL family
Lv 4 ~ Lv 6	• Improve competence through area-specific training	Finding Suitable Duty
Lv 3	• Level-specific training, leadership training for entry level managers • Further improve expertise through policy studies courses in Korea University and others	Specialization
Lv 2 and above	• Integration/Empowering leadership training, advanced management courses in Seoul National University, Korea University and others	Making Executives
Before Retirement	• Post-retirement plan, enhance adaptability * support programs will be in place when the COMWEL training center opens	Adapting to post-retirement life

○ Reinforcing organization competence through raising customized competent human resources

▶ The COMWEL introduced the Qualification Certification System to train Case Managers, the core talents in the compensation process who provide customized service for each customer. Currently, there are 20 Lv2 Case Managers and 60 Lv3 Case Managers certified by the system.



<Closing Ceremony for Case Manager Course>

▶ Case Managers plan, coordinate, execute, and evaluate the services provided to injured workers to meet their multiple needs. Case Managers help injured workers to recover their ability to work again and return to society by offering them with Total Service(Medical care/Compensation/Rehabilitation)

▶ The COMWEL supports employees to become globally competitive, through providing various local and overseas education opportunities.

Classification	2008	2009
Overseas Education Opportunity (MA)	London School of Economics and Political Science 1 Lv4 employee (1 year course)	London School of Economics and Political Science 1 Lv4 employee (1 year course)
Other Courses in Local Universities	<ul style="list-style-type: none"> · High-level policy course for central officials(1 Lv1 employee) · Advanced management course for public corporations/ Seoul National University (2 Lv1 employees) · Labor welfare policy course/ Korea University(9 Lv2, 6 Lv3 employees, 1 year course) 	<ul style="list-style-type: none"> · High-level policy course for central officials(1 Lv1 employee) · Advanced management course for public corporations/ Seoul National University (2 Lv1 employees) · Labor welfare policy course/ Korea University(9 Lv2, 6 Lv3 employees, 1 year course)

○ Reinforcing education & training system to gather together organizational competence

▶ The COMWEL strengthened Enterprise-level Training to share its management strategy and vision with employees. Customized CS training and newly-launched Vision Plus training will help employees to internalize the COMWEL's CS values and new vision and mission as well. The COMWEL's will toward socially responsible management is clearly shown in its practices of offering employees video education on ethical management, and Clean Coordinator consulting service.

<CS Training Process Design>

Analysis of 2008 Training Results

- Improvement in service delivery quality needed
- Improved transparency and fairness in work handling needed
- Improvement in customer-specific response skills needed
- Lecture based training

Changes after Feedback

- Enhance customer-oriented response
- Conduct CS training with Ethical Management training
- Enhance business-, customer-specific response skills
- Introduce new methods (brainstorming, roleplaying, etc)

▶ The COMWEL Hana-Ro Program is part of our efforts to become Great Work Place for our employees. We make appreciation videos and award SMART champions to encourage the sharing of values and knowledge among employees. To create more active and creative work environment and establish the organization culture of serving employees, CEO and executives greet employees in the lobby once in every quarter, send letters to employees' families twice a year, run English Camps for employees' children twice a year. In addition, the COMWEL assigned every Wednesday as family day, and allow employees to work from home during parental leave to promote better work-family balance.

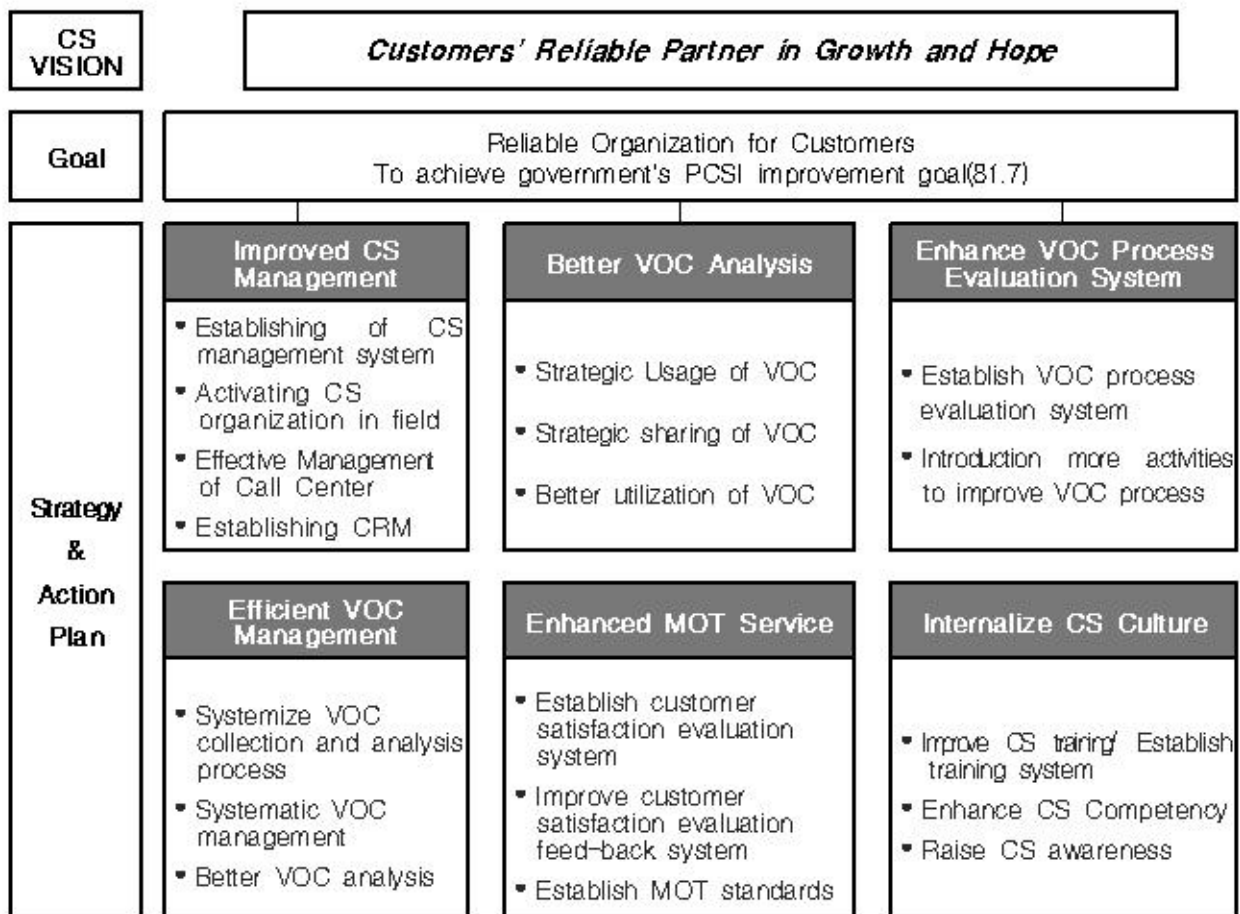
B Customers

Ethical Regulations

- ▶ The COMWEL's employees must respect customers, see from customers' perspectives, and make customers the top priority, understanding that the COMWEL only exists for and by the customers.
- ▶ The COMWEL's employees must try to identify customers' request and expectation to give them the best service.
- ▶ The COMWEL's employees must listen closely to customers' opinions and proposals, and resolve complaints quickly and fairly.
- ▶ Chair of the Board should make Customer Service Charter for Customer Satisfaction Management available to the public via the COMWEL's website and etc..
- ▶ The COMWEL should establish and run Customer Service Charter Review Committee to ensure appropriate application of the Charter.

Vision & Strategy

The COMWEL has established CS Management Strategy to become a more reliable organization for customers. In 2009, we redefined the concept of "customer" and selected core CS key words, from the value perspectives of our customers. In addition, CS Vision and SI(Service Identity) were declared to further establish the COMWEL's CS Management mind.

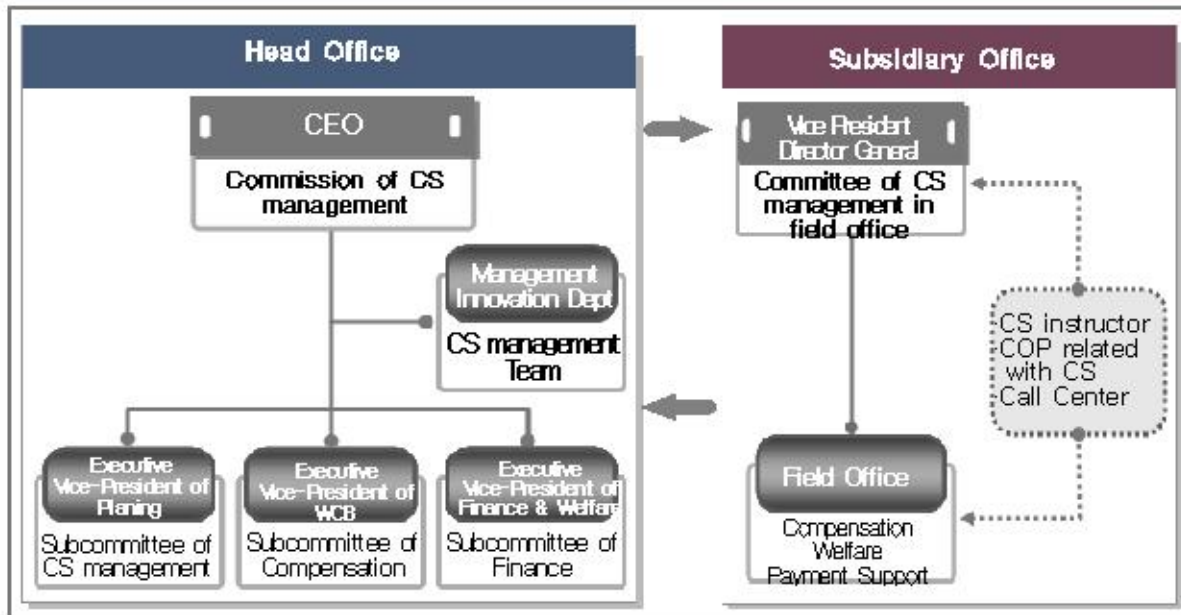


○ Process of CS Management Strategy Design



□ CS Management Teams

Major issues regarding CS Management are reviewed and decided at the CS Management Committee. Close cooperation among Customer Satisfaction Management Team (name of the department has changed to Customer Satisfaction Department due to restructuring of the organization in April 2010), regional headquarters and CS Management Sub-Committees in branch offices are facilitating the promotion of CS Management at organizational level.



<Committee of CS management>



- Chair Person : CEO
- Member : Executive, Vice-president, Director-General of Head Office
- Committee : every quarterly
- Role
 - Monitoring CS activities & Determination of Critical Policy
 - VOC management & Giving a direction pending issue

○ CS Management Teams

Classification	Major Role
CS Management Committee	<ul style="list-style-type: none"> · Review CS activities and make CS policy decisions · Manage the operation of VOC and other current issues
Customer Satisfaction Management Team	<ul style="list-style-type: none"> · Overall CS and VOC Management(Internal/External evaluations, CSI surveys and trainings)
Customer Support Center (call center)	<ul style="list-style-type: none"> · Deal with customer requests/complaints and monitor employees' response and services skills
CS Management Sub-Council	<ul style="list-style-type: none"> · Review CS Management and VOC operation at field level
CS Management Sub-Committee	<ul style="list-style-type: none"> · Review CS Management and make proposals based on VOC at field level
CS Learning Group	<ul style="list-style-type: none"> · Conduct learning activities and identify possible room improvement in CS Management ('08. 41 organizations→'09. 94 organizations)

□ Efforts to Respect Industrially-Injured Workers' Human Rights

The COMWEL offers injured workers various support measures including medical care and other welfare services under the Industrial Accident Compensation Insurance Act.

The most important thing for the injured workers is prompt medical care and stabilization of livelihood. Therefore, we provide comprehensive WCI service to support injured workers with medical care, compensation, medical and social rehabilitation.

○ Treating industrially-injured workers & protecting their dependents' livelihood

The COMWEL gives injured workers full support for medical treatment and temporary incapacity benefit(70% of average wage) during the period of treatment. If a worker is killed in work-related accidents, the dependents are paid Survivors' Benefits. In case of permanent disability, the worker is entitled to receive Permanent Disability Benefit.

○ Providing industrially-injured workers with medical rehabilitation & job training services

The COMWEL also provide medical and social rehabilitation service for injured workers to help them return to their work and society. The rehabilitation center is investing heavily on developing and conducting systematic and scientific rehabilitation programs. To ensure the health and safety of injured workers, the COMWEL operates 9 Worker's Compensation Hospitals and designated 5,500 hospitals equipped with advanced medical equipments and high expertise.

○ Reinforcing supports for industrially-injured workers' return to society

The COMWEL offers customized service for customers. It provides intensive medical care for those workers who need it, and social rehabilitation service for those who can return to society. Through analysing individual cases of each patient's injuries, the COMWEL offers customized consulting.

<CEO's Strong Support for Injured Workers' Return to Society>



○ Providing industrially-injured workers with financial consulting services to secure them a stable livelihood after their return to society

The COMWEL signed an MOU with Kookmin Bank(KB) to provide financial consulting services for industrially-injured workers, to secure them a stable livelihood after their return to society. 82 injured workers benefited from the KB Wise Plan consulting service since first introduced in December 2009.

<MOU with Kookmin Bank>



□ Efforts to Protect Customers' Human Rights

The COMWEL is implementing various CRM system and training measures to further realize Customer Satisfaction Management, in addition to constantly improving MOT service standard process.

○ Quality management system through providing customer-point services

The COMWEL has introduced "Customer Service Charter" and "Customer Service Standards" for all employees. In addition, service activities and performances are analysed to further enhance our service quality.

<Compensation Department
MOT Service Standards>



○ Operating VOC (Voice of Customers) program

Various channels are open to customers to make their voices heard including call centers, website, customer complaint case, customer satisfaction survey, improvement committee, and customer evaluation group. Through analysing both the frequencies and contents of VOC, the COMWEL identifies and improves the process of work.

<VOC Share Activity
(Workshop)>



○ Operating a customer-oriented call center

A nationwide hotline(1588-0075) accepts all calls related to COMWEL services, including accident report, premium payment, and other requests/complaints. There were 1,428 VOCs(1,404 complaints/24 suggestions) in 2008, and 1,171(755 complaints/416 suggestions) in 2009. The decrease in number of complaint calls can be attributed to upgraded response skills through capacity building.

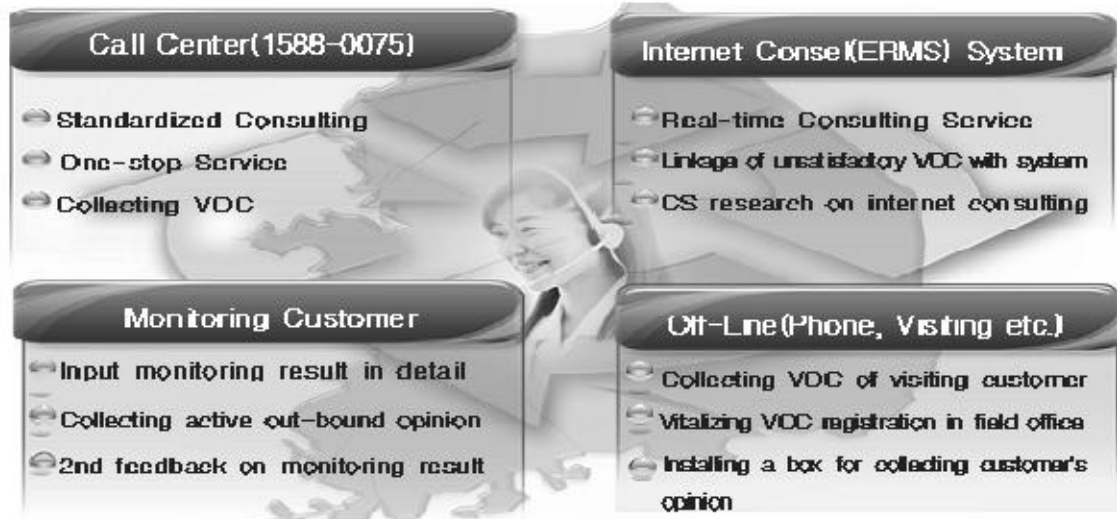
○ Protecting customers' rights

The COMWEL appointed "Customers Rights Protection Officer" in April 2009, to better protect customers' rights. The Officer provides complaint-related consulting service, prevents the occurrence of complaints, and enhances transparency through differentiated service.

<Customers' Rights Chart>



- Building & operating VOC Integration System differentiable from that of other organizations
The COMWEL's unique VOC system was built based on the analysis of customer needs and requests. The system plays an important role in improving our policies and institutions.



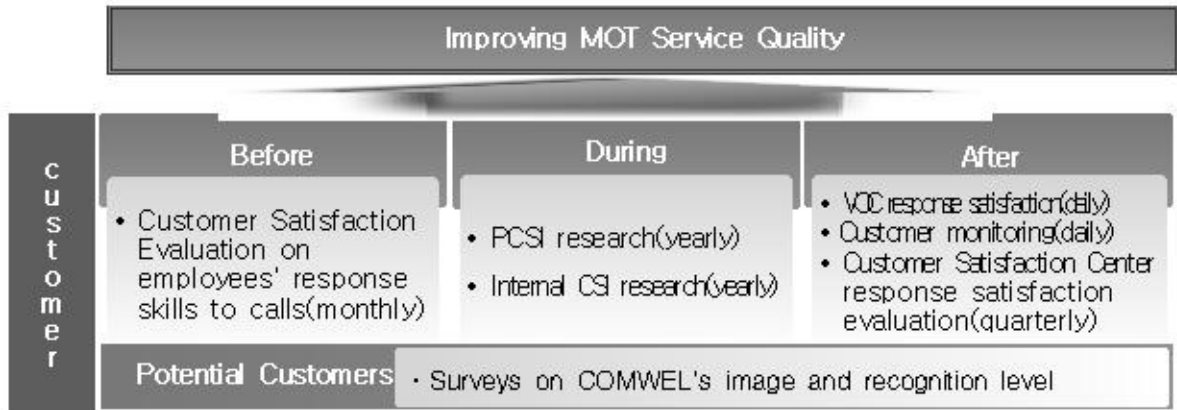
□ Performance of Efforts to Respect & Protect Customers' Human Rights

The COMWEL's Comprehensive VOC System enables real-time VOC management and improves MOT service.

Major Performance Index	2008 Performance	2009 Target	2008		Improvement
			Performance	Achievement Rate	
PCSI	79.7	81.7	83.3	102.0%	↑ 3.6
CSI	82.1	83.9	84.2	100.4%	↑ 2.1
Customer Satisfaction to Online Responses	81.8	83.6	85.9	102.8%	↑ 4.1
Customer Satisfaction to Call Responses	82.8	84.5	83.5	98.8%	↑ 0.7
Call Center Satisfaction	77.9	80.1	82.1	102.5%	↑ 4.2
No. of Complaints about Employee Conducts(Audit Office)	89	80	39	151.3%	↓ 50

To solve the underlying MOT service problems, the COMWEL conducts 3-level customer satisfaction survey before/during/after the service. As a result, the COMWEL overachieved its 2009 PCSI target(81.7).

The 2008 PCSI result indicated gradual increase in “Compensation/Benefit Payment and Collection”, an area relatively weak compared to other institutions. However, there was decrease in “Facility Operation and Management Service” area. Through focusing on expanding MOT channels and employee training, the COMWEL showed great improvement in 2009 with 8.6 increase.



C Efforts to Respect & Protect People's Human Rights

Ethical Regulations

- ▶ The COMWEL's employees must contribute to the development of the society and the state through creating social wealth by developing the organization with appropriate and responsible management.
- ▶ The COMWEL's employees, as members of community, must make efforts to actively resolve legitimate requests made by local residents and reflect the voices of different social classes.
- ▶ The COMWEL must actively support social participation of its employees, and contribute to the cultural and economic development of the society.

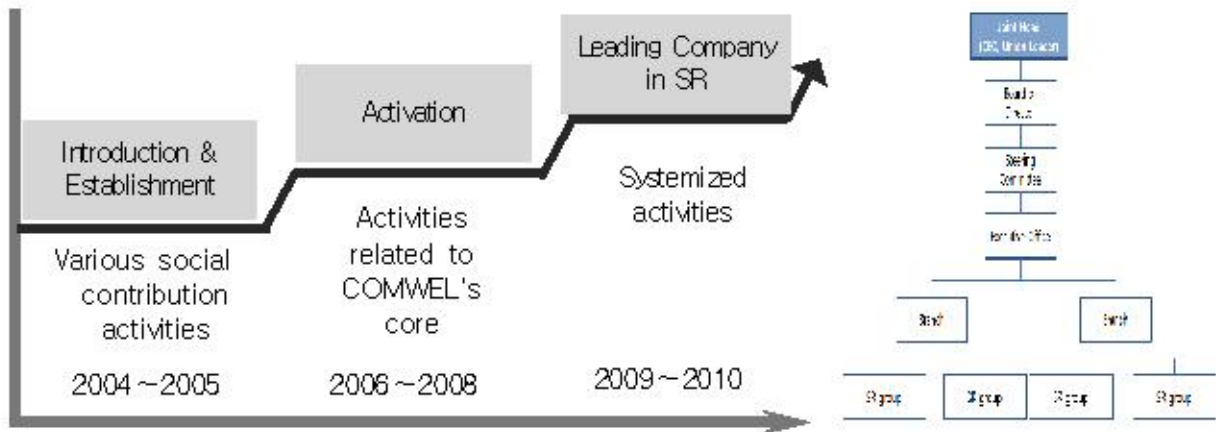
비전 및 전략

Vision & Strategy

The COMWEL is dedicated to fulfilling its role and function as a responsible member of society, through various local-level contribution activities with focus on "Core Competence". To realize true sharing, the COMWEL established a joint volunteer group co-led by the management and the labor.

Vision	Commitment to Society	
Strategy	Activities with Focus on Core Competence	Activities for Socially-vulnerable People
	<ul style="list-style-type: none"> • Develop contribution activities using the core competences of the COMWEL 	<ul style="list-style-type: none"> • Environment/Disaster Relief/Welfare Facilities/1 company-1village Support for Sister Village

○ Roadmap for becoming a socially leading organization



□ Strategically Driving Social Contribution Activities

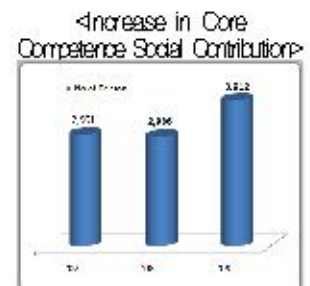
○ Labor-management joint social contributions

In May 2007, the COMWEL established joint volunteer group co-led by the management and the labor, to promote mutual understanding and social contribution.

History	Sept., 2006	• Establishment of the Volunteer Group
	May, 2007	• Introduction of Co-chairmanship
	Aug., 2007	• Integration with COMWEL Benefits Association Volunteer Group
	Aug., 2007	• Establishment of Volunteer Group Guideline • Adoption of the Guideline as internal regulation • Introduction of measures to compensate and guarantee voluntary activities during work hours


○ Social contributions in conjunction with the key competence of the COMWEL

Activities related to Core Competence	• Mentoring for children of workers with serious injury
	• Consulting for migrant workers
	• WCI Training for developing countries in Asia-Pacific region
	• Medical Contribution in partnership with overseas governments
	• Social Contribution in partnership with NGOs



The COMWEL is very active in the area of social contribution. In partnership with Seoul National University Hospital and the embassies of Thailand, the Philippines, and Vietnam, the COMWEL provide free medical and consulting service to migrant workers. The COMWEL also gives support to the children of severely injured workers, in partnership with a local NGO after signing an MOU.

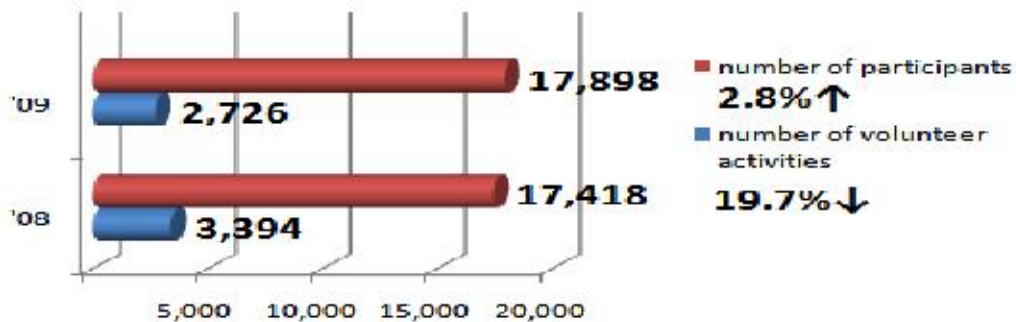
○ Activities for socially-vulnerable people

Activities for socially-vulnerable people	• 1 company-1 village, sister village campaign	<1 company-1 village>  Introduced as a good practice on TV program (Sept.1, 2009, 18:00~18:15)
	• Donation to welfare facilities	
	• Environment protection campaign	
	• Disaster relief	



○ Performance

The COMWEL's value of sharing is spreading throughout the organization after the introduction of strategic social contribution activities. As a result, more employees are participating in volunteer activities.



□ Efforts to Protect Socially-Vulnerable People's Human Rights

○ Worknet portal service

The COMWEL launched the Worknet portal service to overcome the budget restraints and provide welfare service for more people. Registered low-income workers can access "Three a Day" online shopping page on Worknet, where three selected items are sold on lower prices.

○ Expanding supports for socially-vulnerable people to overcome nation-wide economic recession

The COMWEL newly introduced loan service for the unemployed and expanded support for socially-vulnerable people with supplementary budget, in an effort to help them to overcome nation-wide economic recession.

2008	→	2009
 KRW 25 billion  5,492		 KRW 278.8 billion,  59,650

○ Expanding subrogation programs for workers with wages in arrears

The COMWEL runs subrogation programs for workers with wages in arrears due to bankruptcy, and give them certain amount of wages and retirement allowances to support their livelihood. 66,073 workers received KRW 308 billion in 2009 (1.5 times increase from 2008) thanks to the expansion of the subrogation program.

○ Supporting employed female workers with childcare programs

The COMWEL provides full support for establishment of workplace childcare facilities. Budget for workplace childcare facilities is KRW 18.9 billion, up 700% from 2009 budget. These facilities help female workers to better balance their work and family and lift the burden of childcare.

○ Promoting programs to support successful business start-ups

Various support programs are available to support successful business start-ups for socially-vulnerable workers. The COMWEL and other related agencies offer a wide range of practical support measures including management consulting.

<Business Start-up and Confidence Building Training>



2 Labour Standards

Principle 3. The COMWEL should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4. The COMWEL should uphold the prohibition of all forms of forced and compulsory labour.

Principle 5. The COMWEL should uphold the effective prohibition of child labour.

Principle 6. The COMWEL should uphold the prohibition of discrimination in respect of employment and occupation.

Freedom of Association & Effective Recognition of the Right to Collective Bargaining

The COMWEL recognizes the freedom of association and the right to collective bargaining, and there are two trade unions active in the organization. The COMWEL's Trade Union works toward protection of union members' rights, improvement of welfare, and stabilization of employment. The Union exercises its right to collective bargaining through participating in management activities under the principle of Equality of Labor and Management.

Details	The COMWEL's Trade Union	Details	Korea Health and Medical Workers' Union
President	Lee, Jong Soo	Branch head	Kim, Ja Dong
Term	3 years	Term	3 year
Eligibility	Regular workers of Lv3 and below and other types of regular worker	Eligibility	Regular workers of Lv4 and below and other types of regular worker
Shop Type	Open Shop	Shop Type	Union Shop
No. of Eligible Employees	2,976	No. of Eligible Employees	1,562
No. of Members(female)	2,931(1,456)	No. of Members(female)	1,562
Participation Rate	98.5%	Participation Rate	100%
Establishment	1987. 9. 14	Establishment	1995. 4. 21
No. of Full-time Union Officers	4	No. of Full-time Union Officers	3
Operation/Executive	16/18	Operation/Executive	10/7
Representatives/Branch head	109/60	Representatives/Branch head	98/10
Umbrella Organization	Federation of Korean Trade Unions	Umbrella Organization	Korean Confederation of Trade Unions
Expiration of Collective Bargaining	2011. 10. 27.	Expiration of Collective Bargaining	2010. 8. 25

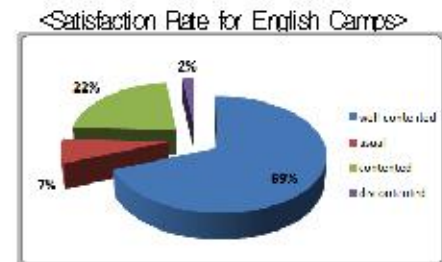
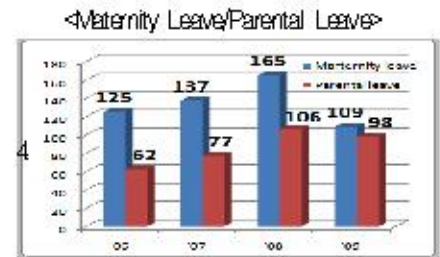
In accordance with government recommendations, the COMWEL put limits on time-off for full-time union officials, and excluded payroll information from trade union's demand out of concern about privacy violation. Moreover, the labor and the management participated in "Negotiation Expert Course for Public Organization" to further promote harmonious industrial relations and collective bargaining practices.

Prohibition of Forced and Compulsory Labours & Child Labours

The COMWEL complies with ILO's labor standard of 8-hour work day, and prohibits all forms of child labor. Furthermore, a wide range of welfare programs are available in areas of childcare, culture, education, and housing to make the COMWEL a better workplace. The labor and the management are working together to raise employee satisfaction.

○ Family-friendly management

Classification	Content
Maternity Protection and Childbirth Promotion	<ul style="list-style-type: none"> · Baby Checkup Leave(8 hours/month) · Maternity Leave(90 days), Miscarriage/Stillbirth Leave(3~90 days) · Paternity Leave(3~5 days) · Child care (1 day, 1 hour), Parental Leave(3 years of age, 2 years)
Medical Support	<ul style="list-style-type: none"> · Support for Medical Treatment/ Regular Checkup · Group Insurance
Educational Support	<ul style="list-style-type: none"> · Employees' Education Fee(Graduate School) · English Camps for Employees' Children
Others	<ul style="list-style-type: none"> · Leave of Absence for Family Occasions · Leave of Absence for Family Care(less than 1 year), Flexible Working Hour System · Family Letter(twice a year)



○ Labour-management joint efforts to solve employees' complaints

The COMWEL established the Complaint Review Committee to resolve issues related to employee complaints. Complaints of individual employees can be brought to the Complaint Review Committee, and collective complaints are reviewed at Labor-Management Council. The Complaint Review Committee comprises of 1 chairman, and 2 representative (1 each from the labor and the management). Employees are notified the review results within ten days of complaint submission.



□ Prohibition of Discrimination in Respect of Employment & Occupation

○ Complying with the compulsory employment of disabled people

In recruiting, 5~10 point advantages are given to disabled candidates. The COMWEL also tries to hire more socially-vulnerable people, including industrially-injured workers and low-income class.

Classification	Employment Quota	Employment of the Disabled			Remarks
		Average(month)	No. of Hired People	Employment Rate	
2008	2%	4,064	103	2.53%	compliance
2009	2%	4,123	117	2.84%	compliance

○ Expanding the employment of old people

The COMWEL eliminated age limit on each position in July 2004, to facilitate hiring of elderly workers. In an effort to further promote elderly employment, the COMWEL abolished retirement age on Commissioned Specialist Positions(e.g. compensation medical service expert, legal adviser) which require high level of expertise. The COMWEL gives elderlies advantages in recruitment, in accordance with the Act on Prohibition of Age Discrimination in Employment and Aged Employment Promotion. Currently, elderly workers account for 2.98% of all employees, and the number is gradually increasing.

○ Operating gender equality employment system

The COMWEL is operating gender equality employment system, and raised female employment quota from 20% to 30%. Moreover, efforts are being made to raise the proportion of female employees in leadership positions.

<Female Employees in Leadership Position>

Areas	No. of Employees	Female Employees	
		Nb.	Percentage
Total	47	11	23.4%
Planning	12	2	16.7%
Budget	7	3	42.9%
HR	9	3	33.3%
Auditing	16	3	15.8%

○ Expanding the employment of local human resources & the preferred employment of people majoring in science & engineering

The COMWEL is in full support of the government policy of promoting the employment of local human resources and science/engineering majors. Comprehensive analysis are made on employees' hometowns, preferred regions to make detailed plans for employment of local human resources. The COMWEL gives advantages to science and engineering majors in document screening, additional opportunity in written test, and position-specific training after hiring to enhance job adaptability.

Labour Practices

The Trade Union is and affiliate to Public Trade Unions of Federation of Korean Trade Unions.

All employees other than Lv 2 and above, secretaries, HR and Audit officers can join the Union.

Trade Union	Eligibility	<ul style="list-style-type: none"> Regular workers of Lv3 and below and other types of regular worker * excluding Lv3 employees in General Manager/Chief Manager positions 	
	No. of Members	2,874	
	Participation Rate	98.5% (2,874/ 2,918)	
	Fee	Deduct 1.7% of basic wage	
	Umbrella Organization	Public Trade Unions of Federation of Korean Trade Unions	

COMWEL Industrial Relations Department	Name	Labor and Management Collaboration Department (7)		
	Structure	Chief Manager (1)	Industrial Relations	Deputy General Manager(1), Industrial Relations Officer(1)
			Wage · Benefit	Deputy General Manager(1), Benefit Officer(1), Wage Officer(2)
	Industrial Relations Experts (3)	Chief Manager	<ul style="list-style-type: none"> 28 years of service, 15 years of experience in Industrial Relations * 14 years of service in Ministry of Employment & Labor 	
		Deputy General Manager	<ul style="list-style-type: none"> 25 years of service, 5 years of experience in Industrial Relations * 10 years of service in Ministry of Employment & Labor 	
Manager		<ul style="list-style-type: none"> 10 years of service 3 years of experience in Industrial Relations 		

○ Operating Labor-Management Council to enhance productivity

The COMWEL operates Labor-Management Council, in order to promote mutual interests of the labor and the management, and also to improve the welfare of all employees. The management has been active in reflecting demands from the labor. The Council has discussed various issues including the introduction of annual salary system for all employees, simplifying wage system, improving reward training system, introduction of new evaluation-based promotion system and so on.

<Labor-Management Council>



Classification	Date	Issues on Agenda	Details
Q1	Apr. 9, 2009	6	Improving reward training system, introduction of new evaluation-based promotion system
Q2	Jun. 16, 2009	4	Closing the customer support center, simplifying test subjects for promotion tests
Q3	Sept. 28, 2009	6	Improving work process, expanding outside education opportunity for lower-level employees
Q4	Dec. 21, 2009	5	Introduction of annual salary system for Lv3 and below employees, simplification of wage system

- Operating "Labor-Management Policy Council" in response to policies to globalize government organizations

The COMWEL established "Labor-Management Policy Council" separate from the Labor-Management Council, to effectively execute measures to globalize government organizations. The Policy Council facilitates the cooperation and information sharing between the labor and the management .

- Building & operating a system to discuss key issues at any time

Regular meetings between the labor and the management are organized at both representative and staff level, in order to discuss/resolve key issues and prevent possible conflict in advance. The meetings are held on a quarterly basis in the headquarter and affiliate organizations.

The COMWEL runs the following programs to facilitate field-oriented online/offline communication channels.

- Gathering the management's opinions about current issues using so called "Voice of Field"



- Operating "Lucky-Hof Day" ("Labor-Management Conversation Room")

On Lucky-Hof Day, Labor-Management Representatives visit field agencies to share/discuss major issues and gather "voices of field". It is a very effective measure to prevent conflicts in advance and facilitate the communication channels.

<Labor-Management Lucky-Hof Day>



○ Announcing & sharing management information using intranet system

The COMWEL utilizes the Intranet system in announcing and sharing management information. "Intranet Chat with the Chairman of BOD" is an interactive communication channel between the employees and the chairman. Chairman(Executives) UCCs are another communication channel.

<Intranet Chat with the Chairman of BOD>



Online Communication Channel	Operation
Intranet Chat with the Chairman of BOD	• Open communication channel for all employees
Internal Customer Service Improvement Suggestions	• Post complaints, suggestions, and other opinions
Chairman(Executive) UCC	• Post UCCs to communicate with employees

3 Environment

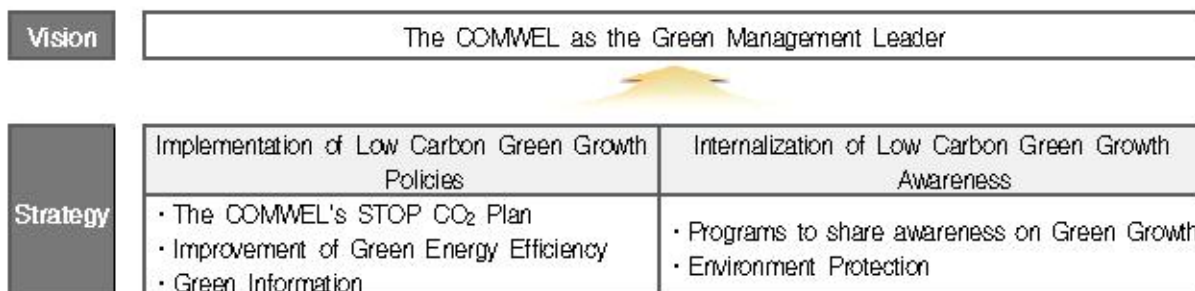
Principle 7. The COMWEL should support a precautionary approach to environmental challenges.

Principle 8. The COMWEL should undertake initiatives to promote greater environmental responsibilities.

Principle 9. The COMWEL should encourage the development and diffusion of environmentally friendly technologies

□ Vision & Strategy

The COMWEL is aware of the importance of climate change response as a global agenda. We actively adopted the nation-wide paradigm of Low Carbon Green Growth Strategy. As a responsible member of society, we understand the importance of Green Growth policies.



○ Driving teams

Under the supervision of the Ethical Management Committee, the General Affairs Team is in charge of driving the Green Growth effort, with emphasis on improving green energy efficiency.



□ **The COMWEL's STOP CO₂ Campaign**

○ Establishing the code of practice & holding the ceremony of proclamation

Deeply aware of the fact that excessive use of energy and resources is the main cause of resource depletion and climate change, the COMWEL has made its commitment toward Green Growth for sustainable growth of the organization, and toward making the planet a better place to live. We officially declared our commitment at the Proclamation Ceremony of the COMWEL's STOP CO₂ Code of Practice in October 2009.

<Proclamation of the Code of Practice>



○ Reducing CO₂ by energy source & MBO (management by objective)

The COMWEL set source-specific reduction targets for the headquarter and other related organizations with their own buildings. As a result, the COMWEL could meet 99.7%((951.9TOE) of its reduction target of 954.7TOE in 2009. The COMWEL is also trying to come up with other reduction measures, using the source-specific reduction target data.

○ Building an infra for energy saving

Energy Saving Committee is in place, with the Executive Vice-President of Planning as the chairman, and other executives and members. Under the supervision of the Committee, the General Affairs Department is in charge of executing the plans. The COMWEL also appointed Energy Saving Officer to further implement the practice.

□ **Efficient Use of Environment-Friendly Energy**

○ Efficient use of energy internally used by the COMWEL

Under the article 18 of the energy efficiency improvement guideline for public organizations, the COMWEL made detailed plans for gradual replacement of lighting devices into LED products, with the goal of replacing 30% by 2012. The COMWEL training center(expected to open in November 2010) and other new buildings will use 30% or more LED lighting devices. The COMWEL and its employees are making small changes in everyday life to save energy, including no operation of elevator for 3rd or lower floors, and turning the lights off in lunch hours.

○ Efficient use of energy used for official vehicles

Under the energy efficiency improvement guideline for public organizations(2009-4), all organization vehicles (vehicles for the president, vice-president, employees, and other vehicles for official use) and visiting vehicles are subject to Weekly No Driving Day Program. The COMWEL also promote carpool campaign.



○ Encouraging the use of bicycles

The COMWEL installed bicycle parking facilities in the headquarter and other organizations with their own buildings, and provides financial support to employees' bicycle club to join the nation-wide efforts.

○ Supports for environment-friendly industries

To join the government policy to support environment-friendly industry, the COMWEL uses recycled paper manufactured by a social enterprise. Also, by using recycled toner, the COMWEL could cut 30% of toner costs, still maintaining the quality of printing.

□ Green-IT COMWEL

○ Realizing Green-IT COMWEL

In 2006, the COMWEL established the Electronic Document Management System to reduce the use of paper in office. Now the system is linked with Electronic Approval System. All IT-sector project proposals are required to be submitted in CD format. In addition, video conferences are actively used to reduce the use of paper in actual meetings. All these efforts are aimed at realizing Green Office.

Internalization & Promotion of Awareness toward Green Growth

Encouraging low-carbon life style

The COMWEL encourages low-carbon lifestyle(energy saving, public transportation, less use of disposables) through implementing "Climate Action Everyday Action Plan". By doing so, we are aiming at building the platform for Green Growth by raising awareness among public organization employees and encouraging them to join voluntarily.

<Climate Action Everyday Action Plan>

Mon	Traffic congestion	Public transportation/Carpool/Bicycle
Tue	Fire	Plug out/turn lights off during lunch hou
Wed	Water	Washing clothes in environment-frien
Thu	Tree	Planting/Using Recycled paper
Fri	Iron	Separating garbage/Recycle
Sat	Soil	Unprocessed agricultural products
Sun	Sun	No use of washing machine and vacuu cleaner

Reinforcing promotional activities for stakeholders

The COMWEL announces policies and achievements related to Green Growth in its reports and other publications. In addition, information related to the COMWEL's Green Growth activities can be also found at the website.

4 Anti-Corruption

Principle 10. The COMWEL should work against corruption in all its forms, including extortion and bribery.

Code of Conduct for Employees & Executives

- ❖ The COMWEL's employees should not accept any money, property, gift, and entertainment from anyone related to work.
- ❖ The COMWEL's employees should not make any request to other employees, hampering their fair conduct of duty, for his/her own or other's illegitimate gains.

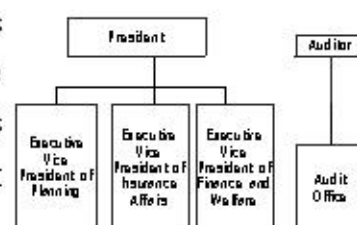
□ Vision & Strategy

The COMWEL has established anti-corruption infra and operated the corruption impact assessment system to build a platform for strategic anti-corruption auditing. Other efforts were made to encourage employees' commitment to Code of Conduct and create anti-corruption organization culture.



○ Driving teams

The COMWEL is committed to improving Audit Office's capacity as the driver of anti-corruption within the organization. To this end, the COMWEL has renewed its vision for Audit Office, with emphasis on "Transparent Audit", "Creative Audit", and "Honest Audit".



□ Building & Operating Infra for Anti-Corruption

○ Organizing & operating a private-sector council

The COMWEL organizes and operates a private-sector Council on Institutional Improvement, to build effective anti-corruption infrastructure. 12 members of the Council (6 internal, 6 external) identifies and improves institutions vulnerable to corruption, and enhance the transparency and efficiency of work process. 6 external member are representatives from Federation of Korean Trade Unions, Association of National Industrial Accident Organizations, Korea Chamber of Commerce, Construction Association of Korea, Korea Employers Federation, and Korea Certified Public Labor Attorneys Association.

○ Entering into integrity pacts with non-government organization

Since 2008, the COMWEL signed integrity pacts with 24 partner organizations and companies to spread anti-corruption effort more widely.



□ Corruption Impact Assessment System

The COMWEL designated Audit Office as the driving team for the implementation of Corruption Impact Assessment System. The COMWEL provides training when adopting new policies. Additional efforts are being made to reflect the system on organization policies. (August 2008)

<Corruption Impact Assessment Education>



□ Implementation of Code of Conduction & Encouragement of Whistleblowing

The COMWEL has facilitated complaint report procedures for violation of Code of Conduct, through establishing report channels on the website (Cyber Audit Office, Budget waste report, Welfare benefit fraud report). Furthermore, the website is linked to Anti-Corruption and Civil Rights Commission's Ombudsman Service to provide convenience for violation/corruption reports.

<Cyber Audit Office>



□ Anti-Corruption Education & Promotion

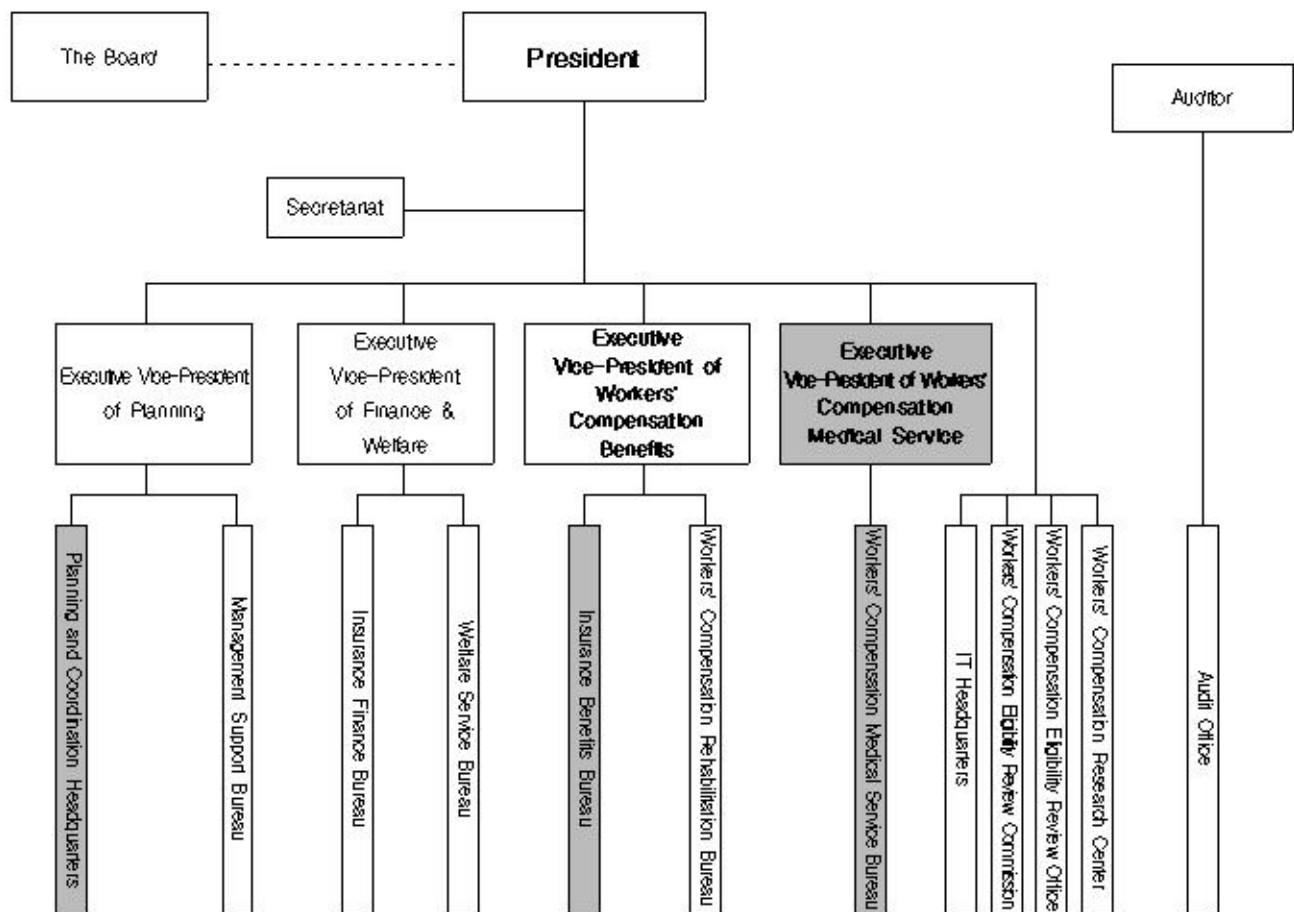
The COMWEL provide anti-corruption education for employees, using materials of Anti-Corruption and Civil Rights Commission and internally developed contents, and inviting outside lecturers. The COMWEL designates one day a week as "Ethical Management Day" and share "Transparency Cases" with employees, in an effort to promote internalization of anti-corruption awareness.

<Public Official's Role and Conduct>



Organization Chart






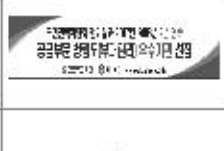



Head office : President (1), auditor (1), executive vice-presidents (4), headquarters (2), offices & bureaus (8), research center (1),



Affiliated agencies

- 6 regional headquarters (Seoul, Busan, Daegu, Gyeongin, Gwangju, Daejeon)
- 49 branch offices (1st-level office : 39, 2nd-level office : 10)
- 6 commissions (Seoul, Busan, Daegu, Gyeongin, Gwangju, Daejeon)
- 9 workers' compensation hospitals (Incheon, Ansan, Changweon, Sucheon, Daejeon, Taebaek, Donghae, Jeongseon, Gyeonggi)
- 2 care centers (Gyeonggi, Gangweon)

Major Awards & Authentication [2009]

Awards and Authentication	Description	Remarks
Grade A, Management Evaluation of Public Organizations in 2008 (Ministry of Strategy and Finance)	<ul style="list-style-type: none"> Systematic planning and effective execution of projects Ranked 3rd among 14 insurance/pension organizations ※ 18 Grade A organizations out of 100 	
First ISO 9001 Quality Management System Certification in Social Security Administration Sector (Korea Productivity Center)	<ul style="list-style-type: none"> International certification on the ability to meet customer needs in the areas of WCI and labor welfare services 	
'09 Good Industrial Relations Practices (Ministry of Employment & Labor)	<ul style="list-style-type: none"> Efforts to create participatory and cooperative culture of industrial relations based on mutual trust between the labor and the management 	
National Quality Prize (Ministry of Knowledge Economy)	<ul style="list-style-type: none"> Received the Minister's Award at the National Quality Management Competition in the area of Service Quality 	
Korea Management Award Prize for Excellence in Management Quality (KMAC)	<ul style="list-style-type: none"> Ability to create values for customers and maximize management performance, through excellent management quality 	
Prize for Excellence in Anti-Corruption (Anti-Corruption and Civil Rights Commission)	<ul style="list-style-type: none"> Recognized as excellent anti-corruption organization for 2 consecutive years ※ Marked "0" in corruption experience for 2 consecutive years 	
Excellent quasi-government agency in support for SMEs / Minister's Award (Minister of Knowledge Economy)	<ul style="list-style-type: none"> Selected as the excellent quasi-government agency in supporting SMEs, in compliance with act on promotion of support on SMEs <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>[Evaluation]</p> <ul style="list-style-type: none"> Total 94.1 (up 232, 8 notches compared to last year) ※ 27 higher than quasi-government agency average </div>	
Presidential Award of the Korea Federation of Small and Medium Businesses (SME Support Center of the Federation of Korean Industries)	<ul style="list-style-type: none"> Contribution to national economy and competitiveness of businesses through mutual cooperation 	
Web Accessibility Certification (Korean Disabled Entrepreneurs Association))	<ul style="list-style-type: none"> Certification of Web Accessibility for the disabled, elderlies, and other socially-vulnerable people Implementation of CSR 	

Code of Ethics

Charter of Ethics

5 articles regarding the COMWEL's ethics toward its customers and state
Proclamation of the COMWEL's strong will toward realizing Ethical Management

Ethical Regulations

7 Chapters 32 Articles

Employees' Code of Conduct

8 Chapters 47 Articles

Guideline for Executives Transparency Contract

13 articles regarding the subject, obligations, and responsibilities

Guideline for Management Information Disclosure

4 Chapters 19 Articles

The COMWEL's STOP CO₂ Code of Practice

Defines Action Plans for Green Growth for Sustainable Growth

Code of Practice for Transparency

Defines core ethical standard of employees including ban on accepting gifts and entertainment, fair and transparent handling of work, etc.

□ Charter of Ethics

Korea Workers' Compensation and Welfare Association (the "COMWEL") is proud of its contribution to the improvement of workers' quality of life through the provision compensation, rehabilitation and other welfare services.

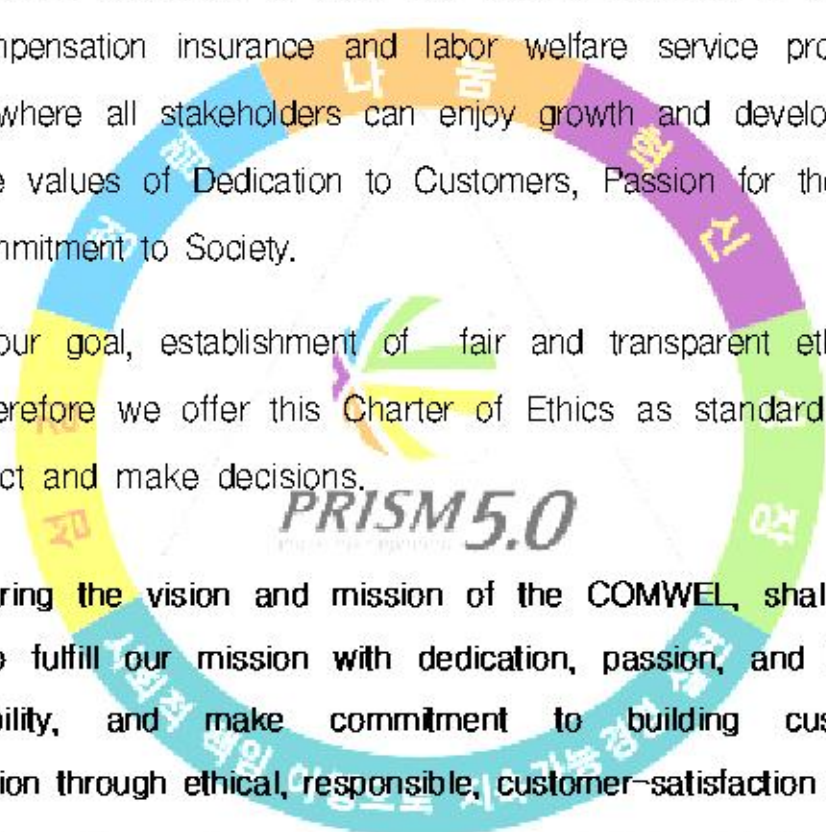
With great delight and pride in mind, the COMWEL strives to become the top workers' compensation insurance and labor welfare service provider, and an organization where all stakeholders can enjoy growth and development, through pursuing core values of Dedication to Customers, Passion for the World's Best Provider, Commitment to Society.

In realizing our goal, establishment of fair and transparent ethical culture is essential. Therefore we offer this Charter of Ethics as standards by which all employees act and make decisions.

We, sharing the vision and mission of the COMWEL, shall make utmost efforts to fulfill our mission with dedication, passion, and high sense of responsibility, and make commitment to building customer-oriented organization through ethical, responsible, customer-satisfaction management.

We, with creative and progressive spirit and high ethical standards, shall handle all of our duties with diligence and fairness, and shall not tolerate any wrongdoing or corruption.

We shall dedicate ourselves to building safety net for working people, to stabilizing and improving workers' quality of life, and to providing the best medical service for Korean people.



We shall respect all employees as individuals and promote harmony and unity through providing equal opportunity and fair evaluation.

We shall comply with domestic/international regulations and agreements, protect the environment, and make contributions to the development of the society and the state through various social activities as a responsible member of the society.

Korea Workers' Compensation & Welfare Service

Code of Practice for The COMWEL's Stop-Co₂ Campaign

Deeply aware of the fact that the excessive use of energy and resources is the main cause of resource depletion and climate change, the COMWEL declares its commitment toward Green Growth for sustainable growth of the organization, and toward making the planet a better place to live.

We, keeping in mind that the excessive use of energy is the main cause of climate change, shall make efforts to save energy by using less water and electricity and by cutting the excessive use of air-conditioning or heating devices.

We, keeping in mind the importance of natural resources, shall make efforts to adopt green life-style, by refraining from using disposables and using more recycled or environment-friendly products.

We, understanding the impact of cars on air pollution and energy waste, shall reduce the use of cars by actively participating in the Weekly No Driving Day Program and Carpool Program and also by using public transportations.

We, as proud messengers of sustainable/green management and environment protection, shall take initiatives in energy conservation and environment protection efforts, not only in the workplace, but also at home and in the community.

August, 2009

Korea Workers' Compensation & Welfare Service



Reference

Additional information for this UN Global Compact COP(Communication on Progress) is provided by internet homepage and team in charge of concerned topic.

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