

Shinhan Financial Group Hope Foundation

# **ABOUT THIS REPORT**

### Overview

This is the first corporate social responsibility (CSR) report of the Shinhan Financial Group Hope Foundation. The report discloses information on the Foundation's main CSR activities in 2020 along with its efforts to create social value since its foundation.

### Scope

This report covers the performance of the Foundation through the "Hope Society Project", its main social commitment, from January 1, 2018, to December 31, 2020; whereas the Foundation's current status is based on its performance from January 1, 2020, to December 31, 2020.

The Report also covers the current status and achievements of Hope Society Projects that have been promoted for more than one year, along with the estimated social value created in the process.

### SFG Hope Foundation 2020 CSR Report

For further information, please visit the website of the Shinhan Financial Group Hope Foundation to download a PDF file of this report.

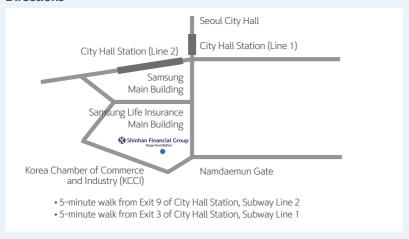
Publisher: Secretariat, Shinhan Financial Group Hope Foundation

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### **Directions**



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# **SNAPSHOT of Major Projects**

# Support for the Financially Vulnerable



11,924 people supported 4,198 people employed



**573** people supported



**8,789** people supported **5.460** employed



101 locations
1,672 people educated



**5,174** locations



Support for poor-credit individuals



Youth debt total care



Employment support for low-income, career-interrupted women



Shinhan Dream Dodamteo (Childcare Support)



Shinhan Soho Success Project

# **Job Support**



184 people supported 131(71%) employed



17 companies
KRW 27 billion invested



Restaurant
Busan-TTT Center
Sejong-Village Campsite

Suncheon-Cheongsujeong



**84** companies supported



761 people supported 362 people (46%) hired



Through employees' sustainable consumption

**19** students supported



Global Young Challengers



Social Enterprise Fund (No. 1, 2)



Local job creation through the social economy



Shinhan S<sup>2</sup> Bridge (Startup support)



Youth Employment Do Dream



Urban Workplace School

### **SNAPSHOT of Major Projects**

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# **Creation of CSR Synergy**



189 software classes

10,894 people educated



Hope School software class



1st: 5,000 boxes of daily necessities for Daegu-Gyeongbuk medical staff and 15,000 meal boxes for undernourished children

2<sup>nd</sup>: Grocery boxes for 10,000 households of low-income seniors and families with disabilities



Hope. Together. Campaigns



42 people in 3 places supported Collaboration by

6 artists with disabilities



Support for workplaces for people with disabilities



100th anniversary of the March 1st Movement 3-part documentary



"Coming Home, One-Hundred Years Later"



6.074 customers



**477** home boilers



**Doknip Restaurant** 



Home Heating System for the Vulnerable

# **Other Projects**



Each year, 4 winners are

offered **4**-year scholarships and benefits such as overseas training



Shinhan Music Awards



1,298 people supported



Overseas Scholarship Project



Shinhan Financial **Engineering Award** 

**3** academic awards, **4** thesis awards 12 scholarships



Academic Support Project





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# **Greeting from the Chairman**



We will join you.
Let's build hope for our society together.
Hope. Together.

At the end of 2017, Shinhan Financial Group (SFG) launched the Hope Society Project with the aim of sharing and building a 'compassionate, hopeful society where everyone prospers.' The Project, in which all SFG affiliates are participating, has grown into Korea's largest CSR initiative in the financial sector. Over the past three years, the employees of 17 SFG affiliates have joined hands under the slogan of 'Hope. Together' and actively practiced 'Compassionate Finance, Your Companion for the Future' with the goal of increasing value for customers and society, as well as for Shinhan Financial Group.

In 2018, the first full year of the Hope Society Project, we officially launched the SFG Hope Foundation and established an integrated system for promoting diverse CSR activities carried out by our affiliates separately in a concerted way at the Group level. We signed an agreement with the Ministry of Gender Equality and Family and launched projects designed to 'Support the Employment of Low-income Career-interrupted Women' and 'Create Joint Childcare Centers for Elementary Students' as the very first part of our Hope Society Project, thereby contributing to expanding employment opportunities and promoting a healthy family life for households in need.

In 2019, we significantly expanded our project areas to help resolve urgent issues facing our society. These include youth unemployment and the credit crunch. In this light, we have doneour best to play the role of a responsible corporate citizen in various fields such as creating jobs, strengthening the self-sustainability of local communities, and ensuring gender equality, in addition to providing direct financial support for the disadvantaged in our local communities. Most notably, we provided a new sense of hope to the next generation throughout the year by helping them find jobs overseas, as well as actively supporting individuals experiencing economic difficulties.

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"The SFG Hope Foundation pledges to promote 'Hope. Together. SFG' more vigorously as we strive to top the achievements we have made so far and reach out to an even larger number of people in our society."

For us, 2020 was a very meaningful year in that we created social value that met the prevailing global standards as defined by the United Nations Sustainable Development Goals (SDGs). In cooperation with Yonsei University, we also developed the Shinhan Social Value Measurement Framework, the first social valuation model in the domestic financial sector, in a bid to calibrate numerically our achievements through the Hope Society Project.

Our efforts to make a positive impact on society and help neighbors in need have been recognized by many domestic and foreign organizations such as the Ministry of Land, Infrastructure, and Transport, the Ministry of Education, the Ministry of Trade, Industry, and Energy, and the Embassy of Vietnam in Seoul. In 2020, we were awarded the Prime Minister Award prize at the National Sharing Grand Awards.

It is the dedication and cooperation of numerous experts and members of public and private organizations who are building hope together with us which have enabled the Foundation to establish itself as a leading public-benefit corporation in Korea's financial sector, thus contributing to the realization of sustainable development in our society. I would like to take this opportunity to express my deepest gratitude to them all.

Looking ahead, the SFG Hope Foundation will promote 'Hope. Together. SFG' more vigorously to top the achievements we have made so far and reach out to a larger number of people in the future. We sincerely desire that all our efforts will help make our society one which is full of hopefar, and to this end, we look forward to your continued interest in and support for our Foundation.

**Cho Yong-byoung,** Chairman, Shinhan Financial Group Hope Foundation

SNAPSHOT of Major Projects Greeting from the Chairman

#### **Hope Foundation**

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• Foundation of the Chohung Centennial Foundation.



•Renamed the Shinhan Bank Hope Foundation.



- Change of supervisory authority
   (from the Seoul Metropolitan Office
   of Education to the Ministry of
   Employment and Labor)
- Launch of the 'Best Company-Top Talent Matching Project'

History of the Foundation

19

2006

2009

2012

• Launch of the Scholarship project.



- New mandate added (support for SME manpower recruitment)
- The 1st Shinhan Music Awards



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- New mandate added (Rehabilitation and job support for low-income families)
- · Launch of the Hope Society Project





- · Winner of the Minister of Land, Infrastructure and Transport Award
- Renamed the Shinhan Financial Group Hope Foundation



- · Winner of the Minister of Education Award
- Recipient of a plaque of appreciation from the Embassy of Vietnam in Korea
- Winner of the Prime Minister Award at the National Sharing Grand Awards
- · Winner of the Minister of Trade, Industry, and Energy Award

2018 2019

> New mandates added (local community support, education support)

- Renamed the Shinhan Hope Foundation
- The 10<sup>th</sup> Shinhan Music Awards











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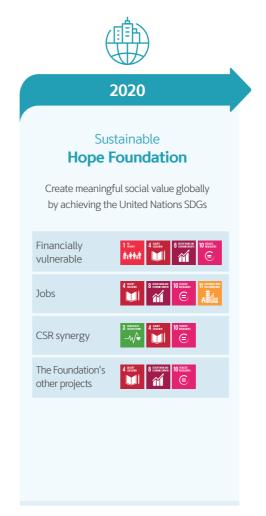
Support for the Financially Vulnerable Job Support Creation of CSR Synergy Other Projects

# Purpose of Establishment

The SFG Hope Foundation is a leading non-profit public-benefit entity in the financial sector that aims to realize the sustainable development of the Group, the Foundation, and its CSR projects. Through sharing and creating a society full of hope in which everyone prospers, the Foundation contributes to the development of local communities through diverse support projects for the financially underprivileged, job creation, community development, and progress in the fields of culture, the arts, and education.











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# Composition of the Board of **Directors**

The SFG Hope Foundation applies the principle of diversity to the composition of the Board of Directors to ensure that members do not have a specific common background or represent specific interests. Thanks to strictly applied diversity criteria, the Board is composed of directors with diverse backgrounds and perspectives across gender, age, experience, and cultural background. We also strive to create a Board made up of experts in six key areas including finance, business management, economy, law, accounting, and information technology, in consideration of our strategic management directions, to reinforce the overall expertise of the Board.

Chairman	Cho Yong-byoung	М	C) CEO of Shinhan Financial Group	F) President of Shinhan Bank F) President of Shinhan BNP Paribas Asset Management
	Park Jeong-gyu	М	C) Attorney, Kim & Chang	F) Senior Secretary of Civil Affairs, Presidential Secretariat F) Seoul District Prosecutors' Office, Eastern Branch, Criminal Division 3
Diverter	Kim Seok-dong	М	C) Representative of Jipyong Humanities and Social Science	F) Chairman of the Financial Services Commission F) First Vice Minister of Finance and Economy
Director	Kim Bong-rae	М	C) Executive advisor of Samjong KPMG	F) Deputy Director of the National Tax Service F) Member of National Tax Administrative Reform Committee
	Cho Sang-mi	F	C) Prof., College of Social Sciences, Ewha Womans University C) Director of HappyNarae Co., Ltd.	F) Director of the Community Chest of Korea
Auditor	Seong Yong-rak	М	C) Advisor to BKL law firm	F) Visiting Professor, Graduate School of Public Administration, Seoul National University F) Secretary General of the Board of Audit and Inspection, Acting Chairman of the Board
	Cho Seong-pyo	М	C) Professor, School of Business Administration,     Kyungpook National University     C) Director of KAIST	F) President of the Korean Accounting Association



Cho Yong-byoung **Business** Administration, Finance



Park Jeong-gyu Law



Kim Seok-dong Finance, Economy



Director

Kim Bong-rae Law, Accounting



Cho Sang-mi Social Welfare, Social Economy



Seong Yong-rak Law



Cho Seong-pyo Accounting

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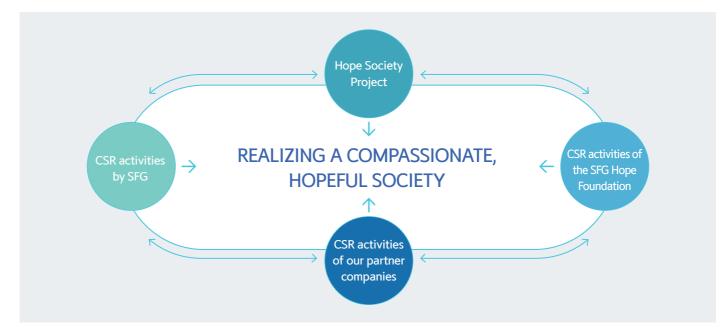
# **Mission and Vision**

# Mission

To realize a compassionate, hopeful society in which everyone shares and prospers.

# Vision

We want to create a hopeful society through a 'virtual cycle of win-win' that increases the value of our customers, the Shinhan Group, and society by carrying out CSR activities as "One Shinhan" with the aim of proactively practicing 'compassionate finance for a prosperous future' through the Hope Society Project, social contribution activities, and collaborative projects with our partner companies.





**Hope Society Project** 

The financially vulnerable | Jobs | CSR Synergy



**CSR activities of the SFG Hope Foundation** 

The Foundation's other projects

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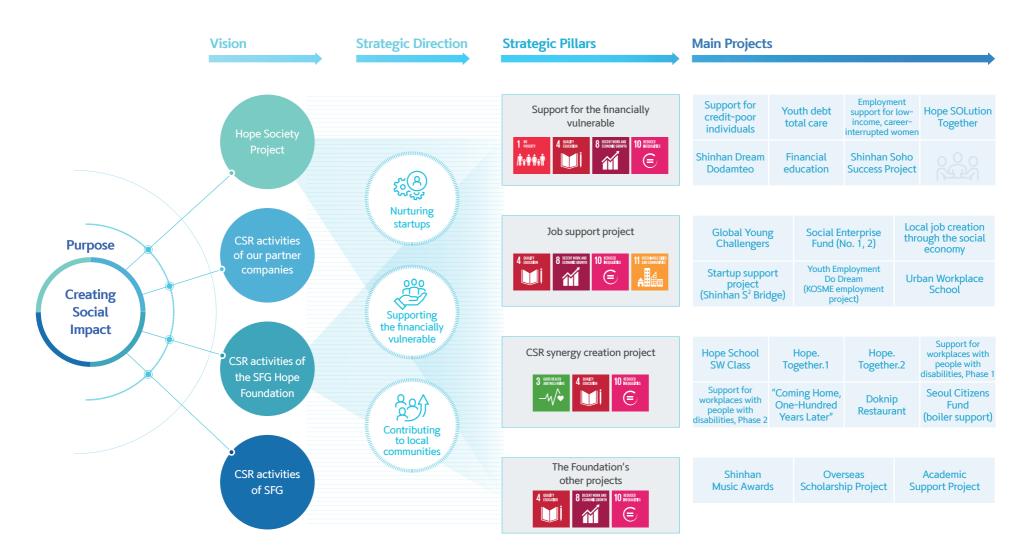
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# Strategy



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**Materiality** 

**Assessment of** 

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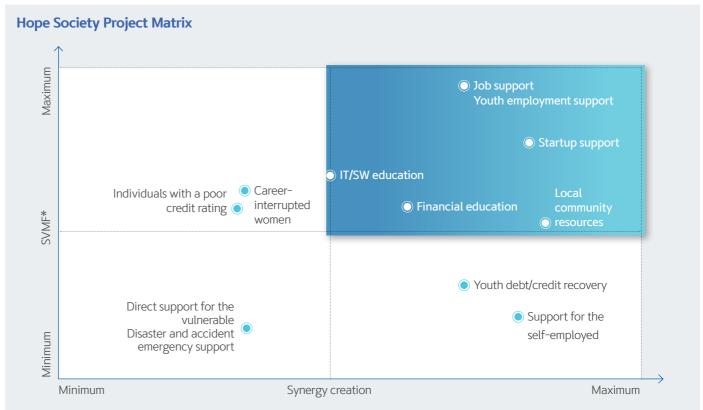
# Project Effectiveness and Importance

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In order to identify key issues from the perspective of our customers, local communities, and SFG, we have conducted a materiality test according to the materiality test methodology of the GRI Reporting Guidelines. To achieve the Foundation's mission and vision, we have considered a wide range of strategic directions. Most notably, we have assessed stakeholder impact by utilizing our own unique social value measurement system (SVMF\*).





In addition to the five major issues identified from the materiality test, we have added two additional issues (youth debt/credit recovery, support for the self-employed) to create greater economic and social impact.

<sup>\*</sup> SVMF: Shinhan Social Value Measurement Framework

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# Strategic Direction

We will strive to provide support to startups, financially vulnerable groups, and local communities, among others, and use Shinhan Group's competencies to help people, regions, and society enjoy a financially healthy and stable life.

# Creating Opportunities for All Hope. Together. SFG

# **Major Projects**



# **Fostering Startups**

With the outbreak of the COVID-19 pandemic in 2020, there emerged the need to support small businesses, the self-employed, the social economy, and start-ups, which together form the backbone of the national economy. We intend to contribute to economic growth and job creation by fostering and supporting start-ups, and to present new solutions to the social economy, which is characterized by a low growth/employment structure, based on the reinforcement of the social economy and the self-sufficiency of small business owners as well as the self-employed.

Startup support

Social economy support

Self-employed support



## Support for the Financially Vulnerable

The need for financial education is increasing in line with the recent rapid changes in the economic environment. The Foundation promotes differentiated financial education for all generations as the basis of the Group's CSR activities.

To address growing youth debt and the rising youth unemployment rate, the Foundation proposes various solutions related to youth debt management, credit recovery, and employment, with a view to promoting the recovery of a normal financial life.

Financial education for all generations

Support for youth debt management/ credit recovery

Support for youth competency and employment



# **Contributing to Local Communities**

The socially and economically underprivileged are estimated to have suffered hard-to-recover losses and damages due to the COVID-19 crisis throughout 2020 (OECD 2020).

In this light, Shinhan is striving not only to protect and support the socially vulnerable in the local community by using its network to provide emergency support, but also to create jobs by connecting its social value with business performance.

Creation of jobs tailored to the relevant region

Emergency support for local communities

Support for social impact companies

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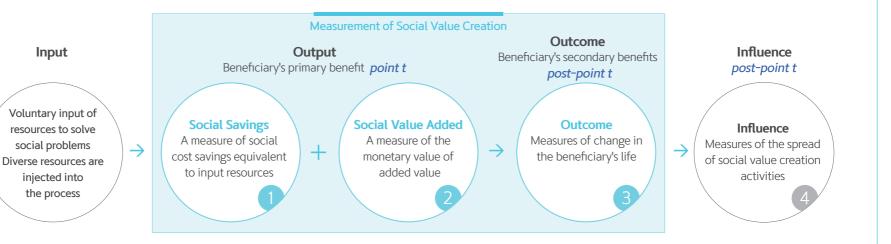
# Social Value Measurement System





We have classified the social value of the SFG Hope Foundation into four groups, i.e. ①Social Savings, ②Social Value Added, ③Outcome, and ④Influence, from the beneficiary's point of view and, based on this, we have developed and applied SFG's unique Social Value Measurement System (Framework).

### **Framework**



### **Total Social Value**

- = Output + Outcome + e
- = (Social Savings + Social Value Added) + Outcome + e
- Output: The beneficiary's primary benefit from the implementation of the sustainability management program (point t)
- Social Savings: Social cost savings achieved through the input of human and material resources
- Social Value Added: A measure of the monetary value of the added value created by the beneficiary based on the input of human and material resources.
- Outcome: The beneficiary's secondary benefit due to the implementation of the sustainability management program (post-point t)
- e : External effect addition/reduction

### Cost approach

 Measured by the cost of input resources (The amount equivalent to the monetary value of material + human resources)



### Market approach

- Measured using the similar market price of the provided program as a proxy
- Measured by the program benefits enjoyed by that beneficiary compared to the market price



### **Profit approach**

 The monetary value of the change brought about by the beneficiarycreated activities



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# Social Value Measurement Results

### **Total Social Value Created**



# Social Value of the Hope Society Project

(SVMF assessment, cumulative figures from 2018–2020)

Measurement of the three-year performance of the Foundation's Hope Society Project using the Shinhan Social Value Measurement Framework

→ Determination of the future promotional direction by internalizing all of the SFG's CSR projects and the performance analysis of the Hope Society Project.

### **Measurement Results**

- Approximately KRW 46.5 billion worth of input for the Foundation's projects classified into 4 projects and 24 sub-projects
- $\cdot$  Social value equivalent to KRW 142 billion created through 14 sub-projects with an estimated SROI of 305%

(Unit: KRW)

Classification	Number of Programs	Social Savings (SS = Input) (A)	SS proportion (%)	Total Social Value (B)	(A) / (B) %
Financially vulnerable	7	27,119,004,900	58.2	106,285,691,794	391.9
Job Creation	6	12,934,067,429	27.8	26,957,490,661	208.4
CSR Synergy	8	5,084,686,759	10.9	7,363,471,350	144.8
Other Projects	3	1,418,849,000	3.0	1,418,849,000	100.0
Total	24	46,556,608,088	100.0	142,025,502,805	305.1

# BUSINESS OVERVIEW

Support for the Financially Vulnerable		Job Support		Creation of CSR Synergy		Other Projects	
		1. Global Young Challengers	32	1. Hope School software class	44	1. Shinhan Music Awards	54
1. Support for the low credit individuals	22	2. Social Enterprise Fund	34	2. COVID-19 emergency assistance		2. Overseas Scholarship Project	56
2. Youth debt total care		3. Local job creation through		(Hope. Together. Campaigns 1 & 2)		3. Academic Support Project	58
3. Employment support for low-income,	26	the social economy		3. Support for workplaces with people	48		
career-interrupted women		4. Shinhan S <sup>2</sup> Bridge(Startup support)	38	with disabilities (Projects 1 & 2)			
4. Shinhan Dream Dodamteo		5. Youth Employment Do Dream	40	4. Doknip Restaurant & "Coming Home"	50		
5. Shinhan SOHO Success Project	30	6. Urban Workplace School	42	5. Home heating support for the vulnerable	52		

# 1 Support for the low credit individuals

We are helping the financially underprivileged recover from credit related hardships and unemployment.



Amount of Support (Unit : KRW) 10,806,207,641



**Support Targets** 11,924 people supported 4.198 people employed

We concluded a business agreement with the Credit Counseling & Recovery Service and the Korea Inclusive Finance Agency to conduct a project designed to offer an education participation subsidy to individuals with a low credit rating (among participants in the Employment Success Package of the Ministry of Employment and Labor) to allow them to focus on their education during their vocational competency development training. We paid KRW 20,000 per training day to 5,000 people each year, totaling a maximum of KRW 1.8 million per person for up to six months depending on the length of participation.

### **Targeted Beneficiaries**





### **Project Contents**



### **Expected Effects**



Credit recovery applicants participating in the 'Employment Success Package' Type I of the Ministry of Employment and Labor and those with a personal credit rating of 6 to 10.

Business operation fund (subsidy), other business operation expenses, financial benefits

Employment following the completion of vocational training courses thanks to our support for living expenses in addition to the training subsidy paid by the Ministry of Employment and Labor while the trainees were stuck in an income-related rut.'



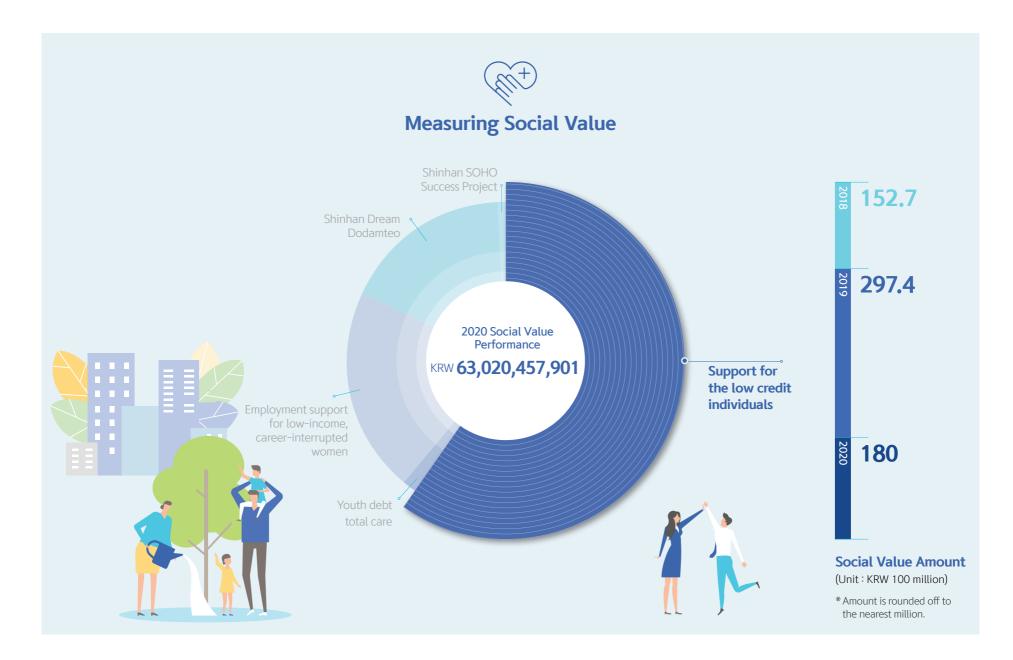


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# **2 Youth Debt Total Care**

Youth Debt Total Care is an initiative designed to support young people who are burdened with student loans and are facing financial difficulties.



Amount of Support (Unit : KRW) 1,341,633,000



Support Targets573 people supported

Under the Youth Debt Total Care scheme, recipients can receive up to KRW 3,220,000 per person per year, a credit rating improvement, and a job competency reinforcement subsidy. This initiative, which targets Korean nationals under the age of 34 who are both employed and delinquent student loan clients, is designed to help them complete KCB credit education on credit recovery and stand on their own two feet.

### **Targeted Beneficiaries**





## **Project Contents**



Expected Impact



Eligible persons include young adults (under 34 years of age) who received the Korea Student Aid Foundation's student loans, have overdue student loan payments, or who are working on repaying student loans by contract after arrears and earn a monthly salary of a maximum of KRW 2,040,000 or less (before tax).

Business operation fund (subsidy), other business operation expenses

We desire that beneficiaries will develop a deeper understanding and awareness of credit and financial management, improved financial stability due to a reduction of debt, and boosted credit scores.





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# 3 Employment support for low-income, career-interrupted women

We support the reemployment of women in vulnerable groups whose careers have been interrupted.



Amount of Support (Unit : KRW) 7,050,560,712



**Support Targets** 

**8,789** people supported **5.460** people employed

We have signed an MoU with the Ministry of Gender Equality and Family to provide training subsidies to 5,000 women per year (including female heads of household on a low income, married immigrant women, women with disabilities, single-parent women, and victims of domestic violence) among the participants in the vocational education and training provided by the New Occupation Center for Women. In addition, we provide a training subsidy of KRW 1 million per month for 3 months, employment support funds, and gifts to celebrate the job retention of women selected for the Hope Challenger 100 program.

### **Targeted Beneficiaries**

**Employment** 

Support for

interrupted

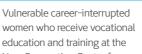
**Hope SOLution** 

Career-

Women

**Together** 

Low-income,



women who receive vocational education and training at the New Occupation Center for Women

The New Occupation Center for Women and women who have competed vocational training at the center

# **Project Contents**

Business operation funds (subsidy) and total project personnel expenses

Business operation funds and total project personnel expenses (in association with the employment support program for career-interrupted women from vulnerable groups)

### **Expected Impact**

preparing for employment after receiving vocational education and training to overcome a career break. We help them improve their skills and gain stable, high-quality employment.

Development and implementation of support programs for the vulnerable, enhancement of the effectiveness of new job vocational training, and provision of field experience through the support of the New Occupation Center for Women, with vulnerable women participating in the center's program focused on increasing the effectiveness of new job training and receiving field experience.









We support the living expenses of women who are

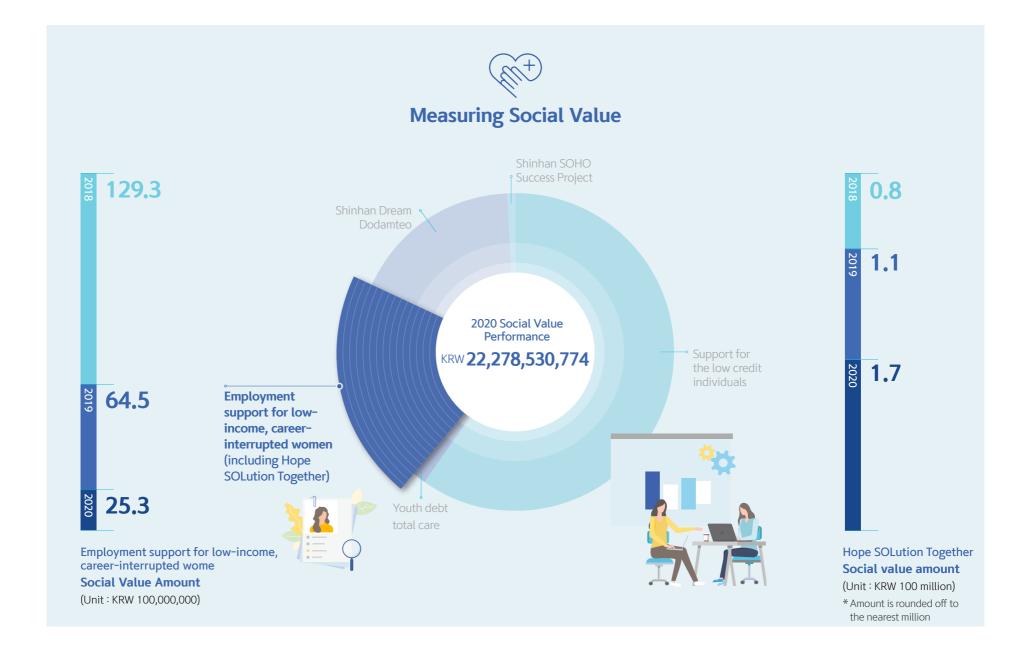
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# 4 Shinhan Dream Dodamteo

We provide after-school care for elementary school children from double-income families.

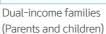


Amount of Support (Unit : KRW) 7,508,475,599



**Support Targets** 101 locations 1.672 people educated We provide after-school care so that dual-income couples can work without worrying about learning or care gaps in the education of their elementary school children. Through an MoU with the Ministry of Gender Equality, we have joined hands with the KIDS & FUTURE Foundation to renovate the idle spaces owned by local governments, such as elementary care sharing centers, and provide children with high-quality education programs on finance, coding, career guidance, and English-language drama.

### **Targeted Beneficiaries**



### **Project Contents**

Funding the business operations and supporting the expenses for overall project management and the establishment of a collaboration system (Ministry of Gender Equality and Family, KIDS & **FUTURE Foundation**)

#### **Financial** Children using an **Education** elementary care sharing center

**Shinhan Dream** 

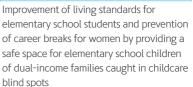
**Dodamteo** 

(Childcare

support)

Funding the business operations and supporting the expenses for overall project management and establishment of a collaboration system (Ministry of Gender Equality and Family, KIDS & FUTURE Foundation)

### **Expected Impact**



Raising interest in finance/economy in children who use the facilities and helping them cultivate basic common sense and knowledge applicable to real life situations by running financial education programs in Shinhan Dream Dodamteo locations.





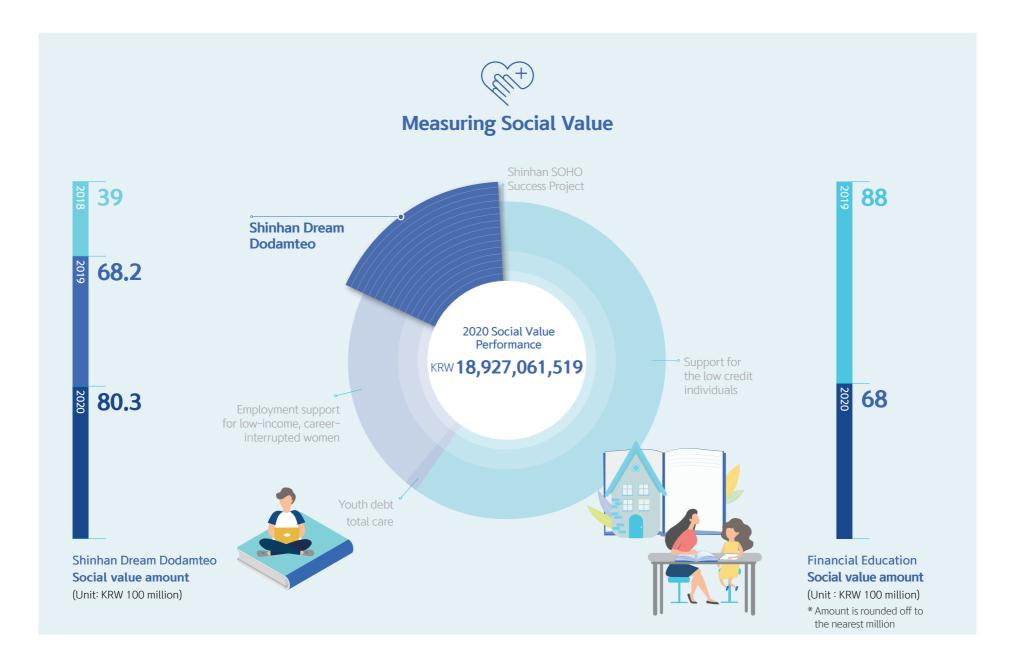




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# **5 Shinhan SOHO Success Project**

We provide management support software to small business owners and self-employed businesses.



Amount of Support (Unit : KRW) 412,127,948



**Support Targets 5,174** locations We provide the 'Shinhan SOHO Success Project - Safe Management Pack' which contains 4 essential services such as store location promotion, part-time job offers, card sales inquiry, and commuting management, at no cost, and help improve the business environment for outstanding small business and self-employed workplaces that comply with the minimum wage and strive to improve their workers' working environment among workplaces eligible for government job stabilization fund support, social enterprises, and standard workplaces for the disabled.

### **Targeted Beneficiaries**

Small businesses









### **Expected Impact**



(software service) and total project personnel expenses

Expectations for this initiative include more effective operation of stores and increased sales through store location promotion, card sales inquiries, parttime job offers, and employee management SW service for small business owners who cannot afford existing services, thus contributing to reducing business management costs and securing self-employed business management stability, and improving efficiency in store operations.





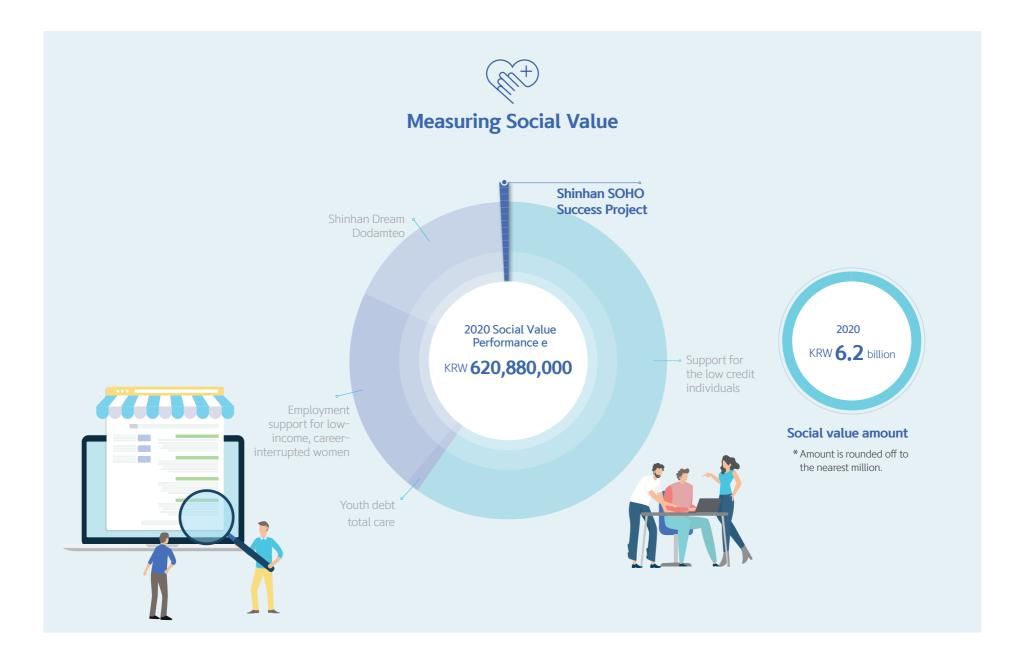
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# 1 Global Young Challenger

We support young Korean talents to make their dreams come true on the global stage.



Amount of Support (Unit : KRW) 2,926,001,236



Support Targets
184 people supported
131 people(71%) employed

We select talented young people wishing to work overseas, help them strengthen their capabilities by providing them with domestic and overseas training, and support their overseas job matching. To that end, we use Shinhan GYC's unique global network and offer them full support ranging from the systematic training necessary for overseas employment to local job matching.

### **Targeted Beneficiaries**





# **Project Contents**



### **Expected Impact**



Young people under the age of 34 who wish to work overseas (98 trainees for the 1st term in 2019, 86 trainees for the 2nd term in 2020)

Business operation funds and support for overall business management, establishment of a business cooperation system (Hankuk University of Foreign Studies, KOTRA and its overseas networks), on-site inspections and job-matching support

Employment of trainees, enhancement of employment capacity





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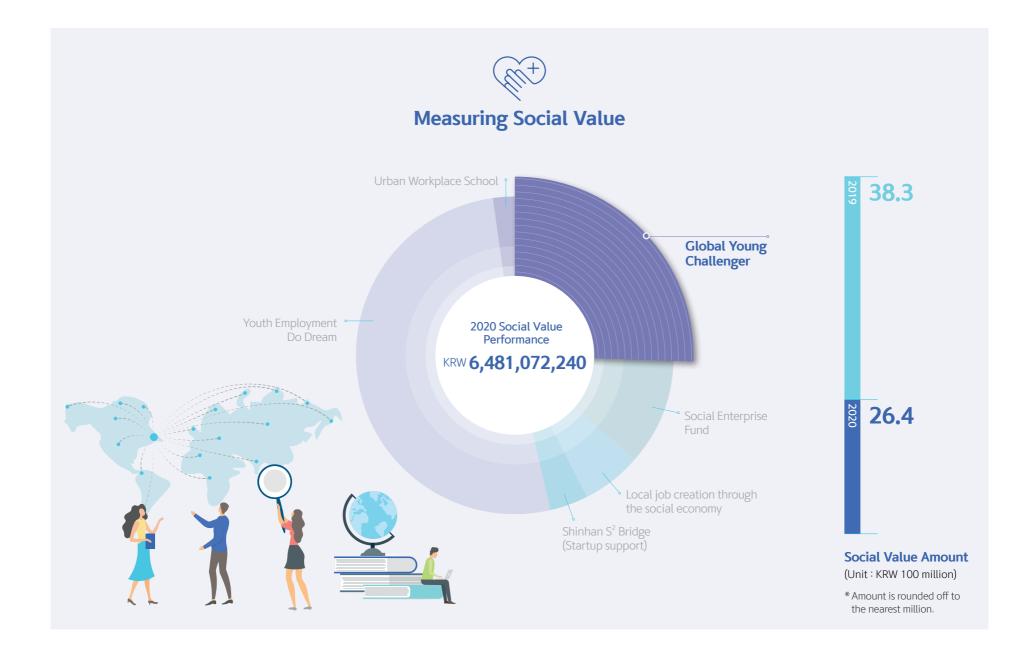
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# **2** Social Enterprise Fund

We are laying a solid foundation for the healthy growth of social enterprises.



Amount of Support (Unit : KRW) 2,656,666,670



**Support Targets** 

17 companies KRW **27** billion of investment We have launched our funds and make our investment decisions by placing top priority on social enterprises' social value in order to help them become self-reliant and achieve sustainable growth, offer products and services that solve pressing social problems, and expand their job creation initiatives, thereby leading to the healthy growth of social value and promoting the investment of market capital in new technologies and business areas that will be instrumental in changing the entire world.

### **Targeted Beneficiaries**





### **Project Contents**





### **Expected Impact**



Social enterprises, companies that have pledged to convert to social enterprises, preliminary social enterprises, and impact enterprises that comply with the UN guidelines

Social Enterprise Fund No. 1: KRW 1.35 billion of investment Social Enterprise Fund No. 2: KRW 1.306 billion of investment Expansion of business and the creation of financial and social returns with stable funds secured through changes in the funding system of social enterprises, which are highly dependent on funds from the public sector





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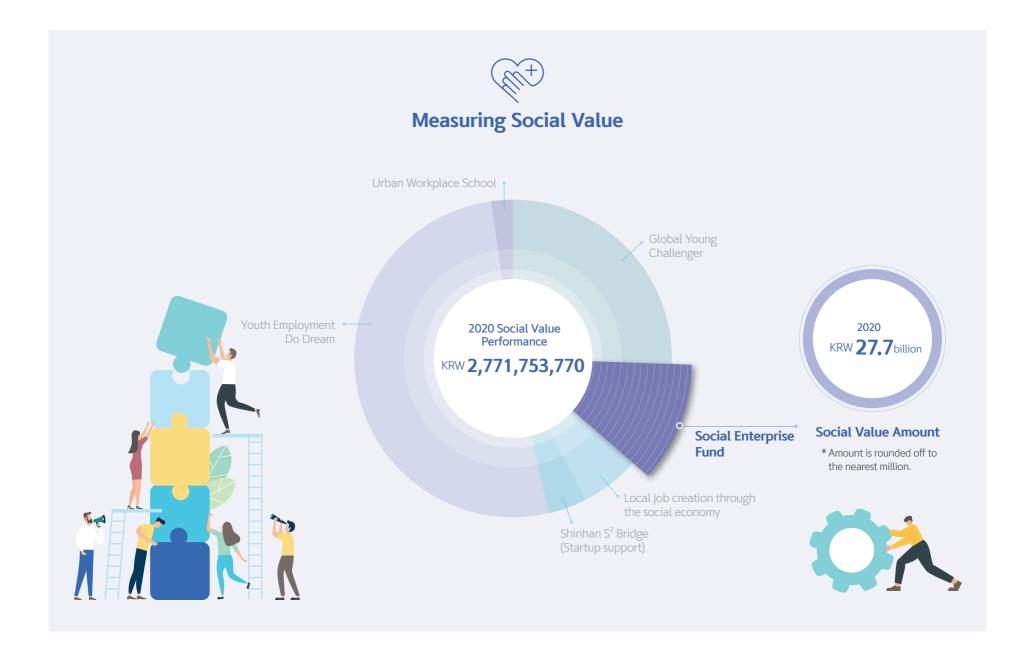
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# 3 Creating jobs for the local community through the social economy

We aim to revitalize the social economy in vulnerable areas and create customized jobs for local residents.



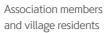
Amount of Support (Unit : KRW) 1,500,000,000



### **Support Targets**

**Busan-**TTT Center Sejong-Village Campsite We have signed an MoU with the Ministry of Land, Infrastructure, and Transport to provide professional consulting in areas where the Saetteul project to renovate living conditions in vulnerable areas is being carried out in order to enable social enterprises and village enterprises to develop and generate profits continuously, create jobs tailored to their local communities, and revitalize the region's social economy.

### **Targeted Beneficiaries**



### indoor/outdoor construction for space rebranding, education on menus and profit management, development of restaurant and cafe menus, etc.)

Support for operating funds and overall business

management (reorganization of an independent cafe

store by separating the beverage menu in the restaurant,

Support for operating funds and overall business management (establishment of a village association, creation of spaces for cafes and club activities, education and consulting)

Support for operating funds and overall business management (creation of campsites, education and promotion of business operations)

### **Project Contents**



### **Expected Impact**



Improvement of the quality of the local economy and environment and creation of jobs based on the establishment and renewal of a self-reliant village restaurant model

Improvement of the quality of the local economy and environment and creation of jobs through the operation of cafes and

Improvement of the quality of the local economy and environment and creation of jobs through the creation and operation of campsites.



**Busan Saebat** 

Suncheon-

Village

Village

Cheongsujeong

Association members and village residents

Association members

and village residents







Suncheon-Cheongsujeong Restaurantt

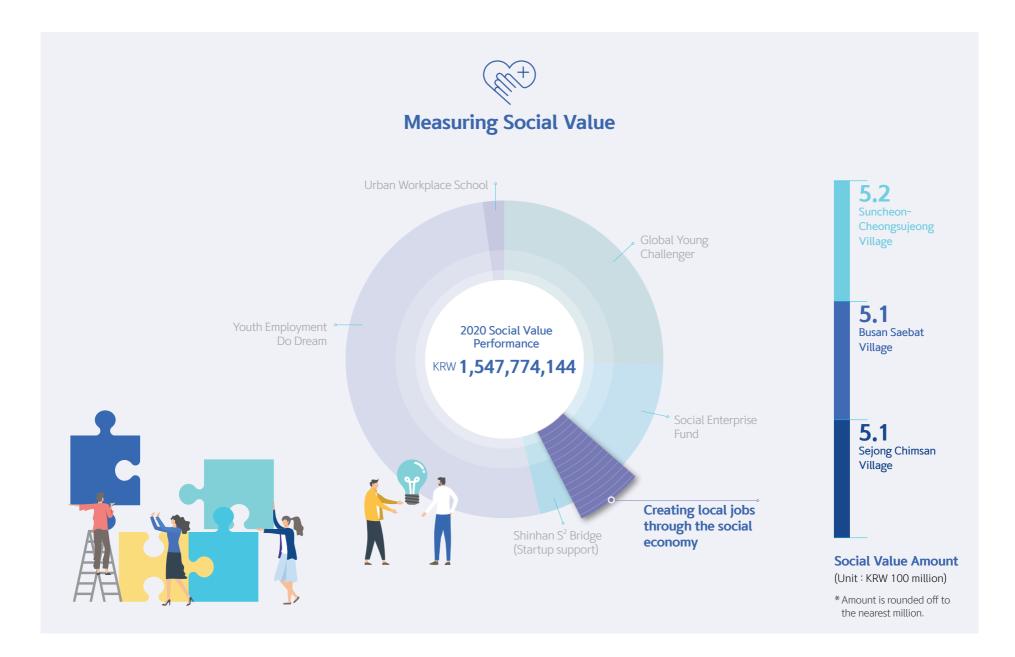
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## 4 Shinhan S<sup>2</sup> Bridge(Startup support)

Shinhan S<sup>2</sup> Bridge is an offline platform that supports the growth of startups based on future innovative technologies and fosters global K-Startups.



Amount of Support (Unit : KRW) 2,663,146,133



**Support Targets 84** companies

The Bridge serves as a global outpost for startups seeking to expand their domestic and overseas business. It is operated in connection with INNO TALK which runs the largest library in Korea, provides information on business startups and related investment, and offes space and education aimed at fostering world-class startups.

**Project Contents** 

Membership

Operation

Global

Market

**Ecosystem** 

Conference

## Start-ups hoping to scaleup within 7 years of their foundation, start-up ecosystem stakeholders (AC and VC)

Startup stakeholders that seek to understand domestic and international market trends. etc.

Startup stakeholders that need to understand domestic and Intelligence international market trends, and Content etc. Archiving

## Support for capacity building, high growth, and global programs; free space for offices and conference rooms; and investment linkages with dedicated funds and Shinhan Financial Group affiliates.

sessions for invited start-up ecosystem stakeholders (officials from startups, accelerators / venture capital, government agencies, etc.)

Content-building based on issues and trends related to innovative technologies, industries, and startups such as artificial intelligence (AI), big

## **Expected Impact**

Business stabilization and investment attraction through management advisory and incubation programs; increased corporate value; building a network of start-up stakeholders by creating a start-up ecosystem.

Raising understanding of the market by sharing analysis and insights from professional domestic and overseas organizations and industry officials to diagnose the possibility of international market entry and cooperation for startups.

Sharing trends in the major business areas promoted by 'S<sup>2</sup> Bridge: Incheon', such as innovative technology and bio/healthcare, based on information on the entire startup ecosystem provided via the contents of the archives of the 'S2 Bridge: Incheon' programs.









# Selecting topics and launching





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## **5 Youth Employment Do Dream**

We support job matching between outstanding SMEs and young talent to resolve serious issues related to youth employment including job polarization and mismatching.



**Amount of Support** (Unit: KRW) **2,812,976,238** 



**Support Targets** 

**76** people supported **362** people(46%) employed

To cultivate the young professionals who will spearhead the Fourth Industrial Revolution and support job-matching with outstanding SMEs, we have entered into a business agreement with the Korea SMEs and Startups Agency and offer opportunities for overseas visits, employment capability enhancement programs, and long-term education programs to talented young people recommended by the participating universities.

## **Targeted Beneficiaries**







## **Expected Impact**



Young jobseekers willing to work for SMEs

Business operation funds and total project personnel expenses

Generating income by going through a mentoring process and working at a company where competencies are needed





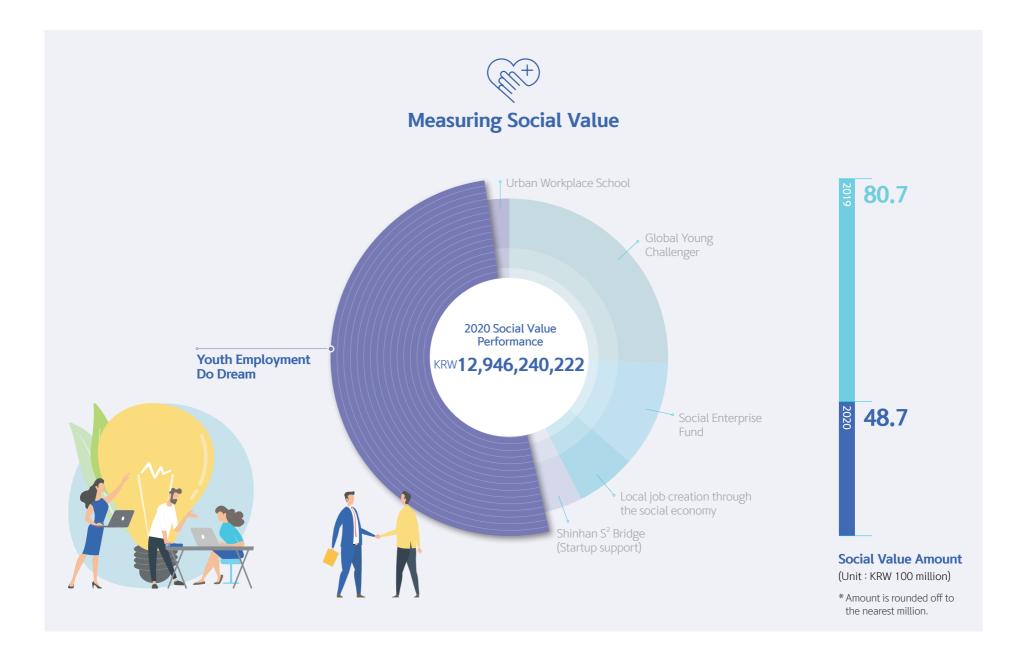
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## 6 Urban Workplace School

We help out-of-school youth find their dreams and their place in society.



**Amount of Support** (Unit : KRW) **375,277,152** 



Support Targets
Support for out-of-school youth
Operating a cafe at Shinhan
Financial Group headquarters
Employee participation through

sustainable consumption

We provide work placement for out-of-school teenagers in order to cultivate their job skills, as well as training on creative food courses, baking, beverage manufacturing, intern training, and employment-related training, etc., in the Urban Workplace School held at the Cafe Do Dream cafe located within SFG headquarters.

## **Targeted Beneficiaries**





## **Project Contents**



## **Expected Impact**

Out-of-school youth and Cafe Do Dream management staff (management staff position offered to youth who have completed the Urban Workplace School) Business operation funds (cafe operation expenses), free rental of cafe space, and exemption from maintenance fees, as well as personnel expenses for business management personnel

Out-of-school youth are paid a salary during the 6-month cafe internship and training and can gain employment after obtaining their barista certification, while Cafe Do Dream management personnel operate the cafe with the operating funds that we provide.



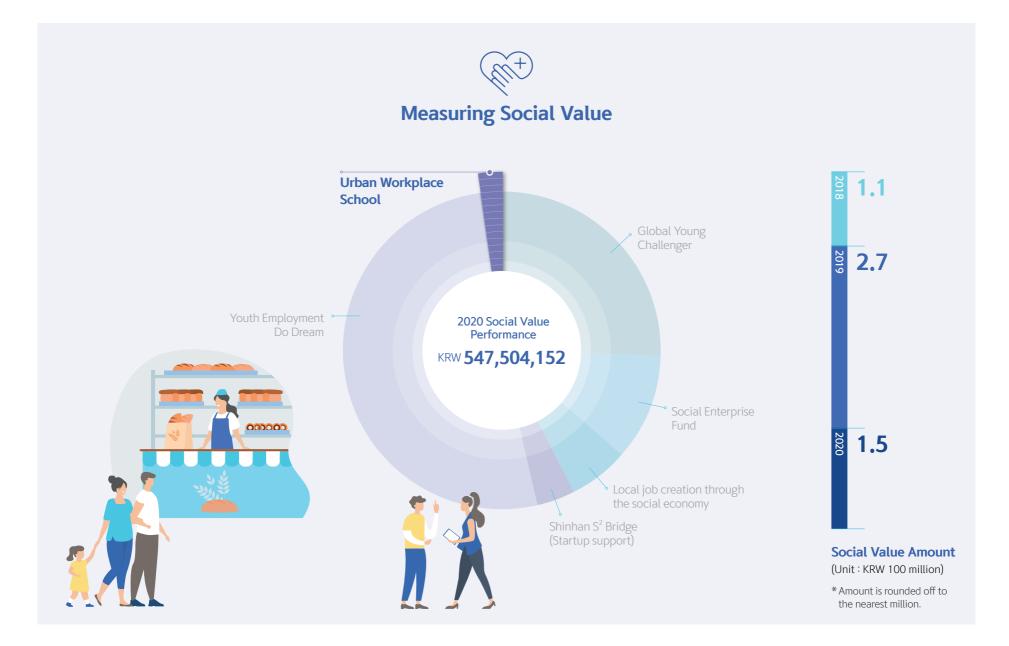


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**Job Support** 

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## 1 Hope School SW Class

We are striving to bridge the digital divide within our society.



**Amount of Support** (Unit : KRW) **989,820,587** 



**Support Targets** 

189 SW classes
10,894 people educated

We support IT and coding education programs, Hope School Software camps, Hope School Software contests, training for teachers in special schools, practical training in special education departments, and software instructor training as part of the country's first software education program designed for special education school students in Korea, so that anyone can prepare for a successful life in the era of the Fourth Industrial Revolution with self-determination, regardless of their disability.

## Targeted Beneficiaries





## **Project Contents**



## **Expected Impact**



Students with developmental disabilities who attend special schools, as well as parents, special schoolteachers and software instructors

Support for business operation funds, overall business management, and program collaboration (software instructor training, campsites, etc.)

Improving IT access for students with developmental disabilities through continuing education, raising awareness of the students' IT education needs, and confirming their potential by parents and teachers





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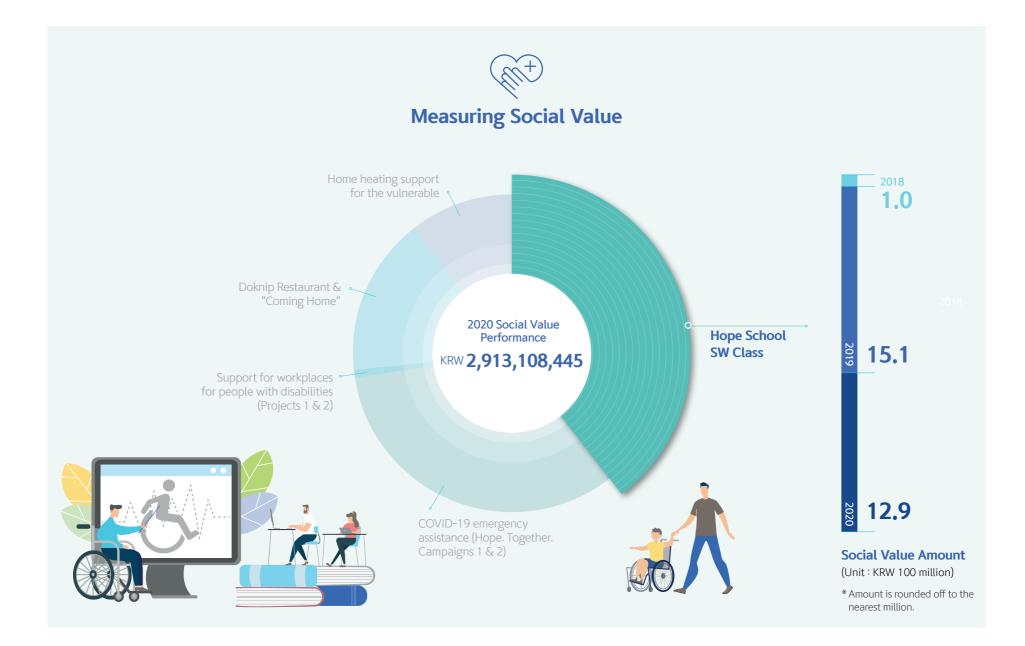
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## 2 COVID-19 Emergency Assistance

(Hope. Together. Campaigns 1 & 2)



Amount of Support (Unit : KRW) 2,393,575,112



## **Support Targets**

1st: Daegu Gyeongbuk medical staff 5,000 boxes of daily necessities, 15,000 meal boxes for undernourished children 2<sup>nd</sup>: Low-income seniors, families with disabilities Grocery boxes for 10,000 households

Amid the social instability and widespread suffering and hardships caused by the COVID-19 pandemic in 2020, we launched campaigns to help our marginalized neighbors and neighborhoods in need. During the 1st campaign in March-April 2020, we provided daily necessities to medical staff in the Daegu-Gyeongbuk region which was suffering from large-scale infection, and meal boxes to children at regional children's centers. Throughout the 2<sup>nd</sup> campaign in April-May 2020, we aimed to revitalize the local economy by purchasing goods from local small businesses and distributing them to low-income individuals and people with disabilities as emergency kits, subsequently boosting the effects of the sharing efforts.

## **Targeted Beneficiaries**

1st Campaign

2<sup>nd</sup> Campaign



Medical staff and local children in the Daegu-Gyeongbuk area

Targeting the elderly, disabled, and low-income families in the local community, as well as traditional markets and small business owners in the region

## **Project Contents**

medical staff



Delivery of grocery packages worth KRW 100,000 to low-income seniors, people with disabilities, people living under the poverty line

## **Expected Impact**



Revitalization of the local economy and promotion of beneficiary households' health and financial stability, as well as revitalization of the local economy, by purchasing goods from local traditional markets and stores through Onnuri Gift Certificates and delivering them to vulnerable groups in more than 180 cities and counties showing a decrease in sales according to the sales analysis data from Shinhan Card's affiliate stores.









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# 3 Support for workplaces for people with disabilities(Projects 1 & 2)

We look after members of our society who are struggling with the COVID-19 crisis.



**Amount of Support** (Unit : KRW) **53,378,200** 



**Support Targets** 

**42**people in **3**places supported Collaboration with **6** artists with disabilities

We launched a Wadiz social funding campaign called 'Hope Together Shinhan' in order to boost the sales of workplaces run by people with disabilities whose operations have become even more difficult, and purchased and provided as souvenir gifts to social funding participants works by artists with developmental disabilities, and have the goods produced and delivered by businesses run by individuals with serious disabilities and the self-employed.

## Targeted Beneficiaries



## **Project Contents**



## **Expected Impact**



1<sup>st</sup> Campaign

Writers with developmental disabilities and workshops for the disabled

Purchase of goods made by people with disabilities

Income security and livelihood support as well as stable workplace management for people with disabilities, including artists and workers with disabilities, who are struggling due to the COVID-19 pandemic

2<sup>nd</sup> Campaign

Workshops for the individuals and workers with severe disabilities

Purchase of goods made by people with disabilities

Providing individuals with severe disabilities with opportunities to promote social independence and strengthen their self-reliance capabilities through vocational rehabilitation based on manufacturing soap and handwash









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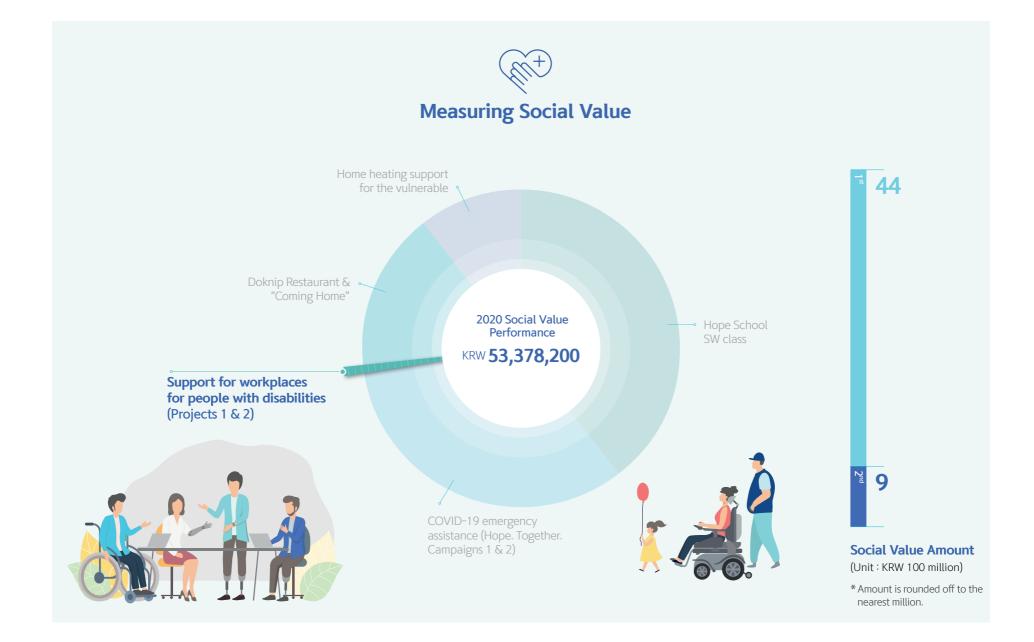
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## 4 Doknip Restaurant & "Coming Home"

In commemoration of the 100<sup>th</sup> anniversary of the March 1<sup>st</sup> Movement and the establishment of the Provisional



Amount of Support (Unit : KRW) 1,195,098,760



**Support Targets 6,074** visits 100<sup>th</sup> Anniversary of the March

> 1<sup>st</sup> Movement 3-part documentary

Doknip (Independence) Restaurant is part of a project in which an eatery was temporarily opened in Ikseon-dong's Hanok Street to remind people of the patriotic spirit of the independence activists who fought for the independence of the motherland 100 years ago in foreign countries. In addition, together with broadcasting station MBC, we held a special photo exhibition and produced a documentary titled "Coming Home, a Hundred Years Later" to reflect on the footsteps of Korean independence activists across the world.

## **Beneficiaries**



## **Project Contents**



## **Expected Impact**



"Coming Home"

"Coming Home"

**Photo** 

**Doknip** 

**Exhibition** 

Restaurant

The whole nation

**Targeted** 

Photo exhibition visitors

Customers and descendants of independence activists

Support for the creation of educational contents

Held a photo exhibition to raise awareness of the country's history and inviting descendants of independence activists

Experience the foods eaten by independence fighters to improve historical awareness

Boosting awareness of and national pride in the 100<sup>th</sup> anniversary of the March 1<sup>st</sup> Movement and the establishment of the Provisional Government of Korea Boosting awareness of and national pride in the

100<sup>th</sup> anniversary of the March 1<sup>st</sup> Movement and the establishment of the Provisional Government of Korea

An opportunity to reflect on the spirit of independence fighters and show respect to their descendants through donations by allowing visitors to experience the foods that the activists actually ate 100 years ago during their fight for national independence







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## **5** Home heating support for the vulnerable

We funded the replacement of home boilers for energy vulnerable members of our community.



Amount of Support (Unit : KRW) 452,814,100



Support Targets
Installation of 477 boilers

The Seoul Civil Fund's Boiler Support Project helps the energy vulnerable members of society, including the residents of social welfare facilities, to replace old boilers with highly efficient, eco-friendly boilers, thereby helping them to spend warmer winter, reduce air pollution, and save fuel costs.

## **Targeted Beneficiaries**



**Project Contents** 



Expected Impact



Low-income people living in urban regeneration areas in Seoul

Direct costs spent on boiler replacement

Energy consumption cost reduction and reduction of fine dust for the energy vulnerable class





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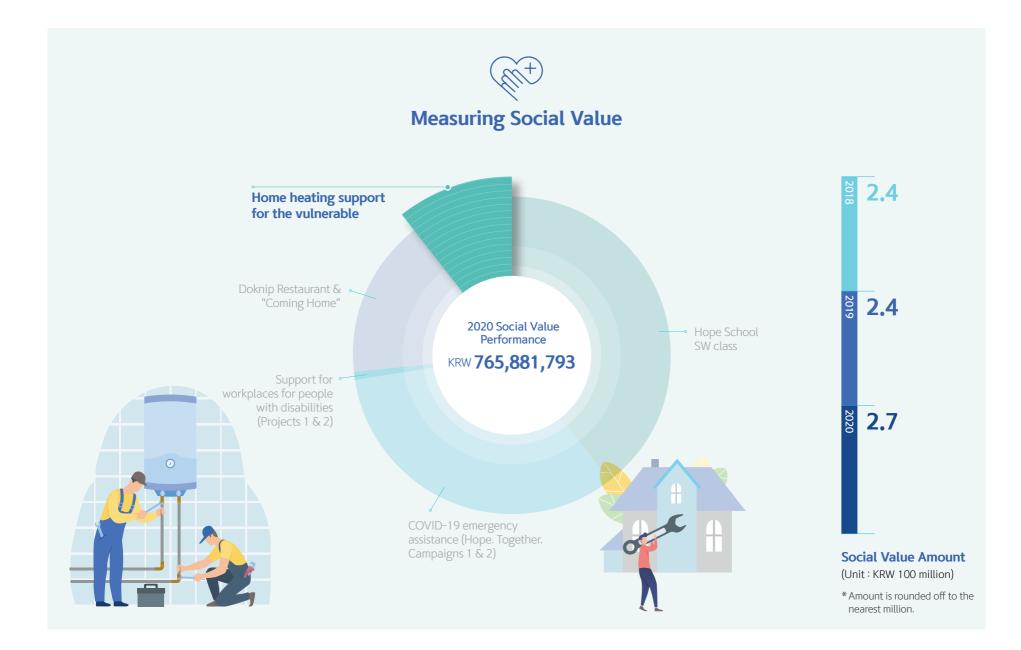
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## 1 Shinhan Music Awards

We discover and nurture promising talent in the field of art and culture.



Amount of Support (Unit : KRW) **850,203,000** 



## **Support Targets**

**Four**-year scholarships and benefits including overseas training to **four** recipients annually The Shinhan Music Awards, the first such awards founded in the financial sector, are part of a culture and art project designed to help domestic high school students with no experience of overseas music education to advance onto the world stage, by providing scholarships and privileges to award-winning students. We cultivate talented Korean classical musicians by offering free rental of the Shinhan Art Hall, master classes at famous overseas music schools, and concerts.

## **Targeted Beneficiaries**







## **Expected Impact**



Prospects in the field of culture and arts

Scholarships, art hall rental, overseas master class participation, concert and agency fees

Discovering outstanding musical talent in Korea, cultivating award winners into famous musicians





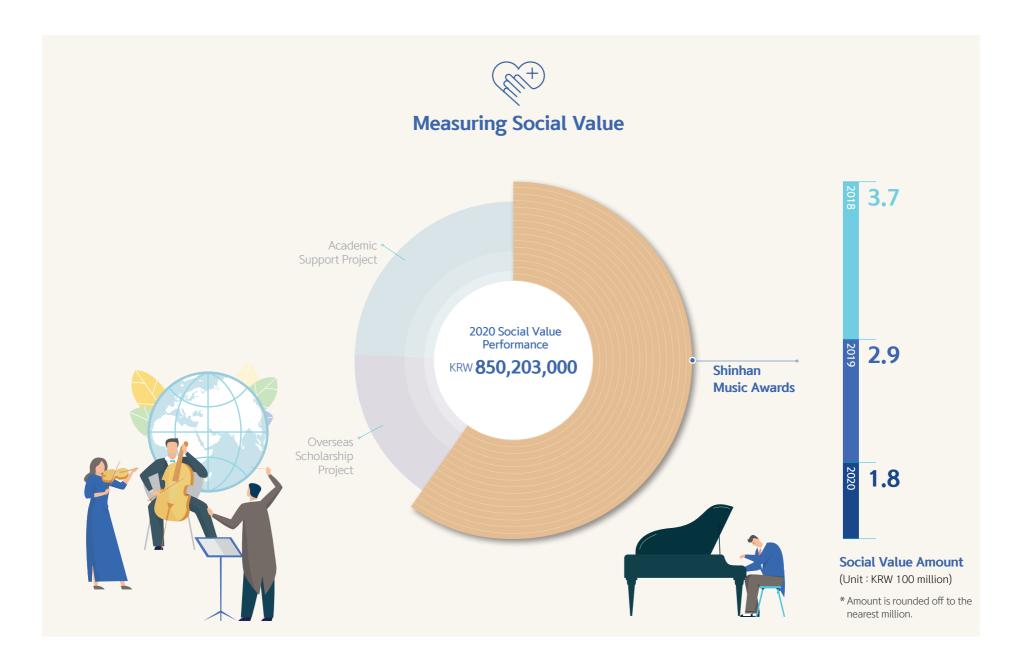
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## **2 Overseas Scholarship Project**

The Shinhan overseas scholarship project fosters future talent by providing stable learning opportunities to students around the world.



Amount of Support (Unit : KRW) 223,250,000



**Support Targets** 

3 years
Support provided to
1,298 people

Starting with China in 1997, we have invested in the future of Asia by supporting elementary, middle, high school, and university students through local subsidiaries in eight Asian countries including Kazakhstan, Uzbekistan, Vietnam, India, Myanmar, Cambodia, and Indonesia.

## **Targeted Beneficiaries**

Elementary, middle, high school

and university students from China,

Myanmar, Cambodia, and Indonesia

Kazakhstan, Uzbekistan, Vietnam, India,





Scholarships awarded to elementary, middle, high school and university students from China, Kazakhstan, Uzbekistan, Vietnam, India, Myanmar, Cambodia, and Indonesia

## nts



## **Expected Impact**



Beneficiary students concentrate on their studies and increase their potential to earn a higher income down the road.





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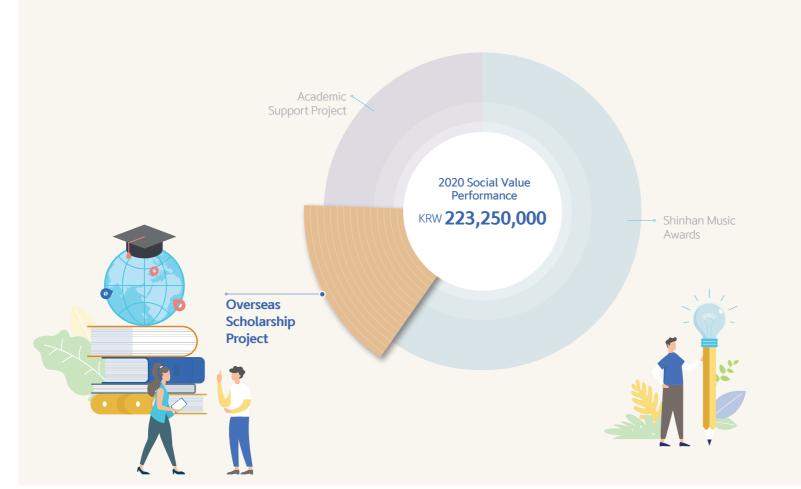
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## **Social Value Amount**

(Unit: KRW 100 million)

\* Amount is rounded off to the nearest million.

## **3 Academic Support Project**

The academic support project is designed to promote academic research in the financial sector with the aim of building a better future for the Korean financial industry.



Amount of Support (Unit : KRW) 345,396,000



## **Support Targets**

Shinhan Financial Engineering Awards

**3** academic awards,

4 thesis awards

12 scholarships

We aim to empower the nation's financial talent by providing scholarships to scholars with outstanding academic achievements, authors of excellent theses, and doctoral students in finance among members of the Korea-America Finance Association, and by presenting Shinhan Financial Engineering Awards to scholars who produce outstanding research and theses.

## **Targeted Beneficiaries**







## **Expected Impact**



Scholarship support

Revitalization of finance research

Scholars with outstanding academic achievements in finance, authors of excellent theses, and Ph.D. students majoring in finance





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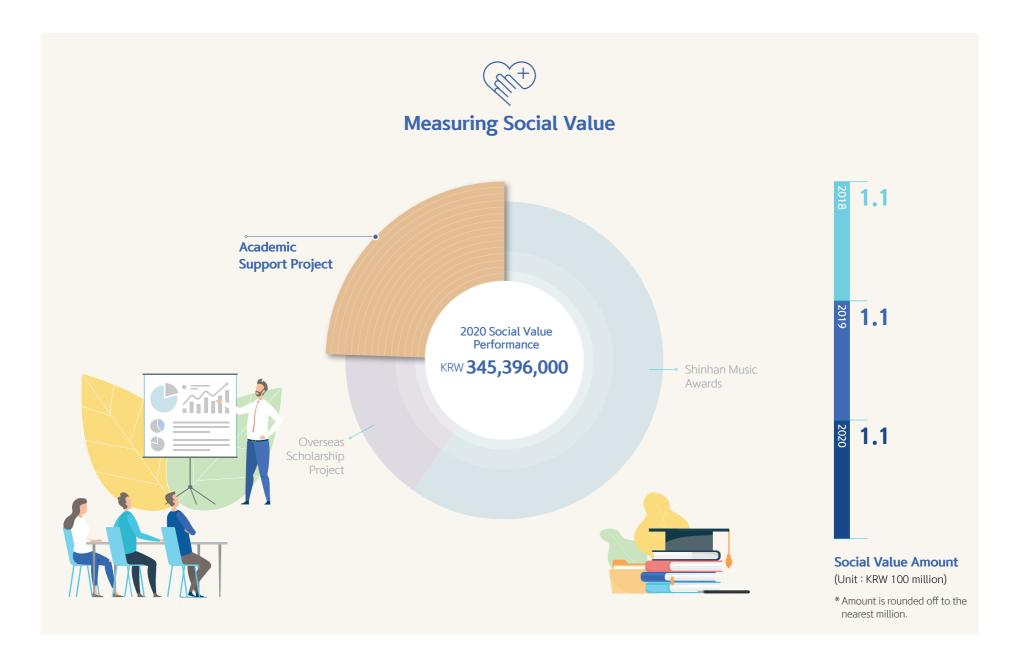
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As of December 31, 2020, for the 25<sup>th</sup> (current) term As of December 31, 2019, for the 24<sup>th</sup> (previous) term

(Unit: KRW)

## 2020 Financial Statements

Account	(Current) 25th term			(Previous) 24th term		
	Consolidated	Public purpose business	Other business	Consolidated	Public purpose business	Other business
Assets						
I . Current assets	51,222,150,961	-	51,222,150,961	38,763,445,095	-	38,763,445,095
1. Cash and cash assets	1,580,706,339	_	1,580,706,339	1,920,285,349	_	1,920,285,349
Short-term financial products	49,420,071,267	_	49,420,071,267	36,687,642,897		36,687,642,897
3. Accrued income	160,227,155	_	160,227,155	63,900,619	_	63,900,619
4. Current tax assets	61,146,200		61,146,200	91,616,230		91,616,230
II . Non-current asset	11,603,939	51,016,878,945		21,136,500	38,633,562,146	_
(1) Investment assets		51,005,275,006			38,612,425,646	_
Other project investment	-	51,005,275,006		_	38,612,425,646	-
(2) Tangible assets	11,603,939	11,603,939	_	21,136,500	21,136,500	-
1. Fixtures	42,000,000	42,000,000		42,000,000	42,000,000	-
Accumulated depreciation	(30,396,061)	(30,396,061)		(20,863,500)	(20,863,500)	-
Total assets	51,233,754,900	51,016,878,945	51,222,150,961	38,784,581,595	38,633,562,146	38,763,445,095
Liabilities						
I . Current assets	968,914	968,914	-	857,397	857,397	-
1. Current assets	297,000	297,000	_	_	_	-
2. Deposits	671,914	671,914	_	857,397	857,397	-
II . Non-current assets	61,146,200	_	61,146,200	91,616,230	_	91,616,230
Reserve fund for essential business	61,146,200	_	61,146,200	91,616,230	_	91,616,230
Total liabilities	62,115,114	968,914	61,146,200	92,473,627	857,397	91,616,230
Capital						
I . Basic net worth	21,927,191,700	21,927,191,700	51,005,275,006	21,927,191,700	21,927,191,700	38,612,425,646
Original property contribution	21,927,191,700	21,927,191,700	51,005,275,006	21,927,191,700	21,927,191,700	38,612,425,646
II . Ordinary net worth	29,244,448,086	29,088,718,331	155,729,755	16,764,916,268	16,705,513,049	59,403,219
Retained earnings     Total equity	29,244,448,086	29,088,718,331	155,729,755	16,764,916,268	16,705,513,049	59,403,219
Total	51,171,639,786	51,015,910,031	51,161,004,761	38,692,107,968	38,632,704,749	38,671,828,865
liabilities and capital	51,233,754,900	51,016,878,945	51,222,150,961	38,784,581,595	38,633,562,146	38,763,445,095

<sup>\*</sup> For further details, please visit the website of the Shinhan Financial Group Hope Foundation and the National Tax Service 'Hometax'.

## Hope. Together.

Shinhan Financial Group Hope Foundation