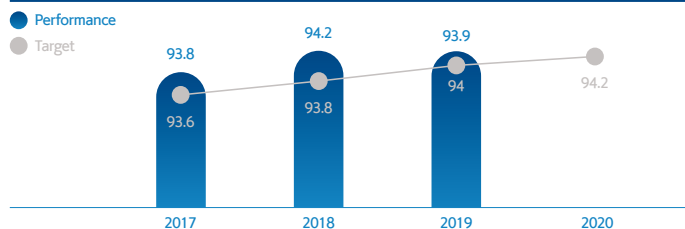
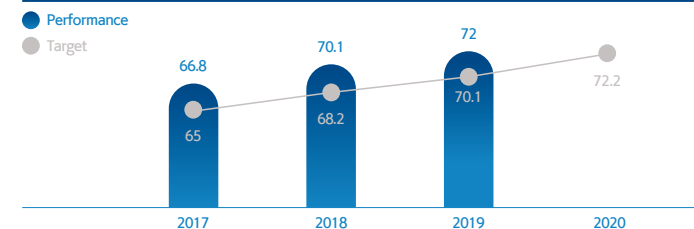


2020 CSR Dashboard

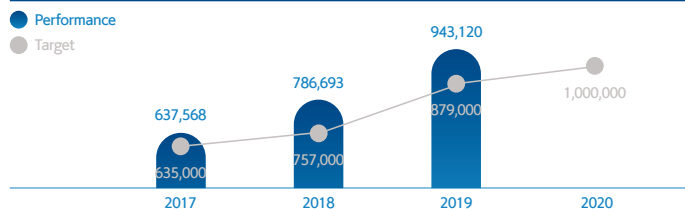
Customer satisfaction (Unit: points)



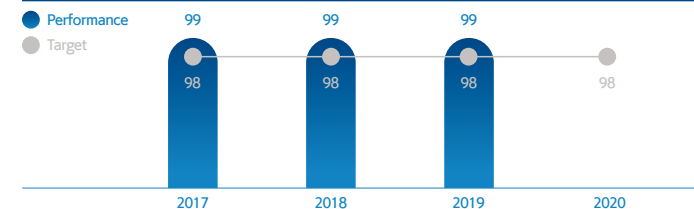
Subscription to digital financial services (Unit: %)



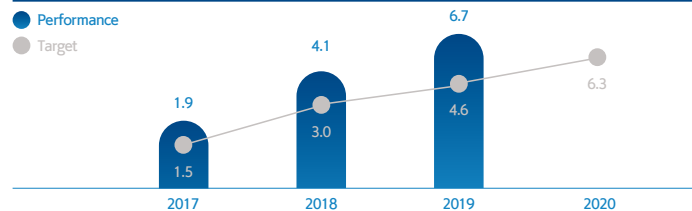
Number of participants in financial literacy courses (Unit: persons, cumulative)



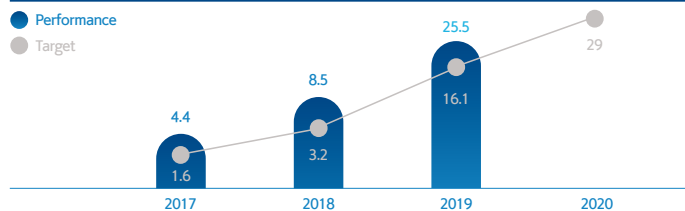
Percentage of employees receiving ethical behavior training and signing a pledge (Unit: %)



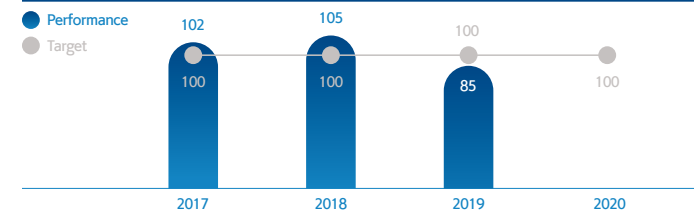
Financial support for working families (Unit: KRW trillion, cumulative)



Support for the startup system (Unit: persons, cumulative)

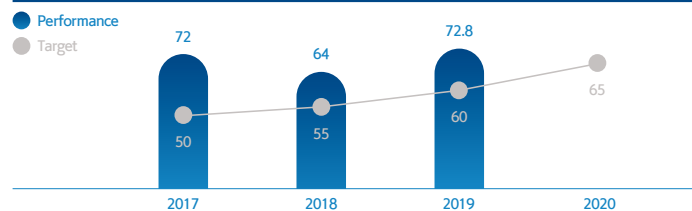


Employee training hours (Unit: hours per person)

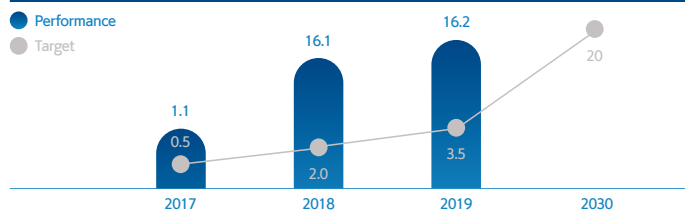


* As a result of newly promoting the Innovation Growth Project in 2019, the annual target (KRW 62 trillion in loan, KRW 2.1 trillion in investment for 5 years) and related performance were reflected.

Smart working system participation rate (Unit: %)



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



* The energy/environment company loan balance not reflected in 2017 was newly included from 2018, and the previous year's reported amount of KRW 16.8 trillion was modified to KRW 16.1 trillion after review.

Volume of GHG emissions (Unit: tCO₂eq)

