

GS Caltex Stakeholder Policy

GS Caltex listens to stakeholders' opinions based on transparent communication in various fields, and reflects them in our decisionmaking to pursue sustainability of operations.

In pursuit of this vision, we have created a GS Caltex Stakeholder Policy. GS Caltex will relentlessly practice this policy to achieve mutual growth of the company and stakeholders.

1. Definition of Stakeholder

GS Caltex defines stakeholders as local communities, employees, customers, partners, government and relevant organizations, shareholders and investors that can directly or indirectly affect or be affected by our business operations. The scope of stakeholders can adjust depending on changes in the business environment, location of business site and other issues.

2. Scope of Policy

GS Caltex Stakeholder Policy applies to all domestic and global worksites. When necessary, the Stakeholder Policy can also be applied to subsidiaries that trade with other companies under the GS Caltex company name or brand.

3. Communication Principle

3.1 Responsibility : We comply with legal and ethical responsibilities toward the stakeholders to protect human rights, security, and confidentiality of the stakeholder, and do not engage in acts that undermine their interests.

3.2 Transparency : The managers and managing departments undertake efforts to share relevant information in a transparent manner when communicating with stakeholders.

3.3 Equality : We guarantee equal opportunities for stakeholders that publicly share opinions related to GS Caltex, and undertake efforts to stimulate active communication.

4. Stakeholder's Action Principle

4.1 Local Communities : As a member of the local community, we create social value to

achieve mutual growth with local communities.

4.2 Employees : We invest efforts to create a safe and happy workplace.

4.3 Customers : We set customer satisfaction as our ultimate priority and engage in transparent communications to gain customer trust and achieve customer happiness.

4.4 Partners : We pursue mutual growth to realize sustainably along with our partners.

4.5 Government and relevant organizations : We comply with laws as a member of society and contribute to the development of society.

4.6 Shareholders and Investors : We establish a sustainable groundwork for growth to expand the value for shareholders and investors.

5. Communication Channels

GS Caltex works to communicate with stakeholders through various channels. We share basic company information through the channels we possess and also engage in direct communication through methods such as public hearings, meetings, and individual contact. Channels may change depending on the goal and target of communication.

6. Issue Management Process

GS Caltex has secured a systematic control process to respond to issues. When issues occur, the managing department considers the urgency, materiality, and impact of the issue to prioritize the issue and create solutions. When necessary, we facilitate collaboration among various departments to control the issue on a corporate-wide scale, and major issues are regularly reported to the management through relevant committees and other entities.

GS Caltex stipulates the rules related to stakeholders as above, and the employees of each department at **GS** Caltex will communicate with stakeholders based on this policy within the scope of the actual laws of the country where the worksite is located.

(Enacted on July 1, 2019)