

VALUE NO.1

ENERGY & CHEMICAL PARTNER

GS Caltex 2019 Sustainability Report



About This Report

Since 2005, **GS Caltex** has published a yearly sustainability report to transparently disclose our plans and progress related to economic, environmental and social value creation and to communicate with stakeholders. This is our 15th sustainability report.

Reporting Period

This report covers our sustainability performance from January 1, 2019 to December 31, 2019. For the key factors of quantitative performance, the results of the past three years (2017 through 2019) have been shared for comparative analysis while newly disclosed quantitative and qualitative performances are indicated separately. Some highlights from the first half of 2020 are included in this report to ensure their timely disclosure.

Scope and Reporting Boundaries

The scope of this report encompasses **GS Caltex's** headquarters and major domestic business operations, including our Yeosu Complex. A portion of the data was derived from our terminals, lubricant plants, gas stations, LPG stations and affiliated companies. Any parts that require special attention are indicated accordingly.

Reporting Guidelines

The **GS Caltex 2019 Sustainability Report** was prepared in accordance with the Core Option of the GRI (Global Reporting Initiative) standards and designed to incorporate stakeholder feedback in compliance with AA1000SES. Compared to the previous report, there are no significant changes in the scope or reporting boundaries. Any cases where there are changes in the way data was collected have been updated in accordance with the 2019 standards and annotated separately.

Assurance

This report has been assured by DNV GL, a third-party assurance institution, for the objectivity and accuracy of its content and data. We have conducted in-depth performance reviews of the following sectors: water resource management, water and air pollutants, waste volume, usage volume of hazardous chemicals and occupational safety and health. The assurance statements can be found in the appendix to the report.

For more information about **GS Caltex**, please visit our website at www.gscaltech.com or contact us.

Corporate Social
Responsibility Team

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CEO Message



“ **GS Caltex is pursuing transformation and expansion into an energy company that leads the future by continuing to create economic and social value through enhanced ESG performance** ”

Dear valued stakeholders of GS Caltex,

I would like to express my sincere gratitude for the trust and support you have shown us throughout the years. Thanks to your support and dedication of our employees, we have been able to continue progress towards sustainable development.

By securing extensive investment and facilities, and competitive advantages through continuous innovation over the past half-century, **GS Caltex** is now at the point where we mean to create new values and drive change and expansion to lead the future.

With the growing uncertainty in the global economy, we are facing increasingly fierce competition in the energy industry. Under such circumstances, our sustainability must be maintained through changes or it might face perils. At the 2020 Davos Forum, we had an in-depth discussion over our commitment to moving towards stakeholder capitalism in which corporations are oriented to serve the interests of all their stakeholders, and that is also aligned with the goal of our ESG strategy.

Over the years, we have been focusing on the ESG practices that have a strong impact on our diverse stakeholders and building a management system that is on a par with global standards. By aligning our social value creation with the ESG management, we establish and update our policies while increasing the disclosure of indicators and improving processes.

Going forward, we will continue to help our suppliers improve their ESG performance and take proactive initiatives in line with UN SDGs (UN Sustainable Development Goals). We will also build an ESG management system to meet the global standards when it comes to the environment, occupational safety and health, human rights, labor, and compliance, thereby achieving valuable goals.

Honored stakeholders of **GS Caltex**. In this 15th Sustainability Report, we share the progress we made in 2019 towards our sustainability goals. I hope this report will guide our company to maintain close communication and cooperation with stakeholders and continue to achieve mutual growth.

With your continued interest and support, we will continue to strengthen our competitive advantages and work towards becoming the most highly respected and sustainable energy and chemical company in the industry.

Thank you.

President & CEO
Saehong Hur

Company Profile

Corporate Overview

Since its establishment in 1967 as the first private oil refinery business in Korea, **GS Caltex** has set new standards in the domestic petroleum industry and played a critical role in the national economic growth. **GS Caltex** diversifies its business portfolio based on differentiated technology and quality in the refinery and petrochemical industries, which grows and develops as an energy company with global competitiveness.

Corporate Profile

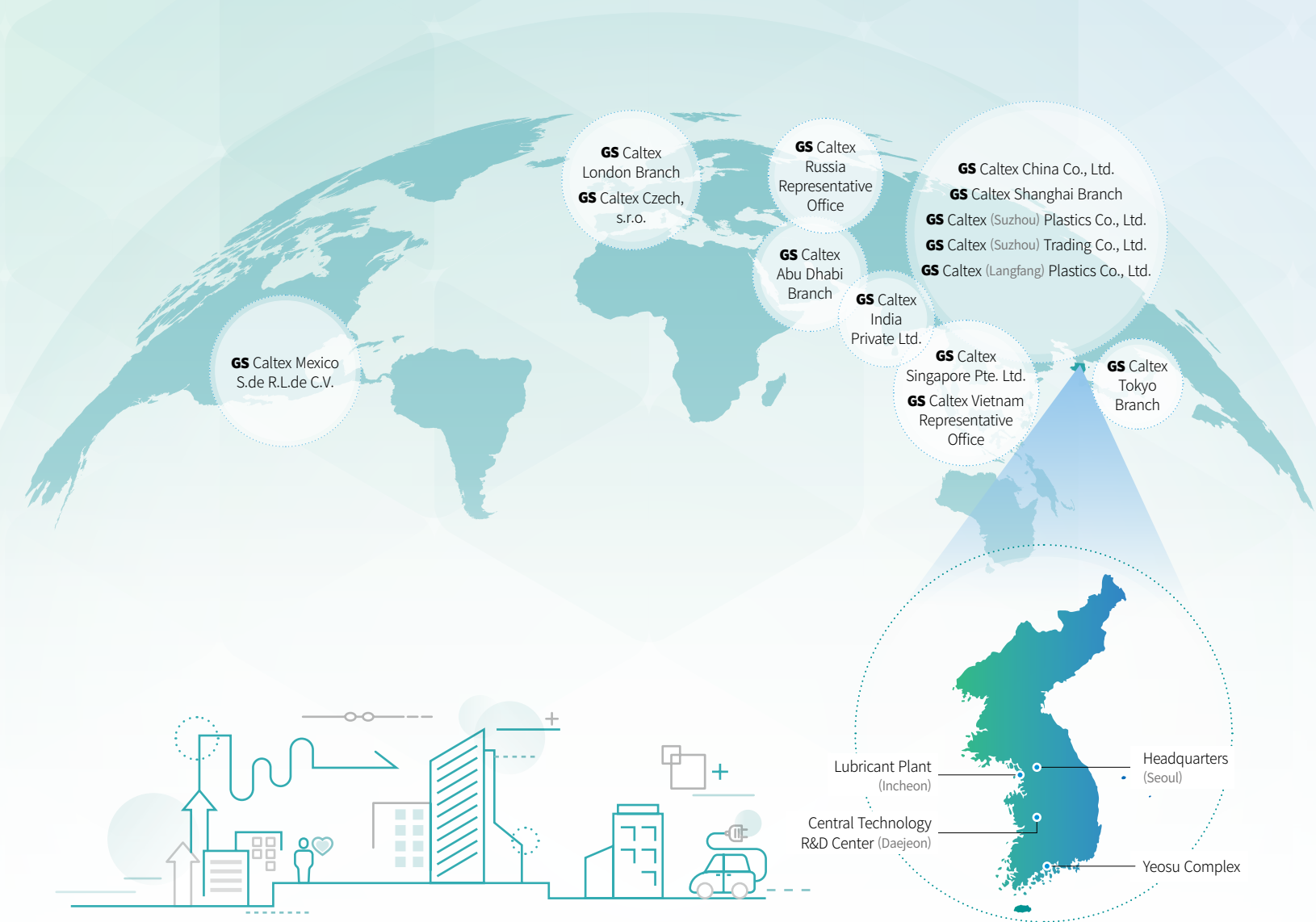
Name of Company	Date of Incorporation	Address	Overseas Offices (branches)	No. of Employees	Areas of Business
GS Caltex Corporation	May 19, 1967	GS Tower, 508 Nonhyeon-ro, Gangnam-gu, Seoul	China, Czech Republic, India, Singapore, Mexico, London, etc.	3,283	Petroleum Petrochemicals Lubricants

Organization Chart

(As of May 2020)



Domestic and Overseas Network (As of May 2020)



GS Caltex Vision and the GSC Way

Under our vision of **Value No. 1 Energy & Chemical Partner**, we define and practice the **GSC Way** as our guiding principle.

<p>GS Caltex Vision</p> <p>Value No.1 Energy & Chemical Partner</p>	<p>Vision Statement</p> <p>Our vision is to be the most respected energy & chemical company based on industry-leading competitiveness.</p>
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Strengthening Our Vision and Practicing the GSC Way

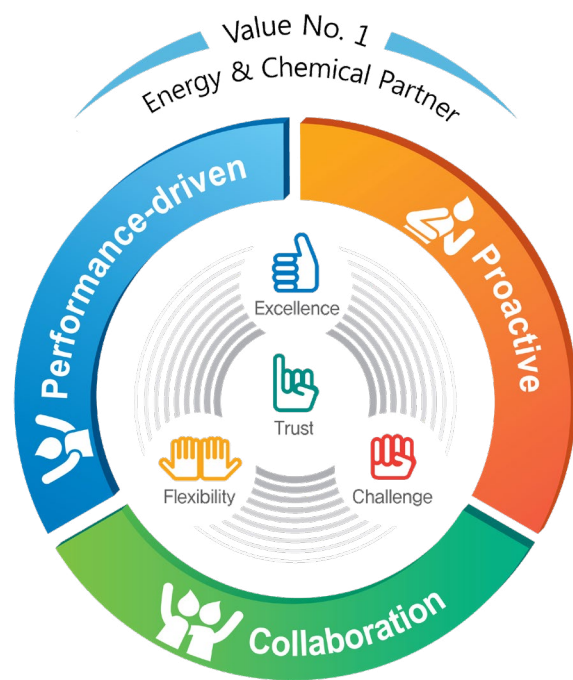
At **GS Caltex**, we share best practices for implementing the **GSC Way** with our employees and acknowledge the best efforts within our organization. In line with the **GSC Way**, we share strategies that our employees have used to overcome challenges they face in their actual work. These selected practices have a positive impact on the practice of the **GSC Way** for other employees.

Every year, we select and award employees who excel in their execution of the **GSC Way** based on their **GSC Way** practices and work performance. In 2019, 34 **GSC Way** performers were recognized for their excellent performance.

Photo of outstanding performers in GSC way



GSC Way



Corporate Values		
	Trust	Fulfill one's role, and trust and respect one another
	Flexibility	Welcome diversity with an open mind and behavior
	Challenge	Set high goals and pursue them aggressively
	Excellence	Strive for excellence in individual and organizational performance

Core Behaviors		
	Proactive	Think ahead and be the first to act
	Collaboration	Strategically utilize internal and external resources and capabilities
	Performance-driven	Deliver tangible results

GSC Way Charter

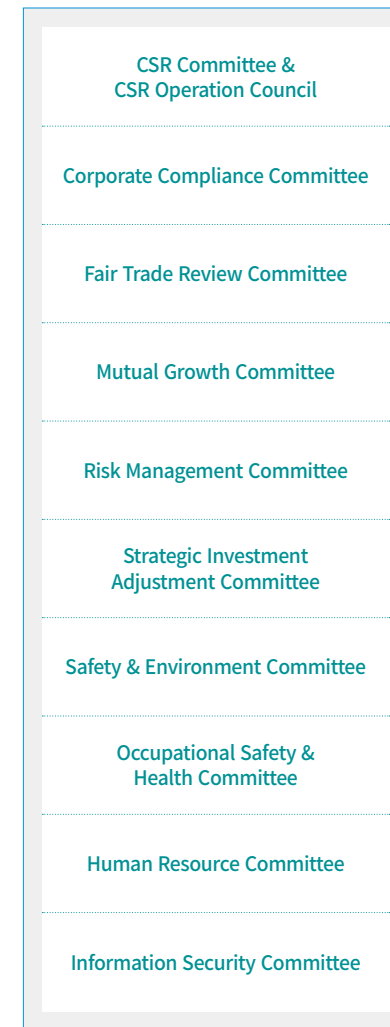
Based on our corporate values of Trust, Flexibility, Challenge and Excellence, we will :

- Think ahead and be the first to act
- Strategically utilize internal and external resources and capabilities
- Deliver tangible results

We will achieve our vision through the **GSC Way**

Sustainability Management System

Sustainability Management Committee



Sustainability Management Committee

In order to ensure sustainable growth in this fast-changing global business environment, **GS Caltex** has continued to develop the company's system for sustainable operations based on social responsibility practices while managing various economic, social and environmental issues relevant to the organization.

CSR Committee

GS Caltex holds CSR committee meetings with the CEO as a chairman. Since its establishment in 2010, the committee has been meeting regularly to discuss and make decisions on important CSR issues.

During the 22nd CSR Committee Meeting held in February 2020, we discussed the progress we had made towards improving our ESG (Environmental, Social, and Governance) practices in 2019 and presented our improvement plans for 2020, as well as plans for our major CSR activities including Maum Talk Talk and Yeulmaru.

GS Caltex holds various committee meetings related to sustainability management, including the CSR Committee, in order to strengthen our sustainability management system at a corporate-wide level. To meet the growing importance of ESG issues, we established a CSR Operation Council under the umbrella of the CSR Committee since 2020 to discuss and develop solutions to implement CSR.

Systematic ESG Management

Disclosure of non-financial information is becoming more important at home and abroad. EU's ESG Disclosure Regulation enforced in 2018 for companies with more than 500 employees and the Stewardship Code adopted as of July 2018 in South Korea are both such examples. In line with this trend, we anticipate the scope of disclosure for non-financial information will expand as global asset management firms, investment banks and credit rating companies integrate the ESG assessment in their decision-making for product development and investments.

In response to the growing importance of CSR evaluation and management, **GS Caltex** built an ESG database to manage the system in 2017. In 2018, we selected key areas for enhancing performance and implemented management systems. These areas are human rights management, enhancement of our partners' CSR practices, tax compliance, and the strengthening of safety, health, environment and quality. In 2019, we established a stakeholder policy for our various stakeholders and developed detailed plans to promote the CSR activities of our partners.

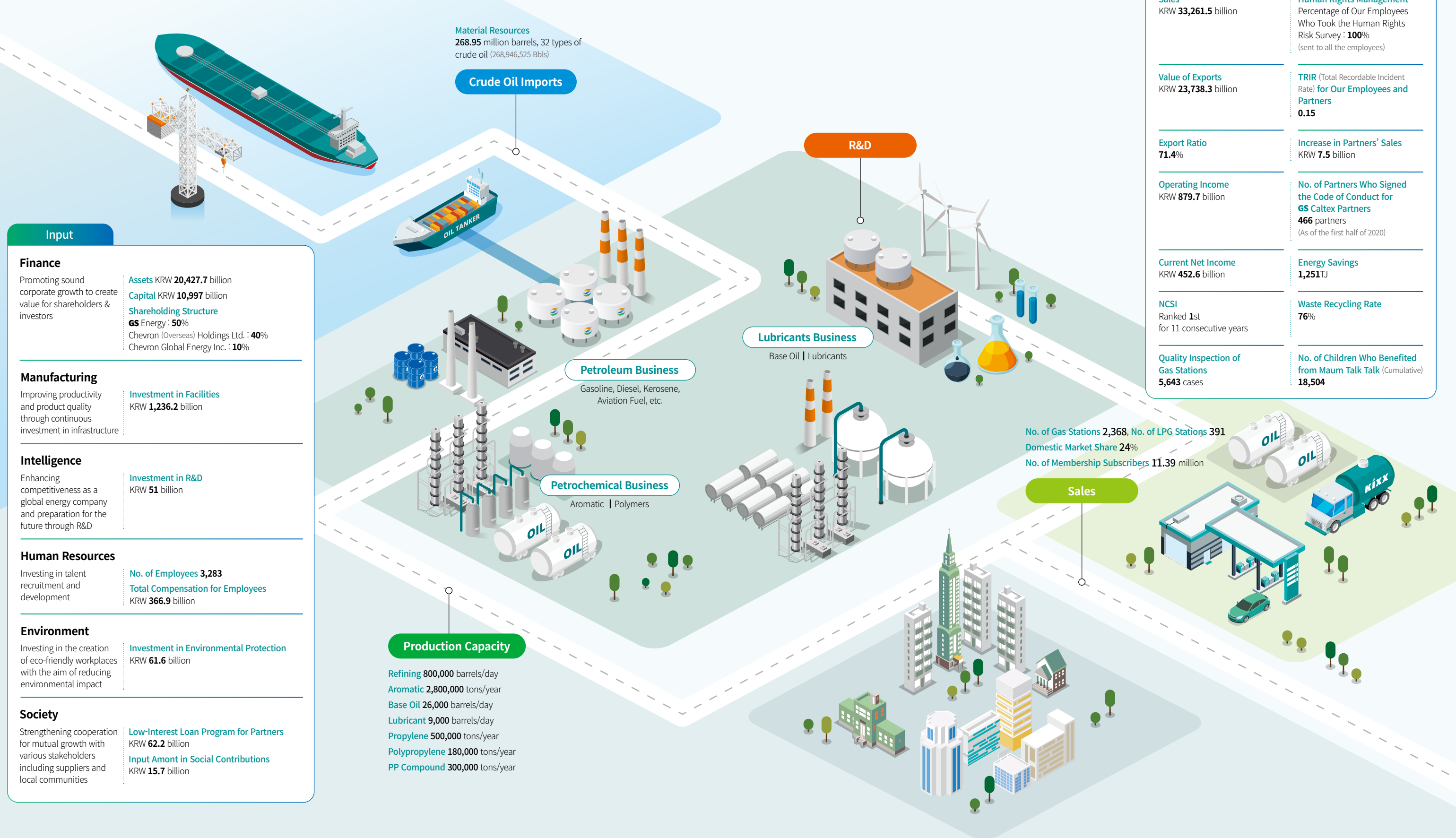
Response to Stakeholders' Requirements for ESG Data

GS Caltex conducts ESG analysis as required by individual companies to maintain a reliable supply chain. In addition to this, we commission an international ESG analysis agency to evaluate our ESG performance every year. In particular, we obtained the Gold Medal (the highest rank) from EcoVadis, a global ESG assessment platform in 2019.

Certified highest rank from EcoVadis



Business Model

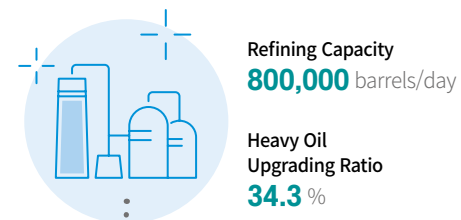




Business Areas

Business Overview

The business areas of **GS Caltex** consist mainly of petroleum, petrochemicals, and lubricants. After continuous efforts to diversify our overseas market segments, 70% of our revenue now comes from exports.



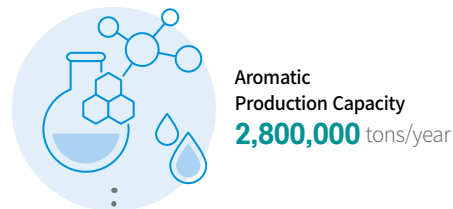
Petroleum

GS Caltex has facilities that produce 800,000 barrels of high-quality petroleum per day. We also supply petroleum products to the domestic market through 2,368 gas stations and 391 LPG stations nationwide in addition to our focus on exports to the global market.

In 2019, the US-China trade war and other events had a big impact on the refinery industry. In 2020, we expect to see more volatile market conditions due to the International Maritime Organization's ban against sulfur content in fuel, and COVID-19. Furthermore, the market will become even more saturated as the supply of petroleum exceeds the demand due to growing global investment.

At **GS Caltex**, we have consolidated the foundations of our oil supply by diversifying our suppliers and purchasing crude oil not only from the Middle East but from the U.S. as well. As Korea's largest HOU, this gives us a competitive advantage. We also remain the No. 1 company in the gas station category of the NCSI (National Customer Satisfaction Index) for the 11th consecutive year thanks to our unique service program.

Recently, in response to fluctuating market conditions, we have been working on a digital transformation that further strengthens our competitiveness for our petroleum business.

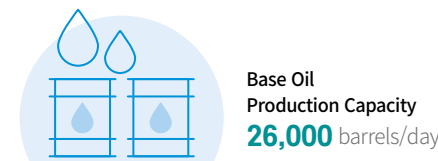


Aromatic

Our annual production of aromatics has reached 2.8 million tons. Since the completion of our production facilities back in 1990, we have consistently increased the production capacity through continuous investment in facilities and optimization of processes. As a result, our current production capacity stands at 1.35 million tons of paraxylene, 0.93 million tons of benzene, 0.17 million tons of toluene, and 0.35 million tons of mixed-xylene.

However, due to a massive expansion of paraxylene production facilities worldwide, the aromatics market is seeing a decline in profitability.

Under these circumstances, **GS Caltex** is focusing on reducing our dependence on aromatic products in certain markets. We are also seeking methods to secure stable levels of profitability by diversifying our operations and product portfolio.



Base Oil Business

GS Caltex produces eco-friendly, high-quality base oils, using our advanced HCR (hydrocracking) process to meet the requirements of automotive and industrial lubricant manufacturers.

Recently, in response to increasingly demanding regulatory requirements related to the environment in developed countries, emerging countries such as China have begun applying more strict regulations. The low-growth economic trend also adds negative pressure on demand.

Despite these changes in market conditions, we have been able to maintain our competitive advantages by diversifying our sales channels. To sustain our growth, we are actively developing overseas markets, including China, India, and Southeast Asia, to secure global sales channels. In 2019, more than 90% of our base oil sales came from overseas markets. **GS Caltex** is the market leader as the major supplier of base oil in Asia. We continue to seek opportunities to expand our market share.



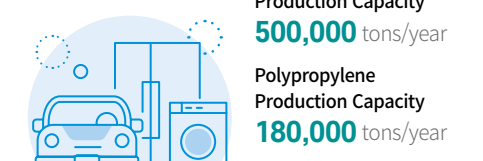
Lubricants Business

As a leading producer in the market, **GS Caltex** is recognized for our superior quality and technological expertise. To meet the demands of our customers, we produce our own high-quality base oils and, by leveraging our innovative technologies, are able to supply more than 400 types of Kixx engine oil. Our automotive lubricants, such as the premium engine oil Kixx PAO and engine oils for personal and commercial vehicles, along with industrial lubricants like hydraulic fluid and oils used in industrial sites, are exported to more than 60 countries around the world as our flagship products.

The increasing regulations in the lubricant market as well as stronger requirements from manufacturers has led to a growth in demand for high-quality products. As a result, the use of lubricants has remained flat or increased at a slow rate. In addition, the competition is fierce in the lubricants industry at home and abroad due to its low entry barrier.

In order to overcome these challenges, we are focusing on improving the product mix, developing cost-saving recipes, and attracting new customers. As a result of these efforts, Kixx won the First Brand Awards¹⁾ in the Lubricant Category in December 2019 following the win in 2018.

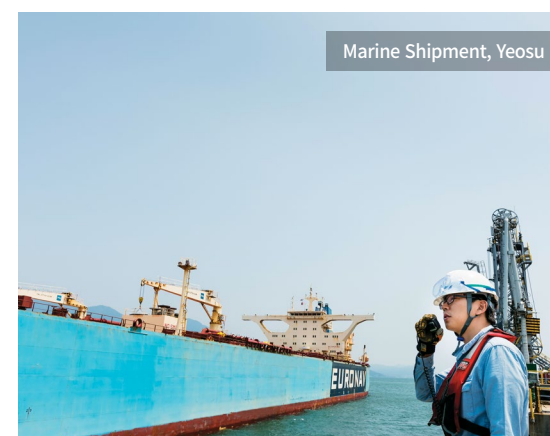
1) Held by the Korea Consumer Brand Committee, organized by the Korea Consumer Forum and the Korea Economic Daily



Polymers Business

GS Caltex's polypropylene production facilities were completed in 1998 with an annual production capacity of 120,000 tons. We now produce 180,000 tons a year. With the completion of No.1 HOU (RFCC) in 1995 and No. 4 HOU (VGO FCC) in 2013, our annual production capacity of propylene, which is used for polypropylene, has reached 500,000 tons. We also have production facilities in Korea, China and Czech Republic for PP compound, which is used in automobiles and electronics, with an annual production output of 300,000 tons.

The most critical risk factor in the petrochemical industry, where commodities are a driving force, is the fact that profitability can be subject to external factors such as oil prices. In this regard, our polymers business has helped us optimize a portfolio that can distribute risks through vertical integration, ranging from propylene (resource) to polypropylene (intermediate goods) and PP compound (end goods). **GS Caltex** is also driving sustainable growth by developing eco-friendly and high-transparency products to meet regulatory requirements. Furthermore, we have diversified our sales channels making inroads into China, Europe and North America and as a result, over 70% of our sales in the polymers sector come from exports.



2019 Highlights

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Issue 1 Eco-Friendly Management



Materiality

Concerns for environmental issues are growing following The Paris Agreement on climate change. This has resulted in the increased awareness of the environmental responsibilities of corporations and increased consumer demand for eco-friendly products and services. As a result, companies are required to implement rigorous environmental strategies and minimize environmental impacts by developing eco-friendly materials and expanding facilities that have a minimal environmental footprint.



Risk & Opportunity

Environmental regulations | As global environmental regulations grow stronger and government regulations and legal amendments are put in place, the demand for corporate practices to execute environmental responsibilities is also growing. Environment-related regulations are continuously growing stronger from shifts in environment-related regulations as well as awareness.

Eco-friendly consumer trends | The eco-product market is expanding as consumers are avoiding environment-impacting products and more interested in eco-goods.



Management Approach

By aligning our environmental strategies from the perspective of Circular Economy, GS Caltex is strengthening our sustainable supply chain. We are also expanding our eco-friendly product line as we develop more sustainable materials and research technology to reduce reliance on hazardous materials. Going forward, we will continue to issue green bonds to expand our eco-friendly facilities and innovate technologies to maintain our competitive advantages.



Issued Green Bonds

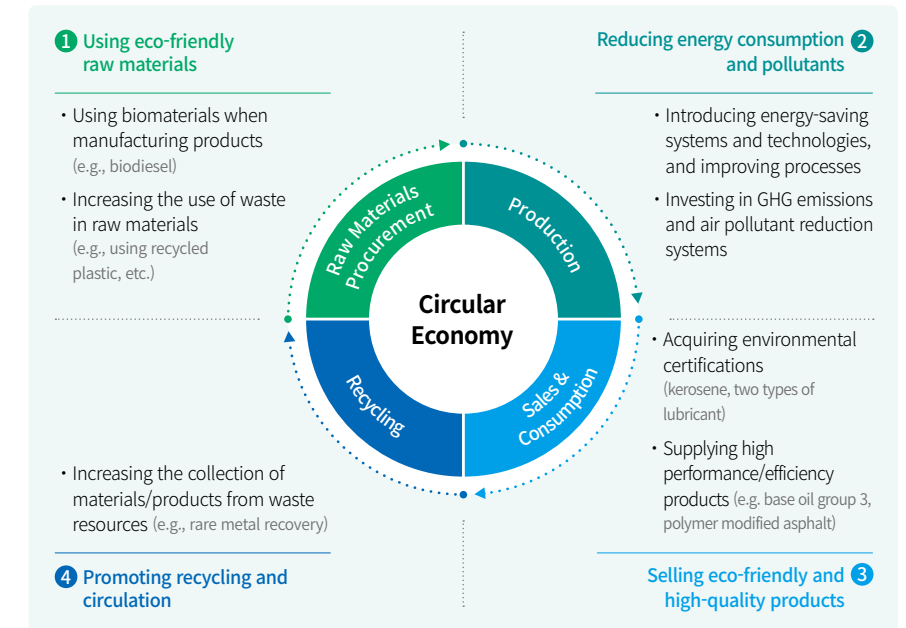


Established Facilities for Fine Dust Reduction

Environmental Management

Environmental Strategy

GS Caltex is committed to eco-friendly practices that is more rigorous than environmental regulations throughout our entire value chain, from material procurement to production, sales and recycling. To this end, we fulfill our social responsibility towards the environment by minimizing our environmental impact from the economic perspective of resource circulation.



Establishment of a Monitoring System

GS Caltex established a monitoring system to oversee the response of our production facilities to environmental impacts and external risks stemming from their operation in order to proactively manage any potential risk.

Classification	Description
On-site measurements	Periodic on-site measurement and analysis (e.g., air, water quality, waste)
Remote monitoring system for concentration of pollutants	Real-time air and water quality measurement and control
LDAR ¹⁾	VOC ²⁾ and hydrogen scattering and emissions monitoring
Oil spill response equipment management system	Management of oil spill response equipment inventory status
Plant drainage control	Installation of oil detectors, pH meters and CCTV cameras
Typhoon monitoring system	Analysis of impact point on Yeosu Complex and early response based on typhoon information
SHE information system	Oversight of environmental practices

1) Leak Detection and Repair
2) Volatile Organic Compounds

Development of Eco-Friendly Products

At GS Caltex, we continue to develop energy-efficient, eco-friendly products as part of our support for low-carbon energy policies. Based on highly refined fuel oil, we secure excellent quality competitiveness, and we are also developing eco-friendly light-weight materials and solvents.

High-Quality & Eco-Friendly Fuel Oil

GS Caltex is continuing R&D efforts to secure various technologies for processing petroleum, improving energy efficiency in oil refining and enhancing the quality of our oil products to strengthen our competitiveness in the energy sector based on our accumulated technological capacity.

Our major brand GS Caltex Kixx is a high-quality gasoline product that meets the world's highest eco-friendly standards as it contains highly purified additives to protect key components of the engine while dramatically reducing harmful emissions. It also improves driving performance and comfort by maximizing engine power with fuel efficiency.

Our diesel products have an excellent ignition ability and output, and contain a high-performance fluidic enhancer that prevents wax formation in winter, making it easy to start the vehicle at low temperatures. Produced at our cutting-edge desulfurization facilities, it has received 5 stars from the Environmental Quality Rating System every year since 2006.

The kerosene product line is highly purified and eco-friendly with lower emissions of harmful gases as it is produced through an advanced refining process. Our kerosene produces less petroleum odor and does not cause discomfort to the eyes, so it is possible to store indoors. It was certified by the Ministry of Environment for its eco-friendly attributes, as the sulfur content is significantly lower than the legal limit for quality standards.

Marine fuel oil generates large amounts of heat to maximize the propulsion of ships. Marine fuel is produced in various forms according to the specific viscosity that the ship engine requires. In addition, our marine fuel is an eco-product that not only meets the ISO 8217¹⁾ standards but also produces minimized pollutants following our even-stricter company standards.

1) Global index to standardize ingredients in marine fuel oil

We also make asphalt for road construction using materials produced during the refinery processes. In addition to standard asphalt, we supply asphalt that can withstand high and low temperatures without deformation or cracks while researching the development of eco-friendly and high-performance asphalt to meet the varying needs of customers.

Development of Eco-Friendly Chemicals

In response to the growing demand for eco-friendly materials, GS Caltex has devoted significant resources to the development of various eco-friendly chemicals, low-toxic materials and special solvents.

We have established a demonstration plant for 2,3-butanediol, which was certified as a new technology/product by the Ministry of Trade, Industry and Energy, and are creating demand for eco-friendly materials for cosmetics, personal care, and crop protection agents. We also plan to carry out various activities, including technology verification, through scale-up research and technology development for cost competitiveness.

In the future, we are going to develop safe and eco-friendly chemicals with superior performance to meet growing demand in various markets.

Development of Eco-Friendly Materials

GS Caltex is focusing on developing eco-friendly, high-performance polymer materials that can replace metallic materials and have both the mechanical and the thermal properties to improve fuel efficiency and reduce GHG emissions in automobiles. In 2019, we developed an **uncoated composite material with improved softness for automotive interior** parts and won the IR52 Jang Young-sil Award²⁾ in the 27th week of 2019. GS Caltex will continue to develop eco-friendly materials.

Expansion of Eco-Friendly Facilities

In October 2019, GS Caltex issued KRW 130 billion green bonds. The funds raised via the bonds will be used to expand the environmental facilities in the Yeosu Complex with a focus on the reduction of pollutant emissions and odors through investment in the facilities. Issuing green bonds is part of our active initiatives to protect our environment, and we will continue our efforts to contribute to the environment.

IR52 Jang Young-sil Award in the 27th week of 2019



2) Recognizes the contribution of R&D professionals to the development of new economic technology. One product is selected each week.

Business Case

Establishment of Facilities for Fine Dust Reduction



In 2019, to reduce SOx (sulfur oxide), which is a cause of fine dust, we invested KRW 54.6 billion to replace the DeSOx system located at No.1 HOU (RFCC) with a wet gas scrubber. In 2019, we also added NOx reducers to reduce nitrogen oxides in our oil refinery facilities by investing KRW 2.9 billion. As a result, the amount of SOx generated was reduced from 4,481 tons in 2018 to 1,269 tons in 2019, and NOx emissions were reduced from 844 to 684 tons over the same time period.

In early 2020, we completed process improvements whereby all LSFO (low sulfur fuel oil) was replaced with LNG (liquefied natural gas). In addition to dust, SOx and NOx, LNG also produces less carbon dioxide than LSFO, making it a potent tool in the fight against global warming.

Investment in fine dust reduction equipment

Approx. KRW 54.6 billion



SOx



Reduced by 3,212 tons

NOx



Reduced by 160 tons



Issue 2 Preparation for the Future



Materiality

Digital technology has emerged as an integral part of competitiveness for refiners. As digital transformation such as AI (Artificial Intelligence) moves forward, it will trigger a fundamental change in our business model and its implementation. Under these circumstances, leading refiners are strengthening their systematic digital capabilities, and are committed to operation innovation and risk management based on digital technology.



Risk & Opportunity

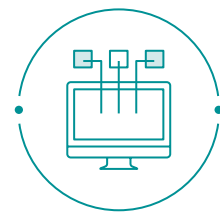
A paradigm shift in refining industry | As advanced technology and improved operations at production facilities have led to supply growths, competition in the refining industry has intensified. In addition, digital technology has become an essential factor to competition which has sped up the rate of change in the business environment, leading to a paradigm shift.

Creating opportunities through digital technology | New opportunities to obtain growth drivers are arising from utilizing digital technology such as managing production risks through simulations or real-time monitoring of all work sites and facilities using data analysis.



Management Approach

To deal with uncertainties in the business environment, **GS Caltex** is establishing an integrated control system based on Digital Twin. This comprehensive monitoring system allows us to efficiently manage production processes and use simulation technology to minimize losses while managing process risks. By doing so, we are incorporating digital technology into our production processes and continuing to push ahead with digital innovation to enhance our competitiveness and create value.



Establishment of Integrated Control System Based on Digital Twin



Launch of Greendiol, the Eco-Friendly Cosmetics Ingredient

Intelligent Plants

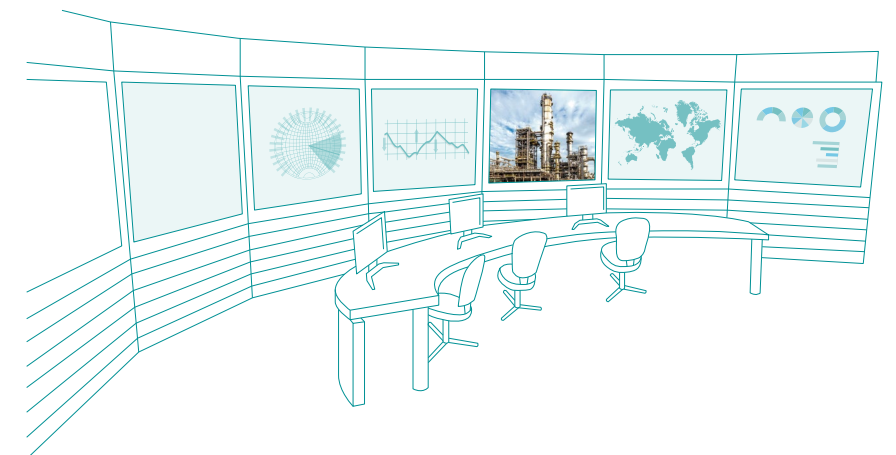
Virtual Plants Using Digital Twin

GS Caltex is building a virtual plant that is exactly like an actual plant using our Digital Twin technology. This will allow us to simulate various situations that are difficult to recreate in real life, such as abnormal conditions or equipment malfunction. It will also enable us to predict risks and review optimal operation methods so we can find ways to increase efficiency. We can also monitor the operational status of multiple systems in the production facility in real time and minimize losses at each stage, from the receipt of crude oil to product shipment, to pursue optimal production management.

Comprehensive Real-Time Monitoring Through Integrated Control System

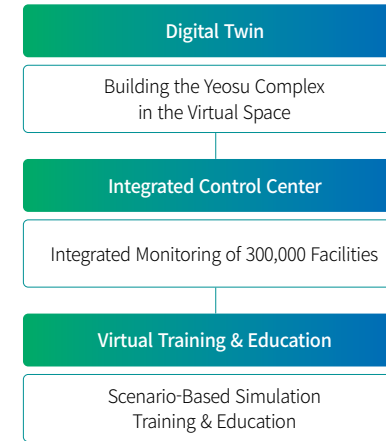
We are building an Integrated Control Center, with a completion target of 2030, to optimize production and minimize loss at each process step. At the **GS Caltex** Yeosu Complex, which is 6,000,000m², there are more than 300,000 pieces of equipment, and all of the processes are interconnected. Additionally, starting from time of completion, planning standards differ for each process and both management and optimization standards are operated independently.

Due to this factor, in case of issues in individual production procedures, time is wasted in sharing issues and solutions among corresponding departments. An Integrated Control Center allows us to monitor facilities of the Yeosu Complex in real-time so we can easily check the state of production, design and maintenance. This will enable us to provide an immediate response which encompasses the entire process should any issues arise.



Application of Digital Transformation to Production Processes

At the Yeosu Complex, we are applying digital transformation to each area, such as operations, technologies, and asset management. Using 3D models, we implemented a system that supports easy access to facility data to the No. 3 HOU (VRHCR) processes. As a result, we managed to reduce the time it takes to access facility-related information, such as maintenance records and drawings, by 30% and we made it possible to check 3D models instead of visiting the actual site, which has led to time savings of up to 70%.



In addition, we run an OTS (Operation Training Simulator) which is a simulation program based on actual production processes. Employees can train for emergency situations such as plant shutdown from boiler or pump equipment issues. By doing so, we can minimize risks and pave the way towards a sustainable future.

Solid Foundation for Growth

MFC Project

At GS Caltex, we are working on the development of our olefin model as our new growth engine. It has potential for growth and will be easy to expand to the downstream market. As the first step, we have invested in the construction of MFC (mixed feed cracker), olefin production facilities.

One of the key olefin products is ethylene, which is used as a base material in various industries. PE (polyethylene) in particular, one of the downstream products of ethylene, is widely used for plastic products such as vinyl, containers and disposable goods. We are focusing on the HDPE (high density polyethylene) market in particular as our first stepping stone into the PE industry. The HDPE market is relatively large and linked to our existing PP (polypropylene) operations, which should make it easier for us to penetrate the market.

In addition, ethylene prices are not strongly correlated to the aromatics that GS Caltex produces. This makes it possible for us to develop a secure portfolio.

Project Status and Competitiveness

GS Caltex is in the process of building olefin productions facilities in Yeosu, which are scheduled to be completed in 2021. In October 2019, we transported a large circular tank weighing about 1,000 tons with a diameter of 22m and a capacity of 35,000 barrels, by sea to be installed in our Yeosu Complex. In March 2020, we completed the installation of a pipe rack module as big as a 15-story apartment building. It consists of a steel structure and pipes through which fuel and products are transferred for the processing operations. The MFC Project is anticipated to obtain an excellent cost competitiveness through synergy between the competitiveness of our ingredients and existing facilities.

Furthermore, to transform the MFC Project into a successful business, we are conducting research activities to develop the metallocene catalyst which accurately controls high polymer formation to provide customers products with the properties they desire. In addition to our existing business in the aromatics market, we expect to create a new revenue stream in the olefin and polymer market. By entering this high value-added downstream market, we will further strengthen our competitiveness in the petrochemicals industry, as well as refining industry.

Strengthened Competitiveness with V-Project

GS Caltex maintains a solid revenue generation model through our V-Project innovation, which was designed to strengthen our internal competitiveness throughout the value chain (crude oil procurement-production-sales) despite the fast-changing business environment. Between 2013 and 2019, about 260 tasks were selected to improve our profitability with

Transportation of Propylene Tank



the focus on cost competitiveness, optimal operation of processes such as HOU's, energy efficiency, production of high value-added products, and maximization of their sales. As a result of our continued efforts with the V-Project, we achieved a cumulative financial performance of KRW 500 billion by 2019 in spite of the uncertain environment. However, due to the rapidly changing external situation and the appearance of new businesses, there is a growing need to secure our competitiveness further.

In 2020, GS Caltex formed an Agile unit (engineer group) to facilitate prompt responses and identify innovative solutions. This new unit will take over the V-Project and focus its resources on enhancing our competitiveness.

1) Areas of improvement : strengthening competitiveness in feed stock, optimizing process operations, maximizing product value, optimizing energy & utilities, strengthening mid- to long-term competitiveness
2) To be implemented by the Agile unit (engineer group) from 2020

Key Areas of Improvement for V-Project¹⁾ and Annual Financial Performance

(Unit : KRW 1 billion)

Year	2014 Performance	2015 Performance	2016 Performance	2017 Performance	2018 Performance	2019 Performance	2020 Estimate ²⁾
Wave 1 (2013)	99.2	153.9	108.4	84.7	70.6	47.5	69.4
Wave 2 (2014)	61	117	72	61.6	66.3	70.3	90.2
Wave 3 (2015)		30.7	65.6	57.6	94.3	118.7	114.2
Wave 4 (2016)			27	36.7	36.2	40.5	31.5
Wave 5 (2017)				25	42.6	75	75.6
Wave 6 (2018)					36.1	110.3	85.5
Wave 7 (2019)						33.6	79.9
Total	160.2	301.6	273	265.6	346.1	495.9	546.3

Business Case

Development of a Bioprocess for Mass-Production of 2,3-BDO

2,3-BDO (2,3-butanediol), developed by GS Caltex, is a natural substance widely present in nature. It can be found in fermented/natural foods, plants, animals, water and soil. It has excellent moisturizing benefits and due to its moisturizing, antibacterial and antiseptic effects as well as its ability to protect crops, it has a wide range of applications for cosmetics, crop protection, fertilizers, food additives, and pharmaceuticals.

After 10 years of extensive research and development, GS Caltex has finally developed a bioprocess technology that allows for the mass-production of 2,3-BDO using microbial fermentation. Our 2,3-BDO production technology utilizes non-GMO and microorganisms that

are not genetically modified. Moreover, as it only uses physical characteristics such as boiling points in the separation and refining process, it is environmentally friendly and harmless to the human body.

2,3-BDO is one substance registered to represent EU-REACH (registration, evaluation, authorization and restriction of chemicals), and currently, major cosmetic companies around the world are producing products containing this substance. In March 2020, we launched our own exclusive cosmetic ingredient brand, Greendiol which we supply to prestigious brands in cosmetics.

In response to the growing interest in eco-friendly materials, we will continue to develop new demands in various areas.

Certifications



3) COSMetic Organic and Natural Standard. An international certification for organic and natural cosmetics products
4) Products that do not use animal products and have not been tested on animals for production
5) New Excellent Technology. A certification system to promote the commercialization of new technologies developed by domestic companies, research institutes, and universities, and to create a foundation for entry into new markets by improving the trust system for new technology products
6) New Excellent Product. A system for discovering, evaluating and certifying new products developed for the first time in Korea to support the initial sales of small- and medium-sized enterprises.



Issue 3 Safety Innovation in the Workplace



Materiality

There is a growing awareness of safety in the workplace as part of corporate social responsibility as well as increasing regulatory requirements on safety management such as the revision of the Occupational Safety and Health Act. As a result, building a systematic safety management system has become an integral part of sustainable growth. A safety management system is also an important aspect to be considered when it comes to making decisions on investments and business. As a result, the need for system implementation and management continues to grow.



Risk & Opportunity

Change of awareness in managing industry accidents | Increasing transparency by managing industry accidents systematically, monitoring the entire production process and preventive risk systems are all issues in which interest is growing. In response, the need for managing industry accidents along the entire value chain is growing.

Change in work environment | Changes in government policies to promote human rights such as increasing minimum wage and reducing work hours are bringing a change in the work environment.

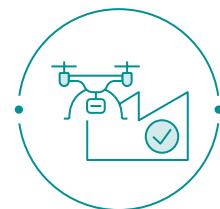


Management Approach

GS Caltex has introduced cutting-edge technology to improve safety management on work sites in order to prevent accidents and create a safe workplace. In addition, we have designed a company-wide safety and health response strategy and management system and conduct safety training to our and suppliers' employees to spread safety culture.



Established the data-based Life Saving Golden Rule



Workplace Safety Check Using Drones

Employee Safety and Health Initiatives

Life Saving Golden Rule

In 2019, GS Caltex established the Life Saving Golden Rule for employees to prevent accidents beforehand and create a culture where we also care for our peers' safety.

The Life Saving Golden Rule is composed of items that must be adhered to on work sites. The items were drawn from analyzed data on workplace accidents and solutions therefrom. The Life Saving Golden Rule is composed of 6 categories: 1) Restrict access when working with heavy objects, 2) Protect yourself against a fall when working at height, 3) Cut-off energy during maintenance, 4) Wear protective gear, 5) Restrict access to dangerous areas, and 6) Ensure safety when working in enclosed spaces.

Through these measures, we anticipate our employees to raise awareness on safety and create a collaborative safety culture where we consider the safety of our peers as well.

Using Drones to Reduce the Risk of Accidents

In the past, cranes or scaffolds were used to assess the safety of tall facilities such as chimneys. Since 2015, GS Caltex has been utilizing drones to check tall facilities, dangerous areas or in water. We also periodically check any damage in high-temperature facilities using drones equipped with thermographic cameras to ensure the safety of our employees at the Yeosu Complex.

Our Response to COVID-19

GS Caltex is taking various measures to protect our employees' health from COVID-19 that began to spread early 2020. We periodically distribute masks to our employees. Body temperatures are checked at all work sites including the head office and Yeosu Complex. By ordering potential cases to work from home and by introducing various measures in accordance to government guidelines, we radically reduced the potential spread of the virus in our company.

Any employee who had visited an area (work or holiday) with a high rate of COVID-19 cases was required to work from home for 14 days. We also introduced telecommuting to support child care as the start of school was delayed.

In addition, we purchased Yeosu Local Gift Vouchers worth KRW 150 million in March 2020 to help the local economy recover from the impact of the virus. These vouchers were given to the workers of the Yeosu Complex and employees of our partners to celebrate 4 million accident-free hours for the MFC Project, which is currently under construction.

Life Saving Golden Rule Action Items

<p>1 Restrict access when working with heavy objects</p>	<p>2 Protect yourself against a fall when working at height</p>
<p>3 Energy cut-off during maintenance</p>	<p>4 Wear protective gear</p>
<p>5 Restrict access to dangerous areas</p>	<p>6 Ensure safety when working in enclosed spaces</p>

Purchase of Yeosu Local Gift Vouchers to Support Recovery from COVID-19



Sustainability Performance

02



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Ethical Management
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Shared Growth with Partners
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Social Contribution Activities
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SHE Management



Link to SDGs

	Goal	2019 Performance
7 Affordable and Clean Energy	Distribute clean energy technology to contribute to the environment and work to promote sustainable energy	<ul style="list-style-type: none"> • Provided high-efficiency cookstoves to developing nations vulnerable to climate change
12 Responsible Consumption and Production	Reduce the use of resources in all stages of business operations and enhance recycling to create a sustainable value chain	<ul style="list-style-type: none"> • Saved energy worth KRW 19 billion • Increased usage of LNG for heating furnaces • Reached a waste recycling rate of 76% • Invested KRW 54.6 billion to reduce SOx & NOx emissions
13 Climate Action	Reduce GHG emissions in all stages of business operations	<ul style="list-style-type: none"> • Transitioned from fossil fuels to low-carbon fuel i.e. LNG

SHE Management Policy

In order to reflect current safety and environmental issues and demands as well as to promote employee understanding and easy application in practice, GS Caltex updated our SHE Management Policy in 2019.

SHE Information System

Since 2018, we have efficiently managed and shared SHE information with our employees through our SHE Information System. This is used to identify and improve areas of weakness through analyzing and databasing of SHE information. The SHE Information System provides regular notification of items that require action, such as diagnosis or accident investigation, and encourages employees to make necessary improvements. We also promote the internalization of safety and support reviews of key issues using various dashboards provided by the system.



Data | Occupational Safety Certification

Data | Environment & Energy

INTERVIEW



Doo-Cheon Choi
Vice President of Safety & Environment

After adopting SHE (safety, health and environment) as a core value, we have undertaken systematic SHE activities, such as creating a safe working environment, managing the health of our employees as well as those of partners, and internalizing health and environmental management. We also share our ESG progress with stakeholders, focusing on GHG emissions, water resources, pollutants, waste, and occupational safety and health.

The importance of SHE cannot be overstated, as a company's sustainability depends on the safety of its people and the protection of the environment. These are ultimately the responsibility of companies as we move towards sustainable growth for our planet and humanity.

At GS Caltex, we set more stringent requirements than those established by law when it comes to environmental protection. To this end, we are preemptively implementing environmental policies on transitioning to eco-friendly fuel, improving facilities, and

Occupational Safety and Health

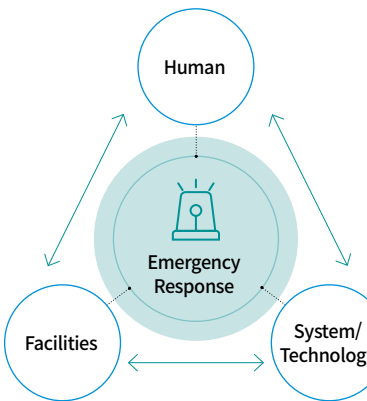
Establishing a Safety Management and Culture

Based on the occupational safety and health management measures for our employees and those of partners, GS Caltex is creating a culture of safety through surveys of the working environment, improvements to safety awareness and practice by sector, and the establishment of systematic systems and facility safety. We have also implemented an emergency response system to prevent accidents and facilitate our response procedures.

Internalization of Process Safety Management

In order to prevent industrial disasters, GS Caltex has implemented an emergency response procedure for each sector along with a systematic process safety management system. We classify the areas of Process Safety Management into Human (training, accident investigations, supplier management, internal audits), Facilities (facility maintenance, pre-operation safety inspections) and System/Technology (process safety information, safety guidelines for operation processes, safety work permission procedures, process risk assessment, manage changes), and Emergency Response to take a more systematic approach to our safety management. To enhance our preventive measures, we make sure our employees understand all 12 items of the system. Based on this, we are improving our response to accidents and the safety level of our operations.

Data | Occupational Safety & Health Indicators



Data | Accidents Related to the Safety of the Production Process

Safety Risk Analysis System

We established the Reliability Master Plan for 2017-2020 to perform step-by-step monitoring of all our process facilities. In order to systematically analyze and evaluate risks, we have applied process risk assessment techniques including HAZOPs (hazard and operability studies), LOPA (layers of protection analysis), SILs (safety integrity level) and QRAs (quantitative risk assessments).

introducing the latest eco-friendly equipment.

To preemptively respond to the strengthening of environmental regulations, we have established a dedicated team and task force to analyze potential risks and take actions from a long-term perspective. As part of this effort, all low sulfur fuel oil have been replaced with LNG, reducing emissions of fine dust-causing substances such as SOx and NOx by more than 30%, and carbon dioxide by 20%, thus contributing to a reduction of GHG emissions.

We also proactively monitor ESG changes along with regulatory changes in the Occupational Safety and Health Act, the Act on Registration and Evaluation, etc. of Chemicals, the Chemical

Substances Control Act, and the Emissions Trading System, while continuing to optimize our SHE practices.

In addition to the above, we have been applying the concept of Digital Transformation to create production facilities in a virtual space. Once this project is completed, the Yeosu Complex will have a safer working environment based on simulations as well as optimized production processes.

In the future, we will continue our efforts to focus our resources on SHE management and support sustainability for all our stakeholders.

We also conduct preliminary inspection of workplaces and risk assessment to ensure safety and compliance with the safety work plans. We assign a safety supervisor who is in charge of safety management to the workplace. Further, when work operation changes, we re-examine the risk and revise the safety work plan. If any unsafe conditions are identified during operations, they should be resolved before commencing work.

New Project Safety Management

When undertaking a new project, we establish a PSMP (project safety management plan) for all phases of the project, including design, purchase, and construction. We work with our partners on project safety management planning, safety training, risk assessment, work permits, and short-term worker management. We have also introduced a project safety monitoring program to take initiative in the prevention of accidents.

Emergency Response System

Emergency Response Manual

To facilitate swift and effective emergency response processes in the case of industrial accidents, safety and environmental problems, and natural disasters such as earthquakes and typhoons, we operate an emergency response team 24 hours a day. With the GS Caltex Emergency Response Manual, we define the responsibilities of our employees in emergency situations while simplifying our reporting system so that we can promptly respond to any event.

Emergency Response Training

Our Yeosu Complex prepares emergency response scenarios that may occur for each process and conducts emergency response training at least once a month. We have prepared a system for dispatching about 240 emergency and marine control personnel in the first and second lines to respond quickly in the event of an emergency. In addition, employees at our Yeosu Complex are working to minimize loss of human life and damage to the environment and property resulting from accidents by accumulating emergency response capabilities through actual drills in a large-scale fire drill facility built inside the workplace.

Spread of Safety Awareness

Safety Awareness Program

To raise employee awareness regarding safety and behavioral standards, we have established safety awareness programs at all our major workplaces, including the Yeosu Complex. This program consists of safety monitoring, accident investigation and safety improvement and the operation of the program is customized to the specific conditions of each site. Additionally, we discuss important safety issues and make decisions in order to internalize safety culture every quarter through the Safety Leadership Committee led by our CSO (Chief Safety Officer).

Safety & Environment Consulting

To conduct monitoring and ensure the effective operation of our SHE management system, we work with external experts. Consultation is provided on a yearly basis to comprehensively and consistently identify human, facility, system/technology, and emergency response factors that can be improved in a proactive manner. In addition, every three years we perform a safety diagnosis applying the standards of the API (American Petroleum Institute), as they represent global standards in global petroleum and gas industry.

» Data | Occupational Safety Drills

» Data | Partner Industrial Safety Training

Best Safety & Environment Practices

Each quarter, GS Caltex selects and shares the best safety & environment practices to promote their implementation at the corporate-wide level. Selected practices are presented by the Safety & Environment Committee and awarded around the day of the Founding Ceremony. Going forward, we will continue to support best practices to raise safety awareness in our workplaces.

GS Caltex Safety Campaign

In 2019, we launched our Daily Safety Compliance campaigns starting with the **Campaign for Holding Handrails on Staircases** to enhance employees' safety awareness and incorporate safety in daily routines. Through these small activities, we aim to create safer workplaces. With our varied safety campaigns, we will continue to take the initiative to practice safety in everyday life for our customers as well as our employees.

Healthy and Safe Workplaces

Chemical Substance Information

We have established a Chemical Management Portal to control hazardous chemicals used in our workplaces. Through the MSDS (Material Safety Data Sheet) management system, we provide information about hazards and risks to our customers and partners as well as to those of our employees who handle chemical substances, whether directly or indirectly.

Health Support Programs

The Yeosu Complex operates a clinic with the latest medical equipment and specialized medical staff to help our employees stay healthy. We also provide various healthcare programs to help our employees maintain their health, including medical check-ups, musculoskeletal disease prevention programs, and other programs regarding smoking and obesity. In particular, the Daily Walking Program (10,000 Steps Campaign), which aims to prevent obesity or digestive issues, is helping employees increase activity levels, reduce body fat and maintain a healthy lifestyle.

Reducing Environmental Impacts

Preemptive GHG Management

« To strengthen the global response to the threat of climate change, countries around the world, including Korea, are establishing plans to reduce GHG emissions and develop low-carbon strategies. It is essential for industries to have an understanding of climate change in order to create a low-carbon society and implement a sustainable carbon-neutral economic system.

« The refining industry needs strict energy and environmental management activities as production consumes a significant amount of energy. We are monitoring GHG emissions in the production and distribution processes, considering the impact of GHG generated when initiating new projects or making process improvements.

GS Caltex Safety Campaign



Data | GHG

Data | Investment in Environmental Protection

First, based on our process operation plan and the national GHG reduction roadmap, we established a GHG management plan for our work sites and reduced emissions. In 2020, most of the low sulfur fuel oil used at our production facilities were replaced with low-carbon LNG to reduce GHG emissions.

Since 2018, we have been investing in overseas GHG reduction projects to expand the scope of our GHG management. With the High-Efficiency Cookstove project, we provided stoves to countries with poor cooking facilities that are vulnerable to climate change. Unlike the existing cooking appliances, our high-efficiency cookstove is designed to have better combustion efficiency and improved air circulation while reducing the amount of firewood needed, which means less soot and smoke. We expect to help improve the respiratory health of users while reducing environmental impacts related to forest destruction, soil erosion and GHG emissions.

Energy Management

At GS Caltex, we have developed a mid- to long-term roadmap and are carrying out energy management activities to respond to the changing business environment and strengthen our competitive advantages through energy-saving and efficiency programs. We share their ideas for saving energy and strive to incorporate innovative technologies in our business operations through external consultations and benchmarking. We also take a multifaceted approach to reviewing energy-saving projects to help us make strategic investments. GS Caltex sets a challenging target to reduce energy consumption and all employees work to achieve the goal. Thanks to these efforts, we saved KRW 19 billion in energy costs during 2019.

GS Caltex is operating an energy monitoring system in accordance with government policies as well as working to cultivate expert talent. Going forward, we plan to analyze the energy usage of our production facilities in cooperation with external experts and benchmark the latest technologies from around the world. Furthermore, we will continue to explore opportunities to save energy in both our daily practices and our mid- to long-term projects, and optimize our energy monitoring system so we can take timely action.

Air Pollution Risk Management

Air Pollutant Reduction

We are actively investing and improving our facilities to reduce particulates. To maintain and improve our facilities, we have installed systems that reduce the amount of NOx and SOx produced. We are also focusing on reducing air pollutants by using electrostatic precipitators, odor incinerators and organic compound collectors.

Air Pollutant Emissions Monitoring

We have installed Tele-Monitoring Systems (TMS) in the main chimneys of the plant to monitor the density of air pollutant emissions. The TMS mainly monitors emissions such as NOx, SOx and Total Suspended Particles (TSP). The TMSs are installed in 14 vents as of early 2020 and we plan to increase the number to 43 by the end of 2022. We monitor the density of pollutants emitted from the vents. If the density turns abnormal, the system immediately analyses the reason and takes action to decrease the volume of air pollutants, contributing to maintaining clean air.

As demonstrated, GS Caltex is utilizing cutting-edge technology and equipment to manage emissions of air pollutants at stricter standards than legal requirements.

» Data | Energy

Energy Efficiency in the Workplace

At GS Caltex, we take a proactive approach to dealing with climate change and improving energy efficiency at our work sites. In 2019, we carried out 39 energy-saving activities.

Representative Activities	Energy Reduction	Cost Reduction
Saved fuel - improving the efficiency of heat exchangers in CDU (crude oil distillation unit) processes	88TJ	KRW 1.3 billion
Saved steam - adjusting the recirculation rate of the high-octane gasoline additive production process	29TJ	KRW 400 million
Saved energy - lowering the temperature of the fluidized bed reactor at No.1 HOU	103TJ	KRW 1.6 billion

» Data | Volume of Air Pollutants

» Data | Concentration Level of Air Pollutants

Water Resource Management

Data | Management of Water Resources

Recognizing the depletion of water resources as a potential risk, GS Caltex has taken initiative in managing them.

Water Demand & Supply Management

The daily industrial water consumption at our Yeosu Complex was approximately 54,000 tons on average in 2019 and our MFC Complex, to be completed in 2021, is expected to use up to 36,000 tons of water a day. Therefore, maintaining a stable water supply is critical. As our industrial water is supplied solely by K-water, we keep in close communication with the company to ensure that supplies remain stable. In addition, we plan to reinforce our water management system by increasing storage and developing alternative water resources.

Water Consumption & Recycling Management

To meet the needs of different processes, GS Caltex reprocesses industrial water into utility water, boiler feedwater and so forth. Our industrial water consumption is monitored and managed so that it can be used more efficiently.

We are also developing various ways to use water as our consumption of industrial water has grown along with the expansion of facilities for new projects. At Yeosu Complex, we investigate the method to reduce the industrial water (i.e., a high-pressure mist fog system) and recycle (used water, rainwater, and waste water), and implement the optimal method after analyzing validity and economic feasibility. All waste water generated at our work sites is treated and discharged more strictly than legal requirements.

Water Resource Risk Management

Yeosu Complex is located at the end of K-water's pipeline, so if the consumption of industrial water increases, water pressure may be reduced or we may be issued with a request to save water, which jeopardizes the stability of our water supply. To prevent this, if water consumption is expected to increase due to construction or facility expansion, we will build new storage tanks to keep supplies stable, even in the case of a disruption in the supply of industrial water.

Before undertaking any new project, we estimate the level of water consumption to minimize stress on the resource. To this end, we check whether water can be supplied by K-water in advance. If it is necessary to increase the supply capacity of our production facilities, we notify K-water first to secure the water in a timely manner. We also manage water resource risks by calculating the investment in advance if additional facilities or capacity is needed.



Management of Hazardous Chemicals

Chemical Management Portal Renewal

In January 2016, GS Caltex established a CMP (Chemical Management Portal) to ensure compliance with the regulatory requirements. As the stricter regulation on chemicals and the number of chemicals handled by the company have continuously increased, GS Caltex has newly opened the system to strengthen legal compliance and proactive monitoring in January 2020.

By upgrading the system, we improved the process so that a small amount of chemicals, such as reagents, can be reviewed and approved while enhancing the preparation logic to increase the reliability of the MSDS (Material Safety Data Sheet). We also added status graphs to enhance user interface and provide an overview of hazardous chemical substances for each department and at the corporate-wide level.

Hazardous Chemical Spill Response Training

GS Caltex provides regular training programs to strengthen our ability to respond to hazardous chemical spills and prevent damage. Since we signed the Joint Accident Prevention Agreement with other companies in the Yeosu Industrial Complex in 2013 to establish emergency response measures and organize joint training, we have organized an emergency response group, established a joint training plan and conducted training every year. As a representative of the 2nd Group of the Yeosu Industrial Complex, we have held a seminar on a quarterly basis and joint training once every six months, starting in 2016.

We also have prepared for chemical spills by placing and managing protective equipment and kits around each hazardous chemical storage facility. Moreover, to prevent chemical accidents, we conduct regular inspections and manager training for contractors handling hazardous chemicals.

Waste Material Management

At GS Caltex, we have diversified our efforts to manage waste materials. We notice the amount of waste materials generated by each division of our production facilities on a monthly basis as a means of encouraging waste reduction and ensure that each type of waste material is handled separately to maximize our recycling performance.

Furthermore, we have implemented a digitized waste processing and identification system to raise awareness among our employees and partners. To improve the recyclability of our waste materials, we are working with recycling companies to develop

» Data | Consumption of Hazardous Chemicals

» Data | Waste Material

Business Case

Improvement in Air Pollutant Emissions Process

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⚗️

In October 2019, company officials were charged with reporting false numbers in measuring air pollutants at the GS Caltex Yeosu Complex to the overseeing organization. The officials were sentenced (with probation), fined and ordered to execute community work. GS Caltex is investing strenuous efforts to improve related procedures to prevent similar incidents from recurring.

new technologies and seek out buyers to reuse tank sludge, waste oil, catalysts, synthetic resin, wood, and food waste for various uses.

Prevention of Soil Contamination

« Data | Inspection of Soil Contamination

GS Caltex signed a voluntary agreement with the Ministry of Environment to preserve the soil environment in order to jointly deal with the problem of soil pollution caused by oil storage and production facilities (initial agreement : 2002 to 2012, secondary agreement : 2013 to 2023). Yeosu Complex is leading the prevention of soil and groundwater contamination by relocating underground oil pipes over the ground and fundamentally blocking soil pollution.

To prevent groundwater contamination, we have installed monitoring systems in all areas of the Yeosu Complex to monitor soil and groundwater pollution and implement strict prevention and response activities to preserve the soil environment. We also conduct soil inspections around our gas stations every year.

Protection of Eco-Systems

« Data | Protected Areas Around Worksites and Relevant Activities

Recognizing the importance of protecting biodiversity, we manage the eco-systems around our work sites in cooperation with the government and local communities. After a spill at the Changwon Logistics Center in 2018, we have been regularly inspect the site by local agencies that our business activities does no impact on the environment and eco-systems. Other local sites also undergo monitoring, environmental impact assessment, and follow-up research on environmental impact to prevent the contamination of eco-systems. Currently, there are no endangered species habitats around any of our work sites.

Compliance with New Government Environmental Policies

Category	Related Activities and Plans
Chemical Substances Control Act	<ul style="list-style-type: none"> 1 Completed reports on evaluation of external impacts/hazard control planning 2 Undertook TF activities for improving facilities according to the Chemical Substances Control Act (until 2019) 3 Provided personal protective gear following the new regulations 4 Reported hazardous chemical handling and established self-inspection process 5 Installed facilities for emergency cleaning and to prevent solid catalysts from scattering 6 Replaced hazardous chemical substance warning signs 7 Conducted regular inspections of facilities handling hazardous chemical substances 8 Established a system to monitor training programs (for all employees) for hazardous chemical substances
Act on the Registration and Evaluation, etc. of Chemical Substances	<ul style="list-style-type: none"> 1 Built a chemical management portal (review chemical substances before purchase) 2 Organization and registration of chemical-specific associations
Clean Air Conservation Act	<ul style="list-style-type: none"> 1 Upgraded facilities to improve efficiency (e.g., replacement of NOx reducers and catalysts in the SOx elimination process) 2 Introduced clean fuel (LNG) 3 Upgraded/replaced heating boilers (minimized the emissions of NOx) 4 Upgraded existing facilities and installed new equipment 5 Responded to the Special Act on the Reduction and Management of Fine Dust 6 Signed a voluntary agreement to respond to high levels of fine dust
Act on Integrated Management of Environmental Pollution Facilities	<ul style="list-style-type: none"> 1 Analyzed the environmental impact of pollutants on air quality 2 Establish an optimum environment management system to minimize pollutants generated in overall operations (by 2022) 3 Complete integrated environmental permits (by 2022)

Customer Satisfaction



Goal

2019 Performance



7 Affordable and Clean Energy

Produce safe and reliable products based on sustainable energy technologies

- Produced products with specifications superior to legal requirements.
- Operated Kixx quality service vehicles



8 Decent Work and Economic Growth

Contribute to the economic and social development through sustainable management and investment.

- Implemented energy-mobility convergence gas stations



12 Responsible Consumption and Production

Link to SDGs

Product Quality Control

Importance of Quality Control

When it comes to petroleum products, quality control is crucial as it has a significant impact on safety, the environment and performance. At GS Caltex, we are committed to recognizing the hazards and risks of chemicals and protecting the health of people and the environment by implementing EU-REACH¹⁾ through a preemptive and systematic plan.

» Data | Quality Management Certification

1) Registration, Evaluation, Authorization and Restriction of Chemicals

INTERVIEW



Kwang Ok Cho
Vice President of Retail Business Planning

In order for a company to be sustainable, it needs to be chosen by customers, who are the biggest group of stakeholders. Anyone who has used any of our products, even once, is considered a customer. The VOC (voice of customers) has a huge impact on our sustainability as well as our profits.

In this regard, we listen to our customers and use both mass-marketing and targeted marketing based on data collected through GS&POINT to gain their loyalty.

Safety is our top priority when it comes to customers. As we produce and sell oil and chemical products, any failure to comply with regulations and procedures may have negative impact on the safety and health of our customers. Therefore, we are committed to ensuring full compliance with safety procedures while preventing environmental impacts throughout the entire distribution process, not just at customer contact points such as gas and LPG stations.

After the pre-registration in 2008, we completed the EU-REACH registration for chemical substances over 1 ton exported to Europe. As a result, European consumers and customers who export to Europe are able to safely receive chemical products from us. We also comply with other chemical laws and regulations including the Act on the Registration and Evaluation, etc. of Chemical Substances.

In addition, we apply stringent quality controls to our petroleum products, ensuring that they meet individual product specifications for proper performance, consumer safety and minimized environmental impact.

Quality Specification Items

Item	Description	Example
Safety	Items that can impact safety when handled	Flash point
Environment	Items that can impact the environment (air and water quality)	Sulfur content
Performance	Items that can impact the performance of the product	Octane rating

Value Chain Quality Control System

Data | Quality Inspection

« Petroleum products must be strictly managed to ensure that they conform with standards, from production to storage and distribution processes, to prevent any decline in quality. Our products are produced at production facilities that have acquired ISO9001 (quality management system) certification, which is stricter than the legal requirements. We also conduct quality inspections on incoming and long-term storage products in addition to those being shipped out to prevent quality issues.

Particularly, by applying standards that are more stringent than the legal requirements, we can assure quality. Since 2017, we have provided compensation for all quality issues experienced by our customers at our 1,200 Smart Stations nationwide as part of our Smart Assurance System in order to achieve a customer complaint rate of zero.

Safety also includes information security for our customers. As 11.39 million customers use GS&POINT, we maintain the highest level of security. Every year, we acquire PIMS (personal information management system) and ISMS (information security management system) certifications to ensure our high level of information security.

We also conduct service training at our gas stations to maintain a high level of customer satisfaction. In order to resolve

customer complaints promptly, we operate a customer support center. Various social media channels are also available to support our open communication with customers.

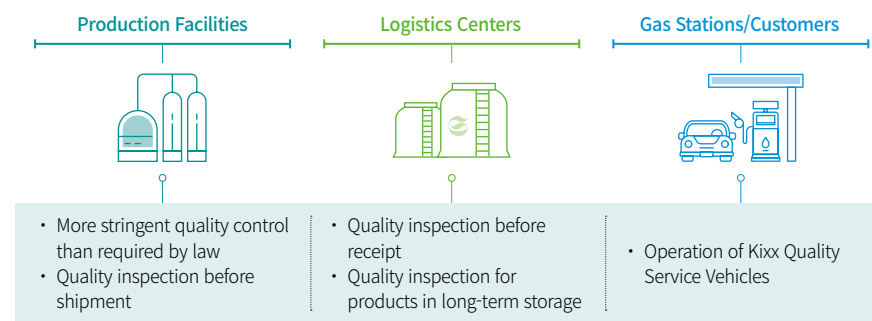
As a result of these efforts, we have been ranked first in the gas station category by the NCSI (National Customer Satisfaction Index) for 11 consecutive years and recognized globally through KSQI (Korean Service Quality Index) certification.

Based on these achievements and efforts, we are dedicated to implementing new concept gas stations that provide various services, such as car washes, repair, dining, and delivery. Simultaneously, we are making efforts to evolve into a total energy station capable of charging electric and hydrogen vehicles. Through these efforts, we will continue to pave the way towards a sustainable future.

We comply with quality inspections and environmental and safety procedures in accordance with both laws and our internal regulations when products are shipped to or stored in a distribution center. As a result, in 2019, GS Caltex's Busan Logistics Center received a commendation from the Mayor of Busan for its contribution to the safety management while our Incheon Logistics Center was recognized for its contribution to the development of the marine and fisheries industry by the Ministry of Oceans and Fisheries, and our Changwon Logistics Center received a letter of appreciation from the Chief of Changwon's Coast Guard for its contribution to marine safety management and joint training.

We also maintain quality assurance in the distribution process, which is our customer contact point. Since 2007, we have been operating the Kixx Quality Service Vehicle, making us the first company in the industry to carry out quality inspections of gas stations nationwide. With this vehicle, we can also ensure prompt responses to complaints and emergency situations. In addition, we have been operating a LPG Quality Service Vehicle and maintaining the highest quality standards to ensure full compliance with legal requirements and to prevent any violations at LPG stations when the legal quality standards change.

Quality Control System



Kixx Quality Service Vehicle Overview

Operation Purpose

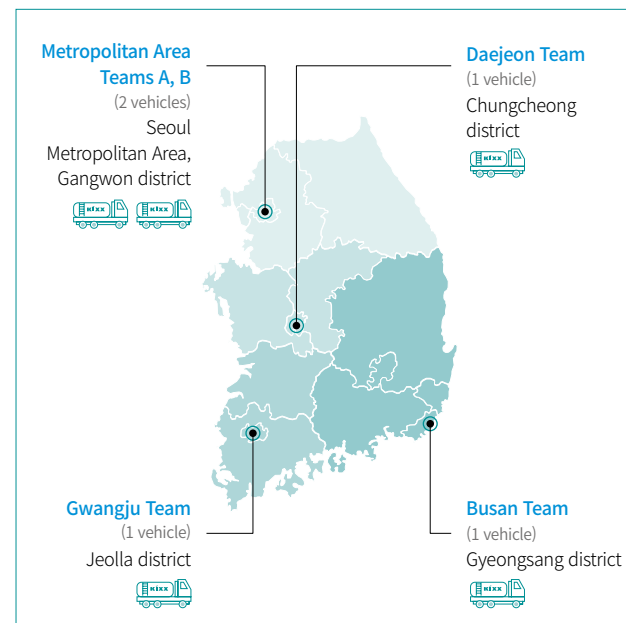
Equipped with systems that can detect defective and illegal petroleum products, the vehicles perform on-site sampling and quality inspections at GS Caltex stations.

Operation Process

(Emergency) Inspection requested > On-site quality analysis at Gas Station > Output delivered > Follow-up management (send the samples to the lab if required)

Vehicle-Mounted Equipment

- Gasoline analysis : FT-NIR (Fourier Transform-Near Infrared Spectrometer)
- Detection of kerosene in diesel : Use Colorimeter and UV Spectrometer
- Detection of water content and sediment : Moisture detection reagents and centrifugal separator



Partnership Service for Gas Stations

We believe that in order to provide quality service to customers, it is important to offer good service to our gas station partners as they are our contact points with customers. That is why we are committed to delivering a variety of services for our partners, including the quality control leaflets we distribute to gas stations nationwide to help them maintain the highest level of quality during the distribution process. We also conduct inspections to prevent water inflow that causes cracks in tanks and pipes, and encourage our partners to register the results on the e-partner system.

We provide a brochure with instructions on how to maintain diesel products during the winter to customers who visit gas stations and industrial customers so that they can use our products without any problems. We have also acquired the Korea Service Quality Excellence Certification from the Korea Productivity Center for our excellent customer service in 2017.

In addition, in 2019 we organized customer service training class for employees of logistics centers and drivers of tankers across the country. In the process, we shared information about accidents and customer complaints during transportation with both logistics centers and tanker drivers, and introduced preventative activities and policies. We also invited professional instructors to provide training on service skills for customer satisfaction.

Improving Customer Service

Information Service on Fuel-Supply Gas Stations for Public Organizations

GS Caltex was appointed as the fuel supplier for public organizations in November 2018. Since then, we have been offering discounts to government agencies, local governments, and government-funded organizations. To provide excellent service to our customers, we provide the location and information of our stations on Naver (a portal site) Map. Thanks to this service, people can find the stations easily.

New-Concept Services

Based on our Smart Gas mobile communication platform, we are expanding our brand experience and engagement with customers. Through the GS&POINT application, Smart Gas provides useful information and benefits to customers to help them choose a gas station in real time. In 2018, we also launched HomePick, a gas-station-based delivery service through which we continue to expand functions of gas stations.

Expansion of the Eco-Friendly Energy Alliance

As part of our energy service expansion, we launched a pilot project for EV (electric vehicle) charging in 2019. Furthermore, we cooperate with industry leaders, including Kia Motors (electric vehicle OEM), LG Electronics (control solutions and systems), Signet EV (charger manufacturer), Soft Berry (EV application), and Green Car (EV sharing). As of 2019, we have secured 77 electric charging slots at 37 gas stations nationwide and are working on expanding the network.

In October 2019, we signed MOUs with KST Mobility and Soft Berry for charging station bases for EV taxis. Based on this agreement, we have established a plan to use gas stations as bases for EV taxi charging and switching for the first time in Korea, and we expect that this will help solve the problem of a lack of infrastructure. In addition, in 2020 we are going to launch a total energy station that will supply charging for hydrogen and electric vehicles as well as gasoline cars.

Mobility Hubs

At GS Caltex, we have redefined the concept of gas station from a space providing oil services, car washes, and maintenance to a hub of the mobility industry based on radical innovation. To lead the change, we have established a development model that combines the potential of startups with the experience of GS Caltex to share advantages as well as promote mutual growth.

We are using our gas stations as a base for Korea's leading car sharing company, Green Car, transforming them into bases for various means of transportation. Going forward, we will continue to build infrastructure in the energy, mobility, and vehicle maintenance (car-care) sectors to strengthen our position as a mobility infrastructure service provider in response to mobility-based innovation.

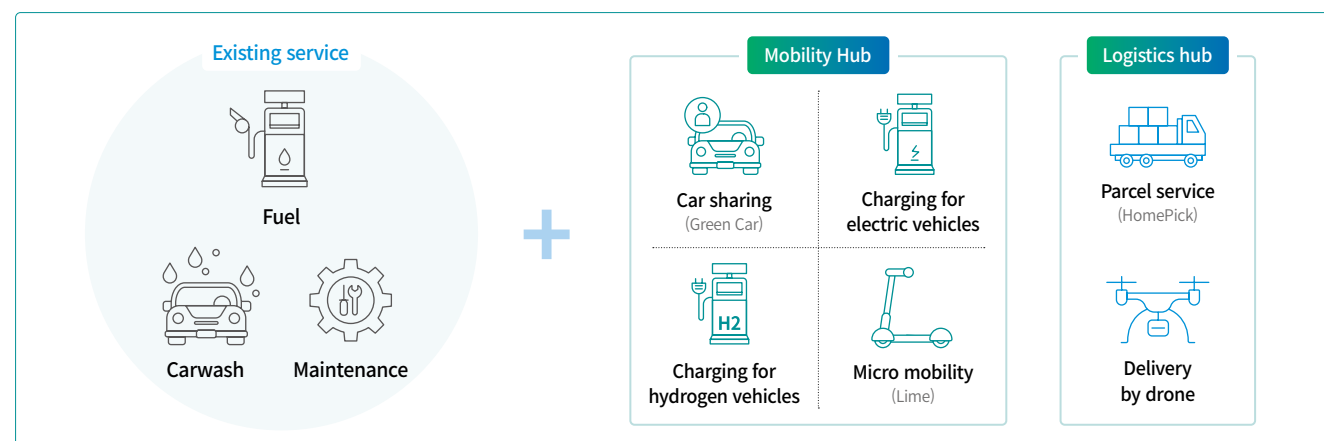
Connected Cars

At GS Caltex, we are preparing for the exponential growth of the connected car market, including the autonomous-driving sector, driven by the development of communication and IoT technology. In December 2017, we invested in OWIN, a Bluetooth-based connected car technology company. Using their technology, customers can make non-face-to-face payments with their vehicles when they purchase gas. As of the end of 2019, GS Caltex collaborated with OWIN to introduce untact payment service in about 300 gas stations.

We plan to expand offline applications of OWIN in places such as parking lots and F&B stores and develop drive-through systems where customers can easily use our services.

Going forward, we will continue to build infrastructure for connected cars by commercializing vehicles with the OWIN system and focusing on the distribution of Car IDs (in-car Bluetooth transmitters) in cooperation with automobile manufacturers and credit card service providers.

GS Caltex Future-Oriented Gas Station : Mobility & Logistics Hub



Conceptual Image of GS Caltex's Future Gas Station



Service Expansion through Investment in Green Car

Recognizing the impact of changes in consumption patterns and technological innovation on our business, GS Caltex has prepared for innovative changes in mobility, such as car sharing and autonomous driving. In response to the growing importance of the shared economy, we have responded to changes in customer mobility by acquiring 10% of Green Car, a leading car sharing company, and built a mid- to long-term partnership with the company in order to gain competitive advantages in the mobility market. Recently, we have seen the emergence of innovative technologies such as electric vehicles and autonomous driving, which are incorporated into car-sharing services. In response to these trends, we are entering the car sharing sector through a partnership with Green Car and developing new technologies to provide convenient services to our customers.

Car Care Service

GS Caltex is attracting more customers for automotive maintenance by leveraging our new online and mobile platforms. The Cardoc, in particular, which is used by approximately 2 million drivers in Korea, connects car owners with repair service companies to enable them to check repair costs in advance. It also offers total car care services including engine oil replacement, premium car washes, and the replacement of consumables.

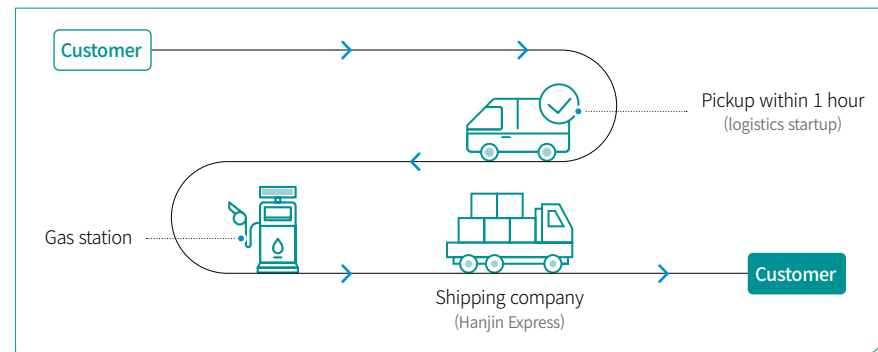
In cooperation with Cardoc, we are operating a new-concept gas station, Cardoc Ilsan station (GS Caltex) which combines premium car wash services and a café. The Cardoc Wash Express Service offers semi-automatic upgraded car wash services while the Cardoc Techshop Express offers replacements of consumable parts for customers, who can also enjoy high-quality F&B such as coffee and snacks in the waiting area called Café on the Road. Through these efforts, we are creating a future-oriented gas station with a high level of customer satisfaction and wide range of services.

Transforming Gas Stations into Logistics Hubs

GS Caltex has transformed gas stations into mobility hubs that function as logistics centers, pick-up spots and rest stops. As our first step in this direction, we launched the HomePick delivery service through our gas stations. The logistics startup picks up packages within an hour of receiving a delivery request and hand them over to the delivery service at the station. Thanks to this service, customers are able to send their

packages in a faster and more convenient way while gas stations can generate revenue from unused space. Furthermore, GS Caltex will partner with the Ministry of Trade, Industry and Energy (South Korea), Jeju Island, and GS Retail to introduce a drone delivery service based on our gas stations. Diverse items will be delivered by drone such as drinking water, meal boxes, cooking ingredients, and medicine. We anticipate this service to aid those living in areas isolated from logistics services.

HomePick Delivery Process



HomePick Delivery Service



Customer Satisfaction

Customer Centered Management

As a result of our efforts to create values and achieve the highest level of customer satisfaction, we became the first company in the industry to receive CCM¹⁾ certification in 2010 and have now received the certification five consecutive times (in 2012, 2014, 2016, and 2018).

We provide customer support through our CSC²⁾, an integrated channel established to promptly handle customer complaints and inquiries and provide information. We have also invested in fostering professional service representatives and improving our call service infrastructure. Based on these efforts, we can handle customer complaints faster and enhance customer satisfaction. Complaints collected through the CSC are categorized and analyzed by type, and then used to establish a plan for improvement and to prevent recurrence. Improvement progress is monitored to ensure successful implementation.

We also acquired the PIMS (personal information management system) certification for the first time in the industry in 2013, and maintained it until 2020, ensuring that we are able to protect customers' personal information in a systematic and effective manner.

Improving Customer Satisfaction

Since 1993, GS Caltex has held the Star Festival where we select outstanding partners from our gas stations or LPG stations that are showing excellent performance. At the Star Festival, we award partners as a star partner who has outstanding performance through customer satisfaction management. Moreover, we aim to increase customer service satisfaction by sharing excellent management know-how and encouraging partners to internalize customer centered management.

1) Customer Centered Management :
A policy to review whether companies are formulating all activities based on consumers as well as continuous improvements. An assessment made by the Korea Consumer Agency and Certification issues by Fair Trade Commission. Re-certification occurs every 2 years
2) Customer Service Center, dial 1544-5151 or visit kixx.co.kr

Data | Customer Satisfaction Certifications

Data | Customer Satisfaction Activities

2019 GS Caltex Star Festival

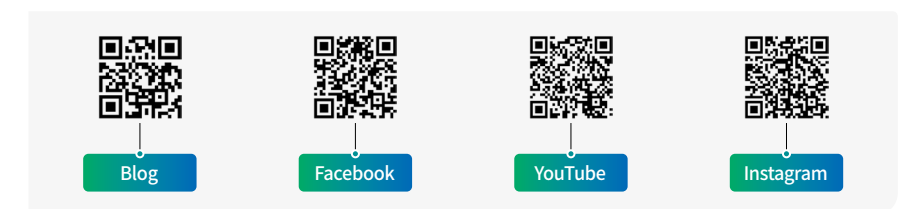


Promotional Events and Communication Channels

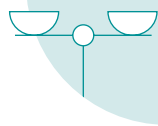
GS&POINT, an integrated membership program launched by GS Group, provides membership benefits including travel, sports, and cultural experiences. In 2019, we communicated with our customers through various promotional offers and events.

In order to share our corporate philosophy with customers, we have established various digital communication channels under our brand slogan, I am your Energy. Customers can access GS Caltex's content as well as information about energy through various digital channels such as blogs, Facebook, YouTube, and Instagram.

Social Awareness Campaign



Ethical Management



Link to SDGs

Goal

8 Decent Work and Economic Growth

Build a sound supply chain to achieve sustainable economic growth

2019 Performance

- Operated the Subcontracting Review Committee
- Requested employees to sign the Pledge of Compliance

Ethical Management

Internalization of Ethical Management

To support rational and transparent decision-making of our employees, **GS Caltex** has been practicing ethical management in accordance with the **GS Caltex Ethics Regulations**. In addition, the Audit Committee organized under the Board of Directors is reported on ethical management twice a year to reflect it in our operation.

» Data | **Ethical Management Training**

Raising Awareness of an Ethical Management Culture

To raise awareness and promote internalization of ethical practice, our employees sign a pledge for compliance every year and are encouraged to complete the CCP (Corporate Compliance Program). The CCP is a mandatory program with a curriculum consisted of five subjects including an understanding of CCP, ethical management, fair trade, information security, and CCM (Consumer Centered Management).

GS Caltex Code of Ethics

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Principles for Reports Processing

GS Caltex keeps the identity of whistle-blowers and the contents of reports strictly confidential. When complaints, petitions or allegations of corruption arrive, a dedicated team checks and reviews the facts, and notifies the whistle-blowers of the outcome of the investigation.

Any unethical activities that may have a negative impact on business operations are subject to report. These include inappropriate work (negligence, etc.), unfair trade practices, and bribery, whether with money or entertainment, as well as inappropriate transactions with stakeholders (joint investments, loans, etc.), violations of human rights (between customers, partners, or employees) and sexual harassment.

Ethical Management Website

http://ethics.gscaltex.com

Ethical Management Hotline

02-2005-6011
ethics@gscaltex.com

Dedicated Hotline for Sexual Harassment

02-2005-6012
meetoo@gscaltex.com

The program is also available to subsidiaries operating both in and outside Korea. We reflect amendments and new legislation regarding fair trade into the curriculum to continuously improve our content.

In addition, various ethical campaigns are organized on a quarterly basis. For instance, we posted CEO messages on social issues including drunken driving and sexual harassment as well as ethical practice messages before the traditional holidays to prevent unethical gift giving and to encourage compliance. We are also using various methods to promote motivation for ethical management such as sharing ethical management issues via internal social media.

Communication Channels for Ethical Management

GS Caltex shares its ethical management activities, **GS Caltex Ethics Regulations** along with guidelines for Ethics Regulations practice and FAQ through the dedicated website.

GS Caltex also operates an ethical management hotline so that employees and stakeholders can report violations of ethical management, unethical practices, various corruption cases, and unfair practices at any time. We ensure strict anonymity of all whistle-blowers who report through the hotline and prohibit retaliatory actions against the reporter. Any ethical dilemmas that may occur during business transactions can be consulted through this channel with guaranteed confidentiality.

Compliance

Compliance Management Operational Organization

GS Caltex has a CCO (Corporate Compliance Officer) who is in charge of corporate-wide compliance practice and UCO (Unit Compliance Officer) for each division, subsidiary, and organization to systematically implement compliance. In addition, we have formed a Compliance Operations Committee composed of CCO and UCO to promote and manage ethical management practices on a company-wide scale. These types of compliance activities are transparently reported to BOD.

In January 2020, we organized the Compliance Team to establish and implement our compliance programs with the focus on fair trade, anti-corruption, and so on. We also appointed an ACO (Anti-trust Compliance Officer) to train and raise awareness of fair trade among our employees.

Compliance Program

GS Caltex recognizes the importance of compliance under the changes in the environment. In 2019, we began a project with external experts to review our compliance program through which we have been identifying and executing improvements such as raising employee awareness and the spreading of ethical culture starting 2020.

INTERVIEW



Beom Sang Lim
Vice President of Corporate Legal

Depending on the context, the precise definition of the **ethics** demanded of corporations by society varies. Laws should be followed at all times but when it comes to ethics, interpretation and application are much broader. Although it is difficult to clearly define the scope, the ethical or unethical actions of companies have a far greater impact than those of individuals. Recognizing the importance of ethics, we take various initiatives to fulfill our social responsibilities and optimize our ethical management.

For instance, **GS Caltex** worked with external agencies to review our ethical management system in 2019. Through a multifaceted internal system review and external consultations that took place over a year, we identified our areas of weakness, restructured our organization and created the Compliance Team on January 2020. We also appointed an ACO (anti-trust compliance officer) to reduce the risk of unfair practices in our organization.

In addition, we organize various types of compliance training and awareness programs every year, focusing on effectiveness and benefits rather than formality.

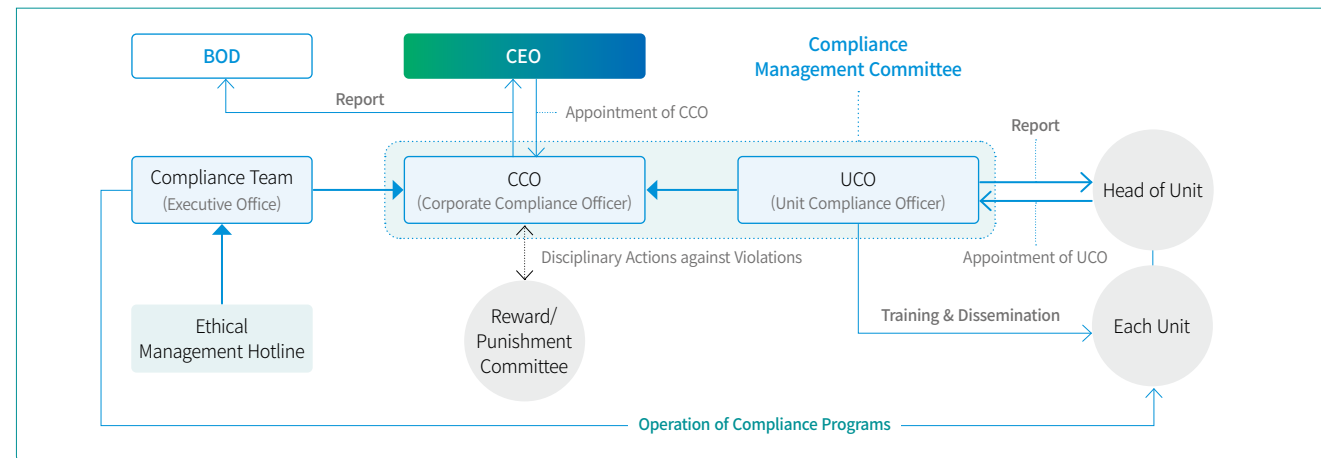
We anticipate the synergy created between our systems and employees' individual compliance competency to result in enhancing the level of our ethical practice to a higher level.

Keeping in mind the fact that corporate sustainability depends on ethical management, we will continue to engage in various activities to promote ethical practice.

GS Caltex's Compliance Program refers to outstanding cases at home and abroad to form items including establishing compliance systems, assessing risk, training, processing issues, and internal investigation, measures, and incentives/disciplinary actions as well as monitoring and improvement. GS Caltex is investing efforts to run the Compliance Program effectively.

Compliance Management Organization and Report System

(As of May 2020)



Fair Trade Compliance Activities

GS Caltex prioritizes fair trade practices in business operations. To do so, we manage every transaction process and operate the Internal Trade Review Committee and the Subcontractor Review Committee according to the type of transaction and its entity. In addition, we promote employee awareness of fair trade and spread a culture of practicing fair trade through our Antitrust Compliance Program (ACP).

Monitoring for Fair Trade

Our Internal Trade Review Committee was organized to ensure fair trade in internal business relations. The Committee reviews compliance with applicable laws, including the Monopoly Regulation and Fair Trade Act, Commercial Act and Tax Act while keeping our business departments informed of compliance issues to enable them to take necessary follow-up measures based on the results.

We strive to maintain a fair subcontracting transaction, and we operate a Subcontracting Review Committee to assess compliance-related laws to implement fair trade in the event of a subcontract with SME (small and medium enterprises).

Fair Trade Compliance Program

GS Caltex operates a Fair Trade Compliance Program for the systematic practice of fair trade. As part of the program, the Energy & Fair Trade Affairs Team communicates with the Fair Trade Committee as well as other relevant organizations. At the same time, the team monitors establishments of and amendments to major fair trade legislations as well as regulatory trends and shares the results with the company to make sure fair trade laws are adhered to. Furthermore, the Compliance Team proposes standards for fair trade practices to our employees with the Fair Trade Practice Guidelines. The team also provides relevant regulations and guidelines to promote employee awareness and conducts periodical online training and transaction type-specific training.

Data | Actions on Compliance Reports

Shared Growth with Partners

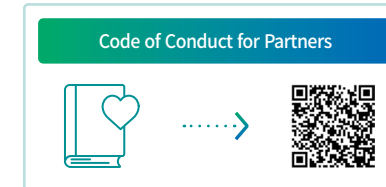


	Goal	2019 Performance
<p>8 Decent Work and Economic Growth</p> <p>Create and maintain jobs through management and investment to contribute to the development of the economy and society</p>	<ul style="list-style-type: none"> Improved work efficiency for partners by operating a website Built a sustainable supply chain through a partner ESG evaluation process 	
<p>11 Sustainable Cities and Communities</p> <p>Communicate with communities where the worksites are located, reflect their feedback in our operations and carry out activities to improve the region</p>	<ul style="list-style-type: none"> Launched the Go Together project to drive innovation in SMEs' production capacity 	

Link to SDGs

Basic Policy of Shared Growth

GS Caltex has committed to shared growth and cooperation with our partners through various support programs in financing, technology development and training. Under our shared growth policy, which focuses on fairness, stability and feasibility, we comply with rules dedicated to promoting fair practices, maintaining sound and ethical business partnerships, and improving the competency and productivity of our partners. In particular, we support the stable and sustainable management activities of our partners through cash payments and long-term contracts. On January 2020, we renewed our partner portal to improve the efficiency of our work processes and communication channels.



Shared Growth Policy

<p>Fairness</p> <p>Promote a mutually beneficial business arrangement based on fairness and transparency</p>	<p>Stability</p> <p>Pay partners in cash, form long-term partnerships to enable partners to pursue sustainable business operations.</p>	<p>Practicality</p> <p>Provide practical and effective management support including technological cooperation, training, and consulting programs.</p>
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INTERVIEW

Jung Youn Moon
Vice President of Strategic Procurement

The business standards have changed from the conventional approach to partners, which focused on financial performance, to one where the perspectives of social responsibility and mutual growth management are emphasized. Nowadays, going one step further, ESG management in the supply chain is becoming increasingly more important for corporate sustainability.

The supply chain supports the company's products and services, and it is interconnected. As we value mutual growth in our business operations, we are dedicated to keeping our supply chain healthy and sustainable.

All our payments to partners are made promptly in cash, and we provide low-interest loans using a shared growth fund to help them maintain cash flow.

Continued on later pages

Establishment of the Supply Chain Management Process

GS Caltex strives to systemically manage its supply chain based on the product quality, supply capacity and financial situation of our partners. Since 2017, we have engaged in various activities to improve their ESG performance. In 2017, we established the Code of Conduct for GS Caltex Partners. In 2018, we shared this code of conduct with our partners and requested that they sign a pledge of compliance. In 2019, we established an ESG evaluation process and in June 2020, conducted an ESG survey with partners.

To help our partners better understand the process, we created an ESG training video that provides information on its importance, how to improve competitiveness through ESG management, and the ESG programs we have available for our partners. Currently, we are sharing these videos through our web-portal for partners. Going forward, we will continue to raise the awareness of our partners using various channels.

In addition to the Code of Conduct for GS Caltex Partners, in early 2020 we added ESG-related clauses to contracts that we sign with our partners as we recognize the importance of applying ESG practices. In this way, we encourage our partners to protect the human rights of their employees and comply with the Code of Conduct for GS Caltex Partners, which supports corporate social responsibility. We also requested suppliers to provide ESG-related data or cooperate with on-site inspections in accordance with our requirements. As of May 2020, 466 partners have agreed to comply with the Code of Conduct for GS Caltex Partners.

We expect these activities will improve the level of ESG compliance in our supply chain and eventually, the competitiveness of our partners, which will further drive mutual growth.

Shared Growth Program

GS Caltex is committed to providing optimized support to our partner companies based on their varied conditions and needs in order to produce the maximal effect. In addition to commercializing and mass-producing products manufactured by SMEs, we will continue to help these companies expand and develop their markets.

» Data | Partners

ESG Training Video



Support for Production Innovation

To support our SME partners in overcoming challenges in production and manufacturing technologies, we have undertaken the Go Together project to promote production innovation and help them gain competitive advantages by securing the technologies they need.

Recognizing the challenges SMEs face due to a lack of technical expertise and access to reliable agencies, we provide financing for their R&D projects and matching programs to connect them with national research institutes. In the product development process, we provide business information, on-site information, and technical data, and assist them in developing their technology by supporting the prototype demonstration and testing process. Technologies developed under this program are fully owned by the SMEs, and we do not require any transactional conditions in exchange for our support.

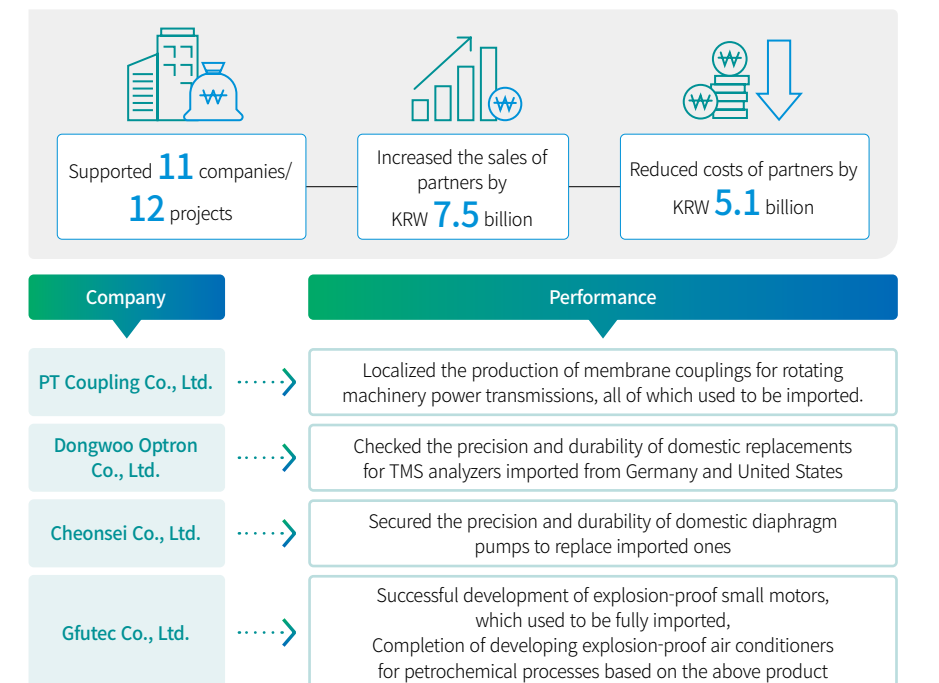
In addition, equipment and materials that successfully achieve domestic production through the Go Together project are used in our olefin production facility project, which began construction in 2019, and elsewhere. It allows us to start using our SME partners' products immediately. Thus, replacing the imported materials, parts, and equipment, we use domestic products and facilitate the localization of production.

Education and Training Support

GS Caltex provides various training programs and organizes seminars for our partners to help them improve their competitiveness. We developed a special training program for our maintenance partners at the Yeosu Complex, focusing on improving job performance and safety and management expertise while continuing our efforts to develop new training programs, such as seminars for partners. We also provide training for our partners focusing on tank vessels and coastal shipping vessels every 6 months and quarterly, respectively. In addition, we organize training programs at logistics centers for our employees and those of our partners to prevent accidents, raise safety awareness, and enhance customer satisfaction.

Data | Partner Discussion

2019 Go Together Project Performance



INTERVIEW

▶ Continued on prior pages

We also take part in technical support programs for partners to help them develop new technologies, such as the Go Together project to boost production innovation, and we help our partners gain a competitive advantage through various training programs with a focus on safety, job and management.

In addition to all these, we are working on ESG management activities to help partners to increase their sustainability. In 2017, we established the Code of Conduct for GS Caltex Partners, based on which we developed a foundational ESG evaluation process in 2018 and 2019.

In early 2020, we requested compliance with the Code of Conduct for GS Caltex Partners and updated the partner

purchase contract forms (material/construction services) by adding ESG-related items.

The purpose of our ESG partner management is not exclusion, but improvement. It allows us to identify risks associated with our partners in advance so we can make necessary improvements, thereby increasing opportunities for business. Ultimately, their improved sustainability will benefit us as well as them.

Recognizing that the sustainability of our partners has a direct impact on our own, we will continue to implement new policies from diverse perspectives.

Financial Support

We have implemented an array of financial support programs for SMEs with which we do business. When making purchases, we ensure 100% cash settlements, and payment is made within seven days upon receipt of invoices. In addition, we have created a shared-growth fund in partnership with financial institutions for those of our partners who have joined one of the above programs. In 2019, we provided low-interest loans worth KRW 62.2 billion to 84 partners. We have also introduced a program where we make advance payments of up to 20% of projected monthly expenses for major shipping companies that we have contracted.

» [Data | Low-Interest Loan Support](#)

Partner-Friendly Purchase System

We improved our purchase system to facilitate communication with partners. The new purchase system supports suppliers so they can efficiently carry out their operations.

Previously, when dealing with us, our partners had to perform quotation- and contract-related tasks through the purchase system while using the partner's portal (electronic certification system) for tax invoicing. In order to solve this inconvenience, we streamlined processes so they can do all these tasks using the purchase system.

We implemented a system where the information required to issue a tax invoice (contract amount, etc.) is entered automatically to expedite the process. The system was implemented to allow each supplier to check each business process's status in real-time through the purchasing system. Hence, we improved the level of information sharing between the two companies to enable efficient collaboration.

Partner Support Program




- 
Financial support
 - Full cash payment
 - Providing low-interest loans by raising win-win funds
 - Pre-payment to support mutual growth
- 
Management support
 - Long-term contract for stable business operation with partners
 - Technology development support and management consulting
 - Support localization of material supply
 - Financial support for certification review cost of safety and health management system
 - Support for purchase of materials
- 
Education and Training support
 - Safety and job training
 - Support for ethics training
- 
Other support
 - Support for safety systems
 - Organizing mutual growth forums, seminars and council meetings

Respect for Human Rights



Link to SDGs



5 Gender Equality

Goal

Pursue gender equality in business operations for female employees to show their capabilities

2019 Performance

- Prohibited discrimination in recruitment, assessment, compensation, promotion, etc.
- Operated female leadership development programs


Human Rights Management

Human Rights Management Policy

We recognize the importance of human rights management and are committed to protecting our stakeholders' human rights in all our business practices. To protect human rights and labor rights in the countries and regions where we operate, we fulfill all our human rights obligations in order to prevent violations, whether they be direct or indirect. We also support standards and norms set forth by international organizations, including the **Universal Declaration of Human Rights** and the **UN Guiding Principles on Business and Human Rights**, as well as local labor laws and regulations wherever we operate our business. To this end, we have adopted a human rights management system that includes internal and external communications, grievance handling, and recovery procedures.



INTERVIEW



Yong Chan Kim
Senior Vice President of Human Resources

With the growing importance of human rights worldwide, companies are increasingly paying more attention to this issue both externally and internally. Although the government is strengthening related regulations, such as labor laws and the Occupational Safety and Health Act, and establishing guidelines for corporate human rights management, the laws and systems are not enough to meet social demand.

At **GS Caltex**, we actively participate in these changes and fulfill our social responsibilities through human rights management that exceeds legal requirements. We also identify risks associated with human rights violations and design our systems to create a positive working environment where employees can reach their full potential.

For instance, we established the **GS Caltex Human Rights Policy** in 2018, based on which we provide fair opportunities to employees throughout the entire HR cycle, from hiring to retirement, and prevent violations of fundamental rights. When it comes to recruitment, we conduct blind interviews and do not allow interviewers to ask questions not related to the job.

▶ Continued on later pages

Human Rights Management Analysis and Due Diligence

To prevent human rights violations that may occur in the course of our business operation, we share our human rights policy with all stakeholders, including employees and partners, and respond to potential human rights risks through our labor rights analysis processes.

We are monitoring human rights compliance, anti-discrimination, improvement of human rights violations, and safety and health standards, based on the **OECD Due Diligence Guidance for Responsible Business Product** and **Guidelines for human rights management** of the **National Human Rights Commission of Korea**. A groupware survey is conducted for all employees, and the results are analyzed according to unit and position so we can reflect improvement needs in our policy. We also carry out human rights reviews regularly to manage risk in our workplaces.

Commitment to Creating a Culture of Protecting Human Rights

GS Caltex established the GS Caltex Human Rights Policy that reflects our philosophy of respect for human rights. We also declared the GS Caltex Code of Conduct for Partners and the GS Caltex Stakeholder Policy to respect and comply with the human rights of all stakeholders in the company, including business partners. Furthermore, our employees are required to take mandatory training programs on sexual harassment and disability every year.

In March 2020, as part of our efforts to create jobs for the disabled, we opened a café on the left side of the first-floor lobby of our Yeosu Complex PCB (Project Center Building), which is run by people with disabilities. The café is also a means of developing teamwork between our employees and those of our partners. We are taking the initiative to create a culture of protecting human rights across our supply chain and local communities.

Café HanWool in the Yeosu Complex



Innovating Organizational Culture

GS Caltex is committed to promoting an organizational culture that respects human rights. To this end, we comply with the Labor Standards Act and keep our performance evaluation and compensation systems fair. We also reflect employee input, collected through various communication channels, in creating a corporate culture that keeps our employees happy.

▶ Continued on prior pages

When it is time for our employees to retire, we grant them one month to prepare for retirement. We also organize programs based on our corporate philosophy of human rights management in all areas of HR, including evaluation, compensation, benefits, training and organizational culture.

Additionally, we listen to our employees through various communication channels, including seminars, surveys, and social media, on HR plans and performance. Based on our employees' suggestions, we introduced a casual dress code

and a flexible work schedule system in 2019.

We also focused on hiring talents from socially vulnerable populations and established a standard worksite for the disabled (a café in our Yeosu Complex).

Going forward, we will maintain balanced growth for both our company and our employees by responding to changing environments and implementing various HR programs to ensure respect for human rights.

Improving Ways of Working

Smart Working Time System

In May 2018, we introduced our Smart Working Time System to comply with working hour regulations and improve the quality of life for our employees. To this end, we also implemented end-of-day announcements and a PC-Off system followed by paperless reports, delegation of approval rights, and improvements to the meeting culture to expedite the decision-making process.

In 2019, we introduced flexible work schedules which allow employees to start their work at any time between 8 and 10 a.m. for eight hours of work per day. Our goal was to create a productive working environment and improve efficiency and job performance as part of the Smart Working Time System. To help our employees maintain a healthy work-life balance, we also improved organizational culture related to office dinners vacations, flexible work schedules, and our work management system by reflecting the nature of different jobs and teams.

Introduction of Agile Methodology

To improve the efficiency of our employees, we introduced the Agile methodology in our process. The Agile methodology focuses on a single issue every one to two weeks, reviews performance, and responds to customers' fast-changing external conditions and needs. With a small team, each employee takes initiatives to boost their performance and respond to issues promptly to reduce risks. We are internalizing the Agile methodology by inviting instructors and practicing it through debate and training programs.

Workspace Created by Employees

In 2019, we started a project for employees to create their workspace. Through interviews and research, we identified the problems and needs of our existing workspace and sought solutions. As a result, a prototype design was drawn up based on a concept that promotes focus, communication and emotion in the workplace in communication and rest areas. Based on the new design, we renovated a space that not being used. It was named **Yieum**, which means a link between employees, following an in-house naming contest. As a result, we have a better workspace for our employees that enhances communication and understanding between them.

Yieum, a Reinterpretation of Space



Promoting Communication

At GS Caltex, we promote communication and exchange between employees through various channels, focusing on sharing management policy and status. As part of this effort, in 2019, we held business presentations in the form of town hall meetings and broadcast them live so all employees could watch. We also made a recorded version available.

Also, lectures were held at the **Jium** Academy on topics such as IT trends, office yoga, hydrogen economy, and 2020 consumer trends to enhance the knowledge of our employees further. In the SBT (Self-designed Business Trip), many teams submit their ideas, and three of them are selected by vote. The selected teams traveled abroad to benchmark their ideas (hydrogen energy, eco-friendly plastics, IoT/drones). Meanwhile, in 2019, 100 ideas were submitted for the Idea Exchange, which is a channel where employees can suggest their ideas freely, and 45 of them were reviewed and implemented in practice.

Cooperative Labor-Management Relations

GS Caltex has implemented various Labor Management programs to maintain a good relationship with our labor union and promote mutual benefits. In 2005, we established the Declaration and Charter for Harmonious Labor-Management Relations to introduce more concrete ideas with high practicability for labor-management relations. Furthermore, we operate a Labor Management Council¹⁾ and an Occupational Safety and Health Committee²⁾ to create communication channels and to strengthen our labor-management relations.

- 1) Composed of seven members from each side and formed to discuss work-related matters and working conditions
- 2) Composed of eight members from each side and formed to discuss occupational safety and health practice

We also engage in negotiations to determine wages for employees every year and discuss the renewal of collective agreement to review labor union activities and working conditions every two years. Going forward, we will continue to identify our employees' needs, solve problems, and work together towards common goals.

Data | Labor Union

Changing the Job Ranking System

In March 2019, GS Caltex changed the job ranking system (managing director, executive director, vice president, president) to a job title system (head of department, head of division, head of office) to create a horizontal organizational culture that promotes collaboration and communication. Moreover, in March 2020, we simplified our five job levels (associate, assistant manager, manager, deputy general manager, general manager) to just three levels (associate, associate manager, manager) of our employees to bring changes.

Rational Recruitment Process

When recruiting new talent, we value diversity and actual job qualifications. We do not discriminate based on applicants' academic backgrounds, ages, majors, or areas of residence. We have also simplified our application process, and excluded foreign language scores and instead focus on job skills to promote a fair and effective selection process.

Data | Human Resource Recruitment

At GS Caltex, in addition to regular recruitment, we conduct both general and industry-academy internships, as well as a chemical engineering leadership program. In particular, the latter program was designed as an official curriculum in cooperation with universities as a means of sharing the knowledge and know-how required to work in the field with students.

Fair Performance Evaluation and Compensation

Performance Evaluation Principles and Policies

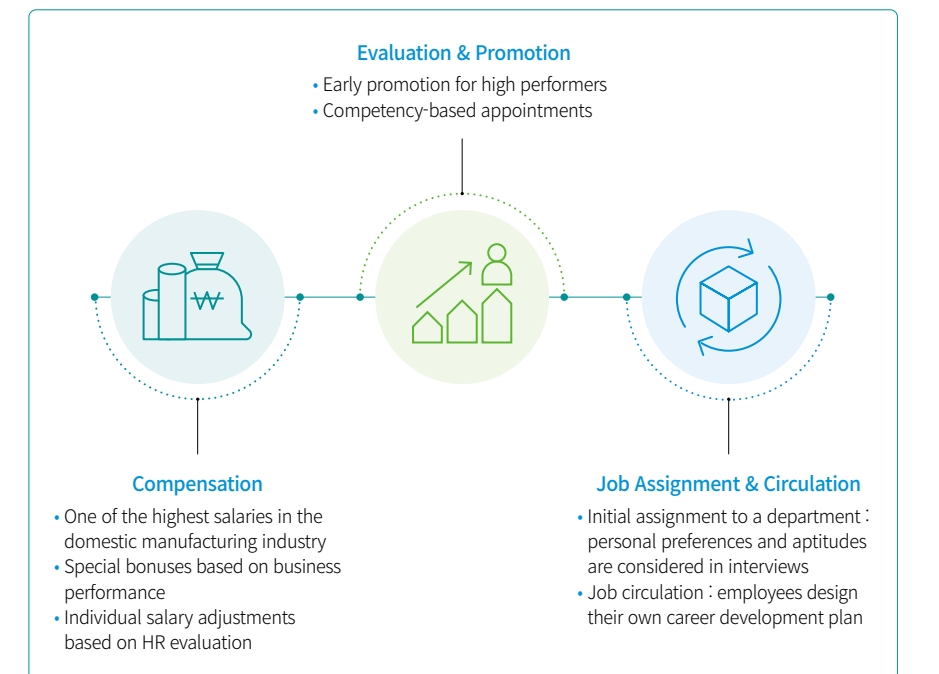
GS Caltex pursues fair performance evaluations and compensation and strictly prohibits any gender-based discrimination in wages, evaluations, or promotions. When setting annual individual performance goals, we ensure that they are aligned with corporate goals through an interview process and subject them to review by the evaluators based on which any necessary support can be requested.

Through this series of processes, we ensure that employee goals are aligned with our corporate strategy based on individual performance to support fair evaluations and compensation. By operating our system flexibly and in line with job ranks, we evaluate and reflect the roles and characteristics of each job objectively and fairly.

Performance Evaluation

A year-end evaluation is conducted annually to evaluate both quantitative and qualitative aspects of performance, focusing on core areas, and the outcomes are reflected in talent development and compensation. To make sure that evaluations are fair and that employees accept the results, evaluators conduct interviews with evaluatees, and the latter can raise objections through a dedicated system.

Furthermore, our compensation system is aligned with performance evaluations to ensure that our employees remain fulfilled and motivated. Employee compensation levels are determined based on each individual's performance and contributions and the importance of their role. High performers are rewarded with additional incentives.



Human Resource Development

Systematic Human Resource Development

GS Caltex regards talent as the most important resource for creating sustainable organizational competitiveness. To pursue talent, we have established and operated talent development programs based on the **GSC Way** that all employees must follow. These programs contribute to organizational performance by securing necessary job expertise. We have also implemented programs that promote leadership to achieve our company vision.

Our training programs are designed to provide training, which reflects the life cycles, job training aligned to tasks, curriculums with diverse experiences, coaching, mentoring, and external degree programs. We also provide both short and long-term courses targeting employees recognized for their outstanding performance.

Talent Development Program

Talent development is an integral part of sustainable growth. We provide selected individuals with the opportunity to earn various academic degrees, including MBAs from prestigious institutes at home and abroad, and to participate in training programs at global companies such as Chevron. We also provide opportunities for them to take advanced courses and enter external education programs in their areas of expertise.

Leadership Development Program

GS Caltex provides training programs for all our employees on a regular basis to help them improve their job competencies and skills at each stage of growth. We select candidates through our LDC (Leadership Development Center), our internal leadership program, and our early leader curriculum to foster team leaders. We also have curricula for team leaders newly appointed, group study and regular session for team leaders, etc.

Furthermore, we invite experts to deliver lectures to executives and team leaders to provide them with opportunities to understand external trends and enhance their insights into the business. We hold training and discussions on issues regarding leadership. Moreover, every year, we carry out multifaceted evaluations of leadership for both managers and subordinates-including self-evaluations-and provide them with feedback to support the continuous improvement of leadership within our organizational structure. In 2020, we expanded our leadership programs to support self-directed and horizontal leadership development.

Coaching/Mentoring Program

We have organized a coaching program for our executives and team leaders to help them improve the leadership skills they require to perform their jobs. Our internal coaching program helps employees adapt to the organizational atmosphere and achieve their full potential. Our mentoring program, in which team leaders or seniors play the role of mentor, targets new employees during their first and second years of employment to learn work processes and adapt to the organization.

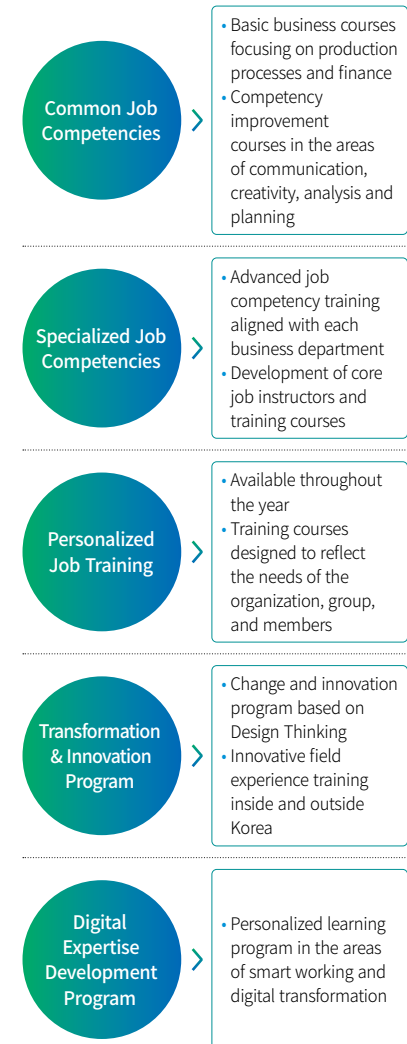
Job Competency Development Program

Our job competency model consists of common areas required for all employees and specialized areas based on each job category. When required by individuals or teams, we support them in joining internal and external job training programs.

» Data | HR Development

» Data | Women in Management Positions

Job Competency Development Program



Welfare System

Our employee welfare system is designed to help our employees stay focused on their jobs, considering various aspects of life. We are committed to creating an efficient welfare system by reflecting the input of our employees.

Maternity Support and Parental Leave

We have established a nursing room (Mother's Room) at our headquarters to provide a relaxing and convenient space for female employees during or after their pregnancy. Employees are allowed to take parental leave of up to one year to take care of children aged up to eight years, or in the second grade of elementary school. We allow our employees to split the use of parental leave once.

» Data | Parental Leave

Welfare and Benefits

Category	Item	Description
Housing Support	Housing loans	Providing housing loans for purchase or rental to support employees' housing needs
	Company housing/dormitories	Providing company housing (Yeosu Complex) and dormitories (R&D Center and Yeosu Complex) for employees commuting long distances
Healthcare	Medical expense	Covering medical expenses for employees and their spouses
	Annual physical examinations	Covering dental appliance expenses for employees and their spouses and children
	Group accident insurance	Supporting annual physical examination and health enhancement program (including spouses) Purchasing group accident insurance for the health and safety of employees
Parental Support	Parental leave for childbirth	Offering paid leave for 10 days, which can be used over two separate occasions
	Tuition for kindergarten	Making monthly payments for a year
	Daycare Centers	Headquarters and Yeosu Complex
	Congratulatory Money for Enrollment of Children	Providing celebratory cash gifts for children entering elementary, middle, or high school
Livelihood Support	Tuition Support	High school and university (no limitation on the number of children)
	Livelihood support loan	Providing housing loans for purchase or rental to support employees' housing needs
	Congratulatory money and leave for special family occasions	Allowing leave and money for congratulatory/condolence events or births
	Special disaster leave	Providing leave for an appropriate duration according to social customs when a family member is missing due to a disaster (established in 2020)
	Employee counseling program	Organizing employee counseling programs EAP ¹⁾ (counseling on interpersonal conflicts, stress management, financial planning, etc.)
	Funeral support services	Providing funeral items (e.g., condolences from the company)
Self-Development & Leisure Support	Personal retirement pension	Supporting IRP (Individual Retirement Pension)
	Bonus paid as retirement pension	Supporting the payment of bonus as retirement pension, D.C. ²⁾
	Welfare Points	Offering cash-equivalent welfare points
	Educational content	Providing educational content through e-learning system
	Condominium and resort	Operating nationwide condominium and resort facilities
Learning & Development Center	Learning & Development Center	Operating Learning & Development Center (Cheongpyeong)
	Refreshment leave	Allowing two weeks of summer vacation
	Rewards for long-term service	Providing long-term service gift and leave (every 5 years)

1) Employee Assistance Program
2) Defined Contributions

Social Contribution Activities



Link to SDGs

	Goal	2019 Performance
 1 No Poverty 2 Zero Hunger	Improve the quality of life and nutrition of isolated neighbors through social contribution programs and employee volunteer services	<ul style="list-style-type: none"> Operated a free Meal Program for low-income senior citizens 1,282 employees joined volunteer services in 2019
 4 Quality Education	Provide educational support so that children and adolescents can grow happily	<ul style="list-style-type: none"> A total of 18,504 students applied to Maum Talk Talk Provided cultural experience programs to children through GS Caltex Hopeful Energy Class Job applicant support program for healing and performance improvement
 11 Sustainable Cities and Communities	Communicate with communities where we operate, reflect their feedback in our operations and conduct social contribution activities for their development	<ul style="list-style-type: none"> GS Caltex Yeulmaru, culture and art program Gave extra points to job applicants from Yeosu as part of the local talent recruitment program

Social Contribution System

Social Contribution Strategy

By fulfilling our social responsibilities in our role as corporate citizens, we can gain competitive advantages and build a strong foundation for sustainable growth. Under our social contribution slogan of **Beautiful world by sharing energy**, we are committed to our social contribution programs, focusing on culture and art, local communities, and environment.

INTERVIEW



Sang Hoon Lee
Vice President of Public Relations

Recognizing that sustainable development is based on our society and its members' happiness and health, we are actively engaged in social contribution programs. In particular, we are committed to social contribution programs with the focus on stakeholders in Yeosu, where our major production base is located.

Starting with supporting programs such as meal program for local seniors and scholarships for local talents, and GS Caltex Yeulmaru, a complex cultural and artistic space created by GS Caltex & Yeosu City, contributes to the expansion of local culture and arts infrastructure and the improvement of local citizens' quality of life. Since its grand opening in 2012, more than 880,000 people have visited the Yeulmaru for concerts, exhibitions, and education.

Furthermore, in 2013 we introduced an art therapy program, Maum Talk Talk, to help children and adolescents with psychological and emotional problems near Seoul and Gyeonggi. From



Data | Social Contributions

Areas of Focus

GS Caltex is committed to providing opportunities to experience culture and art for children, adolescents, and adults to improve their quality of life. As a critical area of our social contribution activities, we organized art therapy programs for children and adolescents, Maum Talk Talk, and a culture and art space in Yeosu, GS Caltex Yeulmaru.

Also, we engage in social contribution programs to support the growth of local communities in Yeosu and Incheon, where we operate our business. In particular, we focus on environmental conservation and education as part of our efforts to support sustainable growth for our future generations. In line with our social contribution vision, our employees join their efforts in volunteering activities and donations.

Key Social Contribution Activities

Maum Talk Talk

Data | Maum Talk Talk Program

GS Caltex started the Maum Talk Talk program in 2013 to support the emotional health of children and adolescents, who are the future of our country. In 2015, we signed an agreement with the Ministry of Education to promote art therapy and introduced a program to schools.

2013 to 2019, the program helped more than 18,500 children and adolescents in cooperation with the Ministry of Education.

We also promote a fair distribution of our social contribution resources through such programs as employee-matching grant donations, support for public organizations and employee volunteer activities.

At GS Caltex, we focus on what social value is created by these activities. By analyzing the benefits to local culture and art development brought by Yeulmaru and to psychological and emotional support for children brought by Maum Talk Talk, we are considering the outcomes and impacts of our social contribution programs. Based on these efforts, we will continue to promote

social value creation and strengthen our models for collaboration with national and local governments and non-profit organizations.

We also collect and reflect feedback from our stakeholders by organizing resident seminars and civil society organization seminars centered around Yeosu, near our production facilities. Our social contribution activities are aligned with the UN SDGs (Sustainable Development Goals), with a focus on No poverty, Zero hunger and Sustainable cities and communities.

Going forward, we will continue to support the sustainable growth of our communities and improve the quality of life to become a respected corporate citizen.

Maum Talk Talk is divided into an art therapy program for selected elementary and middle school students and a healing class where all first graders of selected middle schools are divided into 2 to 3 groups to take part in class healing programs.

To improve our art therapy effectiveness, GS Caltex invites some of the country's best art therapists to participate and continually manages and improves the programs. So far, more than 200 art therapists have built up their capabilities under the supervision of the professors with a cumulative 12,171 hours of training and clinical supervision. A total of 18,504 students across the country have healthy friendships for seven years until 2019. They seek emotional stability and enhance their social skills based on proper self-reflection.

Social Impact Analysis of Maum Talk Talk

Since its inception, we have conducted surveys for participants of the Maum Talk Talk program as well as a control group. Based on the feedback we have collected from school teachers (evaluations of students' behavioral changes) and program instructors (satisfaction surveys), we are trying to improve the program's effectiveness. Through these surveys, we have learned that Maum Talk Talk helps children improve their self-esteem and motivates them to improve their social and interpersonal skills while increasing their level of satisfaction with school life.

Based on the expertise and know-how we accumulated over the years, we help teenagers who have been subject to probation and are developing the program to expand their application areas for students who are victims of school violence. Through preventive and corrective activities, we can help these students to adapt to society and reduce social costs. With these efforts, we have been recognized for improving awareness for children and adolescents' psychotherapy and expanding the base of art therapy programs.

Psychological Changes Among Wee Center Program Participants



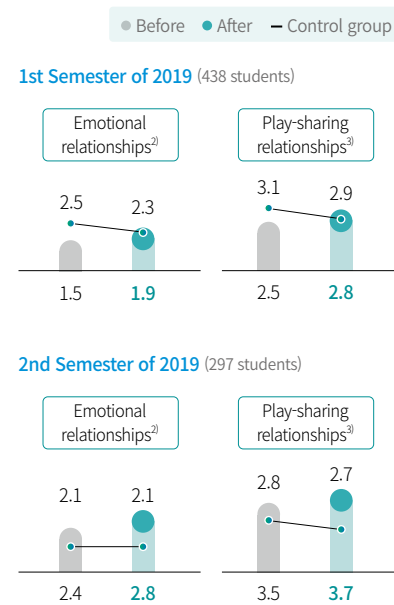
Maum Talk Talk

마음톡톡

- Participation of supervising professors**
 - Provide comprehensive consultation and individual/group supervision
- An outstanding team of therapists**
 - Select professional therapists with graduate degrees/certifications and clinical experience, and manage the pool of therapists.
- Specialized target program**
 - Tailor the program to individual children and schools.
- Multifaceted validation of benefits**
 - Develop and utilize tools to measure effectiveness.
 - Conduct qualitative analysis and work on academic papers.

- 1) This represents the number of persons the participant indicates were friends and the increase/decrease. An increase means growth in overall interaction.
- 2) Close relationship where participants can share their concerns.
- 3) Broad relationship where participants can share their daily experiences.

Change in relationship vitality of Healing Class program participants¹⁾



Social Value Sharing of Maum Talk Talk

GS Caltex undertakes efforts to share the expertise and value we have accumulated with our Maum Talk Talk program with Korean society at large.

As part of these efforts, in February 2019 we published the Report on Maum Talk Talk Healing in Class, which is composed of Maum Talk Talk experiences. The report was designed to share the content and performance of our Class Therapy Healing with art therapists and relevant organizations. It was written by Maum Talk Talk managers and art/performance therapists, and reviewed by experts to enhance its credibility.

The printed report is used to train art therapists and informative material for schools that wish to participate in the program. It will also be used to inform the art therapy industry, the Ministry of Education, education offices of various districts and our employees of the status and benefits of the program.

In recognition of this accomplishment, the Maum Talk Talk cases were presented at workshops hosted by the Ministry of Education in February 2019 and at a CSR Seminar in October 2019. Thanks to its contributions, the program was selected by the Ministry of Education as a model program for supporting troubled students, and received a citation for preventing school violence in 2019.

Emotional Support and Training Camp for Job-seekers

In 2019, GS Caltex organized three camps in cooperation with the Korea Mecenat Association as part of a support program for young job-seekers aimed at alleviating the psychological and emotional pressures of looking for a job and helping them prepare for the recruitment process.

This program consisted of various culture and art activities that boost self-confidence, including Résumé Play, where participants' careers were turned into plays, Wine and Canvas, where they could relieve stress by drinking wine and expressing their feelings on canvas, and My Career Performance, which involved humanities lectures by famous professors Changok Kim and Wonkuk Kang. Also, the CV writing lectures given by the author Yoonah Choi, Personal Color Analysis for interviews, and taking profile photos. These programs received a great response from the participants.



Activities for Local Communities by Life Cycle

GS Caltex actively engages in social contribution activities for local communities in Yeosu to support children, adolescents, job-seekers and seniors who have difficulty in supporting themselves financially.

Talent Development for Children and Youth

GS Caltex Hopeful Energy Class

Since 2010, we have organized the GS Caltex Hopeful Energy Class to provide various learning opportunities to elementary and middle school students from local children's centers around Yeosu. With the Great Stone Face history program, we helped them learn about their local culture and history.



GS Caltex Native Speaker English Lessons on Islands

GS Caltex has been running the GS Caltex Native Speaker English Lessons on Islands since 2007 to help teach English to elementary, middle, and high school students who live in the island villages of Yeosu. The native teacher resides on the island and visits each school in turn. Classes are run based on student discussions which have been gaining positive responses from students, schools, and parents.

Tuition and Meal Fee Support

Since 2006, GS Caltex has been procuring donation funds with the Labor Union in a matching grant to deliver to extracurricular classes operated by Yeosu YMCA and Jeollanamdo Yeosu Office of Education. The funds are used to teach kids that are subject to education and welfare as well as provide them with dinner to contribute to improving their school performance.

Support for Soccer Aspirants

Since 2019, GS Caltex has donated operational funds to soccer teams at elementary and middle schools of Yeosu with Youth Soccer Teams.



GS Caltex Soup Kitchen for the Elderly

GS Caltex runs the GS Caltex Soup Kitchen, a free food station for seniors living in Yeosu, as part of our efforts to resolve the nutritional issues faced by socially vulnerable classes. The center provides 340 meals a day on average, from Monday to Friday. As of 2019, it has served over 945,000 people since it began operation. Our employees and retirement club members, as well as dozens of local volunteer groups, all lend a hand to support this cause. The total number of volunteers has reached 45,000, making the facility a center of local volunteer activities.

Social Contribution Activities with Local Communities

Volunteer Group Activities

We launched the GS Caltex Volunteer Group, based around Yeosu, where we operate our business, to promote sharing and giving back to society as a member of the local community. Fifteen volunteer groups have been established in ten cities nationwide, and eleven volunteer activities are organized every month aimed to solve problems facing local communities. The volunteer work includes donating necessities to senior citizens living alone, repairing study rooms for children from low-income families, and providing cultural experiences for people with disabilities.

In addition to our employees, their family members also join to help people in need. Organized according to changing lifestyles, the Family Volunteer Groups can volunteer at welfare facilities near their homes at any time they want during the week or on weekends. These families are committed to their volunteer activities, and some of them even volunteer during their vacation.

In addition, we are actively engaged in volunteer activities to protect the environment around each work site. In Yeosu, we collect garbage around villages, the coast, and along rivers near our production facilities. In Incheon, where our logistics center and lubricant plant are located, we organize clean-up activities along with the waterfront areas of Wolmido Island. In 2019, we came up with a family volunteer activity where we disassemble unused bicycles and turn them into new working ones and an upcycling program for the recycling of plastics and clothes. These environmental campaigns are designed to protect our environment and raise environmental awareness.

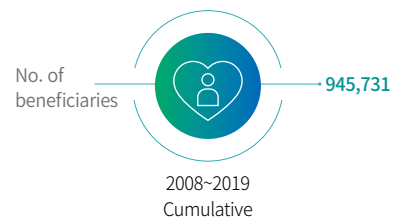
Since 2005, we have engaged in corporate-wide volunteer programs in addition to individual volunteer group activities. In May of every year, as part of our anniversary celebrations, we join in volunteer activities nationwide. We donate rice and household goods worth KRW 100 million to underprivileged residents of Yeosu at a charity event held during the Chuseok holidays. We also operate support programs that provide Kimchi, heaters, Christmas presents and fire extinguishers at the end of each year to neighbors around our workplaces nationwide.

Following these activities, we collect feedback from volunteers through a survey and use it to encourage participation and improve our volunteer activities in the future.



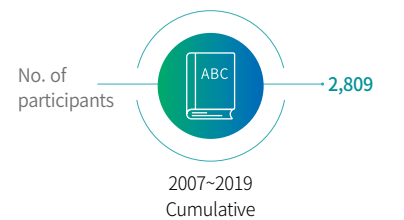
GS Caltex Soup Kitchen for the Elderly

(Unit : Person)



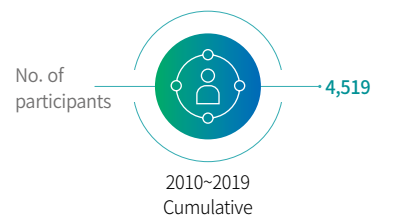
GS Caltex Native Speaker English Lessons on Islands

(Unit : Person)



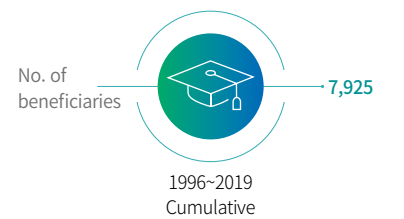
GS Caltex Hopeful Energy Class

(Unit : Person)



GS Caltex Scholarship

(Unit : Person)



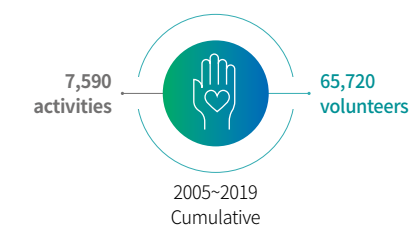
» Data | **GS Caltex Social Contribution Programs**

Career Support for Local Talent

GS Caltex entered into an MOU with Yeosu City to recruit Yeosu citizens, being the first company to do so in the Yeosu Industrial Complex in 2017, to resolve the issue of youth unemployment in the region. The MOU was implemented in 2018. In addition, we also support the Warm Table program hosted by Yeosu City. This program provides lunches for job-seeking youths from low-income families around Yeosu.



No. of Volunteers and Volunteer Activities



Public Seminars in Yeosu

Residents of towns by manufacturing plants

- Construction of MFC, mutual growth with residents, etc.

Welfare organizations

- Yeosu Senior Center : Items related to operating Soup Kitchen for the Elderly
- Regional Children's' Center Associations : Items related to operating Hopeful Energy Class

NGO

- Yeosu YMCA : Operation of extracurricular academy for youth
- Yeosu Environmental Activity Association : Environmental conservation
- Yeosu Local Community Research Center : Operation of Hopeful Energy Class
- Foundation for Youth Violence Prevention : Teaching troubled youth

Communication with Local Communities

We continue to discuss major issues with citizens of Yeosu and Jeollanam-do, welfare organizations and NGOs by hosting public hearings and seminars. Through active communication with our stakeholders, we can listen to their input and establish a framework for sustainable growth.

Conservation of Marine Resources

GS Caltex contributes to the conservation of marine fishery resources and the sustainable growth of the fishing industry around Yeosu. As part of our 50th anniversary celebrations in 2017, we released into the sea 1.94 million young fish, including black porgies and rock breams, and 155 tons of shellfish eggs, including manila clams and abalones the following year, setting an excellent example for sustainable growth and boosting the local economy. We have operated programs for releasing abalones along the coast of Yeosu for over 20 years, starting in 1996.



GS Caltex Yeulmaru : A Place for Sustainable Growth

The Grand Opening of Yeulmaru Jangdo

GS Caltex Yeulmaru was developed with more than KRW 110 billion in investments since 2006 and opened in May 2012. It is recognized as the landmark of culture and arts in the South Coast of the Korean peninsula. In 2019, we opened the island of art, Jangdo, as a second phase of the Yeulmaru project, to promote deeper communication with local communities based on various cultural programs and supports for art. Over a year since its opening, more than 300,000 people have visited the place, making Jangdo a tourist destination in the region where visitors can enjoy various cultural and art experiences.



Aerial photo of Yeulmaru Jangdo Island

Paid attendance for concerts in 2019



73%



Selected as an excellent program by the Korean Cultural & Arts Centers Association

Hello! Opera



Korea National Ballet's first worldwide showcase

Hoi Rang

Visitors can enjoy a romantic walk across the sea, passing over the Jinseom Bridge, which is submerged twice a day. Moreover, they can experience a magnificent view of Dadohae Garden, which is filled with beautiful flowers all year round, and the grass garden where outdoor concerts take place.

Meanwhile, in Jangdo, there are studios where various artists create artworks and communicate with the local community. At the Jangdo Exhibition Hall, visitors can enjoy a variety of exhibitions on the theme of nature and healing, and at the Jangdo Art Café, visitors can drink tea with a beautiful view of the coast and the sea pines. They can also participate in art programs, such as a piano concert and lectures.

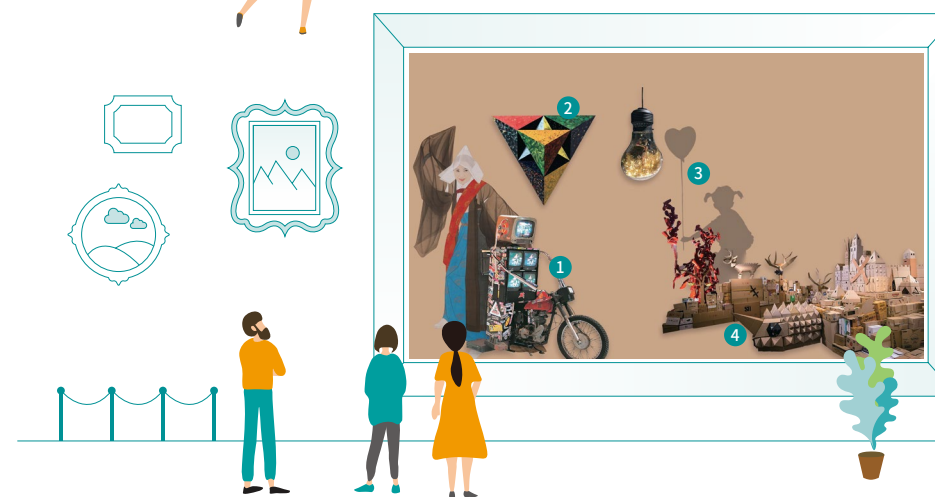
Creating Social Value for Local Communities through High-quality Cultural Contents

Celebrating Yeulmaru's 7th anniversary in 2019, GS Caltex opened the Jangdo Island of Art as its second phase of the project. A wide variety of fun and impressive programs are available, which provide rich cultural experience for local residents and make art more accessible for everyone.

2019 Concerts at GS Caltex Yeulmaru



Concert	
154 shows	116 days 78,506 visitors
1	Trio Owon
2	Hoi Rang
3	Oedipus
4	Don Pasquale
5	Sarah Chang Recital
6	Liar
7	Mamma Mia
8	Jekyll and Hyde
9	Sumi Jo Recital
10	2019 New Year's Music Concert
11	Local Artists' Festival
12	The Story of Under the Sea
13	Ongals



Exhibitions	
16 sessions	273 days 76,734 visitors
1	Large Special Exhibition "Korean Modern and Contemporary Art Masterpiece"
2	Yang Hewoong's Three-Dimensional Painting Exhibition
3	Hidden Pictures Exhibition
4	Junk Art Exhibition

03

Governance



Corporate Governance
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Corporate Governance

Expertise-Based Composition of the BOD

As the company's top decision-making body, the GS Caltex Board of Directors reviews and makes decisions on major management agendas, such as general policies and critical business objectives. As of May 2020, the Board is composed of ten directors from GS and Chevron, including three inside directors and seven non-standing directors, all of whom have a high level of expertise in management and risk management. Board members are appointed each year at the General Meeting of Shareholders based on their professional qualifications and expertise, in accordance with the internal policies, and without any discrimination based on their gender, race, ethnicity, nationality or origin.

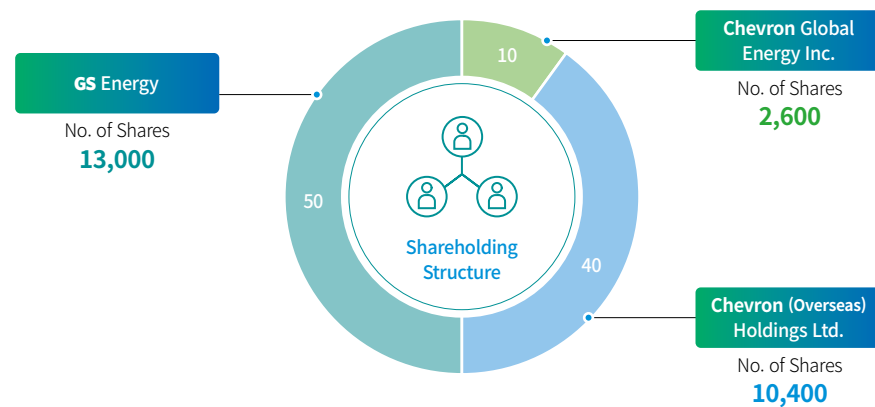
Composition of the BOD

(As of May 2020)

Classification	Name	Job Title
Inside Directors	Jin-Soo Huh	Chairman GS Caltex Corporation
	Saehong Hur	President & CEO GS Caltex Corporation
	Hyung Kuk Kim	President, Yeosu Complex & MFC Project GS Caltex Corporation
Non-standing Directors	Soon-Ky Hong	President & CEO GS Holdings Corporation
	Yongsoo Huh	President & CEO GS Energy Corporation
	Brant T. Fish	President, International Products, Downstream & Chemicals Chevron
	Navin K. Mahajan	Vice President & Treasurer, Chevron Corporation
	J. David Payne	Vice President, Enterprise Health, Env't and Safety, Technology, Projects & Services, Chevron
	William L. Stone	CEO, Singapore Refining Company
	Christopher E. Jablonski	Country Chairman, Chevron Korea

Shareholding Structure

(Unit: %, thousand shares)



BOD Management & Prevention of Conflict of Interest

As our Board members are executives from different companies, their compensation follows their respective companies' internal policies, and no additional compensation is granted for their Board-related activities. Board resolutions require a majority attendance and an affirmative vote of more than two-thirds of all registered directors, as stated in Articles 36 and 37 of the Articles of Incorporation. To guarantee the independent operation of the BOD and prevent possible conflicts of interest, any Board members who have a particular interest in the agenda will be prohibited from voting with regard to that particular issue.

The Board Support Office conducts regular meetings with the directors of Chevron and proactively communicates with relevant divisions to accept feedback and present agendas. Board members are provided with meeting materials before the actual meeting to ensure they have enough time to review the agenda.

In 2019, eight board meetings were held to review and approve key agendas, including the 2020 Business Plans, the Olefins Project FID, long-term loans, and a long-term contract for using LNG terminals.

Operation of Committees in Support of the BOD

Three committees are organized under the Board to support its expertise in decision-making and operational efficiency by delegating authority: the Accountability Committee, Audit Committee (separate from the Audit Committee under the commercial code), and LNG Procurement Management Committee. The committee members provide support based on their responsibilities and roles to ensure the BOD's reliable and transparent operation.

Roles of the Board Committees

Name	Composition	Role	Number of Meetings Held
Accountability Committee	3 Directors	Review and discussion of governance-related issues	1
Audit Committee	4 Directors	Review and discussion of compliance program and major audit issues	2
LNG Procurement Management Committee	2 Directors	Review and discussion of LNG-related issues	1



Risk Management

Risk Management Governance

We have organized the Crude Oil RM Team, Product RM Team, and Cost Accounting Team to ensure a fast and systematic response to the changing business environment. These teams monitor and analyze risks in our internal and external operations, and report the results. We hold a Risk Management Committee meeting, comprising the CEO and executive officers, quarterly as part of company-wide risk management. Through these meetings, we review major risks and plan our mitigation strategies.

Risk Management Committee

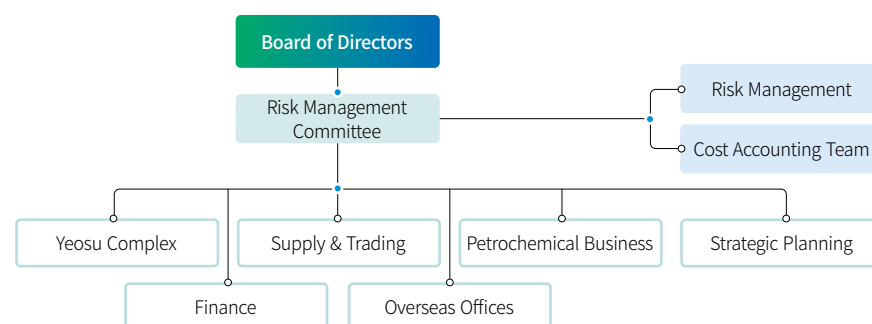
Classification	Description
Chairman	CEO
Committee Members	General Manager of : Supply & Trading, Petrochemicals Business, Finance, Strategic Planning, GS Caltex Singapore Pte Ltd
Board Members	Head of : Planning & Integration, Aromatics Business, Risk Management, Treasury, Accounting
Secretary/Secretariat	Accounting/Cost Accounting Team
Activities	Provide guidelines on risk management and review performance
Frequency of meetings	Four times a year (quarterly basis)

Risk Management and Financial Stability

GS Caltex has a risk management system to cope with changes in the market prices of crude oil and petroleum products. Oil refineries run the risk of loss and cash flows fluctuation due to changes in the prices of crude oil and petroleum products. To control and manage these risks properly, a hedging system involving various efforts, such as trading derivative products, has been established based on the prospects of the crude oil and petroleum product market.

In response to the increasing volatility of the business and industrial environment, we are focused on maintaining financial stability. As a result, we have maintained the highest level credit rating in the industry, keeping our borrowing safe based on our stable cash flow. We have also secured sufficient credit lines and diversified our loan sources to create a balanced loan portfolio and strengthen our competitiveness in financing and risk management.

Risk Management Governance



Risk Management Teams

Classification	Key Activities
Risk Management (Crude Oil RM Team, Product RM Team)	<ul style="list-style-type: none"> Report on issues and current agenda through daily monitoring of the crude oil and petroleum product market Analyze market and prices in the crude oil and petroleum product market weekly and monthly Conduct risk assessment Propose and implement derivatives trading
Cost Accounting Team	<ul style="list-style-type: none"> Monitor and report on internal risk management activities and compliance

Credit Rating Trend

Agency	2017	2018	2019
S&P	BBB (P)	BBB+ (S)	BBB+ (N)
Moody's	Baa2 (P)	Baa1 (S)	Baa1 (S)
Korea Ratings	AA+ (Stable)	AA+ (Stable)	AA+ (Stable)
Korea Investors Service	AA+ (Stable)	AA+ (Stable)	AA+ (Stable)
NICE Investors Service	AA+ (Stable)	AA+ (Stable)	AA+ (Stable)

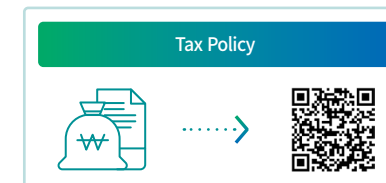
Non-Financial Risk Management

As the demand for sustainable business practices has grown, so has the importance of social and environmental issues. Our CSR Team coordinates with other teams to manage non-financial risk, while executive officers attend CSR Committee meetings to review corporate-wide sustainability issues, activities, and performances.

Based on the ESG database established in 2017, we promoted human rights management, enhanced ESG level of business partners, complied with tax obligations, and strengthened safety, health, environment, and quality in 2018. Thereby, we proactively responded to non-financial risks that could arise within the scope of its business. In 2019, we established an ESG assessment process in our supply chain to improve its social contribution performance.

Tax Compliance

As part of its CSR initiatives, GS Caltex fulfills its tax obligations in a transparent manner. To this end, we established our tax policy in 2018. In 2017, we broke through the KRW 400 billion limit of reported corporate tax payments, recording our best management performance. As a result, on March 2019, we won the National Tax KRW 400 billion prize at the 53rd Taxpayer's Day celebration organized by the Ministry of Economy and Finance.



Trophy from 53rd Taxpayer's Day



Major Risk Management

Price Fluctuation of Crude Oil and Petroleum Products

Overview	<ul style="list-style-type: none"> The fluctuation of global oil prices is affected by various factors, including the circumstances of major oil producers, the global economic recovery, a strong dollar, and geopolitical risks in the Middle East. Uncertainties in domestic and foreign monetary policy, trade wars, and local and international politics increase the volatility of the global financial market.
Impact on Business	<ul style="list-style-type: none"> During periods of falling oil prices, the delay between the purchase of oil and the time of input causes inventory valuation loss, leading to a decrease in margins due to the delay between purchase and sales. When global oil prices surge, the petrochemical industry's profitability declines due to rising raw material prices The price of raw materials and products purchased by domestic refineries is exposed to fluctuations in exchange rates as well as crude oil prices.
Activities	<ul style="list-style-type: none"> We use derivatives such as futures and options to hedge against the risks of volatile oil and product prices while organizing quarterly Risk Management Committee meetings as part of our risk management.

Changes in Regulations and Policies

Overview	<ul style="list-style-type: none"> The refinery business, being a national strategic and key industry, is greatly affected by government policies and regulations. IMO (International Maritime Organization) regulations on the sulfur content of ship fuel, and GHG emission regulations of The Paris Agreement on climate change have a major impact on the refining industry
Impact on Business	<ul style="list-style-type: none"> The liberalization of entry into the oil refining industry and free trade agreements have led to fierce competition in the market. The increase in the supply of low-priced products and decline in the supply price intensify price competition.
Activities	<ul style="list-style-type: none"> We improved our profitability by replacing HSFO (high sulfur fuel oil) with LNG and selling LSFO (low sulfur fuel oil).

Information Security

Organization and Management of Information Security

In response to the growing regulatory demand for information security and restrictions on collecting unnecessary personal data, we launched our Information Security Committee to strengthen the responsibilities and roles of information security. The Information Security Committee is composed of executive officers from each division, the CISO (Chief Information Security Officer) as the top decision-making authority, and the chairman. The committee discusses investment activities and current issues to improve company-wide information security regarding personal information protection, prevent cyber-crimes, and raise employee awareness.

Furthermore, we have established systematic information security policies to prepare for various threats related to information security and secure business reliability by safely managing the company's tangible and intangible assets, including customer information. We have strengthened various aspects of protection measures for the security environment by operating an information security management system based on domestic and international laws and standards.

Customer Information Protection System

To protect our customers' personal information and ensure security, we have introduced a powerful information security system. When storing and transmitting important personal data, we apply an encryption process, and access to stored data is strictly limited to prevent unauthorized access. Additionally, any access to personal data is controlled through a system where access history and abnormalities are monitored. In order to prevent any misuse or violation of laws, all teams and third parties with access to personal information are subjected to a security audit every year.



Likewise, we diligently comply with legal obligations regarding the EU GDPR (General Data Protection Regulation) and domestic personal information laws. GS Caltex notifies customers of their personal information processing status more than once a year to protect and guarantee personal information and decision-making rights. We are also working to improve our personal information protection capabilities through various information protection exercises. To this end, we acquired the government-designated PIMS (personal information management system) certification in 2013, the first company in the industry to do so, and we undergo a stringent evaluation to maintain the status.

Internal Security Measures

At GS Caltex, we examine security issues identified in Korea and other countries through our security organization, which is composed of experts in the industry. To prevent security breaches, we conduct employee training and other programs including scenario-based simulations (malicious mail training), security seminars, and campaigns. Furthermore, we have maintained a strict ISMS (information security management system) since 2017, we conduct an annual vulnerability inspection of our IT systems to upgrade technical security and we run annual mock hacking programs. We also conduct ongoing inspection and

analysis of unauthorized access and other abnormal signs of the network through various security solutions while strengthening our physical security through infiltration tests and unannounced security inspections as part of security control regularly.

Access Monitoring System

GS Caltex systemically manages its main work sites by classifying them as restricted, controlled areas, and so on to ensure security and safety. We run an internally-developed special access control and monitoring system to prevent access by unauthorized personnel or vehicles strictly.


Protection and Management of National Infrastructure


The GS Caltex Yeosu Complex is designated as a Critical National Facility and complies with security requirements specified by relevant laws, including the Unified Defense Act. We have also implemented a national infrastructure protection plan in response to emergencies. In the event of a disaster or emergency, we ensure that our petroleum production and storage are maintained and controlled effectively and prevent any interruption of supply or operations.

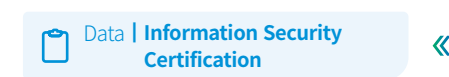
Information Security Training

Everyone entering the GS Caltex Yeosu Complex is required to complete a security and safety training program according to their purpose of entry. They receive training that includes safety compliance and restrictions, and those who work at the site take safety training. Further, for the protection and security of the national infrastructure, the Yeosu Complex strengthened its ability to respond to emergencies through training with local governments, military forces, police and the coast guard semiannually.

Certificates of the Information Security

	Name	Information Security Management System
	Scope of Certification	Online service for external work processes
	Validity Period	April 26, 2018 to April 25, 2021

	Name	Personal Information Management System
	Scope of Certification	GS & Point Services and GS Caltex Bonus Card Services
	Validity Period	September 13, 2019 to September 12, 2022



Appendix

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Financial Data

Consolidated Statements of Financial Position

(Unit : KRW 1 million)

Category	2018	2019
Assets		
Current assets		
Cash and cash equivalents	1,043,274	1,157,033
Accounts and notes receivable	2,802,538	2,429,876
Short-term financial assets	1,070,059	957,606
Inventories	4,293,707	3,964,314
Prepaid income taxes	165	168
Assets held for sale	27,442	-
Other current assets	248,450	144,962
Total current assets	9,485,635	8,653,959
Non-current assets		
Long-term financial assets	235,541	285,436
Investments in associates	299,165	303,893
Properties, plants, and equipment	9,380,750	11,036,128
Investment properties	56,463	54,489
Intangible assets	70,274	60,233
Deferred income tax assets	3,049	4,593
Other non-current assets	28,659	29,004
Total non-current assets	10,073,901	11,773,776
Total assets	19,559,536	20,427,735
Liabilities		
Current liabilities		
Accounts payable-trade	2,399,158	2,381,755
Short-term financial liabilities	3,536,384	2,677,862
Income taxes payable	64,957	85,516
Other current liabilities	79,760	65,903
Total current liabilities	6,080,259	5,211,036
Non-current liabilities		
Long-term financial liabilities	2,269,789	3,930,296
Employee benefits	6,203	15,392
Deferred income tax liabilities	234,976	226,850
Other non-current liabilities	161,345	47,138
Total non-current liabilities	2,672,313	4,219,676
Total liabilities	8,752,572	9,430,712
Equity		
Common stocks	260,000	260,000
Capital surplus	68,330	68,330
Capital adjustments	(61,189)	(61,189)
Accumulated other comprehensive income	(17,629)	10,772
Retained earnings	10,557,452	10,719,110
Equity attributable to owners of the parent company	10,806,964	10,997,023
Non-controlling interests	-	-
Total equity	10,806,964	10,997,023
Total liabilities and equity	19,559,536	20,427,735

Consolidated Statements of Income

(Unit : KRW 1 million)

Category	2018	2019
Sales	36,363,010	33,261,489
Cost of sales	(34,257,270)	(31,458,996)
Selling, general and administrative expenses	(871,522)	(922,833)
Operating profit	1,234,218	879,660
Share of profit (loss) of equity method accounted investees	8,441	8,521
Financial income	1,031,268	1,941,703
Finance costs	(1,241,331)	(2,126,984)
Other income	1,015,931	399,731
Other expenses	(1,052,487)	(508,267)
Profit (loss) before income taxes	996,040	594,364
Income tax expenses	(292,472)	(141,747)
Profit (loss) for the year	703,568	452,617
Profit (loss) attributable to :		
Owners of the parent company	703,568	452,617
Non-controlling interests	-	-

Consolidated Statements of Comprehensive Income

(Unit : KRW 1 million)

Category	2018	2019
Profit (loss) for the year	703,568	452,617
Other comprehensive income (loss), net of tax :		
Items that will not be reclassified to profit or loss		
Remeasurements of defined benefit liability	(13,309)	(11,882)
Other comprehensive income (loss)		
- Financial asset income (loss) from fair value assessments	864	843
Changes in equity method accounted investee's capital	(315)	38
Total	(12,760)	(11,001)
Items that will be reclassified subsequently to profit or loss		
Changes in equity method accounted investee's capital	148	96
Effective portion of changes in unrealized fair value of cash flow hedges	(4,672)	22,647
Foreign currency translation differences	4,503	7,100
Total	(21)	29,843
Total comprehensive income (loss) for the year	690,787	471,459
Total comprehensive income (loss) attributable to :		
Owners of the parent company	690,787	471,459
Non-controlling interests	-	-

ESG Data and Performance

Environment*

GHG¹⁾

Category	Unit	2017	2018	2019
Scope 1 : Fixed combustion, mobile combustion and process emission	Direct emissions tCO ₂ eq	6,379,481	6,342,643	6,356,466
	Intensity /KRW 100M	21.04	17.44	19.11
Scope 2 : Externally purchased steam and power	Indirect emissions tCO ₂ eq	1,625,674	1,643,893	1,690,788
	Intensity /KRW 100M	5.36	4.52	5.08

1) GHG is based on all worksites of GS Caltex and reflects partial post-alterations

Energy²⁾

Category	Unit	2017	2018	2019
Scope 1 : Direct energy consumption	Energy consumption TJ	77,784	86,615	86,914
	Intensity TJ/KRW 100M	0.257	0.238	0.261
Scope 2 : Indirect energy consumption	Energy consumption TJ	16,472	16,503	18,124
	Intensity TJ/KRW 100M	0.054	0.045	0.054

2) Source of energy consumption calculation method and unit conversion factor
- Direct consumption : Calculation of calorific value by product after checking the amount of consumption through the flow meter
- Unit conversion source : Unit conversion based on the energy calorific conversion standards of the Energy Act

Volume of Air Pollutants³⁾

(Unit : Ton)

Category	2017	2018	2019
Dust	100.7	122.5 ⁴⁾	193.2
Nitrogen Oxide (NOx)	3,221.4	3,314.3	2,858.4
Sulfur Oxide (SOx)	7,479.9	6,543.1	1,901.5
Carbon Monoxide (CO)	649.9	732.6	359.7
Volatile Organic Compounds (VOC)	107.4	137.9	97.8
Hazardous Air Pollutants (HAPs)	66.8	73.3	46.0

3) Major Air Pollutant Discharging Facilities : RFCC CO Boiler, Heater, Package Boiler
4) Numbers are subject to change according to modifications in the range and standards

Concentration Level of Air Pollutants⁵⁾

Category	Unit	Legal Requirement	2017	2018	2019
Dust	mg/m ³	30	3.8	4.1	3.1
Nitrogen Oxide (NOx)		150	88.8	66	42
Sulfur Oxide (SOx)	ppm	180	37.4	46.4	9.2
Carbon Monoxide (CO)		200	27.1	24.4	8.7

5) Effluent standards and average concentration level of standard boilers (Dust/NOx/Sox) and incineration facilities (Carbon monoxide)

* If not indicated otherwise, environment data is based on Yeosu Complex

Management of Water Resources

Category	Unit	2017	2018	2019
Water consumption	Daily average consumption Ton	56,068	53,476	53,852
Wastewater	Daily average effluent Ton	27,488	28,057	31,517
Recycling rate of wastewater	Volume of recycled wastewater/ generated wastewater %	18.8	17.7	17.6

Volume of Water Pollutants⁶⁾

(Unit : Ton)

Category	2017	2018	2019
Biochemical Oxygen Demand (BOD)	169.7	224.0	129.3
Chemical Oxygen Demand (COD)	202.8	200.0	169.3
Suspended Solids (SS)	71.2	75.0	80.6

6) Major Facilities Discharging Water Pollutants : Petroleum Refinery Facilities, Basic Petrochemical Compound Production Facilities, Industrial Water Purification Facilities

Concentration Level of Water Pollutants⁷⁾

(Unit : ppm)

Category	Legal Requirement	2017	2018	2019
Biochemical Oxygen Demand (BOD)	30	7.7	8.0	7.3
Chemical Oxygen Demand (COD)	40	10.7	11.3	10.7
Suspended Solids (SS)	30	3.3	3.7	3.9

7) Effluent standards and concentration level of ocean effluence

Consumption of Hazardous Chemicals

(Unit : Ton)

Category	2017	2018	2019
Caustic soda (NaOH)	29,824	24,201	37,842
Sulfuric acid (H ₂ SO ₄)	1,155	806	510
Hydrochloric acid (HCl)	1,703	1,818	1,727
Ammonia (NH ₃)	535	517	344

ESG Data and Performance

Environment

Waste Material

(Unit : Ton)

Category		2017	2018	2019	
Volume of waste material	Designated waste	23,972	20,093	26,325	
	General waste	19,371	22,874	21,315	
	Subtotal	43,343	42,967	47,640	
Waste disposal	Recycling	Recovered fuel (waste oil/solvents)	16,450	13,280	15,076
		Recovered metal (catalysts)	6,590	5,435	8,132
		Fertilizer (for composting)	281	305	320
		Other types of recycling	9,697	9,882	12,675
		Subtotal	33,018	28,902	36,203
	Recycling rate (%)	76.2	67.3	76.0	
	Incineration	2,316	2,064	1,771	
Landfill	8,009	10,787	9,117		
Comminution	-	1,214	549		
Total		43,343	42,967	47,640	

Investment in Environmental Protection

(Unit : KRW 100 million)

Category	2017 ¹⁾	2018	2019
Reduction in wastewater and marine contamination	6	32	48
Reduction in air pollution	44	369 ¹⁾	380 ¹⁾
Reduction in volatile organic compounds	-	14	31
Prevention of soil contamination	47	106	109
Others	16	40	48
Total	113	561	616

1) Includes investment in RFCC Wet Scrubber

Environment and Energy Certification

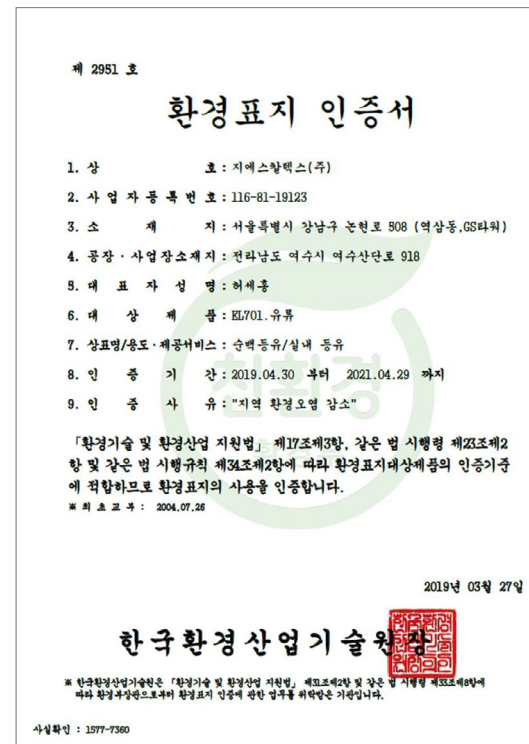
Category	Worksite	Validity Period
ISO14001	Yeosu Complex	July 2018 to July 2021
ISO50001	Yeosu Complex	December 2017 to December 2020

Inspection of Soil Contamination

(Unit : No. of inspections)

Category	2017	2018	2019
Gasoline stations inspected for soil contamination	138	147	308

Environmental Label Certification



Status of Voluntary Environmental Management Agreements

Agreements	Terms	Activities
Voluntary Agreement against BAU by 2020	2014~2020	Reduction of GHG emissions in industrial sectors to achieve the national GHG target against BAU by 2020
Voluntary Agreement for Soil Preservation	2013~2023	Prevention of soil contamination by oil spills through voluntary inspection and restoration
Joint Agreement for Emergency Response to Chemical Accidents (Chemical Safety Association)	2013~	Establishment of an emergency response plan for the prevention and management of chemical accidents
Voluntary Agreement for Reducing High Concentrations of Fine Dust	Dec. 2019~Dec. 2022	Implementation of more stringent emission standards than legal requirements

Protected Areas Around Worksites and Relevant Activities

Category	Description	Note	Related Activities
Water Source Protected Area	One Water Source Protected Area has been designated in Mipyeong-dong, Yeosu	8.8km from the worksite	Applied internal standards on water discharge. These internal standards are stricter than legal standards.
Wildlife Protected Area	There are four wildlife protected areas in Yeosu. The closest one is located at 190-1, Jungheung-dong	6.8km from the worksite	
Nature Park	Odong Island, located off in the eastern part of the Yeosu Peninsula, is part of the Hallyeo National Marine Park. Also, the waterfront and certain areas of Dolsaneup are designated as part of Dadohae National Marine Park	· Hallyeo National Marine Park : 6.5km from the worksite · Dadohae National Park : 29km from the worksite	Activities to conserve marine life resources (fish/shellfish egg release project)
Designated Island Area	There are twelve designated island areas in Yeosu. The closest one is Gadeok Island	15.8km from the workplace	Activities to protect eco-system
Special Controlled Area	Gwangyang Bay is located in the Special Controlled Area	-	
Air Environment Regulated Areas	Gwangyang Bay Area has been designated an Air Environment Regulated Area in accordance with the regulations of Ministry of Environment	-	Activities to reduce air pollution
Low Sulfur Oil Supply and Use Area	The sulfur content must be 0.3% or less in LSWR in accordance with Article related to the Enforcement Decree of the Clean Air Conservation Act	-	

ESG Data and Performance

Society

Customer Satisfaction Certifications

Category	2017	2018	2019
CCM Certification	Certification Maintained	Certified	Certification Maintained
KSQI ¹⁾	Excellent Call Center	Excellent Call Center	Excellent Call Center
NCSI ²⁾ Gas Station Category	Ranked 1st (9 consecutive year)	Ranked 1st (10 consecutive year)	Ranked 1st (11 consecutive year)

1) Korean Service Quality Index
2) National Customer Satisfaction Index

Customer Satisfaction Activities

Category	Unit	2017	2018	2019
No. of gas stations	stations	2,563	2,510	2,368
No. of LPG stations		399	400	391
No. of bonus card members	10,000	1,136	1,142	1,139
Domestic market share	%	25.0	24.5	24.0
Customer complaint processing time	Day	0.7	0.7	0.7

Information Security Certification

Category	2017	2018	2019
PIMS (Personal Information Management System)	Certified	Certified	Certified
ISMS (Information Security Management System)	Certified	Certified	Certified

Customer Information Security

Category	2017	2018	2019	
Customer information related complaints	Issues raised by third-party victim and verified internally by the organization	0	0	0
	Issues raised by regulatory institution	0	0	0
Data leakage, theft and loss		0	0	0

Quality Inspection

(Unit : No. of inspections)

Category	2017	2018	2019
Quality inspection of gas stations	5,217	4,936	5,643
Quality inspection of LPG stations	479	458	437

Quality Management Certification

Category	Workplace	Validity Period
ISO9001	Yeosu Complex	July 2018~July 2021

Employees³⁾

Category	Unit	2017	2018	2019
Total		2,969	3,212	3,283
By employment type	Executive officers	49	45	48
	Full-Time	2,758	3,026	3,136
	Part-Time	162	141	99
By location	Seoul, etc.	1,317	1,448	1,387
	Yeosu	1,652	1,764	1,896
	Persons	682	745	884
By age	Over 50	1,856	1,912	1,827
	30~50	431	555	572
	Under 30	2,795	2,579	2,796
Employees subject to pension system		123	131	195
Retirees		4.1	4.1	5.9
Retirement rate		9.6	9.9	9.7
Percentage of female employees	%	1.4	1.3	1.2
Percentage of employees with disabilities		3,119	3,891	3,669
Total employee compensation	KRW 100 million	15.3	14.7	14.7
Average years of employment	Years			

3) As of December 31, 2019

Parental Leave

(Unit : Persons)

Category	2017	2018	2019	
Employees on parental leave	Male	2	2	4
	Female	8	15	10
Employees who returned from parental leave	Male	3	0	1
	Female	13	10	9
Employees who have worked for 12 months after returning from parental leave	Male	3	3	2
	Female	11	13	6

Women in Management Positions

(Unit : Persons)

Category	2017	2018	2019
Executive officers	0	1	1
Senior managers	16	18	18
Managers	88	80	84

Employee Assistance Program Users

(Unit : Persons)

Category	2017	2018	2019
Personal consultation	262	312	192
Financial consultation	21	21	51
Legal consultation	28	11	11

HR Development

(Unit: KRW 100 million)

Category	2017	2018	2019
Training cost ⁴⁾	52	65	62

4) Including internal training cost and external training cost (excl. indirect expenses)

ESG Data and Performance

Society

Labor Union

Category	Unit	2017	2018	2019
Members registered with labor union	Persons (registered/employee number)	1,306 /1,793	1,398 /1,934	1,524 /1,936
Discussion and negotiation on changes in business management with the labor union	No. of issues	0 (no significant changes in business management)	0 (no significant changes in business management)	0 (no significant changes in business management)
Labor disputes	Cases	0	0	0

New Employee Wages

Category	Unit	2017	2018	2019
Ratio of new employees' wages to minimum wage	Production engineer	213	190	139
	Office staff	271	233	197

Human Resource Recruitment

Category	2017	2018	2019	
New employees	171	396 ¹⁾	278	
By gender	Male	122	325 ¹⁾	235
	Female	49	71	43
By site	Headquarters, regional offices	101	187	136
	Yeosu Complex	70	209	142

1) Additional recruits for 52-hour work week, MFC project, etc

Partner Discussion (2019)

Category	Location	No. of Attending Companies	Discussion Details
Mutual Growth Forum for Construction Partners	Seoul	7	Updates on work processes (safety, environment, business plan), resolutions for zero disaster and discussions
Partners in Western District	Daejeon	6	Safety training, resolutions for zero disasters and discussions
Partners in Gyeongsang District	Busan	8	Safety training, resolutions for zero disasters and discussions
Partners in the Metropolitan Area	Seoul	13	Safety training, resolutions for zero disasters and discussions
Retail Facility Partners	Seoul	7	Safety training and discussions
Facility Partners	Seoul	7	Partner awards, resolutions for zero disasters, and safety training
Tank Lorry Shipment Partners	Seoul	7	Resolutions for safety, sharing transportation environment and policies, and safety management
Construction/Environment Partners and Surveyor of Yeosu Complex	Yeosu	Approx. 30	Updates on work processes (safety, environment, business plan) and discussions
Shippers	Busan	6~7	Updates on work processes (safety, environment, business plan) and discussions

Performance Evaluation

Category	2017	2018	2019
Percentage of employees who received periodical reviews on performance and career development ²⁾	89	87	87
Percentage of employees who are assessed by their direct supervisors with measurable goals ²⁾	89	87	87
Percentage of employees who received comparative evaluation	90	95	94

2) Percentage of employees who set goals, reviewed in the middle/end of the year

Partners

Category	Unit	2017	2018	2019
Partners with transaction performance	No. of companies	1,456	1,347	1,446
Purchase amount	KRW 100 million	11,283	12,820	33,316

Low-Interest Loan Support

Category	Unit	2017	2018	2019
Partners	Company	78	81	84
Value amount	KRW 100 million	531	628	622

Occupational Safety & Health Indicators

Category	Unit	2017	2018	2019
Employees & partners	TRIR ³⁾	0.09	0.13	0.15
	DAFWR ⁴⁾	0.01	0.09	0.08
Employees	TRIR ³⁾	0.13	0.10	0.09
	DAFWR ⁴⁾	0	0.06	0.03
	Work-related death (male)	0	0	0
	Work-related death (female)	0	0	0
Partners	TRIR ³⁾	0.06	0.16	0.19
	DAFWR ⁴⁾	0.03	0.11	0.12
	Work-related death (male)	0	0	0
	Work-related death (female)	0	0	0

3) TRIR (Total Recordable Incident Rate) : No. of incidents (any injuries, illnesses, and fatalities, excluding those equivalent to or less serious than incidents requiring first aid) that occur per every 200,000 working hours. Formula : Number of incidents/ Number of hours worked by all employees x 200,000

4) DAFWR (Days Away From Work Rate) : No. of incidents that cause a loss of one or more days' work per every 200,000 working hours. Formula : Number of incidents that cause a loss of work/Number of hours worked by all employees x 200,000

Accidents Related to the Safety of the Production Process⁵⁾

Category	2017	2018	2019
Incidents per 1M work hours (Tier 1 Process Safety Event)	1	0	0

5) A severe accident required to report based on process safety standards defined by the American Petroleum Institute (API)

Occupational Safety Certification

Item	Workplace	Validity Period
KOSHA18001	Incheon Lubricant Plant	November 2017 to November 2020

Occupational Safety Drills

Category	Drill	2019 Performance
Corporate-wide	Corporate-wide firefighting/response drills	1 time/quarter
	Firefighting/response drills	2 times/year (by shift)
	On & offshore oil spill response drills	2 times/year (by shift)
Workplace ⁶⁾	Emergency response drills	Workplace training, 16 times/year
	Process dry training ⁷⁾	1 time/month (by shift)
	Early response drills	1 time/month (by shift)

6) The workplace drills are based in the Yeosu Complex, and internal drills are conducted under individual guidelines for each place.

7) One type of training according to the emergency response scenario

ESG Data and Performance

Society

Partner Industrial Safety Training¹⁾

Category		2017	2018	2019
Yeosu Complex	Construction safety training program for supervisors	30 companies/43 participants	32 companies/52 participants	22 companies/60 participants
	Practice training for signalmen	45 companies/347 participants	49 companies/324 participants	50 companies/340 participants
	Training & maintenance program for safety managers	48 companies/227 participants	57 companies/405 participants	46 companies/300 participants
	Safety training for cargo crane operators	51 companies/137 participants	58 companies/178 participants	60 companies/310 participants
	TA special safety training	Approx. 2,500 participants	Approx. 5,000 participants	Approx. 3,000 participants
Headquarters	Safety training for ship owners/crews	7 companies/4 times (250 participants/time)	9 companies/4 times (200 participants/time)	11 companies/4 times (approx. 200 participants/time)

1) Based on the total number of participants for the program (multiple participation by program and session)

Social Contributions

Category	Unit	2017	2018	2019
Amount of social contribution ²⁾	KRW 100 million	177	149	157
Annual volunteers ³⁾	Persons	2,548	1,766 ⁴⁾	1,282

2) Amount executed for social contribution purposes. It is different from donations specified in the business report

3) The number of volunteers decreased compared to 2017 due to the 52-hour workweek

4) Numbers are subject to change according to modifications in the range and standards

GS Caltex Soup Kitchen for the Elderly

(Unit : Persons)

Category	2017	2018	2019
Meal recipients	84,070	83,474	84,092

GS Caltex Native Speaker English Lessons on Islands

(Unit : Persons)

Category	2017	2018	2019
Participants	142	135	127

GS Caltex Hopeful Energy Class

(Unit : Persons)

Category	2017	2018	2019
Participants	1,289	720	770

GS Caltex Investment in Yeulmaru

(Unit: KRW 100 million)

Category	2018	2019	Cumulative (2006-2019)
Input amount in GS Caltex Foundation ⁵⁾	40	48	1,478 ⁶⁾

5) The amount included in GS Caltex's social contribution costs as an operating expense paid by GS Caltex to the GS Caltex Foundation

6) Includes expenses for the construction of Yeulmaru & Jangdo

GS Caltex Yeulmaru Performance

Category	Unit	2017 ⁷⁾	2018	2019
Annual number of visitors to performances	Persons	67,004	66,864	78,506
Annual number of visitors to exhibition		23,629	19,477	76,734
Annual performances, exhibitions and academy events	No. of events	356	387	417

7) Numbers are subject to change according to modifications in the range and standards

Maum Talk Talk Program

Category	Unit	2017	2018	2019
Maum Talk Talk Art Therapy Program	No. of organizations	31	36 ⁸⁾	29
	No. of children	1,828	2,247	2,211
Maum Talk Talk Healing Class	No. of schools	6	5	5
	No. of children	897	628	744
Total	No. of children	2,725 ⁸⁾	2,875 ⁸⁾	2,955

8) Numbers are subject to change according to modifications in the range and standards

Governance

Fair Trade Issue

Category	2017	2018	2019	
Number of enforcement actions (both ongoing and settled) for violations of anti-competition laws and regulations	0 incidents	<ul style="list-style-type: none"> GS Caltex agreed to pay criminal fines and civil damages to the US Department of Justice for rigging bids on contracts for provision of fuel to United States military installations in Korea. GS Caltex will reinforce corporate compliance function and employee training to prevent recurrence. 	<ul style="list-style-type: none"> GS Caltex were fined for the delay in reporting the combination of enterprise between Cardoc and LUFTT Korea. GS Caltex were fined for failure to register an affiliate for borrowing our name. We are in process of strengthening our employees' education and improving our internal processes to prevent recurrence. 	

Actions on Compliance Reports

- Reports

(Unit : Cases)

Category	Complaint	Corruption	Petition	Total
Customers	21	0	3	24
Partners	1	1	9	11
Employees	0	3	4	7
Others	0	0	9	9
Total	22	4	25	51

- Actions

Category	Cases
Investigation (audit/prevention)	12(10/2)
Transferred to relevant unit	39
Others (rejected, etc.)	0
Total	51

Ethical Management Training

Category	Unit	2017	2018	2019
Participants in ethical management training	Online	2,120	2,212	2,355
	Offline	842	905	941
Ethical management training participants from partners	Offline	22	161	-
	Online	-	-	-
Official letters sent regarding ethical management	Cases	5,875	5,855	5,774

R&D Investment⁹⁾

(Unit : KRW 100 million)

Category	2017	2018	2019
R&D investment	523	515	510

9) Excluding government subsidy

Domestic Tax Payments¹⁰⁾

Category	Unit	2017	2018	2019
Nominal tax	KRW 1 million	487,618	282,113	133,305
Nominal tax rate	%	25.48	29.35	23.5
Effective tax	KRW 1 million	461,898	218,867	137,064
Effective tax rate	%	24.14	22.77	24.2

10) individual financial statement

Total Tax Payments (Domestic and Foreign)

(Unit : KRW 1 million)

location	2017	2018	2019
South Korea	489,475	290,030	137,802
Asia	3,312	2,465	2,534
Europe	16	18	1,413
Others ¹¹⁾	4,028	(40)	(1)
Total	496,831	292,472 ¹²⁾	141,747 ¹²⁾

11) Internal transactions between the consolidated entities are adjusted and reflected in the Others field

12) Sub-total by region and total tax payments may differ depending on numbers presented in "KRW 1 million"

ESG Data and Performance

Other ESG Data and Performance

Environmental Indicators and Activities

Indicator	Activities	Source
<ul style="list-style-type: none"> Senior position in charge of climate change 	<ul style="list-style-type: none"> Head of Safety and Environment 	<ul style="list-style-type: none"> UNGC Advanced 9~11
<ul style="list-style-type: none"> Potential opportunities and risk associated with climate change How to respond to opportunities and risk factors related to climate change 	<ul style="list-style-type: none"> Financial impact of the GHG Emissions Trading System is analyzed in advance, and a consistent response strategy is established 	<ul style="list-style-type: none"> GRI 201-2 ISO26000 6.5.5
<ul style="list-style-type: none"> Consideration of water stress level when undertaking a project 	<ul style="list-style-type: none"> Water stress level is considered when undertaking a project 	<ul style="list-style-type: none"> GRI 303-1 UNGC Advanced 9~11
<ul style="list-style-type: none"> Initiatives for the improvement of energy efficiency and saving and their procedure Activities for energy saving and GHG emissions reduction Energy used directly for electricity, heat, and vapor Energy consumption/saving/sales to outside 	<ul style="list-style-type: none"> Energy saving goals are set Consultation with energy experts and internal TF are in progress Energy portal system is operated No energy is sold outside 	<ul style="list-style-type: none"> GRI 302-1~2,4 ISO26000 6.5.4
<ul style="list-style-type: none"> Hazardous waste materials under control for emission/disposal process Emission of normal waste materials Activities for transporting hazardous materials Amount and cases of critical oil spill 	<ul style="list-style-type: none"> Volume of waste material and hazardous chemical material control process are disclosed through sustainability report Diesel spill in Changwon Logistics Center in 2018; appropriate actions taken for oil cleanup and soil recovery 	<ul style="list-style-type: none"> GRI 306-2~3 ISO26000 6.3.3/6.5.4./6.5.6 UNGC Advanced 9~11
<ul style="list-style-type: none"> Availability of formal documents for analyzing the environment risk associated with new processes and process changes Operation of official system for implementing, applying and reporting environmental impact assessment 	<ul style="list-style-type: none"> Environmental impact analysis is conducted at new business sites <ul style="list-style-type: none"> - Construction of third product wharf : post-environmental impact analysis - Construction of new project site : post-environmental impact analysis - Oil tank construction project at Sapo : post-environmental impact analysis - Oil and naphtha tank site construction : post-environmental impact analysis - Construction of second product wharf : environmental impact analysis - Replacement of outdated No.2~3 Cogen facilities and system upgrade : environmental impact analysis 	<ul style="list-style-type: none"> UNGC Advanced 9~11

Social Indicators and Activities

Indicators	Activities	Reference Data
<ul style="list-style-type: none"> Minimum ESG requirements needed for review of partners Minimum ESG requirements needed for review of new partners Inclusion and scope of ESG in contract Social contribution monitoring on partners Ratio of new partners reviewed for environmental compliance 	<ul style="list-style-type: none"> Supplier (partner) social contribution monitoring processes are established, and related activities are conducted 	<ul style="list-style-type: none"> GRI 308-1 ISO26000 6.3.5/6.6.6 UNGC Advanced 2/9~11
<ul style="list-style-type: none"> Official process of identifying sustainability risk in the supply chain Supply chain management information disclosed externally Activities for the enhancement of partner performance Incentives for suppliers Corporate policies, programs, and procedures for procuring products, services, and human resources Strategies, programs, and procedures for providing assistance to local partners and contractors 	<ul style="list-style-type: none"> Items for the evaluation of partners' management performance (trading performance/credit rating) Sustainability improvement activities (e.g. financial and technical support and safety and ethics training support) 	<ul style="list-style-type: none"> IPIECA SE5 A5/SE7 C1/SE9 A2
<ul style="list-style-type: none"> Ratio of contracts for the prevention of corruption in a specific language (%) 	<ul style="list-style-type: none"> 100% (work process regulations covering legal compliance, fair practice, and transparency in Korean) 	<ul style="list-style-type: none"> IPIECA SE12 A4
<ul style="list-style-type: none"> A description of the processes and programs that recognize the local and global issues related to employees' health and produce outcomes and plans Explanation of current healthcare systems and recent improvements 	<ul style="list-style-type: none"> Healthcare programs are provided (e.g. program for prevention of musculoskeletal disease, smoking cessation program, metabolic syndrome management) Affiliated clinics with medical staff (e.g. doctors, nurses, medical laboratory technologist, paramedics) are operated MSDS management, protective gear, and analysis of the work environment are supported 	<ul style="list-style-type: none"> ISO26000 6.4.4 IPIECA HS2 C1, C2
<ul style="list-style-type: none"> Availability of formal documents and processes for assessing impact on employees' health and safety when introducing/changing processes 	<ul style="list-style-type: none"> Processes are implemented or changed in accordance with company regulations. Through this process, the risk of introducing/changing processes is analyzed in detail considering impact on employees' safety and health 	
<ul style="list-style-type: none"> Percentage of the organization's exclusive employees who are represented in the Occupational Safety and Health Committee Level of operations of the Occupational Safety and Health Committee 	<ul style="list-style-type: none"> 100% Composed of eight representatives each from management and labor, held once every quarter 	<ul style="list-style-type: none"> GRI 403-1,4 ISO26000 6.4.4/6.4.6 UNGC Advanced 6~8
<ul style="list-style-type: none"> Number of negotiations/agreements made with the union regarding changes in business management 	<ul style="list-style-type: none"> 0 (no significant changes in business management) 	<ul style="list-style-type: none"> GRI 102-41 ISO26000 5.3 UNGC Advanced 3~5
<ul style="list-style-type: none"> Ratio of new employees' wages against minimum wage by gender 	<ul style="list-style-type: none"> Production engineer 139%, Office staff 197% (There is no discrimination by gender) 	<ul style="list-style-type: none"> GRI 202-1~2 ISO26000 6.8.1~2
<ul style="list-style-type: none"> Percentage of local senior executives 	<ul style="list-style-type: none"> 100% 	<ul style="list-style-type: none"> GRI 202-1~2 ISO26000 6.8.1~2
<ul style="list-style-type: none"> Actions taken to prohibit child and forced labor Reporting on business sites with a risk of child labor Actions taken to prevent child and forced labor Employee training on human rights policies and processes Corporate policies on human rights 	<ul style="list-style-type: none"> International Labor Organization standards and UNGC Principles are complied with Forced or child labor is strictly prohibited Voluntary compliance programs to ensure human rights and prevent sexual harassment have been implemented 	<ul style="list-style-type: none"> GRI 408-1/409-1/412-2 ISO26000 4.8/6.3.1~2/6.3.5/6.4.1~2 UNGC Advanced 3~5
<ul style="list-style-type: none"> Minimum notification period for changes in business management that have a significant impact on employees 	<ul style="list-style-type: none"> Employees are notified 30 days prior to termination of employment with justified cause, and 50 days in advance in the case of termination due to a business reason under Article 24 of the Labor Standards Act 	
<ul style="list-style-type: none"> Availability of notification period and negotiation terms on collective agreement 	<ul style="list-style-type: none"> A written notification for renewing collective agreement must be issued at least 2 months before its expiration. Both parties must respond to the notification regarding collective bargaining at least 30 days before the expiration date of the current agreement. However, if there is no request for any changes upon renewal, it is renewed automatically 	<ul style="list-style-type: none"> GRI 402-1 ISO26000 6.4.3/6.4.5 UNGC Advanced 15~18
<ul style="list-style-type: none"> Number of violation of natives' rights reported during the reporting period Reporting of status and measures taken 	<ul style="list-style-type: none"> Not applicable 	<ul style="list-style-type: none"> GRI 411-1 ISO26000 6.3.4/6.3.6~7 IPIECA SE2 A1

ESG Data and Performance

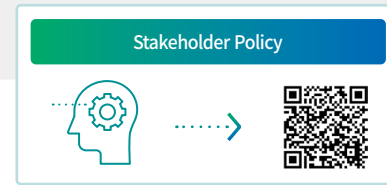
Governance Indicators and Activities

Indicator	Activities	Reference Data
<ul style="list-style-type: none"> Changes in location and operation (e.g. opening/closing, shutdown, and expansion of facilities) Formation, maintenance, and change in equity structure 	<ul style="list-style-type: none"> There were no significant changes 	<ul style="list-style-type: none"> GRI 102-41 GRI 102-10
<ul style="list-style-type: none"> Availability of staff in charge of environment, human rights and labor issues Appointment of executive officers who are responsible for managing Right to report to the top decision-making body 	<ul style="list-style-type: none"> Environment : Head of Safety and Environmental Planning Human Rights/Labor : Head of Human Resources Reporting can be done through CSR Committee and Sustainability-related committees 	<ul style="list-style-type: none"> GRI 102-11/14/20-21/26-34 ISO260005.2/6.2/6.3.5/6.7/7.4.2-3/7.8 UNGC Advanced 1/19-20
<ul style="list-style-type: none"> Policies/activities/system/training on fair business practices and anti-bribery and anti-corruption standards Internal/external guidance/grievance handling programs for ethical and legal compliance Percentage of employees that attended ethics training Scope of application for basic human rights activities/policies 	<ul style="list-style-type: none"> Systematic ethical management and compliance program are implemented Corporate ethical management and compliance program are extended to partners and subsidiaries Ethics education is mandatory for all employees Universal human rights policies for partners and customers (UNGC 10 Principles) 	<ul style="list-style-type: none"> GRI 102-17/205-2 ISO26000 4.4/6.6.1-6.6.3/6.6.5-6 UNGC Advanced 12-14
<ul style="list-style-type: none"> Consumer service support and activities to resolve complaints and disputes 	<ul style="list-style-type: none"> Customer Centered Management (CCM) is adopted Customer Service Center (CSC) in operation 	<ul style="list-style-type: none"> ISO26000 6.7.6
<ul style="list-style-type: none"> Potential business impact reported publicly Risk mitigation measures reported publicly Descriptions of product, health, safety and environmental management systems Describe how to monitor, track, evaluate, and manage product-related accidents 	<ul style="list-style-type: none"> Quality control is performed on the entire process from production to sale under the ISO Quality Management System EU-REACH compliance is in progress 	<ul style="list-style-type: none"> ISO26000 6.5.3-5/6.7.1-2/6.7.4-5/6.8.8
<ul style="list-style-type: none"> Violations of laws governing marketing communication e.g. advertisement, promotion, and sponsorship 	<ul style="list-style-type: none"> 0 case (2017-2019) 	<ul style="list-style-type: none"> GRI 417-3 ISO26000 6.7.3
<ul style="list-style-type: none"> Violations of laws governing product and service information and labeling If no violations have been committed, simply state the fact 	<ul style="list-style-type: none"> 0 case (2017-2019) 	<ul style="list-style-type: none"> GRI 417-2 ISO26000 4.6/6.7.1-2
<ul style="list-style-type: none"> Communication of information about the product, service, and labeling 	<ul style="list-style-type: none"> MSDS and details are disclosed on the website 	<ul style="list-style-type: none"> GRI 417-1 ISO26000 6.7.1-3/6.7.5
<ul style="list-style-type: none"> Training and activities to raise awareness about products and services 	<ul style="list-style-type: none"> Service quality control system is operated Customer service manuals are distributed Star Service Team is operated Star Festival is held 	<ul style="list-style-type: none"> ISO26000 6.7.9
<ul style="list-style-type: none"> Human rights of public security companies Training for private security providers Reporting human rights issues related to private and public security 	<ul style="list-style-type: none"> UNGC Universal Human Rights Principles are supported Security companies licensed by local police departments have been hired, human rights are protected, and training on confidentiality and security is conducted on a regular basis 	<ul style="list-style-type: none"> GRI 410-1 ISO26000 6.3.5
<ul style="list-style-type: none"> Integrated management system for safety measures and crisis response throughout the supply chain and research/production cycle 	<ul style="list-style-type: none"> PSM (Process Safety Management) is operated systematically Corporate-wide Emergency Manual rewed periodically 	<ul style="list-style-type: none"> SASB NR0101-19

GS Caltex ESG Policies

<p>SHE Management Policy</p>  	<p>Human Rights Policy</p>  
<p>Code of Ethics</p>  	<p>Tax Policy</p>  
<p>Code of Conduct for Partners</p>  	<p>Stakeholder Policy</p>  

Selection of Material Topics

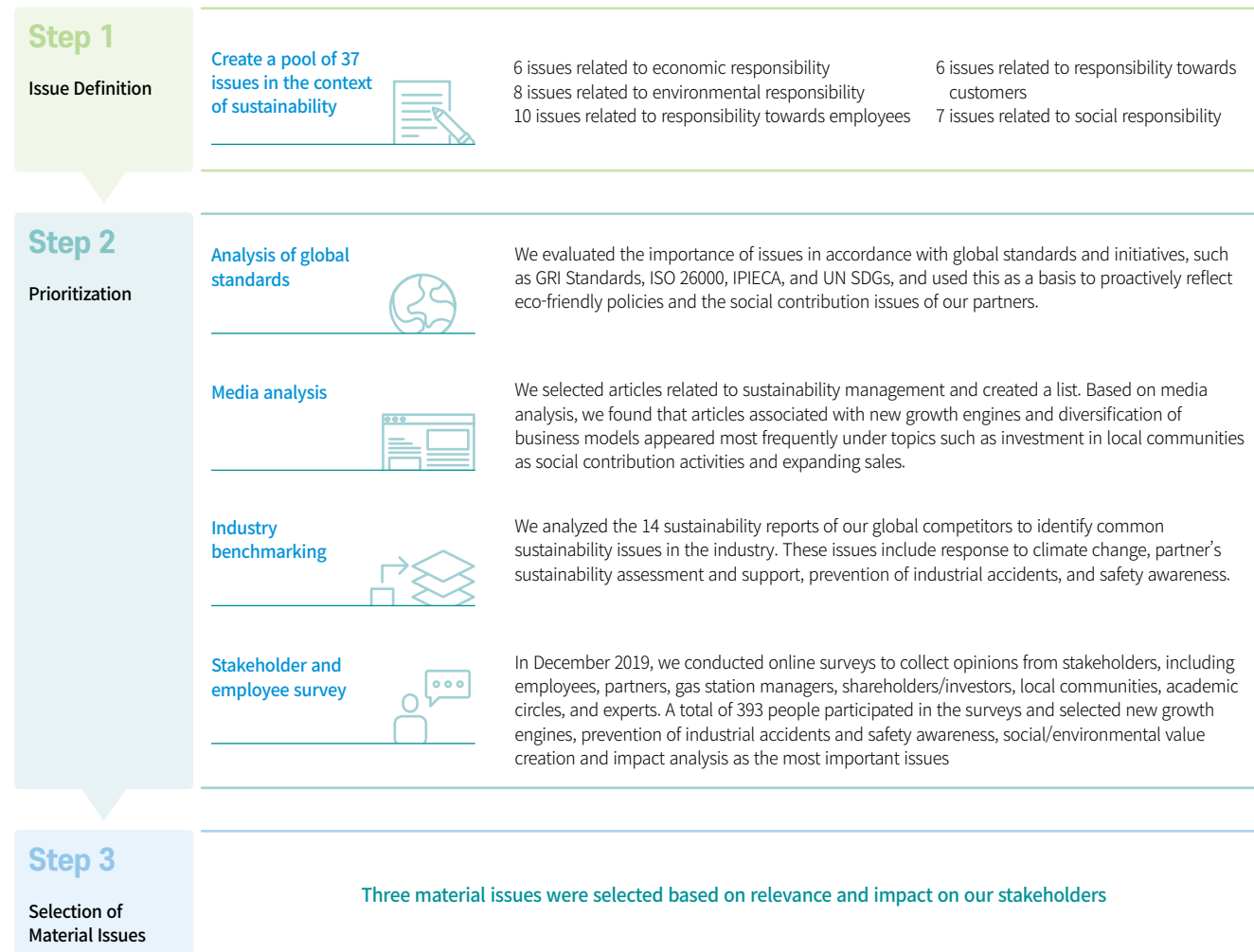


The topics of this report have been selected according to GRI Standards taking into account stakeholder inclusiveness, sustainability context, materiality and completeness.

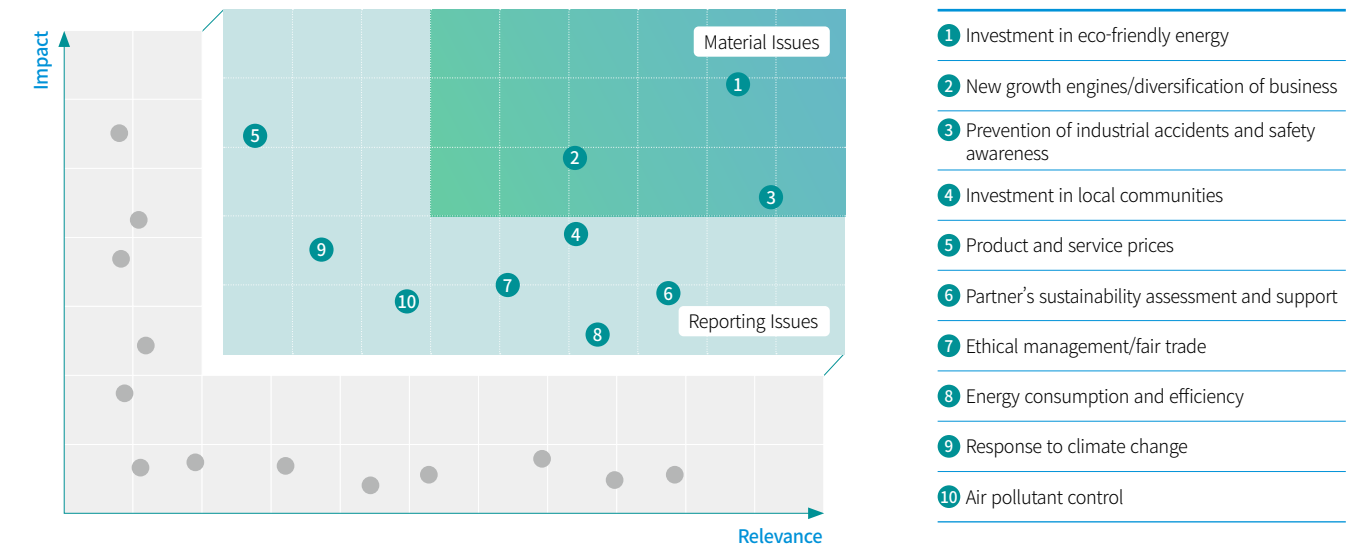
Sustainability Context and Materiality

Based on our analysis of the internal and external environment in the context of sustainability, we created a pool of 37 issues. The materiality of each issue was evaluated based on Relevance and Impact. The material issues identified based on relevance may have an impact on our business performance if they are not managed properly. Those based on impact have a significant effect on business performance and stakeholders. Based on these criteria, we conducted a materiality assessment through a comprehensive review of employee surveys, external stakeholder surveys, industry benchmarking, and media analysis. We then selected 3 material issues and 7 topics out of the pool of 37 sustainability issues.

Materiality Assessment Process



Result of Materiality Assessment



Completeness

The material issues identified through the materiality assessment are reflected in 2019 Highlights, while Communication with stakeholders is reflected throughout the report.

Areas of Reporting	Material Issues	Impact on Stakeholder	Definition of Risk ¹⁾	Page
Issue 1. Eco-Friendly Management	Investment in eco-friendly energy	Government, Local Community, NGO	High impact	16-19
Issue 2. Preparation for the Future	New growth engines/diversification of business	Shareholders/Investors, Customers, NGO, Subsidiaries	High probability High impact	20-23
Issue 3. Safety Innovation in the Workplace	Prevention of industrial accidents and safety awareness	Government, Local Community, NGO, Employees, Partners	High probability High impact	24, 25

1) High probability : Issues with a high probability of affecting business performance. It is necessary to define and manage the factors in advance
High impact : Issues with a high degree of negative impact. It is necessary to establish a scenario to minimize impact and damage

Stakeholder Inclusiveness

GS Caltex promotes sustainability management activities based on communication with our stakeholders. We categorize our stakeholders into government & relevant authorities, local communities, customers, employees, shareholders/investors, and partners and use the following communication channels :

Classification of Stakeholders and Communication Channels

Stakeholder	Communication Channels	Communication Issues
Government & Relevant Authorities	Public hearing, discussions, seminars, newsletter, local government websites	Government policy, tax compliance, trends by industry, trends by local government
Local Communities	Social contribution programs, discussions, briefing sessions on issues	Management disclosure, compliance with environmental/social standards, environmental protection, contribution to local economy, job creation, social contribution
Customers	Customer service center, social networks, website	Response to customer requests/feedback, protection of personal information, price setting, marketing, product quality, customer safety, networks and future environment
Employees	Company newsletter, internal bulletin board, surveys, collective bargaining, joint labor-management conference, Occupational Safety & Health Committee	Collective agreements and various negotiations, compensation, development of talent, protection of human rights, occupational safety and health
Shareholders/Investors	Business reports, disclosure	Sharing management information, protection of investor/shareholder interests
Partners	Discussions, web-portal for partners, surveys	Mutual growth, occupational health and safety, change in government policies, fair trade

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General Standards

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	102-10	Significant changes to the organization and its supply chain	-	No significant changes
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	102-48	Restatements of information	About this report	
	102-49	Changes in reporting	Refer to the business report	
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	102-51	Date of most recent report	About this report	
	102-52	Reporting cycle	About this report	
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	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	25, 29, 30	100%
	403-8	Workers covered by an occupational health and safety management system	29, 83, 84	100%
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	405-2	Ratio of basic salary and remuneration of women to men	Refer to the business report	
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	-	No such case
Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor	-	No such case
Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	-	No such case
Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of indigenous peoples	-	No such case
Human Rights Assessment	412-2	Employee training on human rights policies or procedures	52	
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Supplier Social Assessment	414-2	Negative social impacts in the supply chain and actions taken	-	No such case
Customer Health and Safety	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	-	No such case
Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	72, 73, 80	

Third Party Assurance Statement

Introduction

GS Caltex Corporation (“GS Caltex”) commissioned DNV GL Business Assurance Korea Ltd. (“DNV GL”), part of DNV GL Group, to undertake independent assurance of the GS Caltex 2019 Sustainability Report (“the Report”). The directors of GS Caltex have the sole responsibility for the preparation of the Report. The responsibility of DNV GL in performing the assurance work is to the management of GS Caltex in accordance with the terms of reference. DNV GL’s assurance engagements are based on the assumption that the data and information provided by the client to us as part of our review have been provided in good faith.

Scope and Basis of assurance

Based on non-financial data, sustainability activities and performance data of 2019 generated from GS Caltex, we have evaluated the adherence to GRI (Global Reporting Initiative) Sustainability Reporting Standards and assessed the quality of sustainability performance information. We have reviewed that the Topic-specific disclosures of GRI Standards which are identified in the materiality assessment process;

No.	Material topic	GRI Disclosure
1	Investment in eco-friendly energy	N/A
2	New growth engines/diversification of business	201-1
3	Prevention of industrial accidents and safety awareness	403 2018-8, 9, 10

We performed our work using DNV GL’s assurance methodology VeriSustain™¹⁾, which is based on our professional experience, international assurance best practice including International Standard on Assurance Engagements 3000 (ISAE 3000). We applied the limited level and assurance on reporting principles in the assurance engagement. But some social and environmental performances have been verified specifically by data sampling. The verification was carried out from March to May 2020. The site visits were made to GS Caltex’s Head Office. We undertook the following activities as part of the assurance process:

- challenged the sustainability-related statements and claims made in the Report and assessed the robustness of the underlying data management system, information flow and controls;
- interviewed representatives from the various departments;
- conducted document reviews, data sampling and interrogation of supporting databases and associated reporting systems as they relate to selected content and performance data;
- reviewed the materiality assessment report.

Limitations

The engagement excludes the sustainability management, performance and reporting practices of GS Caltex’s subsidiaries, associated companies, suppliers, contractors and any third-parties mentioned in the Report. We did not interview external stakeholders as part of this Assurance Engagement. Economic performance based on the financial data is cross-checked with internal documents, the audited consolidated financial statements and the announcement disclosed at the website of Korea Financial Supervisory Service (<http://dart.fss.or.kr>) as well as GS Caltex’s website (www.gscaltex.com). These documents, financial statements and the announcements are not included in this Assurance Engagement. Limited depth of evidence gathering including inquiry and analytical procedures and limited sampling at lower levels in the organization were applied. The baseline data for environmental and social performance are not verified, while the aggregated data at the corporate level are used for the verification. DNV GL expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

Conclusion

On the basis of the work undertaken, nothing comes to our attention to suggest that the Report does not properly describe the adherence to the Principles GRI Standards. Further opinions with regards to the adherence to the following Principles are made below;

Stakeholder Inclusiveness

GS Caltex has identified internal and external stakeholder groups such as Government, Local community, NGO, Customers, Employees, Shareholders/Investors and business partners. GS Caltex engages with the stakeholders at the company and business unit levels through various channels. GS Caltex discloses the stakeholder policy including identification and scope of stakeholders, communication principles, communication channels, and management process through the homepage (<https://www.gscaltex.com/kr/sustainability>).

1) The VeriSustain protocol is available upon request at DNV GL website (www.dnvgl.com/assurance/reporting/verification.html)

Sustainability Context

The Report describes the business model and the vision for value creation with its stakeholders. The business model and the vision are explained in line with UN SDGs (Sustainable Development Goals). GS Caltex has established the governance for sustainability management and has held the CSR committee semi-annually to review related to sustainable management. In addition, GS Caltex has established the ESG (Environment, Social, Governance) Database to systematically manage sustainability performances and actively respond to stakeholders’ request.

Materiality

GS Caltex has conducted the materiality assessment to prepare the Report. ‘Business impact’ and ‘stakeholder interest’ are considered for the materiality assessment, and 3 material topics are prioritized accordingly. The materiality assessment process is described on the Report. DNV GL has reviewed material topics that could have significant impacts on the GS Caltex’s economic, environmental and social performances or that could affect the decision-making of stakeholders.

Completeness

The Report has covered the sustainability strategy, management approach and sustainability performances of GS Caltex for the reporting period. The reporting boundary has been set to include not only domestic operational sites, but also the terminal, lubricant plant, gasoline stations, LPG stations and local logistics centers, and affiliated companies. Some sustainability performances derived from a specific site are indicated with the reporting boundary of the performance in order to prevent from misleading the readers about the sustainability performance. DNV GL has reviewed that the materiality assessment process and confirms the material topics prioritized from the process are addressed in the Report.

Further opinions with the principles of report quality of GRI Standards as follows;

Report quality : Accuracy, Balance, Clarity, Comparability, Reliability and Timeliness

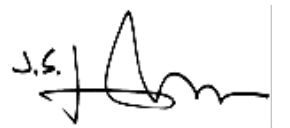
DNV GL has reviewed the quality of the report based on the 6 principles defined in the GRI Standards. DNV GL also has reviewed the reliability of the disclosure data-water consumption, the amount of waste water discharge and recycling, water pollutants (BOD, COD, SS), air pollutants emissions (dust, NOx, SOx, CO, VOC, hazardous air pollutants), the amount of waste generation, hazardous chemical consumption (NaOH, H₂SO₄, HCl, NH₃) and TRIR (Total Recordable Incident Rate) and DAFWR (Days Away From Work Rate), the we have interviewed the person-in-charge, reviewed the process of gathering and processing data and information, and the supporting documents and records. GS Caltex presents the sustainability performance for the last 3 years to allow for comparability over time. Any errors or misstatements identified during the assurance engagement were communicated and corrected prior to the Report being published. The information in the Report indicates the time period to which it relates.

Competence and Independence

DNV GL applies its own management standards and compliance policies for quality control, in accordance with ISO/IEC 17021 : 2015 - Conformity Assessment Requirements for bodies providing audit and certification of management systems, and accordingly maintains a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements. We have complied with the DNV GL Code of Conduct²⁾ during the assurance engagement and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV GL was not involved in the preparation of statements or data included in the Report except for this Assurance Statement. DNV GL maintains complete impartiality toward stakeholders interviewed during the assurance process. DNV GL did not provide any services to GS Caltex in 2020 that could compromise the independence or impartiality of our work.

 June 2020
Seoul, Korea

Jang Sup Lee
Country Representative
DNV GL Business Assurance Korea Ltd.



2) DNV GL Code of Conduct is available from DNV GL website (www.dnvgl.com)

GHG Assurance Statement

Statement of Third Party Verification of GS Caltex Corporation's GHG Emissions in 2019

Introduction

Korean Foundation for Quality (hereinafter 'KFQ') has been engaged by GS Caltex Corporation (hereinafter the 'Company') to independently verify its 2019 Report on Quantity of emitted Greenhouse Gas from places of Korea (hereinafter 'Inventory Report').

It is the responsibility of the Company's management to compile the Inventory Report and the emission quantity report by 'Scheme on the trading of Greenhouse Gas Emission Permits' run by the government of Korea and KFQ's responsibility is provision of opinions on the Inventory Report after verification according to ISO 14064-3 and national scheme.

Independence of Verification

KFQ has no conflict of interest with GS Caltex Corporation in terms of profit generation-related activities except providing third party verification service on the report. And we do not have any biased opinion on GS Caltex Corporation's stakeholders.

Verification Scope

KFQ's verification was focused on all of the greenhouse gas emission sources controlled by the Company's places of Korea.

Consideration and Limitation

Accuracy and completeness of emission data reported in the Report are subject to inherent limitations due to their nature and the methodology used determining, calculating and estimating such data.

Conclusion/Opinion

Based on verification process according to the ISO 14064-3, KFQ obtained reasonable basis to express the following conclusion on the greenhouse gas emission data in the Inventory Report.

- The Company's 2019 Report on Quantity of emitted Greenhouse Gas was documented in accordance with 'Scheme on the trading of Greenhouse Gas Emission Permits (Notification No. 2019-245 of the Ministry of Environment)' run by the government.
- According to materiality assessment on quantity of greenhouse gas emitted from every Company's places of Korea in 2019, material discrepancy is less than the criteria of 2% for an organization that emits more than 5,000,000 tCO₂-eq in accordance with 'Scheme on the trading of Greenhouse Gas Emission Permits'.

Report Year	Total Annual Emissions (tCO ₂ eq)		
	Direct Emissions (Scope 1)	Indirect Emissions (Scope 2)	Total Emissions
2019.1.1~2019.12.31	6,356,466	1,690,788	8,047,242

* Total amount and total emissions by GHG may differ (Total amount is the sum of cutting emissions by business unit)



May 1st, 2020
CEO Ji Young Song
 Korean Foundation for Quality (KFQ)

Ji Young Song

Global Initiatives

UN Global Compact

Since we joined the UN Global Compact, we have been fully committed to its ten principles covering human rights, labor, the environment, and anti-corruption. We have reported our progress to the COP (Communication on Progress) every year. At GS Caltex, we will continue to improve our compliance with the UN Global Compact and its principles.



Classification	Principles	Activities of GS Caltex	Page
Human Rights	1 Businesses should support and respect the protection of internationally proclaimed human rights.	• Implementing education of sexual harassment prevention and human right to all members	45, 51, 52
	2 Businesses should make sure they are not complicit in human rights abuses.	• Implementing employee welfare system for work-life balance	53, 57, 81
Labor	3 Businesses should uphold freedom of association and effective recognition of the right to collective bargaining.	• Operating a labor union and guaranteeing freedom of engaging in the union	54, 82
	4 Businesses should uphold elimination of all forms of forced and compulsory labor.	• Maintaining a communication channel through the points of contact in the union	54
	5 Businesses should uphold effective abolition of child labor.	• Abiding with the regulations of the International Labor Organization and the UNGC principles	97
	6 Businesses should uphold elimination of discrimination in respect of employment and occupation.	• Prohibiting discrimination by gender regarding wages, evaluation, promotion	55
Environment		• Providing equal online recruitment opportunities	54
		• Establishing and practicing SHE management policy	28, 95
		• Certifying energy management system	78
	7 Businesses should support a precautionary approach to environmental challenges.	• Building an environmental monitoring system	31-35
	8 Businesses should undertake initiatives to promote greater environmental responsibility.	• Strengthening compliance with new environmental laws	35
	9 Businesses should encourage the development and diffusion of environmentally friendly technologies.	• Signing and performing voluntary environmental management agreement	79
Anti-corruption		• Developing eco-friendly bioprocess technology	23
		• Developing high-function and eco-friendly products	18-19
		• Continuing research in Biochemistry	23
		• Requesting employees to sign the Pledge of Compliance	44
	10 Businesses should work against corruption in all its forms, including extortion and bribery	• Expanding the compliance program and strengthening the compliance manager's role	44-46
		• Implementing ethical management and compliance education	44-46

UN SDGs

GS Caltex agrees with the new SDGs announced by the UN in 2015, and selects some of the 17 sustainability development goals and links them with our sustainable management activities. GS Caltex plans to continue to carry out related activities by establishing a promotion strategy that can contribute to achievement.



Major External Activities to Sustainability

Major Association and Organization Membership Status

Kisanhyup (Association for Occupational Safety and Health)	Korea Business Council for Sustainable Development (KBCSD)	Korea Chemicals Management Association (KCMA)	Korea Emissions Market Association (KEMA)
Korea Institutional Committee for Safety	Korean Association of Occupational Health Nurses	Korean Institute of Hazardous Materials	Korean Society for Atmospheric Environment (KOSAE)
Korean Society for Marine Environment and Energy	National Assembly Forum on Climate Change	The Association of Energy Future Forum	The Korea Fair Competition Federation
The Korean Society of Climate Change Research	UN Global Compact	WEC (World Energy Council) Korea Energy Foundation	World Business Council For Sustainable Development (WBCSD)

Major Donated Organizations

Arts Council Korea	Catholic Archdiocese of Seoul	Child Fund	Climate Change Center
Community Chest of Korea	Community Chest of Korea Jeonnam District Office	Creativity Engineering Institute	Ewha Womans University
Good Neighbors International	GS Caltex Foundation	Hanyang University	Jeonjinsang Social Welfare Institute
Korea Education Volunteer Group	Korea Green Foundation	Korea Red Cross	Korea Support Foundation for Vulnerable Seniors
Korea University	Korea Welfare Services	Korea-America Association	Korean Institute of Chemical Engineers
Research Foundation of College of Engineering, Seoul National University	Sangrok Orphanage	School Violence Victims Family Association	Seorak High School
Sungkyunkwan University	Suseo Myeonghwa Welfare Center	The Bright Youth	The Korea Society
Work Together Foundation	Yeodo Educational Institute	Yeonam High School	Yeongdeungpo-gu Multicultural Family Support Center
Yeosu Christian Youth Association	Yeosu-si Soccer Association	Yonsei University	7th Maneuver Corps

In addition to the above listed organizations, GS Caltex cooperates with various other organizations with a focus on safety, environment, healthcare, anti-corruption, and local community development to support sustainable growth.

VALUE NO.1

ENERGY & CHEMICAL PARTNER

GS Caltex 2019 Sustainability Report

Departments Participating for Publication

Board Support Office	Chemical Business Execution Team	Compliance Team	Corporate Branding & Communication Team
Corporate Social Responsibility Team (Complex)	Crude Oil Team	Digital Transformation Team (Complex)	Emergency Response Team
Energy & Utility Team	Energy & Fair Trade Affairs Team	Environment Affairs Team	Environment Team
Environment Technical Service Team	Finance & Insurance Team	Future HR	GS Caltex Yeulmaru
HR Development Team	HR Development Team (Complex)	HR Management Team (Complex)	HR Operation Team
HR Service Team	Information Security Team	Logistics Planning Team	Lubricants Business Planning Team
Marketing Operations Team	MFC Management Team	Performance Innovation Team (Complex)	Planning & Integration Team
Planning and Budget Team	Platform Business Team	Product RM Team	Product Tanker Team
Public Relations Team	R&D Planning Team	Retail Operation Team	S&T Biz. Development Team
Safety Innovation Team	SHE Planning Team	Special Audit Team	Strategic Procurement Team
Tank truck Operating Center	Tax Team	we+dea Development Team	we+dea Team

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