The Decision on Report Contents for Shareholders

LG Hausys defines the stakeholders, investor, executive, customer, affiliates and local community as shareholders in accordance with the role, influence and responsibility for an individual or a person in an organization affecting our business management. The 2019 sustainable management report contains key issues which affected the decision making of key stakeholders for the year 2018.

Key Interest of each Stakeholder Group

- Shareholders and investors want corporations to transparently disclose their financial and non-financial information. They also hope to get fair compensation for their investment activities.
- The employee can communicate with the company without any fear to establish stable and fair employment and industrial and labor relations and have a safe workplace to display their ability.
- The affiliates want to build ethical business connections through transparent selection processes and require various support systems to strengthen them alongside LG Hausys.
- The local community has an interest in the economics which LG Hausys affects.
- Environment: The stakeholder is the most related to the social impact and events to communicate with LG Hausys by participating in diverse social activities.
- The customer looks for a variety of products from LG Hausys. They want to communicate with the company and other customers to maximize their satisfaction.

Reporting Contents Referring to each Stakeholder Group

- Business area, vision and strategy
- Provide a safe working environment and foster outstanding personnel
- Actual growth with affiliates
- Social contribution
- Product development exceeding customer expectations and quality and safety assurance

The Process to Finalizing Key Issues

LG Hausys underwent the comprehensive assessment process to finalize the essential key issues based on stakeholder concerns for the 2019 report as we did for the 2018 report. We narrowed it down to 15 key issues which were discussed for sustainable management in 2018 by researching the international standards of sustainable management, reports from the leading company of sustainable management and media.

The Results of the Survey

In addition, we surveyed our external stakeholders to listen to and understand their perspective on the current business issues and their impact. We surveyed the internal and external stakeholders such as the employee, customer, affiliates, workers in the same industry and the sustainability management professionals after asking and receiving the agreement of each department from the 18th to the 23rd of February in 2019. 491 stakeholders participated in the survey and LG Hausys collected the feedback on the significance of the 15 issues and management level of LG Hausys.

International standards review

LG Hausys checked the up-to-date sustainability management issue from SE 26000, GRI Standard and GSEI.

Global Benchmarking

We went through benchmarking based on the sustainability management publication from domestic or overseas leading companies and similar businesses.

Media research

We analyzed the major issues focusing on the critical issues in articles related to LG Hausys from 1 January to 31 December 2018.

Internal and external stakeholder survey

We evaluated the issues considering the feedback and new topics from the results of the sustainability management survey.