

# **Consumer Rights Protection Policy**

**2023. 05. 18**

**GS E&C**

## **Article 1 (Overview)**

GS E&C provides the highest quality products and services to fulfill its ethical and moral corporate responsibilities, in accordance with GS Group's management value statement, "We create the value of new life and dream of a better tomorrow with our customers." The Consumer Rights Protection Policy is established to minimize consumer risks arising from the business operations of GS E&C, and includes policies on fair and transparent marketing information, contract process, design, construction, support service, and defect repair.

## **Article 2 (Promotion System)**

GS E&C shall establish a responsible organization to minimize risks caused by customers' use of products and services to protect various consumer rights. The organization shall implement 1) fair marketing, 2) consumer health and safety protection, 3) consumer satisfaction improvement, and 4) personal information protection. Any issues or risks related to consumer protection that may violate basic principles shall be reviewed through the ESG Committee and the Board of Directors to discuss solutions.

## **Article 3 (Basic principles)**

### **1) Fair marketing**

GS E&C provides objective and unbiased information and fair contract practices regarding products and services in a way that consumers can understand. This allows consumers to make information-based decisions in their consumption and purchases and to compare the characteristics of other products and services.

### **2) Consumer health and safety protection**

GS E&C evaluates the appropriateness of laws, regulations, standards, and specifications related to health and safety and its compliance with minimum safety requirements to inform consumers and it also informs consumers on how to use its products correctly and conducts activities to inform them of predictable risks to protect the health and safety of consumers.

### **3) Checking consumer satisfaction**

GS E&C continually communicates with customers and seeks to improve customer satisfaction through a complaint management system. We regularly check complaints regarding sales, design, construction, and after-sales services to identify areas for improvement and prevent customer complaints.

#### 4) Personal information protection

GS E&C shall ensure that privacy is not violated when collecting and processing consumer personal information. The collection of personal information shall be limited to essential information to provide products and services and shall only be conducted after consumers are informed and consent to voluntary agreements. The collected personal information shall be managed in accordance with the provisions of related laws through appropriate security devices.

### **Article 4 (Goals)**

#### 1) Minimizing the number of defects

Quality shall be checked through Quality Control (QC) throughout the entire process at each construction stage, and through Before Service (BS) based on on-site training and inspections for each case. In particular, the visual inspection and functional inspection of finishing material are conducted simultaneously in BS to prevent multiple defects.

#### 2) Improving customer satisfaction

GS E&C aims to increase customer satisfaction by providing prompt communication and conducting annual satisfaction surveys on topics including After Service (AS) reception status, processing period, schedule management, processing results, and satisfaction with repair workers after completing AS.

#### 3) Elimination of personal Information leaks

Personal information collected from consumers shall not be leaked by management, in accordance with the personal information processing policy and related laws.

< Appendix >

This Policy shall enter into effect on May 18, 2023.