

BEAUTIFUL JOURNEY TOGETHER



**Shinhan Financial Group
Hope Foundation**

**2023 Corporate Social
Responsibility Report**



FOR



OUR SOCIETY

Purpose of the Report

This <2023 Social Responsibility Report of Shinhan Financial Group Hope Foundation> has been created to introduce the key activities aimed at realizing a beautiful journey together with people for our society, which is the goal of Shinhan Financial Group Hope Foundation, and to measure the outcomes of activities to create the social value.

Scope of the Report

The report is based on the activities of the 'Hope Society Project,' the main business area of Shinhan Financial Group Hope Foundation, from January 1 to December 31, 2023.

This report measured the status, outcomes, and social value, centering on the projects of the Hope Society Project that have been in progress for more than one year.

More detailed information about the report can be found on the website of Shinhan Financial Group Hope Foundation, where the PDF file of this report can also be downloaded.



Scan this QR Code
to visit the Website

Shinhan Financial Group Hope Foundation brings hope to those
who need care and support from our society.

The foundation looks after areas that the community's touch has not reached
and seeks ways to provide support from the perspective of a financial group.

The foundation realizes a beautiful journey together for our society.



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We Continue a Beautiful Journey Together with All the Neighbors of Our Society ✧

The Chairman of
Shinhan Financial Group
Hope Foundation
Jin Ok-dong



Greetings!

My name is Jin Ok-dong, the chairman of Shinhan Financial Group Hope Foundation. The foundation strives to create values of mutual growth through various social contribution projects. With support to financially vulnerable groups, career support, development of local communities, and promotion of culture, arts, and education, we've been on a 'beautiful journey together' with our society.

Last year, Shinhan Financial Group Hope Foundation continued various initiatives to ensure that vulnerable groups, who are in the blind spots of welfare, can grow together under the community's care and protection. First, we launched the Case Management Support Project for Social Welfare Workers. This project aims to help social welfare workers provide appropriate social welfare services to vulnerable groups who face restrictions in applying for various grants. Through this initiative, we ensured that support reached the field more swiftly and reduced workload of the Case Management related to supporting vulnerable groups. For young people who seek for jobs and living in rural areas, we signed an agreement with the Ministry of Employment and Labor to launch the 'Shinhan Supports Youth' project. This initiative aimed to

alleviate the financial burden of young people living in unfamiliar cities by supporting living expenses and transportation costs. Through this effort, Shinhan Financial Group Hope Foundation supported public policies while creating an environment where socially marginalized neighbors can grow together.

We expanded the number of beneficiaries to provide benefits to more vulnerable groups from our on-going core projects. The 'Shinhan Dream Dodamteo' project, which supports the work-life balance of dual-income parents, is now in its seventh year. To address the low birth rate issue that has been highlighted recently, we extended the support from elementary school students to include infants and toddlers and decided to expand the project to 200 locations nationwide, with additional sites to be opened sequentially. The financial education platform 'Shinhan Easy,' launched in 2022, expanded its target to include single mothers, single-parent families, and adolescent families, providing financial education to help financially marginalized groups achieve financial independence and reduce financial illiteracy.

Shinhan Financial Group Hope Foundation continues to engage in active deliberation and practice to maintain a beautiful journey together with all neighbors of our society.

I'd like to take this opportunity with this report to thank all public and private organizations, including the social welfare workers in the field, for their cooperation and dedication in helping us spread warmth throughout society.

Shinhan Financial Group Hope Foundation will continue to be a reliable partner for our society, always staying close to those in desperate need. We ask for your continued interest and support for the foundation's projects and wish a future full of happiness for everyone in our society. Thank you.

OVERVIEW OF FOUNDATION PROJECTS

Shinhan Financial Group Hope Foundation aims to create a hopeful society where everyone prospers by sharing and enhancing the value of our society through a 'virtuous cycle of mutual growth.'

We actively participate in the 'Sustainable Development Goals (SDGs)' set forth by the UN, contributing to the achievement of these globally shared objectives.



SUPPORTING PROJECTS BY THE FOUNDATION

MAJOR ACHIEVEMENTS IN 2023



Hope School SW Class

SW Education for Students with Developmental Disability
122 schools (including duplicates)

Participants
2,679 people (including duplicates)

Shinhan Financial Education (Shinhan Easy)

Online and Offline Financial Education
304 sessions

Participants
3,105 people

Case Management Support Project for Social Welfare Workers

Support for Vulnerable Groups
1,705 households
(38 households deemed ineligible or withdrew their applications)

Amount of Case Management Support Fund
2,428,885,655 KRW

Jobs for the Disabled

Employment of Hearing-Impaired People
23 people

Employment Rate of the Disabled
70%

Youth Debt Total Care

Debt Support
500 people

Average Increase of Credit Score
+22.6 points

Global Young Challenger

Overseas Employment Support
101 people

Employment Rate for 4th Period
93.9% (as of February 2024)

Win-Win with Local Communities Public Project with Local Communities

Public Project with Local Communities for Carbon Neutral
3 projects

· Carbon Neutral Project: Initiative for Carbon Neutral in Sea
· Carbon Neutral Practice Village: Green Village
· Plastic Resource Recycling Project to Achieving Carbon Neutrality in Jeju.

Shinhan Dream Dodamteo

Creation and Equipment Support for Care Spaces
52 locations

Annual Users
707,400 people

Child and Parent Education
522 sessions **5,506 participants**

Youth Employment Support Project

Settlement Allowance
231 people
262,000,000 KRW

Support for Learning Spaces
206 people
96,400,000 KRW

Win-Win with Local Communities Support for Business Owners

Small Business Owners Recovery Support Program
143 people

Support for Eco-friendly Improvements
142 people

S²(Shinhan Square) Bridge

Startup Support (S² Bridge)

Fostered members

131companies

(A total of 610 companies until today)

Funds Raised

365.6billion KRW

(A total of 665.3 billion KRW until today)

Increase in Company Value

1.5trillion KRW

(A total of 3.9 trillion KRW until today)

Annual Job Creation and Maintaining the Jobs

6,596positions

(A total of 11,217 positions until today)

CES 2024 Innovation Award Winners

6companies

Students in Shinhan Career On

2,044students



Social Economy Support

Operating Funds

5funds

Investment in Social Enterprises

1,963,000,000KRW

Selection for the Baby Unicorn Project

2companies

Youth in Shinhan Career Up

139people

Supporting Projects by the Foundation

Culture and Arts Support Project

Recital and Solo Concerts by Winners of Shinhan Music Awards

9events

Collaborative Performances with Musicians with Developmental Disability

9events

Overseas Scholarship Project

Scholarships to Support Excellent Students in 7 Asian Countries

7,168students (Total)

Academic Support Project

Scholarly Support for Financial Researchers with Overseas Activities

11individuals

2023 HOPE SOCIETY PROJECT

Chapter 1.
Growing Together

Chapter 2.
S²(Shinhan Square) Bridge

In 2023, the social and economic indicators were not hopeful for the state of our society. The birth rate was 0.7 births, the un-employment rate of the youth was 5.5%, the closure rate of businesses within 3 years was 88.8%, and the total debt amounted to 6,000 trillion KRW. To ensure that those experiencing crises are not trapped in the darkness in the blind spots outside of welfare, Shinhan Financial Group Hope Foundation has been implementing the Hope Society Project.





The foundation supports members in the vulnerable class so that they can 'grow together' under the care and protection of the community.

Chapter 1.

Growing Together

Case Management Support Project
for Social Welfare Workers

Shinhan Dream Dodamteo

Hope School SW Class

Supporting Project for Jobs for the
Disabled

Global Young Challenger

Youth Employment Support Project

Shinhan Financial Education
(Shinhan Easy)

Case Management Support Project for Social Welfare Workers



The foundation aims to alleviate the burden of social welfare workers' workload in the Case Management while providing prompt support to the individuals under the Case Management, including housing expenses, medical expenses, living expenses, and other necessary support.

Opportunity to Support
the Immediate Needs of the Beneficiaries
and the Efficacy of Social Workers



Su-Hyun Lee, Social Welfare Worker
Comprehensive Social Welfare Center
in Guri-si Gyeonggi-do

The welfare center has social welfare workers designated for the 'Case Management' who intervene to address the various needs and problems of the beneficiaries. Su-Hyun Lee, a social welfare worker, supported by Shinhan Financial Group Hope Foundation, encountered beneficiaries with the Case Management whose urgent issues were intricately intertwined and needed immediate resolution.

What is Case Management?

It involves social welfare workers intervening in the lives of socially vulnerable groups within the community who are experiencing multiple difficulties such as psychological, emotional, economic, medical, and employment issues. Through the Case Management, social welfare workers can provide appropriate social welfare services, manage the cases, and monitor progress.

Su-Hyun Lee, a social welfare worker, first learned about one of the beneficiaries last July through a call from an affiliated kindergarten. She was told that a child suspected of having ADHD might need the Case Management from the welfare center. Upon visiting the child's home, she found that the family was subsisting on limited government aid just because the head of the household (the father) was young and employed. The father, however, had injured his leg in a motorcycle delivery accident and was behind on three months of rent (210,000 KRW per month), facing eviction. The family's debt was several times the amount of their overdue rent. The child, about to start elementary school, had hyperactivity disorder, making it difficult to participate in group activities, and the mother, who had scoliosis, appeared to have significant intellectual disabilities. The household was experiencing severe financial

difficulties, childcare burdens, and a lack of understanding about disabilities, leading to serious marital conflicts. The father, struggling with his leg injury, had even attempted suicide, having lost his will to live.

Rapid support was provided from the application stage to the aid

While considering how to intervene in the household for the Case Management, social welfare worker Lee learned about 'Case Management Support Project' of Shinhan Financial Group Hope Foundation. She learned that the project swiftly and comprehensively provides everything that social welfare workers requested for the beneficiaries. The application process was straightforward, and timely support was ensured without difficulties by utilizing ongoing Case Management information.

There was hope that assistance would be available upon request.

Lee emphasized that this support method was possible because Shinhan Financial Group Hope Foundation trusted the capabilities of social welfare workers in executing their tasks.

“Sometimes, the application can’t even be submitted when qualifications are not met, or the document verification process can take 3 to 4 months. However, with the project of Shinhan Financial Group Hope Foundation, the shortened process allowed for quicker support, which brought greater satisfaction.”

Did the living conditions of the family improve after receiving support? The head of the household paid the overdue rent first and has a more stable income as a night shift worker in a convenience store. He got the job through the self-sufficiency training program that Lee connected him with. The spouse, diagnosed with a level 2 intellectual disability with covered medical expenses, began learning cooking and household skills from a disability support assistant, gradually improving their life skills. The child, who struggled to sit still, began preparing for elementary school with a combination of medication and speech therapy. Many things changed, but the most significant transformation in the household was the father’s renewed will to live. “This support has given me the courage to live well”, he said. Witnessing this transformation, Lee felt a profound sense of efficacy as a social welfare worker and noted that her perception of the support project had also changed.

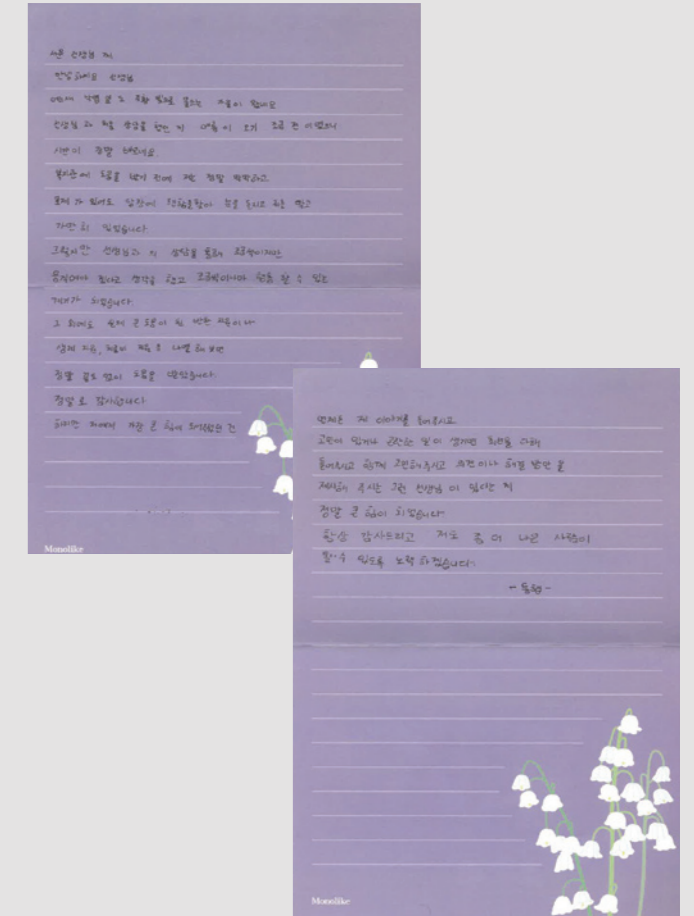
“It looks like he failed to get enough support from public offices many times. However, Shinhan Financial Group Hope Foundation gave him hope that he could also receive assistance whenever he needs it.”



The ‘Case Management Support Project’ Transformed Lives of the Beneficiaries

“Dear Seoyoon,
Hello, Seoyoon. Autumn has come, and the leaves are turning orange. Time has flown by since our first meeting just before summer. Before receiving help from the welfare center, I was desperate and, even with problems, sought immediate comfort by looking at the other way, and doing nothing. However, through the consultations that you offered, I gradually realized that I needed to take action, and it became an opportunity for me to start making small changes. Beyond that, I received an endless list of actual help, including meal support, living support, and support for medical costs. I am truly grateful for all of this. But what gave me the most strength was knowing that there was always someone like you and Shinhan Financial Group Hope Foundation who listen to my story, take my concerns seriously, and work with me to find solutions when difficulties arose. This has been a tremendous source of strength for me. I am always grateful, and I will strive to become a better person.”

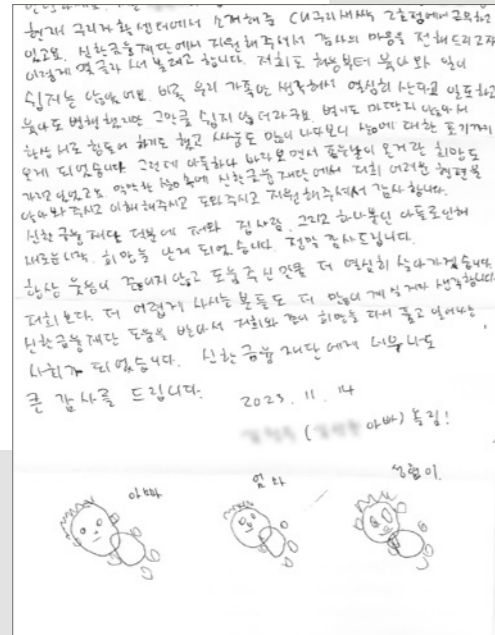
A letter from ○○ Yu,
a beneficiary of the Case Management
from Goyang-si, Gyeonggi-do



“Hello,
I am Kim ○○, working hard for my son and my wife. I am working at a CU convenience store after the Guri Rehabilitation Center introduced the job to me.
...[omitted]...
Even though we worked hard for our family and balanced work and childcare, it wasn't easy. We struggled financially, always feeling the weight on our shoulders, and we had many fights, which led us to consider giving up on life. During this bleak life, I am grateful to Shinhan Financial Group Hope Foundation for recognizing our difficulties, understanding them, and providing support.
Thanks to Shinhan Financial Group Hope Foundation, my wife, my son, and I have found new beginnings and hope. I will strive to live even harder, as much as you

have helped us. I believe many others are facing even greater difficulties than us. With the help of Shinhan Financial Group Hope Foundation, I believe our society has become one where people can regain hope and rise again.”

A letter from ○○ Kim,
a beneficiary of the Case Management from Guri-si, Gyeonggi-do



“Since I don't know how to read Korean, many things were difficult for me, like guiding my granddaughter in her studies or preparing her materials. My heart was broken when we had to stop sending her to the after-school academy she attended for a few months. Thanks to your support, my granddaughter can continue going to the academy, and we can afford our medical expenses and buy her winter clothes. I'm really grateful for that. We were struggling after our children died ahead of us, but with the help of the welfare center workers and Shinhan Financial Group Hope Foundation, we have to gather more strength. My granddaughter said she's happiest now.”

A comment from ○○ Kim,
a beneficiary of the Case Management, at Busan Happy Comprehensive Welfare Center

“I came to Seoul by following my friend and it has been 10 years. I lived in Hongcheon before. I feel like I've been having an isolated life because I didn't come here with anything resolved in my heart. I hope to repay the debt in my heart someday to all the people who have worked so hard for me. The welfare program is a great source of strength for people like me who feel isolated and see no hope. In the future, I will search carefully for what role I should play for young people like me, and what I really want. Thank you.”

A comment from ○○ Ko,
a beneficiary of the Case Management, at Seoul Lifeline Comprehensive Welfare Center

“I didn't have front teeth, and I was worried because the cavities were worse than I thought. Thanks to the support from the dental clinic and the financial assistance from Shinhan Financial Group Hope Foundation, I was able to complete the treatment safely. With my new teeth, I feel more confident, and now I feel like I can do anything. I'm currently enrolled in an illustrator academy to learn and prepare for job hunting.”

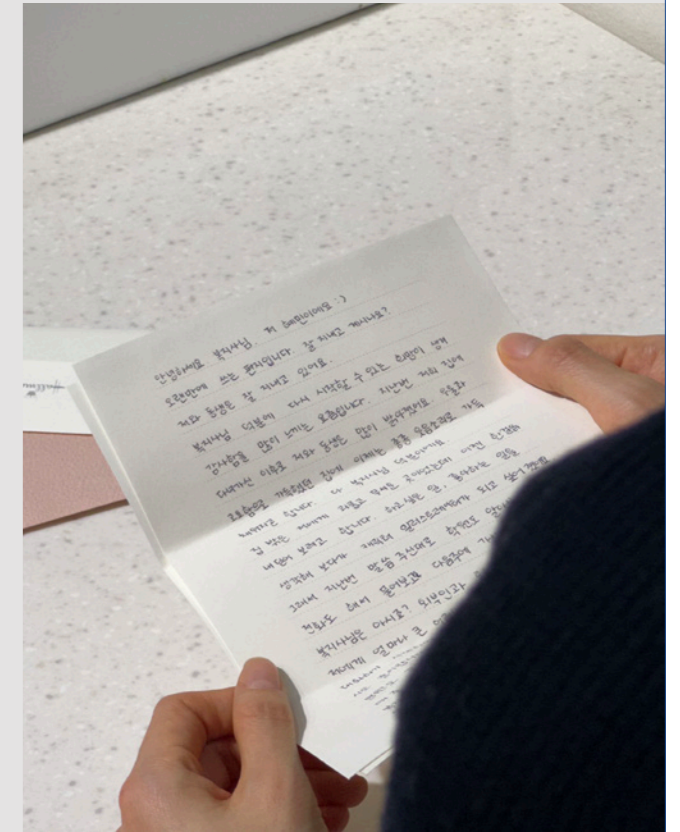
A comment from ○○ Lee,
a beneficiary of the Case Management, at Seoul Yurin Wonkwang Comprehensive Welfare Center



Support for Vulnerable Groups
1,705 households
(38 households deemed ineligible or withdrew their applications)



Amount of Case Management Support Fund
2,428,885,655 KRW



Shinhan Dream Dodamteo



To ensure that elementary school children from dual-income households can spend their after-school hours comfortably, the foundation installed 'Shinhan Dream Dodamteo' and provides necessary educational materials and equipment. Programs such as financial education, social skills development, and coding education are provided for the children, while parent education is also supported for the parents.

Shinhan Dream Dodamteo: Filling Gaps in After-School Care for Dual-Income Families



Jung-ju Yu, an Administrative Official
in Family Policy Division
Ministry of Gender Equality and Family



While the declining birthrate becoming a serious social issue, there is a growing importance placed on creating a family-friendly environment where individuals can focus on work in the workplace and parents can take care of their children at home. Shinhan Financial Group Hope Foundation operates the 'Shinhan Dream Dodamteo', which fills the gap in childcare for elementary school students, in collaboration with the Ministry of Gender Equality and Family. I asked Yu, the administrative official of the Ministry of Gender Equality and Family, about the significance of childcare programs in the era of low birthrates, which are operated through a public-private partnership system.

Q Was there a specific reason why the Ministry of Gender Equality and Family collaborated with the foundation to carry out this project?

A This project started with the question, "What can be done to make society easier to raise children?" Just like the Nigerian proverb "It takes a village to raise a child," raising a child requires a community-based collective effort. However, as families have become smaller, the burden of childcare on parents has increased. The Ministry of Gender Equality and Family initiated the Community Childcare Sharing Center project in 2010, and Shinhan Financial Group Hope Foundation joined efforts to create a public-

private partnership model called 'Shinhan Dream Dodamteo' in 2018, aiming to foster a childcare-friendly social environment.

Q Where can people generally find 'Shinhan Dream Dodamteo'? Are there specific criteria for selecting the locations?

A You can find it where guardians and children can use them safely and conveniently. These spaces are often created in residential areas with dense populations, such as communal facilities in apartment complexes, or regions within community centers or residents' centers. Recently, there has been an increase in cases where they

are installed within school premises to provide convenient access for students after school, or in small libraries, sports facilities, and other facilities so they can access easily according to the characteristics and demand of each local area.



Q What aspects do you prioritize the most in operating the program?

A I believe that the success of ‘Shinhan Dream Dodamteo,’ which combines after-school care for dual-income families with shared parenting, is attributed to three main principles: ‘autonomy and participation of parents,’ ‘community cohesion,’ and ‘universality,’ ensuring that families of all types, including dual-income families and single-parent families, can access the program. Thanks to adhering to these three principles, we have received positive feedback from users.

Q How much did ‘Shinhan Dream Dodamteo’ contribute to childcare for dual-income families?

A In 2023, over 2 million people used shared parenting centers, including ‘Shinhan Dream Dodamteo.’ During a field meeting, I met someone who introduced themselves as a first-time dad on parental leave. He told me that through parenting alongside other dads, he experienced growth in their children and himself as a father. While ‘Shinhan Dream Dodamteo’ may not meet all childcare demands, it serves as a scaled-down version of the collaborative model that our society should strive for in the era of low birth rates, and I would say it represents a meaningful success story.

“‘Shinhan Dream Dodamteo’ has created a childcare-friendly society where parents can confidently receive childcare support when needed. It provides parents with the opportunity to find ‘happiness in raising children together,’ while also offering children a place to enjoy ‘happiness in companionship.’”

The operations manager said, “It is space for communication with neighbors that both children and parents needed.”



Min-jung Kim, Senior in the Future For Youth Foundation

“Among various programs, the participation rate of local residents in the ‘care-sharing’ program is quite high. Care-sharing stands out the most compared to other care facilities. Parents who participated in the care-sharing told me that they are highly satisfied with ‘being with neighbors.’ Nowadays, as many people live in apartments, they don’t often have opportunities to communicate with neighbors.

They mentioned that through ‘Shinhan Dream Dodamteo,’ kids can make friends in the neighborhood, and parents can meet parenting companions with whom they can share parenting difficulties and information, which they find beneficial.

I also have some experience in similar programs, and I found that the conversations with other parents were much more helpful than relying solely on internet-based parenting information. As you know, there are common issues with some mothers such as postpartum depression and parenting stress. Ultimately, I believe the lack of communication is the cause of the problems. Having a space like ‘Shinhan Dream Dodamteo’ allows me to communicate with others, and I believe it can be a great source of comfort.”





Kyoung-seo Kim, Manager in the Future For Youth Foundation

“Other childcare facilities often have many requirements, such as having multiple children, being a dual-income family, or being low-income, and it makes it difficult for some families to use them. Sometimes, some families with double incomes or only one child are also restricted to use such facilities. Additionally, childcare programs from schools often do not align with the needs of some parents after work because they may not operate for long enough after school. In contrast, ‘Shinhan Dream Dodamteo’ has fewer barriers to access. Moreover, many parents told me that it's not just a place to stay but a meaningful space where children can engage in homework and play with friends.

In areas with a high proportion of multicultural families, ‘Shinhan Dream Dodamteo’ shines even more. It serves as a community where parenting identities and cultural differences are shared, creating a space that absorbs blind spots outside the welfare.

Recently, a new ‘Shinhan Dream Dodamteo’ opened in Incheon, where many multicultural families from Russia live. The parents told me that it has played a significant role in the local community by addressing the challenges faced by multicultural families living abroad, resolving differences in parenting cultures, serving as a place to share information and support, and it provided great assistance to the community.”

The Care Center Loved by Children in Our Neighborhood after School

“I love ‘Shinhan Dream Dodamteo’ so much that I want to go every day!”

○○ **Kim**, a student using ‘Shinhan Dream Dodamteo’ in Michuhol-gu, Incheon-si

“I learned about ‘Shinhan Dream Dodamteo’ through the financial education for children. After that, my child participated in social development education and Chinese language classes. I’m very grateful for the rich support in providing essential education for children. My child has made many friends, and it’s great that I can communicate with other moms raising children of the same age.”

○○ **Lee**, a parent of a student using ‘Shinhan Dream Dodamteo’ in Michuhol-gu, Incheon-si



“I like coming to ‘Shinhan Dream Dodamteo’ after school instead of being alone at home.”

○○ **Moon**, a student using ‘Shinhan Dream Dodamteo’ in Naju-si, Jeollanam-do

“It’s great that access to ‘Shinhan Dream Dodamteo’ is free unlike school care classrooms, so my child can use ‘Shinhan Dream Place’ even after attending after-school academies. It’s nice that my kid can make friends with older students there, and its location within the apartment complex makes it convenient for use the program.”

○○ **Lee**, a parent of a student using ‘Shinhan Dream Dodamteo’ in Naju-si, Jeollanam-do

“‘Shinhan Dream Dodamteo’ provides safe and high-quality programs and fills the gap of childcare for dual-income parents. I recommend the benefits of it to my fellows. One of my senior colleagues told me that she envies me because she didn’t have such support in the past and said ‘Back then, we didn’t have these options. Our colleagues had to quit their jobs because of childcare issues. I also shed tears many times! I didn’t have the chance to rely on my parents for childcare, so it was tough and frustrating. But nowadays, it’s a really good world.’”

○○ **Lee**, a parent using ‘Shinhan Dream Dodamteo’ in Gwangyang-si, Jeollanam-do

Creation and Equipment Support for Care Spaces

52 locations

Child and Parent Education

522 sessions

5,506 participants

Annual Users

707,400 people


Hope School SW Class



For students with developmental disabilities who have limited opportunities for software education, the instructors from the foundation visit special schools to provide software education and curriculum with teaching materials. At the end of the year, the foundation holds the 'Hope School SW Contest' to motivate students with developmental disabilities to learn and enhance their SW skills.

Disabilities Should not Create Disparities
in Educational Opportunities



 **Yong-ju Lee**, Instructor from Sapiens 4.0 (SW Education Institute)



Yong-ju Lee, a retired Shinhan Bank employee, has been working as an assistant instructor at the 'Hope School SW Class' since the second semester of 2020. He travels to special schools across South Korea, including Seoul, Mokpo, and Busan, via KTX, teaching SW principles to students. While teaching SW to students with developmental disabilities may seem challenging, he approaches students with a sense of mission, aiming to narrow educational gaps by teaching students who show interest in experiencing SW for the first time.

Most of students with developmental disabilities that Lee meets experience coding for the first time through the 'Hope School SW Class.' While general students have easy access to experiencing AI (Artificial Intelligence), this is not the case for students with developmental disabilities. Both teachers in special schools and parents find SW challenging, so students rarely have the opportunity to experience it. Through the 'Hope School SW Class,' students can have SW lessons using educational materials such as Ozobot, Micro:bit, and Spike Prime, similar to what other children of the same age are learning. What interests the children the most is Spike Prime, a combination of LEGO blocks and robots. Children discover new interests when they see the coding robot move by fitting blocks with coding language in correct sequences.

First Experience with Software through the 'Hope School SW Class'

Lee incorporates real-life examples into the software classes to naturally enhance the daily living skills of students with developmental disabilities, which is an uncommon experience for them. For instance, Lee teaches students how an elevator works such as pressing the ▲ direction button on an elevator to make it go up, and pressing the number 2 to move to the second floor. This approach encourages students to try these actions themselves in daily life.

"Some students with hand impairments may find it challenging when they need to manipulate the blocks, so I assist them closely. When the robot moves according to the sequence of blocks they've placed, it brings a sense of accomplishment to the students. It's not that students with developmental disabilities lack interest in software. They just haven't had the opportunity to learn."

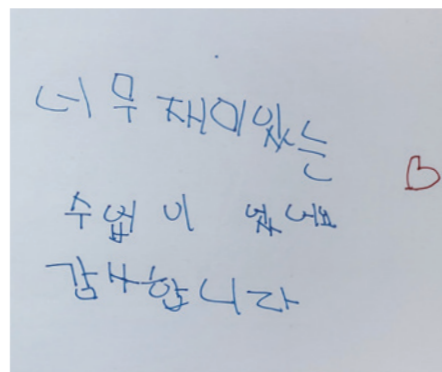


Opportunities for Students to Learn Software and Job Opportunities for Instructors

It was not particularly challenging for Lee to teach SW classes. Since he worked as a developer in the ICT department of Shinhan Bank in the past, teaching software wasn't burdensome. However, teaching special students needed a bit of courage. "In reality, some students show aggressive behavior such as shouting, pinching, or throwing objects when they see unfamiliar faces. It's rewarding when students who initially kept their distance from unfamiliar instructors and tools in the first class express a desire to continue learning even in the following year." Like Lee, there are also people who, after taking voluntary retirement, prepare for the second stage of their lives while working as assistant instructors. However, among the main instructors, there are many women who have experienced career interruptions. After completing training for instructors, which includes understanding the curriculum and the characteristics of developmental disorders, instructors can choose their desired location and date to conduct classes in pairs. Moreover, Shinhan Financial Group

Hope Foundation generously provides all necessary support for the activation of 'Hope School SW Class.'

"I feel even more proud of my former workplace knowing that it provides opportunities for students with developmental disabilities to experience SW education. Otherwise, the students would have very limited opportunities to have software education. Shinhan Financial Group Hope Foundation is taking on the challenging task of providing SW education that even teachers at schools and parents find difficult to teach. So, I always proudly boast about being an instructor of 'Hope School SW Class.'"



The SW Classes: Satisfaction of Both Teachers and Students from the Special Schools

"Our school has participated for two consecutive years, and the proactive communication of the SW instructors has been a significant motivator. They understand the characteristics of students with disabilities at special schools and kindly teach step-by-step, tailored to the students' levels. Thanks to their efforts, our students could participate in the challenging coding classes. The students looked forward to this class, which takes place once a week for an hour. We are truly grateful."

○○ Lee,
a teacher at Bucheon Sangnok School



"I think coding is still somewhat unfamiliar to students with disabilities, but through this program, I have realized that coding can be effective education for them as well. It would be great to expand the support time so that more students can experience this program in the future."

○○ Maeng,
a teacher at Hanguk Seonjin School

"At the beginning of the classes, students had difficulty building rapport (emotional connection) with the instructors and faced significant challenges in communication due to language disabilities. Some of them also showed sensitive reactions to new objects or activities. However, through the course in the first and second semesters, small changes began to appear in the students. They started to maintain eye contact and communicate with the instructors for longer periods, and their voluntary participation increased. These changes translated into confidence, resulting in all the participants in the SW class joining the '3rd Hope School SW Contest.'"

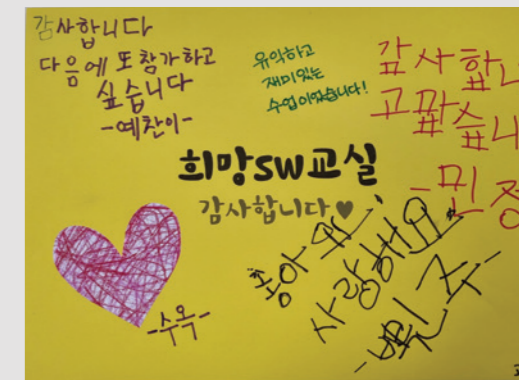
○○ Kim,
a teacher at Suwon Jahye School


"The children absolutely loved it. Some of them were eagerly looking forward to Thursdays each week. I initially thought SW education might be a bit rigid, but the instructors always brought fun educational materials, making the experience enjoyable for me as well. I would love to participate in the class with the children again if the opportunity arises. :)"


○○ Bang,
a teacher at Eunpyeong Daeyoung School


"When we applied for the 'Hope School SW Contest' for the first time, I had many concerns because it was an unfamiliar path. However, it turned out to be a highly satisfying time for both students and myself, as the guiding teacher, and we could learn interesting content with lots of fun. This experience has become a turning point for our students' growth. I hope that our students will continue to have such wonderful opportunities in the future."

○○ Park,
a teacher at Paju Saeul School



 **Participating School**
122 schools (including duplicates)

 **Participants**
2,679 students (including duplicates)

 **Participating Teachers' Satisfaction in the Class (Average)**
4.8 point/5 point

Supporting Project for Jobs for the Disabled



The foundation supports 'Café Swith,' operated by the social cooperative 'Swith,' to expand social participation opportunities and promote economic independence for the hearing impaired. Additionally, we conduct awareness improvement campaigns with citizens to foster correct perceptions of disabilities in our society.



A Beautiful Journey Together
with Hearing-Impaired Baristas

 **Sung-sil Lee**, a team leader of the social cooperative 'Swith'

Café Swith is located in the lobby of the Shinhan Bank headquarters in Namdaemun, Seoul. Orders are taken through written communication or kiosks, and pickups are guided by displaying order numbers on a monitor. Café Swith is a disability-friendly workplace where Shinhan Bank provides the space and coffee beans free of charge, and hearing-impaired baristas work.

Upon ordering coffee at Café Swith and looking towards the beverage preparation area, I could notice someone communicating with the barista in sign language. Her name is Sung-sil Lee, a team leader at the social cooperative 'Swith' and a sign language interpreter. Lee describes the relationship between Shinhan Financial Group Hope Foundation and 'Swith' as a 'companionship,' because Shinhan Financial Group Hope Foundation collaborates with 'Swith' to create jobs for the hearing impaired by training them as baristas and bakers. Café Swith, operated by the social cooperative 'Swith,' initially started as an in-house café for Shinhan Bank employees to promote ethical consumption. Shinhan Bank, sharing the mission of creating jobs for people with disabilities, supported the expansion of the café by providing free space on the first floor of its headquarters and in closed bank locations. Lee expressed gratitude to

the Shinhan Financial Group, noting that they continuously support the café not only with space but also with ingredients like coffee beans.

"Thanks to the reduced rent and costs of ingredients, we were able to expand the café to five locations within three years. With the café's profits, we are creating jobs while providing job training for people with disabilities and employing both disabled and non-disabled staff."

A Workplace Where People with Disabilities and Non-Disabled People Are Treated Equally

Some hearing-impaired baristas at Café Swith leveraged their on-the-job experience to find employment at franchise cafes or start their own

businesses. However, many have remained long-term employees since the beginning. This is thanks to the equal working conditions and benefits applied to everyone. Typically, employment opportunities for hearing-impaired individuals are limited to noisy factories and other environments with poor working conditions. Many workplaces that hire people with disabilities to meet employment quotas often reduce working hours, pay minimum wage, or assign only simple tasks. In contrast, Lee proudly said Café Swith ensures an equal environment for all employees. "At Café Swith, there is no discrimination made by disability, and there are no differences in working conditions, pay, or promotions. Here, a hearing-impaired manager can oversee a non-hearing-impaired assistant manager. Anyone with the capability and leadership skills can become a manager."

The Process of Bridging the Emotional Distance with People with Disabilities

Café Swith regularly conducts campaigns to improve awareness and perception towards people with disabilities. For example, every year on February 3rd, they promote sign language to customers who visit the cafe to raise awareness for Korean Sign Language Day, and they also organize art exhibitions featuring deaf artists. Lee said the emotional distance towards people with hearing impairments is gradually reduced through the annual campaign. She also added that the perceptions have gradually changed due to the contribution of Shinhan Financial Group Hope Foundation.

“I believe our customers are engaging in 'good consumption'. Over the past three years, the amount that customers have spent on coffee has been used to expand social participation for people with disabilities and create jobs. In 2024, we aim to further expand the cafe to create a natural everyday life where people with and without disabilities can live together harmoniously.”



Employment of Hearing-Impaired People

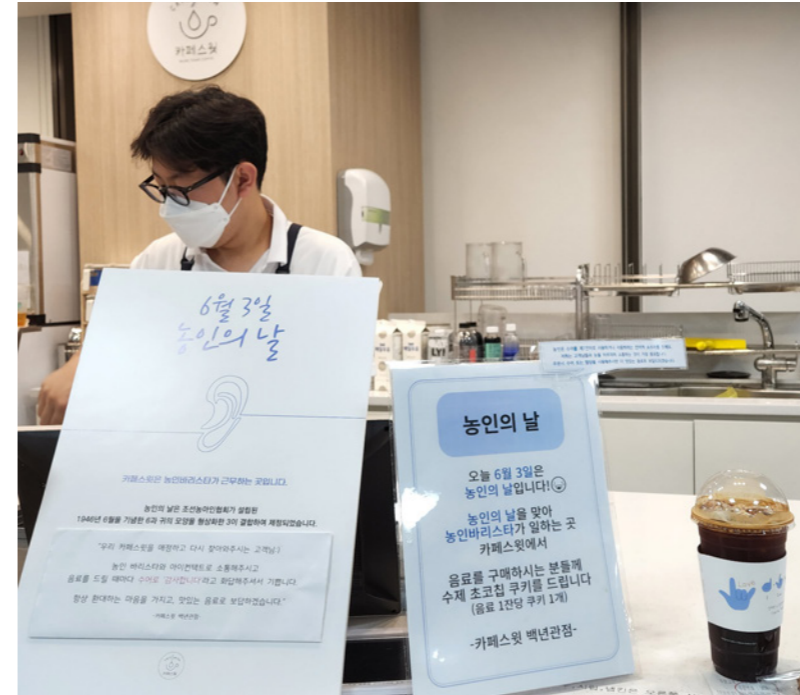
70% (23 people out of 33 people)



Number of Customers in 2023
546,000people



Participants in Campaigns to Improve Awareness of Disabilities
7,000people





Global Young Challenger Shinhan GYC

The foundation provides comprehensive support, from specialized training with language, professional skills, and cultural understanding to matching opportunities for employment abroad, aiming to nurture globally competitive talents equipped with the necessary skills.



Shinhan GYC: A Guide to Successful Overseas Employment

Hee-young Yu, a graduate of Shinhan GYC 4th Period (Poland)



For young people under the age of 34 who aspire to showcase their talents overseas but find it difficult to seize opportunities due to limited knowledge of local employment situations and corporate cultures, 'Shinhan GYC (Global Young Challenger)' is there to help. Yu, who participated in the 2022 program and completed the 4th period of the program (Poland), is now employed at a Korean logistics company in Hungary and is sharing her experiences with the participants in the following period.

Q We heard that you recently got a job at a Korean logistics company in Hungary. How did you learn about 'Shinhan GYC'?

A I was working for a company in Korea and was always interested in working overseas. I first came across 'Shinhan GYC' through job postings in online forums that I often visited for job-related information. Although there were many overseas employment support programs available, what impressed me the most was the joint support provided by reputable institutions such as Shinhan Financial Group Hope Foundation, KOTRA, and HANKUK University of Foreign Studies. Additionally, the fact that 'Shinhan GYC' offered overseas field trip programs, providing ample

opportunities to use special languages not often experienced in Korea, was the most appealing aspect for me.

Q Were you satisfied with the programs provided through 'Shinhan GYC'?

A The curriculum was extremely satisfying. From providing accommodation for language studies to editing self-introduction letters, local language training, and job introduction services, following the 'Shinhan GYC' program schedule made it relatively easy for me to secure employment overseas. Especially considering that going abroad for training causes significant costs and time commitments, but I was able to shorten both costs and time thanks to the program. It would have been much

more costly and time-consuming if I had attempted this on my own.

Q When comparing before and after the employment, what support from 'Shinhan GYC' do you think was the most helpful?

A Before employment, receiving job information from 'Shinhan GYC' was the most valuable because it was difficult to have such information in Korea. Since the job postings were not listed on typical job search websites like World Job, I had fewer competitors and was able to secure multiple interview opportunities. In the past, when I applied through regular job search sites, I often didn't pass the document screening. After employment, the most helpful

support was the network of Shinhan GYC alumni who had already been employed by companies overseas. Even though I participated in the Poland program, I was able to communicate with senior alumni who had gone through the program for Hungary, learning about corporate culture and tips for living.

Q Did Shinhan GYC practically help you in getting a job overseas?

A Absolutely. Shinhan GYC played a 100% role in my employment. The company I joined had already hired trainees who completed Shinhan GYC's 3rd and 4th programs. Thanks to the excellent work of the trainees who had been employed before me, the employment opportunity was extended to participants in the following program, which allowed me to be selected for the position.

“Shinhan GYC provides opportunities for young people who dream of working overseas but are unable to do so due to various reasons. It serves as a platform for education and growth, helping them become global talents.”



Number of Trainees in the 4th Period

49 people



Selected Number of Trainees for the 5th Period

52 people



Overseas Employment Rate for 4th Period Participants

93.9% (As of February 2024 | The 5th Program is currently ongoing)

The Hope Conveyed by ‘Shinhan GYC’ to Its Trainees



Ji-yun Park, a trainee of Shinhan GYC 5th program (Japan)
Jae-min Park, a trainee of Shinhan GYC 5th program (Hungary)

Q What prompted you to participate in 'Shinhan GYC'?

Ji-yoon I wanted to work in Japan as an IT programmer, but I felt lost because I didn't know how proficient I needed to be in Japanese or what specific preparations I needed. Then I learned about 'Shinhan GYC' and came to Busan to learn Japanese (talking, grammar, writing) and IT (coding, Java).

Jae-min I majored in distribution studies in college, and studied the movement of global logistics and capital flow, which sparked my interest in working in Europe. After searching for related information, I accidentally learned about 'Shinhan GYC' and have been participating in the program since September 2023.



Q What support has been most helpful in preparing for overseas employment?

Ji-yoon When searching for job information in Japanese companies, there wasn't much available, but the professional workshops have been very helpful. Through the 'Shinhan GYC' professional workshops, I learned that people in Japan value life experiences more than qualifications and that there is a behavioral manual for interviews. Also, quickly learning the Japanese language has been a significant help. At first, I could only understand about 20% of what native speakers said because I only had basic Japanese conversation skills. However, being surrounded by motivated peers and receiving excellent teaching from instructors at HANKUK University of Foreign Studies, I can now understand over 80% of the classes after about three months of study.

Jae-min In the past, I struggled with uncertainties because the language of the country I wanted to work in was unfamiliar and I didn't know how much preparation was necessary. Since Hungarian is a rare language, there were no classes available in local areas in South Korea, and trying to learn in Seoul was financially burdensome. Especially since I had no experience traveling in Europe, I had doubts about preparing for employment based on unreliable information. However, 'Shinhan GYC' provided me a sense of direction.

Q What is the strength of 'Shinhan GYC' compared to other employment support programs?

Ji-yoon The program covers everything from tuition to accommodation and textbook fees. Those costs are typically burdensome for job seekers. I can focus entirely on preparing for employment without any worries.

Jae-min I feel the same way. By providing comprehensive support that allows us to focus solely on job hunting, even recent college graduates can dream of working abroad. I believe that as long as I don't give up, I can trust and move forward with the support of Shinhan Financial Group Hope Foundation, which stands like a lighthouse guiding the way.



'Shinhan GYC': Welcomed by Both Young Job Seekers Preparing for Overseas Employment and Recruiters

"There are several overseas employment programs available, but 'Shinhan GYC' is particularly popular compared to other programs.

A significant advantage of 'Shinhan GYC' is its focused education on essential competencies for working at business locations overseas, including language skills, job skills, and intercultural understanding. This tailored training ensures that participants are ready to work immediately upon hiring by local businesses.

We can feel the reputation of 'Shinhan GYC' even in overseas locations. Once, we visited a local company to promote the program. It was our first visit, so we were well-prepared, but the company representative already knew about 'Shinhan GYC.' They had heard about the trainees who were employed in the same industry. I was very happy when I heard the good reputation of 'Shinhan GYC' trainees."

Sung-geon Park,
A team leader of Global Leadership Academy,
Hankuk University of Foreign Studies



"There was a trainee who passed the document screening multiple times but always failed after the interviews. This young person was highly motivated, having even pursued a degree related to the target country to secure employment there. However, repeated failures had blurred his sense of purpose. Then, he participated in the 'Shinhan GYC' program and attended job preparation classes and mock interview classes. Eventually, he succeeded in getting hired by his desired company.

He mentioned that the program helped him identify and address several shortcomings that he couldn't notice about himself when preparing by himself. He added that practicing mock interviews with fellow trainees and receiving objective evaluations were also immensely beneficial.

It turns out that 'Shinhan GYC' plays a crucial role in helping job seekers turn their dreams into reality."

In-young Na, 'Shinhan GYC' Program Manager



Youth Employment Support Project



The foundation operates the 'Shinhan Support' program to assist young job seekers from vulnerable groups outside the metropolitan area. This program allows them to focus solely on their job search by providing living expenses. It supports housing, transportation, and education costs with a settlement allowance of 500,000 KRW per month, and covers the cost of using study spaces for job search with an additional 200,000 KRW per month.

한이정입니다

Ensuring the Passion of Youths Pursuing Their Dreams Doesn't Fade

For young people who have left their hometowns for job trainings, the monthly expenses for rent and living costs can be a significant financial burden. Shinhan Financial Group Hope Foundation supports these youths through the 'Shinhan Supports Youth' program, providing settlement allowance and allowance for study space usage to ensure that financial difficulties do not force them to give up on their dreams. Let's hear what the support from 'Shinhan Supports Youth' means to young people staying in unfamiliar cities in pursuit of their dreams.

Han-na Jang, Job Seeker | Jeonju

"After quitting my first job, I prepared for a job at a public institution in the design field, which was not my major. I took a job training course for design while also attending TOEIC classes and study sessions. Since I was receiving unemployment benefits, I couldn't take on part-time work, making the job preparation costs, including TOEIC fees (50,000-80,000 KRW per test) and NCS test fees, very burdensome. Then I found out about 'Shinhan Supports Youth,' a program for job seekers outside the metropolitan area. Thanks to this support, I was able to focus on obtaining a design certification and studying for TOEIC. During the seven months of job searching, the program provided me with substantial financial and psychological support, and I finally received a job offer. Thank you, 'Shinhan Supports Youth' for supporting my journey."

 Settlement Allowance
231 people
262,000,000 KRW

Seon-ju Lee, Job Seeker | Busan

"Living in Busan, I am taking online and offline courses in Seoul funded by the government. Other job seeker support programs have long processes from application to selection with limited support, 'Shinhan Supports Youth' offers extensive support perfectly tailored to my situation of traveling from a different region to attend courses in Seoul. With the settlement allowance, I could cover my living expenses and transportation costs for commuting between Busan and Seoul. Additionally, outside of academy hours, I was able to study in cafes and study rooms using the allowance for study space usage. Above all, it was great because I was able to focus entirely on my studies for employment with the financial support I received."

 Support for Learning Spaces
206 people
96,400,000 KRW

Ha-bin Lee, Job Seeker | Daegu

"After resigning from my job last September, I have been taking a front-end development course funded by the government. Before learning about this program, I was working part-time at a friend's store to make a living, which was exhausting as I studied for 12 hours and worked on weekends. The academy recommended this support program, and I received assistance for living expenses (such as utility bills for electricity and gas), fees for online courses, and transportation costs. It was much relief. With less financial stress, I could focus more on my studies, and my stress levels decreased, allowing me to dedicate myself even more to my education."



Shinhan Financial Education

'Shinhan Easy'



To ensure that members of society can manage their finances stably, the foundation provides financial education tailored to different stages of life, enhancing the financial literacy of future generations. Through the 'Shinhan Easy' platform, we offer high-quality financial education, allowing all generations to learn the accumulated financial knowledge and expertise of Shinhan Financial Group's various subsidiaries.



Personal Finance Teacher:
Provides Correct Economic Concepts



- Hye-young Eom**, the mother of student I-jun Yu (2nd Grade in an Elementary School)
- Jeong-mi Wang**, the mother of Student Tae-yun Kim (4th Grade in an Elementary School)
- Eun-jin Kim**, the mother of Student Seo-rin Shin (4th Grade in an Elementary School)
- Mi-ri Seo**, the mother of Student Ji-on Shin (4th Grade in an Elementary School)

'Shinhan Easy' provides an online learning program to help elementary school students, the future generation of financial consumers, develop proper financial habits. Additionally, it runs the 'Shinhan Easy-PEN' program, which delivers educational materials to homes of participants regularly. Here are some stories from parents who noticed positive changes in their children's spending habits after participating in the program:

Q How satisfied was your child with the educational program? Did you find it helpful for your child as well?

Tae-yun's Mother The curriculum was much more robust and well-structured than those from other educational institutions. I think it's because the program was created by the financial group. The program integrated a wide range of knowledge about money, allowances, assets and liabilities, and various investment methods with stories, which made it very interesting for my child. It wasn't just a lecture; they sent educational materials to our home in advance, allowing the children to see and experience the concepts through games, making it a very high-quality class.

I-jun's Mother My child isn't perfect at managing his allowance yet, but he has developed a better understanding of how to use it. Now, it looks like he has less impulse to buy when making purchases now (laughs).

Q Has your child applied what they learned in the program to real-life situations?

Seo-rin's Mother After attending the class, my child received an allowance for the first time and started managing it. She earned her allowance after helping with household chores and used her saved allowance for meaningful spending, such as buying birthday presents for friends and making donations to a church.

Ji-on's Mother My child is now using an allowance calendar to save more money. Impressively, she saved the money given by her grandparents and decided to deposit it into her bank account to earn more interest, demonstrating good use of her allowance.

Q Which part of the curriculum did your child enjoy the most?

I-jun's Mother He liked the board games that came with each session the most. Even if he didn't fully understand all the lessons, he was able to learn them through the games. I think he took it more as 'playing finance games with mom' rather than studying.

Seo-rin's Mother She enjoyed the storybook 'The Spending Habits of Count Dracula' from the lesson on 'rational choices and consumption' the most. She found it amusing and a bit embarrassing as the story depicted Count Dracula buying unnecessary things and missing out on essential purchases, which she felt was a lot like her own habits.

Q Have you noticed any changes in your child before and after the financial education?

Seo-rin's Mother After attending the lesson on currency, she wanted to learn more about it, so we visited the 'Currency Museum' in Gwanghwamun. She now borrows and reads 1-2 books related to economics from the library every week, which she had no interest in before.

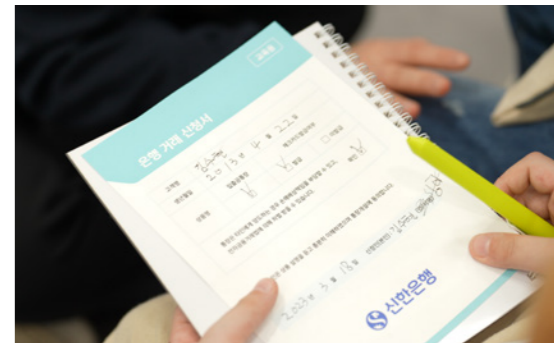
Ji-on's Mother Whenever we need to go to the bank, she eagerly tags along and shows interest in various parts of the bank. She asks me questions about what she sees, and I do my best to explain things to her with my limited knowledge.

What is 'Shinhan Easy-FAM'?

A financial education and mentoring program designed to assist the financial independence of single mothers, single-parent families, and teenage families.

STORY After the 'Shinhan Easy-FAM' Mentoring

A 20-year-old single mother was living in a welfare facility and she was living without income from work or business to receive government support, however, she used the support money primarily to buy clothes for her son. An instructor from the 'Shinhan Easy-FAM' program visited the facility and provided five sessions of 1:1 financial consulting to help improve her economic situation. Reflecting on her life, the single mother recently succeeded in getting a job. She is now diligently saving her salary, practicing good spending and saving, and using a household ledger as she learned.



Operation of 'Shinhan Easy-FAM'
 132sessions 1,090participants



Operation of 'Shinhan Easy-PEN'
 172sessions 2,015participants



Shinhan Financial Group Hope Foundation fosters and supports innovative startups across South Korea, creating social value.



Chapter 2.

S² (Shinhan Square)

Bridge 

Startup Support (S² Bridge)



The foundation invests in startups with innovative technology to nurture them into growing companies and support their leap to become global unicorns. Focusing on hubs in Seoul, Incheon, Daejeon, Daegu, Jeju, and Vietnam, the foundation provides programs such as the Incubation, Accelerating, and Open Innovation.



For Sustainable Growth and Enhanced Social Value of Companies

How Companies Participating 'S² Bridge' Create Social Value

Some of Startups participated in the 'S² Bridge' which is nurturing and supporting programs through regional hubs across the country. These startups, receiving generous support, collaboratively solve difficulties encountered in all stages of their development, including management, employment, investment, and service development. As a result, they are growing while creating various social values.

S² Bridge Daegu | ESG Incubation 2nd Period
Min-ji Kim, CEO of V-Dream

S² Bridge Jeju | Collective Impact 3rd Period
Soo-jung Kim, CEO in Gimnyeong Haenyeo (Female Diver) Village

S² Bridge Seoul | Shinhan Incubation 10th Period
S² Bridge Jeju | Collective Impact 2nd Period
Yun-no Lee, CEO of Nanu

Q Could you please briefly introduce your company and its main business?

Min-ji Kim (V-Dream) V-Dream was founded in 2018 and develops and operates a remote work system specialized for people with disabilities called 'Flipped'. This system enables companies to hire capable but disabled workers who have difficulty of commuting. Both disabled employees and managers can handle their tasks through Flipped, which includes features for attendance, scheduling, payroll management, messaging, chatting, and automatic job matching.

Soo-jung Kim (Gimnyeong Haenyeo Village) Gimnyeong Haenyeo Village is located in Gimnyeong-ri, Gujwa-eup, Jeju City, and is a place where villagers, who have been Haenyeos (female divers) for

three generations, gather to continue the Haenyeo's lifestyle and culture. We organize meaningful events every year to promote and sell our products while conducting community projects.

Yun-no Lee (Nanu) Nanu creates plastic alternatives using pulp mold and an eco-friendly coating method, allowing food to be contained in paper. Currently, we have entered the food industry, and we aim to expand our business to all industries where disposable plastics are used, including cosmetic containers and packaging for electronic products.

Q There are many industries you're working in! What prompted you to participate in 'S² Bridge'?

Soo-jung Kim (Gimnyeong Haenyeo Village) Our industry needs to store seaweed and hijiki harvested by Haenyeos, but if we can't find a market, we have to store it in a warehouse and eventually dispose of it. The costs of storage and disposal are significant. Environmental pollution from discarded agricultural products, the reduced income of the workers, and the aging population in the community are major issues in Jeju. YJ Company, which launched a premium fish cake called 'Jeju Fish Cake' using Jeju's agricultural and marine products, proposed a collaboration to develop high-value products and create new market channels to solve these local problems. We resonated with this idea and

decided to participate in the 'S² Bridge Jeju' Collective Impact program.

Yun-no Lee (Nanu) Nanu joined 'S² Bridge' immediately after its establishment. The regions supported by 'S² Bridge' include Jeju and Vietnam, which align well with our expansion plans. They offered programs like the Open Innovation and Incubation, which we were interested in. For startups, meetings with large corporations are significant opportunities. However, the change brings risks as well. It's because PoC (Proof of Concept) requires sharing some of our technology. The advantage of 'S² Bridge' is that the program provides mentoring and mediation, allowing us to conduct PoC in a safer environment.

Min-ji Kim (V-Dream) At the time, we had just secured Series B funding. However, we needed to discover new B2C businesses and conduct cost-effective advertising. We participated in 'S² Bridge' to receive business consulting, hoping to get advice on concretizing our target market and implementing applicable strategies in our operations.

Q Have there been any changes after participating in the program?

Yun-no Lee (Nanu) 'S² Bridge' has been involved in every aspect of Nanu's operations, including market channels, development, and investment. With 11 employees, it feels like 'S² Bridge' is our 12th team member. We have gained opportunities that a startup could never create alone, such as PoC with large corporations, investor meetings, and business expansion into Jeju and Vietnam.

Min-ji Kim (V-Dream) We were able to advance our business areas and systematically determine the direction of new business fields by concretizing our business models for B2B, B2G, and B2C markets. As a result, we've received many inquiries from potential investors interested in V-Dream. Meetups for collaboration are also ongoing.

Soo-jung Kim (Gimnyeong Haenyeo Village) Selling our hard-earned harvest as meal kits in premium stores has given the Haenyeos a sense of pride. After securing international markets, there has been growing interest and inquiries about the raw materials from abroad. This has laid a foundation for continuous growth, which makes us very happy.



Q What do you think is the social value realized by 'S² Bridge'?

Soo-jung Kim (Gimnyeong Haenyeo Village) The project has found a use for Jeju's agricultural and marine products that would otherwise be discarded and forgotten. With the influx of professionals handling the business's international and online segments, our village has become revitalized. This has led to continuous job creation for the elderly. For the Haenyeos, the increased market channels have boosted their steady income and reduced purchase and disposal costs, bringing more vitality to their lives. Participating in the 'S² Bridge' Collective Impact Project has marked a turning point, enabling our Gimnyeong Haenyeo Village to grow sustainably.

Yun-no Lee (Nanu) I believe 'S² Bridge' has directly and indirectly contributed to the activation of the startup ecosystem and the resolution of social issues. Through mentoring and consulting, they provided a foundation for startups to grow and guided us to focus more on solving social and environmental problems when determining business directions. During the consulting process, they quantified the reduction in carbon emissions achieved by

Nanu's plastic alternatives, showing us the tangible impact that we made in solving social issues. I hope Shinhan Financial Group Hope Foundation will continue to support companies addressing social and environmental issues, helping to foster a well-developed startup ecosystem.

Min-ji Kim (V-Dream) Currently, less than 30% of major corporations meet the mandatory employment rate for people with disabilities. However, 'S² Bridge' has been nurturing V-Dream and helped increase the employment rate for people with disabilities and create quality jobs. Supporting companies like ours significantly contributes to increasing social value.



Fostered members
131companies
 (A total of 610 companies until today)



Funds Raised
365.6billion KRW
 (A total of 665.3 billion KRW until today)



Increase in Company Value
1.5tillion KRW
 (A total of 3.9 trillion KRW until today)



Annual Job Creation and Maintaining the Jobs
6,596positions
 (A total of 11,217 positions until today)



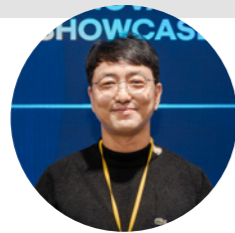
CES 2024 Innovation Award Winners
6companies



Selection for the Baby Unicorn Project
2companies

What Company Representatives Think about 'Shinhan Open Innovation'

“Our KT Group has participated in ‘Shinhan Open Innovation’ several times. In 2022, we achieved a significant milestone with the merger of Genie Music and Juice(a member company in ‘Shinhan Open Innovation’ 4th/5th period). Through ‘Shinhan Open Innovation’, we met various startups and actively discussed collaborations, gaining new perspectives and advice that we couldn’t find through our own open innovation initiatives. We collaborated with all four teams selected in 2023, and we expect to collaborate even more closely with two of them. We look forward to achieving great results through continued collaboration.”



Byung-cheol Park,
Team Leader | KT Estate
(Participated in 'Shinhan Open Innovation' 8th period)



“In 2023, our company participated in programs from a total of seven external organizations, and 'Shinhan Open Innovation' provided the most intensive management in a short period. Over three months, we had two collaboration meetings and received very detailed coaching, which was impressive. We requested numerous requirements for the selected teams in a short time, and we are grateful for the excellent proposals that met our needs. As we are just beginning, we plan to do our best to achieve great outcomes and ensure a win-win situation for everyone involved.”



Dong-hyun Ham,
Assistant Manager | Lotte World
(Participated in 'Shinhan Open Innovation' 8th Period)

Leading to Prepared Talent: 'Shinhan Career On' & 'Shinhan Career Up'

What is 'Shinhan Career On'?

A 1:1 customized employment program for vocational high school students preparing to enter the workforce. It provides close support to help students find employment by leveraging their individual strengths identified through AI competency assessments.

What is 'Shinhan Career Up'?

A 6-week program designed to enhance the job skills of young job seekers with no practical experience. Participants come to work at a virtual company (SOL Company) and undertake real corporate tasks to develop their professional competencies.

“I participated in all the employment programs offered at my school, but ‘Shinhan Career On’ was truly different. Through the ‘AI competency assessment,’ I was able to identify strengths I didn’t even know I had. The 1:1 customized guidance on my resume, portfolio, and interviews helped me gain a better understanding of myself. Thanks to this program, I got a job at my desired architecture firm and am now working while also studying at university.”

○○ **Kim,** Student at Seoul Design High School,
2nd Period Graduate of 'Shinhan Career On'

“Working at the virtual company, SOL Company, and completing tasks through ‘Shinhan Career Up’ was a valuable experience that allowed me to experience real company work. I feel like I grew as much in 6 weeks as I would have in 6 months.”

○○ **Park,**
4th Period Graduate of 'Shinhan Career Up'



Students in 'Shinhan Career On'
2,044 students

Students in 'Shinhan Career Up'
139 people

Social Economy Support



The foundation established funds to activate the financial ecosystem of social enterprises and support their growth. The Social Enterprise Fund, first created in October 2018, currently operates five funds totaling 1,963 million KRW. Through these funds, we invest in preliminary social enterprises, social enterprises with conversion agreements, and impact enterprises.

Social Enterprise Fund 1



Investment in 2019~Collection in 2022



Social Enterprise Fund 2



Social Enterprise Fund 3



Support Target Social Enterprises

Support Description Fund investment, recruitment of external investors, discovery of new investee companies, support for company growth

Major Achievement Social Enterprise Fund 1~3 | Shinhan Greenway Fund 1 | Shinhan HGI Fund 1

Shinhan Greenway Fund 1



Shinhan HGI Fund 1



Win-Win with Local Communities I

Public Project with Local Communities



The foundation launched a public project to create business models that solve community issues through the establishment of cooperative frameworks involving local communities, corporates, and civil society. Starting in 2022 and for the last 2 years, we invited local governments to make alliance teams and propose solutions to various climate crises under the theme 'Do the Green Thing.' As a result, we supported the carbon neutrality projects 'Initiative for Carbon Neutral in Sea,' the carbon-neutral practice village 'Green Village,' and the plastic resource recycling project aimed at achieving carbon neutrality in Jeju.

Support Target Social Enterprises

Support Description Funding for projects necessary to solve community issues

Major Achievement Community Chest of Korea (Love Fruit)

Initiative for Carbon Neutral in Sea

Environmental Education for Youth	Collection of Trash from Sea	Removal of Harmful Species from Sea
549people	717.8kg	1,102.5kg

Green Village

Fostering Environmental Education Instructors	Environmental Education Volunteer
20instructors	10people

Plastic Resource Recycling Project

Collection of PET Bottles	Upcycling Experience Education	Replacement of Damaged Benches on Jeju Olle Trail
367kg	454people	6benches



Win-Win with Local Communities II

Recovery Support Program for Small Business Owners



The foundation provides monthly rent support of 500,000 KRW for up to six months to help small business owners facing difficulties get back on their feet. Additionally, the foundation offers up to 2 million KRW per year and per business for eco-friendly improvements to their stores. For small business owners with low-credit, we also provide credit management consulting to assist with re-establishing their businesses.

Support Target Small Business Owners

Support Details Rent support, funding for eco-friendly store improvement, re-establishment education and consulting

Rent Support	Eco-friendly Improvement Funding
143 people	142 people
Credit Improvement Support	Average Increase in Credit Score
42 people	21.2 points

STORY An Art Academy Famous for Eco-friendly Art Activities

In 2020, when the COVID-19 restrictions made it difficult to operate the academy, the director of □□ Art Academy in ○○ area first learned about the ‘Small Business Owners Recovery Support Program’ through a parent’s introduction. The news of receiving six months of rent support was very reassuring, but the requirement to incorporate eco-friendly activities seemed daunting. After much thought about how to integrate this into art activities, the director started initiatives such as drawing of eco-friendly posters, making upcycled products from recycled materials, and culinary art using eco-friendly biodegradable packaging. These activities turned out to be a new turning point. The director, who feels energized when participating in these projects, expressed gratitude, saying that the eco-friendly activities have become a hallmark of the art academy, making it famous.



Youth Debt Total Care



To help young individuals who have defaulted on student loans due to financial difficulties achieve self-sufficiency, the foundation provides support not only for living expenses but also for self-development costs to enhance job skills and savings for their future. Additionally, the foundation offers personalized credit management consulting to foster healthy financial habits, ensuring they can become responsible and contributing members of society.

Support Target Individuals aged 34 or under who have defaulted on student loans and are currently employed (monthly pre-tax income should be 2.04 million KRW or less)

Support Descriptions Youth Hope Support Fund, Credit education and consulting, Future Preparedness Support Fund

Number of Beneficiaries	Student Loan Repayment Amount
500 people	820 million KRW
Average Increase in Credit Score Increase	
22.6 points	

STORY Jumping from a Credit Score of 500 to 800

When his parents’ business faced difficulties, a young adult just starting in the workforce had to take out loans in his name, leading to a sense of helplessness under heavy debt. He was repaying nearly 500,000 KRW a month on these loans. In addition to his student loan repayments, he was covering his family’s utility bills, insurance premiums, and living expenses with his salary. He learned about the ‘Youth Debt Total Care’ program through the Korea Student Aid Foundation’s social media. Over two years, he received comprehensive support, including the Youth Hope Support Fund, additional repayment incentives, future preparedness support, credit improvement support, job competency enhancement support, and the All Credit comprehensive credit management service. Thanks to consistent repayment efforts, he has nearly paid off his student loans, and his credit score has jumped from the 500s to the 800s. He now feels more secure in life and has promised to contribute positively to society, aided by the rent support he received.



SUPPORTING PROJECTS BY THE FOUNDATION

Culture and Arts Support Project

Overseas Scholarship Project

Academic Support Project

The focus of Shinhan Financial Group Hope Foundation is not solely on the vulnerable groups within our society. Even the smallest potential can blossom into talent, bringing new hope to our community. The foundation seeks out this potential and conducts various supporting projects to nurture it.

CULTURE AND ARTS SUPPORT PROJECT



Shinhan Music Awards



The Shinhan Music Award, the first classical music competition established by the financial sector, aims to discover and nurture promising classical musicians who have been trained exclusively in Korea. Award winners are provided with scholarships and opportunities for solo concerts, as well as collaborative performances with musicians with developmental disabilities, promoting the value of sharing talent.

Support Target High school students with no formal overseas music education experience

Support Details Awards and scholarships in four categories: piano, violin, cello, and classic vocal

- **Scholarship Support:** Shinhan Music Award: 16 million KRW, Encouragement Award: 4 million KRW
- **Development Program Support:** Young Artist Challenge 'Overseas Master Class'
- **Concerts:** Support for performances, solo concerts, and collaborative performances for award winners

Performance of Award Winner at Sejong Cultural Center

4times

Solo Concert at Shinhan Art Hall

5times

Collaborative Performances with Musicians with Developmental Disabilities

9times

The winner of 10th Shinhan Music Award Baritone Tae-han Kim won the 'Queen Elisabeth Competition' (June 4th, 2023)

- The Queen Elisabeth Competition is one of the world's top three classical music competitions and Tae-han Kim is the youngest Asian male vocalist who won in the competition.

OVERSEAS SCHOLARSHIP PROJECT



Overseas Scholarship support



Students facing educational inequality due to financial difficulties are not only found in Korea but also in developing countries. Since 1997, Shinhan Financial Group, through its local subsidiaries in China, Kazakhstan, Uzbekistan, India, Myanmar, Cambodia, and Indonesia, has been providing scholarships to students to foster future talent.

Support Target Elementary, middle, high school, and university students in seven Asian countries

Support Description Scholarship support

Support Organization Friend Asia

Scholarship Recipients

7,168students

Scholarship Support

1,385million KRW

* A total amount until 2023

ACADEMIC SUPPORT PROJECT



Academic Support to KAFA (Korea-America Finance Association)



Since 2007, the foundation has been supporting the research and studies of individuals in the field of finance. We provide the Shinhan Financial Engineering Award, the Best Thesis Award, and doctoral program scholarships to professors and graduate students affiliated with the Korea-America Finance Association (KAFA), promoting the advancement of academia.

Support Target Professors and graduate students affiliated with the Korea-America Finance Association (KAFA)

Support Description Academic awards, Best Thesis Award, and doctoral program scholarships

Partner Organization Korea-America Finance Association (KAFA)

Number of Recipient	Academic Support
11 people	\$6,000

SOCIAL VALUE MEASUREMENT SYSTEMS



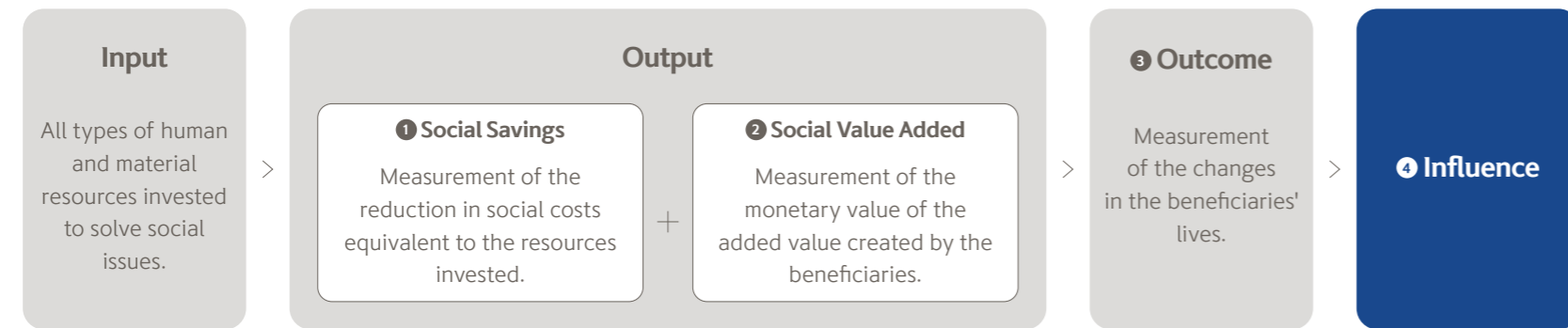
Shinhan ESG Value Index

SOCIAL VALUE MEASUREMENT SYSTEMS

The social value of Shinhan Financial Group Hope Foundation is measured from the beneficiaries' perspective, categorized into four areas: ❶ Social Savings (reduction in social costs), ❷ Social Value Added (created added value), ❸ Outcome (results), and ❹ Influence (value dissemination). Based on these categories, the Shinhan Financial Group's unique social value measurement system, the Shinhan ESG Value Index, is applied to determine the value.

※ Note: The social value presented in the Shinhan ESG Value Index includes various assumptions and estimates. Significant variations in amounts may occur due to changes in underlying factors, and it does not guarantee the market value of ESG management activities.

Measurement Process



Calculation of Measurement Value



Output Primary benefits received by the beneficiaries as a result of the sustainable management program.

Social Savings The amount of social cost reduction resulting from the invested human and material resources.

Social Value Added The monetary value measurement of the added value created by the beneficiaries based on the invested human and material resources.

Outcome Secondary benefits received by the beneficiaries as a result of the sustainable management program.

Cost Approach Measured by the cost of the resources invested (accounting value equivalent of material and human resources).

Market Approach · Measured by using the similar market price of provided programs as a proxy.

· Measured by comparing the benefits received by the beneficiaries from the provided program to market prices.

Benefit Approach Measured by the monetary value equivalent of the changes brought about by the activities created by the beneficiaries.

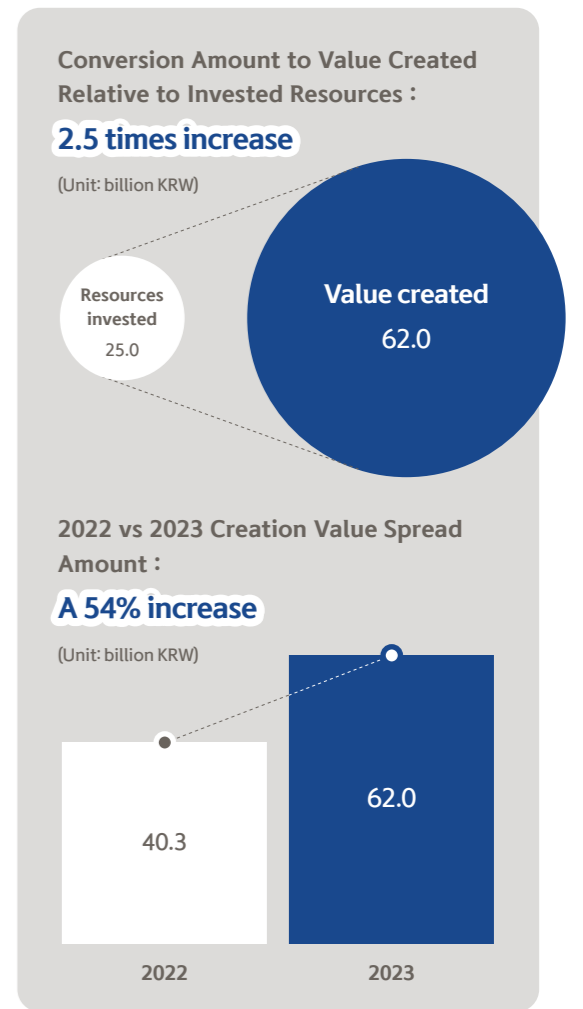
SOCIAL VALUE CREATED IN 2023

To promote the beautiful journey together of our society, Shinhan Financial Group Hope Foundation generated 62.0 billion KRW in social value in 2023. This represents a **63%p increase compared to last year's SROI**. The significant achievements in new projects such as ▲'Youth Employment Support Project', which reduced regional job disparities for young job seekers, ▲'S² Bridge', which supported the sustainable growth and social value creation of startups, and ▲'Shinhan Dream Dodamteo', which focused on mitigating the care gaps for dual-income families, were crucial. Shinhan Financial Group Hope Foundation will continue to identify welfare needs and strive to be a reliable partner in our society.

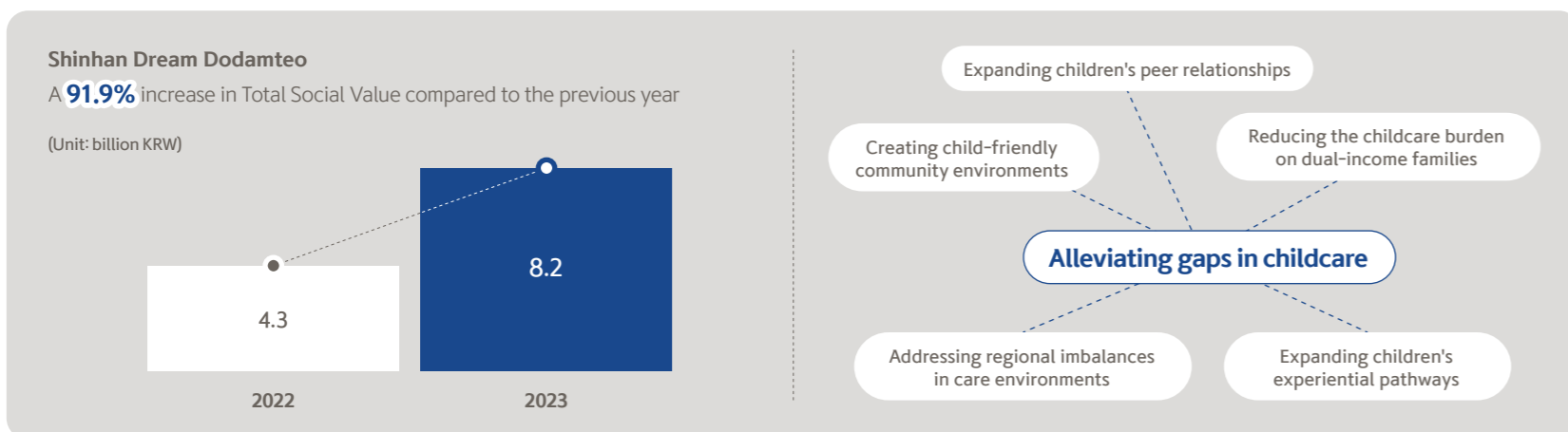
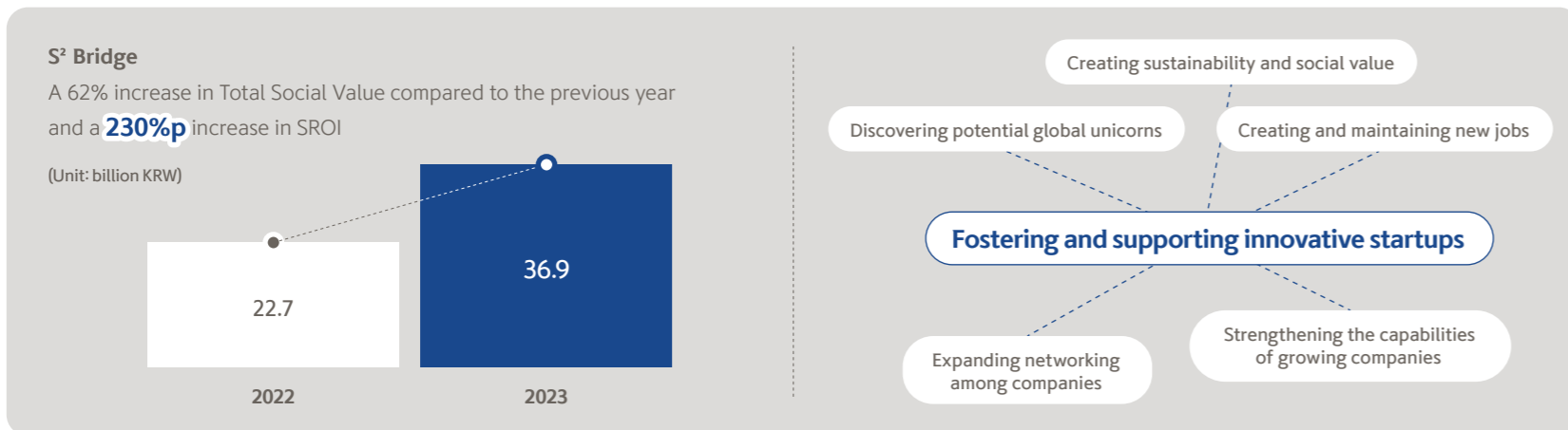
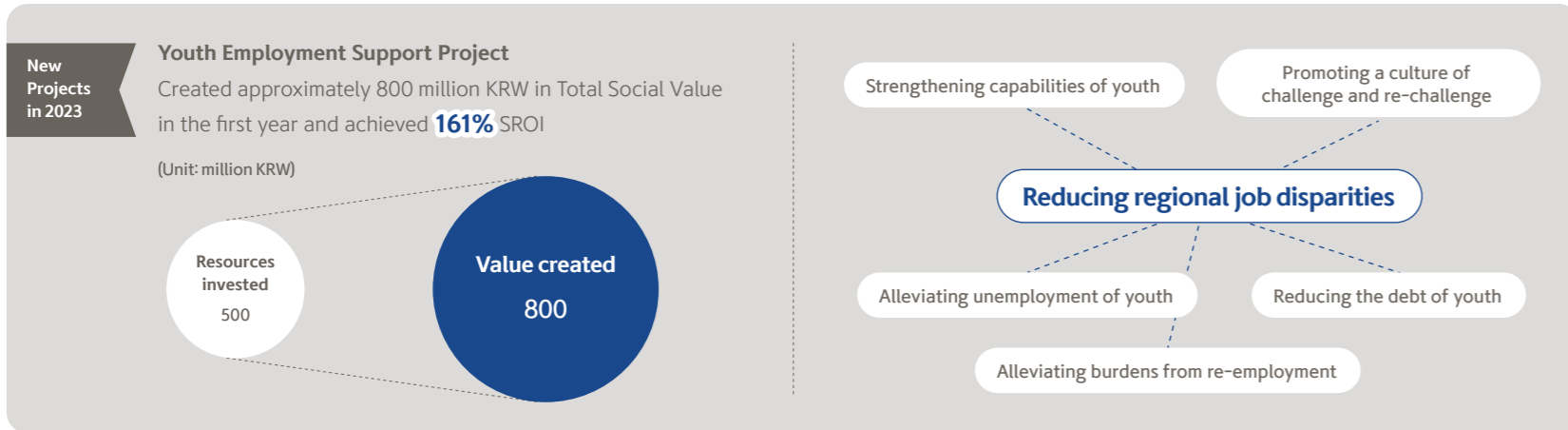
Key Achievements Based on Social Value Measurement Results

- ✓ Achieved **KRW 62.0 billion**, the highest total social value created in the last three years
- ✓ Generated social value (62.0 billion KRW) that is **2.5 times** higher than the resources invested (25.0 billion KRW)
- ✓ A **63%p** increase compared to SROI in 2022
- ✓ Achieved **161%** SROI for the 2023 new project 'Youth Employment Support Project'
- ✓ Achieved **426%** SROI for 'S² Bridge', supported from a long-term perspective
- ✓ 'Shinhan Dream Dodamteo' achieved a **92%** increase in Total Social Value compared to the previous year

Year	2022			2023		
	Investment	❹ Total Social Value	SROI	Investment	❹ Total Social Value	SROI
Growing Together <small>* Including support projects from the foundation</small>	10,111,845,189	17,606,068,205	174%	16,374,247,667	25,051,629,962	153%
S² Bridge	11,795,658,922	22,740,173,050	193%	8,687,878,115	36,973,967,077	426%
Total	21,907,504,111	40,346,241,255	184%	25,062,125,783	62,025,597,039	247%



※ Rounded down to the nearest ten million KRW units



※ Rounded down to the nearest ten million KRW units

2023 Corporate Social Responsibility Report of Shinhan Financial Group Hope Foundation

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 **Shinhan Financial Group Hope Foundation**