



Korea Forest Welfare Institute Sustainability Report 2021

About this Report

The Korea Forest Welfare Institute's (FoWI) Sustainability Report 2021 institutes the first ever sustainability report. In March 2021, we signed the UN Global Compact, with the goal of accelerating the development of sustainable management. We will continue to interact with our stakeholders through this report by reporting our sustainable management efforts and results.

Reporting and Assurance Standards

This report was prepared in accordance with the Core Option standards of the GRI (Global Reporting Initiative) Standards guideline. In addition, ISO 26000, which is the international standard for social responsibilities, and the UN SDGs (Sustainable Development Goals) were applied. The reporting and defining of financial figures were based on the K-IFRS (Korean International Financial Reporting Standards).

Reporting Period and Boundaries

This report details the important actions and results of FoWI's domestic work sites that are engaged in significant business activities from January 1 to December 31, 2020. As for the significant qualitative performances, data from up to the first half of 2021 were included. For some quantitative performances, data from the last three years were included for trend analysis.

Assurance

To ensure reliability of the information on activities and performances reported here, this report was verified by BSI, an independent external institute, and the result of its assurance is listed in the Third-party Assurance Statement (p. 78-79).

Reporting Information

This report is available in Korean and English and can be downloaded from FoWI website (www.fowi.or.kr).

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FoWI takes measures to address social issues by delivering high-quality and inclusive forest welfare services in aims to elevate our people's quality of life.



Dear Stakeholders,

The Korea Forest Welfare Institute (FoWI) is publishing its first sustainability report to share our accomplishments and management status with citizens, partners, and employees. FoWI is a forest welfare organization that provides citizens with forest education, forest therapy, forest recreation, and forest culture services. Operating 16 national forest welfare facilities across the country, such as the National Center for Forest Therapy & Forest Education, we are committed to improving the health and happiness of citizens by providing them with high-quality services.

Under our slogan "elevate the quality of life through inclusive forest welfare service," we have provided forest welfare services to 970,000 citizens over the last five years. We hope to eliminate forest welfare blind spots so as to ensure that all citizens have access to forest welfare. Our forest welfare programs have contributed to improving citizens' health and well-being. We provide these programs to citizens who are experiencing prevalent social and environmental issues, such as depression, job stress, behavioral addictions on gambling and smartphones, as well as environmental diseases. In 2020, we have initiated the "forest care support project" at the second half of the year aimed to help medical staff and volunteers recover from COVID-19 PTSD(post-traumatic stress disorder). This project was specifically supported by the Central Disaster and Safety Countermeasures Headquarters delivering a central message of the "necessity of psychological therapy to overcome COVID-19 depression." For this, we received a commendation from the Minister of Health and Welfare in May 2021.

Our inaugural 2021 Sustainability Report summarizes our business practices as well as our efforts and decisive actions on sustainable management. It is through fair and transparent management that we show our commitments on achieving sustainable development and growth.

First, FoWI actualizes healthy forest welfare by operating eco-friendly forest welfare facilities.
The low-carbon transition has motivated us to set and manage internal carbon emission targets to reduce greenhouse gas emissions. As a result, we reduced greenhouse gas emissions by approximately 33 tons. Our efforts were acknowledged by the Ministry of Environment as the best organization for the reduction of greenhouse gas emissions within the public category in 2020. Additionally, we are striving to practice sustainable management by adopting advanced technologies in new facilities, enlarging green space with more trees, promoting the purchase of green products, and improving awareness for environmental conservation.

Second, FoWI provides a safe forest welfare service to our people.
Our customized forest welfare service provides equal opportunities for all citizens to appreciate the benefits of forest welfare. With safety as our number one priority, we have achieved zero accident cases through an occupational safety management system protecting our employees and citizens from various disasters and injuries. It is our goal to build a content workplace for our employees.

Third, FoWI practices shared growth and cooperation to create the forest welfare industry ecosystem.
To achieve sustainable growth as a public organization, we are committed to fulfilling our social responsibilities that are required and expected by stakeholders in addition to the economic activities. We support high-potential startups and provide job training to enhance the competitiveness of forest welfare experts and business. As a result, in 2020, we created private jobs for 4,498 have specialized capabilities. To revitalize local communities affected by the COVID-19 pandemic, we launched forest tourism programs with other public organizations and local governments, further contributing to an enhanced income level of communities and residents. Upon this, we implemented the win-win payment system and cooperative profit-sharing system, and improved treatment of our subsidiaries. As such, we are striving to become a trustworthy partner for our business partners, private companies, and local communities.

Fourth, FoWI leads transparent and fair management based on the trust of citizens.
Centering on the Board of Directors, the top level decision-making body, we have established a sound governance to reflect stakeholders' opinions in our management. In order to increase transparency of the BOD operation, we established the system for workers to observe the BOD meetings, which contributed to activating internal communication. Additionally, to secure transparency in our overall management, we obtained the anti-bribery management system certification (ISO 37001) in 2020. We are also striving to establish an ethical organizational culture and ensure transparent communication with stakeholders.

It is our first venture into practicing pioneering work on sustainable management. To become a credible public organization, we are committed to addressing social issues and delivering service excellence 'forest welfare' to our citizens. We ask for your continued interest and support.

Thank you.

July 2021
The President of Korea Forest Welfare Institute
Chang-Jae Lee

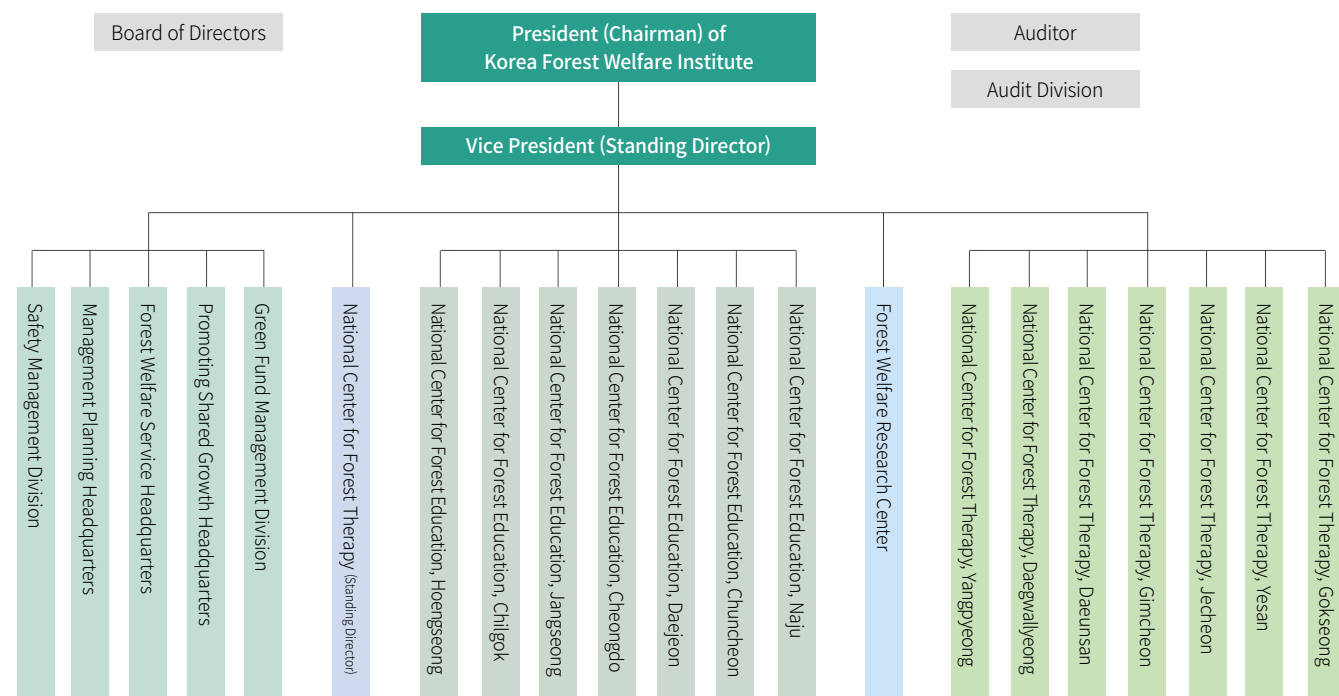
About FoWI

Established in April 2016, the Korea Forest Welfare Institute (FoWI) is a public organization and a subsidiary body of the Korea Forest Service. The foremost goal of FoWI is to grant people with healthier and content lives through forests. To succeed in this, we provide various "Lifetime Guarantee" forest welfare services to our people, extending from forest education to forest therapy.

Status of FoWI		(As of January 1, 2021)	
Establishment Date	April 18, 2016	Basis of Establishment	Article 49 of the Forest Welfare Promotion Act
Governing Organization	Korea Forest Service	Head Office Location	#209, 121, Dunsanbuk-ro, Seo-gu, Daejeon, Korea
Head of Institute	Chang-jae Lee	No. of Employees	477 *
Institute Type	Commissioned-service-based quasi-governmental institution	Organization	3 headquarters, 3 divisions, 18 teams, 8 National Center for Forest Therapy(1 central, 7 regional), 7 National Center for Forest Education, 1 Forest Welfare Research Center

* Max. number of staff

Organization Structure



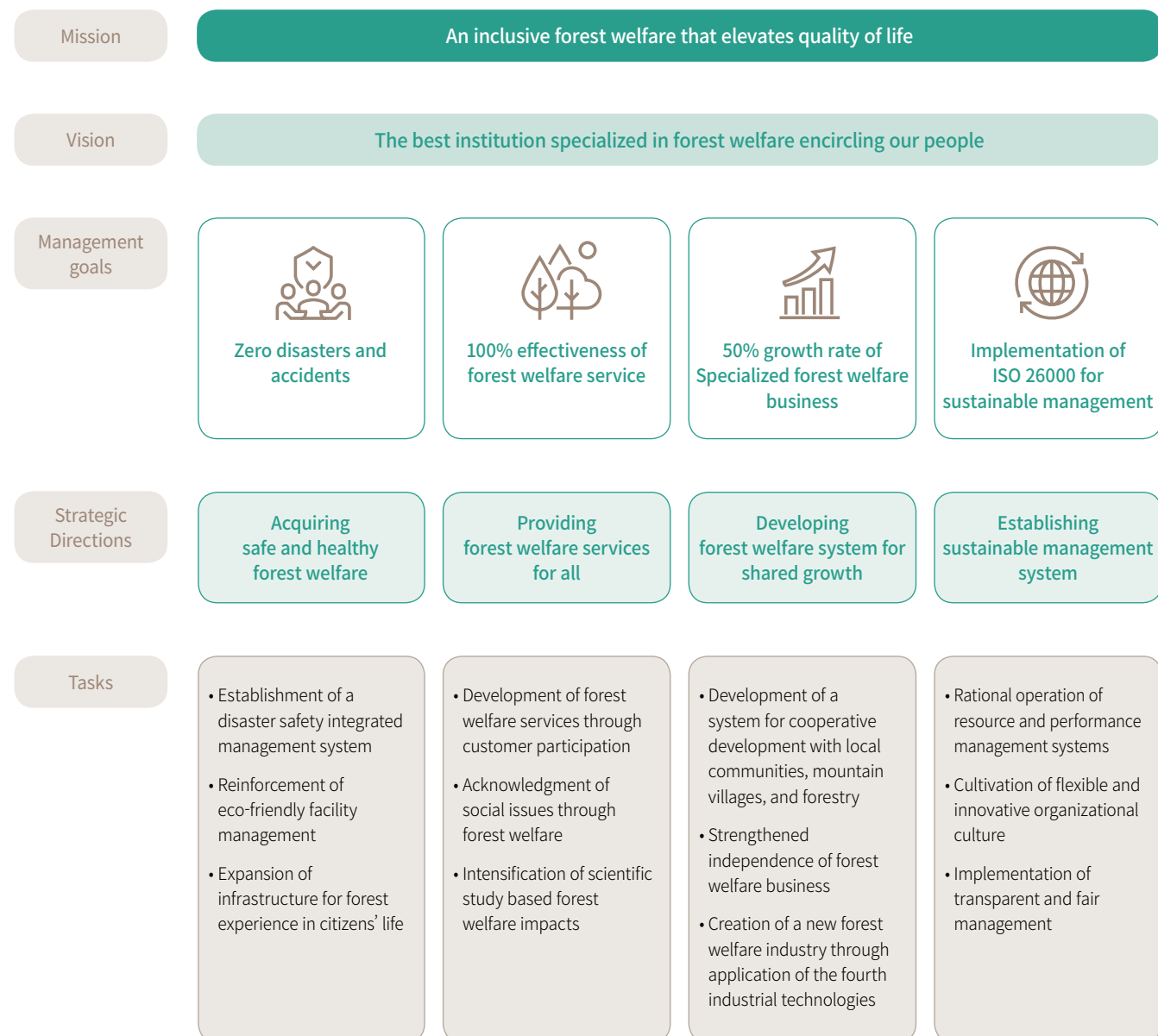
History



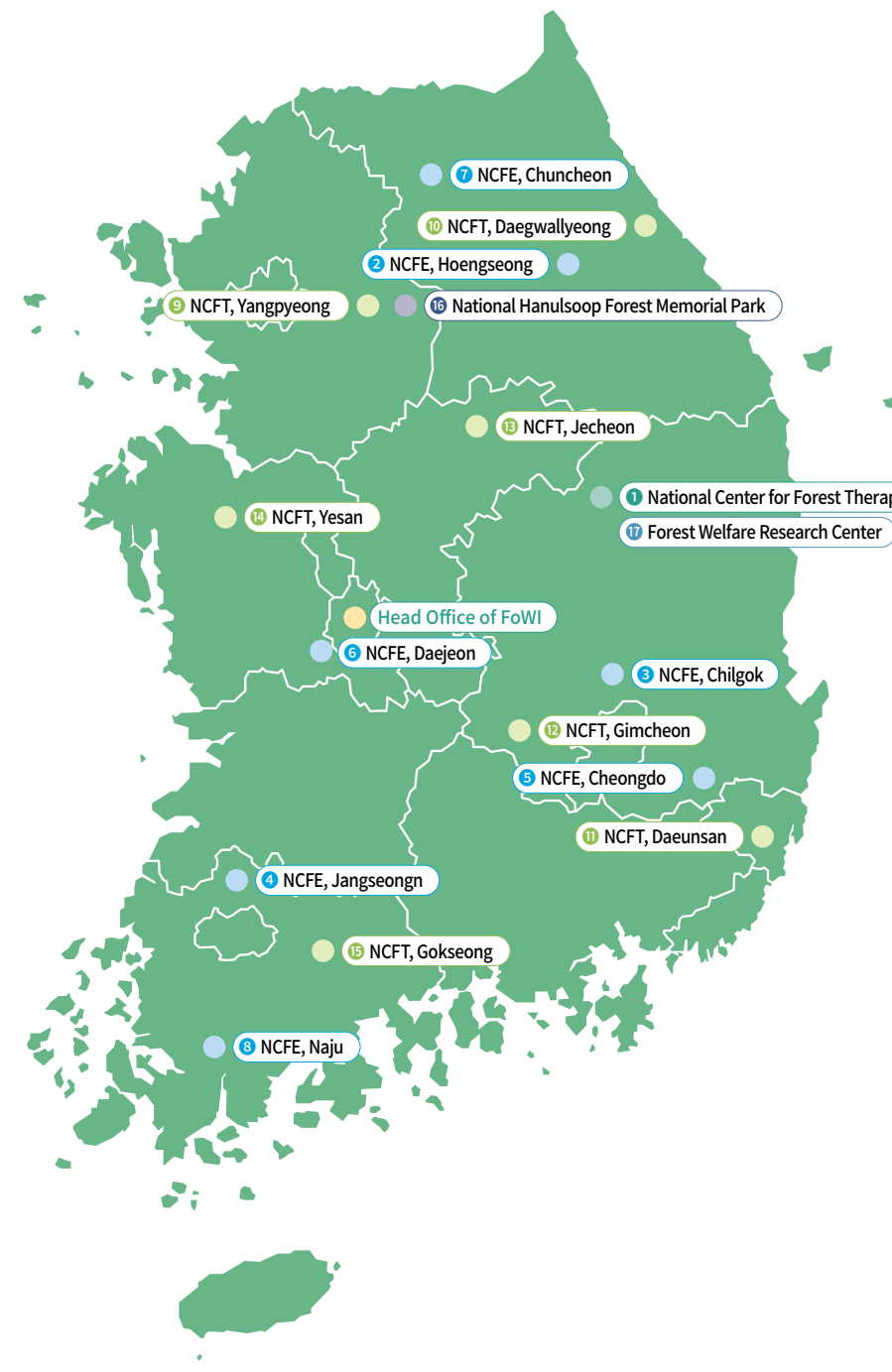
Long-term Strategies and Goals

FoWI established the 2025 Long-term Management Strategy System in order to respond to the evolving trends of domestic and international management and to ensure a systematic management of our public institution. We aim to innovate all areas of forest welfare according to the government's policies for safety and environment while adhering to internal scientific grounds. Enhancing forest welfare services based on scientific grounds.

Long-term Management Strategy System (2025)



Locations and Information of Establishments



- Head Office of FoWI**
121, Dunsanbuk-ro, Seo-gu, Daejeon, Republic of Korea
- 1. National Center for Forest Therapy**
209, Therapy-ro, Bonghyeon-myeon, Yeongju-si, Gyeongsangbuk-do, Korea
- 2. National Center for Forest Education, Hoengseong (NCFE, Hoengseong)**
777, Cheongtaesan-ro, Dunnae-myeon, Hoengseong-gun, Gangwon-do, Korea
- 3. National Center for Forest Education, Chilgok**
532, Yuhak-ro, Chilgok-gun, Gyeongsangbuk-do, Korea
- 4. National Center for Forest Education, Jangseong**
353, Bangjang-ro, Bugi-myeon, Jangseong-gun, Jeollanam-do, Korea
- 5. National Center for Forest Education, Cheongdo**
755, Unmun-ro, Unmun-myeon, Cheongdo-gun, Gyeongsangbuk-do, Korea
- 6. National Center for Forest Education, Daejeon**
124, Soopchewon-ro, Yuseong-gu, Daejeon, Korea
- 7. National Center for Forest Education, Chuncheon**
331, Jangbon 2-gil, Sinbuk-eup, Chuncheon-si, Gangwon-do, Korea
- 8. National Center for Forest Education, Naju**
116, Geumseongsan-gil, Naju-si, Jeollanam-do, Korea
- 9. National Center for Forest Therapy, Yangpyeong (NCFE, Yangpyeong)**
262-10, Hwanggeo-gil, Yangdong-myeon, Yangpyeong-gun, Gyeonggi-do, Korea
- 10. National Center for Forest Therapy, Daegwallyeong**
127-42, Daegwallyeongyeot-gil, Seongsan-myeon, Gangneung-si, Gangwon-do, Korea
- 11. National Center for Forest Therapy, Daeunsan**
225-92, Daeunsangdae-gil, Onyang-eup, Ulju-gun, Ulsan, Korea
- 12. National Center for Forest Therapy, Gimcheon**
1237-89, Sudo-gil, Jeungsan-myeon, Gimcheon-si, Gyeongsangbuk-do, Korea
- 13. National Center for Forest Therapy, Jecheon**
590, Hakhyeonsoya-ro, Cheongpung-myeon, Jecheon-si, Chungcheongbuk-do, Korea
- 14. National Center for Forest Therapy, Yesan**
203-31, Chiyusup-gil, Yesan-eup, Yesan-gun, Chungcheongnam-do, Korea
- 15. National Center for Forest Therapy, Gokseong**
519, Cheonggyedong-ro, Gokseong-eup, Gokseong-gun, Jeollanam-do, Korea
- 16. National Hanulsoop Forest Memorial Park**
372, Yangseodong-ro, Yangdong-myeon, Yangpyeong-gun, Gyeonggi-do, Korea
- 17. Forest Welfare Research Center**
209-1, Therapy-ro, Bonghyeon-myeon, Yeongju-si, Gyeongsangbuk-do, Korea

FoWI's Business

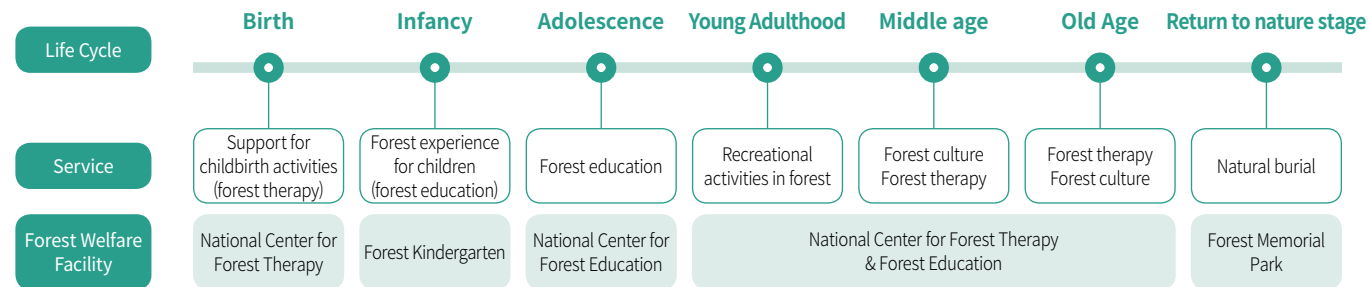
Forest Welfare Service

Providing a Forest Welfare Service by Life Cycle

By building and operating forest welfare facilities, FoWI provides personalized forest welfare by life cycle, extending from birth till death.

Forest Welfare Facilities

Forest Kindergarten, National Center for Forest Education (NCFE), National Center for Forest Therapy (NCFT), and Forest Memorial Park, etc.



Providing the vulnerable group with Opportunities to Enjoy Forest Welfare

FoWI is striving to narrow blind spots by building the Welfare Facility Forest and Forest Barrier-free Trail promoting forest experiences projects, and providing forest welfare service vouchers.

Forest Welfare Vulnerable Group

The low-income group and basic livelihood security recipients according to subparagraph 2, Article 2 of the National Basic Living Security Act.

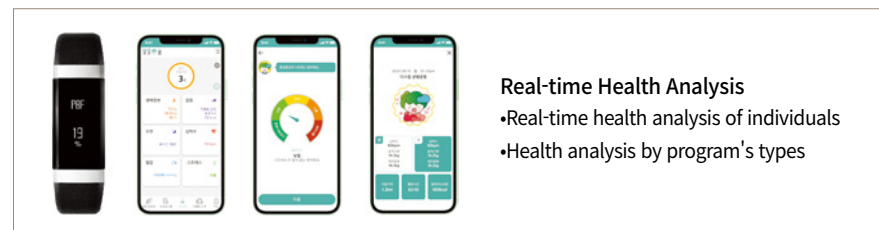


Smart Forest Welfare Environment and Additional Service Development

Due to the rising public demand for virtual services as a result of COVID-19, FoWI began developing a virtual environment in 2020 using an ICT application. Having developed a health care app and a SMART Band specialized to forest welfare facilities, we established a system to measure changes in health conditions of customers accessing forest welfare facilities using the app and smart band in real-time. Customized services are provided to our customers based on the accumulated data. In addition, we developed VR programs, experience kits, and autonomous experience videos to help citizens use our services without having to visit the forest welfare facilities in person.



VR Experience Zone in NCFE, Jangseong



Development a Forest Welfare Ecosystem

Forest Welfare Experts' Qualification Management and Empowerment

Every year, FoWI conducts the Korea Forest Service's forest therapy instructor qualification examination. We issue the forest welfare expert's certification. In addition, we contribute to the creation of high-quality forest welfare services in the private sector by providing online/offline job training to forest welfare experts.

Forest Welfare Experts

Forest Interpreter, Forest Guide for Little Children, Forest Trekking Guide, Forest Therapy Instructor

Specialized Forest Welfare Business Registration Management and Start-up Support

Through document review and on-site evaluation, FoWI registers the specialized forest welfare business (SFWB). In addition, we investigate and evaluate the registered enterprise's management situation. Additionally, we are striving to create a forest welfare system by providing consulting services at the enterprise's growth stage: pre-entrepreneur, startup, etc.

Specialized Forest Welfare Business (SFWB)

A business to provide forest welfare services, such as forest interpreting and therapy services

Revitalization of the Mountain Villages through Forest Tourism

In 2018, FoWI initiated a forest tourism project as a cooperation model with mountain villages where forest welfare facilities are located. We are contributing to the development of the local economy through forest tourism products specialized to each region based on cooperation with various stakeholders, such as mountain villages, traditional markets, small businesses, and SFWB.



Activities of forest welfare experts



Forest trail trekking linked to forest tourism

Study and Survey on Forest Welfare

Forest Welfare Study

In 2018, FoWI established a Research department with the goal of developing high-quality forest welfare services to elevate the happiness and health of citizens. In 2021, the Forest Welfare Research Center was officially opened. This center particularly promotes field studies on forest welfare at the relevant facilities directly operated by the FoWI. The center carries out the following 3 researches: analysis of both physical and psychological effects of forest welfare, survey on the effects of forest therapy to create a high-quality forest environment, and innovation of forest therapeutic foods composed of local ingredients and forest products.

Statistical Survey on Forest Welfare

In order to provide the citizens with accurate statistical information, FoWI has been investigating and compiling statistics on the status of forest welfare since 2019, including the conditions of forest welfare facilities, service statuses, and forest recreational & welfare activities. In particular, "survey on the status of forest recreational and welfare activities" is approved a national statistics in 2020. This data will be announced as national statistics in 2021.



FoWI Shared Value

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Stakeholder Participation and Materiality Assessment

Stakeholder Participation

Stakeholder Communication Channels

FoWI has been developing communication strategies and expanding, thus ultimately strengthening, various communication channels in an effort to activate information sharing and communication with its various stakeholders. Having defined all targets, with which we directly and indirectly exchange impacts, in relation to our management activities in the eyes of our stakeholders, we strive to build a robust relationship of trust with our stakeholders through operating various communication channels.



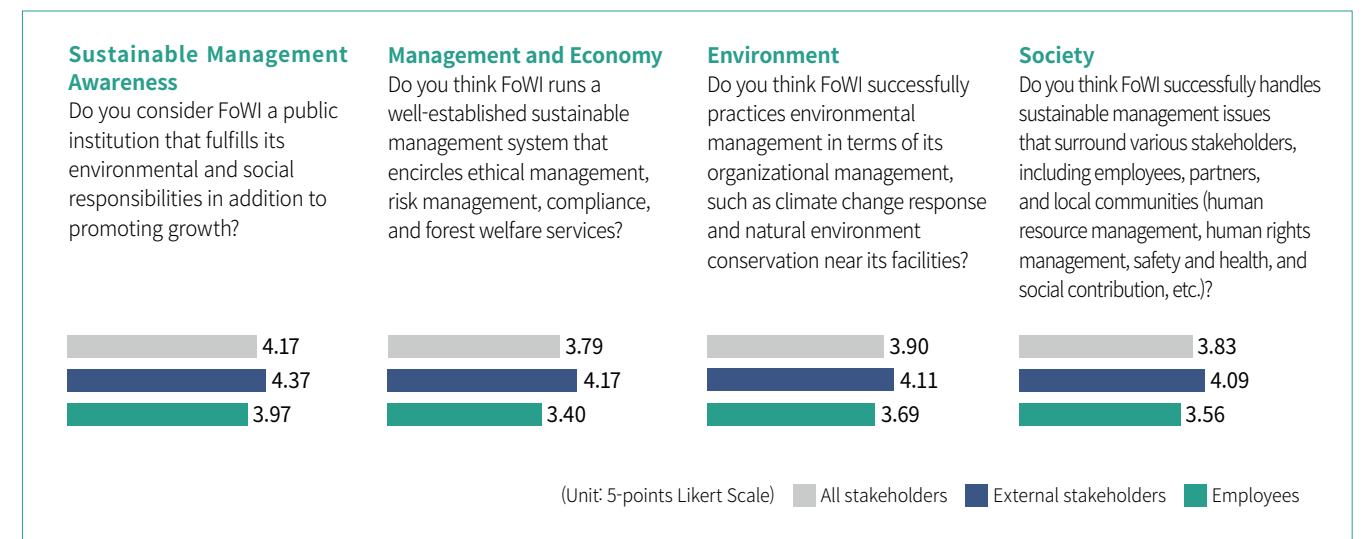
Stakeholders	Government, National Assembly, related organizations	Employees, subsidiaries	SFWB, partners	Citizens, customers
Core Needs	Response to policies and expansion of innovation results	Distribution of pending issues and improvement of organizational culture	Support of growth and establishment of a just culture	Expansion of citizens' participation and increase of reflection in policies
Direction of Communication	Precedence of social issue resolutions	Distribution and communication of management issues	Promotion of shared growth and cooperation	Increase of public value and reliability
Communication Channels	<ul style="list-style-type: none"> •Consultative body for policy-related issues •COVID-19 response TF 	<ul style="list-style-type: none"> •Notice board for communication with management •Labor - management council for parent company and subsidiaries 	<ul style="list-style-type: none"> •Forest welfare employment platform •Council for communication with partners 	<ul style="list-style-type: none"> •National idea contest •Forest Welfare TV (YouTube)
Communication Performance In 2020	<ul style="list-style-type: none"> •COVID-19 response TF (weekly meetings), consultative body for policy-related issues (2 times), Innovate Daejeon Network (6 times), platform for resolving local issues (8 times) 	<ul style="list-style-type: none"> •In-person President's Office (7 times), chat room with executives, Communication Namu (7 times) •Joint workshop of labor - management representatives (1 time), labor-management council for parent company and subsidiaries (2 times) 	<ul style="list-style-type: none"> •In-person consulting (44 companies), employment platform (367 cases) •Socioeconomic talk (18 times), council for communication with partners (monthly meeting) 	<ul style="list-style-type: none"> •Proposals by citizens' participation group (75 cases), idea contest (10 times) VoCs (252 cases), SNS and YouTube postings (38 videos)

Sustainable Management Awareness Survey

FoWI conducted a materiality assessment in aims to identify issues of paramount importance to the stakeholders. We organized a pool of 19 material issues by analyzing internal and external environments based on the GRI Standards. Furthermore, we conducted a questionnaire targeting internal and external stakeholders. The questionnaire had a total of 306 respondents, consisting of employees, citizens, customers, forest welfare experts, SFWB, partners, subsidiaries, government, National Assembly, related organizations, academia and experts. Through examination of the survey's results in relevance to the level of sustainable management, media analysis, and industry benchmarking, we selected the top eight issues.

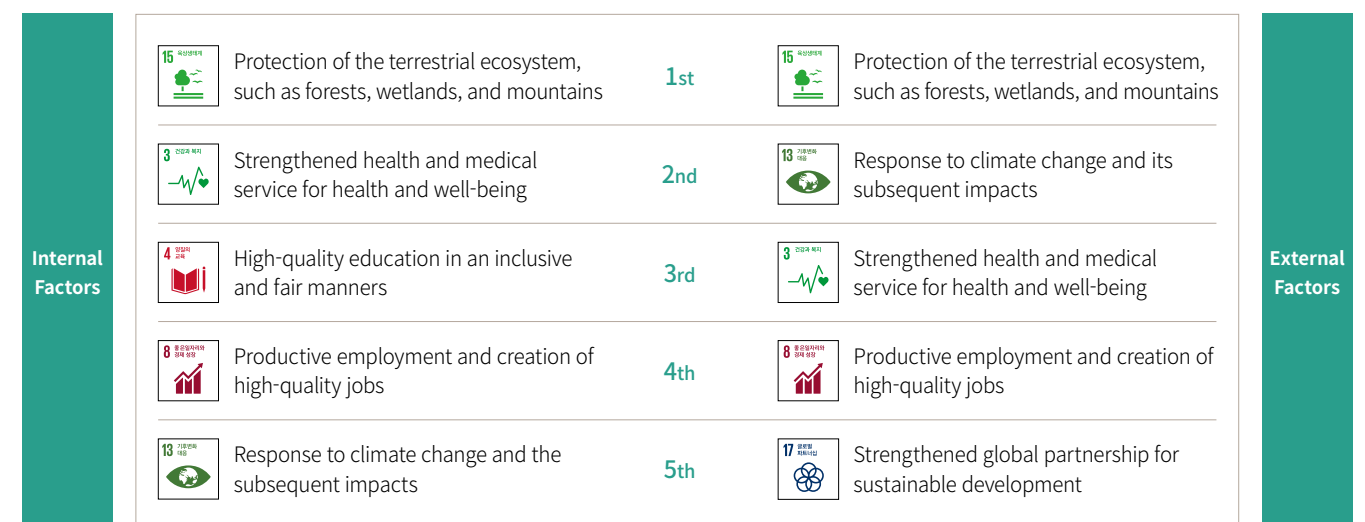
Sustainability Awareness Survey Results

As a result of surveying the internal and external stakeholders' awareness of FoWI's sustainable management, the level of awareness of the external stakeholders was found to be higher than that of the employees.



UN SDGs Goals

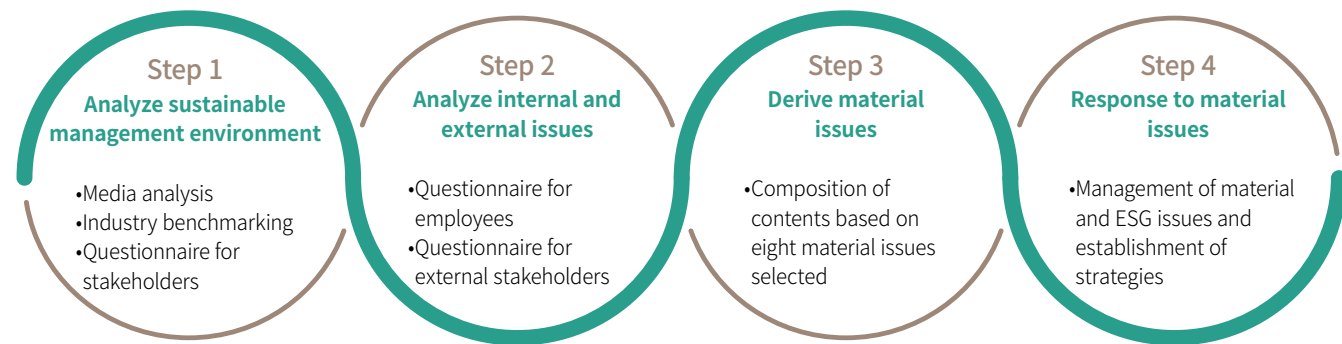
The results of the survey that asked the question select a goal out of 17 UN SDGs that FoWI must implement to fulfill directly or exert indirect influence to, had both employees and external stakeholders select SDG 15 (Protection of the terrestrial ecosystem, such as forests, wetlands, and mountains) as the goal FoWI must intensively strive to fulfill.



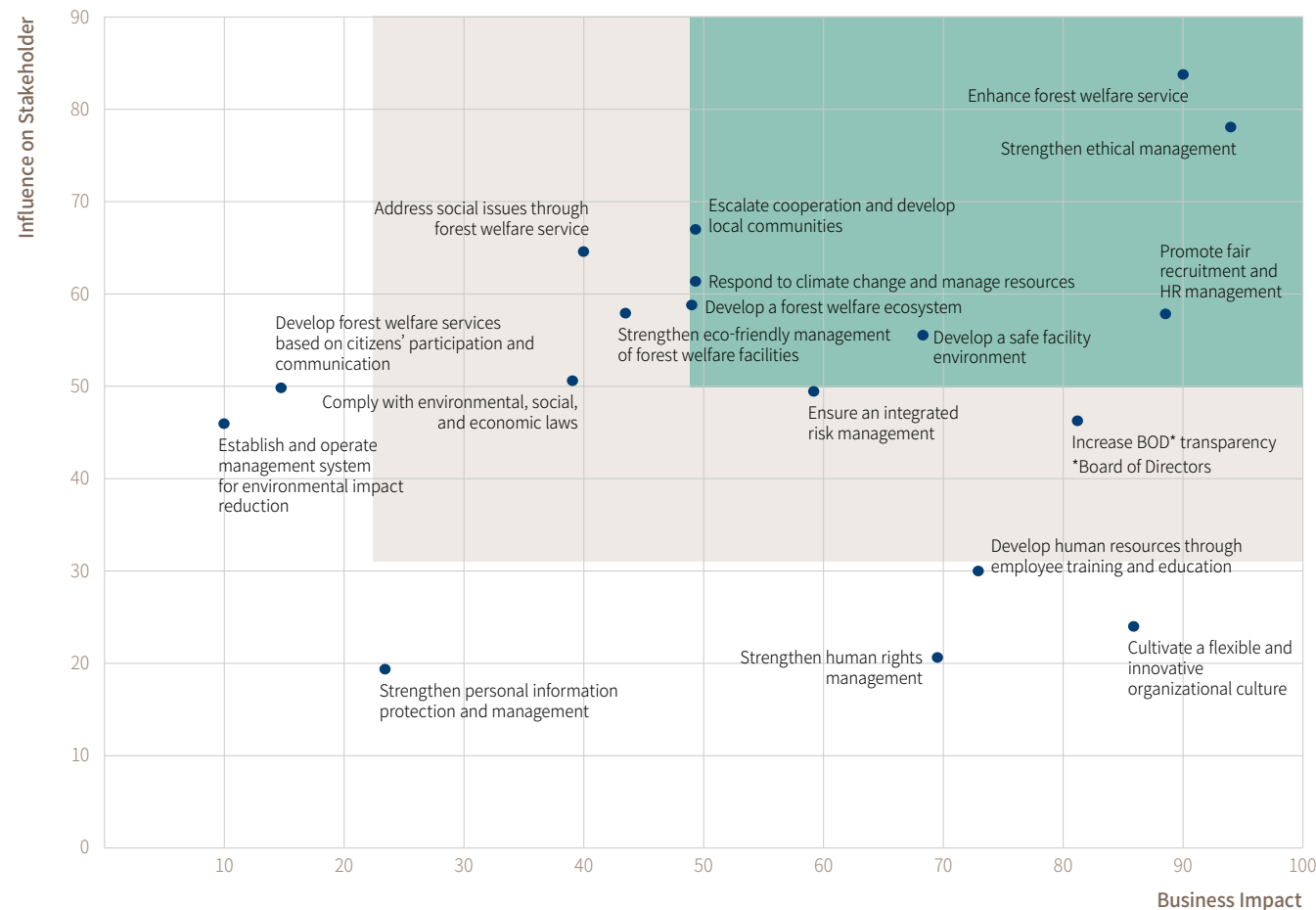
Materiality Assessment

FoWI derived a pool of sustainable management issues surrounding the institute through corporate status analysis and environmental analysis, while analyzing sustainable management issues with high probability and influence through standard analysis, stakeholder survey, and peer analysis. We reported our activities and achievements related to the material issues in detail in our sustainability report.

Materiality Assessment Process



Matrix of Material Issues in 2020



Materiality Assessment Results

Material Issues	Mainly Affected Stakeholders						GRI	Page
	Employees	Citizens, customers	Forest welfare experts, SFWB	Partners, subsidiaries	Government, National Assembly, related organizations	Academia, experts		
Enhance forest welfare service	●	●	●	●	◐	◐	413: Local Communities	28-36
Strengthen ethical management	●	◐	◐	◐	●	◐	205: Anti-corruption	49, 55-56
Promote fair recruitment and HR management	●	●	◐	◐	●	◐	401: Employment 404: Training and Education	48, 50-54
Develop a safe facility environment	●	●	●	●	●	○	403: Occupational Health and Safety	22, 24-25
Escalate cooperation and develop local communities	●	●	●	●	●	◐	203: Indirect Economic Impacts	38, 40-43
Respond to climate change and manage resources	●	◐	●	●	●	●	302: Energy 305: Emissions	23, 26-27
Develop a forest welfare ecosystem	●	◐	●	●	◐	◐	203: Indirect Economic Impacts	39, 44-47
Ensure an integrated risk management	●	●	●	●	◐	◐	102: General Disclosure	62-65

Sustainable Management Activities and Achievements

Material Issues	FoWI's Strategy	Activities and Achievements in 2020	SDGs
<ul style="list-style-type: none"> Response to climate change and managing resources Develop a safe facility environment 	Acquiring a safe and healthy forest welfare	<ul style="list-style-type: none"> Created green zones in living areas for the vulnerable social group (planted 65,000 trees) Selected as "Best Institution" for GHG emission reduction by the Ministry of Environment Obtained safety and health management system certification (KOSHA-MS) and spatial safety certification Achieved zero about accident status and COVID-19 infection cases 	
<ul style="list-style-type: none"> Enhance forest welfare service 	Providing public forest welfare services	<ul style="list-style-type: none"> Verified effects of service for response to health and medical issues, such as dementia and chronic environmental diseases Developed 196 virtual forest welfare services, used by 27,345 people Secured government budget for mid- to long-term R&D project for smart healthcare (KRW 3.4 billion) Re-obtained "Korea Service Quality Excellent Organization" certification 	
<ul style="list-style-type: none"> Escalate cooperation and develop local communities Develop a forest welfare ecosystem 	Developing forest welfare system for shared growth	<ul style="list-style-type: none"> Operated the unfair transaction reporting center and achieved zero unfair contract cases Contributed to income generation in mountain villages, forestry and farm households and small business owners (total of KRW 1,554 million) Created forest welfare jobs in the private sector (4,498 people) Achieved KRW 33.2 billion in sales of SFWB 	
<ul style="list-style-type: none"> Strengthen ethical management Promote fair recruitment and HR management Ensure an integrated risk management 	Establishing sustainable management system	<ul style="list-style-type: none"> Obtained the anti-bribery management system certification (ISO 37001) Zero reports of human rights violations and recruitment corruption Expansion of female leaders for gender equality (the ratio of female executives increased by 6%p compared to the previous year) Developed forest care support project and received commendation from the Ministry of Health and Welfare through the operation of the COVID-19 emergency response task force 	

FoWI's Value Creation Process

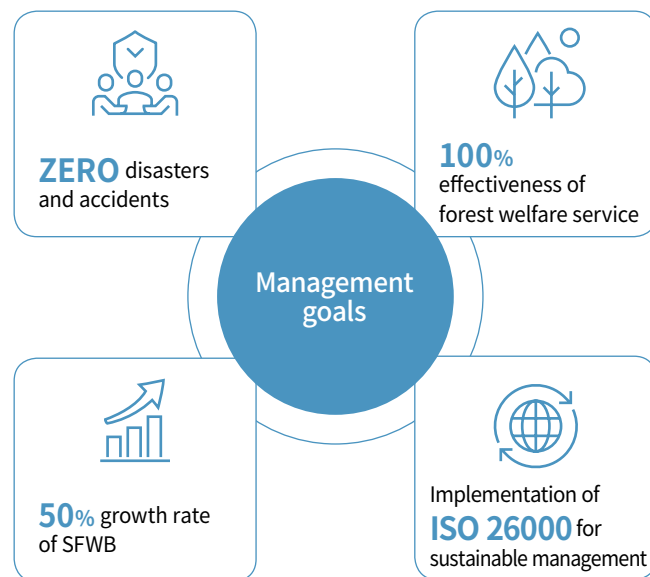
FoWI strongly values services and technologies developed through R&D as well as the establishment of facilities that help provide forest welfare. We aim at delivering sustainable forest welfare, that is of utmost importance to our stakeholders, to the forest welfare ecosystem and local communities.



Upstream

Midstream

Downstream



Creation of a Healthy Forest Welfare Environment

- Expansion of green space by planting trees
- Survey of forest therapy resources in forest environment
- Forest management to increase the effects of forest welfare

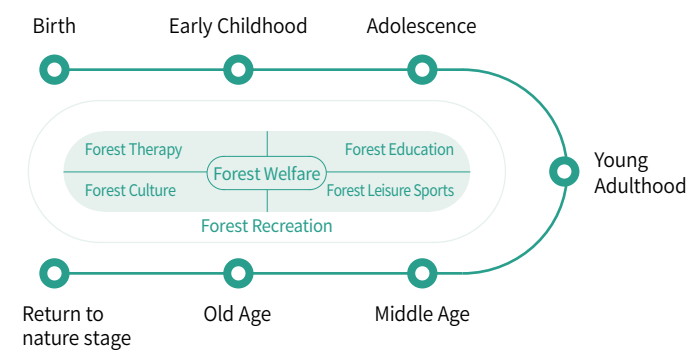
Establishment of a Safe and Eco-friendly Forest Welfare Facilities

- Establishment of an integrated management system for disaster and safety
- Reinforcement of the management of risk factors for facility establishment and maintenance
- Construction of facilities with high energy efficiency using wood

Development and Improvement of Forest Welfare Service

- Development of new forest welfare services and expansion of national certifications
- Verification of forest welfare effect based on scientific studies, such as field studies
- Establishment of the foundation for forest welfare new deal based on R&D (smart forest welfare)

Forest Welfare Service by Life Cycle



Elimination of Blind Spots in Forest Welfare

- Improvement of settlement environment for the vulnerable social group by developing a green space
- Opportunities for forest welfare service experience to the disadvantaged group
- Creation of job opportunities for the vulnerable group the Green Scholarship project

Cooperation and Resolution of Community Problems

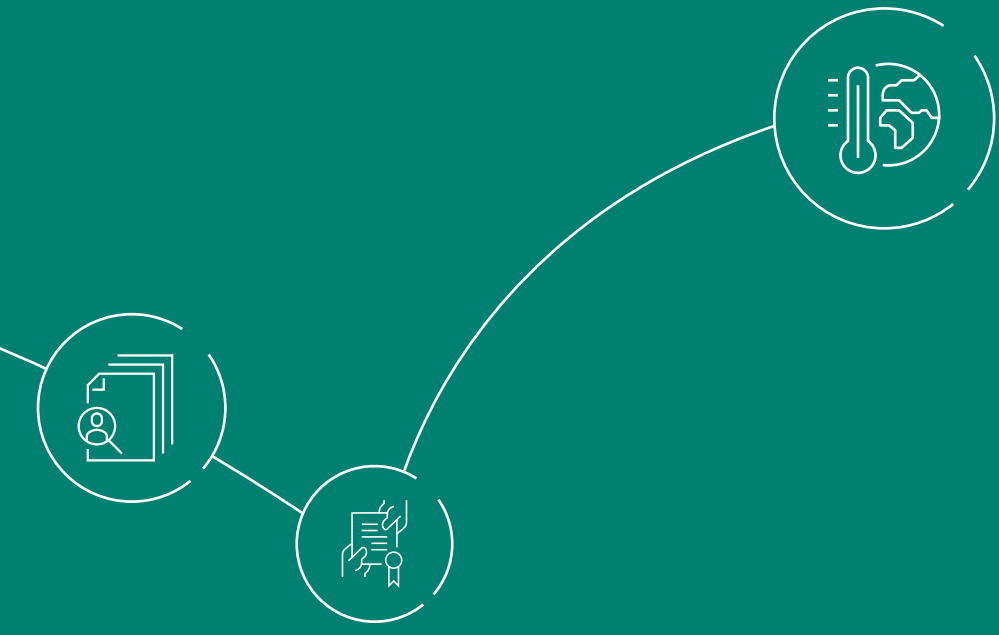
- Discovery and implementation of problem-solving cooperative projects with the local governments and private companies
- Expansion of forest tourism product development led by residents using local resources
- Technological assistance and disclosure of shared resources to achieve economic revitalization, and expansion of local purchasing

Development of the Forest Welfare Industry Ecosystem

- Technical support to strengthen competitive power of SMEs
- Technical of startups and provision of consulting services by growth stage of SFWB
- Development of future talent for forest welfare and expansion of competency-building education for SFWB

Acquisition of Participatory Forest Welfare

- Innovative management and civil participation
- Reinforcement of communication-oriented forest welfare promotions to raise citizens' trust and awareness



FoWI Sustainable Management

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Acquiring Safe and Healthy Forest Welfare

Creating a Safe Forest Welfare Environment

Having the public as our main stakeholder, we strongly value practicing strict measurements on the potential risks of accidents and disasters. With the strengthening of safety rules under the Occupational Safety and Health Act and the Serious Accident Punishment Act, the need to improve safety management capacities of all employees, including partners, is becoming more prominent.



[Link to UN SDGs](#)

Practicing Sustainable Environmental Management

As major countries across the world, including Korea, declared Carbon Neutrality by 2050, greenhouse gas emission reduction policies were strengthened followed by heightened expectations from enterprises and institutions. Concerning the fact that our facilities are built within forests, we have an authentic responsibility to overcome climate change risks and preserve the natural ecosystem.

FoWI's Approach

FoWI analyzes the impact of safety issues on stakeholders including employees and customers from the aspects of management and reputation. Under this system, we remove hazardous factors while providing safe services to customers. In addition, we provide systematic safety and health education to the employees of partners as well as our own employees in order to establish a culture of safety.



interview

“
FoWI, Promoting PDCA-based Health and Safety Management System
”

Safety General Team
Jeong-Hyeon Kang, Assistant manager

FoWI is doing its best to create a safe environment for our employees and customers. To prevent industrial accidents, we have developed an autonomous healthcare system under the Safety and Management Policy. For recognition, we have received the Safety and Health Management system (KOSHA-MS) certification in December 2020. Currently, our safety and health culture prioritizes improving hazardous factors and complying to laws. The foremost safety goal of our industry is to achieve zero accidents. To succeed in this, we are committed to identifying more health hazardous factors while providing various safety manuals and educational contents to our employees.

The essential factors to successfully carrying out safety management are sanitary workplace, efficient identification of risks, and proactive employees. Based on my experience, all workplaces with the aforementioned factors have incurred lower accident rates. Being safe, in other words, means enduring the challenges. We hope to establish a safe and healthy culture in FoWI for all of our employees.

Achievements



Obtained certification for occupational safety and health management system (KOSHA-MS)



Achieved ZERO industrial accidents and disasters human casualties



Achieved Grade A in the safety activity level evaluation of public institutions in 2020 hosted by the Ministry of Employment and Labor

interview

“
FoWI, Joining Efforts to Conserve a Healthy Forest Environment
”

Construction Management Team
ARan Yoo, Assistant



Forest welfare facilities are natural spaces that heal people through the benefits of forests. Being reputed as a 'serene' place for the public, we strongly recommend minimum use of energy. Nevertheless, energy consumption is inevitably increased due to the prolonged weather conditions of summer and winter. To succeed in this, we are continuously building green areas and adopting renewable energy.

Through continuous energy conservation and education, we encourage small yet powerful environmentally-friendly practices such as avoiding excessive use of ACs or heaters and using the stairs instead of elevators. For these campaigns, we were recognized as the best public institution to reduce greenhouse gas emissions in 2020 by the Ministry of Environment.

Engagement from all departments is crucial in practicing sustainable management. It is necessary to discover and solve tasks through a complete investigation of environmental hazards from each facility, and proactively initiate employee-led environmental conservation activities. It would be greatly appreciated if all employees could work together to create a carbon-neutral, healthy forest.

FoWI's Approach

Internal carbon emission goals are set and managed to adapt to the low-carbon transition. At the same time, we strive to efficiently respond to climate change by expanding green zones by planting trees and innovating carbon reduction models and technologies for new facilities. Moreover, we are committed to making contributions to the environment and national health by performing forest environment purification activities and promoting green purchases.

Achievements



Selected as the "Best Institution" for GHG emission reduction



Selected as an excellent institution (NCFE, Naju) for public wooden construction

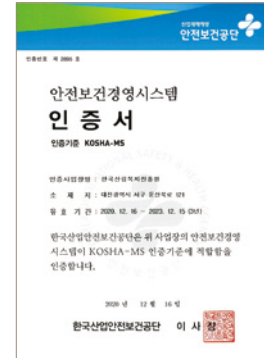


Planted 65,000 trees

Creating a Safe Forest Welfare Environment

Sustainable Safety Management System

FoWI established the disaster safety management system in order to protect the safety of all citizens including its employees. We identify, mitigate, and manage risk factors that may cause various disasters and accidents to the forest welfare facilities, including infectious diseases. We increased the number of personnel in charge of safety supervision from 8 people in 2019 to 19 people in 2020. Following the acquisition of the occupational safety and health management system(KOSHA-MS) at the head office in December 2020, certification was expanded to National Center for Forest Therapy (NCFT) and National Center for Forest Education (NCFE), Hoengseong & Chilgok, in March 2021. In the future, we plan to expand the system and promote certification for 4 NCFE. We also established the "Occupational Safety and Health Committee" to deliberate and decide on important matters related to safety management, such as safety plans and safety management measures of each affiliated institution, and hold quarterly meetings. NCFT has established a 'Safety Labor Consultative Body' including business partners and holds quarterly meetings. Additionally, the NCFE and above organizations form a monthly health and safety consultative body to discuss major safety and health issues.



Expiration Date: ~ 15. Dec. 2023.

•Safety Management System

Goal	To create a safe forest welfare facility environment for citizens and workers				
Long-term Road Map	Establishment (2019) <ul style="list-style-type: none"> Organization in charge of safety management and assign personnel Development of safety management criteria for users and workers 	Stabilization (2020 - 2021) <ul style="list-style-type: none"> Establishment and confirmation of a safety and health management system Cultivation of safety culture based on engagement and communication 	Advancement (2022 - 2025) <ul style="list-style-type: none"> Expansion of safety and health management system Establishment of an autonomous safety culture 		
Strategic Directions	Establishment of disaster safety management system <ul style="list-style-type: none"> Management system focused on safety Establishment and operation of a social accident response system Establishment and operation of a natural disaster response system 	Protection of citizens' lives and properties <ul style="list-style-type: none"> Protection of the health of users and citizens Safety protection for forest welfare facilities Distribution and communication for safety management performances 	Creation of a safe working environment <ul style="list-style-type: none"> Health management for employees Strengthened safety awareness and competency Activation of workers' safety proposal system 	Establishment and management of safe facilities <ul style="list-style-type: none"> Elimination of potential risk factors Reinforcement of preemptive safety measures Establishment of a safety management system by stage 	
Tasks	<ul style="list-style-type: none"> Management system focused on safety Establishment and operation of a social accident response system Establishment and operation of a natural disaster response system 	<ul style="list-style-type: none"> Protection of the health of users and citizens Safety protection for forest welfare facilities Distribution and communication for safety management performances 	<ul style="list-style-type: none"> Health management for employees Strengthened safety awareness and competency Activation of workers' safety proposal system 	<ul style="list-style-type: none"> Elimination of potential risk factors Reinforcement of preemptive safety measures Establishment of a safety management system by stage 	

Establishment and Management of Facilities for Citizens' Safety

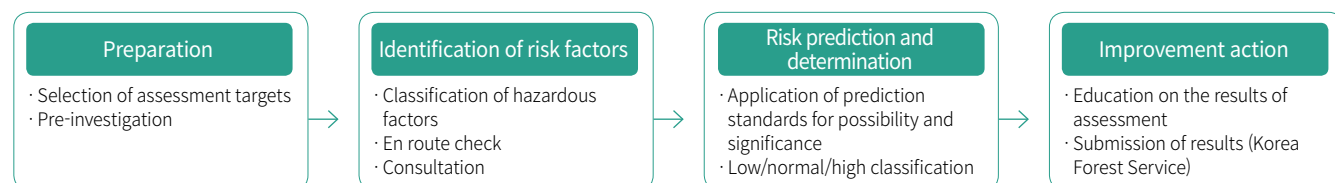
Risk Assessment

FoWI provides specialized education by inviting external experts in order to improve safety risk assessment competency and execution power. In 2020, 19 managers received the education four times in total. We also identify risk factors by collecting safety data through subdivisions of the operating process categories according to job characteristics of each organization, conduct walk-around inspections, and interviews with workers. We assess the identified risks in addition to the effectiveness of reduction measures. Accordingly, each task is assigned with a number for the purpose of tracking the completion status to ensure a sustainable management system. In 2020, the chief department and NCFE have identified a total of 987 risks. Of these, 279 cases were categorized in the high-range (5 or higher), enforcing the need to take improvement measures. Hence, we have enhanced 241 cases and established implementation plans for 38 cases.



Obtained spatial safety certification from Korea Safety Certification Institute NCFE, Hoengseong

•Risk Assessment Process

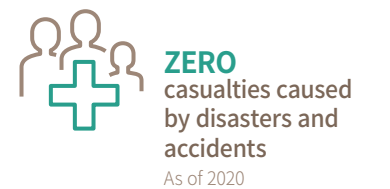


Field Inspection with a Focus on Prevention

FoWI prevents accidents through a process involving the discovery and response to risk factors in advance; aging of facilities, non-compliance for safety regulations, insufficient field management, etc. In 2020, we expanded the fields for safety inspections, improved our checklist, and shared our inspection and improvement success cases by operating a safety activity inspection meeting. Additionally, in order to conduct a detailed field inspection and increase specialized competency in preparation for forest fires and landslides, a joint inspection was conducted with the National Fire Agency and Korea Electrical Safety Corporation, where further knowledge of proper inspection protocols was shared. Furthermore, a special field inspection was held by the management in preparation for storm and flood damages and a detailed safety examination of NCFE, Hoengseong was also conducted by an external agency specializing in safety examinations.

Procurement of Forest Welfare Facilities' Safety

FoWI strives to secure a safe forest welfare facility environment, ensuring safe use of the facilities by citizens. We procure an environment in which citizens can use our facilities safely upon their arrival till departure. By managing the safety of citizen's transportation means, collecting relevant health information, and providing on site emergency situation response education, the FoWI hopes to achieve its aforementioned goals. In 2020, we opened a safety report channel on KakaoTalk in order to activate safety-related communications with citizens. Through the report channel, 113 reports were received and handled. Additionally, to improve response to emergency situations, such as the occurrence of cardiac diseases, we installed an additional 54 AEDs (automated external defibrillator) on forest trails of all worksites. We also provided compulsory education on "first aid and cardiopulmonary resuscitation" and held emergency response drills (15 times) that targeted on employees. In July 2020, an employee of NCFE, Cheongdo won the gold prize at the Gyeongsangbuk Province Public CPR Contest."



NCFE, Cheongdo winning the Gold Award at the 9th CPR Competition

Creation of a Safe Working Environment for Employees

Safety Education and Training for Employees

FoWI provides safety education to all employees in preparation for accidents. We strive to prevent occupational accidents by strengthening employees' competencies¹⁾ according to their positions and duties. We will continue to make efforts to strengthen the safety capabilities of our workers through various safety education courses such as job training for safety managers and material safety education.

1) Customized safety training courses for each position and job, and performance for 2020 can be checked at 73p

Effort Towards Improving Working Environment

FoWI creates a safe workplace by identifying and mitigating risk factors to prevent any form of inconvenience. We fully support our female and pregnant employees by providing them with rest areas, EMF blocking blankets, aprons, and footrests. Employees with special needs, such as hearing impairment, have free access to assistive devices, wheelchairs at cafeterias and offices, and braille signboards.

Health Improvement Activities: Physical and Mental Health Programs

Mental Health

FoWI measures employees' stress levels by holding regular online examinations. Upgrading the EAP in 2020 has enabled us to initiate a 'Stress Measurement Day' and better manage our employees' well-being by providing counseling to those at-risk.

Physical Health

FoWI manages employees showing symptoms by increasing the number of health examination agencies under agreement for cooperation from four in 2019 to eight in 2020. To better manage the safety risks of our operations, we have conducted a specialized health examination and initiated a Group insurance system in case of any severe injuries.

Practicing Sustainable Environmental Management

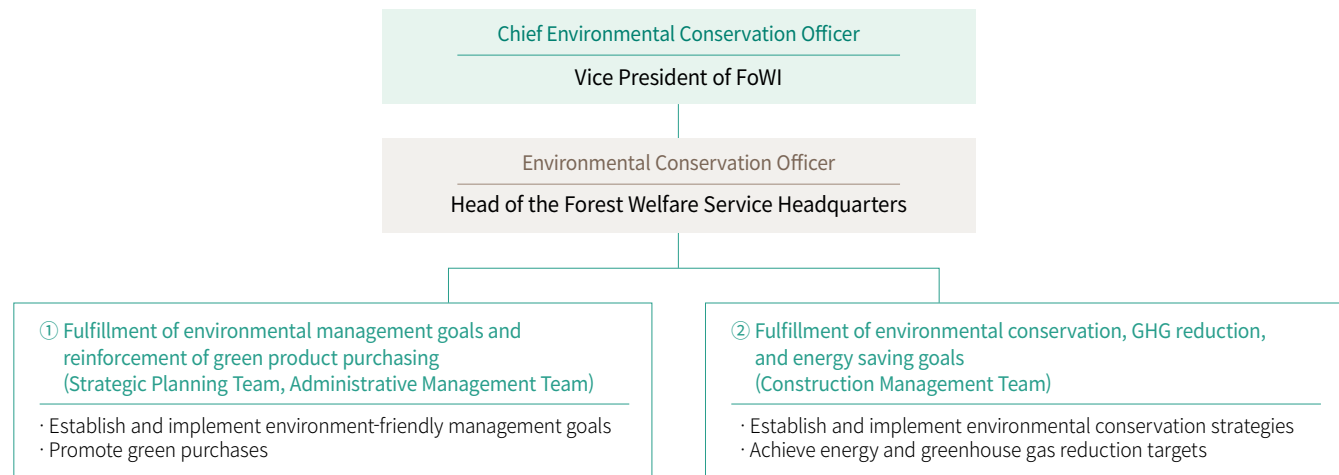
Environmental Management System

FoWI is dedicated to transitioning to a green economy and achieving carbon neutrality. We have established a long-term road map to obtain the environmental management system certification (ISO 14001) and spread environmental conservation management success cases by 2024. We are also securing a foundation on which we will lead sustainable environmental management in four separate directions of prevention, conservation, restoration, and culture.

•Environmental Conservation Strategy and Long-term Road Map

Goal	To lead sustainable management by promoting “prevention - conservation - restoration - culture” in all operating processes			
Long-term Road Map	Stage 1 Establishment of foundation (2020)	Stage 2 Advancement (2021 - 2022)	Stage 3 Distribution and diffusion (2023 - 2024)	
Tasks (Execution Tasks)	Development of eco-friendly facilities ① Introduction of renewable energy infrastructure ② Designing and building of wooden construction	Reinforcement of environmental management system ③ Reinforcement of water quality management (High, low quality water) ④ Introduction of energy saving goal system	Expansion of green infrastructure ⑤ Creation of green ecological spaces ⑥ Activation of green remodeling	Improvement of environmental conservation awareness ⑦ Expansion of green product purchase ⑧ Enhanced environmental awareness improvement activities

•Environmental conservation Organization



Expansion of Green Infrastructure

Improvement of Forest Welfare Facilities' Energy Efficiency Energy Efficiency of Forest Welfare Facilities

FoWI is making various efforts, such as introduction of high energy efficiency forest welfare facilities, towards saving energy. In 2020, we expanded our renewable energy infrastructure by adding two solar power/geothermal power generation facilities. We also replaced 1,811 lighting instruments with LED lighting. As a result, GHG emissions were reduced by approximately 33 tons and energy cost was lowered by KRW 52 million. FoWI was named after the 2020 Best Institution for GHG Emission Reduction by the Ministry of Environment, in recognition of their efforts to reduce GHG emissions in 2019.



Expansion of Wooden Construction

FoWI designs and constructs new forest welfare facilities as wooden structures. Wooden structures have a higher energy efficiency compared to other structures and thus contribute to saving heating and cooling costs and GHG emission reduction. In 2020, we reduced GHG emissions by 22 tons and industrial waste generation by 252 tons. Additionally, with the NCFE, Naju, which opened in 2020, we were selected as an excellent institution for public wooden construction by Korea Forest Service.

Creation of Green Spaces

FoWI creates green zones by planting trees in order to cooperate with the government’s policy for particulate matter reduction and carbon neutrality. In 2020, we expanded green zones by planting 65,000 trees. This is expected to produce the effect of absorbing 2.3 tons of particulate matter and approximately 129 tons of CO₂.



Reinforcement of Environmental Conservation Activities

Enhanced Water Analysis

FoWI strengthened water analysis methods in order to guarantee safe drinking water and prevent wastewater discharge from our multi-use forest welfare facilities. We increased the frequency of water analyses in order to meet the legal criteria set by the Water Supply and Waterworks Installation Act. In 2020, we conducted 64 water analyses thus fully meeting the legal criteria comprising of 54 items by strengthening water quality management.

Internalization of Environmental Conservation Awareness

FoWI is voluntarily performing various activities to preserve the forest environment that surrounds its forest welfare facilities. In order to particularly monitor for illegal damages and garbage dumping, as well as to guide healthy trekking culture, 29 employees have acquired the Green Ranger license. Moreover, they have even performed forest environment purification activities 38 times. While striving to internalize employees’ awareness for forest environment conservation, we have contributed to preventing garbage dumping and fire occurrences within the forest.

Expansion of Green Product Purchases

FoWI monitors green purchase performances in real-time by introducing the green purchase system. We are also supporting the spread of green purchases by designating a public procurement support manager. In 2020, we fulfilled the green product purchase goal by 112.3%.



•Green Product Purchase

Category	2018	2019	2020
Green Purchase Cost	1,545	1,077	819

(Unit: KRW million)

Eco Leader Project for Youths

In relation to climate change response, FoWI implemented the “Eco Leader Project,” a forest education program for youths to combine environmental education and forest purification activities, at the NCFE, Hoengseong. As the name suggests, an Eco Leader is a person who practices environmental protection in order to contribute to the creation of a sustainable society. We help in improving young people’s environmental conservation awareness by providing them with an opportunity to participate in forest environment purification activities. These activities include, forest nurturing and even indoor environmental education on global warming. We will actively develop environmental education programs for youths that can be provided through forest education agencies.

Providing Forest Welfare Services for All

Activation of Forest Welfare Services that Citizens can Experience

FoWI's key stakeholders are, in fact, the citizens who use these forest welfare facilities. Therefore, we intend to contribute to increasing citizens' quality of life by providing them with the best services. Due to the Fourth Industrial Revolution and the COVID-19 pandemic, the lifestyles' of citizens are rapidly changing in line with the recent transition to a digitalized and virtual society. We understand that developing and providing customized services instantaneously to keep pace with such rapid change is an essential element in strengthening our competitive power and sustainability.

FoWI's Approach

FoWI is developing R&D competencies to promote scientific and systematic projects, which will in turn contribute to increasing citizens' health through forest therapy. We are committed to providing customized forest welfare programs and leading innovative growth of the forest welfare industry. We aim to accomplish this through application of ICTs like big data and IoT technologies.


Achievements



Acquired re-certification of Service Quality from Korea Association for Service



Won the Excellence Prize at the ICT Conference Contest in forest category



Provided virtual forest welfare services in 196 types




Reinforcement of Social Responsibility Activities through Forest Welfare

As members of the society, enterprises of all types, including public institutions, can exert significant impact on its local communities. Accordingly, FoWI must newly formulate its responsibilities and roles to the local communities, while making an effort in promoting activities of social responsibility that meet the various demands of the stakeholders.

FoWI's Approach

FoWI provides inclusive services, for the socially neglected, such as building green zones and barrier-free woodland paths, as well as organizing forest experience activities. We aim to ensure that all citizens may enjoy the benefits. At the same time, we perform social contribution activities in areas where support is needed for the neglected as well as other local residents. In addition to donation of necessary items, we perform blood donations and talent donations based on our forest education and therapy services. As such, FoWI is performing various activities to fulfill its social responsibilities.

Achievements



Supplied disease prevention items to 409 centers across the country



Commendation from the Minister of Health and Welfare In commemoration of the 40th Disabled Day



Paid KRW 34 million as Onnuri Gift Certificates for 10% of the bonus



interview

“FoWI, Spreading Forest Welfare Culture with the People”

the Forest Welfare General Management Team
JuYeon Son, Assistant manager

Due to the outbreak of COVID-19 and the implementation of social distancing, the number of people visiting forest welfare facilities has drastically decreased. In line with these social changes, FoWI has developed 196 virtual programs in 2020 by discovering forest welfare contents that allow you to experience the forest without directly visiting forest welfare facilities or forests.

Among them, virtual subscription service 'Forest is coming,' was most well-received by the participants. The service consists of a DIY natural product craft kit, to relieve daily life stress, as well as a forest commentary kit that uses vegetation from the park. A guide video is also included. This is a service that delivers to customers over 6 weeks. It won the Excellence Award in a program contest for nursing home residents hosted by the Korea Veterans Affairs and Welfare Service. Furthermore, it was shared with 142 public institutions and private forest welfare companies as an advanced case of virtual forest welfare services.

In order to increase access to forest welfare, I believe that it is necessary to provide 'attractive services' to the public and have them experience 'daily delight from forest welfare'. To this end, we plan to develop customized programs that reflect the characteristics of forest resources possessed by the 'lifetime guarantee' forest welfare facilities. Our goal is to provide adequate services to customers through the 'new normal' forest welfare service in the coming post-COVID era.



interview

“FoWI, Adding Light to the Local Community by Expanding Welfare Support for the Disabled”

'The Very Good House'
Sung-Mo Jang, Social Worker

Located in Chungju City, Chungcheongbuk Province, 'The Very Good House' is a residential facility that shares the lives of the severely disabled. In 2020, it was selected for the Green Fund Sharing Forest Creation Project and established a relationship with FoWI.

People with special needs were highly disadvantaged and challenged from the COVID-19 restrictions in 2020. Nevertheless, many of the challenges were alleviated through the Sharing Forest supported by the FoWI. I witnessed the disabled relieving their dissatisfactions while walking in the Sharing Forest; simply appreciating the scenery by seasons. It was clear that the interest in the forest of the disabled has greatly improved after the creation of the Sharing Forest.

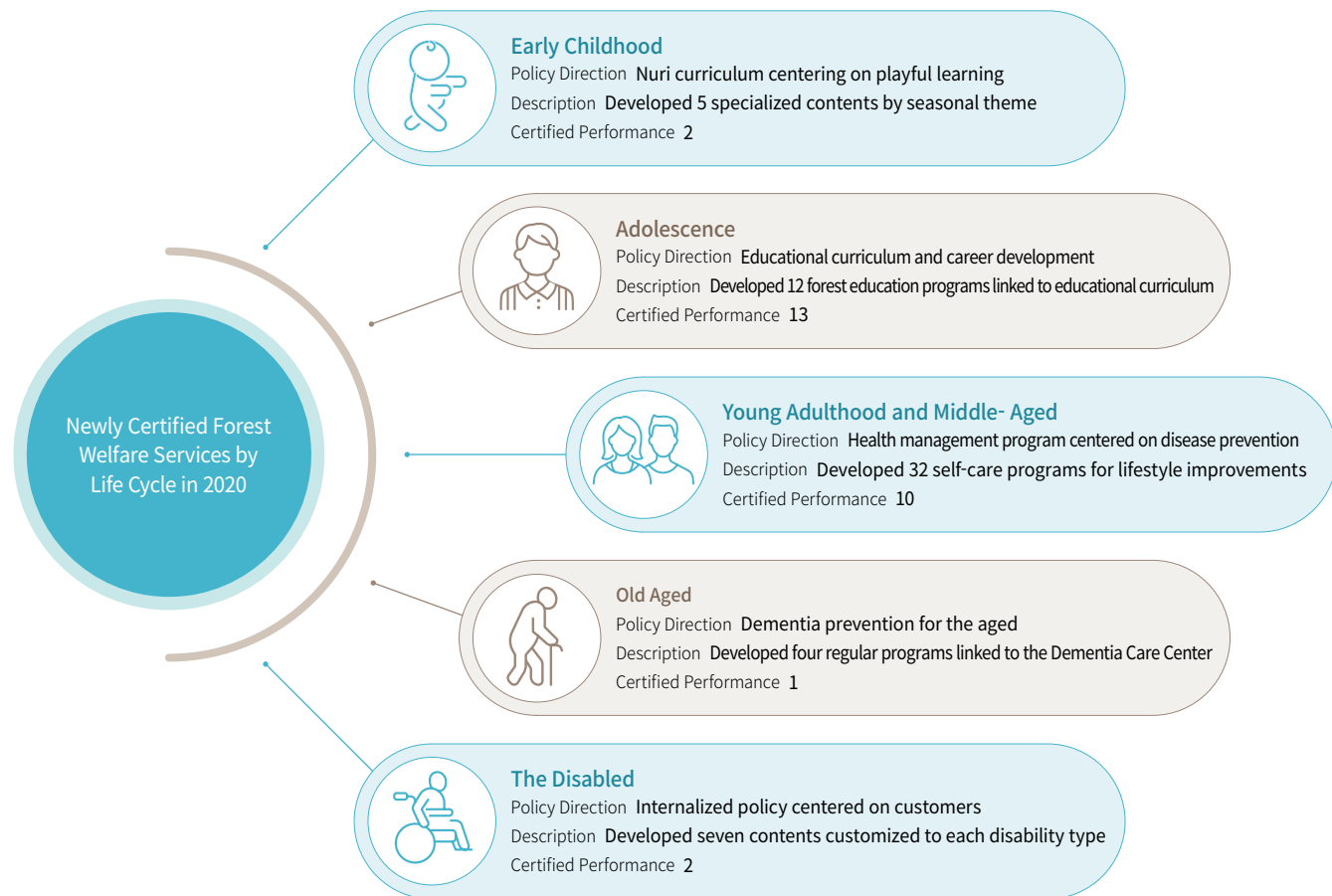
I hope that more barrier-free forests will be opened to realize more inclusive forest welfare services. In particular, I anticipate that the slope of the deck will be further softened to make it easier for people who have difficulty in moving around in a wheelchair. In addition, I would like FoWI to come up with various projects such as operating a specially designed bus to restore the mobility rights of the disabled.

I sincerely appreciate FoWI for always paying personal visits, listening to the voices of local residents and vulnerable groups who are the beneficiaries of the project, and continuously monitoring the Sharing Forest. I hope that FoWI will always continue to look at it from the beneficiary's perspective and support it when proceeding with the project.

Activation of Forest Welfare Services that Citizens can Experience

Forest Welfare Service by Life Cycle

FoWI provides citizens with opportunities to enjoy the benefits of its forest welfare by offering welfare services catered to each life cycle. We develop internal forest welfare programs by life cycle according to the government's policy alongside with a national certification to upgrade service quality. In 2020, we have newly launched 28 certified programs, and operated 75 ongoing certified programs.



Expansion of Customized Forest Welfare Facilities by Life Cycle

In 2020, FoWI expanded its forest welfare facilities in order to provide customized forest welfare services by life cycle. In hopes to enhance the understanding of forests and spread forest culture, we established the NCFE, Naju. A facility built for the middle-aged and elderly, where they can experience tea time and traditional leisure activities using the forest's resources. Additionally, the NCFE, Chuncheon, was pilot-operated and opened in 2021. This facility, specializes in forest sports for young adults who wish to experience dynamic sports activities like tree climbing, mountain biking, and mountain marathons. Through various programs designed for forest education and recreational activities, we will contribute to elevating the health and happiness of citizens.



Leisure Sports Experience at NCFE, Chuncheon

Customized Forest Welfare Services for Youths

FoWI pledged a business agreement with the National Youth Policy Institute to provide forest education for young people and provide expertise in program development and operation. Under the agreement, National Youth Policy Institute and FoWI will initiate new projects and exchange experts through cooperation with youth-related organizations and expand forest education programs for young people.

“School of Dreams in Forests,” a Project to Improve Ecological Sensitivity of Teenagers

“School of Dreams in Forests,” initiated by the NCFE, Hoengseong in 2020, is a program providing teenagers with opportunities for forest experience and exploration of a future career within forests, which is not available through regular school education. Through reorganization of the individually operated programs, an integrated three-stage program was planned in 2020. The program, which is operated by stage, increases teenagers’ ecological sensitivity and helps them improve interpersonal skills through participation in teamwork-based activities. The details of the program are as follows: The theme for stage 1 of this program is “Children Growing Close with forests.” Teenagers who are not familiar with forests are provided with an opportunity to play in and experience forests, and thus build friendliness towards nature. The theme for stage 2 is “Children Learning from forests.” This is an experience-based program that is linked to the subject of science. It helps teenagers learn about the forest’s natural purification function, related to climate change response and particulate matter reduction. The theme for stage 3 is “Children Dreaming in the Forest.” Teenagers are provided with information on forest-related jobs such as SFWB providers, tree doctors and forestry workers. Additionally, they are given an opportunity to experience these jobs to help them in finding their dreams, while improving their sense of independence in forests. In 2020, 244 teenagers participated in this program. The NCFE, Hoengseong, is preparing to obtain certification on this program as an official project of the UNESCO Development Education by spreading the results of the program operation.



The title of the program: School of Dreams in Forests

Forest Welfare Programs Based on the participation of Citizens

FoWI created a garden to grow crops for healing purposes at the National Center for Forest Therapy. The therapeutic crops grown in the garden, such as wild greens and medicinal herbs, are used to improve the citizens’ dietary culture and distribute healthy foods that can heal. In 2020, FoWI developed healthy recipes using forest products and evaluated the health functionality of these products. By introducing the therapeutic food index, we redefined the concept of therapeutic foods. We also created eight seasonal therapeutic diets, ten standardized therapeutic diets, and twenty forest product recipes.

“Forestaurant Forest Healthy Food Recipe Contest” was held, involving the general public to select 30 recipes that could help spread healthy food culture and raise awareness of forest therapeutic foods. We then selected best, healthy, recipes out of those 30 recipes and held the “On For You” public event in January 2020. By producing and sending 2,160 servings of meal-kits, 140 people and 20 social welfare facilities had time to make them with recipe developers through real-time live broadcasting. Additionally, NCFT operated a healing food making program using forest products from the forest ecology garden targeting 20 SFWBs. In the future, we will continue developing a variety of therapeutic food recipes that are helpful in building immunity so as to contribute to improving the diet and health of citizens in this COVID-19 era.



Online Forestaurant for You

Forest Welfare Service for Vulnerable people

In-person Forest Welfare Service

Our “in-person forest welfare service” has helped overcome the challenges posed for the vulnerable class, including residents of social welfare facilities and people with physical and financial difficulties. We provided forest welfare services by through urban parks, green zones, and indoor social welfare facilities.

Improvement of Forest Welfare Services for the Physically Vulnerable

FoWI aims to assist the physically disadvantaged, such as the disabled and senior citizens, in acquiring a safe and comfortable forest experience. We developed and piloted a forest travel product using the barrier-free woodland path in 2020. The product aimed to raise citizens’ awareness of, and encourage the use of, paths that are comfortably and safely accessible to people who have difficulty walking. We increased accessibility by linking the location information of barrier-free woodland paths to a database and map services such as Naver and Kakao. FoWI also provides forest welfare services customized to the physically vulnerable by using communication channels. First, we remodeled 26 of the guest rooms and turned them into rooms for the disabled to resolve complaints about the lack of and difficulty in using convenience facilities. Additionally, we installed speedy electric wheelchair chargers at 14 forest welfare facilities by reflecting on the VoCs of users about the potential risk of accident caused by electric wheelchair discharge.

OnDream Forest Healing Class

OnDream Forest Healing Class is a forest therapy program operated by FoWI together with Chung Mong-Koo Foundation of the Hyundai Motor Company since 2014. For children to be protected and become healthy members of society, FoWI has been helping them regain emotional stability, improve social relations, and strengthen their self-reliance capabilities. The FoWI provides financial, academic, and career education for two nights and three days, in order to support these children. We expanded the program to 1,900 people in 2020, not just the children it was designed for. Families of traffic accident victims, firefighters and police officers injured or killed on the job, and COVID-19 response personnel are among those affected. We also conducted a vision finding and self-reliance competency strengthening program according to the characteristics of the target audience. We will continue to provide customized forest welfare services to the underprivileged through cooperation with various public interest foundations.



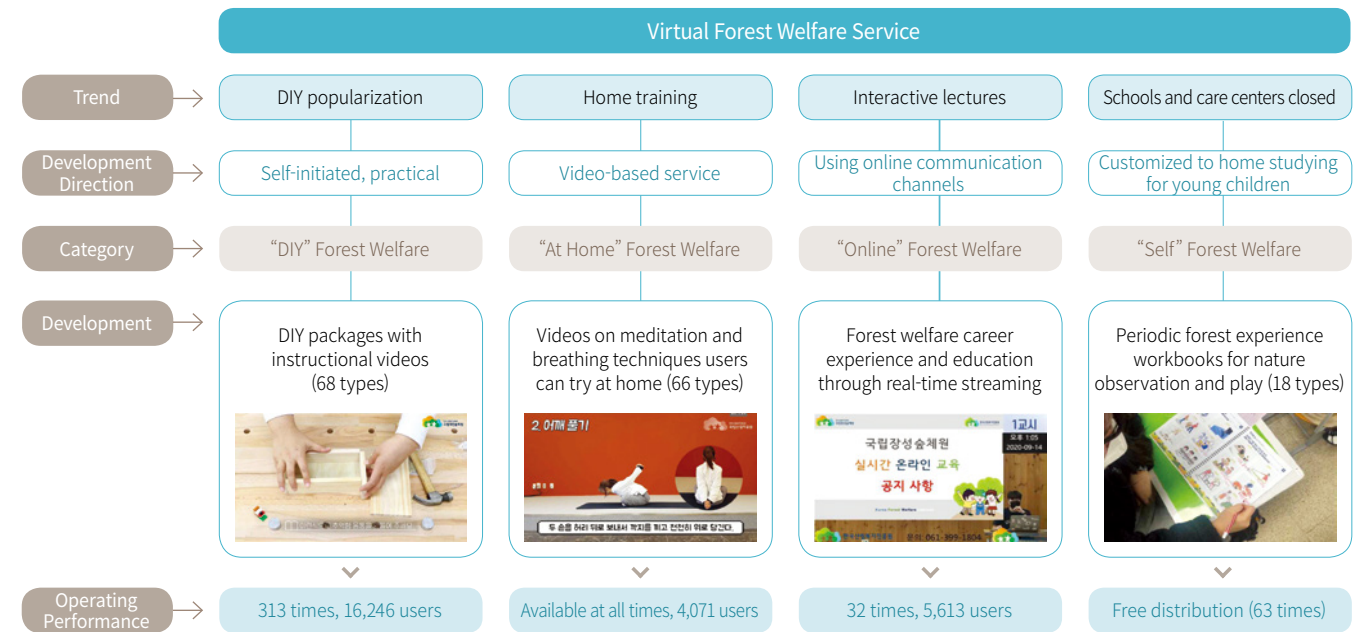
Forest welfare program for vulnerable people



Service Improvement Activities

Introduction to the virtual Forest Welfare Service

FoWI developed the virtual forest welfare service by reflecting changes in the trends of recreational activities enjoyed by citizens and the educational environment in order to secure sustainability in the post-COVID-19 era.



Increase of Citizens’ Understanding

FoWI increases the citizens’ understanding on forest welfare by improving the method of information delivery regarding the effects of forest welfare. We created and disseminated study findings in the form of infographics to combat criticism about the ineffectiveness of traditional information delivery methods. It has been claimed that information centered on scientific papers does not improve citizens’ access to and understanding of information. We also provided contents that can be used by citizens, such as guidance on woodland path exercises. As a result, the forest welfare effect awareness score in 2020 increased by 11.2 points from the previous year to a total of 49.6 points.

Launch of the Customer Satisfaction Committee

FoWI operates the Customer Satisfaction Committee to provide forest welfare services that maximize customer satisfaction. The main headquarters establishes a company-wide customer satisfaction promotion strategy by holding a committee, and each affiliated organization holds a separate committee to discover best practices and to discuss overall customer satisfaction management. In 2020, 15 affiliated organizations held a total of 19 customer satisfaction committee meetings. In December 2020, The NCFE, Chuncheon, shared the role of the Customer Satisfaction Committee, the committee’s direction and operation process, and had time to discuss service improvement and ideas that reflect customer needs. In particular, The NCFE, Chuncheon, actively collected opinions on safe facilities environment; conducted regular safety inspections and diagnoses; provided various information boards for accident prevention; installed transparent acrylic screens on dining tables to provide a safe dining environment. FoWI plans to acquire the Consumer Centered Management (CCM) certification in 2021, and will continue to do its best to listen to customers and provide the best forest welfare services.



Creation of Future Growth Engines

Innovative Growth Promotion System

In order to discover future growth engines for forest welfare services, FoWI is operating the innovative growth promotion system based on the four tasks of innovative growth. These four tasks of innovative growth are demand activation, convergence of public service innovation technologies, data economy activation, and innovation infrastructure expansion and public procurement.

•Innovative Growth Promotion System

Direction	Creation of future growth engines for forest welfare services by activating convergences of innovative technologies			
Innovation Direction	Innovative growth demand activation	Convergence of public service innovation technologies	Data economy activation	Innovation infrastructure expansion and public procurement
Strategic Tasks	<ul style="list-style-type: none"> 1 Reinforcement of innovative growth base <ul style="list-style-type: none"> Development of long-term investment plans for innovation Expansion of health care equipment purchase 2 Creation of new business model <ul style="list-style-type: none"> Support of Healing e-Forest app use within the private sector Provision of open API for woodland path connection network 	<ul style="list-style-type: none"> 3 Improvement of forest welfare service quality <ul style="list-style-type: none"> Advancement of forest therapy effect Smart forest welfare services 4 Improvement of productivity and operating efficiency <ul style="list-style-type: none"> Response to forest accidents using drones QR questionnaires and online education 	<ul style="list-style-type: none"> 5 Promotion of data establishment and quality management <ul style="list-style-type: none"> Establishment of big data on forest welfare Obtainment of quality management and reliability 6 Exposure of data for use in the private sector <ul style="list-style-type: none"> Expansion of data transaction volume Expansion of private use 	<ul style="list-style-type: none"> 7 Reinforcement of innovative growth infrastructure <ul style="list-style-type: none"> Job matching platform Cultivation of human resources and funding support 8 Effort on innovation-oriented public procurement <ul style="list-style-type: none"> Testbed for innovation prototype products Execution of pilot purchase of technology development products

Big Data Management and Business Model Creation

Forest Welfare Big Data Platform

Forest Welfare Big Data is a big data platform and center development project that is promoted by the Ministry of Science and ICT and National Information Society Agency as part of the government's project to "discover and develop new future industries for value creation." In line with this project, FoWI is promoting a number of value creation projects to provide customized forest welfare services using 8.0TB of big data; forest therapy records and forest welfare programs will be provided by life cycle. In 2020, we commercialized 15 types of data and registered 30 forest recreation and welfare products in the forest big data exchange. We also provided unstructured content using drones and 360°VR, which have a high level of demand, and data map services for the locations of barrier-free Sharing Road/Forest via the visual portal. Moreover, we discovered 60 different data users, such as universities, public organizations, and startups, by holding data roadshows and buyer meetings; we recorded 670 data transactions, which comprise of 166 transactions with businesses and 504 transactions with individuals.

•Data Transaction Status

Purpose of Transaction	Key Products	Transaction Cases (166)	No. of Companies (60)
Research	<ul style="list-style-type: none"> Information on phytoncide and anion measurements Information on forest therapy effects 	148	12
Startup	<ul style="list-style-type: none"> Forest welfare program plan Information on barrier-free Sharing Road/Forest development 	3	3
Use in Operation	<ul style="list-style-type: none"> Status of SFWB Information on forest welfare expert license issue 	15	45

Improvement of Service Quality Based off Scientific Research

Advancement of Forest Welfare Effect

As the era of the super-aged society approaches, the rapid rise in geriatric diseases like dementia has emerged as a social issue. Accordingly, FoWI established a three-year research plan to objectively verify the effects of forest therapy programs on dementia prevention. Using NCFT as a research site, we are developing a tool to verify the medical effectiveness of forest therapy programs against dementia.

Furthermore, we discovered and verified effectiveness of the tools to verify effects of forest therapy programs in terms of chronic diseases, environmental diseases, and mental health. In doing so, we will measure the positive effects the program has on the users' mental and physical health in a medical and scientific way.

Category	Chronic Diseases	Environmental Diseases	Mental Health
Target	People with lifestyle diseases, such as hypertension and diabetes mellitus	Children suffering from atopic dermatitis and their families	Workers who hand customers, and firefighters, etc.
Verification Tools	4 tools, such as blood pressure, body composition, heart rate variability, and physical strength	2 tools, such as anxiety level according to symptoms, stress of child and parent	7 tools including stress response and PTSD index
Effect Verification	Body fat rate decreased by 0.8%, blood pressure restored to normal range	Anxiety level decreased by 2.9 points, stress level decreased by 10.2 points	Stress level decreased by 3.7 points, PTSD index decreased by 5.1 points

Apart from this, we are striving to enhance the forest welfare effect by integrating other fields. FoWI has entered a business agreement with KAIST Center for Contemplative Science and plan to develop a meditation science forest therapy program through joint R&D.

Intellectual Property Registration of Self-developed Forest Education Tools

FoWI secured the capacity to develop original programs and teaching aids by operating a research-type learning organization. The NCFE, Daejeon, registered the first in-house developed education materials in the field of forest welfare as intellectual property rights youth forest education. A germination measuring system has been developed to automatically sow seeds, supply fertilizers and nourishment, and measure soil conditions with an RFID device to check the plant's growing conditions. It also serves as a teaching tool for infants and young people to observe a plant's growing process. Additionally, we developed an educational tool, a boardgame, that can help engage and deepen the understanding of the ecosystem, such as the life cycle of insects and the ecological environment.



Board game, "The World of Insects"

Case



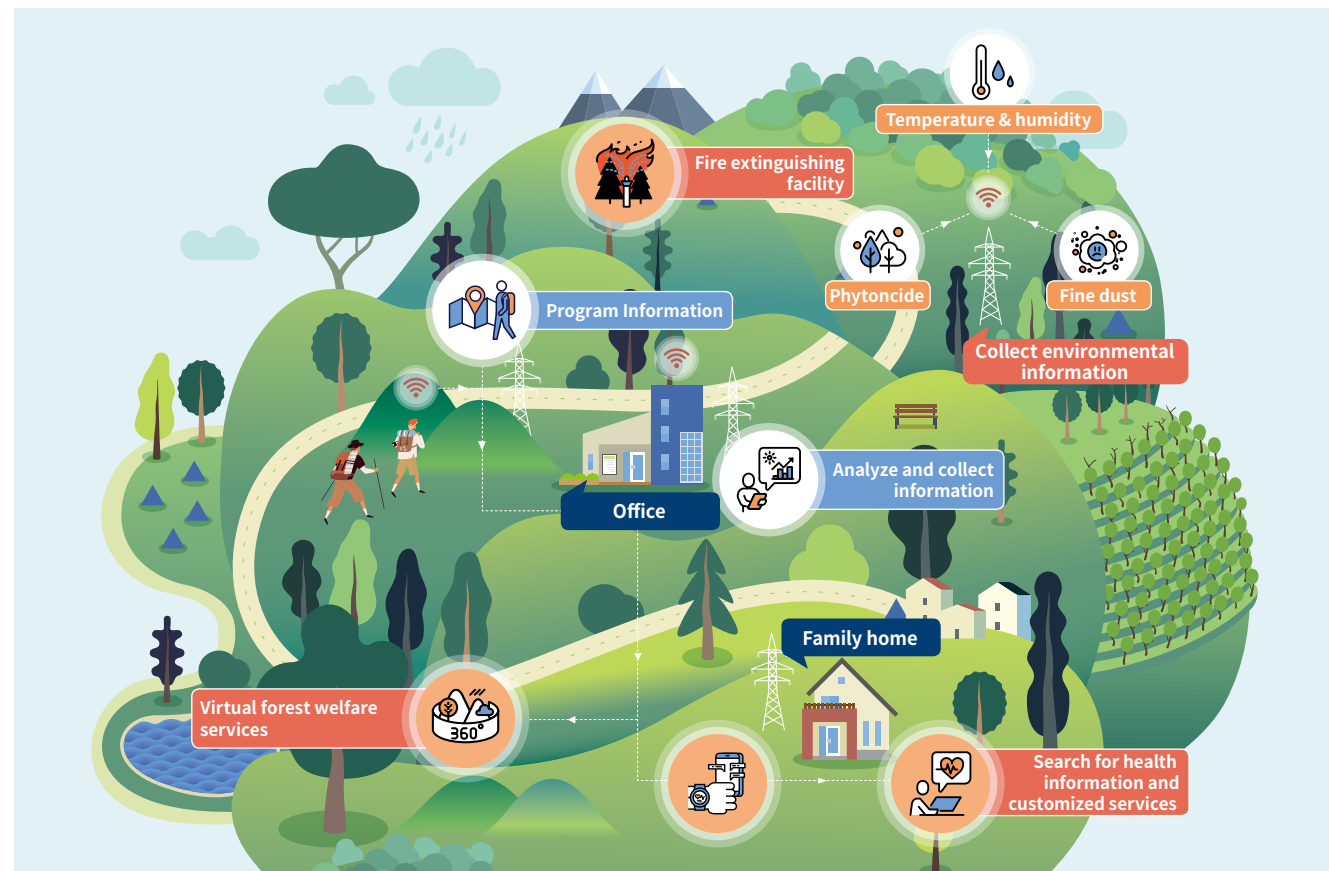
Open API for Woodland Path Connection Network

As a new project in 2020, FoWI promoted the integration of data on forest trails across the country, which had been provided to the public separately by each ministry. Data on hiking trails, trekking routes, and bicycle trails created and managed by the Korea Forest Service; the Ministry of Land, Infrastructure and Transport; the Ministry of Public Administration and Security; and the Ministry of Culture, Sports and Tourism were collected. After collecting and verifying the 63,528 pieces of data, a network and was established and then converted into a digital map. The forest road network public data created in 2020 is under plans for public opening and private use in 2021.

To discover new business models in the related forestry field and new service ideas in the public and private fields, the 'Forest Road Network Public Data Utilization Idea Contest' was held. As a result, ideas such as forest road story platforms, mountain bike social platforms, and forest road audio guides linked to historical figures in textbooks were selected. In the coming years, we plan to initiate forest road connection network data to strengthen support for ICT and big data-linked private commercialization in forest road tourism fields; forest road navigation, forest trail tourism service platform, and the mobility business will be enhanced.

Introduction of Smart Forest Welfare Services

FoWI strives to strengthen high-quality services by transforming passive business processes and limited infrastructure into digital automation. In 2020, 1,024 people experienced smart forest welfare services through the establishment and pilot-operation of smart healthcare infrastructure at NCFT. By 2021, we will have created a culture in which health care is easily accessible through forest welfare.



Collection of Information Analysis

Through the innovation procurement platform of the Public Procurement Service, FoWI introduced the 'All-in-One AI Imaging System', an innovative prototype that can analyze each user (gender, age, disability, etc.) and measure coefficients. It has been installed in 20 places including NCFT, Hoengseong, and Chilgok, and FoWI plans to provide customized forest welfare services based on collected data on each type of forest road secured in the future.

Collection of Environmental Information

By introducing a real-time forest environment weather measurement sensor based on the Internet of Things (IoT), the facility location, species, and time zone weather factors (temperature, humidity, fine dust, etc.) can be measured in real time. After installing the measurement sensor on 5 spots in NCFT, the therapeutic factors and related DBs are collected in real time and provided to the forest welfare app "Healing e-Forest".

Search for Services Tailored to Health Information

In line with the post-COVID-19 era, FoWI developed a customized measuring device in collaboration with a company with portable technology (InBody) so that users can receive virtual self-forest therapy services. By linking the InBody Band and 'Healing e-Forest', users can receive activity reports such as measured activity level during the program, heart rate, body composition, activity level, and calorie consumption.

Virtual Forest Welfare Service

FoWI is developing a forest welfare program using VR (Virtual Reality) technology to increase access to forest welfare services for those unable to visit the forest due to their mobility difficulties. In 2020, we developed 6 types of VR contents for each life cycle (prenatal education for children, forest education for little children, forest education for youth, forest leisure sports, forest therapy, and tea ceremony experience), and provide services along with VR equipment through the Healing e-Forest app.

Promotion of Community Outreach Activities

Social Contribution Activities to Overcome the COVID-19 Crisis

Provision of a Helping Hand to Local Farmhouses

Due to the COVID-19 pandemic, many farmers are facing challenges due to a lacking of field hands. In an attempt to overcome the situation, NCFT, NCFE, Hoengseong & Daejeon visited local farms to help rural workers. Voluntary participation, such as removing weeds, has granted us an opportunity to understand the challenges that farmers are facing. In the future, we will further support all affiliated organizations through cooperation to become a representative community.



NCFT helping rural people overcome COVID-19

Blood Donation Campaign

To overcome the blood supply crisis due to COVID-19, FoWI launched a blood donation campaign. The importance of blood donations were spread to the local community through donations by employees and a public campaign that spread the culture of sharing life.



Blood donation campaign

Supporting Disease Prevention Items

In order to share the sufferings of private forest welfare sector, FoWI provided disease prevention kits, such as masks and hand sanitizers, to 409 companies using the wages of its employees. In addition, we contributed to an economic revitalization for the local community and traditional markets by paying 10% of the management assessment bonus, worth KRW 34 million, through the Onnuri Gift Certificate. Additionally, FoWI sent a total of 100 items; flower pots, health functional foods, and virtual forest welfare experience kits to the Daejeon Dong-gu health center for the medical staff working to overcome the pandemic.



Delivery of mental health support kits

Support of the Neglected in Local Communities

Sharing Love with the Neglected

FoWI will share its warmth to neglected neighbors and contribute to local community development by performing, sharing, and volunteering service activities. To help forestry workers experiencing difficulties due to typhoons and heavy rainfall, we purchased Gongju chestnuts, a local specialty, from the Gongju Forestry Cooperative and delivered them as Chuseok gifts to neglected neighbors in Daejeon. In December 2020, cooperation with the Volunteer Service Center of Dong-gu, Daejeon contributed to 2,600 briquettes for underprivileged households, including seniors who live alone. This opportunity has enabled us to spread warmth at the end of the year.



Korean Thanksgiving Gifts to the Neglected Class

Scholarships for Students in the Field Forest of Forestry

The Green Scholarship Project of FoWI develops and attracts students who excel academically within the forest sector's vulnerable groups. In 2020, we provided scholarships to 257 students through the scholarship project. The scholarships were paid in an amount of up to KRW 3 million per person to students who have strong academic performance, relevant experience in the forest field, and acquired forest-related licenses.

Developing Forest Welfare System for Shared Growth

Promotion of Shared Growth Centered Around Local Communities


Despite the massive stagnation in the tourism sector due to COVID-19, demand for tourism in remote areas is increasing. Under this circumstance, the role of FoWI is to ensure sustainable cooperation, in order to generate income for mountain villages and forestry workers as well as economic revitalization for the local community.




FoWI's Approach

The Agency understands that its organization's unique business and activities may influence the local community and stakeholders' financial and reputational status. Through cooperation with public institutions and local governments, FoWI has discovered new travel destinations and launched new forest tour products in local areas. As such, FoWI aims to strengthen self-sustaining and income-generating capabilities of mountain villages.

Achievements



Generated an income of KRW 643 million for mountain villages



Generated an income of KRW 911 million for forest/farming households and small businesses



Supported 23 social businesses



interview

“FoWI, Setting the Stage for win-win Development with the Community”

Jangseong Cypress Alpine leek Farming Association Corporation
Young-Wan Kim, CEO

Jangseong Cypress Alpine leek Farming Association Corporation is a forest-type social enterprise that operates forest complex management, forest experience activities, and cypress woodworking workshops in Geumgok Film Village near Jangseong ChukRyeong Mountain. In 2020, we were nominated for the Forest Tourism Content Development Contest. In 2021, we participated in the green fund forest and education contest (a win-win field in forestry and mountain villages) to acquire a win-win cooperation.

FoWI's forest tour program has undoubtedly boosted the economy for mountain villages. The surging number of tourists directly affected local restaurants, pensions, bus drivers, alongside with programs that increased awareness of our villages all the while motivating residents to join FoWI's project.

We would like to thank FoWI for visiting and communicating directly with us for the sustainable development of mountain villages. We hope that various support programs will be created to directly benefit the residents of mountain villages.

interview

“FoWI, Growing Together With Market Support for SMEs”

Pinocchio Forest Farming Association
Sung-Ju Lee, Representative

'Pinocchio Forest', a forest welfare specialized forest welfare business located in Sillim-myeon, Wonju City, Gangwon Province, has an experience center, an outdoor botanical garden, a glass greenhouse, and a maze experience center.

Since the implementation of the Forest Welfare Professional System in 2017, we have grown significantly thanks to the support and efforts of FoWI despite difficult circumstances. After the outbreak of COVID-19, FoWI provided practical support by arranging business meetings with KORAIL Tourism Development. FoWI also consulted regarding trends like increased demand for forest tourism and preference for wellness tourism activities. By participating in the forest welfare service voucher support project promoted by FoWI, we have been able to pioneer new markets by promoting collaboration with various support organizations for the underprivileged. As such, through win-win cooperation with FoWI, Pinocchio Forest achieved sales of KRW 2.5 billion in 2020 compared to KRW 100 million in 2017. Private companies are greatly affected by government policies that change rapidly according to the changing environment. I hope that FoWI's interest and support will continue so that private companies can grow firmly in the face of such changes.

Ecosystem Development for the Forest Welfare Industry

To create a sustainable society, companies and public institutions have a responsibility to cooperate with SMEs. It is important to appreciate the value of shared growth and that the growth of partners along with cooperation leads to high-quality forest welfare services and competitiveness.

FoWI's Approach

FoWI supports the growth of SMEs and aspiring startups that deal with forests based on the shared growth promotion system. We contribute to strengthening the forestry ecosystem by developing forest welfare experts through our customized job training programs.

Achievements



Created 4,498 jobs in the private sector



Sales of forest-related SMEs reached KRW 33.2 billion



Achieved ZERO unfair contract cases

Promotion of Shared Growth Centered Around Local Communities

Establishment of Shared Growth Promotion System

FoWI promotes shared growth with SMEs through communication and cooperation. To establish a forestry ecosystem and achieve social value under a culture of shared growth, we implement and monitor the shared growth strategy system.

•Shared Growth Promotion System

Goal	Lead in the shared growth of SMEs, mountain villages, and forestry workers through forest welfare services		
Strategic Direction	Improvement of environment for shared growth	Support of market development	Creation of startup ecosystem
Strategic Tasks	<ul style="list-style-type: none"> Establishment of an organization in charge of shared growth promotion Improvement of fair trade and payment environment Preparation of a system to provide feedback on shared growth performance 	<ul style="list-style-type: none"> Joint promotion of R&D projects Support of innovation and technology development Development of platforms for forest-type SMEs 	<ul style="list-style-type: none"> Establishment and disclosure of data on woodland paths Support of forest-type startups

Improvement of Shared Growth Environment

Installation of an Organization in Charge of the Promotion of Shared Growth

FoWI installed the Promoting Shared Growth Headquarters to lead public - private cooperation and shared growth. The Promoting Shared Growth Headquarters is an organization in charge of projects implemented through cooperation with forest welfare job creations for local communities, private industry fostering, and ICT convergence service development. It was established with a goal to achieve an integrated shared growth management system with the private sector and local communities.

Improvement of Fair-Trade Environment

Improving Payment Environment

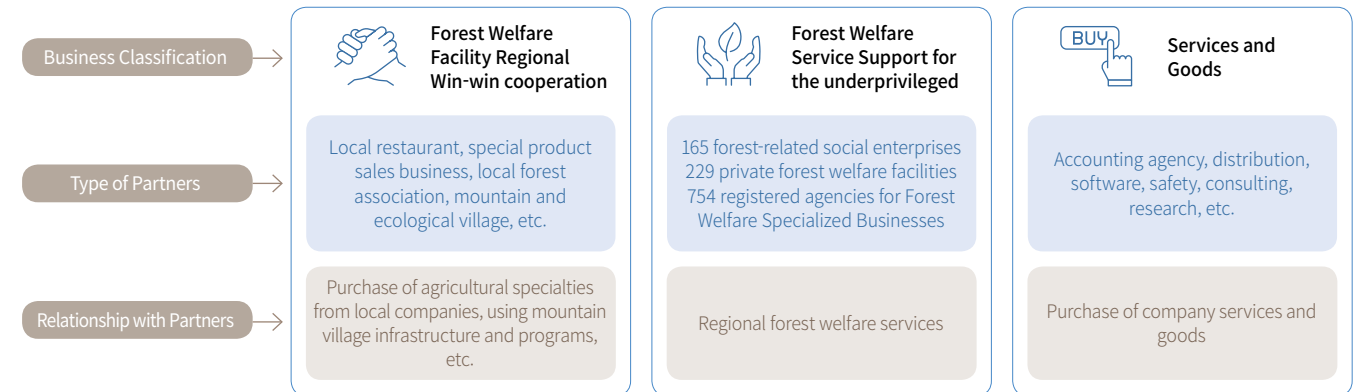
FoWI introduced a payment system to help small and medium-scale partners collect payments, thus spreading the culture of a fair economy. In 2020, we expanded the scope of subcontractor protection from construction works to software development projects. We also made payments to the primary and secondary partners that participated in the woodland path connection network establishment and working clothes design development projects. We will also apply the payment system for shared growth to the institutions that participated in the forest welfare facility establishment projects; holding presentations targeting our partners and increasing education opportunities for our employees.



Unfair Transaction Report Center

FoWI operates the "Corporate Growth Response Center," an internal unfair transaction report center, to initiate corporate reporting and remove unnecessary regulations. By organizing the internal regulatory review committee, we identified and resolved seven administrative regulation cases that could impede corporate and private activities. In addition, we have clearly stated the regulations for handling refund requests and penalties imposed to us and relaxed the regulation that had required the unnecessary submission of paper documents.

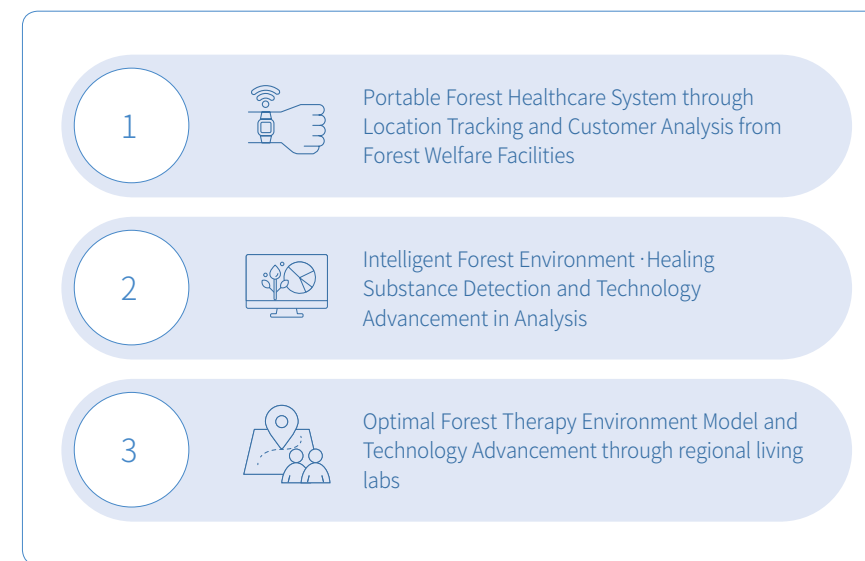
•Cooperation (transaction) status of SMEs and small business owners



Support of R&D and Market Development

Joint Promotion of R&D Projects

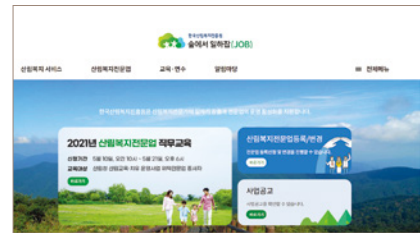
FoWI has co-promoted R&D as a consortium with local universities and small businesses in the field of agriculture, marine, and smart healthcare. Based on the cooperation with SMEs, with smart technology, and universities, we presented safe forest road-based exercise therapy and prescription management service models; securing R&D costs for wearable device development.



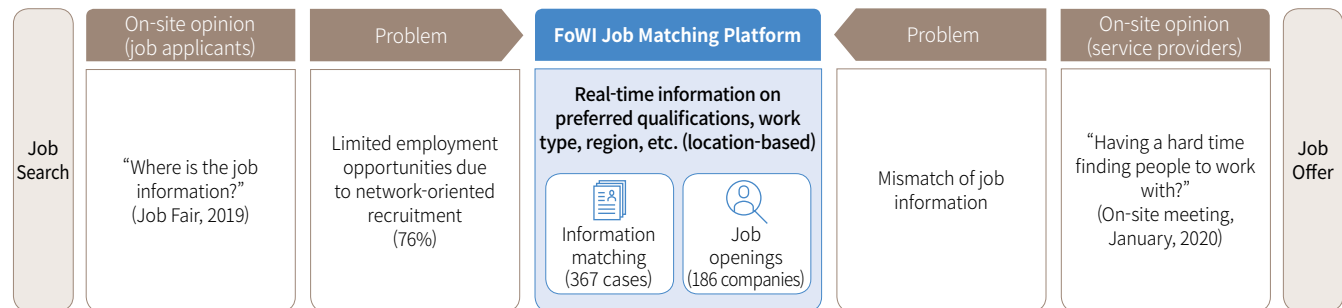
Through the three studies, FoWI is expected to discover, create, and improve the optimal forest environment with effective forest therapy. Moreover we will prescribe and manage forest path walking that is suitable for one's health, in real-time, through the app.

Development of Market Support Platform

FoWI developed an inaugural market support platform within the forest sector, exclusive for SMEs, to lay the foundation for industrial growth. In 2020, a forest welfare job matching platform that links supply and demand, provided crucial job-related information to job seekers. In fact, 367 pieces of data for business matching were given to forest welfare professionals. Companies are expected to diversify their profit business channels from 2021.



FoWI job matching system website



Support for a Testbed for Innovative Prototypes

FoWI actively participates along with institutions' to serve as an innovative prototype testbed for the Public Procurement Service. We conducted a field test of the AI video analysis system using AI video equipment in relation to forest welfare facility users of various age groups. We also supported commercialization of the products of SMEs by serving as a testbed and providing feedback. Additionally, we discovered competent startups, ones that had been established within the last 7 years, and gave support in the form of KRW 30 million as customized technology development costs (for VR, AI, and IoT fields).

Creation of a Shared Growth Ecosystem

Support for Building the Job Competency of Partners

FoWI performs educational support activities to improve job competency levels of small and medium-scale partners. We supported education on virtual service development and operation, targeting 109 public project implementing organizations that participated in the forest experience education project. Moreover, for private forest welfare sector operating forest education businesses, benefits such as working clothes, education and training expenses, and the mandatory registration of the four major insurance policies were provided.

Cooperative Profit Sharing

Cooperative profit sharing is a system through which public enterprises and SMEs share their performances upon fulfilling goals. It is aimed at supporting the growth of SMEs and in maximizing the value of shared growth. In 2020, FoWI provided disease prevention items to 63 SFWBs that suffered damages due to COVID-19 to improve their safety management.

Support for the Welfare of Partners' Employees

FoWI developed a separate forest train tour program for the employees of SMEs. We provided the tour program using the SME welfare platform, and also offered a 30% discount on programs and lodging facilities offered at the 15 forest welfare facilities across the country.

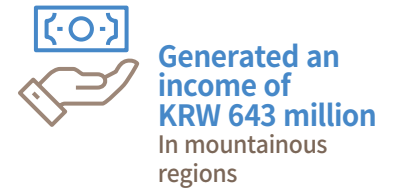


Cooperation with KORAIL Tourism Development

Local Development

Activation of the Tourism Industry in Local Communities

FoWI expanded and operated regional forest tourism products to revitalize the mountain village economy and overcome the regional crisis caused by COVID-19. In collaboration with KORAIL Tourism Development Co., Ltd. and Small Business Market Promotion Agency, we operated the "Forest Tour Train" program combining forest tours, train trips, and tours of a traditional market. As a result, the number of mountain village tour product users in 2020 increased by 3.5 times from 2019 to 2,623. Additionally, mountain villages generated an income of KRW 643 million.



Development of Care Infrastructure Based on Forest Therapy

FoWI established forest therapy-based care infrastructure for people caring for the disabled by developing a public - Private - government cooperative network. We established a cooperative network with five organizations, the Daejeon Metropolitan Government, the Center for Independent Living, Volunteer Center, and Private forest welfare sector. Through the network, we shared resources and secured a counter for integrated care service. Upon the request of caregivers, we provide supporting vehicles and helpers for the disabled. This project was shared and spread to 8 platforms nationwide through the 'Social Innovation Hanmadang' of the Ministry of Public Administration and Security.

Support of the Economic Activities of Local Small Businesses

FoWI has developed and distributed virtual forest welfare kits. We aim to resume economic activities of forest based SMEs and local small business owners that have stagnated due to COVID-19. Virtual kits are products composed by utilizing forestry products, forestry workers, or woodworking products of forest welfare professionals in the community. Through the production of these kits, local small business owners such as forestry workers generated KRW 900 million in income.

Support of Social Business*

FoWI supports social business to provide stable services in their respective local communities. Through regular meetings, we identify the needs and formulate support measures. In 2020, we established a public contest project in aims to cooperate with mountain villages, expanding our relevant businesses to 4 billion won, doubled from that of 2019. As the entry barriers for social business were eased and improved systematically, 23 social businesses were selected. A total of 4 enterprises were increased, compared to the previous year, to be promoted by FoWI and receive necessary support.

* social business : social enterprise, cooperative, community business, etc.



Ecosystem Development for the Forest Welfare Industry

Forest Welfare Job Creation


Job Creation System

FoWI established its 5-year goal to create sustainable jobs, with strategic directions divided into public, private, innovative growth, and inclusive jobs.

Vision	Create sustainable and stable jobs to lead the forest welfare ecosystem		
Strategic Directions	Create high-quality public jobs	Expand private jobs through links to main business	Promote innovative growth and inclusive job creation
Tasks	<ul style="list-style-type: none"> Expand public jobs (quota) Expand job sharing Improve treatment for employees of subsidiaries 	<ul style="list-style-type: none"> Support private forest welfare startups Support of fostering SFWBs Empowerment of future talents 	<ul style="list-style-type: none"> Green new deal based local job development Development of digital new deal linked data-related jobs Provide jobs to the socially vulnerable

Job Creation Performance

FoWI is actively implements the government's work policies, such as converting temporary to permanent jobs and creating private jobs. In 2020, we have created more job opportunities for the vulnerable group. We also created jobs in the private sector by establishing an employment platform and expanding job matching and on-the-job training.

 Created **4,498** private jobs

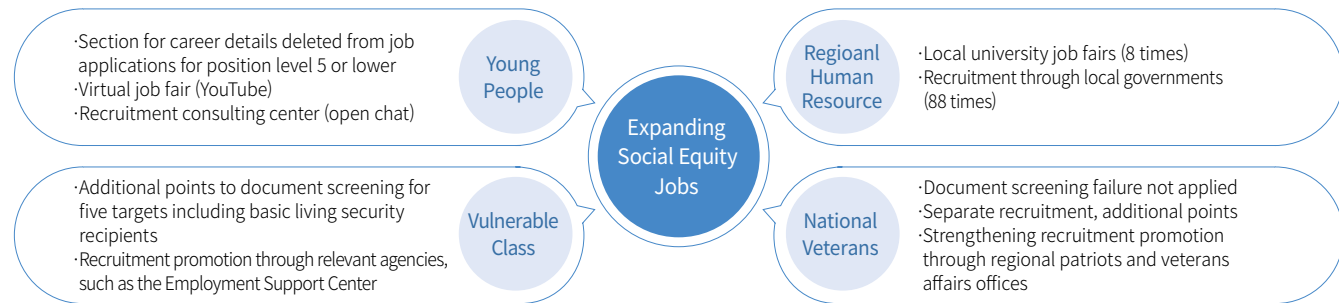
Job Creation Road Map in 2025

(Unit: Jobs)

Category	Introduction (2017 - 2019)	Expansion (2020 - 2023)	Advancement (2024 - 2025)
Public	492	728	738
Private	3,312	5,680	6,906
Total	3,804	6,408	7,644

Expanding Social Equity Jobs

Apart from our mandatory recruitment and voluntary acceptance of the vulnerable group, FoWI continues to expand opportunities for the minorities through advanced customer analysis and management system.



2020 Social Equity Recruitment Goals and Results

	The Disabled	High School Graduates	Young People	Local Personnel	The Vulnerable	National Veterans
Government Policy Criteria Targets	14	9	12	36	-	15
FoWI Performance	18	10	82	78	1	23

Internship Cooperation for Regional Human Resource's Empowerment

FoWI has pledged business agreements with educational institutions to build and develop competence. In 2020, we promoted job experience, job search mentoring, and job counseling for 9 forest colleges in 5 regions and 1 agricultural Meister high school. We are also providing scholarships for regional human resource and will continuously attract future talents for forest welfare.

 Job-matching Program Partnered with Educational Institutions: supported **732** people

Job Opportunities and Training Programs for the Disabled

FoWI is developing duties suitable for the disabled and promoting occupational programs as well as training programs with relevant organizations, such as Korea Employment Agency for Persons with Disabilities, and other private agencies. We developed six duties suitable for the disabled by understanding their needs and characteristics through field interviews. In 2020, we provided job counseling, job experience training by duty, mentoring support, and physical and mental therapy programs to 16 people with disabilities. In addition, we held a job camp for the disabled at NCFE, Chilgok and provided the participants with theoretical and practical training on forest education and therapy, facility management, and production of teaching aids, which are key elements in the field of forest welfare. We will continue create job opportunities within the forest welfare field that are suitable to the disabled.



Job training program for the disabled

Life Planning for the Retired

To support the retired and soon-to-be retired in planning their life, FoWI initiated the "Forest Welfare Job Camp to Start Again in the Forest 2020" at NCFE, Hoengseong. This curriculum was provided to 34 prospective retirees, including those who are expected to be discharged from the military, who are interested in forest welfare jobs, and conducted hands-on training courses to support obtaining certificates in the forest sector.



Forest Welfare Job Experience Camp for the Retired

Case



Establishing a Global Partnership for Forest Welfare

As promoting human health through forests is becoming prevalent due to COVID-19, FoWI has examined various strategies to expand its forest welfare business to the third-world countries. Hence, NCFE, Yangpyeong constructed a forest welfare support program targeting the third world countries and an international hospital & health-care NGO, 'Global Care', apart from providing 80 forest therapy kits to underprivileged children in Niger, Africa (March 2021). As such, the forest welfare has enabled us to formally initiate the mitigation of global social challenges.



Support for non-face-to-face forest therapy kits for teenagers in Niger, Africa

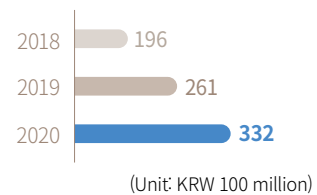
Meanwhile, the Food and Agriculture Organization of the United Nations (FAO), which has been conducting research on the intrinsic function of forests, first published the 'Forests for human health and well-being' report related to COVID-19. We were given the opportunity to promote our major forest welfare projects and their effects on public health at the commemoration seminar(October) that gathers experts from various countries, including Finland and Indonesia. FoWI plans to strengthen its global partnerships on the forest welfare division, in line with the 15th World Forestry Congress (WFC) to be held in May 2022. Specifically, we plan to discuss and share our research findings on forest welfare by holding a 'Forest Welfare International Conference' in October 2021 with over 200 experts from 5 countries, NGO activists, and organizations including the Korea Forest Service, the United Nations Food and Agriculture Organization (FAO), the International Union of Forest Research Organizations (IUFRO), and the Asian Forest Cooperation Organization (AFOCO).

Supporting and Fostering of SFWB

To strengthen the competency of SFWB, FoWI identifies their weaknesses through assessments to help them improve upon. To succeed in this, we developed five management capability indicators including business plan, network, and marketing capabilities and nine service capability indicators, such as program development, certification, and business customer management. In 2020, a total of 188 institutions were assessed on their management and service capabilities based on these indicators. Then, we proposed the direction for developing institutions based on their competency levels into the categories of intensive management, weakness in management, weakness in service, and growth support. As a result, the sales of forest welfare in 2020 increased by 27.2% year-on-year, and FoWI was selected as the “2020 Best Job Cases in Korea” by the Presidential Job Committee.



Sales in Forest Welfare Field



•Direction of Fostering according to SFWB's Growth Level

Category	Activities Performed	Performance
Intensive management	<ul style="list-style-type: none"> •Provided information on job projects •Jointly developed and operated programs •Supported items and office spaces 	<ul style="list-style-type: none"> •Link to central and local governments, public contest, and other fields •Distribution of job information, such as information on projects (31 types) •1:1 mentoring on program planning and development, operation and feedback (6 times) •Support of teaching aids, microphones, disinfectants, thermometers, and office space (43 locations)
Weakness in management	<ul style="list-style-type: none"> •Provided in-person consulting services after forming a team of experts from the fields of business management and business planning, etc. 	<ul style="list-style-type: none"> •Application of consulting business 7%↑ : 78.3 points → 83.8 points
Weakness in service	<ul style="list-style-type: none"> •Expanded private program certification by distributing high-quality programs and supporting analysis on the effectiveness of said programs 	<ul style="list-style-type: none"> •Nationally certified programs owned by private sector 217.5↑ (40 in 2019 → 127 in 2020)
Growth support	<ul style="list-style-type: none"> •Executed business matching (non-public projects) •Supported teaching aid commercialization and market development 	<ul style="list-style-type: none"> •Support on copyright registration, design patent application, and KC certification (1 institution) → Sales in 2020: KRW 27 million •Development of service-related programs and personnel link to recreational facilities owned by company (5 times)

Fostering Forest Welfare Experts

Status of Certificates Issued for Forest Welfare Experts

FoWI is working to obtain a SFWB qualification via its relevant management system. We manage five different types of qualifications including forest interpreter, forest guide for little children, forest trekking guide, and forest therapy instructor levels 1 and 2. As of 2020, 21,754 of the 23,443 SFWB-qualified employees were forest education experts, while 1,689 were forest therapy instructors.

Category	Total	Forest Education Experts			Forest Therapy Instructor	
		Forest Interpreter	Forest Guide for Little Children	Forest Trekking Guide	Level 1	Level 2
Number of issuers (cumulative)	23,443	14,083	5,656	2,015	300	1,389
Number of issuers (2020)	3,334	1,551	991	386	101	305

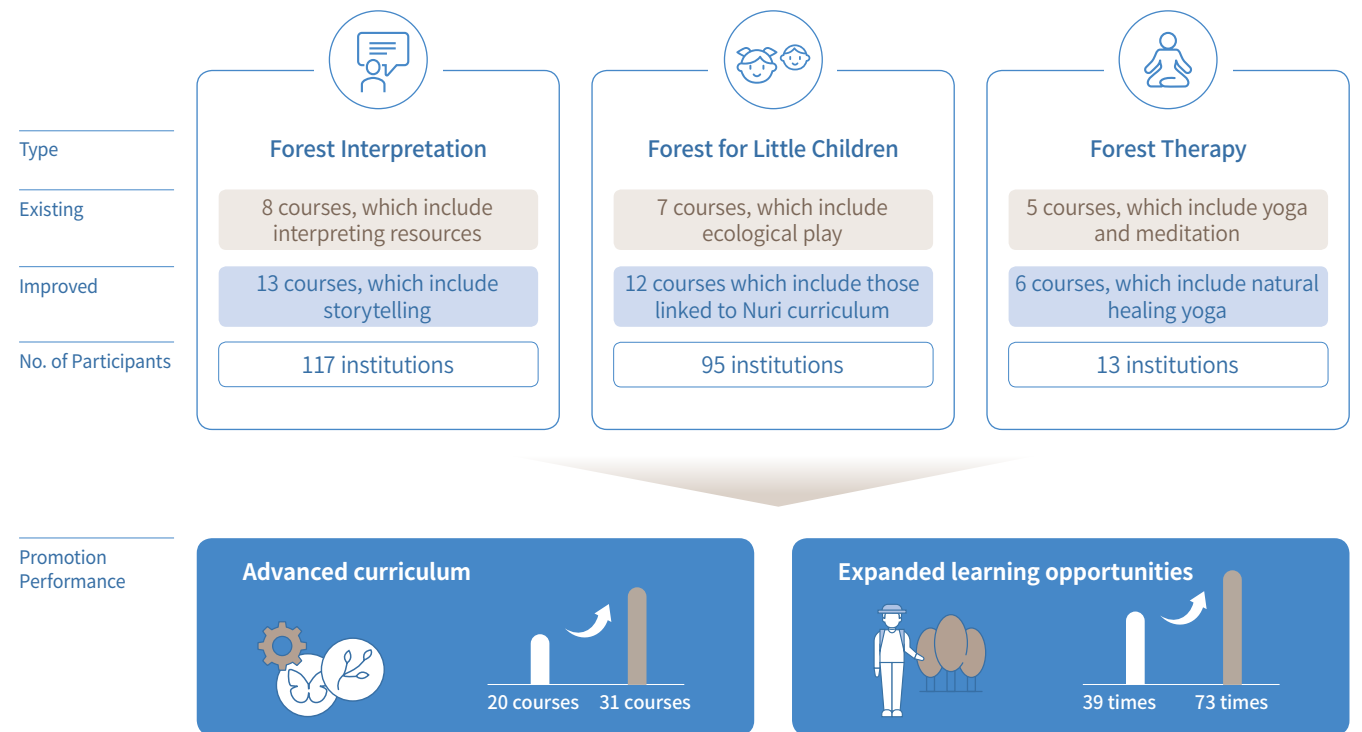
Job Training for Forest Welfare Experts

Due to the lack of diversity in job training courses, FoWI created various job training programs for forest welfare experts. Our curriculum is built upon the stakeholders' opinions and analysis results on the preference and competency level for each field. The increased frequency of training programs resulted in a considerable number of participants. In 2020, 4,701 people from a total of 225 institutions participated. In 2021, we will continue to diversify and improve the quality of education for forest welfare experts.

Virtual Job Training

Due to the spread of COVID-19, FoWI offered virtual learning programs in place of on-site education. We were able to leverage the advantages of virtual learning to create an educational content centered on the compulsory forest welfare courses. We used YouTube and Band channels to provide the education, which are easily accessible to people in their 50s and 60s. In 2020, a total of 2,718 people received our virtual learning programs, reducing our budget by approximately KRW 60 million.

•Customized Education by Type



Cultivating an Organizational Culture Based on Sustainable Management

Job Satisfaction in the Workplace

An organizational culture that strongly values job satisfaction for employees is highly associated with the organization's sustainable growth. Considering the stricter policies imposed on human rights management by the National Human Rights Commission as well as the heightened expectations of non-financial (ESG) information disclosure, FoWI fully recognizes the importance of protecting the rights of our stakeholders.

FoWI's Approach

FoWI is committed to practicing people-oriented management system to ensure that all citizens and its employees are satisfied and respected. We provide a range of educational programs to attract forest welfare experts and campaigns requiring employees to leave work on time every Wednesdays and Fridays to guarantee job satisfaction. Additionally, we cultivate an organizational culture that respects our employees and stakeholders through comprehensive education on human rights.

Achievements



ZERO
recruitment corruption



Re-obtained "Family-friendly Company" certification from the Ministry of Gender Equality and Family



Human rights education completion rate 100%




interview

“FoWI, Thriving with Employees”

Human Resources Development Team
SangKeun Lee, Assistant manager

With a mission of "pursuing public happiness through inclusive forest welfare services," FoWI hopes to achieve long-term growth of our employees.

To strengthen the foundation for growth of our employees, we have adopted an employee-focused personnel system, including work performance evaluation, promotion, transfer, and professional position system. Competency models and behavioral indicators for each position were established for systematic education and training, while professional education was provided to each field. In addition, FoWI initiates the Forest Welfare Academy every month to internalize the core values of the organization, such as natural sensibility, through lectures by special guests.

Given the nature of FoWI, it is necessary to cultivate a voluntary learning culture. This could include a learning organization (CoP), reading management, and even the development of in-house instructors for self-development. Because affiliated institutions are located throughout the country, this should be handled by an affiliated institution rather than a company-wide system.

Having worked at FoWI since it was first established, I have personally witnessed the institute's steady growth. Despite the fact that many aspects remain unsatisfactory, we anticipate bringing more positive changes in the future, as we have in the past.



interview

“FoWI, Taking the Lead in Spreading a Corporate Culture of Integrity and Transparency”

Audit Office
Suln Youn, Assistant manager

FoWI is working hard to spread a culture of anti-corruption and integrity. To strengthen the role of communication facilitator connecting the field and headquarters, we have launched the 'Voice of the Field' communication channel. We have also actively promoted the 'Anonymous Reporting Channel' to establish a sound reporting culture and took prompt and strict measures against detected cases of misconduct. By doing so, we have even resolved the blind spots of corruption among the affiliated organizations.

To establish a transparent corporate culture, it is necessary to avoid uniform, one-off events that are planned by only considering the scale, target, and performance. Furthermore, there is a need to spread a culture that permeates integrity into daily life through local-customized activities that any employee of FoWI can easily participate in.

Myriad people are working hard to enhance FoWI's corporate culture. Organizational culture can only be developed when all employees join in, beyond the department in charge. To establish a culture of transparency and integrity, we will promote related activities by encouraging all executives and employees to participate more actively. In addition, we will respect and accept novel ideas suggested by our new employees, vivid opinions of employees in their 20s and 30s, and sincere feedback from the leaderships.



Organizational Culture of Integrity and Transparency

The government plans to eradicate corruption and make Korea a country of integrity with various goals such as the five-year anti-corruption plan, and ranking in the top 20 of the international corruption perceptions index assessment by 2020. With the strengthening of public institutions' integrity to the public's standards, 'active administration,' 'abolition of abuse,' and 'fulfillment of social responsibility,' and other ethical management factors are being emphasized to enhance the level of integrity that people expect from the public sectors.

FoWI's Approach

In order to improve transparency and reliability, FoWI adopted the international-standard anti-bribery management system (ISO 37001), to identify and improve upon areas susceptible to corruption. We are also internalizing employees' ethical awareness by sharing cases of abuse and unethical thinking while providing education to build competencies in integrity and ethics.

Achievements



Obtained certification for anti-bribery management system(ISO 37001)



ZERO cases of illegal use of lottery fund



ZERO personal information leakages

Job Satisfaction in the Workplace

Procurement and Maintenance of Human Resources

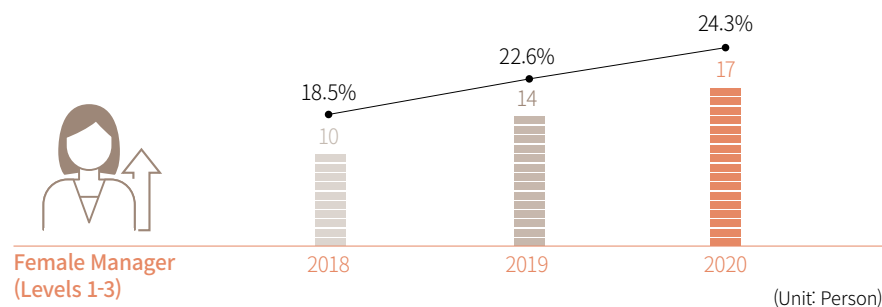
Fair Recruitment and Talent Retention Suitable for FoWI

FoWI has improved the recruitment system to address discrimination factors of eligibility for each position and to fundamentally block hiring irregularities. In order to resolve the discriminatory factors for application qualifications, the "Academic Qualification" standard, one of the first-time level 5 applicants, was revised to "No Restriction" to ease entry barriers for level 5 applications. By constructing and maintaining a preliminary candidate notification system, such as publishing the preliminary candidates' rankings, we have broadened the applicant's right to know so that prospective candidates can be prepared in advance for the next step. In addition, we have created specific steps to help the victims through screening and enhanced the verification system to verify them in order to prevent the source of job corruption. As a result, according to the employment inspection conducted by the Korea Forest Service in 2020, there were no corruption-related points, and the employment satisfaction level of new employees was 4.36 points (based on 5 points), up to 1.8 percent from 2019.

FoWI performed a job satisfaction survey for applicants and gathered employee feedback. In 2020, we built a job competency-based recruitment system. Our employment type and job description are determined through an internal pre-demand investigation process. In addition, we have developed interview questionnaires for each job so that evaluation centered on job competency can be conducted, and we have doubled the interview duration to strengthen job competency verification. We are making efforts to select excellent talents suitable for FoWI, such as strengthening personality interviews that reflect the talents of our institute.

Attracting Female Leaders of the Next Generation

FoWI develops female leadership training curriculums and operates a non-discriminatory promotion system in order to systematically manage and develop the increasing number of female employees into middle and high-ranking managers. In addition, we establish long-term goals for female managers and executive appointment and are continuously promoting system improvements with a goal of creating a working environment that promotes gender equality. In 2020, FoWI became the first public institution under the Korea Forest Service to appoint the first female head of Management Planning Headquarters. Furthermore, the ratio of female managers reached 24.3%, a 1.7% increase from the previous year, and the ratio of female executives reached 33.3%, far exceeding the government target and the average of public institutions by more than 10%.



Developing Talents Specialized in Forest Welfare

Enhanced Job Expertise

In order to attract welfare service experts to create and lead future value, FoWI provides professional educational programs based on the strategic directions for fostering experts. In 2020, we developed eight educational courses for the "key areas" and "specialized areas" to improve the employees' competencies for basic duties and specialized competencies for forest welfare services, such as forest education, therapy, and recreational activities.



Category	Area	Description
Key Areas (Basic duties)	Forest Education	Forest education program development, demonstration, and assessment techniques, teaching method
	Forest Therapy	Forest therapy resource analysis, understanding of targets, and analysis techniques
	Recreational Activities in the Forest	Completion of forest recreational activity and exploration activity leaders fostering course
Specialized Areas (Specialized positions)	Auditing	Understanding of public audits, establishment of anti-corruption management system
	Information Security	Information protection and personal information management system, workshop of persons in charge of informatization
	Statistics	Basics of statistics, application of statistics, data analysis and processing, quality management
	Health and Safety	Fire safety management, material safety and special safety and health, disaster response
	Finance and Accounting	Service contract and budget accounting, national fund management, workshop of persons in charge of accounting

Advanced Customized Education by Rank

To attract talents, FoWI supports employees' growth by developing competency models for each position with the organizational environment and policies.

Position Level	Key Competency
Levels 1 - 2	Organization operation, planning, performance management
Level 3	Middle manager leadership
Level 4	Followership
Level 5 and Lower	Basic knowledge

Exchange of Human Resources with Public Organizations

FoWI has established the personnel exchange program to increase driving force for cooperation and performance creation among public organizations. We derived priorities in exchange for project operation and business management through a survey on employees. Furthermore, we secured a pool of target organizations with consideration given to management assessments and location of the organizations. In 2020, we exchanged human resources with Korea National Park to strengthen customer service through various cooperative projects.

Specialized Position System

FoWI initiated a specialized position system in order to ensure rational management of positions, and clarified the specialized positions and system operation criteria. We segmented positions by collecting employees' opinions and established requirements for each position, such as ranks and experiences. As a result, the number of specialized positions doubled from 4 in 2019 to 8 in 2020. The specialized position system is expected to contribute to strengthening our employees' expertise and productivity by duty.

Work and Life Balance

Family-friendly Benefits Support

FoWI encourages and supports employees to maintain a balance between their work life and personal life by operating a variety of systems and facilities relating to childbirth and care. We adhere to the government's policy of balancing work and personal life by offering employees a variety of work-related leaves, such as leave in the case of a spouse's abortion or stillbirth, special leave for infertility treatment, maternity leave, and family care leave. Furthermore, employees on leave were excluded from the work ability evaluation and given an intermediate grade to eliminate the discriminatory factors against parental leave. 2 people on parental leave were promoted in 2020 as a result of the opportunity for a promotion review.



Re-obtained **Family friendly Certified Company** certification from the Ministry of Gender Equality and Family (as of 2020)

•Benefits System Use

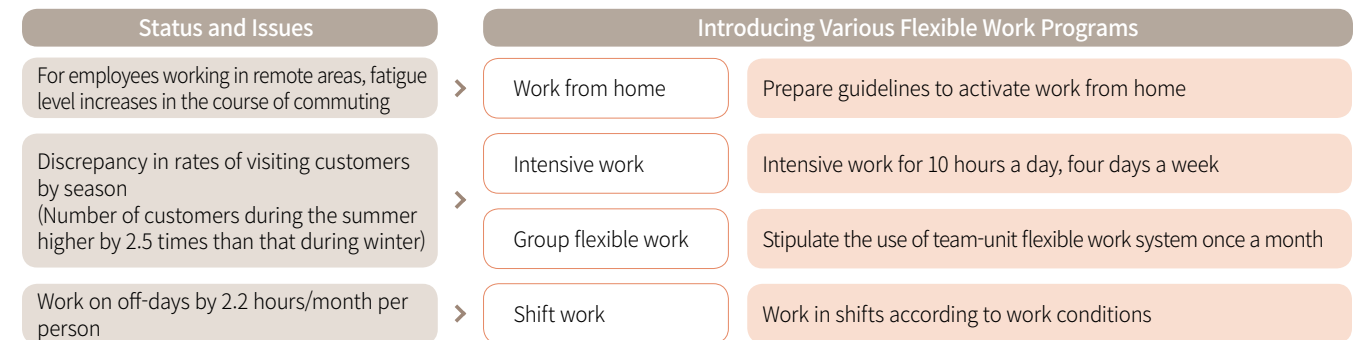
Category	2018	2019	2020
Male employees who used maternity leave	8	9	7
Female employees who used maternity leave	5	9	5
Employees who used parental leave	17	28	26
Male employees who used parental leave	5	7	7
Female employees who used parental leave	12	21	19
Employment retention rate for reinstated workers on parental leave	66.67%	90.9%	100%

Expansion of Flexible Work Program

In 2020, FoWI launched a forest welfare-type flexible work program in consideration of the employees' access to the workplace and multi-use forest welfare facilities. To cultivate a culture that encourages work and life balance, we have initiated the "Life with Breaks" campaign that requires employees to leave work on time every Wednesdays and Fridays.

(Unit: people)

Year	time selection system	flexible working system	remote work system
2018	4	114	-
2019	12	165	-
2020	6	215	357



Horizontal Communication Channels for improving Organizational Culture

FoWI operates a number of communication channels in order to encourage proactive communication between executives and employees, ultimately creating culture with high job satisfaction and work immersion. The 'visiting director's office', where the head of the institute directly visits the agency located across the country and communicates with the field staff, has been running for the second year since last year. However, in 2020, due to the prolonged COVID-19 outbreak, we replaced it with an 'online visiting director's office' and conducted 7 virtual meetings with field-employees.

In order to narrow the social distance, which is a disadvantage of virtual communication, we have newly established the 'FoWI communication tree', a brownback meeting method. Seven executives and staff, including the head of the organization, held 7 meetings to discuss for the development and management of the organization, and strengthened on-site close communication where the head of the organization directly listens and answers. Through these communication channels, we accepted the demand for easing the wage gap between civil servants and regular employees, and applied a differential increase rate (3.6% for civil servants, 1.4% for regular employees) to raise wages. In addition, in 2020, a private 'executive chat room' was launched in the in-house groupware where all employees can communicate directly with executives privately. We aim to create a work environment that is full of mutual respect, understanding and consideration among employees through horizontal and open communication.



FoWI Communication Tree

Human Rights Management

Human Rights Management System

FoWI strongly values the human rights of our stakeholders, employees, affiliated organizations, and local communities. We are committed to creating a culture that respects everyone's rights through human rights education and relevant training programs.

•Human Rights Management System

Key Tasks	Improve human rights management system	Cultivate a culture that respects human rights	Reinforce the value of human rights management	Provide more comprehensive forest welfare services
Detailed Tasks	<ul style="list-style-type: none"> Launch human rights violation report channel Establish human rights regulations 	<ul style="list-style-type: none"> Strengthen human rights management competency Develop and expand human rights-related content 	<ul style="list-style-type: none"> Extend human rights management to subsidiaries Strengthen customers' human rights protection 	<ul style="list-style-type: none"> Expand green infrastructure Expand the benefits of forest welfare vouchers

Improving Human Rights Management Awareness and Strengthening Education

FoWI is strengthening human rights education for employees each year by developing educational programs customized to each worksite to ensure compliance to human rights policies and increase their awareness of human rights management. As a result of the effort, all our employees completed the human rights management education in 2020. Additionally, we strengthened the education on abuse prevention, workplace bullying, and the four types of violent offenses. We also increased the sensitivity of these topics by engaging employees from all departments with talks on how to respect human rights. Meanwhile, we have made appropriate efforts to strengthen the protection of disabled and children's human rights within the private forest welfare sector by offering relevant human rights education in curriculum for forest welfare professionals, our key stakeholders. As of 2020, 2,205 professional workers have completed human rights training.



Human Rights Violation Report Channel

In October 2020, FoWI initiated a human rights infringement and power abuse report channel in its ERP system and website to monitor human rights infringement cases and provide appropriate solutions. Additionally, to actively respond to and eradicate sexual harassment and violence, we fully amended the guidelines on prevention of sexual harassment and violence.



Case Handling System	Damage Report	Prevention of Secondary Damages	Strengthened Employees' Awareness
Established a manual for handling cases, extending from submission to follow-up management	Established a procedure for reporting by a third party (an example of a third party being a witness)	Established regulations for any secondary damage and imposed strict penalties upon any violations	Acquired budget for sexual harassment and violence prevention education and 100% completion rate by employees

Human Rights Impact Assessment

FoWI examines the level of human rights management in order to identify human rights risks that can occur during corporate activities. In 2020, we received an assessment from an external expert about the level of our human rights management in nine areas of organizational operation and six areas of business management. The assessment's conclusions were "safe," and we generated short to mid-term human rights management activities, including seven tasks related to organizational operation and two tasks related to major projects.

Strengthened Human Rights Management of Subsidiaries

In 2020, FoWI conducted the first human rights status survey targeting the employees of subsidiaries. The need to create a flexible organizational atmosphere and mitigate discriminatory treatment has become necessary according to the investigation results of the level of human rights protection and the parent company's division of power. Accordingly, we managed four human rights management-related regulations and manuals, and alleviated 35 cases of illegal and unfair contracts.

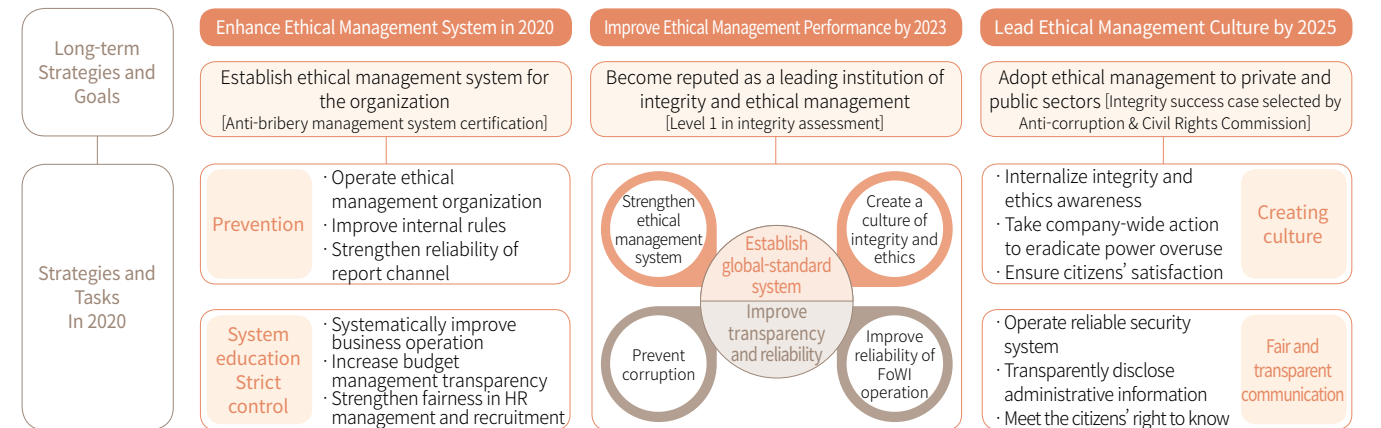
Organizational Culture of Integrity and Transparency

Strengthened Ethical Management System

Compliance and Ethical Management Promotion System

FoWI established the compliance and ethical management promotion system in order to strengthen transparency and reliability of its operating system and practice ethical management that ensures satisfaction from the citizens. With a goal of being designated as an integrity success case of the Anti-corruption & Civil Rights Commission by 2025, we practice ethical management by preventing anti-corruption risks amongst other hazards.

•Compliance and Ethical Management System



Operation of Ethical Management Organization

FoWI is actively practicing ethical management and performing systematic activities under the ethical management organization. In particular, the organization is dedicated to establishing ethical organizational culture by playing various roles in terms of making important decisions for ethical management and promoting system improvement tasks.



•Ethical Management Organizational structure

Duty	Organization	Role
Exclusive in Charge	Departments in Charge Audit Division (supervising), HR (HR management), Strategy Planning (organization)	Anti-corruption and integrity policy, organizational culture improvement, work and life balance policy
Leader	Young Leaders Integrity and Ethics Leaders, FoWI Challengers	Integrity inspection and counseling, integrity campaign in the respective regions
Communication	Hot-Line Visiting Director's Office, Voice of the Field	Communication channel through which complaints from the field are received and handled
Cooperation	External Experts Integrity Ombudsman, Citizens Group	Advising on ethical management, monitoring on elements to impede integrity of FoWI

Strengthened Reliability of Reporting Channels

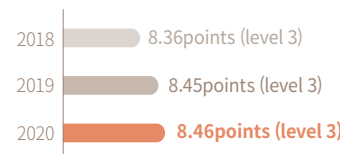
FoWI's reporting channel is operated under the mission of "compulsory handling and resolving of issues". While operating the anonymous reporting system with the highest priority on whistle blower protection, we actively engage with our employees by launching a reporting channel at the help desk of the Audit Division, an internal business network. Additionally, we have elevated ethical awareness and earned credibility for our reporting system by taking strict measures against corruption cases identified through the process of internal reporting and inspection.

Cultivating a Culture of Integrity and Ethics

FoWI is making various efforts to internalize the integrity and ethics awareness. We provide education to build employees' competency for integrity and ethics according to their positions and duties. We offer personalized education based on the employees' level of understanding of the related subjects and characteristics of their operations. Additionally, we have the "integrity mileage" system to award "FoWI integrity of the year" citation to employees who performed successful anti-corruption activities so as to encourage employees' voluntary participation in said activities. We also operate a number of integrity and ethics programs including the "new understanding of integrity" program to share cases of power abuse and unethical thinking as perceived by employees. As a result of the effort, 95% have responded "very safe" on the '2020 ethics awareness survey'.



Integrity Assessment by Anti-corruption & Civil Rights Commission



•Integrity and Ethics Empowerment Education Program

Integrity and Ethics Empowerment Education Program		
By Position	Management	Education on anti-corruption management leadership (compulsory)
	Position Holder	Forum-type education on prevention of four violent offenses (6 hours/person)
	New Employee	Education on basic knowledge for public service ethics (2 hours/person)
	All Positions	Education on the Solicitation and Graft Act, integrity, and whistle blowing (7 hours/person)
By Duty	Integrity-related Duty	Education on anti-corruption management for integrity and ethics leaders (18 hours/person)
	Accounting Duty	Education to strengthen job ethics of accounting managers (4 hours/person)
	Customer Contact Point	Education on receiving customers as sexual harassment offenders (compulsory)

Preventing Corruption in Management Activities

Systematic Improvement and Increased Transparency in Budget Operation and Management

FoWI prevents corruption by systematically improving its key businesses. First, to improve on the continuous occurrence of errors in relation to the green fund project cost execution, we provided education to prevent illegal use of funds, executed monthly monitoring sessions, and received external accounting consulting services. We also increased fairness in the budget management process by establishing the "criteria for elimination from selection of judges." As a result, we recorded zero cases of illegal green fund use in 2020.

Operating an Effective Internal Check System

In order to practice audit operations centered around field support, FoWI established internal audit strategies based on the results of internal and external environmental analysis. Under the three strategic goals, which are to strengthen internal check, support management activities, and innovate active administration, we derive the promotional strategies, and by doing so fundamentally blocking out corruption.

Internal Audit Strategies and Internal Check System Implementation Performance in 2020

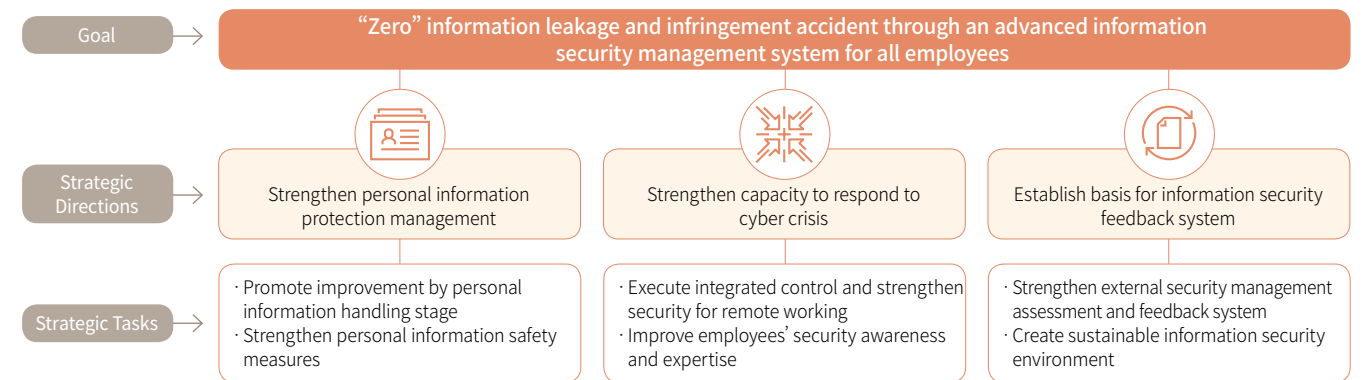
Vision	To realize compliance and ethical management through active administrative innovation beyond the promotion of anti-corruption and integrity							
Goals	Strengthen internal checks		Support management activities			Promote active administrative innovation		
Strategies	<ul style="list-style-type: none"> Improve auditor independence and expertise Operate two-stage autonomous compliance system 		<ul style="list-style-type: none"> Communicate actively with the field Promote audits in the form of operational support 			<ul style="list-style-type: none"> Create conditions for active administration Create substantial outcomes of active administration 		
Internal Check System	Activities Performed	Total	Service auditing	Daily auditing	Active administration	Pre-consulting	Corporate credit card inspection	External lecture inspection
		5,090 times	6 times	138 times	4 times	7 times	4,785 times	150 times

Cyber Security Management

Information Security Management System

Due to the nature of our service that is used by more than 300,000 users annually, managing information security is a crucial issue for us. Hence, we have established and operated an information security management system for thorough information security.

•Information Security Management System



Establishing a Basis for Information Security Feedback System

FoWI acquires stability of its information and communications network by receiving information security management assessment and feedback from the National Intelligence Service. We identified and implemented short-term tasks in order to improve upon the insufficiencies as identified from information security management assessment in 2019 based on the PDCA cycle. In addition, we completed network separation in all worksites in order to establish a basis for a sustainable feedback system and built a foundation for response to internal and external security threats by preemptively upgrading the operating system for which technological support will soon be terminated.



Ranked 1st in information security management status assessment by National Intelligence Service (among quasi-governmental organization of medium-small scale)

Strengthening Personal Information Protection Management

In order to strengthen stability of personal information management, FoWI increased the security of personal information handling throughout the entire process extending from information collection to management, use, provision, to destruction. We improved the personal information collection form with a goal to prevent the risk of information leakage caused by excessive personal information collection. We also checked the retention status of information with which the information holders can be identified, such as resident registration numbers, and other such encrypted information. Additionally, we strengthened complementary education courses for personal information inspection so as to increase employees' awareness of voluntary protection of information assets. Regarding our information protection management, we obtained the highest level at the personal information assessment of the Ministry of the Interior and Safety in 2020. We also recorded zero cases of personal information leakages.



ZERO personal information leakages

Strengthening Cyber Attack Prevention

In line with the continuous increase of information leakage incidents and cyber threats, FoWI strengthened their cyber security control system. We block harmful IPs by establishing the integrated security control system (SIEM: Security Information and event management), and effectively prevent cyber threats by introducing SPF (sender policy framework) technology. Additionally, we improved the security of business data during remote work by establishing the information security guidelines and advanced VPN management. Furthermore, we increased expertise of security managers by organizing internal drills to prevent cyber-attacks.



Ministry of the Interior and Safety Obtained **highest level (A)** in personal information assessment



FoWI Sustainable Fundamental

Governance
Risk Management

60
62

Governance

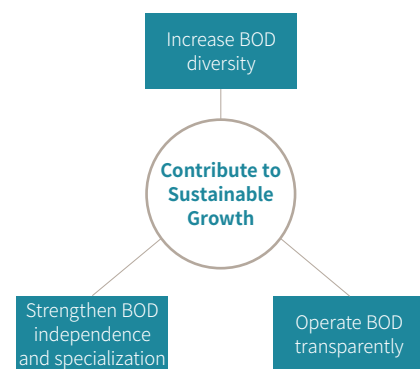
Responsible BOD Operation

FoWI prioritizes stakeholders' opinions under the highest decision-making body, the Board of Directors(BOD). We have strengthened the decision-making system so that non-executive directors can perform their social responsibilities and achieve sustainable growth by creating management conditions that enable non-executive directors to demonstrate their expertise.

Board of Directors Composition

The Board of Directors consists of 1 head of the institution (Chairman), 2 standing directors, 9 non-executive directors, and 1 non-standing auditor. As the size of the institute grew, the number of executive directors increased from 1 to 2 in 2020, and the number of board members increased from 12 in 2019 to 13 in 2020. In particular, non-executive directors, who occupy a large proportion, are made up of experts from academia, industry, and society and the media, contributing to rational decision-making necessary for institutional management in various aspects.

Governance Goals



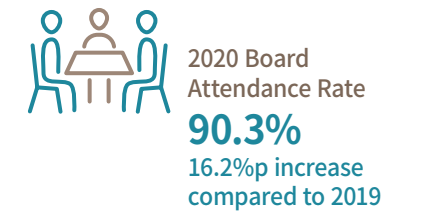
Board of Directors

(As of February 2021)

Position	Name	Gender	Division and Post	Advisory field	Term	Note
Executive head of organization	Chang-Jae Lee	Male	President of FoWI		Aug. 12, 2019 - Aug. 11, 2022	
Executive directors	Jong-Ho Yum	Male	Vice President		Mar. 4, 2019 - Mar. 3, 2022	
	Jong-Yeon Kim	Male	Head of the National Center for Forest Therapy		Nov. 10, 2020 - Nov. 9, 2022	
Non-executive directors	MeeKyung Kim	Female	Professor of Sangmyung University	Public Policy	Mar. 23, 2020 - Mar. 22, 2022	
	Yang-Hee Kim	Female	Co-President of Korean Women's Environmental Network	Gender Equality	Apr. 18, 2019 - Apr. 17, 2021	
	Kyung-Sook Bang	Female	Professor of Seoul National University	Nursing, Forest Therapy	Apr. 18, 2019 - Apr. 17, 2022	
	KyungSup Ahn	Male	Professor of Kongju National University	Public Policy	Apr. 18, 2019 - Apr. 17, 2022	
	Jeong-Ro Yoon	Female	Chair Professor, Ulsan National Institute of Science and Technology	Social Science, Smart Forest Welfare	Apr. 18, 2019 - Apr. 17, 2022	
	Heell Yoon	Male	Deputy Director, The Kyunghyang Shinmun	Media, Communication	Apr. 18, 2019 - Apr. 17, 2022	
	Joon-Woo Lee	Male	Professor of Chungnam National University	Forest Engineering	Apr. 18, 2019 - Apr. 17, 2022	
Non-executive	Chang-Heon Lee	Male	Professor of Jeonbuk National University	Forest Education	Apr. 18, 2019 - Apr. 17, 2022	
	SangJck Lee	Male	Director General of Forest Welfare Bureau, Korea Forest Service	Forest Welfare	Jan. 12, 2021 -	Ex officio
Non-executive	ChulJu Lee	Male	President of Korean Ski Mountaineering Association	Forest Leisure Sports, anti-corruption and integrity	Jul. 16, 2018 - Jul. 15, 2021	
Worker Representative	WanGyu Choi	Male	Assistant Manager of Construction Management Team, FoWI		Sep. 11, 2020 - Nov. 15, 2022	Observation

Advanced BOD operation

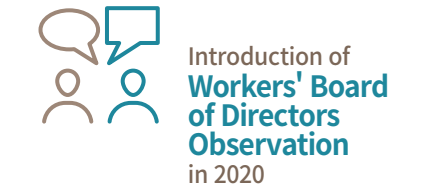
In 2020, FoWI improved the board's operating system to increase the attendance and strengthen the board's practical role and function in agency management decisions. According to the existing regulations, important matters must only be discussed in person. However, COVID-19 has enforced us to initiate virtual meetings through the amendment of the articles of association. Meanwhile, the on-site board of directors is held in parallel so that members of non-executive positions can enhance their understanding of the organization. The on-site board of directors runs for two days and one night at the affiliated institution, and consists of meetings, interviews with on-site employees, program experiences, and facility visits. In 2020, due to COVID-19, the on-site board meeting was held only once during the first half of the year at NCFT. As the proportion of non-face-to-face meetings has increased, institutional data has been provided to non-standing members 48 times, and efforts have been made to enhance the substantiveness of the agenda deliberation. As a result, the attendance rate of BOD members was 90.3%, an increase of 16.2%p from the previous year. In addition, as a result of the faithful review of the agenda by the members, the number of amendments and resolutions increased to 29.4%, a 12.2%p increase from the previous year.



Efforts for Governance Improvement

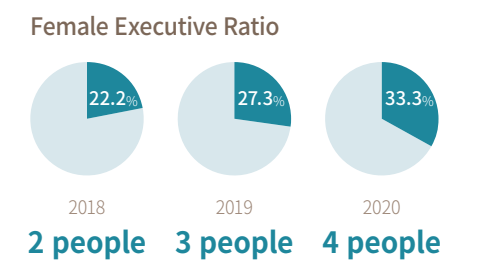
Transparent BOD Operation

FoWI has institutionalized and established Workers' Board of Directors Observation System to enhance transparency in board operations. Out of a total of 8 BOD meetings held in 2020, 2 of them were informal while 6 were formally participated after the regulation was revised, and worker representative was able to attend all meetings. By sharing opinions and results discussed at the BOD with workers, it contributed to vitalizing internal communication. We fully reckoned with the representative's comment during the 4th board meeting on the subject of personnel management to "upgrade our communication channel, cultivating an organizational culture that acknowledges employees and guarantees job satisfaction". To succeed in this, we have operated employee participatory internal evaluation, TF operation for personnel system improvement, and 'FoWI communication tree' for discussion between the head of the organization and employees.



Enhancing Board Diversity and Specialization

FoWI has established and implemented the 'Gender Equality Officer Appointment Goal' to achieve gender equality among executives. For the non-executive directors directly appointed by authorities without an independent candidate recommendation process, a female candidate pool is prepared and female candidates are actively recommended to the appointing authority. In 2020, female executives were newly appointed as non-executive directors, and the proportion of female executives rose 6%p from the previous year to 33.3%. In addition, to tackle the absence of female applicants when appointing a new executive director in 2020, one of the qualifications of a standing director "Working for more than 10 years in forest policy and forest welfare, considering the characteristics of the forest sector with a high proportion of male workers." was revised to "Forest Welfare, Public Institution Management Knowledge and Experience," and efforts were made to lower the entry barrier for female applicants. Meanwhile, the 9 non-executive directors including experts from various majors and social backgrounds help address advisors on major issues related to corporate operation. In 2020, non-executive directors participated in advisory meetings and made suggestions (16 times) on facility construction and service improvement, and in May, an employee stress management training was held at the NCFT. As the participation of non-executive directors increased, the number of management proposals also increased from 23 in 2019 to 40 in 2020, expanding the role of the members of the board of directors. In 2020, the BOD held an inclusive discussion regarding ESG issues. To enhance our ESG management in 2021, we will form a subcommittee (ESG management, safety and ethics, forest welfare service, etc.).



Risk Management

Risk Management System

•Risk Management Areas



Financial Risk Management

FoWI operates forest welfare facilities, and the budget of the institution is divided into government subsidies and business income. Its distinguishing feature is that the size of the expenditure budget fluctuates in response to variations in corporate income. An action plan was prepared to respond to the danger of budget operation caused by the fall in operating performance of forest welfare facilities, which is predicted to drop substantially in 2020 owing to the emergence of COVID-19. First, in relation to the number of people, we reduced the cost of restaurant and laundry management services, as well as the cost of materials used in the facilities. We also reduced, or put on hold, projects with consideration in their size, urgency, and importance, which helped reduce current expenses. Meanwhile, we've been planning profit-generating activities like virtual forest welfare services in anticipation of a long-term COVID-19 pandemic.

Non-financial Risk Management

Corruption Risk Management

In order to determine areas requiring rigorous anti-corruption management, FoWI examined the corruption risk of all operations and derived improvement tasks. Based on the findings of the analysis, we have identified budget operations and HR-related operations as the most vulnerable factors to corruption. We also performed activities for external accounting consulting, education to prevent illegal use of green fund, and improved transparency in the recruitment process. As a consequence of our efforts, we were able to accomplish zero occurrences of recruitment corruption and illicit use of green funds by 2020.

Disaster Risk Management

FoWI is contributing to ensuring the safety of citizens and forest welfare facilities by preparing for disaster risks through the establishment of a disaster management system that comprises of the stages of prevention, preparation, response, and recovery. We developed an integrated manual for risk management and action plans to ensure swift response to disasters. In addition, we improved the internal disaster response capacity by providing opportunities for specialized education to people in charge of disaster and safety management. We are also striving to perform highly effective and flexible recovery activities by establishing a cooperative system with fire departments, designated hospitals, and local governments.

Environmental Risk Management

FoWI takes proactive measures to address the dangers and possibilities associated with potential environmental challenges. In line with the government's policy to strengthen environmental regulations, we set the GHG emission reduction goal and held the Energy Saving Promotion Committee meeting. Additionally, we have expanded green zones and contributed to particulate matter reduction by building the Sharing Forest at social welfare facilities with insufficient green spaces.

Emergency Response Plan

Amid the global spread of COVID-19, FoWI protects our people's health by establishing and implementing an emergency response plan that could reduce the pandemic's devastating impact.

COVID-19 Emergency Response TF

FoWI has formed a COVID-19 Emergency Response Task Force for effective quarantine measures and responses. By designating a quarantine manager for each institution and a quarantine manager for each department, we established a situation dissemination and reporting system. The system provides crucial information to all employees on a daily basis, including the current status of confirmed cases, movement routes, and government quarantine guidelines, thereby enhancing active response capabilities.

•COVID-19 Emergency Response TF



COVID-19 Response System

Due to the spread of COVID-19 in Korea, FoWI has implemented a tight disease control system to identify and respond to risk factors in advance that could cause uncertainty.

•Response Activities by COVID-19 Stage

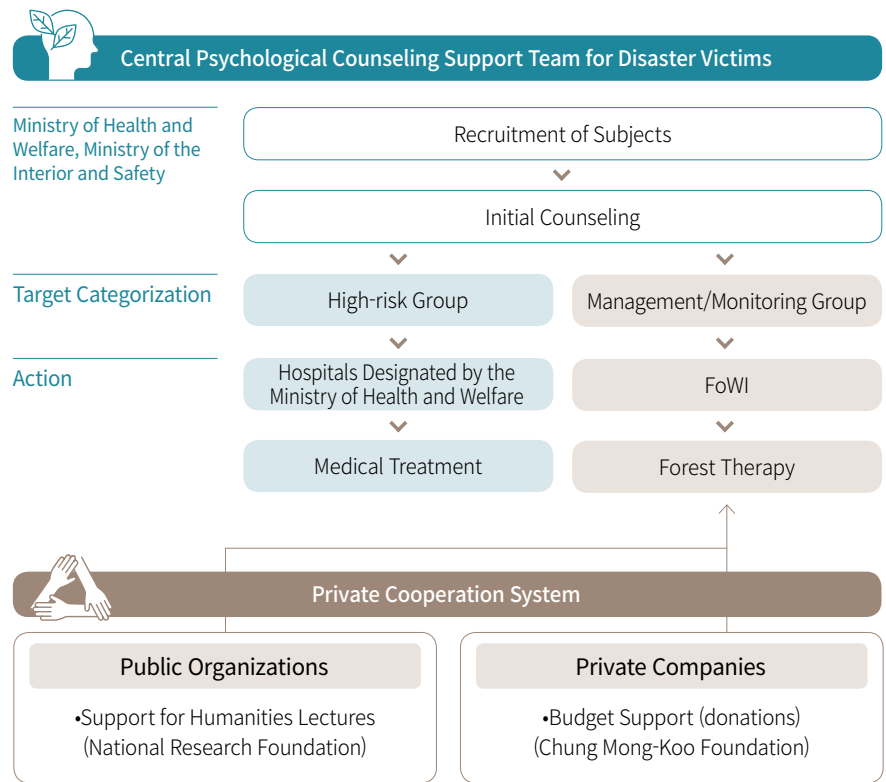
Category	Direction	Performance
Command and Control	Establish COVID-19 response system	<ul style="list-style-type: none"> Operate COVID-19 emergency response TF, announce internal and external situations on a daily basis (214 times) Designate disease control managers by facility (17) and department (43) and launch situation relay system
Preparation	Prepare scenarios and secure disease prevention items	<ul style="list-style-type: none"> Develop response scenarios by situation, such as occurrence of suspected or confirmed case, prepare detailed response procedures Supply masks, install thermal cameras at entrances and partitions to prevent fluid exchanges Develop and operate non-face-to-face forest welfare programs, develop mobile questionnaire system
Blocking Proliferation	Administer disease prevention at forest welfare facilities	<ul style="list-style-type: none"> Temporary facility shutdown in case of national pandemic, visitors to have their body temperatures measured and fill out questionnaires Use of mask compulsory, hand sanitizers provided and disinfection administered once a week, publicize quarantine rules to facility users Designate temporary self-isolation facilities in line with regional disease proliferation, more than one third of members in each department required to work from home
Supporting Recovery	Support COVID-19 response service	<ul style="list-style-type: none"> Support recovery by operating forest therapy programs targeting medical personnel, disease control managers, and volunteers Develop physical and mental therapy program targeting response personnel and citizens suffering from depression and lethargy Develop program for people who have recovered from COVID-19 and are preparing to return to daily life

Forest Care Support Project for the Post-COVID-19 Era

The prolongation of COVID-19 since 2020 has led to an extended quarantine regulations. As a result, exhaustion, depression, and lethargy among medical staff members and other employees have emerged as a severe concern.

As the demand for psychological therapy increased rapidly, FoWI promoted the "Post-COVID Forest Care" project to support psychological therapy through forest welfare, based on a cooperative system with relevant organizations. We created 13 tailored programs for disaster response professionals, with effects confirmed by pilot testing and augmentation based on duty-specific psychological symptoms and expert guidance.

Then, we established a foundation for efficient service provision through cooperation with the related organizations using their respective functions and resources, such as policy-level promotion of the project by the government ministries (Korea Forest Service, Ministry of Health and Welfare, Ministry of the Interior and Safety) along with budget support from private companies. The forest care program was provided to a total of 3,922 COVID-19 response personnel across the country. It produced a considerable effect in psychological recovery of the disaster response personnel as their emotional stability index improved by 7.3%. In May 2021, we acquired the Health and Welfare Minister's Citation for our contribution to sustaining the national quarantine system by giving support to COVID-19 response professionals.



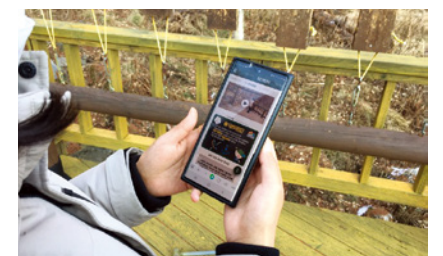
COVID-19 Response through Active Administration

FoWI promoted active administration to address issues caused by the COVID-19 pandemic. However, the pandemic has inevitably reduced the opportunity to experience forest welfare. The on-site forest welfare service voucher project, targeting 40,000 individuals who had been excluded from forest welfare services, has been suspended. In turn, we changed the in-person service to a non-contact service and provided 1:1 customized services to the voucher users. As a result, the rate of voucher usage, which was only 3.0% in the first half of 2020 following the outbreak of COVID-19, increased to 90.9% for the second half of the year.

Additionally, the NCFE, Hoengseong through active cooperation with the Hongcheon National Forest Management Office, established forest trails for walking bare foot and developed non-contact forest therapy programs to help citizens overcome the COVID-19 depression. By supplementing each other's situations and using their respective resources, this NCFE and the Hongcheon National Forest Management Office created synergy to develop walking trails and forest therapy programs. During the second half of 2020, this accomplishment was selected as a cooperation success case for active administration by the Korea Forest Service, and introduced in the active administration platform (Active Administration ON) of the Ministry of Personnel Management.



Barefoot Healing Forest Path in NCFE, Hoengseong



Pocky Pocky app development for autonomous forest experience by NCFE, Hoengseong

Owing to the spread of the COVID-19, the need to support leisure activities in forests has become pivotal due to the growing demand for outdoor open spaces

A plan to create and operate a new forest experience space for forest therapy

Difficulties in implementing independent practices for each institution

Hongcheon National Forest Management Office	NCFE, Hoengseong
<ul style="list-style-type: none"> •Possibility in creating a forest space as the management body of forest roads and state-owned properties. •Difficulty in securing a new budget for the operation of the therapy program 	<ul style="list-style-type: none"> •Possibility in developing a program as an operator of the therapy program. •Difficulty in creating a new forest experience space as there is no authority to manage the forest

Hongcheon National Forest Management Office	NCFE, Hoengseong
<ul style="list-style-type: none"> •Improvement of the forest road under the jurisdiction of the management office that leads to NCFT in the NCFE to a barefoot forest road and support for forestry around the forest road 	<ul style="list-style-type: none"> •Created a new barefoot forest road (880m) in cooperation with the management office •Developed non-face-to-face forest therapy program

+ Cooperation

Key Performance and Expected Effects

- Reduce budget by utilizing each institution's resources and reorganizing existing forest roads
- Provide opportunities for leisure activities to people with depression from COVID-19
- Use as a forest tourism course to contribute to economic revitalization and health support for local residents



Appendix

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Memberships and Awards	81

Data Center

Economic Performance

Separate Statement of Financial Position

Classification	Unit	2018	2019	2020
Current assets		38,212	32,894	31,427
Non-current assets		14,751	23,587	24,508
Total assets		52,963	56,481	55,935
Current liabilities		1,566	2,128	2,165
Non-current liabilities	KRW million	410	1,037	1,141
Total liabilities		1,976	3,165	3,306
Capital		50,669	50,669	50,669
Other equity		318	2,647	1,960
Owner's equity in the parent company		50,987	53,316	52,629
Total equity		50,987	53,316	52,629

Separate Statement of Comprehensive Income

Classification	Unit	2018	2019	2020
Sales		40,243	55,803	52,516
Net sales		40,243	55,803	52,516
Cost of sales		23,445	30,195	25,897
Sales and expenses		17,594	22,736	28,485
Operating profit		-796	2,872	-1,866
Other income		113	28	51
Other costs		0	0	0
Other profit		0	0	1
Financial income		856	915	940
Financial cost		0	3	2
Profits related to companies subject to equity method	KRW million	0	0	0
Net income before tax (loss)		173	3,812	-876
corporate tax expense		0	15	0
Net Income		173	3,797	-876
Other comprehensive income		-335	-1,468	189
Total comprehensive income		-162	2,329	-687
Net income attributable to the owners of the parent company		173	3,797	-876
Net income attributable to non-controlling interests		0	0	0
Net profit ratio of sales		0.43	6.80	-1.67
Equity turnover ratio		78.93	104.66	99.79

Main Business Status

Classification	Category	Unit	2018 balance	2019 balance	2020 balance
Main business status	FoWI's management project		2,127	4,743	4,988
	Forest welfare information statistics		-	3,660	3,074
	Forest welfare facilities operation		15,512	16,049	11,322
	Forest welfare job creation		541	531	682
	Forest welfare cooperation project	KRW million	740	1,727	1,264
	Green fund management Project		18,568	22,515	23,912
	Support for forest welfare service vouchers		3,661	5,155	4,396
	Forest education project		5,504	4,199	1,997
	Forest Welfare Facilities Establishment		16,419	23,098	16,633

Operation of Board of Directors

Category	Unit	2018	2019	2020
Number of hosts	Time	8	8	8
Resolved agendas	Case	25	29	34
Revised agendas	Case	1	5	10
Reported agendas		20	9	4
Board attendance	%	88.9	80.5	92.7
Non-executive director attendance rate		85.7	74.1	90.3

Environmental Performance

Classification	Unit	Category	2018	2019	2020
GHG emissions ¹⁾	Direct GHG emissions (Scope 1)	tCO ₂ -eq	420.527	383.183	219.627
	Indirect GHG emissions (Scope 2)		2462.315	2,428.847	1998.528
Energy usage ¹⁾	Electricity		50.699	50.010	41.149
	Gasoline		0.360	0.238	0.158
	Gas/Diesel Oil(Light Oil)	TJ	1.681	1.506	1.005
	Propane		4.570	4.264	2.330
	Urban gas(LPG)		0.222	0.237	0.053
	Total energy usage		57.531	56.254	44.696
Green product purchase amount		KRW million	1,545	1,077	819

1) Based on the target management system for greenhouse gas energy in the public sector

Social Performance

Diversity of Board of Directors

Category	Unit	2018	2019	2020
Female		2(20)	4(33)	4(31)
Male		8(80)	8(67)	9(69)
Under 30s	Person(%)	0	0	0
30s~50s		2(20)	2(17)	1(8)
50s & older		8(80)	10(83)	12(92)

Employees

Classification	Unit	Category	2018	2019	2020
Total number of employees	Total number of employees(Current)		273	384	465
Employment type	Executives	Total	273	384	465
		Female	121	193	245
	Male	152	191	220	
	Non-executives	Total	29	22	16
		Female	10	20	1
	Male	19	2	15	
Others		79	29	24	
Work type	Full-time	Total	263	372	453
		Female	113	184	236
		Male	150	188	217
	Part-time	Total	10	12	12
		Female	8	9	9
		Male	2	3	3
Age group	20s		81	106	164
	30s		115	181	200
	40s		38	52	54
	50s & older		39	45	47
	Ratio of disabled	%	3.3	3.9	3.2
Diversity of employees	Ratio of female employees		44.3	50.3	52.7
	Number of female managers	Person	9	11	17
	Ratio of female managers	%	17.0	20.8	23.6

New Employees and Retirees

Classification	Unit	Category	2018	2019	2020
Number of new employees	Total		130	123	141
	Female		67	80	74
	Male		63	43	67
	10s		1	1	4
	20s		65	80	88
	30s		48	31	34
Number of retirees	40s		12	7	6
	50s & older	Person	4	4	9
	Total		32	31	58
	Female		21	22	22
	Male		20	9	36
	20s		6	17	28
Employment stability	30s		9	5	17
	40s		8	4	5
	50s & older		9	5	8
	Average years of employment	Year	2.5	3.6	3.1
	Turnover rate	%	16.2	11.4	15.1

Residential Area of New Employees

Areas	Unit	2018	2019	2020
Gangwon		12	6	9
Gyeong-gi		15	9	19
Gyeongnam		3	8	3
Gyeongbuk		14	14	9
Gwangju		14	11	14
Daegu		7	11	11
Daejeon		16	20	17
Busan		3	6	4
Seoul	Person	18	12	12
Sejong		2	1	6
Ulsan		4	11	1
Incheon		5	6	4
Jeonnam		4	3	9
Jeonbuk		4	5	7
Chungnam		4	-	9
Chungbuk		5	-	7
Total		130	123	141

Residential Area of Retirees

Areas	Unit	2018	2019	2020
Gangwon		3	2	5
Gyeong-gi		4	3	7
Gyeongnam		1	1	1
Gyeongbuk		4	3	4
Gwangju		3	7	3
Daegu		2	2	3
Daejeon		5	2	10
Busan		-	-	4
Seoul	Person	2	6	4
Sejong		2	1	4
Ulsan		1	-	-
Incheon		-	1	2
Jeonnam		2	1	2
Jeonbuk		-	-	3
Chungnam		1	-	4
Chungbuk		2	2	2
Total		32	31	58

Employee's Benefits

Classification	Category	Unit	2018	2019	2020	
Maternity and parental leave system operation results	Number of employees eligible for parental leave	Male	34	43	50	
		Female	17	28	33	
	Parental leave users	Male	5	7	7	
		Female	12	21	19	
	Number of returnees from parental leave	Male	3	5	4	
		Female	2	5	4	
	Number of employees who have worked for more than one year after returning from parental leave	Male	2	4	4	
		Female	2	5	4	
	Return rate from parental leave	Male	60.0	71.4	57.1	
		Female	16.7	23.8	21.1	
Ratio of employees who have worked for more than one year after returning from parental leave	Male	66.7	80.0	100.0		
	Female	100.0	100.0	100.0		
Performance of flexible working system	Time selection system	Person	Performance	4	12	6
		%	Usage rate	1.5	3.1	1.3
	Flexible working system	Person	Performance	114	165	215
		%	Usage rate	42.5	43.6	46.8
	Work from home system	Person	Performance	-	-	357
		%	Usage rate	-	-	77.8

Employee Training Performance

Classification	Category	Unit	2018	2019	2020
Total education cost		KRW million	123	154	115
Total employees trained		Person	332	442	468
Average training hours per employee	Male		35.6	49.4	53.8
		Female	37.2	52	55.9
	Directors		24	44.7	47.2
	1 st level		24	44.7	47.2
	2 nd level	Hour	24	44.7	47.2
	3 rd level		27	55.9	52.5
	4 th level		36	57.2	55.7
	5 th level		37.5	56.5	59.8
	6 th level		37.5	56.5	59.8
	Civil service		37.5	56.5	59.8
Education cost per employee		KRW thousand	370	347	245
Satisfaction with internal training		Point	7.16	7.30	75.6

Social Equity Recruitment

Category	Unit	2018	2019	2020
Disabled		1	6	4
High school graduate		2	1	12
Youth	Person	82	93	114
Local personnel		72	82	104
Vulnerable group		0	0	1
Recipients of national merit		12	18	23

Social Contribution

Category	Unit	2018	2019	2020
Social contribution expense(donation)	KRW million	19	122	281
Hours of employee participation in volunteering	Hours	735.0	1,064.0	3,768.0
Average volunteer hours per employee		2.7	2.8	8.2

Occupational Safety and Health

Category	Unit	2018	2019	2020
Number of industrial accidents	Case	0	1	0
Industrial accident rate	%	0	0.27	0
Number of injured	Case	0	1	0
Number of deaths		0	0	0

2020 Safety and Health Education Performance

Classification	Target	Required competencies	Education content	No. of trainees	Note
Safety managers	President	Safety management leadership	Education for safety management managers (6h per year)	14	Competency training
	Head of department	Safety and health management of department members	Supervisor training (16h per year)	48	Legal education
	Safety supervisors	Safety management job competency	Job training for safety management workers (9h per year)	33	Competency training
Employees	Former employees	Industrial safety and health management	Occupational safety and health education (quarterly 3h)	390	Legal education
	New Employees	Organizational characteristics and behavioral guidelines	Occupational Safety and Health Act and Safety Regulations (8h when employed)	179	Legal education
	Transferred employees	Identification of risk factors	Current status of institutions and accident cases (2h before placement)	42	Legal education
On-site workers	Foresters	Identification of work risk factors	Education for forestry machinery trainers (2h per year)	41	Competency training
	Hazardous material specialist	Safety management of hazardous substances	Material safety and health education (1h per year)	37	Legal education
	Hazardous equipment specialist	Safety management of dangerous machines and instruments	Special education and first aid measures (16h per year)	12	Legal education

Ethical Management

Classification	Unit	Category	2018	2019	2020
Anti-Corruption and Civil Rights Commission Integrity Assessment	Level	Anti-Corruption and Civil Rights Commission Investigation Results	3	3	3
Anti-corruption policy evaluation		Evaluation of anti-corruption and integrity policy by the Korea Forest Service	Excellent	Excellent	Excellent
Information security violations	Case	Number of external customer data leakage, theft, and loss	0	0	0
Anti-Corruption violations		Number of corruption cases	0	0	0

Ethics and Human Rights Education

Category	Unit	2018	2019	2020
Number of people who completed ethics education (completion rate)	Total	333(100)	454(100)	468(100)
	Executives ¹⁾	2(18)	2(18)	3(25)
	Employees ²⁾	331(100)	452(100)	465(100)
	Partners	-	-	-
Number of people who completed human rights education (completion rate)		333(100)	454(100)	468(100)
Number of partners who received training on ethical management policies and procedures	Place(%)	173(100)	223(100)	267(100)

1) The ratio was calculated including non-executive directors, and there are no non-executive directors who received ethical management training as of 2020, but it will be recommended to complete non-face-to-face video training in the future


2) All employees signed an anti-corruption and integrity pledge, held a declaration ceremony for the eradication of bullying, held an in-house poster contest to spread anti-corruption and integrity culture such as eradication of bullying and prevention of sexual harassment in the workplace, selected 6 posters and posted them to all organizations

Shared Growth









Category	Unit	2018	2019	2020
Purchase of products from women's business		2,579	3,477	3,776
Purchase of products from SMEs		24,435	26,949	30,812
Purchase of products from social enterprises	KRW million	560	1,088	1,128
Purchase of products from companies with disabilities		1,362	1,506	1,344
Purchase of technology developed products		618	1,123	1,145
Number of fair-trade violations	Case	-	-	-
Fines for violation of fair trade	KRW million	-	-	-
Purchase of Onnuri Gift Certificate			49	83










GRI Content Index

Universal Standards

GRI 102: General Disclosure					
GRI Standard	Disclosure	Page	Assurance	ISO 26000	UN SDGs
Organizational Profile	102-1	Name of the organization	6	○	
	102-2	Activities, brands, products, and services	10-11	○	
	102-3	Location of headquarters	6, 9	○	
	102-4	Location of operations	9	○	
	102-5	Ownership and legal form	6	○	
	102-6	Markets served	6, 9-11	○	
	102-7	Scale of the organization	6, 68, 70	○	6,3,10/ 6.4.1-6.4.2/ 6.4.3/6.4.4/ 6.4.5/6.8.5/7.8
	102-8	Information on employees and other workers	70-72	○	
	102-9	Supply Chain	41, 74	○	
	102-10	Significant changes to the organization and its Supply Chain	Not applicable	○	
	102-11	Precautionary Principle or approach	62-65	○	
	102-12	External initiatives	80	○	
	102-13	Membership of associations	81	○	
Strategy	102-14	Statement from senior decision-maker	4-5	○	4.7/6.2/7.4.2
Ethics and integrity	102-16	Values, Principles, standards, and norms of behavior	54-56		4.4/6.6.3 
Governance	102-18	Governance structure	60-61	○	6.2/7.4.3/7.7.5
Stakeholder engagement	102-40	List of stakeholder groups	14	○	
	102-41	Collective bargaining agreements	FoWI operates a labor-management council for all members because it is not subject to union establishment and collective agreement.	○	5.3
	102-42	Identifying and selecting stakeholders	14	○	
	102-43	Approach to stakeholder engagement	14-16	○	
Reporting practice	102-44	Key topics and concerns raised	16-17	○	
	102-45	Entities included in the consolidated financial statements	Consolidated audit report 12-14	○	
	102-46	Defining report content and topic Boundaries	17	○	5.2/7.3.2/ 7.3.3/7.3.4
	102-47	List of material topics	17	○	
	102-48	Restatements of information	Not applicable	○	
	102-49	Changes in reporting	Not applicable	○	
	102-50	Reporting Period	2	○	
	102-51	Date of most recent report	First published	○	
	102-52	Reporting cycle	annual	○	
	102-53	Contact point for questions regarding the report	2	○	7.5.3/7.6.2
	102-54	Claims of reporting in accordance with the GRI Standards	2, 78	○	
	102-55	GRI Content Index	75-77	○	
	102-56	External assurance	78-79	○	

Topic-Specific Standards

GRI Standard	Disclosure	Page	Assurance	ISO 26000	UN SDGs
Topic 1. Forest welfare service advancement					
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	28-29	○		
GRI 203: Indirect Economic Impacts (2016)	203-1 Infrastructure investments and services supported	30-36	○	6.3.9/ 6.8.1-6.8.2/ 6.8.7/6.8.9	 
-	- Introduction of Smart Forest Welfare Service	36	○		
Topic 2. Strengthening of ethical management					
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	49, 55	○		
GRI 205: Anti-Corruption (2016)	205-2 Communication and training about anti-corruption policies and procedures	56, 74	○		
Topic 3. Fair recruitment and HR management					
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	48, 50, 52	○		
GRI 401: Employment (2016)	401-1 Total number and rates of new employee hires and turnover	71	○	6.4.3	
	401-3 Parental leave	72	○	6.4.4	
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	48, 51	○		
GRI 404: Training and Education (2016)	404-1 Average hours of training per year per employee	72	○	6.4.7/6.8.5	 
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	48, 54	○		
GRI 406: Non-discrimination (2016)	406-1 Total number of incidents of discrimination and corrective actions taken	54	○	6.3.6/6.3.7/ 6.3.10/6.4.3	 
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	48, 54	○		
GRI 412: Human Rights Assessment(2016)	412-1 Operations that have been subject to human rights review or impact assessments	54	○	6.3.3/6.3.5/ 6.6.6	
	412-2 Employee training on human rights policies or procedures	54, 74	○	6.3.5	
Topic 4. Development of facility based on safety					
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	22, 24	○		
	403-1 Occupational health and safety management system	24	○		
	403-2 Hazard identification, risk assessment, and incident investigation	24	○		
	403-3 Occupational health services	25	○		
GRI 403: Occupational Health and Safety(2018)	403-4 Worker participation, consultation, and communication on	24-25	○	6.4.6/6.8.8	
	403-5 Worker training on occupational health and safety	25, 73	○		
	403-6 Promotion of worker health	25	○		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	25	○		
	403-8 Workers covered by an occupational health and safety management system	24	○		

GRI Standard	Disclosure	Page	Assurance	ISO 26000	UN SDGs
Topic 5. Cooperation and local community development					
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	38-39	○		
	203-1 Infrastructure investments and services supported	40-43	○	6.3.9/ 6.8.1-6.8.2/ 6.8.7/6.8.9	 
GRI 203: Indirect Economic Impacts (2016)	203-2 Significant indirect economic impacts	40-43	○	6.3.9/6.6.6/ 6.6.7/6.7.8/ 6.8.1-6.8.2/ 6.8.5/6.8.7/ 6.8.9	 
Topic 6. Climate change response and resource management					
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	23, 26	○		
GRI 302: Energy(2016)	302-1 Energy consumption within the organization	69	○	6.5.4	
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	23, 26-27	○		 
GRI 305: Emissions(2016)	305-1 Direct greenhouse gas(GHG) emissions(Scope 1)	69	○	6.5.5	
	305-2 Energy indirect greenhouse gas(GHG) emissions (Scope 2)	69	○		
Topic 7. Development of forest welfare industry ecosystem					
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	39, 44-47	○		
GRI 203: Indirect Economic Impacts (2016)	203-2 Significant indirect economic impacts	44-47	○	6.3.9/6.6.6/ 6.6.7/6.7.8/ 6.8.1-6.8.2/ 6.8.5/6.8.7/ 6.8.9	  
Topic 8. Integrated risk management					
GRI 103: Management Approach (2016)	103-1,2,3 Management Approach	62-65	○		
-	- Financial and non-financial risk management	62	○		
-	- Establishment and implementation of emergency response plan	63-65	○		

Independent Assurance Statement



To: The Stakeholders of Korea Forest Welfare Institute

Introduction and objectives of work

BSI Group Korea (hereinafter "the Assurer") was asked to verify Korea Forest Welfare Institute's Sustainability Report 2021 (hereinafter "the Report"). This assurance statement applies only to the relevant information contained in the scope of the assurance. Korea Forest Welfare Institute is solely responsible for all information and assertion contained in the report. The responsibility of the assurance is to provide independent assurance statement with expert opinions to Korea Forest Welfare Institute's executives by applying the verification methodology and to provide this information to all stakeholders of Korea Forest Welfare Institute.

Assurance Standards and Levels

This assurance was based on the AA1000AS v3 (2020) Assurance Standard and confirmed that the report was prepared in accordance with the Core Option of GRI Standards, the international standards guidelines of sustainability reports. The assurance level was based on the Type 1 that confirmed compliance with the four principles of AA1000 AP (2018) in accordance with the AA1000 AS.

Scope of Assurance

The scope of assurance applied to this report is as follows:

- Based on the period from January 1st to December 31st, 2020 included in the report
- Major assertion included in the report such as sustainability management policies, strategies, objectives, business and performance
- Information related to material issues determined as a result of materiality assessment
- Appropriateness and consistency of processes and systems for data collection, analysis and review
- The following items were not included in this assurance
 - Financial information in the report
 - Other related additional information such as the website presented in the report

Methodology

As part of its independent assurance, the assurer has used the methodology developed to collect relevant evidence to comply with the verification criteria and to reduce errors in the reporting, and has performed the following activities;

- To determine verification priorities, review of materiality issue analysis process and verification of the results
- System review for sustainability strategy process and implementation
- Review the evidence to support the material issues through interviews with senior managers with responsibility for them
- Verification of data generation, collection and reporting for each performance index

Assurance Opinion

On the basis of our methodology and the activities described above, it is our opinion that

- The information and data included in the Korea Forest Welfare Institute Sustainability Report 2021 are accurate and reliable and the assurer cannot point out any substantial aspects of material with mistake or misstatement.
- The report was prepared according to the Core option of the GRI Standards.
- The assurance opinion on the four principles presented by the AA1000 AP (2018) is as follows.

AA1000 AP (2018)

Inclusivity: Stakeholder Engagement and Opinion

Korea Forest Welfare Institute defined Government - National Assembly - Relevant organizations, executives and employees - subsidiaries, forest welfare specialist - partners, people - customers as key stakeholder groups, and operates communication channels for each group for stakeholder engagement. They collected stakeholders' expectations and diverse opinions, and reflected the derived major issues in their sustainability management decisions.

Materiality: Identification and reporting of material sustainability topics

Korea Forest Welfare Institute organized the issue pool by CSR international standard analysis, media analysis, industry benchmarking, and internal and external stakeholder survey to derive key economic, social, and environmental reporting issues. A total of 8 reporting issues were finally selected, considering the materiality of business, stakeholders, and the direction of Korea Forest Welfare Institute's sustainable management.

Responsiveness: Responding to material sustainability topics and related impacts

In order to appropriately respond to key issues determined as material topics in a way that reflects stakeholders' expectations, Korea Forest Welfare Institute has established and implemented the 2020 action plan by reflecting it in the FoWI management strategy and was disclosing the results.

Impact: Impact of an organization's activities and material sustainability topics on the organization and stakeholders

Korea Forest Welfare Institute implemented the process to identify and evaluate the impact on organizations and stakeholders related to material topics and disclosed the results of stakeholder impact assessment in economic, social and environmental aspects by material topic.

Key areas for ongoing development

- Each section of the report describes the positive aspects and expresses efforts to further develop them. However, at the same time, identifying issues with poor performance and specifying specific plans for resolving them will help improve the balance of reporting.
- In order to identify material issues, it is necessary to include a wider range of sustainability themes in the pool, and when selecting material topics, it is necessary to increase the proportion of external stakeholders so that issues with high social interest can be selected.
- Although the impact on organizations and stakeholders related to material topics is identified in terms of financial, operational and reputational, it is recommended to include a means to measure potential impacts, including environmental and social impacts.

Statement of independence and competence

The assurer is an independent professional institution that specializes in quality, health, safety, social and environmental management with almost 120 years history in providing independent assurance services. No member of the assurance team has a business relationship with Korea Forest Welfare Institute. The assurer have conducted this verification independently, and there has been no conflict of interest. All assurers who participated in the assurance have qualifications as AA1000AS assurer, have a lot of assurance experience, and understand the BSI Group's assurance standard methodology.

Evaluation against GRI 'In Accordance' Criteria

The assurer confirmed that this report was prepared in accordance with the GRI Standards Core Option and the disclosures related to the following Universal Standards and Topic-specific Standards Indicators based on the data provided by Korea Forest Welfare Institute.

[Universal Standards]

Organizational Profile 102-1-13/ Strategy 102-14/ Ethics and Integrity 102-16/ Governance 102-18
Stakeholder Engagement 102-40-44/ Reporting practice 102-45-56/ Management Approach 103-1-3

[Topic-specific Standards]

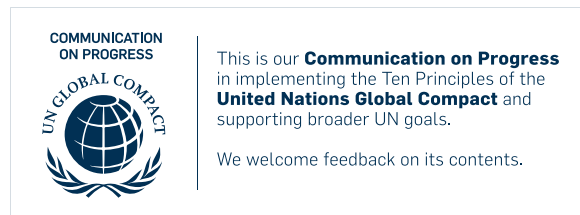
- Economic: 203-1-2, 205-2
- Environmental: 302-1, 305-1-2
- Social: 401-1, 401-3, 403-1-8, 404-1, 406-1, 412-1-2



02 August 2021





K. S. Song / BSI Group Korea, Managing Director

UN Global Compact*



To fulfill its social obligation as a public institution, FoWI signed the UN Global Compact in March 2021 and announced its support for the ten principles on human rights, labor, the environment, and anti-corruption. We apply the ten principles to all areas of business activities and transparently disclose the principles and performance results of social responsibility to the UNGC.

The Ten Principles of the UN Global Compact

 <p>Human Rights</p>	<ol style="list-style-type: none"> 1. Businesses should support and respect the protection of internationally proclaimed human rights; and 2. make sure that they are not complicit in human rights abuses.
 <p>Labor</p>	<ol style="list-style-type: none"> 3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining 4. the elimination of all forms of forced and compulsory labor; 5. the effective abolition of child labor; and 6. the elimination of discrimination in respect of employment and occupation.
 <p>Environment</p>	<ol style="list-style-type: none"> 7. Businesses should support a precautionary approach to environmental challenges; 8. undertake initiatives to promote greater environmental responsibility; and 9. encourage the development and diffusion of environmentally friendly technologies.
 <p>Anti-corruption</p>	<ol style="list-style-type: none"> 10. Businesses should work against corruption in all its forms, including extortion and bribery.

*FoWI is making efforts to implement the ten Principles of UN Global Compact as an external initiative.

Memberships and Awards

Memberships

Name of the organizations	Date of registration
The Korean Wood Science and Technology	2016.10.06
Korea Society of Forest Policy	2016.10.28
Korea Institute of Forest Recreation and Welfare	2016.10.28
Korea Society of Forest Science	2016.11.24
Korea Foresters Association	2016.12.05
The Korean Association for Public Administration	2017.06.14
UN Global Compact	2021.03.22

Major Awards (from 2020 to first half of 2021)

Awards	Agency	Date
The 40th Anniversary of the Day of Disabled Persons commended by the Minister of Health and Welfare	Ministry of Health and Welfare	2020.07.24
The 13th Korea Internet Communication Awards Grand Prize in Quasi-Governmental Institutions Category	Korea Internet Communication Association	2020.11.11
Selected as an excellent institution for reducing greenhouse gas in the public sector	Ministry of Environment	2020.12.07
The Minister of Culture, Sports and Tourism Award in the in-house external newsletter section of print magazine in '2020 Korea Communication Awards'	The Korean Newsletter Association	2020.12.09
Commendation from the Minister of Health and Welfare in honor of outstanding COVID-19 response	Ministry of Health and Welfare	2021.05.18



Korea Forest Welfare Institute Sustainability Report 2021

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