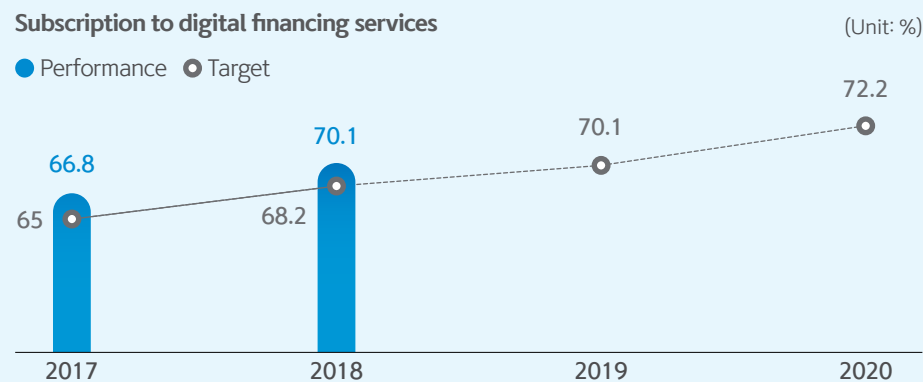
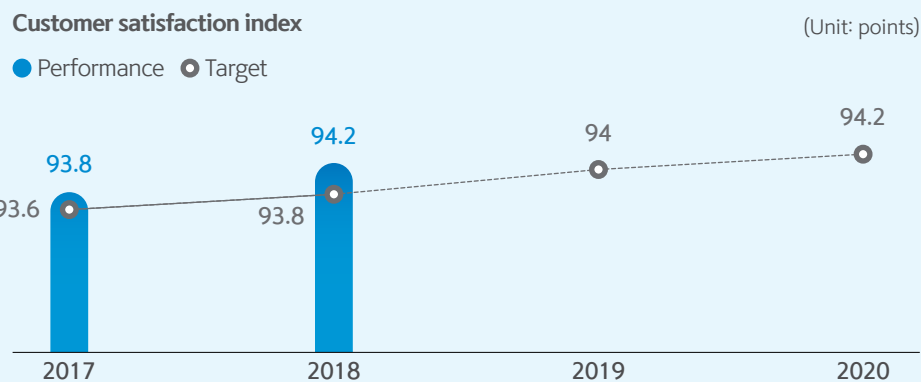


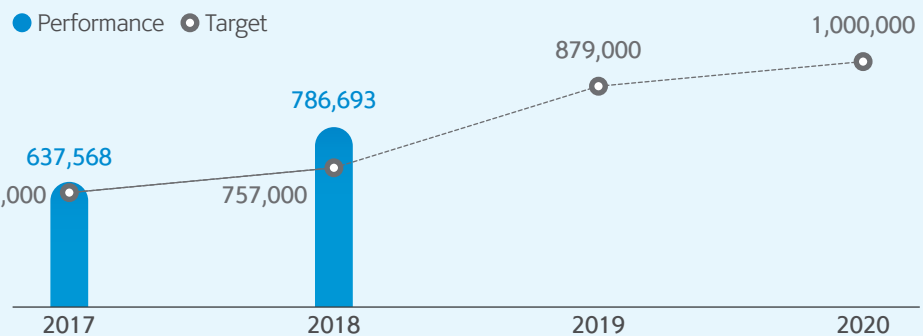
2020 CSR Dashboard

In 2017, Shinhan Financial Group has established 10 strategic indicators to effectively gauge the implementation status of mid to long-term CSR strategies, and has prepared yearly targets to achieve by 2020. The implementation performance is designed to be reflected in the evaluation system of annual management performance as the linchpin of mid to long-term execution.

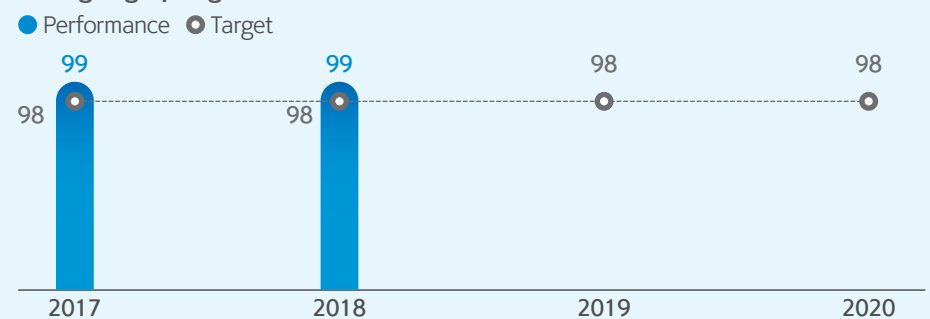
Provide solutions to enhance customer values			Fair and ethical business practices	Increase financial inclusiveness	Establish a creative and open corporate culture		Carry out corporate social responsibilities	Manage environmental and societal risks	
① Customer satisfaction index	② Subscription to digital financing services	③ Number of participants in financial literacy courses	④ Percentage of employees receiving ethical behavior training and signing a pledge of ethical behavior	⑤ Financial support for working groups	⑥ Support for the startup ecosystem	⑦ Employee training hours	⑧ Participation rate in the smart work system	⑨ Value of investments/loans for eco-friendly industries	⑩ Volume of GHG emissions



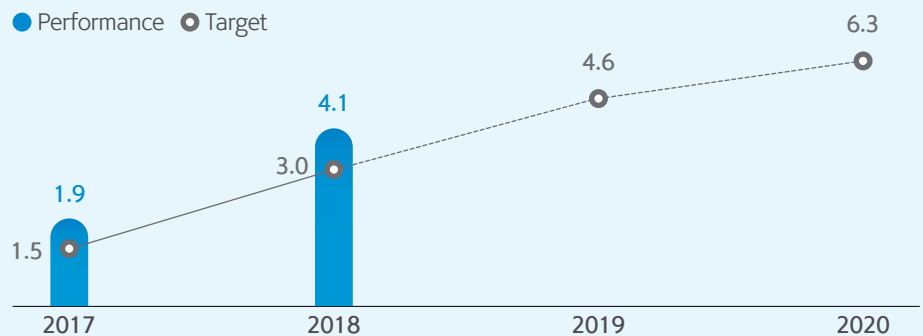
Number of participants in financial literacy courses (Cumulative, Unit: persons)



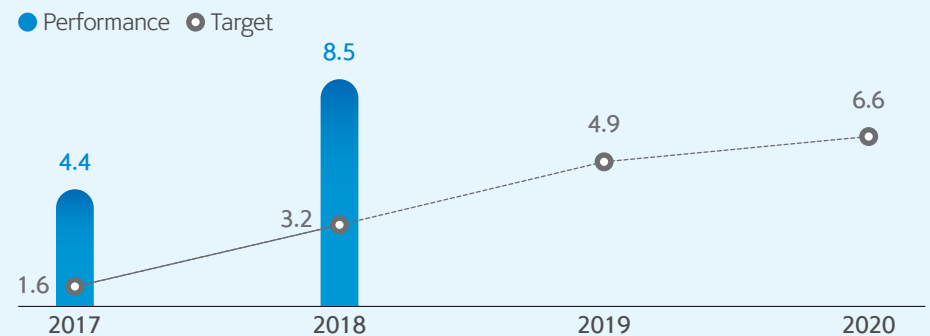
Percentage of employees receiving ethical behavior training and signing a pledge of ethical behavior (Unit: %)



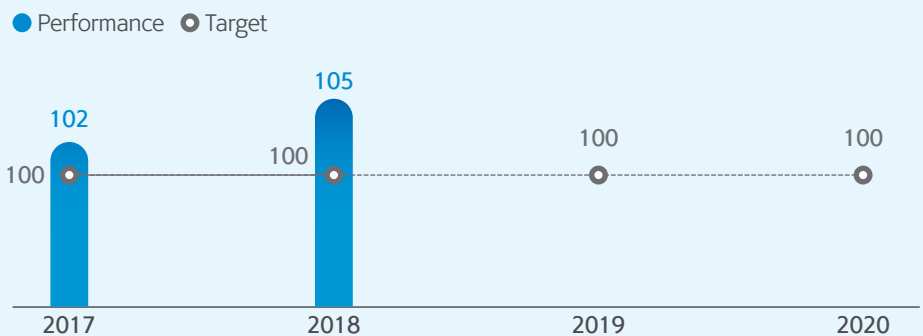
Financial support for working groups (Cumulative, Unit: KRW trillion)



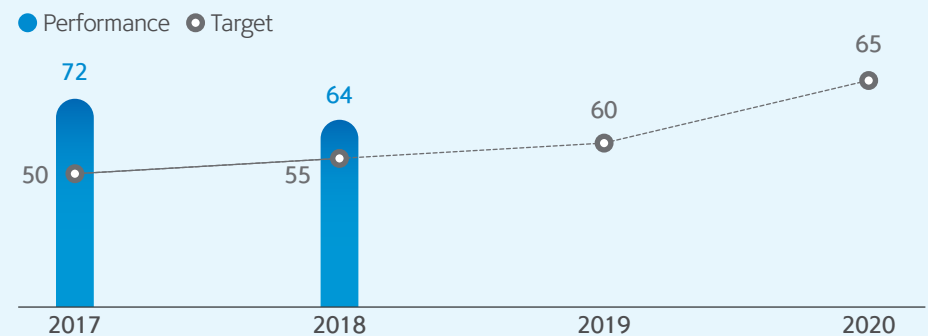
Support for the startup ecosystem (Cumulative, Unit: KRW trillion)



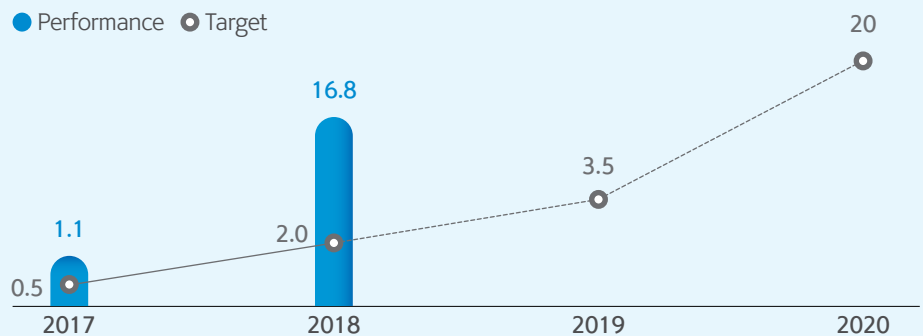
Employee training hours (Unit: hours per person)



Participation rate in the smart work system (Unit: %)



Value of investments/loans for eco-friendly industries (Cumulative, Unit: KRW trillion)



Volume of GHG emissions (Unit: tCO₂eq)

