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## Connect Value



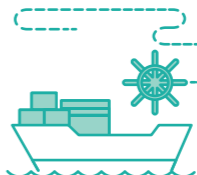
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## ABOUT THIS REPORT

### Report Overview

Ulsan Port Authority has been publishing a sustainability management report every two years since 2012 to share its vision, activities, and achievements with stakeholders. This report is the fifth report following the UPA Sustainability Report 2018. From this report, however, the last two years are stated simultaneously to emphasize that it is the most recently published report while identifying the exact period of reporting. Also, the name has been updated to a sustainability management report so that it can be recognized most commonly as a representative report related to social responsibility.

### Report Preparation Standards

This report is intended to conform to the Core Option of Global Reporting Initiative(GRI) Standards. It also includes the ISO 26000 standard, an international standard for social responsibility, and reflects the UN Sustainable Development Goals(SDGs).

### Reporting Period, Scope and Boundary

This report contains activities and achievements from January 1, 2018 to December 31, 2019, and includes the first half of 2020 for some important achievements. Quantitative performances are based on data from the last three years(2017-2019) to identify trends in decrease or increase. The reporting scope includes all the sectors in which Ulsan Port Authority operates the project, and the reporting boundary for each critical issue is set by identifying the impact across the value chain.

※ Subsidiary(Ulsan Port Management Co., Ltd.) is excluded from the reporting scope.

### Verification of Report

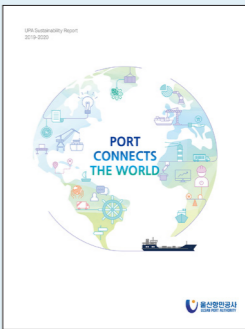
To secure objectivity and reliability of the report, we received a third-party verification from the Korea Productivity Center. You can check the results through the appendix.

### Additional Information

The report is published in Korean and English, and you can download it on the Ulsan Port Authority website(www.upa.or.kr). If you have any questions about the content of the report, please contact us via contact information below.

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### Cover Story

By the title of 'Port Connects the World' and the image of ships sailing freely around the earth, we expressed our corporate leading to sustainable management by communicating with stakeholders through the port and our willingness to share the value of sustainable management with the world, respectively.

# CEO Message



The hub of liquid logistics in Northeast Asia  
 ‘Ulsan Port’ leads the future.

Dear all honored Interested parties

We sincerely appreciate you for your consistent interest and support for Ulsan Port Authority.

A few years ago, I came across to see a banner posted at the entrance to the office of the world-class tank terminal company ‘Vopak Terminal’ during a business trip to Singapore. And it was commemorating the “400th anniversary” of the company, and this got me thinking “It’s never easy running a corporate company for 100 years, so 400 years is an amazing achievement” The banner showed a very contrasting reality with ours. According to government statistics, more than 900,000 companies are starting up a year, of which 72% of them disappear within 5 years, and among living companies, 35 marginal companies that cannot repay interest with operating profits. It seems difficult for companies to survive for a long time.

In order for a company to grow sustainably, it must have the basic elements, and one of the things that determines it will be profitable. Even public corporations that value public interest cannot survive without profitability. In recent years, safety and environment, and contributions to the public interest, such as job creation, which previously did not belong to the category of corporate management, are recently being emphasized. In addition to the value of increasing profits, management transparency and ethical management are also being emphasized.

Thirteen years have passed since Ulsan Port Authority was established as a public company. Over the years, there have been external growth, such as an increase in the volume of goods and sales, but there has been a substantial growth of surplus management for the past 13 consecutive years and in continuing to grow. At the same time, we have been trying our best not to miss the core elements of sustainability management. In particular, the Sustainability Report, which has been published since 2012, is thought to have been an opportunity for us to systematically inspect and supplement key factors.

Last year, there have been significant achievements for the construction of electricity in Ulsan Port, which reached its spatial limit. We developed the Around View System for Ship using artificial intelligence(AI), leading the safety and innovative growth of ports. In addition, we undertook a project to create new products by recycling and using plastics or incinerated waste from the sea which can help reduce marine plastic pollution. It was a new approach in terms of becoming environmentally friendly.

In addition, the idea of hiring the unemployed due to the recession of the shipbuilding industry as an employee of a foreign port was selected as an excellent case for public sector innovation. At a time when public interest in safety was higher than ever, we also built a tight safety system through Complex Emergencies training program(PHCE).

It was a great year that laid the foundation for future growth by developing the oil hub business, which had been in stagnation for nearly 10 years, into an energy hub business in connection with the hinterland complex. Also, we settled Pier 6 in the main port including a pier for vehicle transshipment, reducing vehicle logistics costs and creating jobs for 120 people. I would like to tell you that we have always been focusing on internalizing transparent management and ethical management, which are other elements for creating sustainable management.

Going forward, UPA will continue to grow as a public corporate that contributes more to the local community by creating future and innovative growth businesses based on safety as the top priority.

Your consistent interest and support will be appreciated.

August, 2020  
 CEO of Ulsan Port Authority **Ko Sang-hwan**

# Corporate Overview

## HISTORY



Inauguration ceremony of UPA

2007

- 07 UPA Founded
- 08 Inauguration of the first president Kim Jong-un
- 08 Port Committee(Board of Directors) established
- 08 Opening of new container route: Ulsan Port-India Chennai Port



Jangsaengpo Whale Festival

2008

- 01 Designated as other public institution
- 01 Officially joined the International Port Association(IAPH)
- 03 Dredging construction of 17 piers in Ulsan Port Officially joined the International Port Association(IAPH)
- 05 Implemented the construction of the hinterland of Ulsan New Port
- 12 Inauguration of the 2nd President Chae-ik Lee



Signed MOU to promote logistics cooperation

2009

- 01 Signed an MOU to promote logistics cooperation
- 05 Implemented the Ulsan Port Ship/ Comprehensive Information System for Construction Project
- 07 Opened the container terminal at Ulsan New Port
- 09 Held an international seminar on tasks in Ulsan Port to promote the central port of liquid logistics
- 12 Started operation of liquid cargo transshipment pier at the breakwater of Ulsan New Port



Signed MOU for oil hub business in Northeast Asia

2010

- 01 Introduced work automation system for Ulsan New Port container terminal and container
- 02 Opened Yeompo Pier
- 05 Started construction of Ulsan New Port Port hinterland(section 1)
- 08 Signed a business agreement with Korea National Oil Corporation for the Northeast Asian oil hub Ulsan project
- 08 Ulsan New Port Southern Breakwater open to citizens
- 12 Published a book 'The History Book of Ulsan Port Reading with Citizens'

2012

- 01 Completed Jangsaengpo small ship mooring site
- 01 Completed the new building of Ulsan Port Corporation
- 06 Computerized port facility management and berth allocation for the first time in a nationwide port
- 10 Completed new construction of Onsan Port Seafarer Service Area
- 11 Received the Presidential Citation at the National Quality Management Competition
- 12 Completed Operation Center for Ulsan Port Piers



Received Presidential Citations at the National Quality Management Contest

ISO 14001 Certification



2011

- 07 Declared the vision of 'a first class port focused on liquid logistics'
- 07 Implementation of the Integrity Ombudsman System
- 08 Fully permitted night departure for ships on Onsan Port
- 11 Launch of CS Promotion Council 12 Inauguration of the 3rd President Jong-Rok Park
- 12 Certified for Environmental system ISO 14001

Groundbreaking ceremony for Northeast Asia Oil Hub



2013

- 01 Designated as a semi-market type public company
- 02 Ulsan Port Clean Belt Construction (23 organizations)
- 07 Awarded the 1st Grand Prize for Korean Management and Sustainability Management
- 09 The 50th anniversary of the opening of Ulsan Port; Construction of safety management network
- 11 Certified as an excellent human resource development organization; Groundbreaking ceremony for Northeast Asia Oil Hub

Ulsan Port Marine Safety Belt launched



2014

- 02 Ulsan Port Forum officially launched
- 05 Ulsan port marine safety belt agreement establishment
- 06 Hosted Northeast Asia Oil Hub Symposium
- 07 Completed Ulsan Port Marine Center solar power plant installation work Completed Ulsan New Port hinterland section 1
- 08 Succeeded in research and development of eco-friendly hopper
- 10 Inauguration of the 4th President Jong-Veol Kang

Awarded Korea Management Innovation Grand Prize



2015

- 02 LACP 2013/2014: Gold Prize for Sustainability Management
- 06 Selected as one of the world's five best seafarer welfare ports
- 06 Awarded the grand prize for 2015 Korea Management Innovation
- 07 Launched the first marine meteorological local information broadcasting service in a national port
- 11 Certified as a family-friendly company by the Ministry of Gender Equality and Family
- 12 Grand Prize for the 4th Educational Donation; Awarded the grand prize in the domestic shipping and port logistics sector

2016

- 02 Opened docks for the Ulsan Port cargo
- 03 Introduced 3 port 5S for the first time in Korea Port Corporation
- 06 Awarded Gold Prize at the 11th Korea Meteorological Industry Awards
- 09 Opened Ulsan Port Seafarer Welfare Center
- 10 Signed a memorandum of understanding for international cooperation in LNG bunkering(7 global ports, 9 organizations)
- 12 Acquired ISO 50001 certification for energy management system

Opening ceremony of South Cargo Dock



2017

- 01 Commendation from the Minister of Public Safety and Security for the prevention of corruption
- 02 LACP 2015/2016: Sustainability Management Gold Award
- 04 Opening Ulsan New Port Yongyeon Pier and Port hinterland
- 05 Selected as the 5th Business Scholar, Korea Best Management Award
- 11 Grand Prize in the Port Operation Division for the 2017 Korea Good Company Award
- 12 Awarded the Prime Minister's Citation at the 2017 Safety Culture Awards



Opening ceremony of Yongyeon Pier and the harbor hinterland in Ulsan New Port

Opening ceremony of Supporting Center for Smart Port Logistics



Received Presidential citation at the 44th National Quality Management Conference

2018

- 01 Inauguration of the 5th President Ko Sang-hwan
- 05 Grand prize in the public sector at the 21st Korea Logistics Awards 2018
- 08 4th Industrial Revolution Power Korea Awarded by the Minister of Oceans and Fisheries, Daejeon; Acquired ISO 37001 certification for anti-corruption management system
- 09 Awarded the grand prize in employment-friendly model management and regional specialization in Korea
- 11 Awarded the grand prize in the ethical management section of the 2018 Korea CEO Hall of Fame; Presidential citation at the 44th National Quality Management Competition
- 12 Received the Presidential Citation for Safe National Training for Disaster Response in 2018

2019

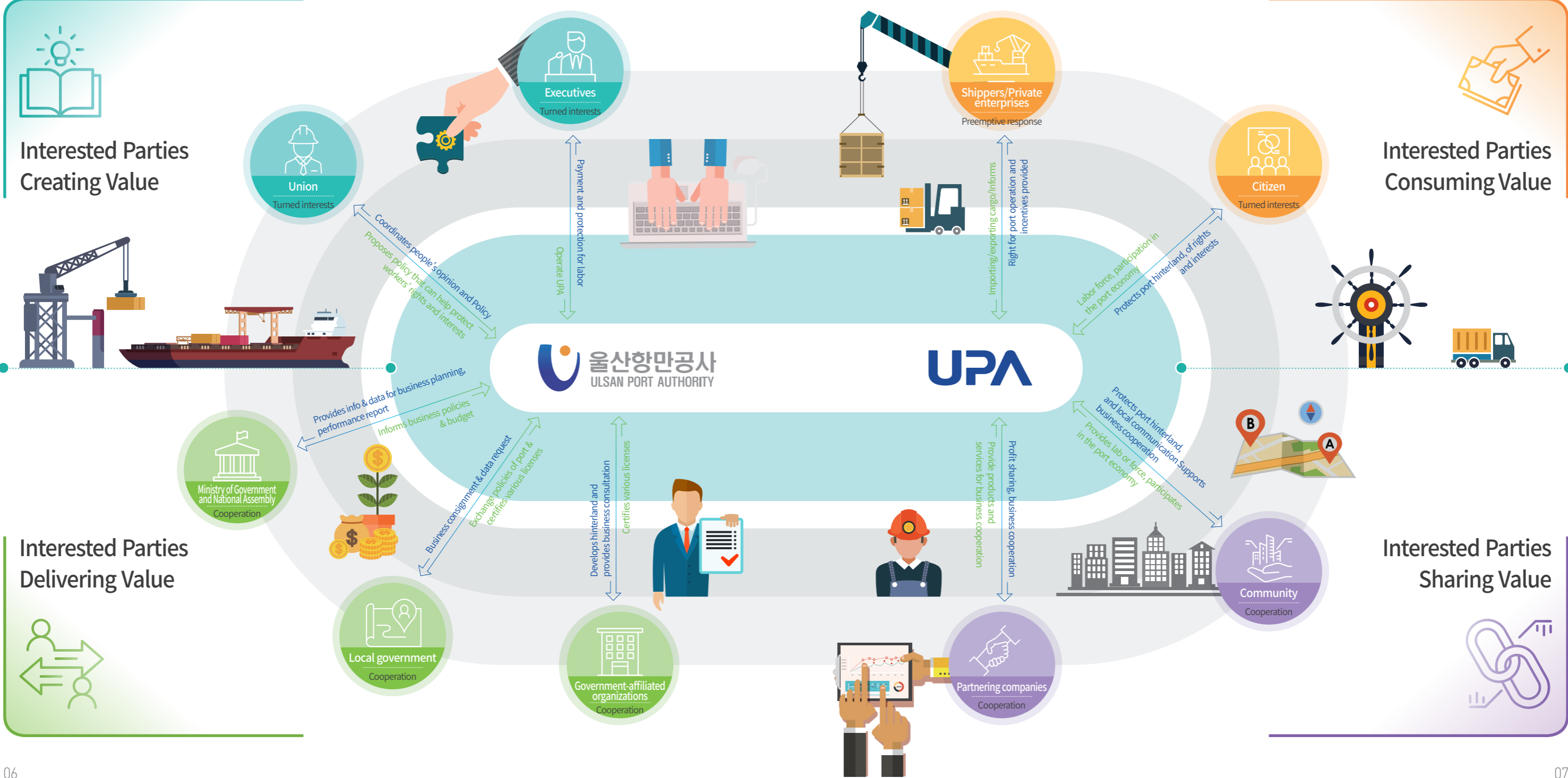
- 01 Selected as an excellent case for innovation in public institutions by the Ministry of Strategy and Finance
- 02 Received the Minister of Employment and Labor Award for social contribution
- 06 Received commendation from the mayor of Ulsan City; Received the Minister of Environment Award at the 13th National Sustainability Management Competition
- 09 Selected as the best institution in the comprehensive information disclosure evaluation
- 11 Awarded the Presidential Citation in the public sector for the 4th Active Administration Best Practice
- 12 Selected as an excellent organization for disaster management evaluation; Received a citation from the Minister of Public Administration and Security; ASOCIO ICT Award for Smart Port Logistics; the Minister of HR Innovation Award at the 2019 HR Innovation Best Practices Contest

# Corporate Overview

## UPA at a Glance

The UPA forms a value chain that creates profits and public value through core activities, executing business for port development, port construction, port facility management, port facility operation, and logistics service, and through this, one value affects the customers and interested parties.

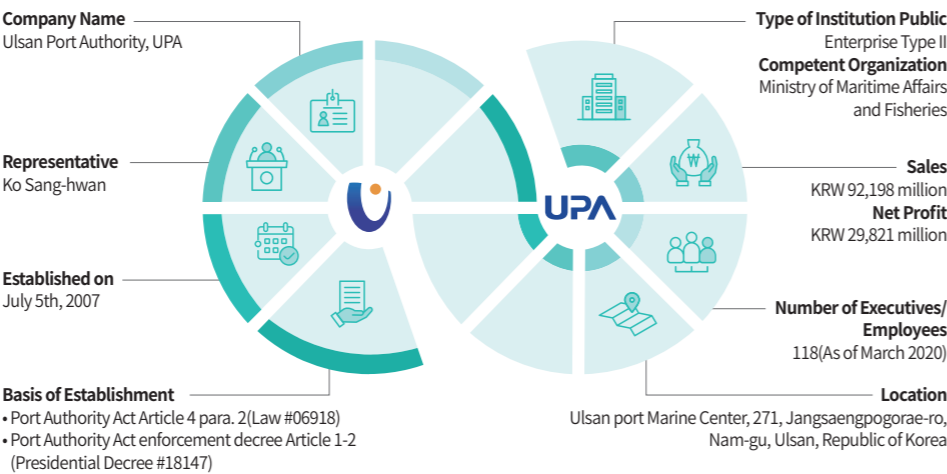
Primary Activities				
Port Development	Port Construction	Port Facility Management	Port Facility Operation	Activities for Customer Service
<ul style="list-style-type: none"><li>• Rese arching port market</li><li>• New port development</li><li>• Port redevelopment</li><li>• Dock function adjustment</li><li>• Improvement in port productivity</li></ul>	<ul style="list-style-type: none"><li>• Design investigation</li><li>• Order materials for port construction</li><li>• Supervises construction</li><li>• Inspection for defects</li><li>• Consultation with the Port Authority of the Non-management administration</li></ul>	<ul style="list-style-type: none"><li>• Facility maintenance</li><li>• Port environment management</li><li>• Secures port security</li><li>• Safety management</li></ul>	<ul style="list-style-type: none"><li>• Port-MIS operation</li><li>• Yard operation in ports</li><li>• TOC pier operation</li><li>• Berth management</li></ul>	<ul style="list-style-type: none"><li>• Establish a marketing strategy</li><li>• Attract transshipment cargo</li><li>• IR activities</li><li>• Provides customer services</li></ul>



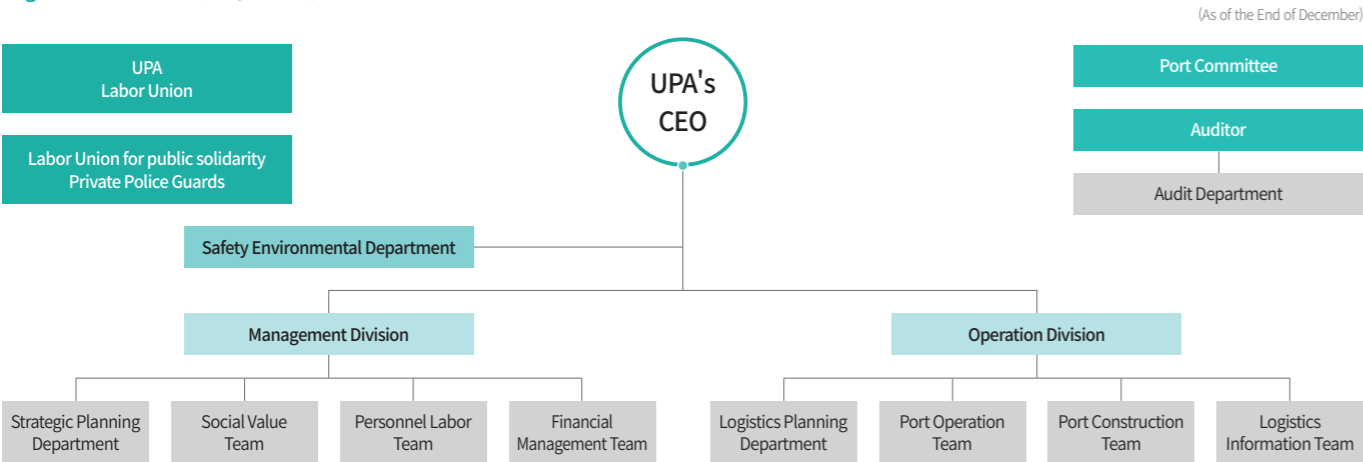
# Corporate Overview

## Corporate Overview

The Ulsan Port Authority is a corporation organized to enhance the expertise of work for its development, management and operation. It strives to contribute to the national economy by fostering Ulsan Port as a competitive shipping/logistics hub. UPA is carrying out following tasks in Ulsan Port: Development, management and operation of port facilities; creation, management and operation of logistics terminals and harbor hinterland complexes; Investigation, research, development and manpower training; Direct implementation, investment, or contribution of subsidiary projects.



### Organization[2 divisions, 3 departments, 7 teams]



### Key Roles



## Projects

The UPA constructs, manages, and operates the entire Ulsan Port including Ulsan Main Port, Onsan Port, Mipo Ship Yard Port, and Ulsan New Port. Major projects are for the port hinterlands, and direct implementation, investment, and contribution of subsidiary projects.

### Features of Ulsan Port

Ulsan Port has the small tidal difference which is about 60cm with a fixed temperature. Also, as a liquid logistics-focused port, it supports the automobile, shipbuilding, and petrochemical industries, located in the national industrial complex in the hinterland.



#### Mipo Port

Supporting ports for shipbuilding industry

Quay Length	210m
Berthing Capacity	20,000DWT, 1 vessels
Handled Cargo	Steel

#### Ulsan Main Port

Core port of Ulsan

Quay Length	10,085m
Berthing Capacity	1,818,500DWT, 61 vessels
Handled Cargo	Coal, general cargo, automobiles, liquid chemicals, and more

#### Ulsan New Port

Leading port of Northeast oil hubs

Quay Length	5,300m
Berthing Capacity	693,000DWT, 22 vessels
Handled Cargo	Containers, liquid chemicals

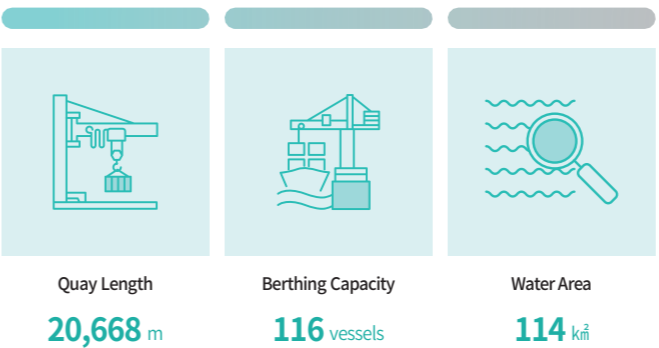
#### Onsan Port

High value Added Logistic Hub

Quay Length	5,073m
Berthing Capacity	1,482,000DWT, 32 vessels
Handled Cargo	Other miners, containers, oils, chemicals

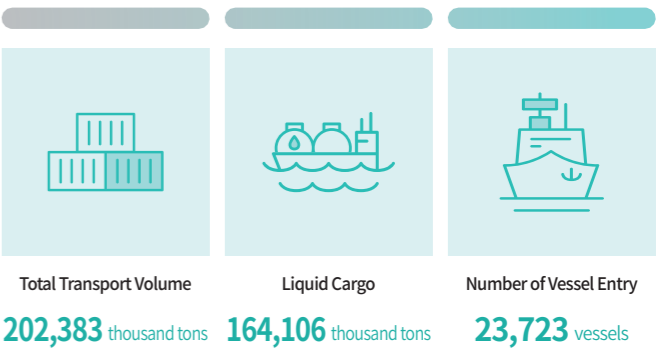
### Port Facility

As of the end of December 2019



### Ulsan Port Operation Status

As of the end of December 2019



## Special Report I

### UPA Highlights

## 01 Creativity



#### Innovative growth by developing Around View System for Ship based on AI

Developing a navigation assistance system that artificial intelligence analyzes in real time; installing cameras at facilities in the port, and applying to the field.

- Achievement**
- Received Certificates for New technology
  - The introduction of Korea's representative ports, made ship control become safer

#### Firstly Developed a Model to reduce marine plastic pollution

The private, public, and NGO consultative bodies co-work to protect the environment through the development of new products from waste plastics

- Achievement**
- Awarded the Grand Prize at the Ministry of Maritime Affairs and Fisheries Government
  - Achieved a social value of KRW 130 million

#### Put great effort into overcoming the Jobs Crisis in the shipbuilding industry

By collaborating with the organizations and shipping companies, they created high quality jobs through intensive matching

- Achievement**
- The job matching for 130 sailors to overcome the employment crisis
  - Awarded for innovation in public institutions

#### Received the Presidential Award for Development of Pier 6 for Vehicle Transshipment

Established Pier 6 for a facility where cargo containers are transhipped and promoting vehicle transshipment to solve the shortage of container ports

- Achievement**
- Vehicle transshipment volume increased by 94.3%
  - Reduction of 10 billion KRW in logistics costs;
  - Created 120 jobs

#### Oil hub business: 1st stage, helped solve the current issues by expanding it to an energy hub

Recruited investors by expanding handling items (oil/LNG)

- Achievement**
- Signed a joint venture for the upper part business
  - 7.7 million tons of cargo and KRW 11 billion created annually

#### Secured a water area capable of anchoring super-large ships of 150,000 tons

Lifted the prohibited area for oil tanker passage, signed on an agreement on compensation for damage to fishing, strengthening safety measures

- Achievement**
- Large ships with over 50,000 tons increased by 357% (28 large ships in 2018 → 128 large ships in 2019)

#### Conducted training for multiple disasters; contributed to early suppression of actual ship fire

Received President Awards for '2018 Korea's Safety Training'; 18 private sectors and 363 organizations participated in the joint training to extinguish fires.

- Achievement**
- Fire suppression within a short period of time with zero fatalities
  - Received Award from Ministry of Oceans and Fisheries for quick accident response

## 03 Reliability



#### Selected as an excellent HR innovation institution in 2019; promoted fair HR Management

Improving personnel fairness by breaking seniority, enforcing recruitment for open contract workers

- Achievement**
- Awarded for HR innovation at the 2019 Personnel Innovation Contest

#### Selected as an excellent institution for Fairness and Integrity in 2019 Zero corruption for 5 consecutive years

Improved overall corruption reporting system, reinforcement of ethical management violation prevention system, diversification of human rights practice programs

- Achievement**
- Achievement 2nd grade for the excellent integrity by the 2019 National Rights Commission

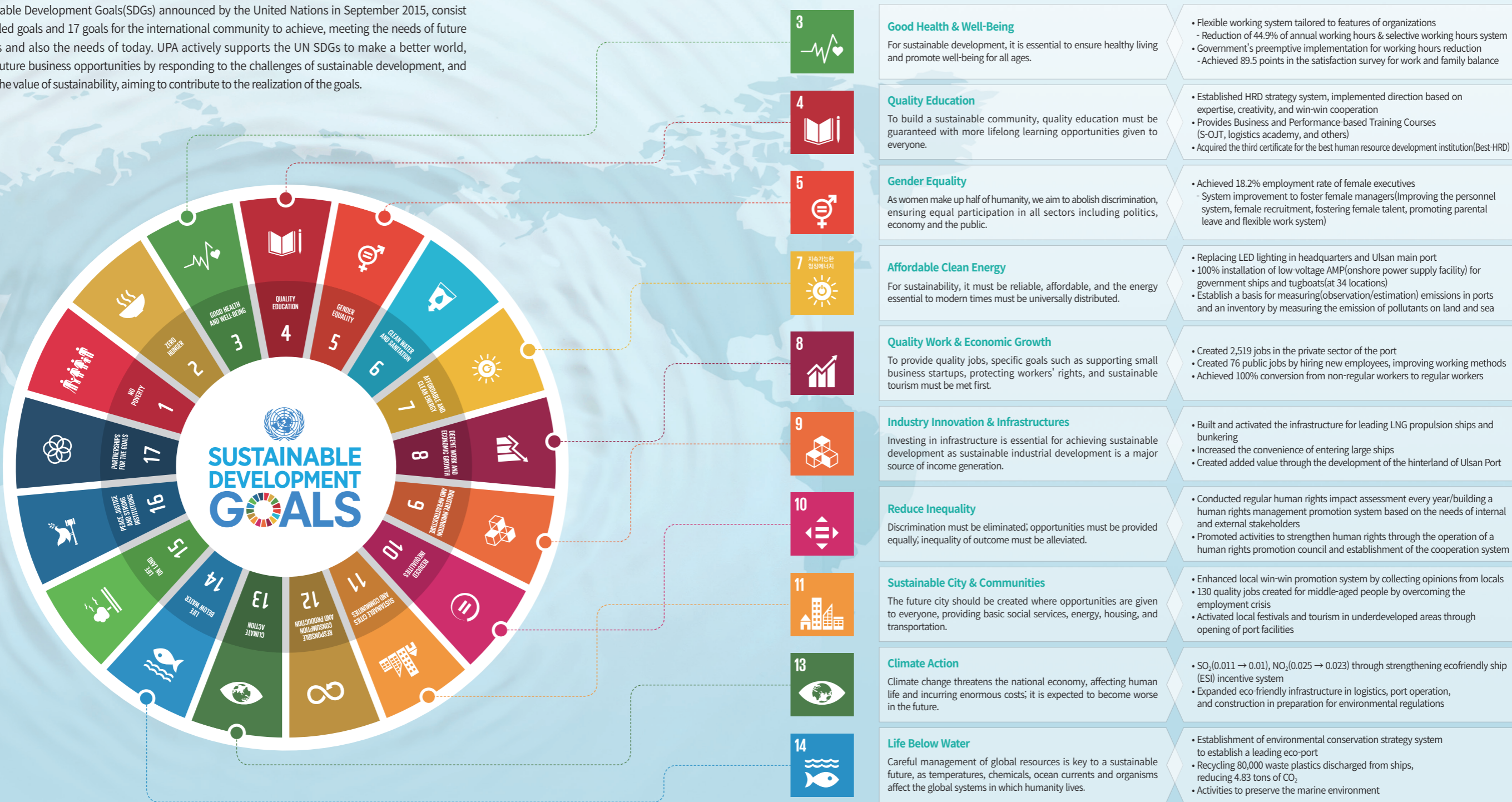
## 02 Specialty



Special Report II

UN-SDGs's Performance

The Sustainable Development Goals(SDGs) announced by the United Nations in September 2015, consist of 169 detailed goals and 17 goals for the international community to achieve, meeting the needs of future generations and also the needs of today. UPA actively supports the UN SDGs to make a better world, identifying future business opportunities by responding to the challenges of sustainable development, and reinforcing the value of sustainability, aiming to contribute to the realization of the goals.

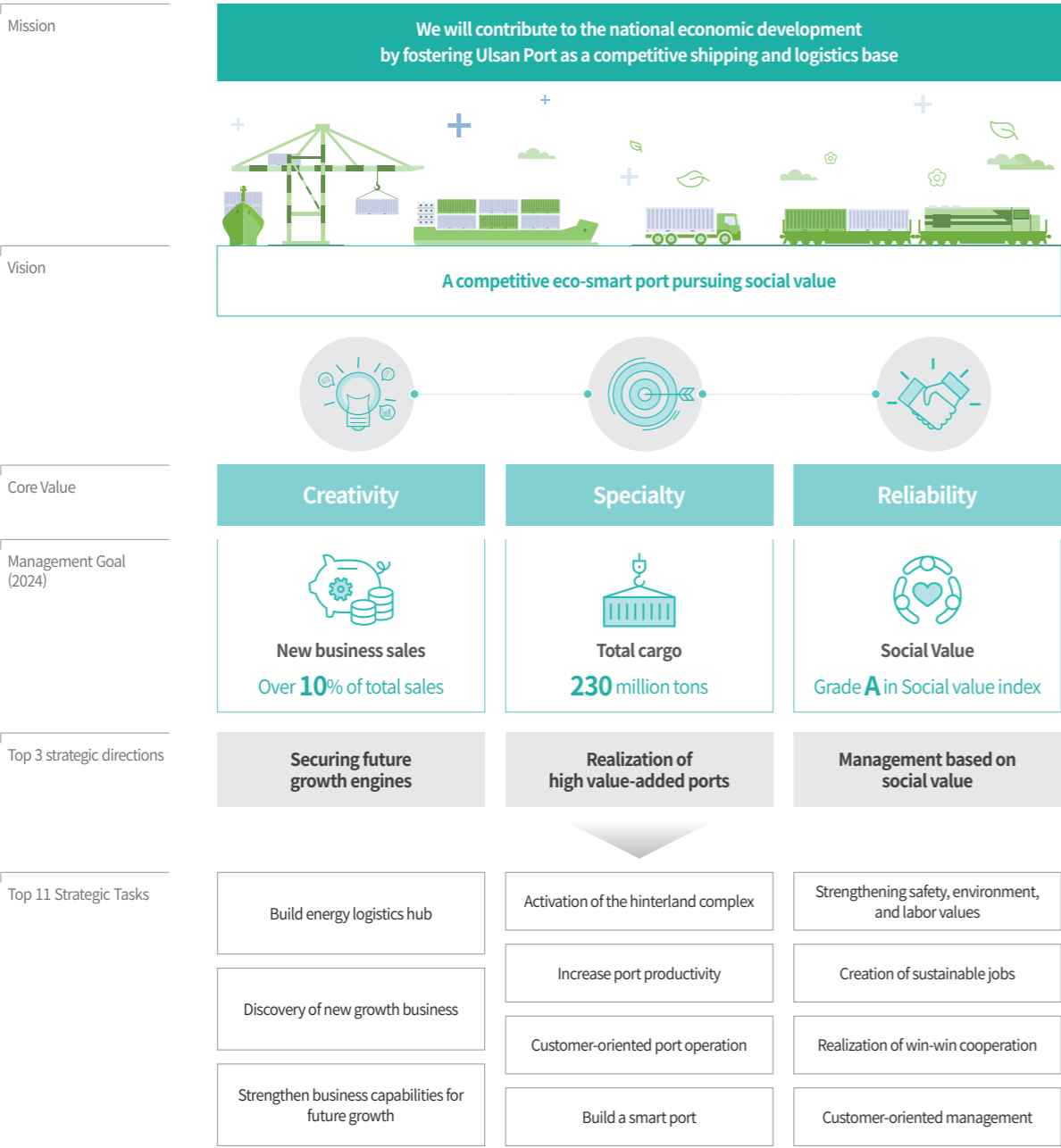


Management Strategy & Performance

Mid/long-term Management Strategy

In 2019, UPA re-established its vision to move forward as an innovative public company that realizes social values and actively responds to rapidly changing internal and external business environments such as changes in shipping, ports, and logistics markets, and government policy changes. We have established a mid- to long-term career strategy, including our management goals. Our newly proposed vision is as follows: ‘Competitive eco-smart port pursuing social value’. To achieve this, we set three strategic goals: ‘securing future growth engines’, ‘realizing high value-added ports’ and ‘social value-oriented management’. UPA seeks to foster Ulsan Port as a competitive shipping and logistics hub by successfully achieving strategic tasks and realizing management goals, and to become a public shipping and port company that contributes to the development of the national economy.

Vision & Management Strategies for Operation



Social Responsibility Management Performance and Goals

Strategy	Strategic task	Performance indicator	Unit	Result		Goal
				2018	2019	2020
Securing future growth engines	Building energy logistics hub	Sales of new business	Hundred million	7.6	28.6	85.0
		Strategic Management Index	Points	84.0	87.6	85.0
		Education satisfaction	Points	82.0	89.0	82.0
	Discovery of new growth business	Operation of superior oil hub facilities	(Non-measured)	Business consultation	JVA contract for superior facilities Completion of subfacility rental agreement	Start of construction
	Strengthening business capabilities for future growth	Oil Hub Phase 2: Feasibility Study	(Non-measured)	KDI analysis	Reflecting the basic plan of the new port (August 2019)	Analysis of business environment and identification of risk factors
		Overseas port development and investment	(Non-measured)	-	Port inspection in Linggi, Malaysia (September 2019)	Basic strategy
Realization of high value-added ports	Activation of the hinterland complex	Dock productivity	Ton/hour	543	552	577
		Total volume	Million tons	203	202	210
		Customer satisfaction	Grade	88.8	Excellent	Excellent
	Improve port productivity	Seeking after port logistics startups.	Companies	-	7	10
		Activation of the hinterland complex	(Non-measured)	Completed lease for section 1-3	Achieved 100% rental rate of the entire hinterland complex	Support for management stabilization of tenant companies
	Operates customer-oriented port	Port adjustment function and efficiency improvement	(Non-measured)	Optimized the function of the main port pier	- Secured government budget of KRW 40 billion for New Port development - Secured KRW 466 billion in private investment for New Port development in North area in South area	- Relocated to the new port of the main port coal pier - Water-friendly facilities on the Jangsaengpo site - Promote repurposed second stage of Namshin Port
		Built a smart port				
Social value oriented management	Strengthening safety, environment, and labor values	B-class maintenance rate for facility safety	%	100	100	100
		Eco-friendly ship entry performance	Ships	345	424	497
		Creation of private jobs	Persons	824	2,519	1,744
	Creation of sustainable jobs	Purchase rate of products from SMEs	%	66.4	96.4	85.0
		Comprehensive Integrity	Grade	3	2	2
		Diagnosed the level of personal information management	Grade	Normal (80-90 points)	Normal (Over 90 points)	Normal (Over 90 points)
	Realization of win-win cooperation					
	Public and customer oriented management	Efforts to expand public participation	(Non-measured)	Find and resolves community issues	- Improvement of national proposal system system and operation method - Improving the method of providing information, providing customized information	- Collaboration in decision making - Delegation of authority and promotion of pilot projects

# Governance Structure

## Establishment & Operation of the Board of Directors

### Port Committee Composition and Roles

UPA's top decision-making body is the Port Committee established under the Port Construction Act. The Port Committee includes 7 non-executive directors in accordance with Article 11 of the Port Authority Act and Article 5 of the Enforcement Decree of the same Act. The committee performs the role of monitoring the management and serves as a management recommendation for each port member's specialty. The committee's resolutions and reports are specified in Article 7 of the Articles of Incorporation, and include management goals, budgets, funding plans, business plans and operation plans, and the use of reserve funds. In addition, the Committee shall carry out budget transfer, settlement, acquisition and disposal of basic assets, long-term borrowings and issuance of bonds and repayment plans, setting standards for rent and usage fees for port facilities, changes in articles of incorporation, and enactment and amendment of the by laws. Through activities such as management consulting using expertise, UPA makes great efforts to actively contribute to the creation of corporate value.

### Port Committee Member

(As of the End of June)

Name of Committee Members	Key Roles & Work History	Gender
<b>Kim Jae-gyun (Chairman)</b>	<ul style="list-style-type: none"> <li>Professor of Industrial Management Engineering, University of Ulsan(current)</li> <li>Judge for Green Company by Environment Agency in Nakdong River Basin (current)</li> </ul>	Male
<b>Han Hong-gyo</b>	<ul style="list-style-type: none"> <li>Head of the management division of Korea Shipping Association</li> <li>Ulsan Regional Maritime Affairs and Port Officer</li> </ul>	Male
<b>Cho Jin-haeng</b>	<ul style="list-style-type: none"> <li>Professor of Logistics/Distribution &amp; Business Administration, Halla University(current)</li> <li>President of the Korean Port Economic Association</li> </ul>	Male
<b>Ahn Sung-min</b>	<ul style="list-style-type: none"> <li>Professor, Department of Public Administration, University of Ulsan(current)</li> <li>Member of Ulsan Metropolitan City Local Financial Deliberation Committee(current)</li> </ul>	Famale
<b>Jeong Dae-ho</b>	<ul style="list-style-type: none"> <li>Managing Director of SK Energy(current)</li> <li>Vice President of Ulsan Port Development Council</li> </ul>	Male
<b>Kim Hee-jung</b>	<ul style="list-style-type: none"> <li>Attorney at Law Firm 'Taeyang'(current)</li> <li>Member of the Ulsan City Protest Judging Committee (current)</li> </ul>	Famale
<b>Kwak Sang-min</b>	<ul style="list-style-type: none"> <li>Korea Pilots Association pilot (current)</li> <li>Hyundai Merchant Marine Navigator &amp; Captain</li> </ul>	Male

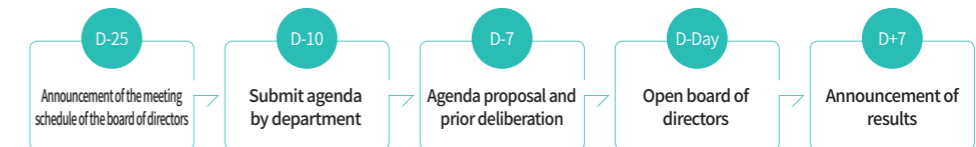
### Port Operations Committee

Committees call regular and special meetings. Regular meetings are set to be held four times a year, in February, June, October and December, and special meetings may be called when the chairperson or president deems necessary, or at the request of more than one third of the members. To ensure fairness in decision-making, the exclusion rule has been thoroughly applied to prohibit the chairman or other committee members with special interests from participating in the resolution. And also to operate the board of directors transparently, the meeting minutes of the Port Committee are disclosed through the website of UPA and "Alio"(<http://www.alio.go.kr>), a management information disclosure system for public institutions of the government. The results of resolution and reporting agendas are immediately notified to KAC to be reflected in management activities.

### Procedure for Appointing a Port Committee Member and Term of Office

The procedures for recommending and selecting the Port Commissioner are operated fairly and reasonably. In accordance with the Act on the Operation of Public Institutions and the Port Authority Act, it is stipulated that personnel recommended by the Executive Recommendation Committee be deliberated by the Public Institution Steering Committee and appointed by the Minister of Strategy and Finance. In order to secure the diversity, UPA has diversified candidate recommendation organizations such as the Ministry of Maritime Affairs and Fisheries, Ulsan City and others, expanding the objectivity and transparency of appointment. The term of office of the Port Commissioner is two years, and may be reappointed on a yearly basis based on the results of the evaluation of the performance of the duties of the relevant ministries.

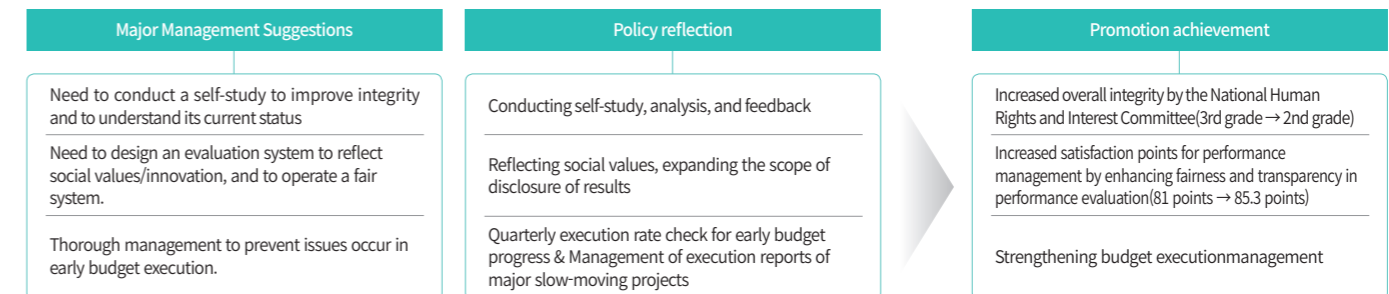
### Port Committee Operation Process



### Participation in Subcommittees and Internal/External Councils

A subcommittee was established to conduct a more in-depth preliminary review for the committee's resolutions and specific matters related to the development of the corporation, and it is actively operating to this day. Subcommittees include the Budget Deliberation Subcommittee and Investment Deliberation Subcommittee. In addition, we are establishing a system that allows port members to participate in various internal/external councils to utilize their expertise in order to revitalize the management suggestions of port members.

Committee Name	Roles	Participants
<b>Budget Deliberation Subcommittee</b>	Deliberation on Major Projects & Budget	3 Port Commissioners
<b>Performance Management Committee</b>	Internal Performance & Deliberation	1 Port Commissioner
<b>Ethics Management Committee</b>	Ethical Management & Deliberation on Tasks	1 Port Commissioner
<b>Safety Management Committee</b>	Deliberation/advice on safety management in the workplace	1 Port Commissioner



## Operation Performance of BOD

The port committee's operation performance is evaluated based on the port committee attendance rate, prior agenda review rate, and the number of management proposals. The performance evaluation of port commissioners is conducted by the Minister of Strategy and Finance in accordance with the 「Act on the Operation of Public Organizations.」. In order to help improve performance through efficient operation of the Port Committee, Ulsan Port Authority raises the understanding of the current status of construction by port committee members by regularly reporting construction issues and providing management information on a regular basis. In addition, UPA is striving to reinforce its expertise by expanding the opportunities for port committee members to participate by implementing a dedicated headquarters system for each port committee member and holding site briefing sessions.

### Support Activities for Port Committee performance

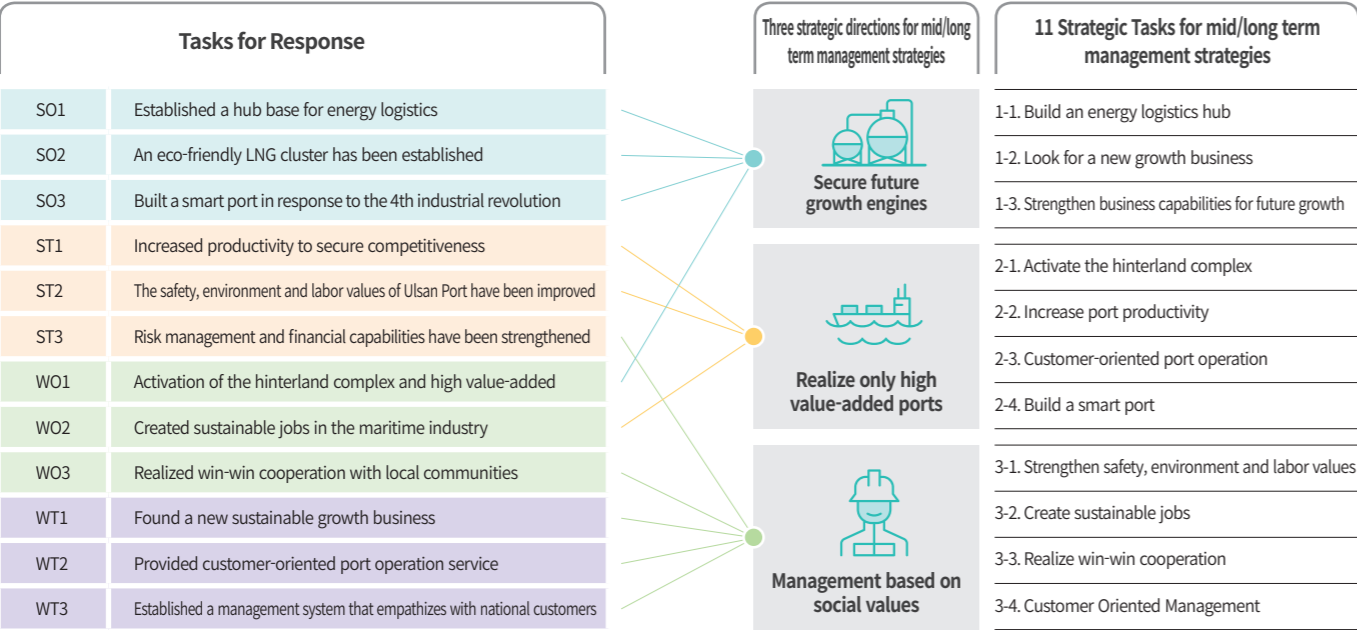
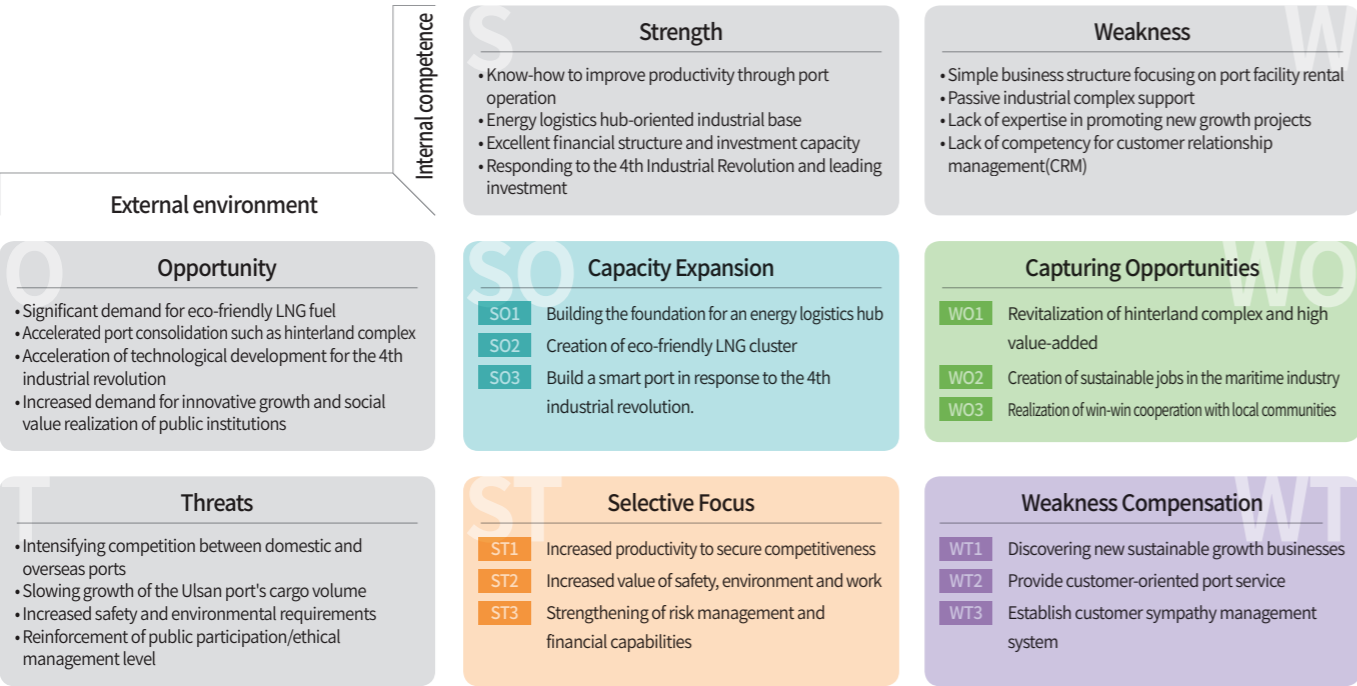
Division	Contents of Promotion
<b>Enhancement of port committee expertise</b>	<ul style="list-style-type: none"> <li>Regular report on the current status of the agenda project by the Port Committee</li> <li>Regular reporting of major issues(Business report materials, national affairs and current issues and others)</li> <li>Enhancement of reinforcement rate of agenda deliberation through timely provision of agenda</li> <li>Providing management information including major business status, major business performance, and press releases</li> </ul>
<b>Field Management Expansion</b>	<ul style="list-style-type: none"> <li>Holding on-site presentations on management and major business</li> <li>Conduct advisory activities through a dedicated system of headquarters</li> </ul>
<b>Activated Management Proposal</b>	<ul style="list-style-type: none"> <li>Participate in various internal committees as external members</li> <li>Host a seminar using the expertise of port committee members</li> </ul>

# Risk Management

## Recognizes Risk and Opportunity Factors & Responses to It

Ulsan Port Corporation maintains sustainable management activities of the Port Authority by analyzing changes in management conditions and government policy directions in a timely manner, responding early, and removing uncertainties about the future. The Port Authority comprehensively analyzes the internal and external business environment and the KTO's capabilities and reflects it in the mid-to long-term strategy so that Ulsan Port can become an energy hub port, and systematically and preemptively manages risks and opportunities.

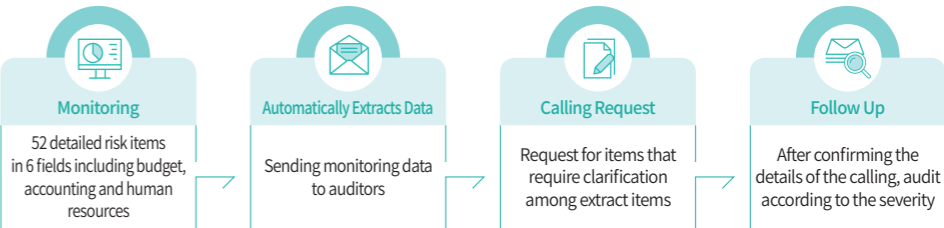
Management strategy connection for SWOT analysis and strategic tasks



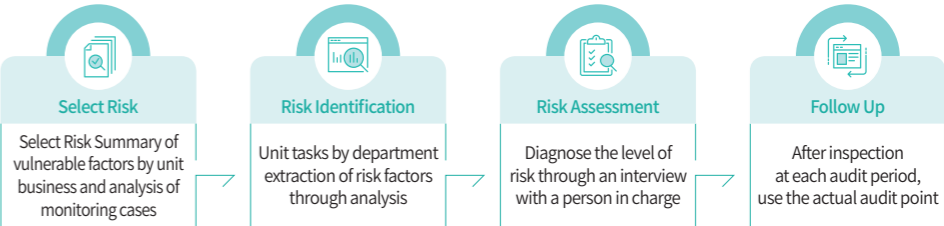
## Operational Risk Management

The Ulsan Port Authority manages risks that may occur in terms of operation using an internal audit system through an e-audit system constant monitoring process. Data on monitoring items are analyzed on a daily basis, and risks are automatically extracted and resolved through an explanatory procedure. 126 risks are selected according to the likelihood and impact of each business process, developing a checklist for each risk factor on its own self-inspection system. The work is improved so that residual risk can be reduced through transition to a prevention-oriented audit system and periodic in spection.

Constant monitoring process



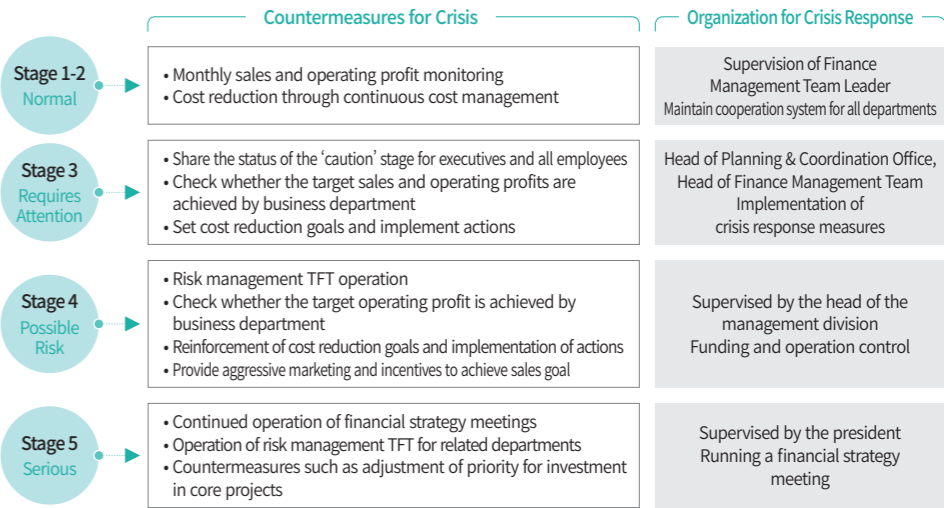
Audit System Process



## Financial Risk Management

In order to connect the mid-to long-term business strategy and financial strategy, a process that analyzes and responds to the mid-to long-term fiscal balance for each scenario is created and implemented by reflecting changes such as the key drivers of cargo volume, ship entry and departure tonnage, producer price index, interest rate, and sales. Through financial risk monitoring, countermeasures for each recognized crisis stage are established and implemented.

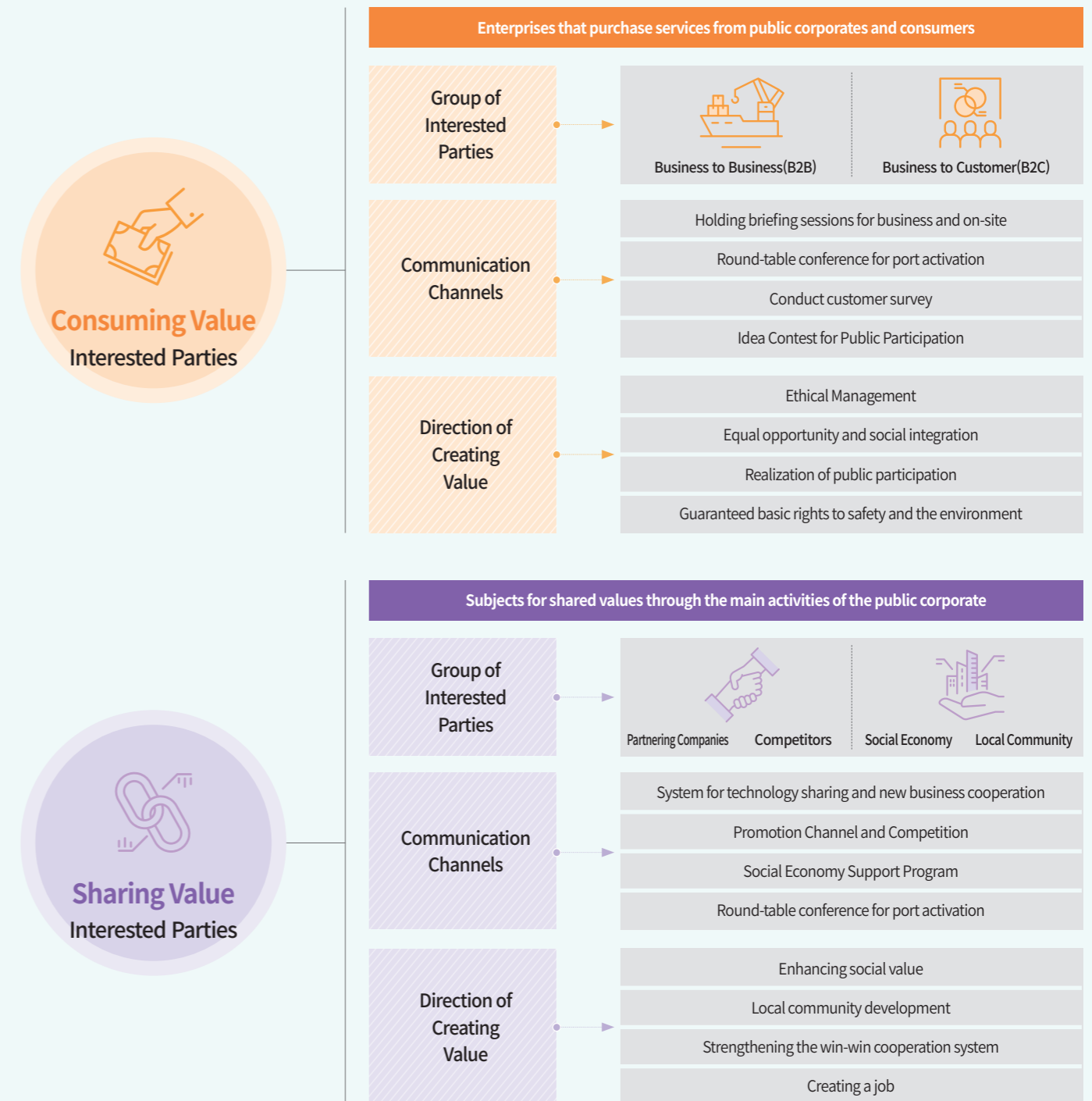
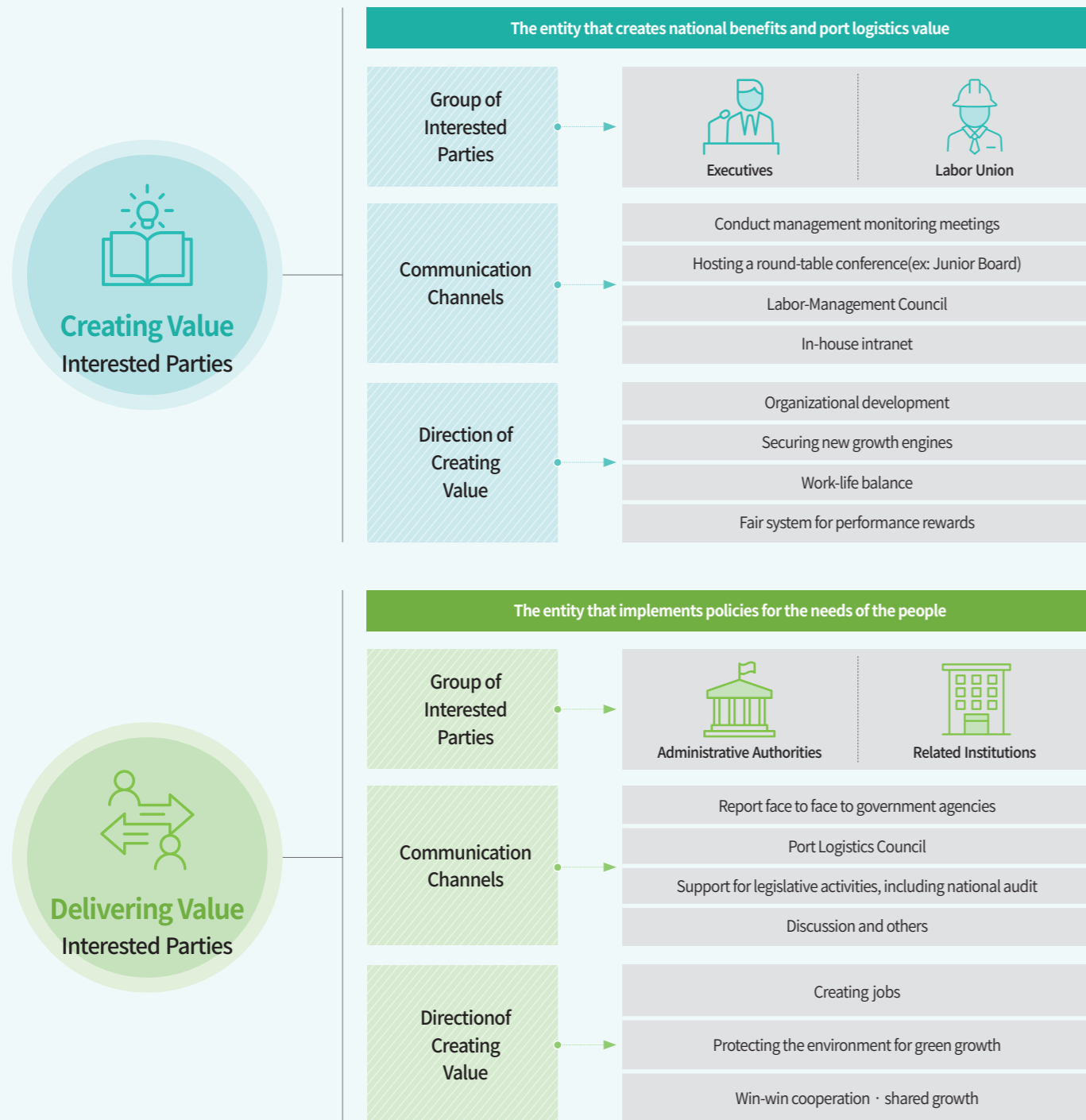
Step-by-Step Response Direction for Financial Risk Monitoring



# Communication & Participation for Interested Parties

## Communicating with Interested Parties

The Ulsan Port Authority classified it into 4 groups based on the degree of interest and impact in economic, environmental, and social aspects: Interested parties creating value, delivering value consuming value, and sharing value. UPA collects opinions by establishing communication methods and channels for communication suitable for each interested party. By actively reflecting various opinions during management, UPA strives to ensure that the needs of interested parties are reflected in the overall management activities and satisfied.



## Communication & Participation for Interested Parties

### Interviews by Interested Parties

To hear more detailed opinions on the sustainable management activities of Ulsan Port Authority, we conducted interviews with interested parties by choosing one representative from each of the seven groups that are of high importance and have a large impact on the operation and performance of the Ulsan Port Authority. The opinions obtained through the interviews will be actively reflected for our management activities, and this has already been used to derive important issues in the social responsibility report.



#### Administrative authorities

#### Looking forward to improvement in overseas port logistics

We expect that Ulsan Port will play a role in developing port logistics and pioneering overseas port logistics as a comprehensive logistics support organization, not just port operation, and we expect them to actively promote overseas expansion projects.

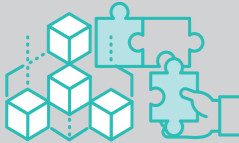
Port Logistics Planning Division Ministry of Oceans and Fisheries **Park Sol-ip**, Office Manager

#### Related institutions

#### Looking forward to growth both in the economic sector and the environmental sector...

We hope to see the development and growth of Ulsan Port in the economic sector and for the Ulsan Port Authority to be able to proactively improve operational efficiency from the perspective of contributing to the local economy, and run toward challenging goals. We believe that the improvement of environmental infrastructure could be made as great as it could make all citizens satisfied and happy.

Operation Support Division of Ulsan Regional Maritime Affairs and Fisheries Office **Nam Song-rang**, Deputy Director



#### Competitors

#### It was very impressive to see the collaboration for the Marine Seat Belts in port industry

Ten organizations collaborated to create seat belts for the port industry, and each institution raised operating funds with an excellent system. I think it was an excellent achievement for them to establish procedures and systems for safety through a port industry collaboration.

Busan Port Authority **Shin Dong-soo**, Head of BPA

#### Customer

#### We hope they could provide practical support for development of a port eco-system and share knowledge as a specialized maritime institution

The expansion of the capabilities of the Ulsan Port Authority has enabled the expansion of goods handled and diversification of vessels received at the port. By attracting medium/large-sized ships, I hope they will be able to utilize their expertise and promote Ulsan Port, so that they can accommodate larger volumes.

Ulsan Port Shipper Logistics Council **Shin Hyun-jic**, Chairman



#### Customer(shipper)

#### Looking forward to the port facilities being modernized to leap forward as a global advanced port

The Ulsan Port Authority should focus on building a advanced infrastructure. For state -of-the-art port facilities, proactive infrastructure expansion must be carried out so that port promotion can be effective. If they continuously improve the infrastructure and promote Ulsan Port to the world, it will surely be reborn as a global port.

Shipping agency in Ulsan Port **Seo Jae-cheol**, Chairman

#### Partnering

#### They secure competitiveness as a vehicle-only port

With few substances causing environmental pollution, they became competitive as a dock for vehicles only. We believe that the result of environmental preservation measures enables high value-added products to be handled, and this is a good case to develop a sustainable Ulsan port.

Goryeo Port **Jin Dong-hoon**, Director



#### Social Economy Support

#### Expecting more realization of social values through cooperation

The Ulsan Port Authority is successfully implementing the tasks in the 2020 innovation promotion plan. I hope social values could be implemented widely through their social economy and win-win cooperation, especially hoping their cooperation with the Ulsan Social Economy Support Center helps generate greater positive effects for local community.

Ulsan City Social Economy Support Center **Moon Hong-seok**, Chairman

#### Social Economy Educational Institution

#### They serve as a cornerstone for regional economic development...

As major public corporations in the Ulsan region, they play a leading role for local communities, public institutions, and companies to realize social values such as job creation. As Ulsan is a manufacturing -oriented city, with a high proportion of petrochemicals, it must safely handle liquid cargo and play a role as a cornerstone of regional economic development.

University of Ulsan **Jeong Jung-eum**, Professor



#### Labor Union

#### They need to expand their businesses for future...

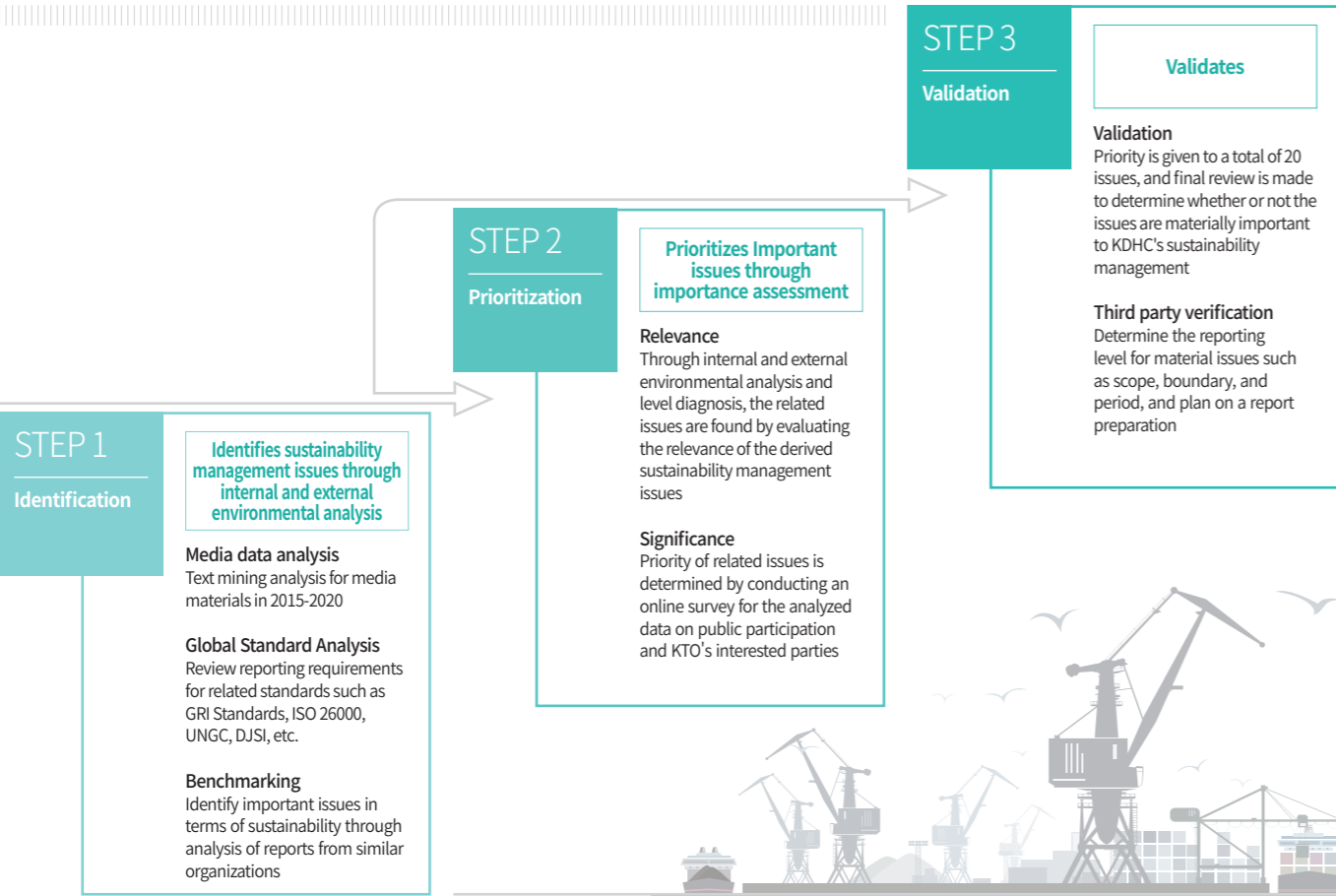
The projects implemented by the Ulsan Port Authority are limited; there is still uncertainty about the oil hub business, and in 5-6 years there may be no more developing docks. So, it is urgent to seek future business and business expansion.

Ulsan Port Authority **Kang Deok-ho**, Chairman of the Labor Union

# Importance Assessment

## Importance Assessment Process

Ulsan Port Authority is engaged in a wide range of socially responsible management activities including the economy, environment, and society. Among the various social responsibility management activities of UPA, important issues were identified in accordance with the Importance assessment framework suggested by GRI in order to include in the report centering on issues that are of great importance and interest to the Corporation and its interested parties. Based on this, this report shows the sustainability management achievements by UPA and its interested parties throughout the year.

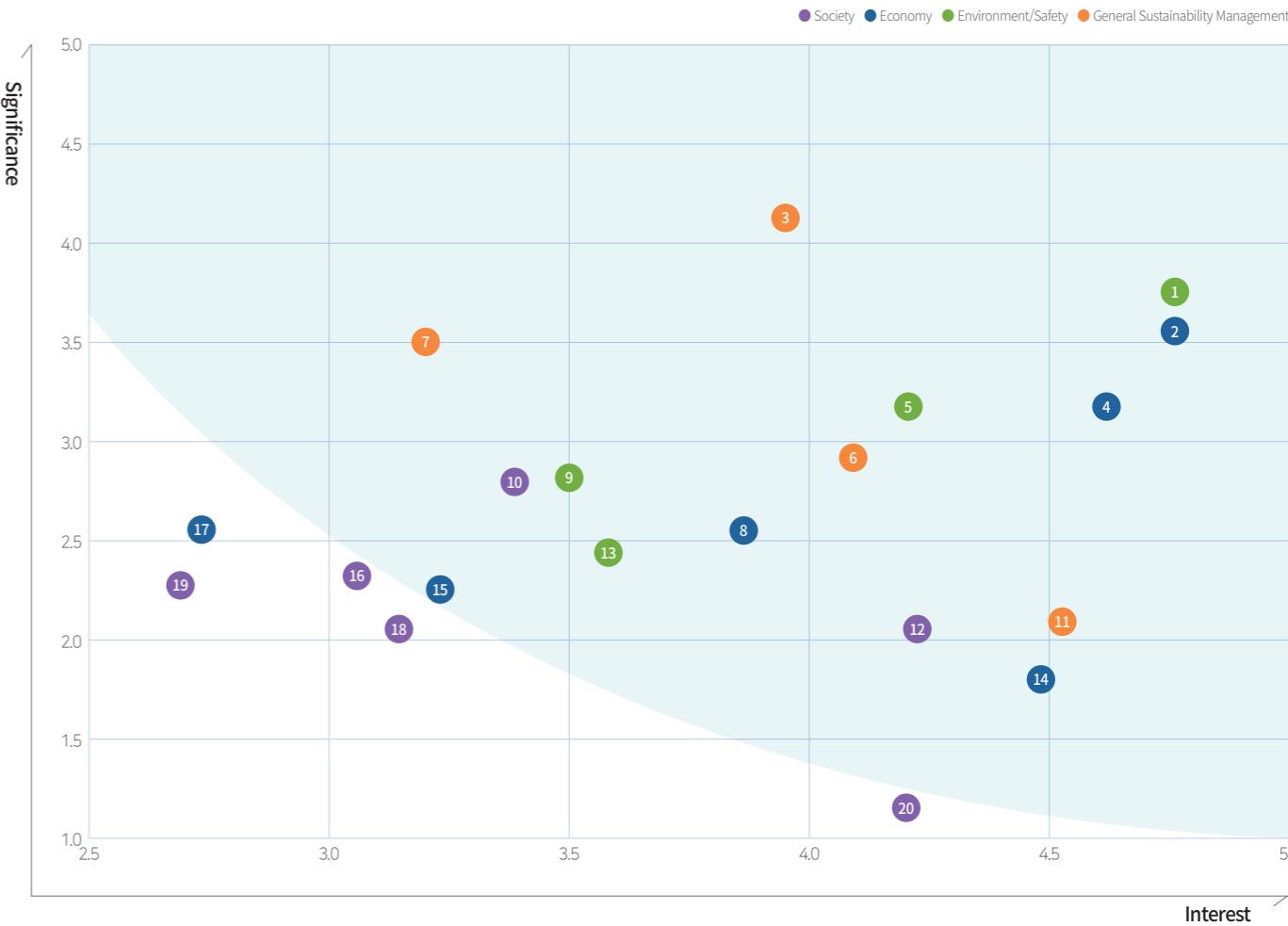


Priority for Important Issues and Reporting boundary

Ranking	To Resolve Important Issues
1	Strengthening the safety system(port safety, protection from disasters)
2	Increasing port demand and strengthening infrastructure(Volume of vehicle transmitted, number of ships in port, future demand environment for new growth in progress)
3	Internalization of ethics and integrity culture(ethics, integrity/anti-corruption and more)
4	Efforts to find new growth engines for the future(Find new growth engines for logistics hubs and create specialized ports)
5	Establishing an integrated disaster management system(Preparing for large-scale marine pollution accidents, social disasters, and natural disasters) Emphasizing
6	the publicity of public institutions and creating social values
7	Improves transparent decision-making structure and expertise
8	Expanding the introduction of new smart port technologies
9	Strengthening the security system(Port security and personal information protection)
10	Human rights management(Respect for human rights, manage human rights risks, resolve in equality)

## Results of Finding important Issues

This shows the business impact, which is the influence of economy, environment, and society arising from the work and activities of Ulsan Port Authority, on the X-axis; on the other hand, it shows the evaluation and opinions on the interests between companies and individuals on the Y-axis. And as a result of deriving material issues, 15 out of a total of 20 issues were identified as material issues.



Ranking	To Resolve Important Issues
11	Participation of Interested Parties(Diversification of their responses and communication channels)
12	Training port experts and creating jobs(Training port experts through education and support)
13	Establish an eco-friendly management system (for greenhouse gas reduction, energy management, and harmful substances reduction)
14	Creating a job(Trying to hire more youth and female employees to find local talents)
15	Spreading environmental and safety management in the supply chain including business partners
16	Respect the diversity of employees, providing equal opportunities
17	Fair contract(Prohibition of unfair trade practices)
18	Pursuing shared growth with members of the port eco-system (Strengthening port competitiveness and cooperation)
19	A port that gives people a pleasant and rest(reinforcement of service quality and infrastructure)
20	Contribution to local communities(activating local economy, supporting social economy and soon)

OUR APPROACH

Ulsan Port Authority is making great efforts to establish a strategic system for realizing social values and creating sustainable jobs related to ports. And they are actively working to solve local community issues through the operation of the social economy activation fund in Ulsan. In addition, in order to create an integritous port of Ulsan, we are carrying out whole-social integrity activities, and by improving unfair trade practices, we are developing a culture of fair trade and win-win growth. Internally, we are doing our best to build rational labor-management relations and to cultivate professional talents to promote future business.

# Connect Value

- 28 Social Value Creation Performance
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- 36 Ethical Management
- 40 Human Management
- 42 Win-win Cooperation and Community Development
- 48 Human Resources Management and Labor-Management Cooperation

PERFORMANCE  
(As of the end of 2019)



Job Creation for  
**2,519** persons



**100** %  
Transferred from Part-time to  
Full-time Work



Rates of Purchasing  
Products from SMEs  
**96.4** %



Certified as a Fair Hiring System  
**902** points

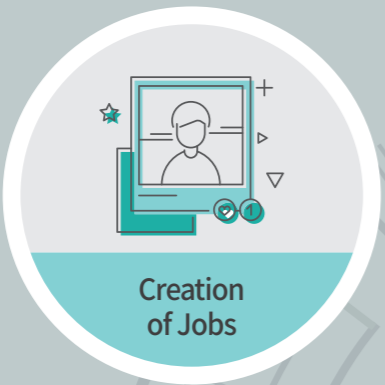
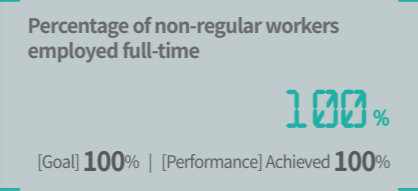


**89** persons  
Satisfied for  
Educational Program



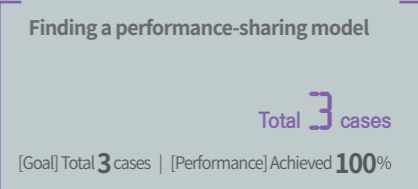
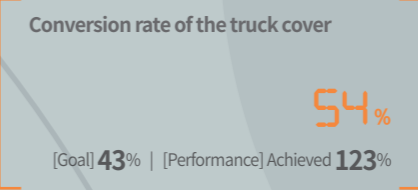
Obtained 2 grade Status  
for Transparent Management  
**Excellent** (2 grade)

# Social Value Creation Performance



UPA's 5 Social Value Area

A competitive eco-smart port that pursues social value



# Strategy for Realizing Social Values

Ulsan Port Authority is aware of changes in the external environment surrounding the Port Authority and is carrying out social responsibility management activities through crisis and opportunity management. The core activities of Ulsan Port Authority are classified as follows: Port development, port construction, port facility management, port facility operation, logistics service and others. The Port Authority is creating profits and public values through these core business activities and CSR activities, and the economic, environmental, and social values created are shared with interested parties and the entire community.

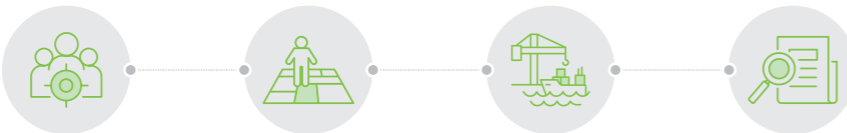
Vision

Realize the social value and win-win for everyone by connecting the sea and people

Slogan

Be the Ulsan Port, a place that makes everyone happy, creates a people-centered ocean!

Direction



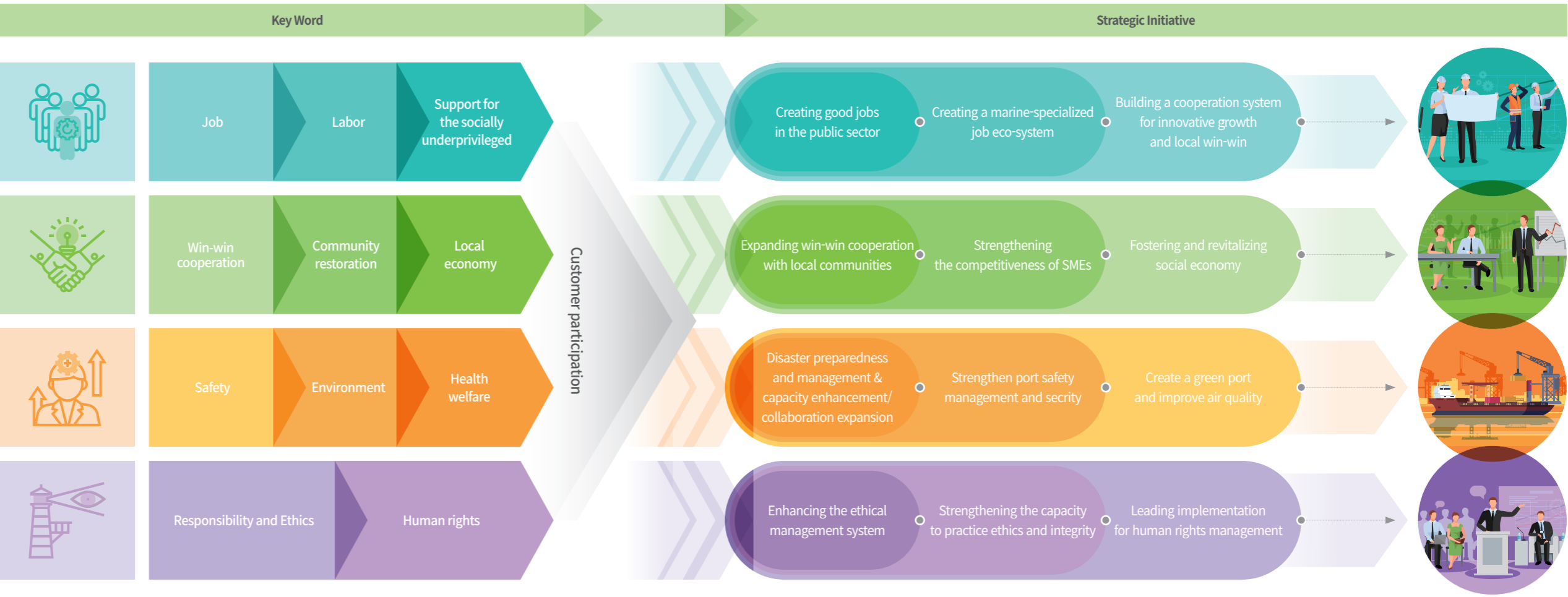
Expand peoplecentered work and creation of quality jobs

Strengthening win-win cooperation with local communities

Creating a pleasant and safe green port

Implementing integrity UPA with transparent ethical management

Core Value & Strategic Initiative



UPA's Social Value Definition

Values that contribute to the public interest and community development in social, economic, environmental and cultural areas related to the maritime industry

UPA's Social Value Mission

Aims to foster the Ulsan port as a hub for competitive shipping and logistics in order to realize sustainable social value management through driving the national economic development of the port industry, creating jobs for local communities, win-win cooperation, and safety and environmental management

# Job Creation

## Job Creation Promotion System

### Job Creation Plans Based on Institutional Strategy/Social Value Strategy

The Ulsan Port Authority establishes “Contribution to the realization of social values in the port of Ulsan through the creation of high quality jobs” as a vision for job creation, and selects four strategic directions and ten strategic tasks, thereby directly and indirectly creating jobs, taking the lead in improvement. For systematic management of detailed tasks, starting with the Social Value Team, a department dedicated to job creation, Logistics Planning Office(Logistics Jobs), Port Construction Team(Construction/Maintenance Jobs), Port Operation Team(Operating Jobs, Subsidiary Management), Human Resources and Labor Team (Public Jobs, Employment Quality Improvement) is creating a sustainable job creation environment through mutual organic cooperation.

Internal/External Factors

#### Needs for Internal Factors

- Realize social value of state-run enterprise and enhance public interest
- Pursue qualitative growth of the Ulsan port eco-system and local economy
- Need to identify new growth engine for realizing smart port

#### Needs for External Factors

- Strengthen human rights and expand socially equal employment support
- Create jobs in local community and drive growth through cooperation
- Spearhead the 4th industrial revolution and expand job infrastructure through innovative growth.

Principle

#### Quality of Employment

Shift to regular job, Improve lives of workers, Support to identify jobs tailored to the vulnerable

#### Collaborate for Mutual Benefit

Identify collaborative job growth model in local community, Job creation through collaborative business support

#### Innovative Growth

Lead port sector job creation eco-system, Job creation in New Industry, Build foundation for Innovative Growth

Vision

Contribute to realizing social value in the Ulsan port through quality - job creation

Task for Strategies



#### Prepare foundation for job creation

- Advance Job Promotion System
- Reinforce Collaborative Network
- Enhance Job Creation Process



#### Expand creation of quality -public jobs

- Conversion of non-regular worker to regular employee and improve treatment
- Managing a gap between the fixed number of employees and of employees currently working; providing tailored jobs



#### Foster Private sector job model

- Maritime specialized job creation
- Local mutual -benefit job creation
- Support job creation for port businesses

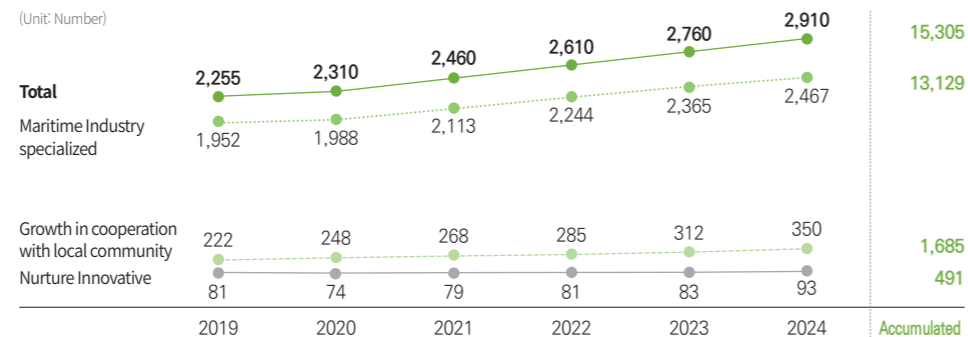


#### Strengthen Innovative, Collaborative Job Creation

- Innovative Growth Job Creation
- Collaborative job creation between community and local community

Objective for Job Creation

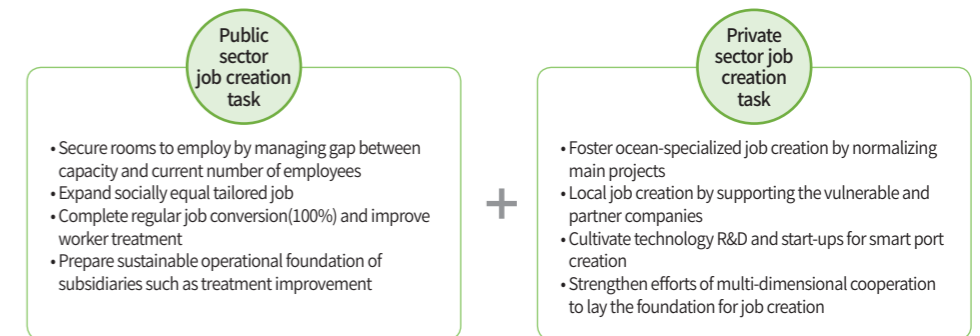
(Unit: Number)



\* Utilize the actual new employers only for performance estimation not the expected effect of applying the employment inducing coefficient

## Job Creation Tasks

UPA is establishing the foundation for practical job creation by discovering public job creation tasks and private job creation tasks that take into consideration the linkage with the business, the effectiveness of job creation, and the effect of realizing social values.



## Non-regular workers into regular workers through inclusion beyond conflict

In order to convert non-regular workers into regular workers, according to the government guidelines, Ulsan Port Authority reviewed whether or not to convert to regular workers for non-regular workers(dispatch and service) in four areas: special management, facility management, facility expenses, and facility beautification. As a result of the review, it was confirmed that a total of 82 non-regular workers were subject to conversion to regular workers, excluding cases with exceptions in the nature of work. With efforts such as direct communication with the CEO and holding a working-level meeting, in February 2019, we completed 100% full-time conversion for all 65 employees, excluding 17 naturally reduced personnel such as retirees. Ulsan Port will continue to actively seek to improve the treatment of workers in subsidiaries by forming a council(organization) for a win-win in which Ulsan port management and worker representatives participate together.

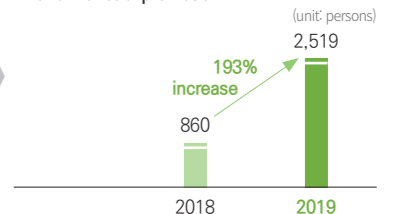
## Efforts and achievements to create jobs in the private sector

To create jobs in the private sector through core business and procurement and consignment projects, Ulsan Port Authority has set up three models: ‘Specialized in marine industry’, ‘community collaboration’, and ‘innovative growth fostering’. The ‘Marine Industry Specialized’ model is a method of creating private jobs through the port construction and maintenance, and the operation of the harbor hinterland, which is the original business of the Port Authority. The ‘Community Collaboration Model’ is a method of creating private jobs in local communities by supporting the vulnerable, fostering social enterprises, and supporting shared growth with partner companies. ‘Innovative Growth Fostering’, which creates private jobs by fostering startups, operating smart logistics centers, and supporting innovative growth new technology R&D, is to discover and nurture new technology startups in the port industry, and create an environment in Ulsan Port that actively utilizes 4th industrial technology. It is a way to create private jobs through business. The Ulsan Port Authority created a total of 2,519 new jobs in 2019, and aims to create a total of 15,305 new jobs by 2024.

### 2019 Ulsan port private sector job creation overall performance

Ocean Industry specialized (2,095 persons)	<ul style="list-style-type: none"> <li>• Revitalize port hinterland operation</li> <li>• Port construction maintenance</li> </ul>
Collaboration with local community(382 persons)	<ul style="list-style-type: none"> <li>• Support the vulnerable, nurture social companies</li> <li>• Support joint-growth of partner company</li> </ul>
Nurturing Innovative growth(42 persons)	<ul style="list-style-type: none"> <li>• Foster start-ups, Smart logistics center</li> <li>• Innovative growth new technology R&amp;D</li> </ul>

#### Performance of promotion



\* The actual number of employed are utilized for performance measurement, the employment inducing coefficient-applied expectation is not included.



Regular Job Conversion Agreement Concluding Ceremony

## Job Creation

### Creation of jobs specialized in the Maritime industry with their own tasks

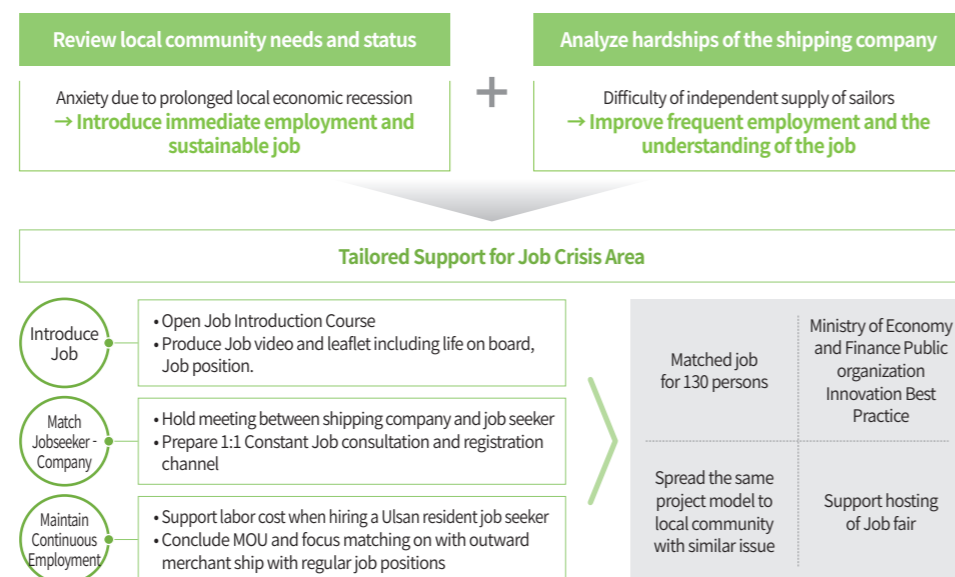
The Ulsan Port Authority is in the process of preparing active systems and administrative procedures to advance the port logistics industry, and has prepared a mid-to long-term port development plan to achieve this goal. Ulsan Port is also placing an important weight in achieving social value performance including job creation through its own work.

	Target Project	Recommendation	Performance
Hinterland revitalization and port construction maintenance project	Revitalize hinterland Port construction facility maintenance	<ul style="list-style-type: none"> <li>Prior to construction of 2 Eco Zone in hinterland, construction and operation of manufacturing and logistics center following 100% occupancy rate(1,498 persons)</li> <li>North New Port liquid dock 1 and oil hub stage 1 construction(310 persons)</li> <li>Reinforce maintenance, safety of dredge, port facility in Ulsan port(287 persons)</li> </ul>	Jobs created for Port construction and operation and hired <b>2,095</b> persons
Practice Active Administration	Expand automotive transshipment cargo Stabilize management of terminal operation company	<ul style="list-style-type: none"> <li>(Background) Employment Insecurity of container terminal worker due to general cargo transported volume drop</li> <li>(Active administration) Efforts to attract new cargo through Public-Private cooperation and restriction reform</li> <li>(Background) Worker-layoff crisis due to consortium investing company gave up its share</li> <li>(Active administration) Devise reasonable measure through convincing investing company and consultation with experts</li> </ul>	Improve Job security of container terminal workers <b>120</b> persons  Secure job from layoff <b>15</b> persons
Materialize mid-long term port development plan	Normalize North East Asia Energy logistics hub creation project Secure growth engine of the Ulsan New Port	<ul style="list-style-type: none"> <li>Investment appeal increase by reflecting environmental change such as eco-friendly policy(eco-friendly energy added)</li> <li>Actively participate in attracting investors for, which remained delayed for long term.</li> <li>Materialize investment condition and plan by resolving constraints from consumers perspective</li> </ul>	Employment Inducing effect for <b>7,277</b> persons  Employment Induced for <b>23,876</b> persons

### Create private sector job based on mutual-benefit with local community

#### Support Job Crisis through tailored job matching in crisis region

The Ulsan Port Authority identifies needs of job seekers in East district, Ulsan, a job crisis area, and promotes job matching projects between the unemployed and sailor jobs. The Ulsan port is preparing systemic support environment from the preparation stage to post-management stage, beyond simple introduction of jobs.



### Enhancement of win-win cooperation and improvement of employment environment by expanding customized support for SMEs

Ulsan Port Authority is working hard to strengthen technology/management capabilities and secure excellent manpower in order to reinforce win-win cooperation with SMEs. In order to achieve the purpose, Ulsan Port is making more efforts to provide customized support to improve the management stability of small and medium-sized business partners and supports the hiring of excellent talents of business partners and improvement of working conditions.

#### SME Support Policy



### Creation of innovative jobs to realize values of maritime, port and the public

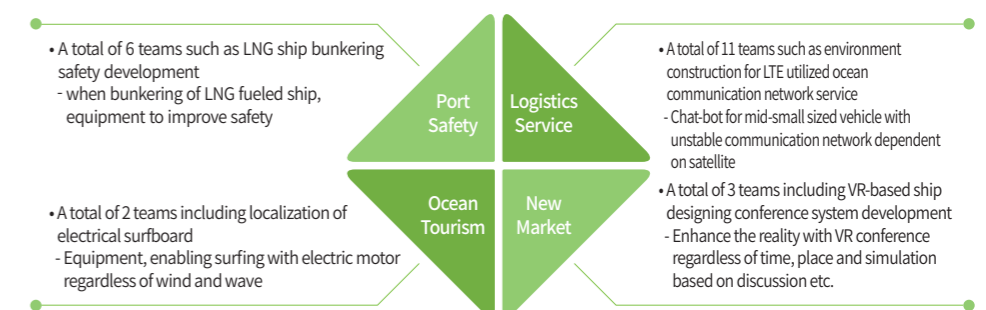
#### More efforts to discover and foster new technology startups in the port industry

For the first task to achieve a smart port, Ulsan Port is creating a startup eco-system, encouraging promising companies to develop new port industry technologies. As a result of continuous start-up fostering, 12 startups were discovered in 2019 and 35 new jobs were created.

#### Target Project

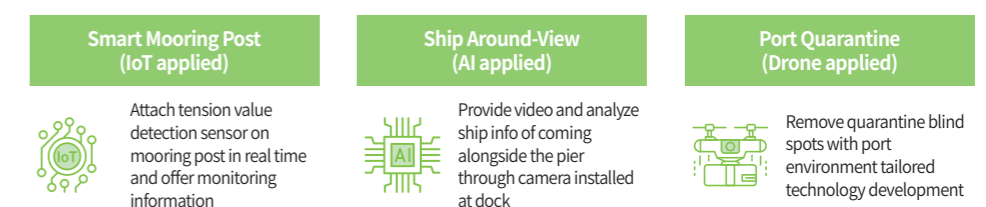


#### Main Project Contents



### Creation of 'Smart Ulsan Port' environment and job creation through active use of 4th Industrial Revolution technology

The Ulsan Port Authority has adopted technologies such as IoT, AI, and drones to create a smart Ulsan port environment and is actively applying them to work. The Ship Around View, which applied artificial intelligence technology, made it possible to attain a cumulative investment of KRW 3 billion, and it was decided to be introduced at the private pier of Ulsan Port and other ports in Korea.

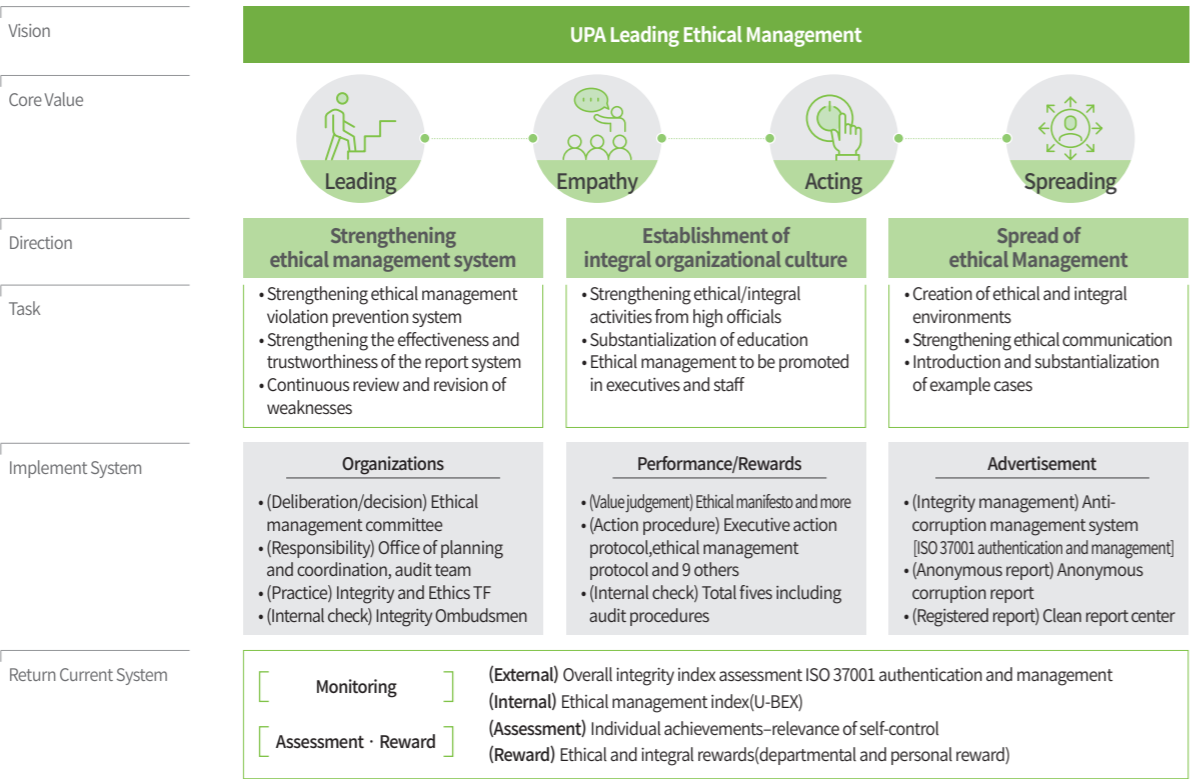


# Ethical Management

## Ethical Management System

### Ethical Vision & Directions

UPA has established an ethical management vision of ‘Integrity UPA leading ethical management’, improving the culture of ethics and integrity in Ulsan Port through the three strategic directions and implementation tasks. In 2019, UPA set the goal of ‘Restore Public Trust with an Excellent Level of Integrity’, reinforcing a sense of integrity to help all members of the KTO practice small integrity. Also, UPA is continuously diffusing a culture of ethics/integrity in Ulsan Port and local communities by establishing a collaboration system with related organizations in Ulsan Port.



### Organization promoting ethical management

Ulsan port authority has designated its department of planning and coordination as its ethical management headquarters, in order to strengthen the professionalism of work in accordance with the range of ethical management. It is also looking to generate synergistic effects by cooperation with the audit office, which is the anti-corruption · integrity headquarters, and HR department, which is in charge of organizational culture and work management. In addition, the ethical management committee, an organization for deliberation and decision-making in terms of ethical management, makes important managerial decisions, and an ethical management representative(integrity and ethical TF) in each department to lead ethical culture from within.



### Integrity & Ethical Education

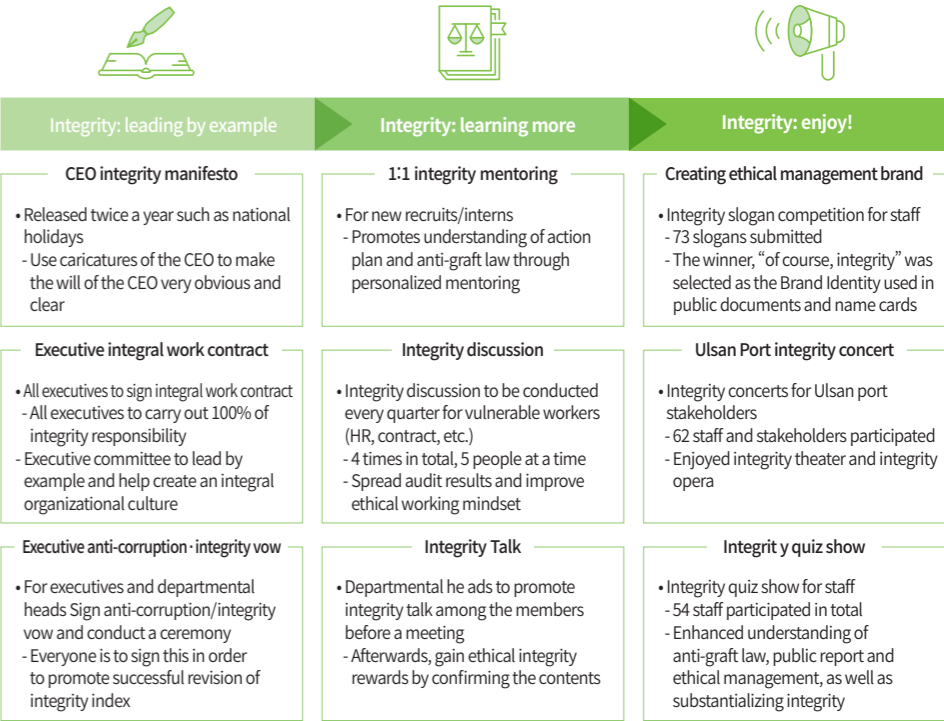
In order to encourage integral and ethical consciousness of its staff, UPA has developed an education system that is also practical. Collective education, with new recruits, promoted staff and other vulnerable people as subjects, along with integrity education, and regular education programs that could internalize ethical management are also being conducted. Ulsan port authority also aims to expand integrity/ethical education in its management body in order to construct an innovative organizational culture.



### Ethical Practice Activities with All Employees Under the Leadership of the Management

To promote a Top-Down & Bottom Up approach in ethical action, Ulsan Port Authority is running various ethics/integrity programs. Starting from the release of Integrity Manifesto, containing the importance of ethical management including integral work contract and executive vow for anti-corruption and integrity, Ulsan Port Authority is creating an integral culture from the top. In addition, 1:1 integrity mentoring for new recruits, integrity discussions for vulnerable workers, and integrity conversations within the department are promoted in order to spread integral organizational culture. Furthermore, integrity concert, integrity quiz show, and integrity slogan competition are all ways of attracting attention and promoting natural substantiation.

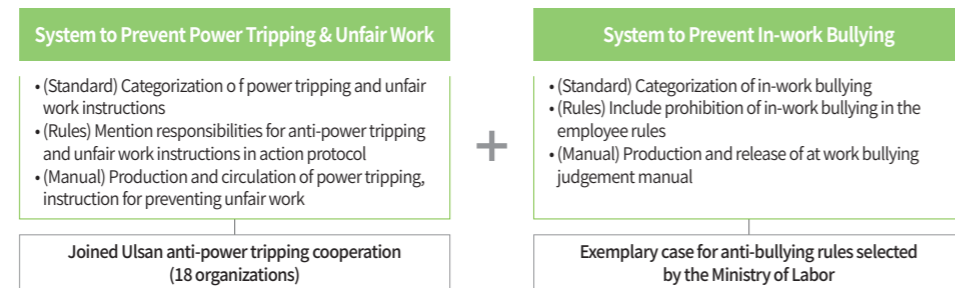
### Ethics · Integrity Action Program



# Ethical Management

## Ethical Management Violation Prevention System

UPA is working to ensure it prevents any violations of human rights, power tripping and in-work bullying, and works to continuously improve rules in relation to ethical management to prevent any form of corruption.

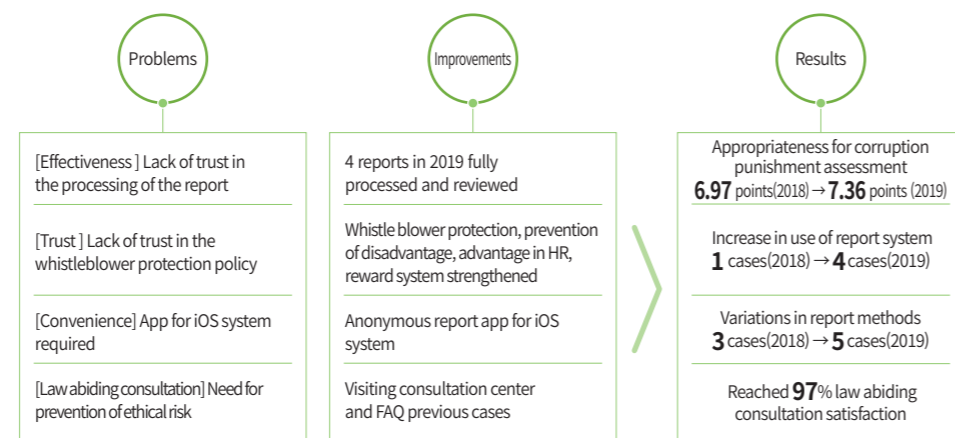


Rule	Main revisions in 2019	Results
Staff action protocol	<ul style="list-style-type: none"> <li>• Punishments set in place for any work corruption</li> <li>• Make it clear to all staff that everyone is responsible for preventing any sexual harassment and violence</li> </ul>	Prevention of corruption through strengthening of staff action protocol
Corruption report rules	<ul style="list-style-type: none"> <li>• Anonymous report system more detailed</li> <li>• Strengthening of whistleblower rules</li> </ul>	Promoting the trustworthiness of the report system by increasing security and ensuring protection of whistle-blowers
Staff work rules	<ul style="list-style-type: none"> <li>• Work rules reflecting responsibility and integrity in work</li> <li>• New work rules in line with staff work rules</li> </ul>	High intensity integrity standards and responsibilities for executives
HR rules	<ul style="list-style-type: none"> <li>• Sexual violence brought on by power tripping will not be tolerated and offenders will be fired</li> <li>• A criminal charged with sexual abuse on underage children cannot be employed</li> </ul>	Strengthened punishment on staff who are perpetrators
Employment guidelines	<ul style="list-style-type: none"> <li>• Established guidelines to make employment process more transparent</li> <li>• Audit for employment process and making presence of external member mandatory</li> </ul>	Prohibiting employment corruption and promoting fairness throughout

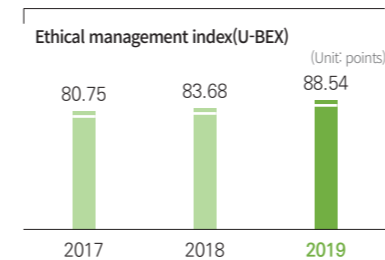
## Strengthening of Report System

Ulsan Port Authority is running various internal/external report systems to prohibit corruption activities. Reporting is possible through anonymous corruption report center, clean report center, power tripping consultation and report and other means, ensuring the whistleblower is protected. The authority will review the report and conduct an investigation to confirm its truthfulness and discover any false or irrational components to resolve the issue and or take further action if needed.

## Improvement and success of the new report system



### System operation



## Monitoring and Assessment of Ethical Management

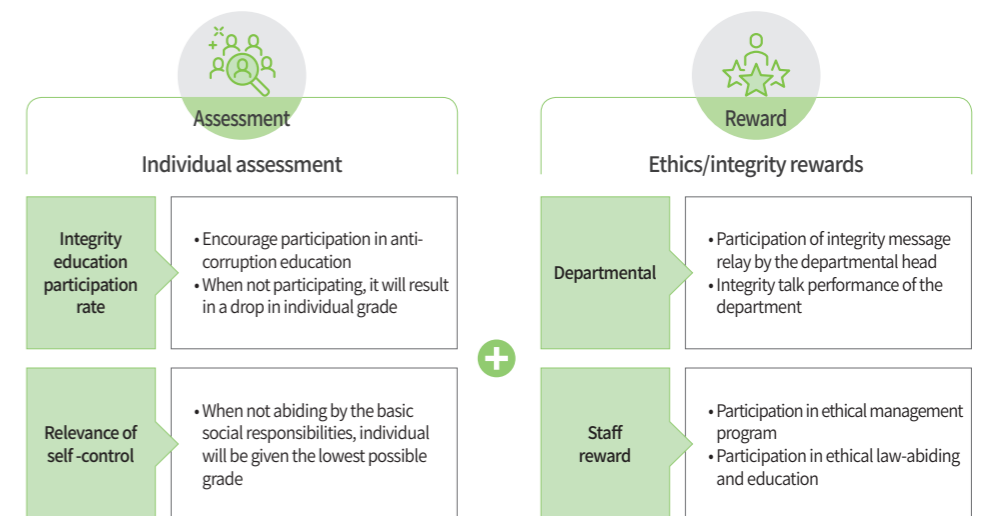
### Self assessment: ethical management index(U-BEX)

Ulsan Port Authority is measuring ethical management index(U-BEX), which includes management structure, labor-capital relations, working environment, fair trade, etc., to investigate awareness and action of integrity and ethics among its staff. The results are used to calculate improvements in ethical management and internal reflux action, and items that are lacking have a separate revision plan to be improved. As a result of this U-BEX of Ulsan Port Authority improved from 83.68 in 2018 to 88.54 in 2019.

### Feedback system: promoting integral management through assessment and reward

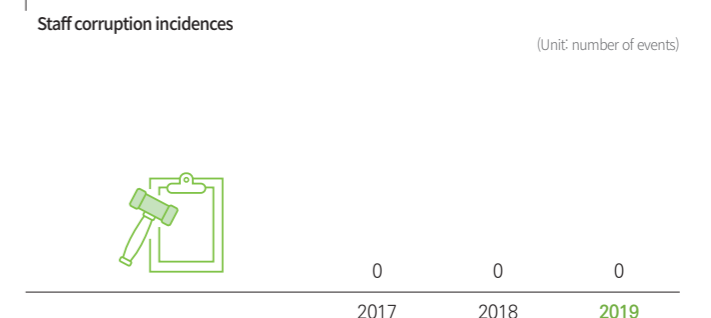
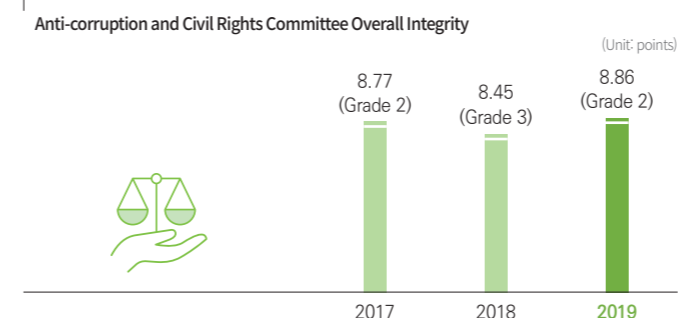
Stabilizing ethical/integral organizational culture requires a clear, ethical organizational structure, as well as voluntary participation of the interested parties. Ulsan Port Authority is strictly assessing the level of ethics/integrity actions in all its members. In addition, ethical/integrity rewards system for department and individuals and promoting ethical management at all levels.

## Ethical Management Feedback System



## External assessment: Overall integrity assessment from the Anti-corruption and Civil Rights commission

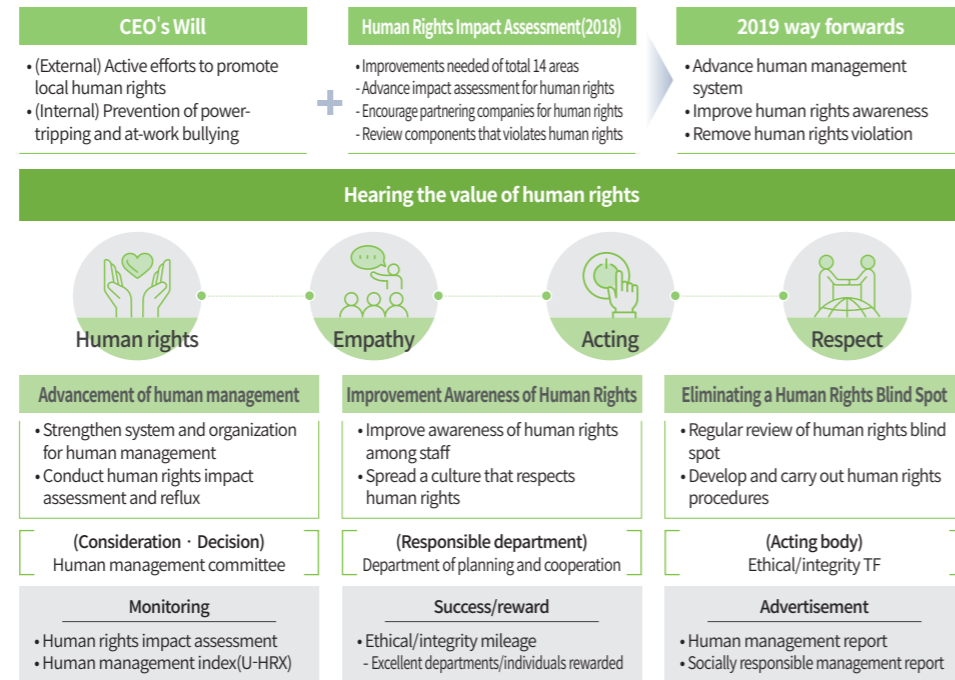
Overall integrity assessment of the Anti-corruption and Civil Rights Committee consists of external and internal integrity, and the results showed improvement, albeit a little, from 2018. Although the overall integrity has decreased slightly from last year, but, corruption sensitivity has showed a massive increase in 2019, thanks to the extension of ethical management to all members of staff.



# Human Management

## Human Management System, Listening to the Public's Voice

UPA conducted a human rights impact assessment in 2018 with CEO's aim to create Ulsan port without human rights abuses, and the assessment results helped them resolve issues. UPA also selected human rights, empathy, practice, and respect as core values.



## Strengthening of organization and system for human management

Ulsan Port Authority is currently operating a human rights protection organization through cooperation of external and internal interested parties, and have also participated in the inauguration of civil-government-public cooperative body for human rights, in order to protect and respect local human rights.



Ulsan human rights improvement committee  
(Civil-government-public)



## Raising awareness and spreading human rights

We are providing efficient human rights education that can raise awareness among staff as well as become useful in everyday life. Activities such as human rights manifesto, human rights center and human rights stairs serve as a way to emphasize the importance of human management and lead a culture that respects human rights.

Division		Major businesses
Raise awareness	Human management understanding education	Raise awareness for human management understanding and encourage human rights sensitivity
	Anti-power tripping education	Power tripping categories and examples, education on how to prevent power tripping
	Prevention of the 4 violence education	Prevention of sexual harassment/violence, prostitution, domestic violence
	Prevent sexual harassment discussion	Host sexual violence prevention at work discussion
	Raise awareness for disabled education	Education to remove bias towards disabled workers
Spread respect for human rights	Prevention of at-work bullying education	Labor-capital announcement to prevent bullying at work, education for prevention/response
	CEO human rights manifesto	Spread will for humane management and culture of respect
	Human rights center	Survey cases of human rights violations among staff, subsidiaries, co-companies
	Human rights stairs	Use human rights slogan winners, make these stairs within company accommodation
	Human rights quiz	Quiz related to human rights, safety and symbiotic survival
	Human rights handbook	FAQ handbook/publishing on website relating to humane management

## UNGC registration and support

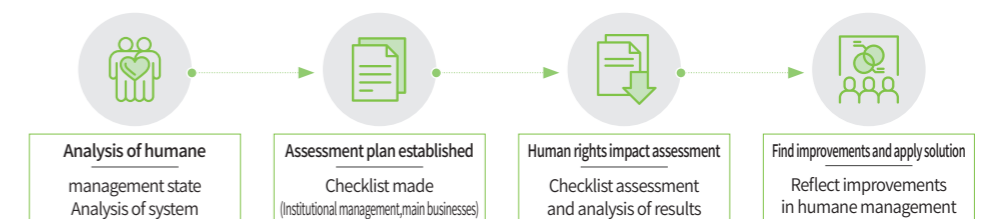
Ulsan Port Authority has registered with UN Global Compact(UNGC in 2013, and has therefore pledged to support and abide by 10 rules in human rights, labor, environment and anti-corruption.

Human rights	Rule 01	A company must support and respect internationally announced human rights,
	Rule 02	And shall actively try and not be involved in human rights violation.
Labor rules	Rule 03	A company shall support freedom of association and collective bargaining,
	Rule 04	Shall eliminate all forms of forced labor,
	Rule 05	Shall effectively eliminate child labor,
	Rule 06	And shall not discriminate in employment and work.
Environment	Rule 07	A company shall support preventative measures in environmental problems,
	Rule 08	Shall carry out procedures that promote environmental responsibility,
	Rule 09	And encourage development and spread of environmentally friendly technology.
Anti-corruption	Rule 10	A company shall be against all forms of corruption including extortion and bribe.

## Review of human management and establishment of feedback system based on human rights impact assessment

Ulsan Port authority, based in the 2019 「Public Institution Human management manual」, has developed a human rights impact checklist. It contains 55 items covering 12 areas in institutional management and 44 items covering 2 areas in main business aspects, and was used to diagnose the current state. Ulsan Port Authority will continue to improve upon its weaknesses. It also conducted preventative activities to find and prevent elements that may violate human rights. The Authority is planning to conduct human rights impact assessment every year to improve upon its weaknesses.

## Human rights impact assessment process



## Win-win Cooperation & Community Development

### Establishes a strategy system for a win-win cooperation

UPA established the UPA win-win cooperation strategic system for the purpose of developing local communities linked to the marine industry, revitalizing the local economy, and co-prosperity with small and medium-sized enterprises and social economic enterprises in order to create a prosperous economy for everyone. Ulsan Port is planning to develop into a competitive eco-smart port that pursues social value through the UPA's win-win cooperation project.

Strategic Direction

Contribution to realizing social value through win-win cooperation in local communities and revitalization of the local economy



Strategic Task

#### Creating Community Shared Value

- Promotion of win-win cooperation for specialized marine products
- Strengthen regional collaboration and connectivity
- Support for the socially disadvantaged in the region

#### Strengthen Shared Growth for Small and medium-sized Enterprises

- Building innovative growth partnerships
- Strengthening the self-sustaining power of small and medium-sized enterprises
- Implementation of fair economic order Ulsan Port and Regional Small and Medium Business Partner Enhance Competitiveness

#### Creation of a Socioeconomic Eco-system

- Revitalizing the establishment of socioeconomic enterprises
- Support for Socioeconomic Growth
- Expanding the base of a social economy

Performance Indicators

Monitoring and Feedback

Monitoring and Feedback

UPA Regional Win-Win Cooperation Project Unique Brand Establishment

Enhance Competitiveness

Establishing a foundation for social and economic revitalization in the region

Planning

Task Execution

Task Inspection

Evaluate/Utilize Results

- Business definition
- Setting performance indicators and goals
- Derive detailed implementation tasks
- Resource allocation

- Establishing and Implementing Detailed Plans for Each Plan
- Participation and operation of consultative bodies meetings related to win-win cooperation

- Changes and problems in the business environment, Check for obstacles
- Finding solutions and ways to Overcome them
- Performances Management

- Conduct internal and external evaluations
- Error list correction
- Performance sharing and proliferation
- Derive future improvement tasks

### Efforts and achievements to establish a fair economic order

#### Improving the process of fund payment for the protection of rights and management stability

Ulsan Port Authority held a meeting with small and medium business partners to further understand the financial flow and management deterioration of these enterprises due to unstable payments. Therefore, we are currently striving to improve the funding process to alleviate the economic difficulties faced by small and medium business partners and to establish a fair economic order.

#### Process Improvement Results

Unfair Trade Reporting Center  
Number of Reported Cases

**Zero** Cases Achieved

External Integrity of Public Institutions in  
Contracts

**9.68** Points Achieved  
(Public Institution Average 8.88 Points)

#### Classification

#### Major Implementation Content

#### Implementation Performance

Fair Payment	Eliminate abuse of power by reducing excessive wage negotiations	Existing	Improvement
		Discretion of the Person in Charge Up to 12% or less	Up to 7% or less
Timely Wage Payment Guarantee	Introduction of 'wage designation date (10th day every month) payment system'	Strengthening regular inspection of wage arrears and changing the working daily form (technique of worker's contract type), etc.	
		Existing	Improvement
Expanded mandatory application of subcontractor protector	Expanding and enhancing the use of subcontract protector's mandatory application (1 case in 2018 → 8 cases in 2019)	Existing	Improvement
		Construction	Extensive application to electrical, telecommunications and fire fighting

### Technical support to strengthen the competitiveness of small and medium-sized enterprises

#### Derivation of Shared Growth Implementation Tasks by Growth Phase

Ulsan Port adopted two key strategies: Firstly is works to support small and medium sized enterprises in order to strengthen its competitiveness and creates partnerships with excellent companies in the technological field to help further develop into a leading port company while growing with small and medium sized companies and small business owners, As a representative implementation task, we have a mutual growth program for each stage of growth, and we are striving to lay the foundation for small and medium -sized enterprises such as financial and market support.

Startup Phase	• Commercialization funding	• Mentoring start-up companies	• Startup Training	• Provide space for startups
Growth Phase	• Industrial innovation movement • Performance-sharing system	• Domestic market development • Support for matching local talent	• Joint technology development • Improving the job environment	• Technical protection • Legal advice
Maturation Phase	• Overseas sales development • Deduction for Tomorrow	• Support for AEO certification • Management improvement consulting	• Shared growth cooperation loan • Support equipment modernization	• Investment and fostering funds

#### Expanding multi-faceted support to strengthen competitiveness

The Ulsan Port Authority is implementing a policy to provide a stable growth foundation by offering a support relief fund to ease the burden of projects by securing stable funds, strengthening the competitiveness of the project by utilizing resources owned by the construction company, and securing excellent core human resources.

#### A Study on the Establishment of Growth Foundation for Small and Medium-sized Enterprises and Micro Enterprise

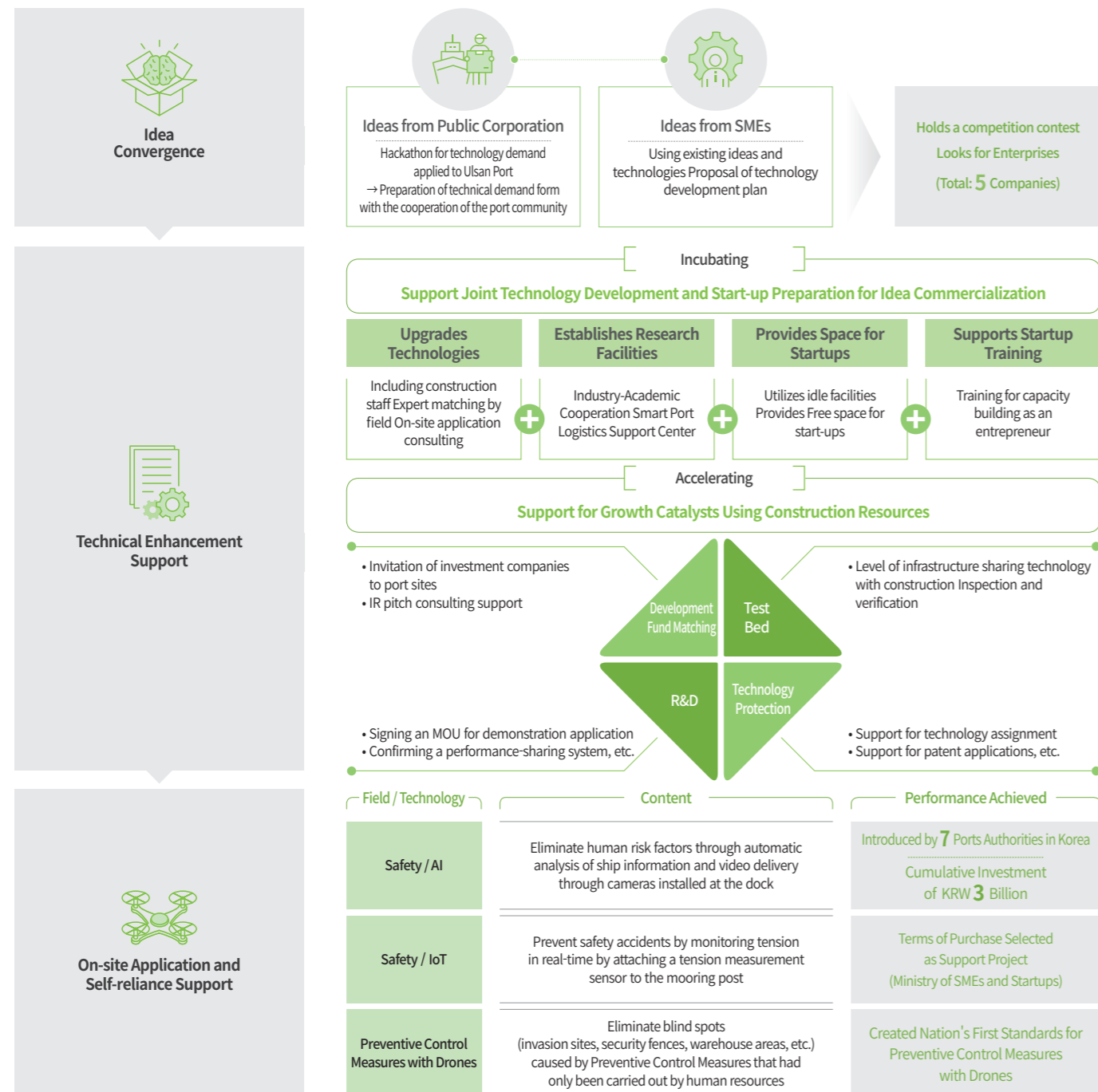
Securing Funds	Commercialization Funding	• (Direct) 200 million KRW in five start-ups • (Indirect) investment company matching and IR	Total of <b>20</b> Companies KRW <b>68</b> Billion in Aid  <b>28</b> Jobs Created
	Investment Funds and Loans Support	• (Fund) Investment in new growth industries(5.6 billion KW) • (Loan) 2 billion KRW (2018) → KRW 3 billion(2019)	
	Funds for Improving Old Infrastructure	• Deteriorated reserve LNG fuel conversion • Support for modernizing loading and unloading equipment	
Business Improvement	Regulatory Improvement	• Support for easing occupancy procedures, such as revision of regulations, and alleviating financial burdens • Mitigate occupancy threshold	100% early attraction for companies  Freight Secured: <b>(13 Thousand TEU)</b>
	Legal Advisory Consulting	• Matching with a UPA agreement law firm with a high understanding of pending issues at Ulsan Port • Specialized advice on the hinterland sector	
	Pioneering Overseas Sales	• Find foreign buyers and support joint fairs and marketing • AEO certification support consulting, etc.	
Excellent Personnel	Matching Support for Local Talent	• Support for the participation of the local talent and matching at the job fair(12 companies) • Online job search platform operation	130 Job Matching  Support to maintain <b>15</b> Staff Employment
	Support for Long-Term Employment	• Introduction of Deduction for Tomorrow • Support for business maintenance ensures workers' right to work in a crisis of unemployment	
	Job Environment Improvement	• Improving convenience of commuting by supporting the expansion of public transportation routes • Sharing sports facilities, libraries, etc.	

## Win-win Cooperation & Community Development

### Reinforcement of innovative growth eco-system through joint research and development of excellent technology

Ulsan Port Authority experienced difficulties in promoting R&D alone, while increasing the need to lead the 4th Industrial Revolution based on the infrastructure of port facilities at home and abroad. Therefore, Ulsan Port adopted an open research and development method that combines construction-business technology ideas to develop better products. The corporation has defined the R&D method as Connect & Developing (C&D) and is working hard to prepare a supporting environment for each stage of technology development by expanding C&D support.

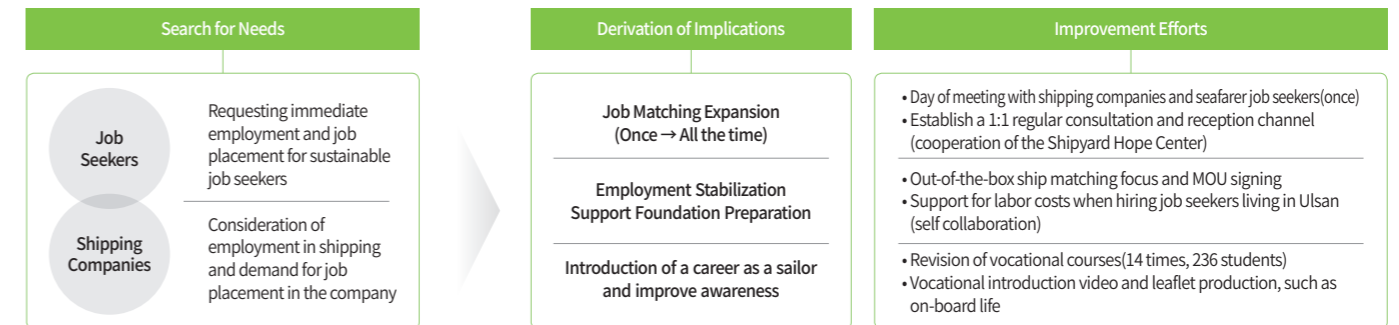
#### Processes for Small and Medium Business Joint Technology Development Step-by-Step



### Developing and Implementing Programs to Revitalize the Local Economy

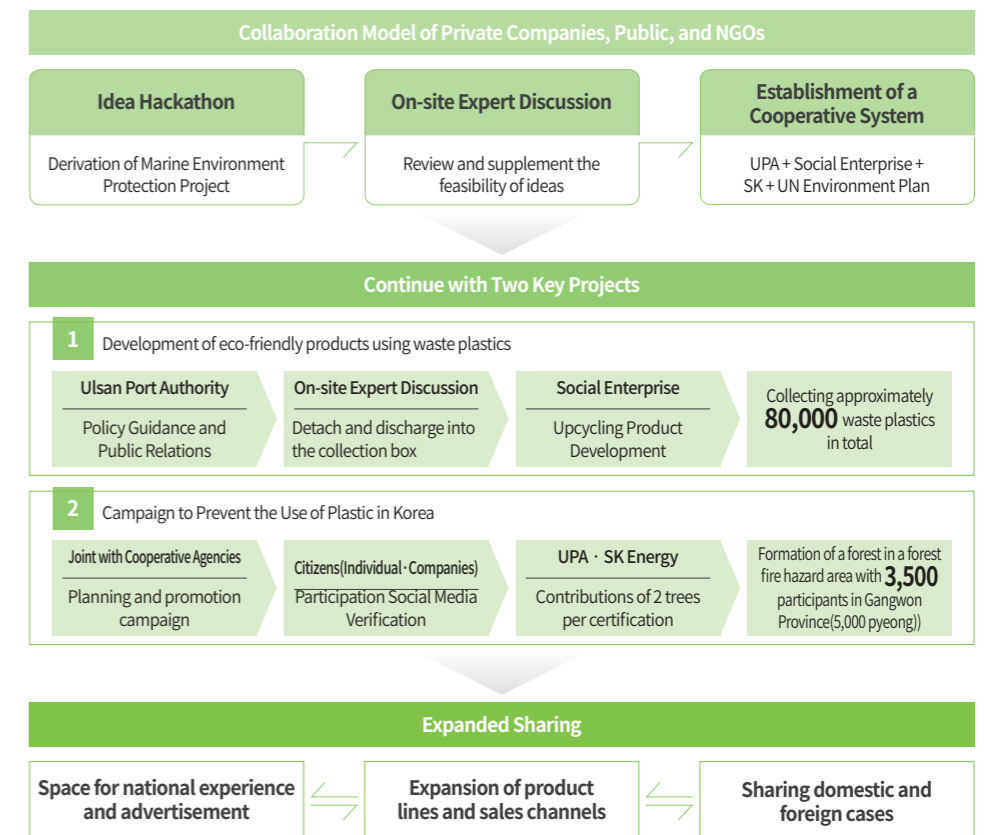
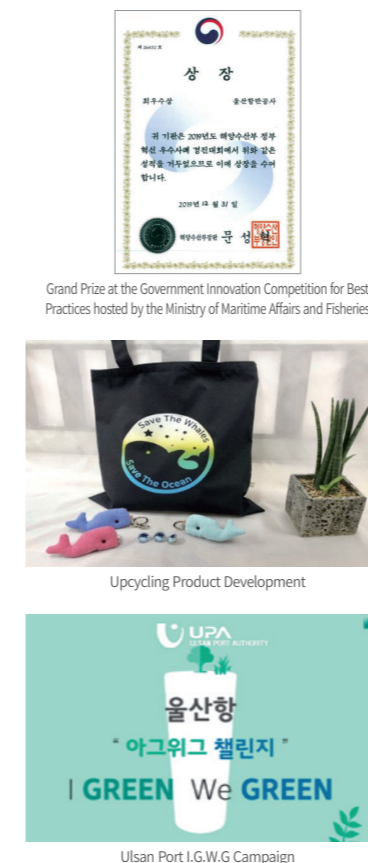
#### Marine Industry-Based Job Matching

Due to the deterioration of the local infrastructure industry and the prolonged recession, the number of employees in the shipbuilding industry in Ulsan continued to decrease. On the other hand, the shipping company has complained about difficulties in supply and demand of its own crew members. Ulsan Port Authority has found the needs of its officials through meetings with local residents and shipping companies, and is carrying out a job matching project based on the marine industry.



#### Development of the Port Specialization Project Model for Participation of People

Ulsan Port developed the first 'ocean plastics reduction' business model for civilian-public cooperation by reducing the problem of marine eco-system destruction such as whale death caused by marine plastics. These achievements are shared among international ports, and in recognition of their contributions, they won the Grand Prize in the "2019 Best Practices Competition for Government Innovation" by the Ministry of Maritime Affairs and Fisheries.



# Win-win Cooperation & Community Development

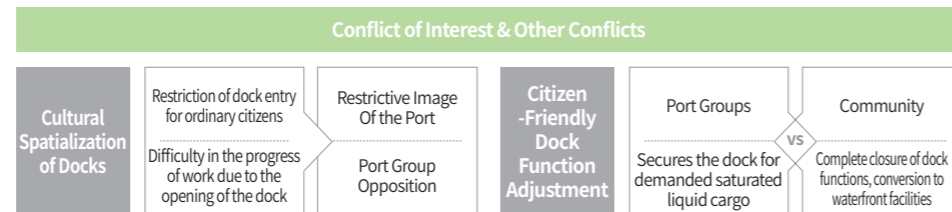
## Promotion of Local Festivals and Tourism in Underdeveloped Areas Through the Opening of Port Facilities

The Ulsan Port Authority is carrying out a project to improve the living and cultural infrastructure using the port to improve regional satisfaction and improve the closed image of the port. In order to implement this, we led the formation of a consensus on the necessity of the project and led to active cooperation from local residents.

Key Issues

Efforts

Performance



## Efforts Towards Zero Welfare Blind Spot

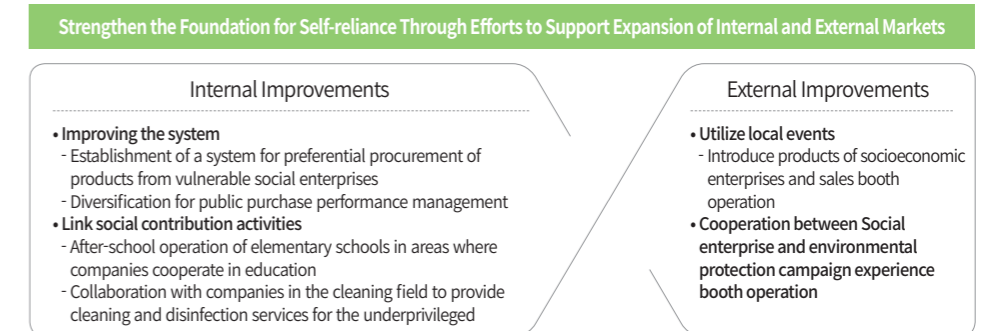
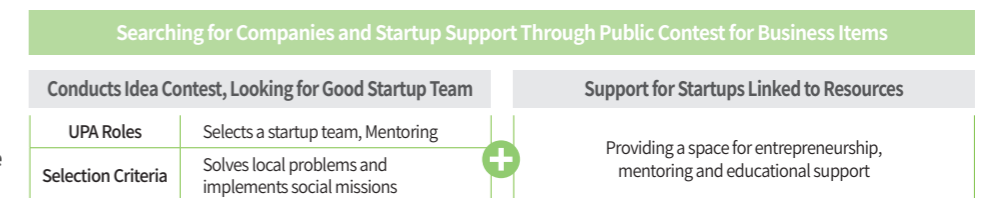
Ulsan Port Authority is striving to improve the local social services and working environment through its own hope sharing project for the vulnerable in the region. As a result of such efforts, the Ulsan Port Authority has been awarded the 2019 Local Community Contribution Recognition organized by the Ministry of Health and Welfare and the 2019 Community Chest of Korea award by the Ulsan Social Welfare Community Fund.

## Project to Support the Vulnerable in the Community

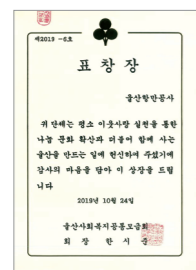


## Customized Support for Each Stage of Growth for Socioeconomic Enterprises

Ulsan Port Authority is exploring upcoming social enterprises for the purpose of solving regional problems, and provides customized support from business execution to safety growth stage to companies that are discovered according to strict standards of construction. During the process, social enterprises form networks through collaboration with other companies and institutions and grow into members of the socioeconomic eco-system based in Ulsan Port.



2019 Local Community Contribution Recognition



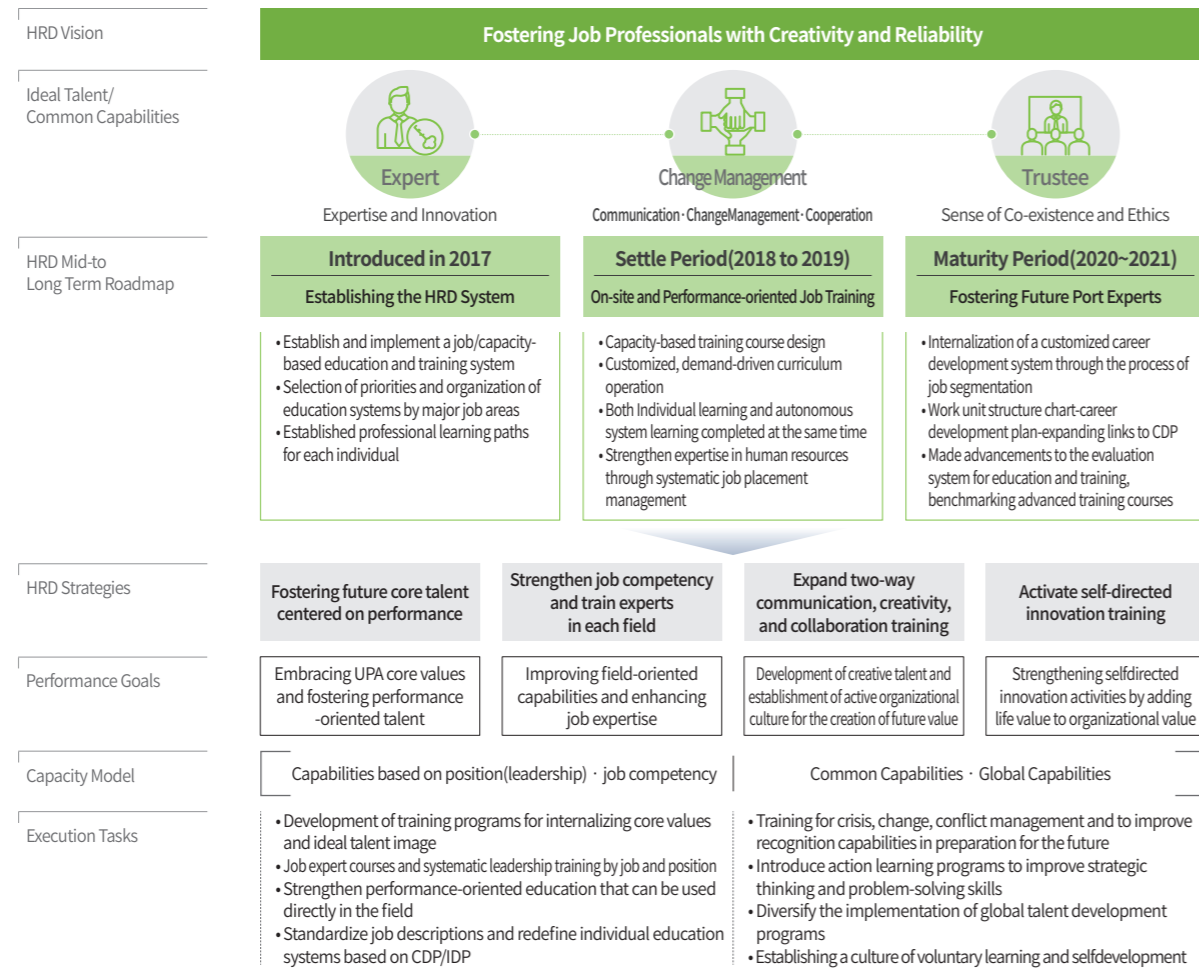
2019 Commendation by the Community Chest of Korea

# Human Resources Management & Labor-Management Cooperation

## Personnel Principles

### Ideal Talent and HRD Strategy System in Relation to Management Strategy

In order to foster global port logistics experts who combine creativity and reliability, the Ulsan Port Authority has established 'expert', 'creative man', and 'trustee' as ideal talents, and actively implements four HRD strategies and eight implementation tasks in connection with management strategies.



### Human Rights and Labor Principles

Ulsan Port Authority aims to be a workplace without discrimination in terms of gender, age, region, educational background, faith, and social status in personnel management and throughout the company regardless of working conditions. Under the Labor Standards Act and Labor Relations Act, overtime work is minimized and forced work is prohibited, and a fair and transparent personnel system is operated according to reasonable standards in all areas, including wages, placement, evaluation, promotion, education and training, and retirement age, in accordance with the employment rules and personnel regulations of a public corporation.

### Fair Recruitment System

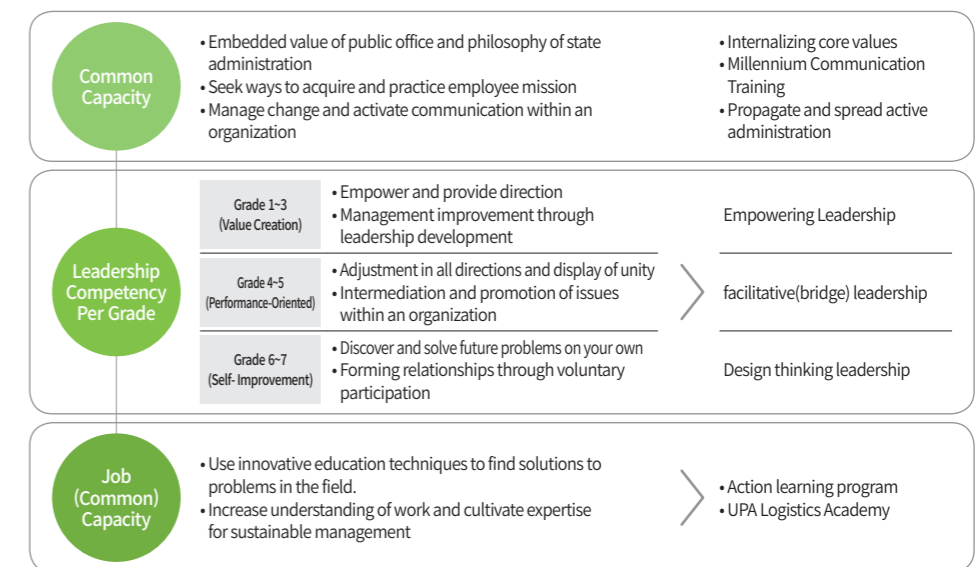
With a blind recruitment and a job competency-oriented recruitment based on the National Competency Standard(NCS), UPA allows auditors to join the entire recruitment process, keeping the recruitment documents permanently. For interviews, over one-half of the interviews are from outside experts with the exclusion and avoidance systems, and also the observation system. These efforts enabled UPA to take the lead in fair recruitment centered on job competency and to get more than 900 points for the first time among public institutions in the process of certification of excellent institutions for fair recruitment in 2019.

## Reinforcement of Talent Capabilities

### Human Resource Development Strategy

Ulsan Port Authority has recently raised the need to actively respond to rapidly changing policies and social environments and the transition of learning concepts, and to prepare a new HRD strategy to meet various needs such as the influx of millennials. Accordingly, in order to continuously develop the competence of members and enhance professional job performance, the government has re-established a system for fostering talented people with the latest HRD trends. Common, hierarchical(leadership), and job competency, alongside the 「3-Track Capacity-Based Essential Course」, have been used as a foundation for the development and operation of various training models.

### 3-Track Capacity-Based Essential Process



### Dynamic Curriculum Operation

Ulsan Port Authority operates various curriculum's to secure feature growth engines and foster core human resources. Examples are the non-expert training courses for new employees S-OJT and 「Action Learning Program」 for non-experts. S-OJT fosters future port experts through the development of the curriculum that reflects the characteristics of the profession and operates field education jointly with other port corporations to strengthen human networks. In 2019, practical training such as visiting the BPA container terminal and visiting the UPA motor dock were conducted. The satisfaction level for the course was the highest, and became a required course for new employees. In addition, the UPA Logistics Academy, which was conducted with Dongmyeong University in conjunction with the opening of education, has been selected as an excellent case of personnel innovation in 2019 and received the PA's first Human Resources Innovation Minister Award, making various efforts to strengthen the human resource competitiveness of Ulsan Port.

<b>Action Learning Program</b>	<ul style="list-style-type: none"> <li><b>(Plan Background)</b> Requires changes in educational capabilities centered on performance in training</li> <li><b>(Plan Method)</b> Change the operation of education programs that focus on solving pending issues</li> <li><b>(Plan Results)</b> Motivates voluntary capacity development, increases organizational and contribution through 'small but strong success' experience</li> </ul>
<b>UPA Logistics Academy</b>	<ul style="list-style-type: none"> <li><b>Learning activities</b> — on overseas port/load system, understanding global ship management strategies</li> <li><b>Discussion &amp; Activities for Problem Solving</b> — Discussions and opinions on each topic to strengthen competitiveness, confirmation of cooperation between the private and public offices, Problem solving activities and sharing major issues and concerns at Ulsan Port</li> <li><b>Communication &amp; Networking</b> — Obtain consultation and work knowledge of trade and specialized research institutes, networking among workers at Ulsan Port, and mentoring for job candidates in networking marine/port fields</li> </ul>

### Performance of Human Development System

(As of 2019)



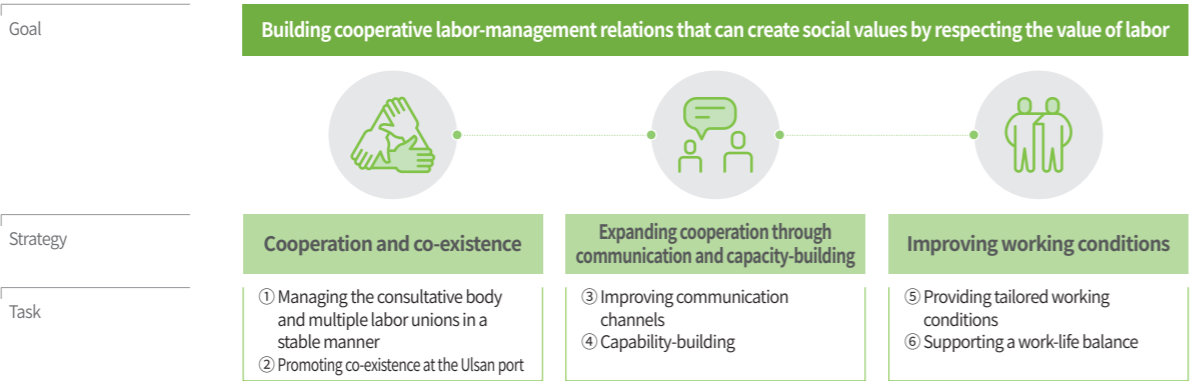
# Human Resources Management and Labor-Management Cooperation

## Cooperative labor-management Culture

### Labor-Management Relationship Strategy

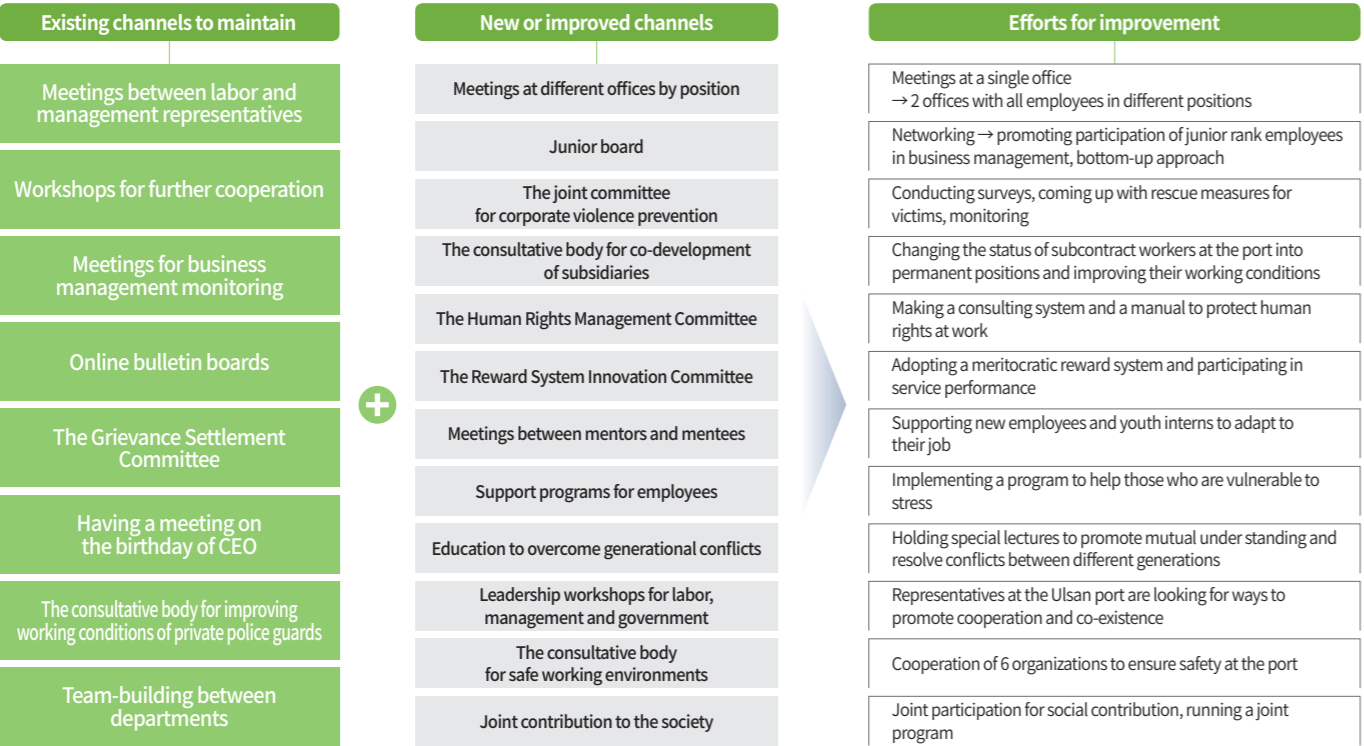
The Ulsan Port Authority has built a strategic system for sustainable labor-management relationship based on core theme, namely mutual-benefit, cooperation, enhanced communication, labor condition improvement. The Ulsan Port spearheads the creation of advanced labor management culture through 3 strategic tasks and 6 execution tasks and doing its utmost to complete its social responsibility by actively implementing the governmental policies.

### Strategy for the healthy labor-management relations



### Labor-management communication

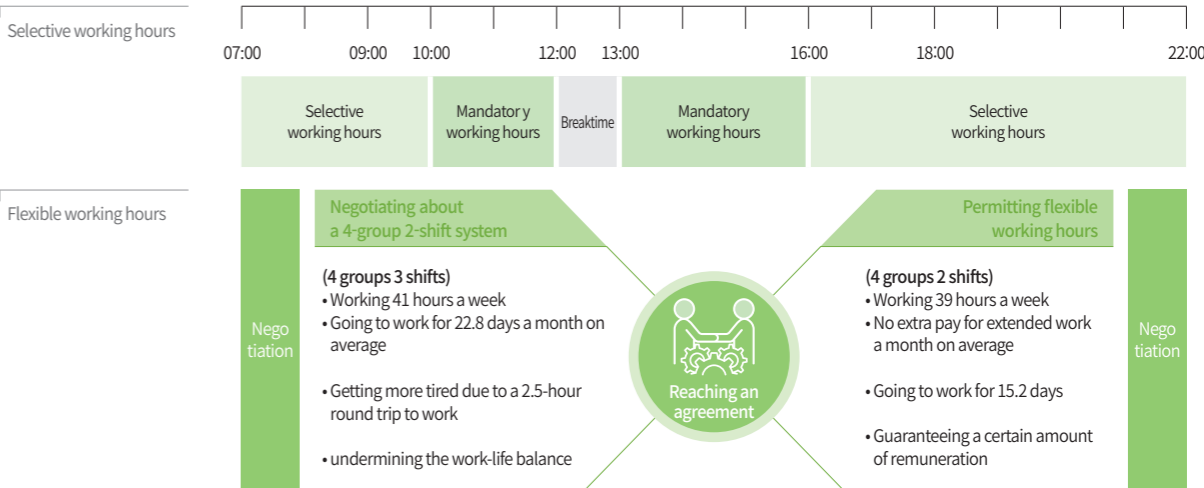
The Ulsan Port Authority conveys accurate information by constructing diverse communication channels between labor and management to ensure that unnecessary misunderstanding and prejudices do not occur through seamless communication. A survey of all employees show the efficiency of the channels and based on the result the channels are continuously overhauled. These efforts resulted in the internal communication satisfaction in 2019 marked 84.99, up 14.5% compared to the previous year.



### Foster work and life balance work environment

The Ulsan Port Authority reflects the need to change work hours in order to foster a healthy work and life balance, as it recognizes its employees have changes in life patterns due to child care and leisure activities. Under 52 work hours per week, we prepared for effective systemic procedures to ensure seamless implementation of flexible work schedules, With the selective workhour implementation.

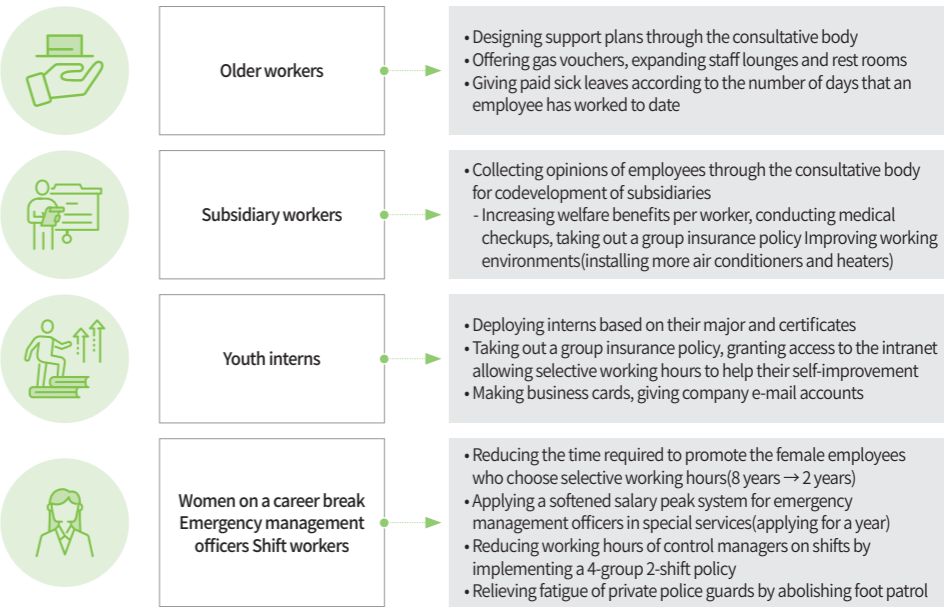
### Designing and implementing a tailored flexible working hours system



### Providing customized plans to improve working conditions

The labor-management relationship is expanding its boundary into social relationships surrounding production in a wider sense from the existing relationship between the employer and worker, union, agency and the nation. As a result, more diverse interested parties are included in the labor-management relationship which highlight the significance of the labor-management discussion, reflecting these changes, we are actively communicating with the labor groups as well as the workers.

### Achievements of labor-management negotiations



OUR APPROACH

To create safe port, the Ulsan Port Authority is constructing strict disaster safety management system. To improve the existing disaster safety level, consistent safety budget and work force reinforcement have been conducted and industrial accident and safety management capacities are improved by enhancing safety health management system certification. Moreover, with a goal to build an eco-port while pursuing social values, it is going all out to improve the port air quality as well as eco-friendly port creation, thereby contributing to the spread of safe and clean port culture in cooperation with specialized organizations including the public.

# Connect Safety

PERFORMANCE  
(As of the Dec of 2019)


  
Disaster Management Evaluation  
Grade **Excellent** (Zero)

  
Major Disaster Incident  
**0** case(Zero)

  
Safe Activity Assessment  
(Total) Grade **A**

  
Consistent Increase of Safety Budget  
KRW **11.9** billion (12.3% increased)

  
Number of Port Entry of  
Eco-friendly vessel(ESI)  
**424** ships

  
Conversion rate of cargo vehicle  
cover **54** %

# Safe Port

## Establish and operate safety management system

### Establish safety management response system

The Ulsan Port Authority establishes and operate disaster management system for the health and safety management of the Ulsan citizens and port industry workers.

### Comprehensive disaster management system

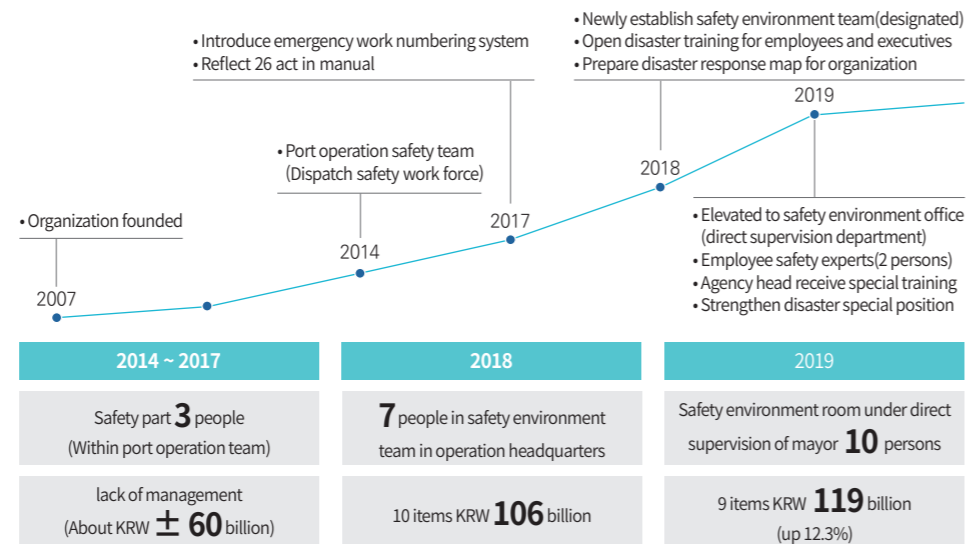
Create safe Ulsan port by building world best disaster safety management system						
Classificaiton	2019	2020	2021	2023	2024	Accumulated
Disaster management evaluation grade	Excellent	Maintain excellent grade by strengthening consistent disaster control tower				Excellent
Safety accident/major disaster	Zero	Continuously strive to achieve “Zero” in safety accident/major disaster				Zero
Safety activity level Evaluation	A	Consistently maintain S grade since 2020				S



Establish disaster/safety response system	Expand port safety culture	W · B · M Safety & Health
<ul style="list-style-type: none"> <li>Establish disaster safety management system</li> <li>Prepare for all disaster types, Improve safety awareness</li> <li>Strengthen work force, budget</li> <li>Optimal management and response</li> <li>Remove risk factors, inspecting systematically and thoroughly</li> <li>Establish private-public joint cooperative responses that work better in reality</li> <li>Quick recovery and relapse prevention</li> </ul>	<ul style="list-style-type: none"> <li>Revitalize safety network</li> <li>Diversify committee and Upgrade operation</li> <li>Foster accident prevention training</li> <li>Safe port STEP by STEP</li> <li>Run SNS safe communication channel</li> <li>Introduce new technology in safety sector</li> <li>Improve preemptive safety process</li> </ul>	<ul style="list-style-type: none"> <li>(W) worker industrial safety health</li> <li>Enhance industrial · safe · work environment</li> <li>Secure Golden Time</li> <li>(B) Construction site safety management</li> <li>Reinforce inspection of ordering office</li> <li>(M) Facility maintenance and safety management</li> <li>Maintain safety level and inspection</li> </ul>

## Strengthen Preemptive organization · Work force · Safety budget

The Ulsan Port Authority has reinforced consistently work force and safety budget to enhance the disaster safety management level. We have achieved our goal of establishing the mid to long-term safety investment plan by securing KRW 11.9 billion worth of budget(up 12.3% compared to the previous year) for 9 items in 2019.



Port Entry Procedure - Classification

Contents

Roles

## Safe Port Creation 1 \_ Land · Maritime Safety

### Land · Maritime Safety Management

With the largest domestic petro-chemical complex in its hinterland, the Ulsan Port Authority deals with liquid cargo, ranked 4th in the world, an extraordinary attention is required for safety management since an accident can lead to a major incident. The Ulsan Port Authorities manages safety risks of ports by dividing them into land and sea.

### Port Safety Management Process

Harbor Zone(Ocean) and beyond Harbor Limit			Within Harbor Zone(Land + Partially Sea)	
Navigation	Port entry call	Repair(approval)	Dock approaching	Inspection/Unloading
Arrival notice (Prior to 2 days)	Port Entry Registration(Prior to 24hours)and repair		<ul style="list-style-type: none"> <li>Offer customs related services for tugboats and ferry</li> <li>Berth stand by/immediate come to berth</li> <li>Mooring a ship to the quay</li> </ul>	<ul style="list-style-type: none"> <li>Inspect/measure</li> <li>Cargo unloading (unloading operator/ port transportation union)</li> </ul>
	UPA	Wharfage charge		
	Ministry of Oceans and Fisheries	Declare ship security hazardous material		
	Immigration office	Sailer		
	Customs	Imported item list		
	Inspection office	Quarantine(people/cargo)		
	Branch office	Assist customs related work for Tugboat · Ferry		
<ul style="list-style-type: none"> <li>Ocean transportation safety and control(VTS/Maritime police)</li> <li>Strengthen cooperation with related agencies for maritime safety(UPA)</li> </ul>			<ul style="list-style-type: none"> <li>Safety management between port facility and unloading activity(UPA)</li> <li>Strengthen role/support for fostering safety in port district</li> </ul>	

## Safe Port Creation 2 \_ Construction · Facility Safety

### Port Construction · Facility Safety Management

As a safety-oriented organization, we strive to spread the safety management culture by strengthening the safety of workplaces in ports. In particular, the Ulsan Port Authority was the first public corporation in Korea to be certified as 'KOSHA-MS' by the Korea Occupational Safety and Health Agency under the Ministry of Employment and Labor in 2019. The KOHSAMS(KOHA-MS) is a safety and health system to prevent safety accidents and major disastrous accidents. It is implemented by reflecting the ISO 45001 system, which is an international standard, in the existing KOSHA 18001 safety and health management system certification standards. Going forward, it plans to improve the capabilities to prevent industrial accidents and safety management by operating and improving the autonomous safety and health management system such as upgrading the manual, risk assessment, internal audit, and etc.

Management Scope		Construct company building/sub facility			Higher(Operation) facility	
Safety Management System	Target	Building/port facility construction site			Business site for unloading/shipping industry(facility)	
	Subject	UPA			when operating(unloading) ← Strengthen UPA inspection/support	
	Organization/ Role	person in charge	Inspector	Department in charge	License use regulation/Operation limitation, Joint safety inspection, Tailored training, Consulting support, Reinforce safety facility	
		Head of agency	Port construction team (Port operation team)	Safety environment room		

Safety System Operation		Safety management activity based on Annual safety basic plan(Consult with MMAFdecision by Port Committee-submit to MOEF)
		Establish safety management KOSHA-MS
		Ocean safety belt, Safe work committee, joint inspection for harmful material, precise/regular inspection of port facility, national safety diagnosis activity

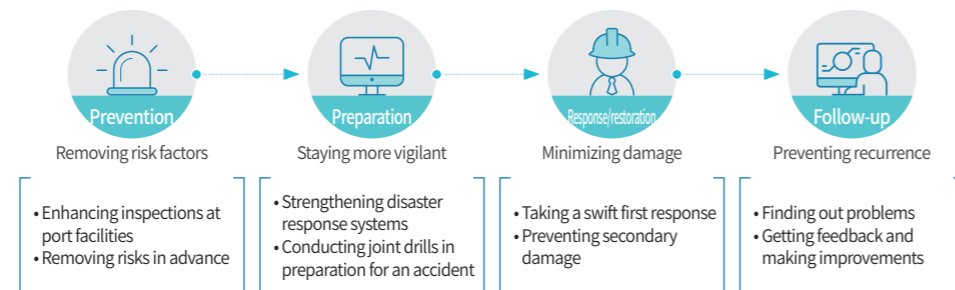
# Safe Port

## Ensuring port safety 3 \_ Disaster safety

### Establishing a step-by-step disaster safety management system

The Ulsan Port Authority will establish and operate the disaster management system for the health and safety management of the port industry workers and Ulsan citizens. The disasters which we focus on managing are natural disasters such as typhoons, earthquake(tsunami) and social disasters including ocean ship accidents, large-scale ocean pollution accidents, radiation leakage. The safety strengthening system by stage is being built for rapid and effective response and recovery in the event of disasters.

#### Step-by-step safety enhancement



### Preemptive prevention by seamless safety inspection

The Ulsan Port Authority recognizes the harmful factors due to dealing with hazardous materials and complex work environments while handling maintenance, management and operation of port facilities. We practice periodic inspections to secure land and ocean facility safety in cooperation with related agencies and companies.

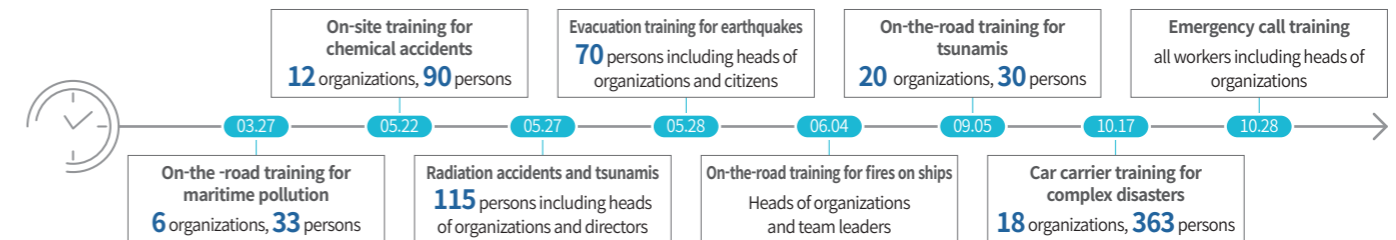
Category	Regular inspections	Removing potential risks
<b>Land safety</b>	<ul style="list-style-type: none"> <li>The consultative body for safe working environment(every 6 months)</li> <li>Docks for dangerous cargo (every 6 months)</li> <li>Inspection by stevedore managers (every 6 months)</li> </ul>	<ul style="list-style-type: none"> <li>Identifying a location of an emergency shut-off valve at liquid handling facilities</li> <li>Installing defibrillators</li> </ul>
<b>Maritime safety</b>	<ul style="list-style-type: none"> <li>Nighttime maritime facility</li> <li>Safety check for maritime traffic(when building a dock)</li> </ul>	<ul style="list-style-type: none"> <li>Installing international ground fire extinguishing connectors</li> <li>Installing LED dock lightings(2 at the new port, at breakwaters)</li> </ul>
<b>Facility safety</b>	<ul style="list-style-type: none"> <li>The national safety inspection(once a year)</li> <li>Detailed/regular inspections(every 6 months)</li> <li>Construction industry safety(at all times)</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining 100% resistance to earthquakes and safety grade 'B'</li> <li>Repairing life ladders/rescue ships/ mothproofing walls and blinds</li> </ul>
<b>By season</b>	<ul style="list-style-type: none"> <li>Thawing season/winter, heat waves/ rainy season</li> <li>National holidays</li> </ul>	<ul style="list-style-type: none"> <li>Running water sprinklers</li> <li>Installing rest tents and canopies, providing drinking water</li> </ul>
<b>Special inspection</b>	<ul style="list-style-type: none"> <li>Safety inspection's day(every 6 months)</li> <li>When a hurricane approaches</li> <li>Safety consulting</li> </ul>	<ul style="list-style-type: none"> <li>Non-slip pavement/lane painting(3Km)</li> <li>Reflectors/speed limit indications (26 places)</li> </ul>



### Establishing a swift response system through the participation of related organizations

The Ulsan Port Authority regularly conducts diverse disaster response drills to minimize casualties and damage to facilities caused by major disasters. Disaster response training is carried out in the form of road training and on-site training to simulate the actual situation, and is conducted as a joint response drill by related agencies, businesses, and organizations at Ulsan Port. With these achievements, it was honored with the selection of an excellent institution in the disaster management evaluation by the Ministry of Public Administration and Security in 2019 and the commendation of an emergency rescue and training institution by the Ministry of Public Administration and Security in 2019.

#### Emergency response drills in 2019



### Response and Recovery to Disaster

The Ulsan Port Authority is establishing a detailed response system from the monitoring stage to follow-up measures in preparation for the worst disastrous situations. Despite the largest disaster since the opening of the port, including seven typhoons in 2019, it has contributed to improving the safety reliability of the port of Ulsan by taking prompt and thorough responses.

Preparation for hurricanes		Response to explosion of ships	
Monitoring D-4day	<ul style="list-style-type: none"> <li>Predicting its route and size</li> </ul>	Getting a report D+1min	<ul style="list-style-type: none"> <li>Inspecting damage and making reports</li> <li>Dispatching workers to the site and making an emergency call</li> </ul>
Response plans D-2day	<ul style="list-style-type: none"> <li>Deciding when to place the port under control and evacuate ships</li> <li>Strengthening safety measures for ships that cannot be evacuated</li> </ul>	Initial response D+30min~1Hour	<ul style="list-style-type: none"> <li>Calling an emergency meeting with chemical experts led by organizational heads</li> <li>Running a regional disaster management office</li> </ul>
Preemptive measures D-1day	<ul style="list-style-type: none"> <li>Operating an emergency response team, deciding when to load</li> <li>Monitoring anchored ships and cargo stored in open spaces</li> <li>Inspecting assigned areas at the port</li> </ul>	Accident response D+1h ~19h	<ul style="list-style-type: none"> <li>Dispatching liaisons/providing supplies</li> </ul>
Emergency response D-day	<ul style="list-style-type: none"> <li>Organizational heads on emergency standby, placing everything on their command</li> <li>Banning entrance to the port, offering emergency support with tugs</li> </ul>	Follow up measure D+3~22day	<ul style="list-style-type: none"> <li>Moving residual cargo, providing gas masks, Banning activities that can lead to a fire</li> </ul>
Follow up inspection D+1day	<ul style="list-style-type: none"> <li>Inspecting port facilities and damage</li> <li>Making restoration plans and conducting emergency restoration</li> </ul>		

### Preventing recurrence of ship explosion and improving countermeasures

System	Implementing comprehensive measures to prevent recurrence	Response	Improving fire safety response measures of related organizations
<ul style="list-style-type: none"> <li>Preventing transshipments of liquid cargo nearby the Ulsan bridge(Oct, 2019)</li> <li>Implementing comprehensive safety management measures for dangerous materials at the port(Ministry of Maritime Affairs and Fisheries, Dec, 2019)</li> <li>- making it mandatory to report freight in transit</li> <li>- Reviewing adequacy of transshipment docks</li> </ul>		<ul style="list-style-type: none"> <li>Coming up with emergency response measures* in case of fires on ships</li> <li>Updating the disaster response manual(the 24th version) and newly providing a tidal disaster response manual</li> <li>Suggesting the deployment of large-volume firefighting vessels</li> </ul>	
<b>Technology introduction</b> Reviewing the monitoring system for dangerous, inflammable materials(in 2020)	<ul style="list-style-type: none"> <li>Reviewing the monitoring system for inflammable, hazardous materials</li> <li>Installing and operating 250 electronic noses of the Rotterdam port</li> <li>① R&amp;D of domestic technologies at the Ports and Logistics Innovative Growth Support Center</li> <li>② Benchmarking the port of Rotterdam</li> </ul>	<b>Best practices</b> Promoting disaster response know-how	<ul style="list-style-type: none"> <li>Making and distributing a collection of exemplary fire explosion response cases to share the best practices</li> <li>Including the information on chemical cargo, carriers and transshipment</li> </ul>

Safe Port

Make the port safe 4 \_ Port Security

Making an analysis of security risks in advance and preparing responses

For Ulsan Port, it is very important to establish a security system to cope with illegal entry because the distance from the dock to the dock entrance is short. In addition, the importance of port security is gradually increasing due to the growing uncertainty in the aspect of terrorism, such as the continued occurrence of smuggling in other ports, drone terrorism, and the emergence of North Korean wooden vessels. The Ulsan Port Authority not only establishes and implements a defense and security operation plan for Ulsan Port, but also strives to protect border management and port facilities by analyzing other security breaches and establishing countermeasures.

Analysis of risks and countermeasures



Zero security incidents for four consecutive years with top-notch security management

The Ulsan Port has achieved zero security incidents for four consecutive years through efforts to upgrade surveillance equipment and eliminate security risks in advance. As of 2019, based on the review result of the port security by the Ministry of Maritime Affairs and Fisheries, it achieved the lowest number of errors ever (2 cases, an average of 8.8 cases per five years) and 0 cases of joint protection diagnosis for national critical facilities, and received 3 commendations for those in charge of counterterrorism and defense.

Response	Achievements	Details
Strengthening security check	• The record-low number of problems found at port security checks (8.8 on average for 5 years)	• Improving the security level and meeting the complex and diverse requirements by learning from problems found in other ports
Expanding advanced monitoring equipment	• Installing HD CCTVs with the failure rates down by 25.1% from the previous ones • Its intelligent monitoring equipment was evaluated as excellent when the USCG investigated the security situation at the Ulsan port	• Minimizing blind spots by replacing low-quality CCTVs(400,000 pixels) to 55 newest CCTVs(2m pixels) and installing 18 new CCTVs • Increasing protection equipment to better respond to terrorists attacks • Signing a long-term contract to ensure professionalism and job stability of those in charge of the maintenance of the monitoring system
Upgrading security and protection system	• Zero problem found when the protection level of the Ulsan port was assessed (3 in 2018 → 0 in 2019)	• Port entry and investigation procedures • Immediate response through optimized R&Rs by security guard • Manual of making a response by using drones in cooperation with other organizations that support protection of the Ulsan port
Enhancing capabilities of security guards	• 27 security accidents including an attempt for illegal entrance Increasing job satisfaction of security guards through early prevention and better working environments	• Making educational brochures • Conducting joint drills on security agencies(15 times) • Improving working environments for subsidiaries

Port safety network revitalization and preventive program

Safety management by revitalizing port safety network

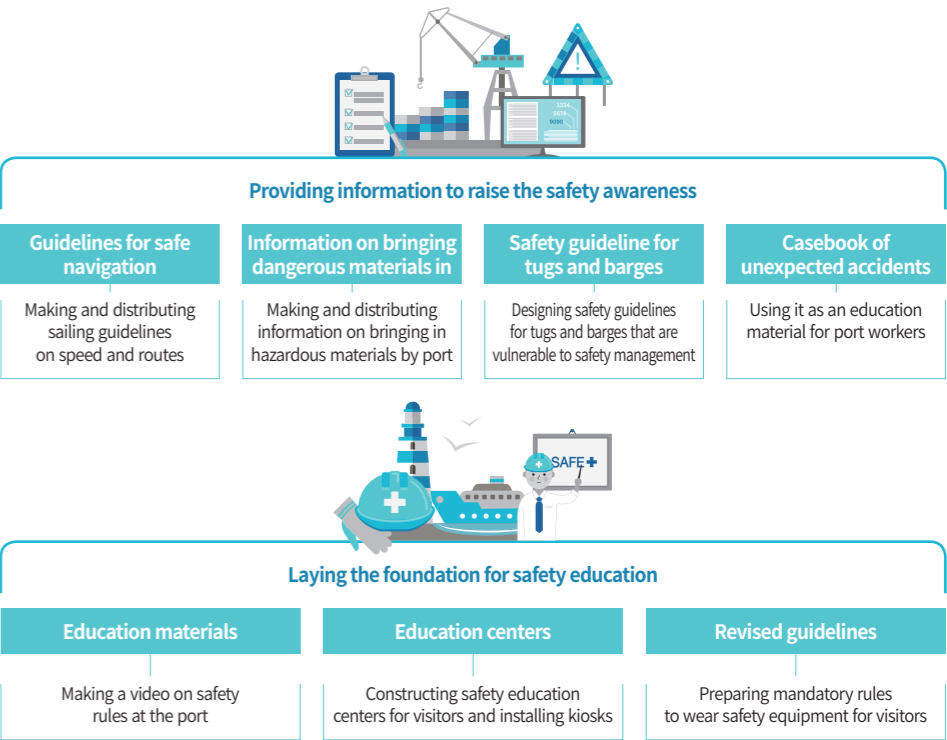
The Ulsan Port Authorities are striving to overcome the limitations of safety management through the establishment and operation of a safety network for pan-port areas, to strengthen management and supervision functions and to enhance the implementation of the business owners in cooperation with related organizations.

Responses to security risks and achievements

Category	Participation/launching	Activities	Achievements
Maritime safety belt (excellent case selected by the Ministry of Public Administration and Security and the Ministry of Maritime Affairs and Fisheries)	17 organizations (2014)	Making and carrying out port safety policies	• Managers visiting other ports for education(2 times) • Making a SNS channel and improving its disaster safety website
The Maritime Safety Operational Headquarter	21 organizations (2013)	Conducting safety education and campaigns	• Safety education for small boats and water leisure activities(2 times) • Having a meeting for rescue operations in seas and rivers(4 times) • Preparing for hurricanes
The consultative body for safe working environments (newly-made)	34 organizations (2019)	Checking safety at work and providing safety education	• Signing the MOU(April) • Inspection by the Ministry of Employment and Labor(April) • Safety workshops(June) • Joint inspection by safety managers(6 times)
The Safety Management Committee (for the first time under the Ministry of Maritime Affairs and Fisheries, newly-made)	Partner companies/experts (2019)	Making prevention measures against industrial accidents	• Making educational materials • Conducting joint drills(15 times) • Improving working condition of subsidiaries

Running an accident prevention program

The Ulsan Port recognized its higher accident rate for long-term employed port workers compared to their counterparts across the country and lack of education for temporary visitors. To raise the awareness of safety, we have developed and operated a tailored accident prevention program.



## Safe Port

### Privacy and Information Security

#### Information Security Management System

The number of cyber attacks increases with the improvement of management and advances in information technology, and in order to respond to this, UPA aims to safely manage the port logistics information network and the personal information of customers, which are national infrastructure. As a port public enterprise, leading the implementation of national security policies is an important issue for sustainable management. UPA has set a goal to create a management system for information protection for individuals and others, and to completely eliminate cyber violations.

Environmental Analysis	<b>External Requirement</b> Require compliance with courses in the Personal Information Protection Act and GDPR*	<b>Internal Limitation</b> Limits of internal operational resources and increased level of information service requirements	<b>External Requirement</b> Advanced and Intelligent Cyber Risk Environment
Strategic goal	<b>Advance Personal Information Protection Level</b>	<b>Reinforce Security Information Task</b>	<b>Secure Cyber-Security Safety</b>
Main Task	Establish · operate Personal information management system	Overhaul information security task	Analyze, delete vulnerable points in information system
Performance Index	(Measure) Personal information management level	(Non-measure) Strengthen information security management system	(Measure) Cyber breach accident

\* GDPR(General Data Protection Regulation, European personal information protection provision): Decree to protect personal information, enacted in May, 2018

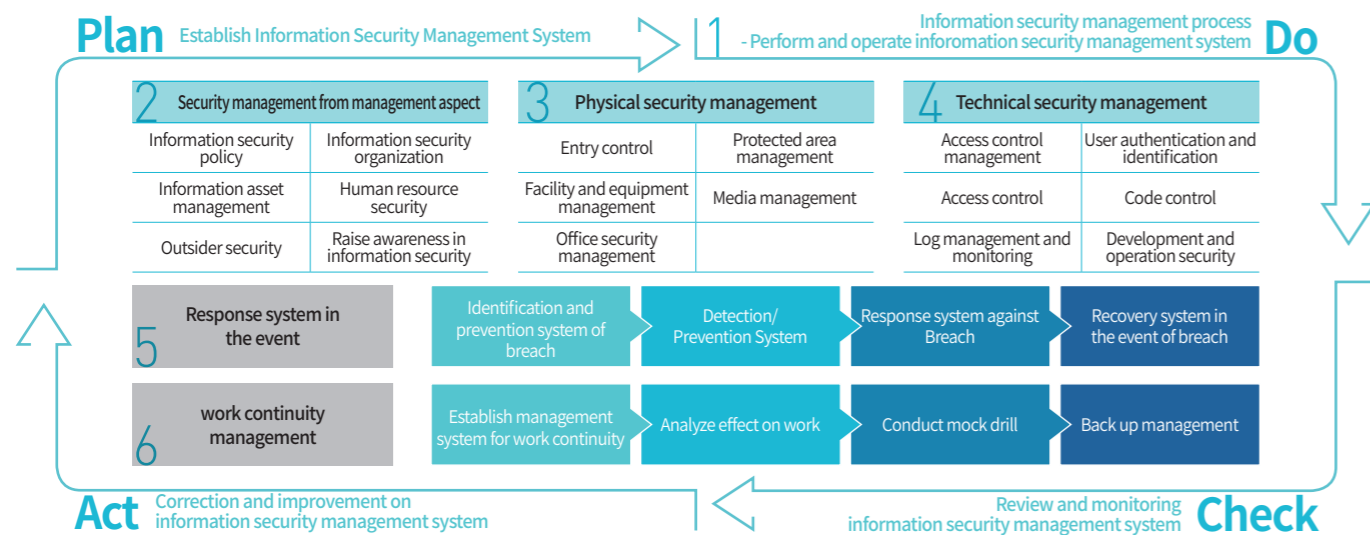
#### 3 strategies for personal information and information security

The Ulsan Port Authorities are promoting various activities to raise the level of personal information and information security to the next level through three strategies for personal information and information security.

Interest of the Management	2 Secure Expertise	3 Exchange information · Dissipation
<ul style="list-style-type: none"> <li>Management's Cybersecurity Interest</li> <li>Completed national cybersecurity policy course</li> <li>Spare no investment in information security</li> <li>- Securing 15% or more on average compared to the information service budget</li> <li>Management-led personal information protection activities</li> <li>- Reflect BSC for privacy activities</li> </ul>	<ul style="list-style-type: none"> <li>Securing information security professionals</li> <li>- Having a professional career</li> <li>Drastic expansion of security staff</li> <li>- Appointing personnel dedicated to information security</li> <li>Obtaining the expertise of the person in charge</li> <li>- Practical training and participation in a hacking defense competition</li> </ul>	<ul style="list-style-type: none"> <li>Security information exchange between local agencies</li> <li>- Regular exchange of the Ulsan Information Security Council</li> <li>Interchange between information security agencies and ministries</li> <li>- Regular seminars of the National Intelligence Service's Busan branch, etc.</li> <li>Finding best practices and spreading cases</li> <li>- Provide benchmarking to other agencies for security activities</li> </ul>

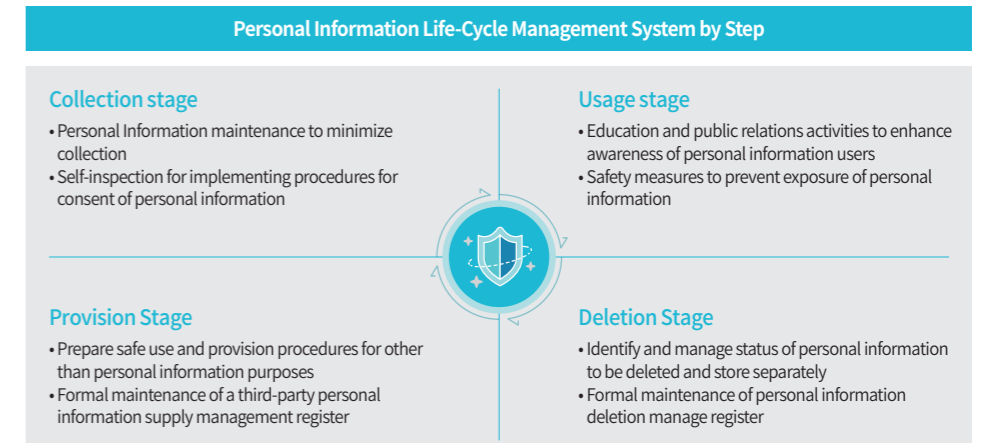
#### The Ulsan Port Authority Information Security Framework

The Ulsan Port Authorities have developed its own 'information security framework' that analyzes the internal and external working conditions to prevent cyber-breach accidents.



#### Personal Information Protection Management System

The Ulsan Port operates a preemptive personal information protection management system to ensure the rights and safety of the user by preparing standards for establishing a management system.



#### Empowerment and Culture Building

Ulsan Port operates an all-round information security awareness-raising program and prevention system to prevent cyber-infringement accidents. And it establishes a culture of information security by strengthening the capacity of personal information protection and information security.

Area of activity	Key Activity	Results
Information security capacity assessment (Cyber security index)	Development of Evaluation indicators for personal information and security(PC Security, Personal Information Safety, Hacking Mail Response)	Improved security activities(95.9% → 98.3%)
Activity to raise awareness on employee and executive personal information and information security	Employee customized training(specialized supplemented) Education satisfaction survey and knowledge assessment Hacking mail response training for executives and employees and self-hacking mail analysis	100% Completion of personal information & security training NIS security assessment 'Good' 3 consecutive years of 'Good' result for hacking mail training by Ministry of Oceans and Fisheries
Response drill in the event of cyber breach	Execute cyber infringement response training by situation(DDos, hacking, Network infiltration)	Prepare a manual for cyber-hacking incidents Improve cyber crisis response procedures (emergency response)
Secure safety of infrastructure	Joint infrastructure vulnerability analysis with Ministry of Oceans and Fisheries Prepare and implement infrastructure protection measures	100% Completion of major information & communication infrastructure tasks No accidents in major information & communication infrastructure

#### Security Evaluation Results

External security evaluation	
Nominated for Excellence (2019 Ministry of Oceans and Fisheries Personal Information Part)	
Cyber infringements or leak accidents	
<b>Zero</b> (13 years in row)	

#### External Evaluation

In recognition of its efforts and achievements in responding to cyber terrorism and establishing an information security culture, Ulsan Port was selected as an excellent institution for information security in 2018 and personal information protection in 2019 and received an institutional commendation from the Ministry of Oceans and Fisheries. Also, we continue to make efforts to protect personal information and secure information by achieving 'Zero' for 13 consecutive years in cyber infringement incidents.

## Eco-friendly Port

### Environmental Conservation Strategies for Establishing Leading Eco-friendly Port

#### Eco-friendly port promotion system

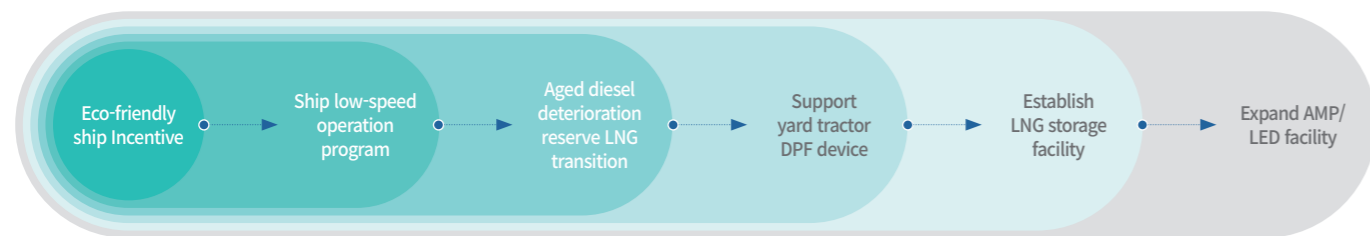
In order to establish eco-smart ports that pursue social values and realize the social value of growth and mutual-benefit in connection with the sea and people, the Ulsan Port Authority has laid out three mid and long-term strategies to create eco-friendly ports, manage port air quality, and preserve marine eco-systems to establish a leading eco-port.

Vision	Establish competitive eco port for future preparation		
	Eco-friendly Port Creation	Port air quality management	Conserve marine eco-system
	Eco-friendly infrastructure expansion for logistics/port operation/construction stage for domestic and overseas environment regulation	Make efforts to improve air quality within port to secure health and quality of life	Strive to prevent eco-systems destruction/entry of foreign infectious disease/harmful insects, ocean
	<ul style="list-style-type: none"> <li>Respond to emission gas restriction</li> <li>Revitalize eco-friendly technology introduction</li> <li>Expand eco-friendly infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Established air quality detection system</li> <li>Reduce fine dust in port area</li> </ul>	<ul style="list-style-type: none"> <li>Prevent entry of infectious disease/harmful insects</li> <li>Strengthen cooperation to preserve eco-system</li> <li>Prevent ocean pollution and spread</li> </ul>

### Reinforce eco-friendly port construction projects

#### Expansion of infrastructure to create eco-friendly ports

The Ulsan Port Authorities are strengthening emission reduction projects and promoting new projects to create eco-friendly ports. In addition, we are going all out to improve the air quality of ports by consistently expanding AMP/LED facilities.



#### What is ESI?

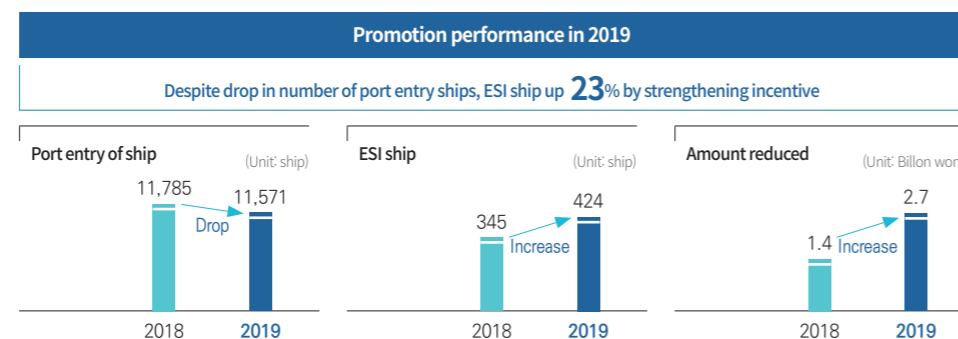
Web-based Ship Environment Evaluation System Developed by WPCI

- The system calculates the air pollutant emission level of ships such as nitrogen oxides, sulfur oxides, and greenhouse gases from 0 to 100 points and gives higher scores to ecofriendly ships.

- Autonomous systems in which port authorities induce entry of eco-friendly ships through incentive payments for ESI ships and reduce air pollutants through them.

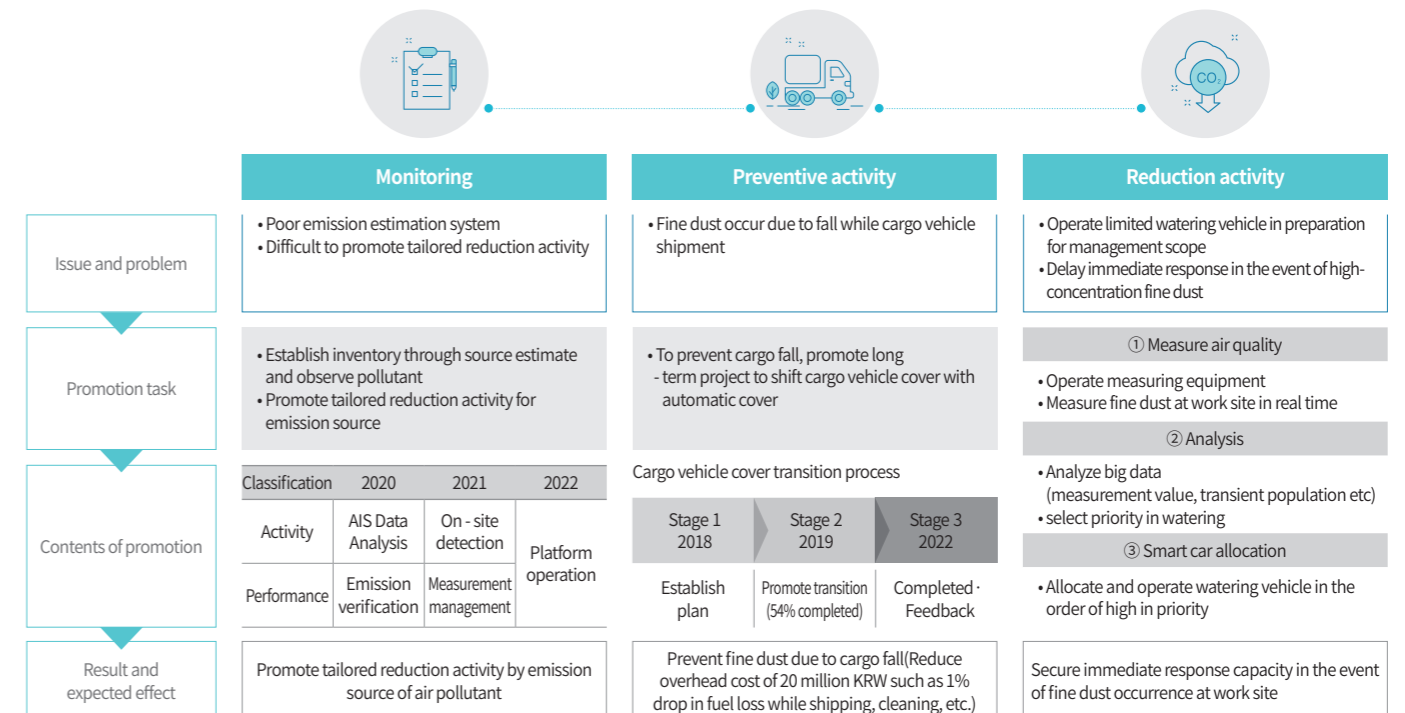
#### Introduction of an eco-friendly ship fee reduction system

The Ulsan Port Authorities recognize the need to reduce carbon emissions from ships and actively participates in reducing national greenhouse gas emissions by introducing and operating the ESI system developed by the World Port Climate Plan(WPCI) under the International Port Association. Through the design of the ESI fee reduction system that meets the conditions of Ulsan Port, we are reducing 10% of the shipping fee for ships entering Ulsan Port with more than 31 ESI points and 20% for ships with more than 40 points. A total of KRW 2.7 million was provided for 424 ships in 2019.



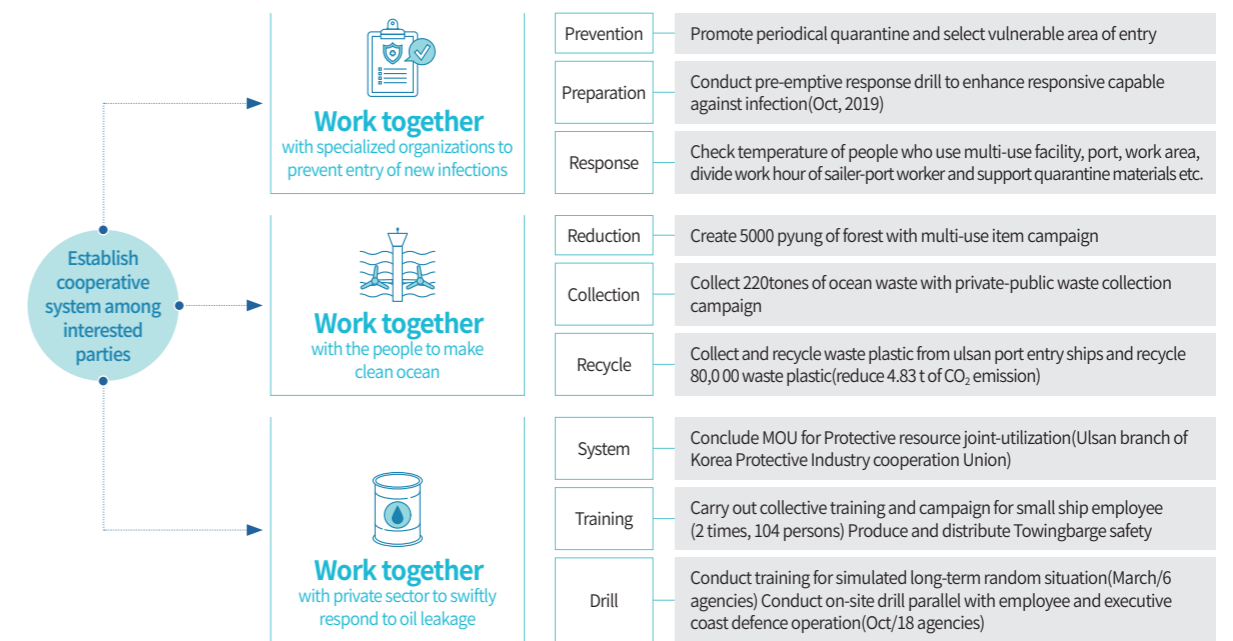
#### Systemic management of air quality/fine dust within port

The Ulsan Port Authority identified and consistently promote 3 tasks, which are introduction of air quality measurement. analysis system, reduction of fine dust from cargo shipment and Smart car allocation system operation of watering vehicle.



#### Close cooperation to preserve ocean environment eco-system

The Ulsan port authority is working with specialized agencies and the public to improve ocean environment eco-system both at home and abroad beyond the port, and presenting leading practices to encourage the participation of domestic and foreign ports.



OUR APPROACH

In order to establish an advanced port leading the maritime era and to improve the quality of port service, Ulsan Port Corporation is making every effort to expand port facilities and create a port hinterland. In addition, to build a better smart port, we have been creating a smart maritime logistics startup eco-system in cooperation with the government, public institutions, and private sectors. With the growing global interest in the 4th industry and smart logistics, Ulsan Port will do its best to achieve a sustainable port, taking into account the development of local communities including its status.

# Connect Future

PERFORMANCE  
(As of the Dec of 2019)

Total Volume of Goods transported  
**20** billion tons

Dock productivity  
**552** tons/hour

Number of large vessels used  
**128** ships

Increase rate of vehicle transshipment volume  
**94.3** %

Finding new startups for port logistics  
**7** startups

Customer's Satisfaction Rate  
**89.8**

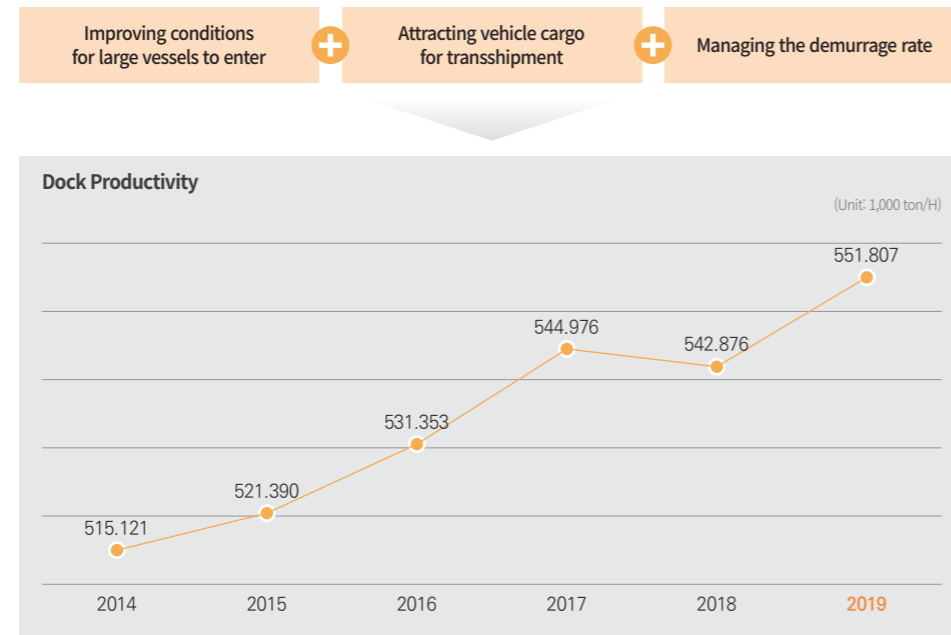
- 66 Sustainable Port
- 70 Port for Future Growth
- 74 Smart Port
- 78 Convenient Port

# Sustainable Port

## Boosting competitiveness of the port

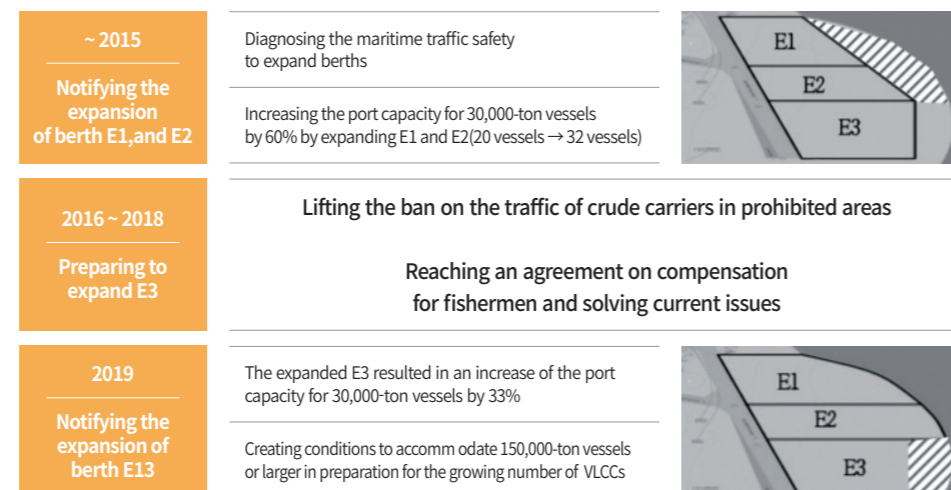
### Increase Dock productivity

The Ulsan Port Authorities are making efforts to modernize loading and unloading equipment and optimize dock functions in line with changes in the port logistics environment and the port operation paradigm. Consequently, long-term dock productivity has been on the rise despite slowing growth in volume due to a slump in port-related industries.

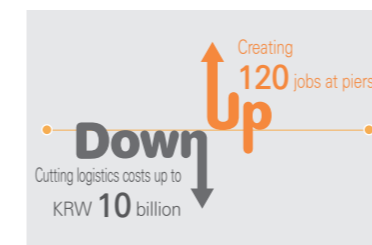
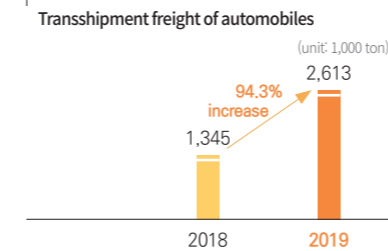


### Strengthen Port Competitiveness by Improving Conditions for Entry of Large Ships

In line with the trend of scaling-up of ships around the world, Ulsan Port is also improving its entry conditions in order to expand the proportion of large ships entering the port. In particular, it has been pushing to expand its ports and berths to alleviate the highest level of concentration in the nation's waters due to lack of berths. In 2019, it increased the number of large ships by 357%(28 ships in 2018 and 128 ships in 2019) by expanding the anchorages at the port of Ulsan by 2.3km<sup>2</sup>, securing water berths of over 150,000 tons(38 ships in 2018 and 40 ships in 2019).



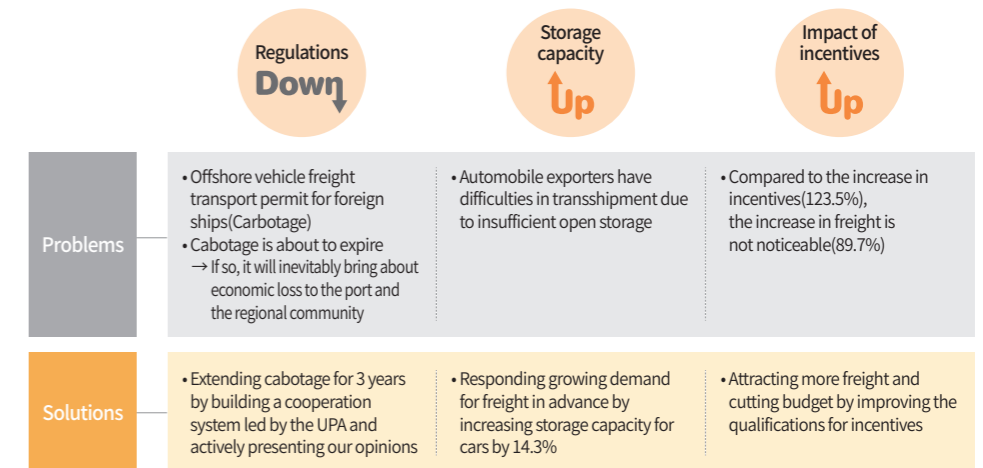
### Achievements of pier revitalization



### Revitalizing docks to draw high value-added cars for transshipment

Ulsan Port Authority recognized that we have a lack of open storage for cars, causing much inconvenience of the automakers. On top of that, it was predicted that economic loss of the port and the regional community would be inevitable due to the expiry of cabotage. To solve these problems, we are making efforts to improve regulations, storage capacity, and incentive systems.

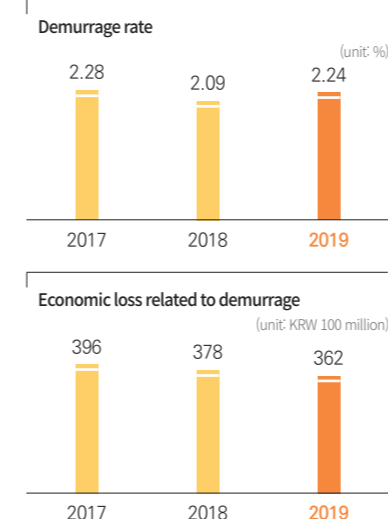
### Improving vehicle transshipment performance



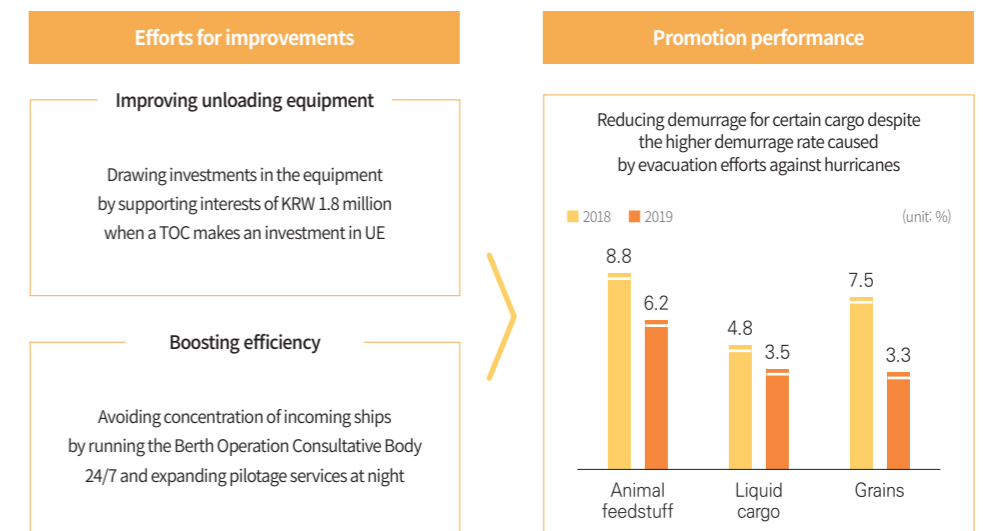
### Managing the demurrage rate by promoting efficiency

The Ulsan Port Authority seeks to streamline port operations by improving dock operations, expanding port facilities, and collaborating with port users, and actively manages the ship rate to ensure efficient entry and shipment. For the vessel-intensive dock, we are pushing for monthly monitoring, unified dock operator, introduction of loading and unloading equipment, maintenance of loading facilities, and management of berths, and attracting contractors to invest in high-efficiency loading and unloading equipment, which is essential for reducing the body-line rate. Through these efforts, the company has reduced the amount of logistics costs for users and contributes to the improvement of the service quality of users.

### Achievements of port revitalization



### Preventing demurrage and strengthening management at the Ulsan Port Authority



## Sustainable Port

### Creating and Operating a Harbor Hinterland Complex

#### Port hinterland development project overview

The Ulsan Port Authority is pursuing a project to create a harbor hinterland complex to convert Ulsan Port, which is biased toward simple unloading and storage functions, into a high value-added port that is linked to the harbor and the hinterland complex. This project makes it possible to support import and export activities in the Yeongnam region and oil hub projects in Northeast Asia, enhancing the logistics service support function in the industrial complexes around Ulsan Port, and establishing the foundation for the development of the maritime logistics system in preparation for the revitalization of trans-East Sea and northern trade in the future. In 2018, the Ulsan Port Authority established a policy to designate specialized zones for each business type in the hinterland in accordance with the mid- to long-term development strategy of the Ulsan new port, and divided the sub-districts that were previously divided into sections 1 to 3 into 4 specialized zones according to the characteristics of the tenant companies.

Status of Port Hinterland Site



Classification	Zone 3	Zone 1	Zone 2(Eco-zone)
square measure	255,000 m <sup>2</sup>	243,000 m <sup>2</sup>	182,000 m <sup>2</sup>
function	Complex logistics, manufacturing	Complex logistics, manufacturing	Oil hub support facility
Project period	2012 ~ 2017	2010 ~ 2014	2013 ~ 2021
Project cost	KRW 40 billion	KRW 45.1 billion	KRW 42.1 billion
	Support for manufacturing and export activities of local major manufacturing companies (Shipbuilding, Petrochemical, Plant)		Oil hub support site and eco-friendly LNG cluster project site for creating synergy with the first stage of the front oil hub

#### Attracting 100% of enterprises in the hinterland complex even before the completion of the first port

The Ulsan Port hinterland(Zone 2) was designated as an Eco Zone in 2018 to attract eco-friendly energy companies such as LNG and biodiesel. With the customized regulations for eco-friendly energy companies in the hinterland complex(Zone 2), a partial revision of the 「Hinterland Complex Management Guideline」 and contract negotiations were conducted to prepare a strategic plan to attract specialized industries. Attracting LNG- handling companies led to creation of about 340 related jobs and other 5,455 jobs; largescale investment of a total of KRW 673.3 billion created value effects of KRW 1.158 trillion which helped revitalize the local economy. This project generated about 2 million tons of LNG traffic annually with KRW 2.2 billion in rental income, enabling Ulsan Port to become a 'LNG-centered Northeast Asian oil and gas hub'.

#### Hinterland work environment improvement

	Difficulties	Promotion result
Rest facility	<ul style="list-style-type: none"> <li>Lack of convenient facilities for workers, such as restaurants and convenience stores near the hinterland complex.</li> </ul>	<ul style="list-style-type: none"> <li>Improving the working environment through the construction of a freight car rest area in the hinterland complex</li> <li>- Deploying convenience facilities such as restaurants, rest areas, shower rooms, gas stations, and solar power generation</li> <li>- Area of rest area of 24m<sup>2</sup>/Project site of KRW 542.3 million/ Construction from Jun 2019 to Dec 2020</li> </ul>
Transportation convenience	<ul style="list-style-type: none"> <li>No public transportation via the hinterland complex</li> <li>- Increased burden of commuting expenses for workers in the hinterland complex</li> </ul>	<ul style="list-style-type: none"> <li>Increase convenience for commuting by expanding city bus routes through cooperation between local governments</li> </ul>

#### Strategies to attract companies in the hinterland

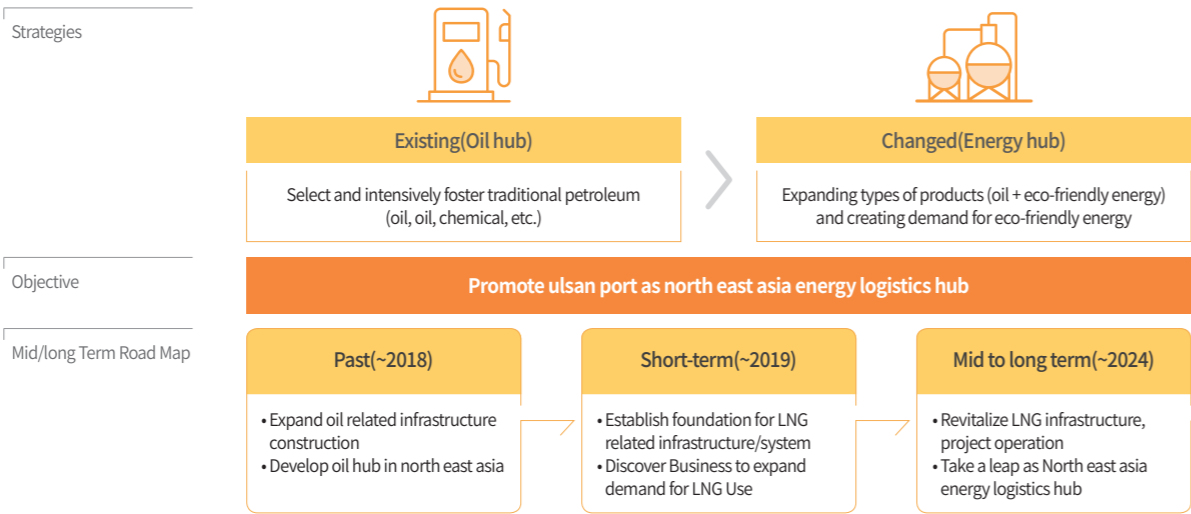
Direction of response	Performance of promotion	Performance
Consulting	<ul style="list-style-type: none"> <li>Support for strengthening logistics safety and competitiveness of hinterland through AEO authorized acquisition support</li> </ul>	Consulting for one company(logistics) that moves into the hinterland complex
Financial support	<ul style="list-style-type: none"> <li>Support for vitalization of businesses by providing funds for cooperative projects for businesses located in the hinterland</li> </ul>	3 company low interest loan support
Legal advice	<ul style="list-style-type: none"> <li>SMEs risks DOWN with support for specialized legal advice for tenant companies!</li> </ul>	Provide legal advice for legal interpretation
Support to secure talented	<ul style="list-style-type: none"> <li>Joint participation in the job fair through cooperation in Ulsan City</li> <li>Support for posting and operating corporate information through an online recruitment center at Ulsan Port</li> </ul>	Twenty-six people hired by two SME logistics companies in the hinterland complex

# Port for Future Growth

## Energy Hub Project in Northeast Asia

### Mid- to long-term road map for creating an energy logistics hub

The Ministry of Maritime Affairs and Fisheries has built a large-scale commercial storage facility for crude oil and petroleum products around the Ulsan New Port as the demand for oil in Northeast Asia increases, and to develop Korea as a center of petroleum logistics and financial transactions in Northeast Asia. However, as the importance of logistics handling of liquefied gas such as LNG has emerged due to the recent change in the energy supply and demand portfolio due to the change in domestic energy policy, the direction of the Northeast Asian oil hub construction project based on petroleum transactions includes liquefied gas areas such as LNG. Now, it is necessary to further expand into an ‘energy hub’.



### Successfully attracted 100% of top investors for the first phase of the Northeast Asian oil hub project

Ulsan Port is constructing large-scale port facilities and oil storage facilities to establish an energy hub in Northeast Asia, and the entire project is divided into the first phase(North port project) and the second phase(South port project). For the project, Ulsan Port Authority and Korea National Oil Corporation are promoting cooperation with the government, and with the joint venture agreement(JVA) in November 2019 and lease contract agreement in March 2020, the business(Stage 1) which had difficulties in recruiting investors for upper facilities before, is on the right track.

### Overview of Energy Hub in Northeast Asia



	Stage 1(North Port)	Stage 2(South Port)
Project scope	1 to 85,000 tonnes of 5 stones (site 302,000m <sup>2</sup> )	200,000 tons of 2 ships (site 382,000m <sup>2</sup> )
Storage facility	Oil Product + LNG (8.3 million barrels)	TBD (16 million barrels)
Total project cost	KRW 1.6299 Trillion	KRW 1.7649 trillion
Project period	2013 ~ 2026	Dependent on Stage I business

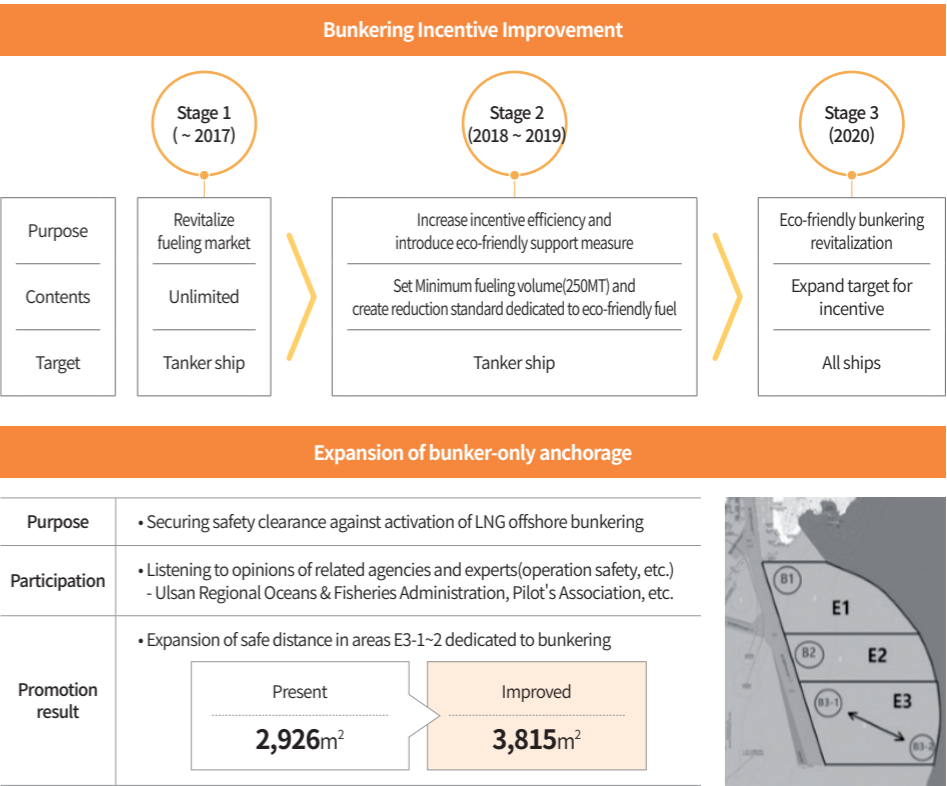
### Course of project promotion

2008.10	Selected as one of the top 100 tasks of the government(jointly by the Ministry of Land, Infrastructure and Transport and the Ministry of Land)
2009.08	Preliminary Feasibility Study(KDI) for the Oil Hub Ulsan Area Project
2010.11	Private investment eligibility and Feasibility Analysis(KDI)
2011.12	Basic Design Service for the North Port Area of the Oil Hub(Landscape Department)
2012.06	Confirm the direction of the oil hub development of the oil hub (Ministry of Land, Infrastructure and Transport, Ministries Agreement)
2012.04	Oil Hub Promotion Council (UPA, KNOC, Ulsan) Composition ~2014.03 Ulsan Customs, 2014.12 Added Ulsan Office
2013.11	Construction of the lower infrastructure in the North Port area in the second half of the year
2014.02	Ulsan North Port Business Joint Venture (KOT, Korea Oil Terminal Co., Ltd.) Establishment
2014. ~	Oil Hub Phase1 Recruitment of Upper Facility Investors(performed by Korea National Oil Corporation )
2015.04	Feasibility Study and Basic Plan for the Oil Hub Ulsan South Port Project in Northeast Asia
2015.08	Oil Hub Phase2 Select Project for Preliminary Feasibility of Public Institutions(KDI)
2017.06	• Ulsan Ulsan North New Port Sub-infrastructure(Oil Hub Phase 1) Completed • Preliminary Feasibility Study for Northeast Asia Oil Hub Phase 2(South Port) Project Passed(KDI)
2019.11	Completed conclusion of JVA(joint venture agreement) for upper facilities and agreement on the use of subfacility sites

### Establishment of leading LNG bunkering conditions

Ulsan Port has been building a leading LNG-propelled vessel and bunkering infrastructure compared to other ports in Korea to keep pace with the changes in the bunkering market environment. In particular, the Port Authority has achieved the effect of an increase of 15.5% in the eco-friendly fuel refueling ratio in 2019 (11.7% in 2018 and 27.2% in 2019) through efficient operation of the incentive system and securing a safe distance for LNG bunkering.

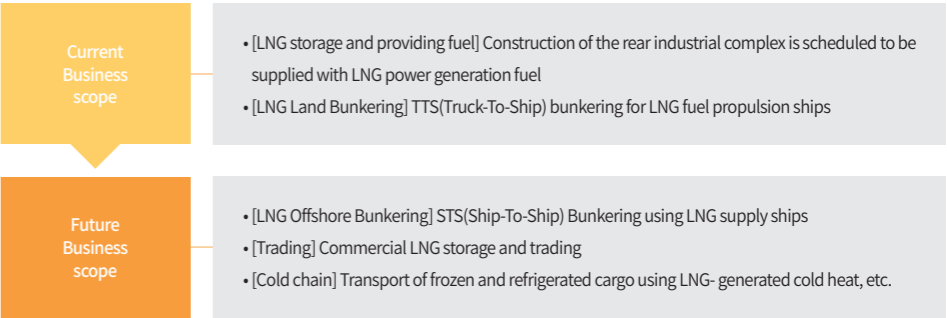
### LNG Bunkering Revitalization System



### Expansion to LNG cluster

Ulsan Port Authority is also making efforts to introduce LNG handling infrastructure in Ulsan Port to revitalize LNG fuel. The Port Authority is planning to establish Ulsan Port as an ‘energy hub’ by 2026 by attracting LNG storage facilities in connection with the oil hub business to Ulsan New Port in the long term and creating added value for related industries. At the same time, by completing the construction of the LNG bunkering infrastructure, the competitiveness as an eco-friendly port will also be improved.

### LNG Cluster development plan



## Port for Future Growth

### Port for Future Growth

#### Ulsan Port Authority



- Various marketing and collaboration are being conducted by international oil traders to use the port of Ulsan.
- Incentive system operation for new oil traders who broker oil-related product transactions at the port of Ulsan.
- In the case of new oil traders who have not used Ulsan Port in the past five years, they are exempted from the burden of using port facilities.

#### Ulsan Institute of Science and Technology



- To train domestic experts in energy(oil, gas, etc.), we operate trade technology expert training course in energy.
- Industries related to energy resources-We operate various education curricula such as market analysis, logistics industry, international finance, trading techniques, and overseas exchanges.

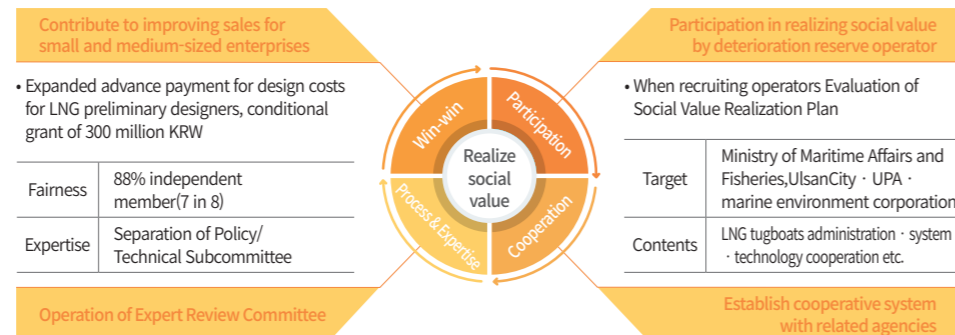
#### Overseas Resource Development Association

- Annual energy trading training related to crude oil, LNG, and minerals is being conducted to enhance the capabilities of employees in related industries.

### Realizing Social Value through the Transition of LNG for the Deterioration Reserve

The Ulsan Port Authority conducted the first LNG qualifying conversion R&D in Korea, drawing active interest and cooperation from related agencies and contributing to the official government policy of the project. As a result, the Ulsan Port has been selected as the first destination for conversion in 2019 to encourage the continuous participation of the preliminary operators.

#### The Direction of the LNG Conversion Project for the Deterioration reserve



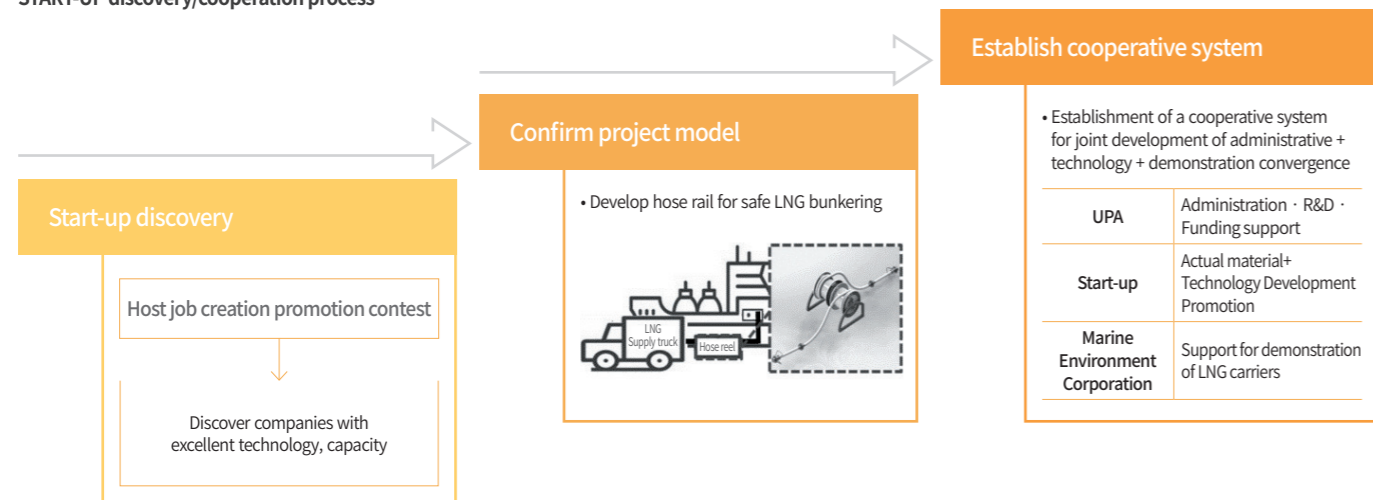
### Efforts to attract and train global energy traders

In order to secure growth engines as a mid-to long-term energy logistics hub and to revitalize the oil hub business in Northeast Asia early, it is absolutely necessary to attract new energy(oil, gas, etc.) traders to Ulsan Port. As a result, Ulsan Port Authority has established a cooperative system with the Korea Trade-Investment Promotion Agency(KOTRA) and conducted activities to attract new oil traders. In addition, the Ulsan Port Authority is financially supporting the energy trader training project carried out by the Ministry of Trade, Industry and Energy and the Ulsan Institute of Science and Technology(UNIST) for the successful establishment of the Northeast Asia Energy Hub project.

### Improving LNG bunkering safety through START-UP discovery and joint cooperation

The Ulsan Port has been building a business model by continuously discovering start-ups with excellent technology and capacity related to LNG bunkering as part of its future business projects and combining private ideas. Therefore, we have established a cooperative system with startups and the Korea Marine Environment Corporation based on administrative, R&D, and funding of Ulsan Port by finalizing a business model for the development of a hose rail for safe bunkering between LNG fuel propulsion ships and supply tools.

#### START-UP discovery/cooperation process



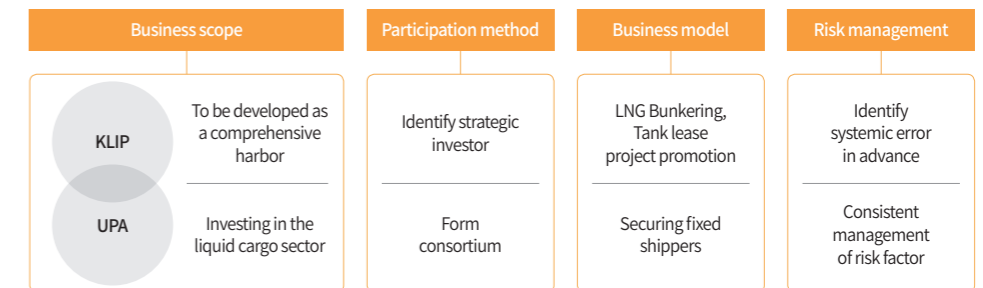
### Overseas port development project plan

2019 ~ 2020	On-site inspection of the planned overseas port development site
2021	Selection of candidate areas and Internal review of appropriateness of project participation
2022	selection of the final candidate
2023	Decide whether to participate or not and Feasibility study
2024	Launch Overseas Port Development Project

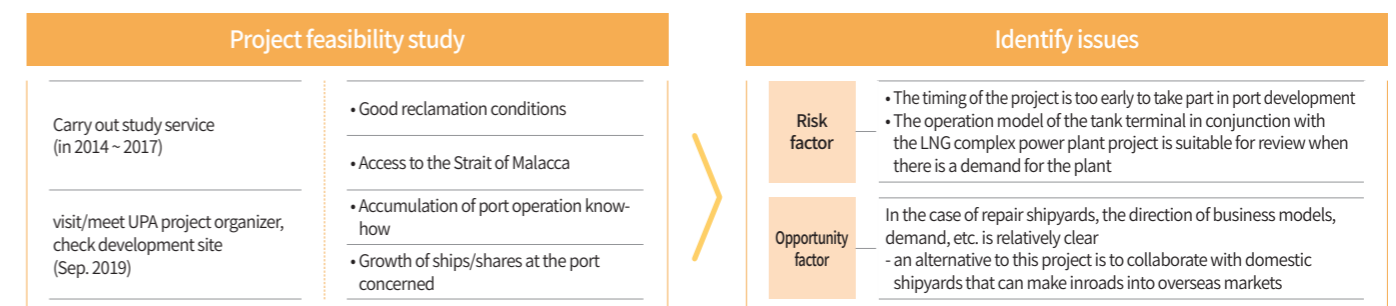
### Overseas Port Development Project

The Ulsan Port Authority is promoting overseas port development(such as the construction of a logistics center) project in order to preemptively respond to the government's policy of promoting construction and investment of overseas port infrastructure and the acceleration of domestic import and export companies' overseas expansion. As a concrete result, there is a new port development project in Malaysia's Linggi area, and it is judged that there is a possibility of implementation and development through on-site inspection in September 2019, and we will conduct additional adequacy reviews as we discover strategic investors.

#### Malaysia Linggi area port facility development project process



Classification	Note
Oil & Gas Manufacturing zone	Expansion of the area for the construction of structures
OIL & Gas Tank Farm	Reflects customers' needs for storage facilities
Oil terminal	Tank Farm support
Loading · unloading dock/Cardo dock facility	Complementation of small port in draft restriction of Malacca Strait
Infrastructure, roads, landscape	facilities for the establishment of complementary business
Ship maintenance/ repair	Expansion of area for ship repair
Management & Maritime complex area	Facilities for Administration , Management and Management Resources Development



## Smart Port



Opening of Smart Port Logistics Support Center

Mission

Operational Strategy

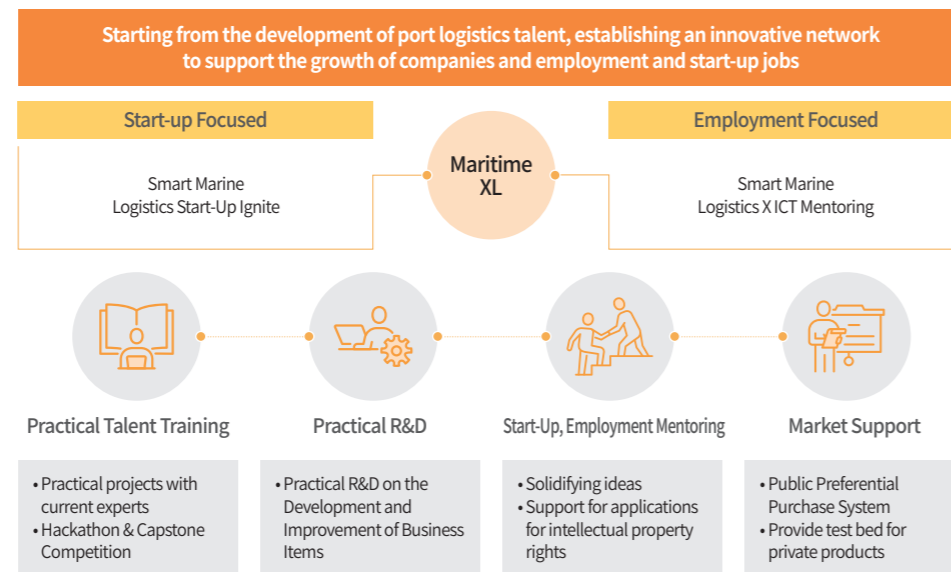
Central Tasks

Details

### Operation of Smart Port Logistics Support Center

#### Support Center Operating System

Ulsan Port Authority formed a smart port logistics support center in cooperation with universities, the private sector and the government to develop the marine logistics business, and is in charge of planning all programs operated by the center. Through the support center, Ulsan Port is taking the lead in creating a private business eco-system for smart marine logistics by linking the talent training of the Ministry of Science and ICT, developing and upgrading start-up items, operating programs to motivate start-ups and employment, and operating programs to support growth of start-ups.



#### Practical Talent Training

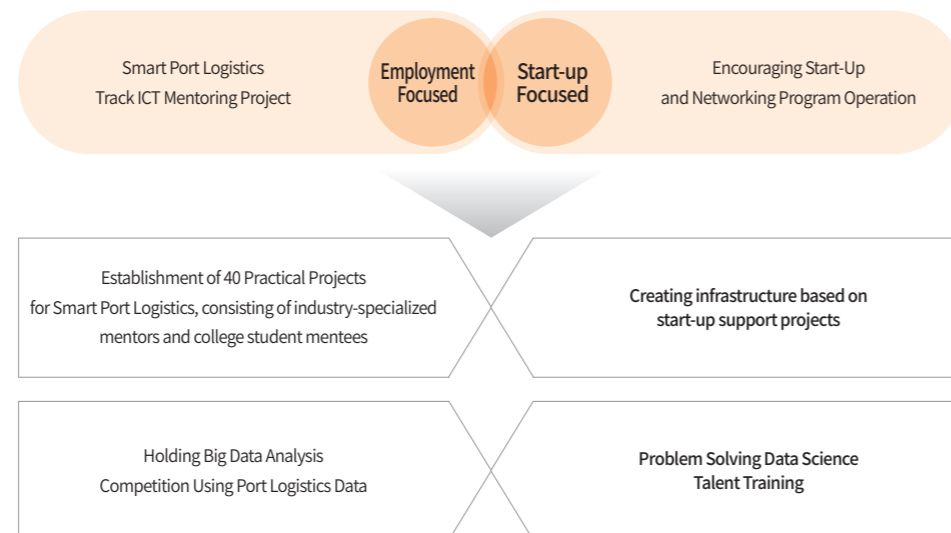
Ulsan Port Authority is striving to enhance industrial awareness by providing university students with smart marine logistics experience and to encourage talented people into the marine logistics industry. For example, Ulsan Port is attracting the participation of many talented people through the operation of projects and problem-solving contests with experts and talented people.



Smart Marine Logistics X ICT Mentoring



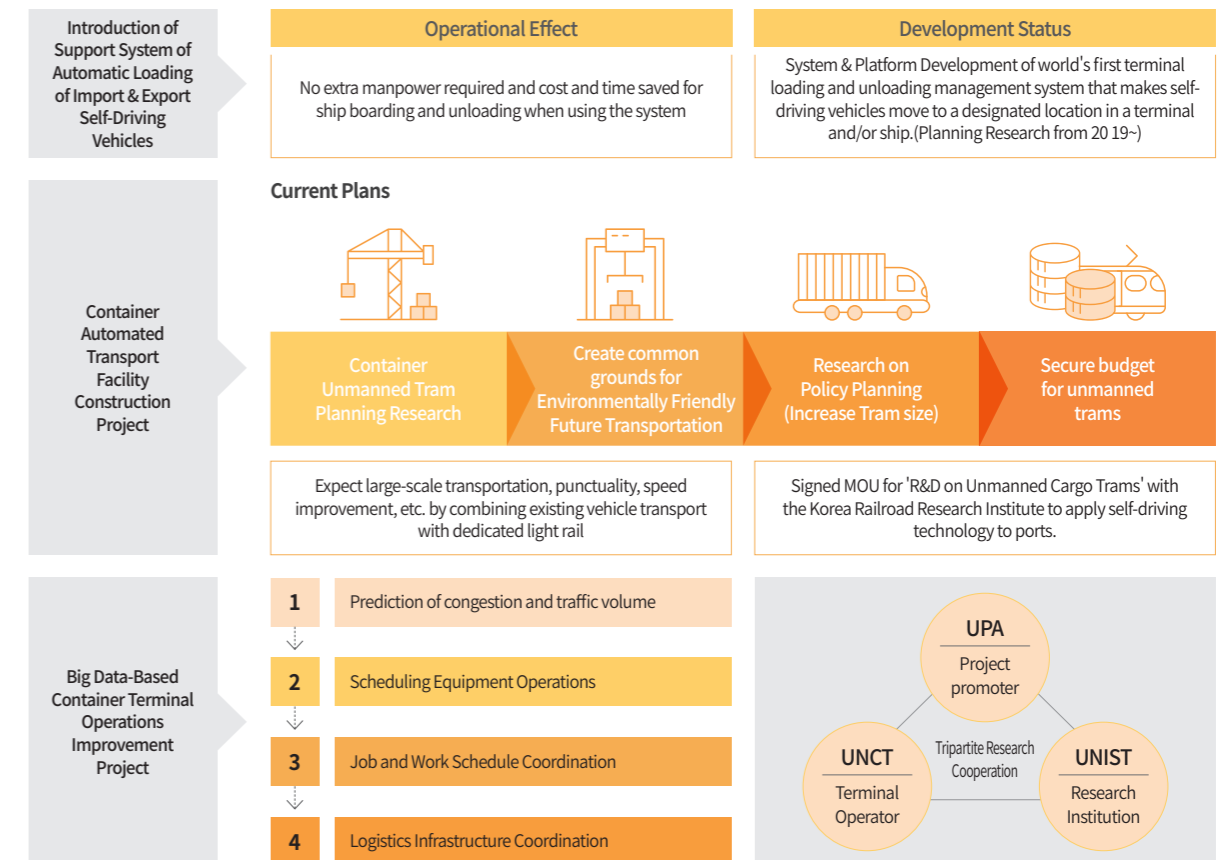
2019 SW Talent Festival



#### Practical R&D

Ulsan Port is promoting R&D on promising items among the results of practical projects and problem-solving training. Under Ulsan Science and Technology, Ulsan Port is researching technology (Big Data/Blockchain Platform Technology, Prediction of Ulsan Port volume based on data analysis algorithm), constructing promising technology roadmaps for smart port logistics startups, developing educational contents and curricula for smart port logistics talent training, and developing projects such as automatic loading and unloading of import and export self-driving vehicles and unmanned cargo trams.

#### Current Tasks & Development Status



Securing energy for innovative growth by establishing an innovation network for autonomous driving



Ulsan Port Authority-Korea Transport Institute agreement for research and cooperation on autonomous driving(2019. 6)

Establishment of cooperative network to attract R&D of unmanned cargo trams demonstrations related to smart port logistics business customized to Ulsan Port



Ulsan Port Authority-Korea Railroad Research Institute Cooperation agreement for unmanned cargo trams(2020. 6)

# Smart Port

## Start-up Mentoring

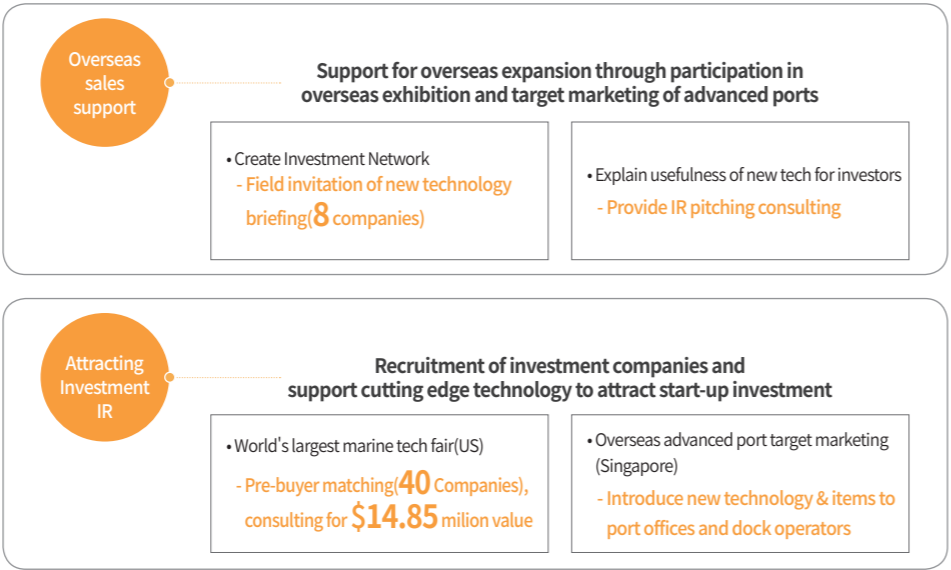
The Ulsan Port provides a support operating system for start-ups from launch to maturity. We support not only technical support for start-ups experiencing difficulties, but also management improvement consulting, and assist in patent applications to protect core technologies developed by the company.

### Comprehensive Start-up Support System



## Sales Support

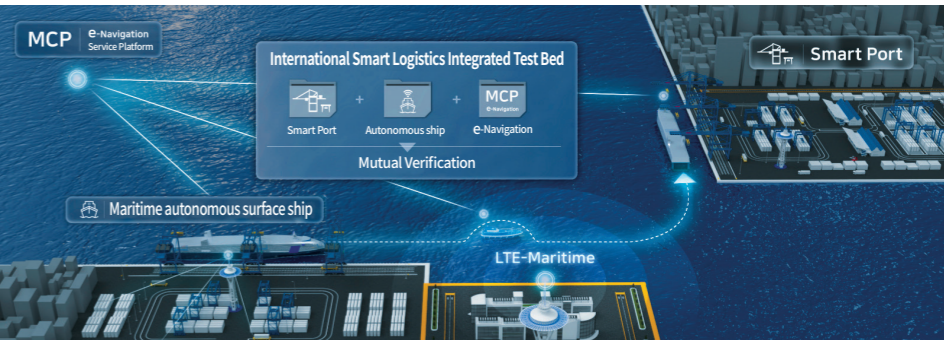
The Ulsan Port aids in smart marine logistics start-ups to develop overseas sales by connecting with the Marine Fund, which was newly established as one of the focus projects of the Ministry of Oceans and Fisheries. The Ulsan port also holds cutting edge technology briefing sessions to attract investors.



## Build Logistics Infrastructure Testbed

As a testbed for smart import-export logistics, Ulsan Port is designing a connection test for autonomous ship-port-marine service systems and an international certification center construction project. For example, we demonstrate services related to autonomous ships' port stevedoring work, port-to-port movement, maritime communication network, marine service use, and lead discussions on international standards. We also review an international certification centers' establishment concerning developing an automatic boarding and disembarkation support system for autonomous vehicles in and out of the port.

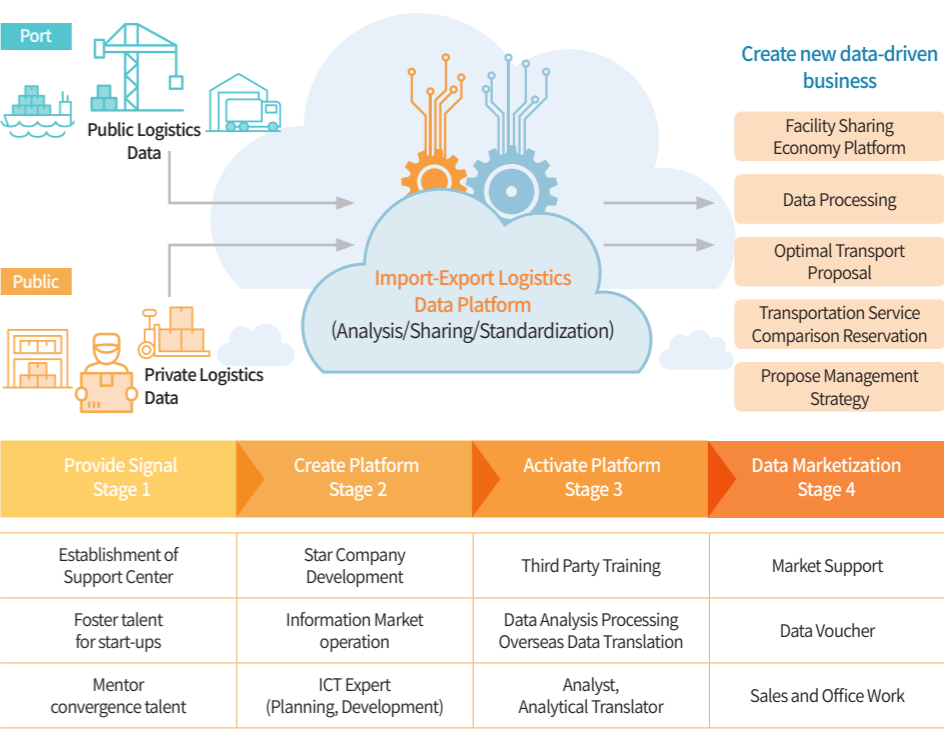
### Self-driving Ship and Export-Import Logistics Test Bed



## Development of Logistics Information Eco-system

Ulsan Port is building a logistics data distribution market platform simultaneously as a start-up support project. Based on the Ministry of Science and ICT support for data purchase and processing, we are revitalizing the port logistics data economy eco-system and creating new jobs through data-based business.

### Port Logistics Data Economy Revitalization Plan



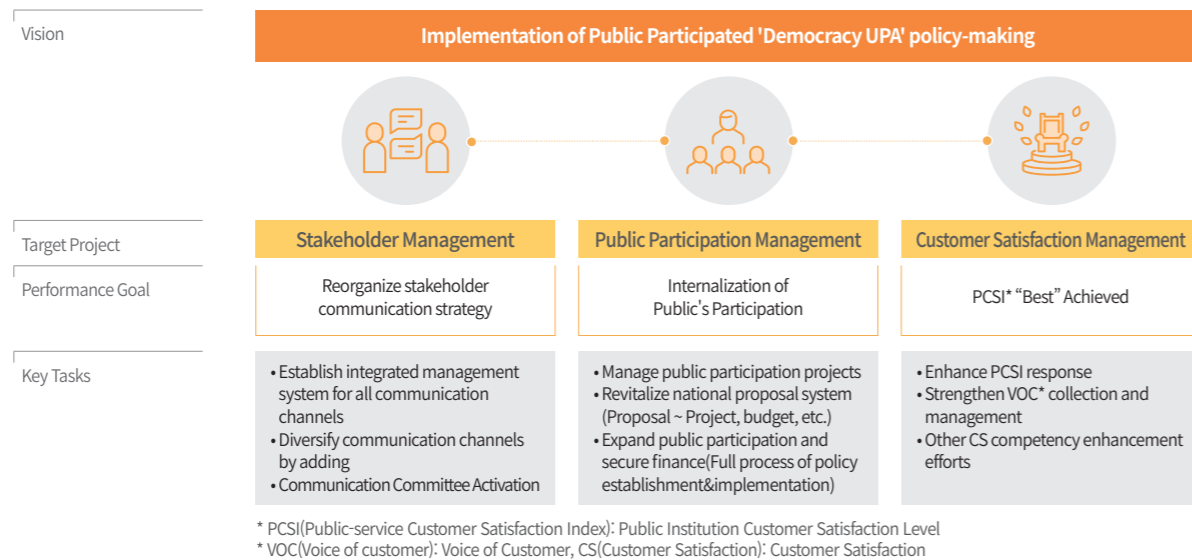
## Convenient Port

### Customer Satisfaction Management System

#### Customer Satisfaction Management Strategy

The Ulsan Port has set 'implementation of public participation democracy UPA policy-making' as the vision of customer satisfaction management. It has developed and promoted the three key initiatives: enhancing efforts to respond to PCSI, strengthening VOC collection and management, and enhancing CS capabilities. Ulsan Port Corporation's customer satisfaction management aims not only to satisfy customers of Ulsan Port but also to enable customers to grow Ulsan Port further along with the Corporation.

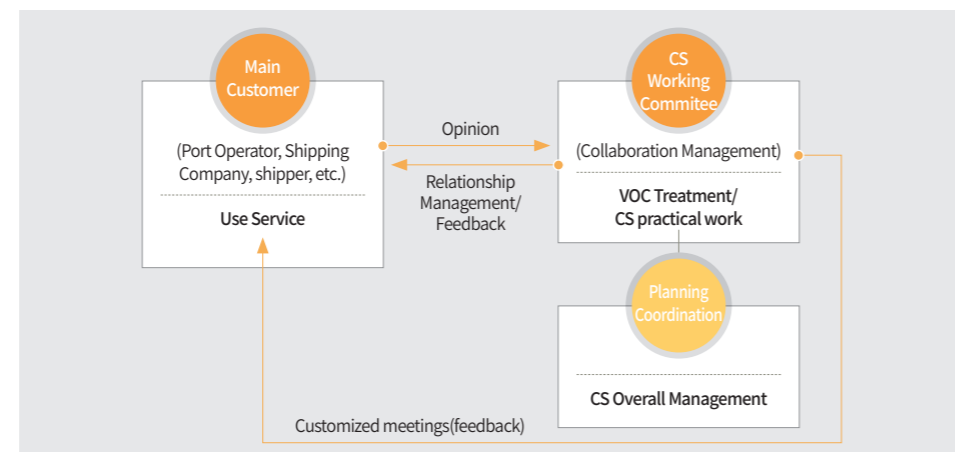
#### Customer Satisfaction Management Operation



#### Propulsion Organization

The CS Working Committee comprises of practitioners at customer contact points and, as a cooperative management organization, handles complaints and suggestions made by core customers to realize customer-centered management, and promotes practical CS activities at customer contact points. The Planning and Coordination Office, a department in charge of CS, identifies improvements by analyzing company-wide CS activity: monitoring results, and sharing internal and external information to facilitate the relationship between the company and key customers.

#### CS Propulsion Organization and Operation Process



### Voice of Customer(VOC) Listening and Management

#### VOC collection channel

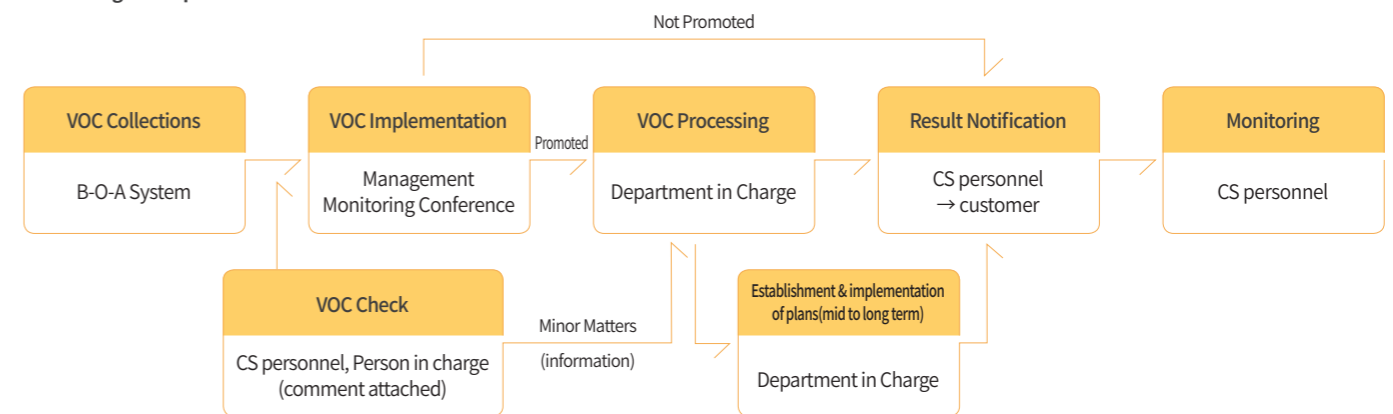
The Ulsan Port operates a VOC process optimized for port service. It actively utilizes it to improve the quality of service in operation at Ulsan Port. Also, we listen to and manage customer voices through various channels. Ulsan Port classifies customers who use the port directly as 'core customers', and collects and analyzes VOCs related to business performance and reflects them in improving service quality and service system.

#### VOC response process

Various opinions raised by customers are systematically managed in multiple processes, from collection to feedback and internal evaluation, and feedback to the management department through regular VOC collection and analysis.

Main VOC Channel	
Inbound	Outbound
Homepage(Complaint)	PCSI Research by year
Customer Service	CEO-led customer meeting
Public Competition	Marketing
Customer Meeting	Society/Conference
Clean Report Center	Win-win activities

#### VOC Management process



#### Customer Complaint Management

To quickly identify and respond to customer complaints, we aim to handle it within seven days of VOC receipt. Regarding customer complaints reception and handling, we measure customer contact service quality by checking quarterly based on the customer service charter performance standards and derive improvement points accordingly. Accumulated VOC results are analyzed quarterly and yearly to establish countermeasures. A quarterly casebook of civil complaints(FAQ) is updated and posted on the website to resolve recurring complaints preemptively.

#### VOC, Service and business reflection

Ulsan Port continuously discovers customized services based on customers' voices. It continually improves customer satisfaction through service improvement and promotion activities.

#### Cases of Improving Port Service for Customers & Public

Customer Needs	Solution
<ul style="list-style-type: none"> <li>Case of port adjacent to the local community, Difficulty in pulp treatment due to restrictions on handling pulp (dust)</li> <li>Oil hub* delayed operation period delayed, disrupting import and export of raw materials for petrochemical manufacturing companies</li> </ul>	<ul style="list-style-type: none"> <li>Preparing measures to minimize scattering dust, handling of dust allowed</li> <li>- Minimize dust such as pilot loading, dust proofing, and reinforce cleaning equip</li> <li>- Allow temporary disposal of liquid cargo before oil hub operation</li> <li>- Introduction of external piping of liquid cargo connected to pier and manufacturing plant</li> </ul>

\* Oil hub: A project to build and operate storage facility for Oil(220,000 kl) and LNG(2.1 mil kl) by filling the shared water area of the North New Port in collaboration with Korea National Oil Corporation.

## Convenient Port



Ulsan Port Seafarer Welfare Center

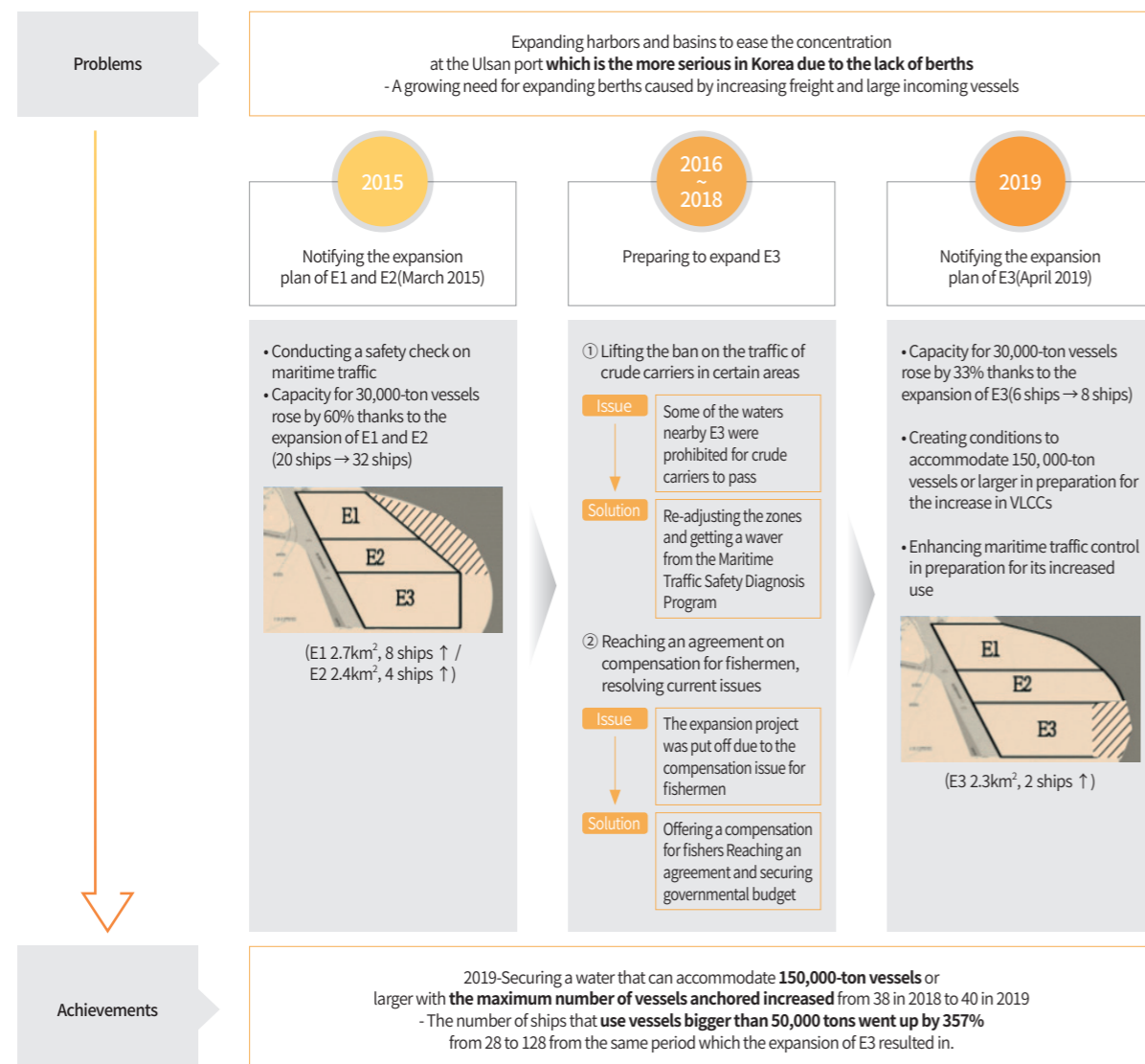
### Promoting customer satisfaction

#### Running neighborhood facilities for the convenience of port users

The Ulsan Port established a Seafarer Welfare Center in Ulsan's main port to prevent actual maritime safety accidents and provide convenient services by securing a resting space for crew members using Ulsan Port. In June 2015, it was selected as the first excellent port in Korea by the International Seafarers' Welfare and Assistance Network(ISWAN). It renovated the existing Seafarer Welfare Center to provide a higher level of welfare service. The Seafarer Welfare Center, which reopened in September 2016, offers international calls, international video chat, free haircut service, and various amusement facilities(table tennis, billiards, movie theatre, etc.) We are striving to create and realize customer satisfaction.

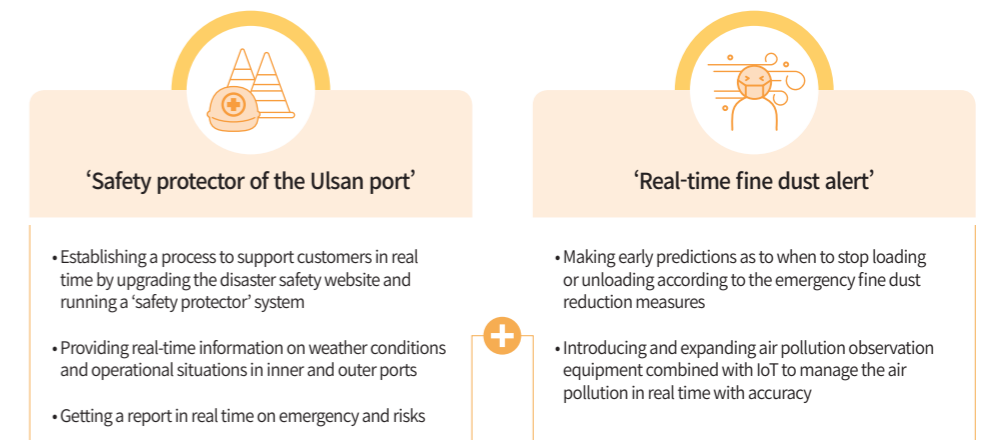
#### Offering more convenience for large vessels to enter the port by improving conditions

The Ulsan Port recognized the need to expand the anchorage due to the increase in the number of large vessels entering the port and increased traffic volume and promoted the expansion of the port ship and anchorage by 2.3km<sup>2</sup> to alleviate the highest water level density in Korea. As a result, the number of large vessels increased from 28 to 128 (357% improvement over the previous year).



### Real-time operation information service

The Ulsan Port has opened and operated a disaster safety website to share weather information and port control information specialized in Ulsan Port. However, we found it difficult to determine the real-time situation because the user must directly access the homepage to check the information. Accordingly, the 'Ulsan Port Safety Guard' was opened in connection with Kakao Talk to share important information in real-time. Through this, the time to spread the situation was shortened by more than 80%, achieving 96 points of service satisfaction in the first year of service. We also contributed to enhancing the satisfaction of port usage by sharing port air pollution in real-time through on-site electronic boards and SNS.



The rest house for workers at the Ulsan port

### Creating working environments centered on employees

Ulsan Port Authority has improved the loading and unloading site to create safer and more comfortable working environments. We painted lanes, added traffic signs, did anti-slip packaging, etc. In addition, we installed rest areas and canopies and operated sprinklers. Thanks to our efforts, not a single port worker had a serious accident(or died) in 2019, and the number of safety accidents at loading and unloading fell by 73% compared to the previous year.

Improving loading and unloading sites	Painting lanes 546m <sup>2</sup>	4 traffic signs	20 speed limit tapes	Providing drawings for emergency shutoff valves 2 companies
	Anti-slip pavement 1,938m <sup>2</sup>	Hump type crosswalk 82m	6 road reflectors	Replacing and managing fire extinguishers 2 companies
Ensuring employee welfare	Designating 'Cool Day'	Allowing the Stop Work Authority	Establishing rest houses	Installing canopies and running sprinklers
	Providing iced water and rest time for those who are vulnerable to heat-related illnesses	Workers are allowed to report to their manager and stop working via Kakaotalk if they have health problems	Installing 6 rest houses along with air conditioners and heaters	Installing 10 canopies in case of heatwaves and running sprinklers for 34 days during summer

# Appendix

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# Corporate Responsibility Management Performance

## Economic Performance

### Summary Statement of Financial Statements(K-IFRS)

※ Consolidated(same as ALIO disclosure)

Classification		Unit	2017	2018	2019
Asset	Current assets	KRW Million	59,954	75,155	102,580
	Non-current assets	KRW Million	737,487	741,596	743,522
	Total assests	KRW Million	797,441	816,751	846,102
Liabilities and stock holders' equity	Total equity	KRW Million	645,575	662,957	681,751
	Current liabilities	KRW Million	17,530	20,218	31,200
	Non-current liabilities	KRW Million	134,336	133,577	133,152
	Total Liabilities	KRW Million	151,866	153,795	164,352

### Summary Income Statement(K-IFRS)

※ Consolidated(same as ALIO disclosure)

Classification		Unit	2017	2018	2019
Sales account		KRW Million	82,812	86,153	92,198
Cost of sales		KRW Million	42,035	36,787	40,060
General & Administrative Expenses		KRW Million	9,641	10,067	14,201
Operating profit		KRW Million	31,136	39,299	37,937
Other revenues		KRW Million	2,266	491	1,536
Other costs		KRW Million	398	4,156	2,601
Other Gains (Losses)		KRW Million	5,277	-100	-54
Non-operating income		KRW Million	629	1,239	1,983
Financial Cost		KRW Million	-	84	123
Profit Related to Companies Subject to Equity Law, etc.		KRW Million	-	-	-
Net Income Before Deducting Corporate Tax Expenses		KRW Million	38,910	36,689	38,678
Corporate Tax Expense		KRW Million	8,644	7,801	8,857
Net income		KRW Million	30,266	28,888	29,821
Accumulated other comprehensive income		KRW Million	-40	23	-97
Gross Comprehensive Income		KRW Million	30,226	28,911	29,724

### Stakeholder Status

Classification		Unit	2017	2018	2019
Government	Ministry of Economy and Finance	KRW Million	440,488(100%)	384,306(87.24%)	384,306(87.24%)
	Ministry of Oceans and Fisheries	KRW Million		264(0.06%)	264(0.06%)
Others	Korea Ocean Business Corporation	KRW Million	-	55,918(12.7%)	55,918(12.7%)

### Status of Income and Expenditure

Classification				Unit	2017	2018	2019
Income	Government Support Revenue	Direct Support	Contribution	KRW Million	-	-	-
			Grant	KRW Million	-	-	1,400
			Liability	KRW Million	-	-	-
			Transfer Income	KRW Million	-	-	-
			Supplementary Income	KRW Million	-	-	-
		Indirect Support	Business Income	KRW Million	84,787	92,314	96,856
			Consigned Income	KRW Million	-	-	-
			Monopoly Income	KRW Million	-	-	-
			Ancillary Revenue	KRW Million	-	-	-
		Total		KRW Million	84,787	92,314	98,256
	Other Income			KRW Million	-	-	-
	Supplementary Income			KRW Million	15,214	2,309	3,178
	Investment Fund			KRW Million	-	-	-
	Borrowings			KRW Million	-	-	-
Other			KRW Million	41,554	57,537	69,654	
Total Income			KRW Million	141,555	152,160	171,088	
Expenditure	Labor Costs			KRW Million	8,088	9,153	10,604
	Ordinary Operating Expenses			KRW Million	7,910	8,659	9,249
	Operating Expenses			KRW Million	34,816	35,526	28,571
	Loan Repayment			KRW Million	3,542	3,542	3,542
	Other			KRW Million	87,199	95,280	119,122
	Total Expenditure			KRW Million	141,555	152,160	171,088

### Allocation of Economic Value

Classification		Unit	2017	2018	2019
State/Local Government	Corporate Tax	KRW Million	8,644	7,801	8,857
Employees	Salary, Allowance, Benefits, Performance-based Pay	KRW Million	8,000	8,444	9,759
Shareholder	Dividend	KRW Million	11,529	10,928	12,262
Community	Contributions (Contributions for Construction and Employees, etc.)	KRW Million	398	676	1,099

Corporate Responsibility Management Performance

Environmental and Safety Performance

Classification		Unit	2017	2018	2019
Energy Usage	Gasoline	ℓ	9,290	6,557	7,413
	Diesel	ℓ	10,205	9,043	4,306
	Electricity	kW/h	802,898	820,286	797,412
Greenhouse Gas Emission	Gasoline, Diesel, Electricity Total	tCO <sub>2</sub> eq	436.816	434.927	399.515
Creation of Eco-friendly Port	Eco-friendly Ship Port Performance	Ships	267	345	424
	Freight Car Cover Conversion Rate	%	-	10%	54%
	AMP Facility Utilization Performance	KW	1,212,862	1,191,720	1,406,897

Ulsan Port Safety

Classification		Unit	2017	2018	2019
Port Safety	Number of Safety Accidents (Unloading)	Cases	13	15	11
	Number of Major Accidents	Cases	0	1	0
	Disaster Management Evaluation	Grade	Normal	Excellent	Excellent

Employee Safety

Classification		Unit	2017	2018	2019
Employee Safety	Death Rate Per Thousand People	%	0	0	0
	Industrial Accident Rate	%	0	0	0
	Number of Safety Accidents	Cases	0	0	0

Social Performance

New Recruitment

Classification		Unit	2017	2018	2019
Social Equity Recruitment	Total New Full-time Employment	Persons	6.5	10	7
	Youth	Persons	4	10	6
	Female	Persons	4.5	1	3
	Disability	Persons	1	0	0
	Non-metropolitan Area Employee	Persons	3.5	5	6
	Local Employee	Persons	0	0	0
	High School Graduate	Persons	1	1	1
	Intern	Persons	10	5	12

Employees

Classification			Unit	2017	2018	2019	
Executive	Chief Engineer Officer	Standing Quota	Persons	1	1	1	
		Standing Actual	Persons	1	1	1	
		Non-executive	Persons	0	0	0	
	Director	Standing Quota	Persons	2	2	2	
		Standing Actual	Persons	1	2	2	
		Non-executive	Persons	7	7	7	
	Auditor	Standing Quota	Persons	0	0	0	
		Standing Actual	Persons	0	0	0	
		Non-executive	Persons	1	1	1	
	Other		Persons	0	0	0	
Standin g Executive Quota(A)		Persons	3	3	3		
Full Time	Full Time Position	Quota	Total(B)	Persons	88	97	100
			(Seperate Quota)	Persons	0	1	0
			(Elastic Quota)	Persons	0	0	0
		Actual	Total	Persons	110.5	116.5	118.375
			Full Time	Persons	108	115	114
			Short-time	Persons	2.5	1.5	4.375
	Permanent Position	Quota	Total(C)	Persons	10	10	10
			(Seperate Quota)	Persons	0	0	0
			(Elastic Quota)	Persons	0	0	0
		Actual	Total	Persons	8	10	10
			Full Time	Persons	8	9	9
			Short-time	Persons	0	1	1
	Total employees((A+B+C)			Persons	101	110	113
Female Employees		Total	Persons	29.5	31.5	35.375	
		Executive	Persons	1	1	2	
		Full Time	Persons	28.5	30.5	33.375	
Part Time	Seasonal	Full Time	Persons	2	2	7	
		Shout Time	Persons	1	0.5	3	
	Other		Persons	0	0	0	
	Total		Persons	3	2.5	10	
	Full Time	Transition Plan(D)	Persons	0	0	0	
		Transition Performance(E)	Persons	0	0	0	
Transition Ratio(E/D)		Persons	0	0	0		
Nonaffiliated personnel	Dispatch		Persons	0	0	0	
	Service(private)		Persons	95	121	10	
	In-house subcontracting		Persons	0	0	0	
	Non-affiliated personnel total		Persons	95	121	10	
	Full time transition	Transition Plan(F)	Persons	0	82	82	
		Transition Performance(G)	Persons	0	0	65	
		Transition Ratio(G/F)	Persons	0	0	79.3	
Service(subsidiary)			Persons	0	0	110	

# Corporate Responsibility Management Performance

## Flexible Work Status

Classification			Unit	2017	2018	2019
Time Selective System	Recruitment	Full Time Position (Contract)	Persons	1	0	0
		Full Time Position (Permanent)	Persons	0	2	0
		Temporary Position	Persons	1	1	15
		Total	Persons	2	3	15
	Promotion/ Demotion	Full Time Position (Contract)	Persons	1	2	2
		Full Time Position (Permanent)	Persons	0	0	0
		Temporary Position	Persons	0	0	0
		Total	Persons	1	2	2
Flexible Time System	Flex-time Work Type		Persons	34	25	32
	Alternative Work Schedule Type		Persons	25	46	53
	Compressed Work Type		Persons	0	1	1
	Flexible Work Type		Persons	0	0	0
	Selective Work Type		Persons	0	0	0
	Discretionary Work Type		Persons	0	0	0
	Total		Persons	59	72	86

## Employee Training Status

Classification	Unit	2017	2018	2019
Training Budget	KRW Million	274	275	275
Annual Average Number of People	Persons	90.30	93.85	101.40
Training Hours Per Person	Hours	87	106	137

## Work-Family Balance Support

Classification		Unit	2017	2018	2019
Parental Leave Use	Male Users	Persons	2	0	1
	Female Users	Persons	4	6	6
	Total Users	Persons	6	6	7
Maternity/ Paternity Leave	Number of Maternity Leave Users	Persons	2	3	2
	Number of Paternity Leave Users	Persons	3	8	3
	Total	Persons	5	11	5
Pregnancy and Child Infancy Shorter Work Hours System	Number of Pregnancy Shorter Work Hours Users	Persons	2	3	1
	Number of Child Infancy Shorter Work Hours Users	Persons	1	1	2
	Total	Persons	3	4	3

## Social Contribution Activities

Classification		Unit	2017	2018	2019
Fundraising	Social Contribution Budget Execution Amount	KRW Million	330	399	719
	Matching Grant	KRW Million	13	12	12

## Employee Satisfaction

Classification		Unit	2017	2018	2019
Internal Training Satisfaction		Points (Grade)	80.85	82.1	87.5
Organizational Culture Satisfaction		Points (Grade)	-	-	89.6

## Customer Satisfaction

Classification	Unit	2017	2018	2019
Public-service Customer Satisfaction Index(PCSI)	Points (Grade)	89.0	88.8	89.8

## Public Purchase

Classification		Unit	2017	2018	2019
Green Product Purchase	Total Purchase Amount	KRW Million	634	1,156	1,179
	Green Product	KRW Million	626	881	1,094
	Purchase Ratio of Green Products	Ratio(%)	98.837	76.173	92.784
Social Responsibility Product Purchase	Small and Medium Business Products	KRW Million	26,290	23,545	26,643
	Technology Development Product	KRW Million	1,370	664	867
	Women's Business Products	KRW Million	2,192	3,780	2,356
	Disability Products	KRW Million	449	808	580
	National Veteran Goods	KRW Million	86	220	32
	Total	KRW Million	30,387	29,017	30,478
Social Economy Company Product Purchase	Social Enterprise Products	KRW Million	465	677	653
	Social Cooperative Products	KRW Million	23	30	58
	Total	KRW Million	488	707	711

## Contract Transparency

Classification		Unit	2017	2018	2019
Total Contract		Cases	172	173	195
Private Contract		Cases(%)	120(69.8)	104(60.1)	125(64.1)
Competitive Bidding		Cases(%)	52(30.2)	69(39.9)	70(35.9)

# ISO 26000 Diagnostic Results Report

### Diagnostic Standard

In accordance with the diagnosis checklist of social responsibility performance level developed based on ISO 26000, an international standard for social responsibility, this diagnostic report has been written to show the results of the evaluation on the Ulsan Port Authority’s sustainable management processes and seven key topics.

### Diagnostic Scope

NADogive inc. has diagnosed the process and performance of the Ulsan Port Authority’s social responsibility. For this purpose, we have confirmed the mid-to long-term strategy and performance activities of Ulsan Port Authority, interested parties, and social responsibility.

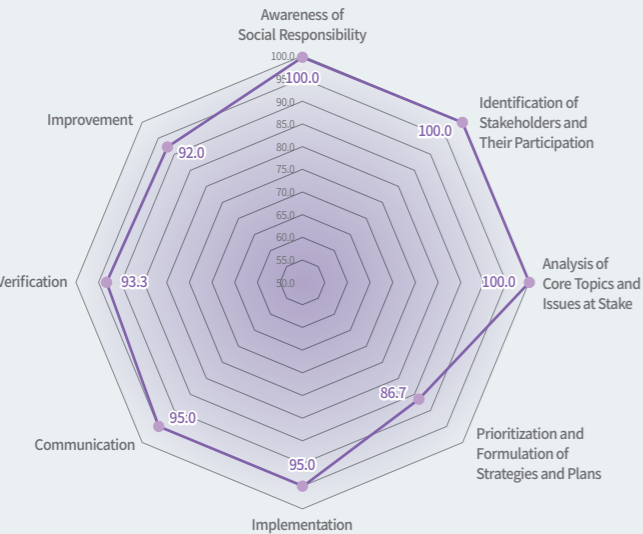
### Diagnostic Scope

NADogive inc. conducted the following activities to gather relevant evidence in accordance with the ISO 26000 implementation level diagnosis criteria.

- Reviewed the mid-to long-term strategy and management performance reports of Ulsan Port Authority
- Had interviews with persons in charge of sustainable management of Ulsan Port Authority and reviewed performance documents
- Identified the sustainability and important issues that can affect interested parties of the Ulsan Port Authority and the construction

### ISO 26000 Diagnosis Results by Social Responsibility Process

Ulsan Port Authority has published sustainability reports since 2012, making the fifth report this year. UPA periodically inspects the work process to strengthen its social responsibility management, and its execution power has improved steadily. The social value strategy system was newly established in 2019, and the level of social responsibility was further enhanced by improvement of human rights impact assessment which also led to improvement in the ethical and human rights strategy system.



Awareness of Social Responsibility	Review the current situation of the organization based on the will of the CEO
Identification of Stakeholders	Review interested parties' interests and requirements and establish strategies for participation
Analysis of Core Topics	List issues by reviewing issues and analyzing internal capabilities of the organization
Prioritization and Formulation	Establish priorities, goals, and action plans for issues to be improved and managed in consideration of organizational capabilities
Implementation	Implement the vision, objectives, and action plans of the strategy and periodically monitor social responsibility performance
Communication	Produce performance reports and communicate with interested parties
Verification	Activities and reporting to enhance performance reliability
Improvement	Periodically review performance and link it to continuous improvement

### ISO 26000 7 Key Topical Diagnosis Results

#### Organizational Governance

Ulsan Port Authority meets the requirements of the board of directors according to the government’s policy standards, and the company’s strategic system specifies the principles of social responsibility. Social responsibility issues such as ethics, environment, safety, social contribution, and social value are discussed within the board of directors and decisions are made reasonably. The Port Committee, the highest decision-making body, has voted on key issues related to social responsibility and is reviewing performance quarterly.

#### Human Rights

Ulsan Port Authority periodically checks the human rights management promotion plan and performance through the operation of the Human Rights Management Committee to strengthen human rights management. In 2019, UPA has established a human rights management vision as “UPA with Respect for Human Rights” with four key values of human rights, empathy, practice, and respect. They also have established a system for the settlement of human rights management by specifying the direction of implementation and implementation tasks. Ulsan Port Authority confirmed that it is carrying out various activities to strengthen human rights of internal and external interested parties of Ulsan Port by supporting the establishment of a human rights management system with subsidiaries and partners, operating a public human rights promotion council in Ulsan.

#### Labor Practices

Ulsan Port Authority has been preparing individual safety measures for loading and unloading sites, sea and port users, working to spread safety management within the supply chain since 2016 by carrying out the 3P5S project. In particular, it is encouraging that the ‘excellent’ rating is obtained in the disaster management assessment and that the number of severe accidents is kept at zero. It is expected that integrated safety and health management system will be established to prevent and effectively respond to small safety accidents in the future. Ulsan Port Authority established a subsidiary to convert non-regular workers in charge of special facility expenses, facility management, and cleaning.

#### Environment

Ulsan Port Authority has been conducting risk assessment and diagnosis of ports since the establishment of the energy management system, and is striving to reduce greenhouse gas emissions by setting mid-to long-term climate change adaptation goals for Ulsan Port. In addition, fine dust reduction measures have been established to improve the quality of life of workers, and air purifiers have been introduced and eco-friendly vehicles are leased. In preparation for possible environmental risks in the course of work, Ulsan Port Authority recommends identifying environmental risks through environmental impact assessment in the entire process of business activities and continuously carrying out environmental impact reduction and status reports.

#### Fair Operating Practices

Ulsan Port Authority is practicing the Code of Ethics, and executives are signing a pledge of integrity. Also, they reports the personal information of the reporter in accordance with the internal public interest reporting policy. In the case of utilizing the service, transparency is enhanced by operating the service through open bidding. In the case of private contracts, the details are disclosed on the website. Ulsan Port Authority expects to increase the level of social responsibility management from a comprehensive perspective, including subsidiaries, suppliers, and local communities, as it is judged that the risks involved outside the organization are greater than the risks of social responsibility within the organization.

#### Consumer Issues

Ulsan Port Authority uses its website, all public information in-one system (ALIO), management evaluation report, information disclosure system, and bidding information to provide all information related to the construction work transparently and objectively. A dedicated team, the Planning and Coordination Office, is established to manage the voice of customers(VOC), and meetings are held to listen to customers' opinions regularly.



Organizational Governance	Activities to respect the principles of social responsibility and integrate them into existing business practices
Human Rights	Activities to respect, protect, and realize human rights within an organization's sphere of influence
Labor Practices	Policies and practices affecting the working environment of employees within the organization and its suppliers
Environment	Activities that take into account the organization's decisions and activities to reduce its impact on the environment
Fair Operating Practices	Activities that pay attention to ethical behavior in transactions between organizations, partners, and suppliers
Costumer Issues	Consumer rights protection activities such as consumer education, fair and transparent marketing information and contracts, and promotion of sustainable consumption
Local Community Participation and Development	Activities that recognize and respect the rights of the community and strive to maximize its resources and opportunities

#### Local Community Participation and Development

Ulsan Port Authority is carrying out issue finding and improvement activities in the local community with the aim of promoting community values with local residents and revitalizing the local economy in conjunction with major projects. The UPA carries out activities to revitalize the local economy, such as boosting logistics at Ulsan Port and developing new ports, by increasing the effect of inducing consumption and production in connected areas and creating jobs in the region. Since the launch of the Jangsaengpo Waterfront in 2018, the UPA has increased its budget for social contribution every year, focusing its efforts on qualitative growth to enhance the effectiveness of social contribution programs.

### Diagnostic Conclusion

According to the results of the ISO26000 implementation level diagnosis by Ulsan Port Authority, the process aspect was 342 out of 360: the performance aspect was 610 out of 640 and the total score was 952 points, which is equivalent to the SR IV stage. This step means that members of the organization have a high level of awareness of social responsibility, and that the organization's operating system, policies and practices are refined. As a leading sustainable management organization within the value chain, it can be seen as a step that requires continuous maintenance by promoting social responsibility within the influence of the organization and strengthening solidarity with the community. It is expected that Ulsan Port Authority will continue to grow into a public institution that leads social responsibility through strategic resources and selecting sustainable management issues that should be more focused.

August 2020  
NADogive Inc. CEO Kim Chang-ki

nadogive 김창기

NADogive Inc. is a consulting firm established in 2017 that contributes to the health of businesses and society through consulting in the areas of social responsibility, social values, ethics and integrity, human rights, and internal audit.

## Third-Party Verification

### For Employees and Interested Parties of Ulsan Port Authority

#### Preface

The Korea Productivity Center Quality Assurance(KPCQA) receives a request from Ulsan Port Authority for verification of the Sustainability Report 2019-2020 and issues a third-party verification report as follows. As collecting and preparing related information, the Ulsan Port Authority has become responsible for the contents of the report. The purpose of this verification is to provide opinions as a third-party verification report from an objective perspective on whether the report contents are properly collected and contained in accordance with the rational process of the report preparation process without any major errors.

#### Independence

The Korea Productivity Center Quality Assurance(KPCQA) and the verifier have not participated in any activities for the profit of the Ulsan Port Authority and have maintained independence that does not affect this verification.

#### Verification Standards and Levels

This report has verified in compliance with the principles of inclusiveness, importance, responsiveness, and impact in accordance with the AA1000 Assurance Standard Verification Criteria and has been verified in accordance with the GRI Standards G3 Social Report Guidelines.

#### Verification Type and Scope

As this report describes the efforts and achievements of the Ulsan Port Authority's sustainable management activities(economic, social, and environmental sectors), the scope of verification is to check the performance data for 2019 and some activities for 2020.

- verification of the economic sector: whether financial information is properly extracted from external audit reports on financial statements.
- Social and environmental verification: policy/operationally generated information is adequately described

#### Verification Process and Method

The verifier gathered information, data, and evidence related to the scope of the validation using the following methods:

- Identifying interested parties' interests and requirements, assessing gravity, and reviewing interested parties' feedback.
- Review of media documents relating to your corporation's various social responsibilities, ethics, and environmental safety.
- Interviews with executives and employees related to the sustainable reporting of your company.
- Review of performance management systems and performance data for financial and non-financial performance indicators.
- Review of the data information process and enterprise data management system generated by each organization.

#### Verification Results and Opinions (Verification Principle/Process)

The verifier reviewed and commented on the contents of the draft report based on the results of the data and documents review, search, department visit, and interview with executives and employees, and reviewed the final version with some changes.

- Economic performance

We compared your company's financial statements for 2019 and the data contained in the report is appropriate.

- Social and environmental performance

The information contained in the social and environmental sectors of this verification scope is not considered inappropriate and no major errors have been found.

#### Reaction

The verifier checked and reviewed the data related to the internal and external interested parties of your company, identified the scope of the report and the interests of the interested parties, and confirmed that it was reflected through the assessment.

#### Gravity

The verifier confirmed that your company's sustainability included critical issues without omission and that no information was found that might be problematic in the decision-making process for the important issues listed in the report.

#### Reliability

The verifier reviewed and sampled your internal decision-making system, operational process, and various data collection and management systems, but failed to identify any evidence to determine that there were significant errors in the data and information contained in this report.

#### GRI Standards Application Level Review

The verifier confirmed that this report was prepared in accordance with the core option of GRI Standards and based on the data provided by the Incheon Port Authority, and also confirmed that the report is true based on the data presented in the following Universal Standards and Topic-Specific Standards disclosure items.

#### Recommendations for Improvement(Performance/Issue)

In the hope that your report will be widely used as a means of communication with interested parties and will serve as a tool for continuous management and improvement, the verifier recommends the following:

##### - Degree of Efficiency for Sustainable Management Processes

Processes for identifying interested parties' requirements, selecting topics through materiality assessment, and collecting related data and processing information are systematized.

Efforts to upgrade the system in the future are needed to improve efficiency.

##### - Rationality of Interested Parties' Participation and Demand Reflection

Each interested party group has a separate requirement identification channel and a mechanism has been established to reflect the requirements in their work.

A general additional check is required to check the validity of the work reflection and practice results.

##### - Adequacy Assessment of Economic Performance Verification

Economic indicators were evaluated, and management according to the vision and future social contribution directions and plans related to the core value of 'pursuit of public interest' are being properly implemented.

##### - Adequacy Assessment of Verification in the Social Performance Field

Labor, human rights, and social responsibility indicators are applied in a relatively consistent manner. All customer-related matters, such as the grievance handling system of human rights indicators, ethical management(anti-corruption), and customer satisfaction survey, are well applied.

##### - Adequacy Assessment of Verification in the Environmental Performance Field

Adequacy and type effects of environmental and results have been identified. The goal management system, such as the energy-saving performance of the construction, is effectively and strongly implemented.

##### - Adequacy Assessment of Future Performance Improvement Plan

It is necessary to review the possibility of overhauling/integrating/reflecting/advancing the current management system in order to improve the annual performance index in the sustainability report.

August 2020

Director of the Korea Productivity Center Quality Assurance **Jeong Uisik**

kpc 정 위 식

The Korea Productivity Center was established under the Industrial Development Act to efficiently and systematically improve the productivity of the industry, contributing to the improvement of national competitiveness and development with the Korean economy. The Korea Productivity Center, which has been the first educational and consulting institution in Korea to disseminate management concepts and foster management experts, provides integrated solutions for productivity improvement, including productivity research, education training, consulting, index survey presentation, and certification based on specialized knowledge services to support the sustainable development of Korea.

# GRI Standards Index

Topic	Disclosure		ISO26000	Pages
Universal Standards				
GRI 102: General Disclosure				
Organization Profile	102-1	Name of Organization	6.3.10/6.4.1/6.4.2/6.4.3/6.4.4/6.4.5/6.8.5/7.8	1, 4
	102-2	About major brands, products, services and other activities		4-9
	102-3	Location of he adquarters		1, 4
	102-4	Business location		1, 4-9
	102-5	Organizational ownership and legal form		4-9
	102-6	Market area		4-9
	102-7	Size of organization		8
	102-8	Information on employees and workers		8
	102-9	Organization for supply chain		6-7
	102-10	Significant changes in the organization and supply chain		No significant change
	102-11	Proactive approach or principle		18-19
	102-12	External initiatives		12-13, 90-91
	102-13	Association		41
Strategy	102-14	Statement of Supreme Decision Maker	4.7/6.2/7.4.2	3
	102-15	Key impacts, risks and opportunities		18-19
Ethics and Integrity	102-16	Organizational values, principles, standards and codes of conduct	4.4/6.6.3	36
	102-17	Consultation on ethics and grievance handling system		38, Website
Governance	102-18	Governance structure	6.2/7.4.3/7.7.5	8
	102-22	Composition of the highest decision-making body and committee		16-17
	102-23	Chairman of the Supreme Decision-Making Body		16
	102-24	Appointment and selection of the best decision-making body		16
	102-28	Evaluation of the best decision-making body's performance		17
	102-30	Efficiency of risk management procedures		18-19
	102-33	Reporting on material issues		17
	102-34	Characteristics of material issues and the number of reports		19
Stakeholder Engagement	102-40	List of stakeholder groups	5.3	6-7, 20-21
	102-42	Identification and selection of stakeholders		6-7, 20-21
	102-43	Stakeholder Engagement Method		6-7, 20-21
	102-44	Core topics and concerns raised through stakeholder engagement		20-25
Reporting Practices	102-45	List of entities included in the organization's consolidated financial statements	5.2/7.3.2/7.3.3/7.3.4	84-89
	102-46	Report content and subject		1
	102-47	List of material topics		24-25
	102-48	Correcting information recorded in previous reports		1
	102-49	Chan ges to material to pics and scope		24-25
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	102-51	The Date of the latest publication		1
	102-52	Durat ion Cycle of Report		1
	102-53	Inquiries about the report		1
	102-54	Reporting method according to GRI Standards		1, 94-95
	102-55	GRI Content Index		94-95
	102-56	External verification		92-93

Topic	Disclosure		ISO26000	Pages
Topic-specific Standard				
GRI 200: Economic Topics				
Economic Performance	103	Management Approach		64-65
	201-1	Generation of direct economic value and distribution	6.8.1/6.8.2/6.8.3/6.8.7/6.8.9	84-85
	201-4	Government financial support	6.8.1/6.8.2/6.8.3/6.8.7/6.8.9	85
Indirect Economic Effect	103	Management Approach		64-65
	203-1	Infrastructure investment and service support activities	6.3.9/6.8.1/6.8.2/6.8.7/6.8.9	46, 66-73
	203-2	Significant indirect economic effects	6.3.9/6.6.6/6.6.7/6.7.8/6.8.16.8.2/6.8.5/6.8.7/6.8.9	66-67
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Anti-corruption	103	Management Approach		26-27, 36
	205-1	Assessing the risk of corruption in the workplace	6.6.1/6.6.2/6.6.3	39, 42
	205-2	Notice and training on anti-corruption policies and procedures		36-39, 41, Website
Anti-competitive Behavior	103	Management Approach		26-27
	206-1	Anti-competitive behavior Legal action against unfair trade practices such as anticompetitive behavior and monopoly	6.6.1/6.6.2/6.6.5/6.6.7	No anti-competitive behavior
GRI 300: Environment Topics				
Energy	302-1	Energy consumption within the organization	6.5.4	86
Bio-diversity	103	Management Approach		52-53
	304-2	Activities that have a significant impact on biodiversity, Significant impact of products and services	6.5.6	62
Emission	103	Management Approach		52-53
	305-1	Direct greenh ouse gas em issions(Scope 1)	6.5.5	86
	305-2	Energy indi rect gree nhouse gas emissions(Scope2)		86
	305-3	Other indirect greenhouse gas emissions(Scope 3)		86
GRI 400: Social Topics				
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	401-1	Number and percentage of new hires and turnovers Occupational safety and health	6.5.3	86-87
Occupational Safety and Health	403-2	Injury type, incidence rate, occupational disease incidence rate, leave days rate, Absenteeism rate, number of work-related deaths	6.4.6/6.8.8	86-87
	403-4	Safety and health matters included in formal agreements with labor unions	6.4.6	54-61
	403-5	education training	6.4.6/6.8.8	54-55, 57
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	404-2	Programs to strengthen workers' capabilities and manage careers	6.4.7/6.8.5	49
Diversity and Equal Opportunity	103	Management Approach		26-27
	405-1	Diversity of governance organization and employees	6.2.3/6.3.7/6.3.10/6.4.3	48
Human Rights Assessment	103	Management Approach		40
	412-1	Workplaces subject to human rights review or human rights impact assessment	6.3.3/6.3.5/6.6.6	41
	412-2	Employee training on human rights policies and procedures	6.3.5	37, 41
Community	103	Management Approach		26-27
	413-1	Community participation and impact assessment, Business sites that conduct development programs	6.3.9/6.5.1/6.5.2/6.5.3/6.8	47, 54
Customer health and Safety	103	Management Approach		54
	416-1	Safety and health impact assessment of products and service groups	6.7.1/6.7.2/6.7.4/6.7.5/6.8.8	55
Protection of customer's Personal Information	103	Management Approach		60-61
	418-1	Number of complaints about customer privacy violation or loss of customer information	6.7.1/6.7.2/6.7.7	No case
Compliance with Socioeconomic Laws and Regulations	419-1	Violation of social and economic related laws and regulations	4.6/6.7.1/6.7.2/6.7.6	No case

# Awards & Certificates

## Awards & Certificates Received(from 2018~2020)

Awarded In	Awards Details	Organization
Feb. 2020	The 4th Active Administration Excellence Case Contest Grand Prize	Ministry of Personnel Management
Dec. 2019	Selected as an excellent institution in 2019	Ministry of the Interior and Safety
Dec. 2019	2019 HR Innovation Excellence Case Contest	Ministry of Personnel Management
Dec. 2019	Awarded for emergency rescue training in 2019 by the Minister of Public Administration and Securit	Ministry of the Interior and Safety
Dec. 2019	Commendation for Government Innovation Best Practices Contest	Ministry of Oceans and Fisheries
Dec. 2019	Commendation for Contribution to Personal Information Protection in 2019	Ministry of Oceans and Fisheries
Dec. 2019	Awarded for contributing to safe national training for disaster response in 2019	Ulsan,Ulsan Metropolitan City
Nov. 2019	Awarded ASOCIO ICT AWARD for the international private organization for smart port logistics	Asia-Oceania Computing Industry Organization
Oct. 2019	2019 'Fruit of love', the emblem for charity donations to the Community Chest of Korea	Ulsan Community Chest of Korea
Sep. 2019	2019 Korea Employment-Friendly Best Management Awards	The Dong-A Ilbo
Jun. 2019	Minister of Environment Award at the 13th National Sustainability Management Competition	The Korean American Journalists Association
Jun. 2019	Ulsan Mayor's commendation in commemoration of the 24th Environment Day	Ulsan,Ulsan Metropolitan City
Feb. 2019	Ministerial Award for Social Contribution, including Job Creation	Korea Enterprises Federation The Korean American Journalists Association
Dec. 2018	2018 Presidential Citation for Safe National Training in Disaster Response	Ministry of the Interior and Safety
Nov. 2018	Presidential citation at the 44th National Quality Management Conference	Ministry of the Interior and Safety
Nov. 2018	Encouragement Prize at the Government Innovation Best Practices Contest	Ministry of Oceans and Fisheries
Nov. 2018	2018 Korea CEO Hall of Fame Grand Prize in Ethics Management	The Institute for Industrial policy Studies
Sep. 2018	2018 Korea Employment-Friendly Model Management Awards	The Dong-A Ilbo
Aug. 2018	Awarded at the 2018 4th Industrial Revolution Power Korea held in Daejeon	Ministry of Oceans and Fisheries
Jul. 2018	2018 Presidential citation for the best organization for safe national training in disaster response	Ministry of the Interior and Safety
May. 2018	Grand Prize for Public Enterprises at the 21st Korea Logistics Awards 2018	Korea logistics society

## Details of External Certificates(2018~2020)

Date Awarded	Awards Details	Organization
Nov. 2019	2019 Fair Hiring Excellent Organization Certification	Korea Management Registrar inc
Oct. 2019	2019 Reading Management Excellent Workplace Certification	Ministry of Culture, Sports and Tourism
Sep. 2019	Excellent organization certifica tion for hu man resource development(Best HRD)	Ministr y of Education, Ministry of Personnel Management
Apr. 2019	Certified as an excellent educational donation institution	Ministry of Education
Dec. 2018	Certification of web accessibility quality	Ministry of Science and ICT
Dec. 2018	Certified as a family-friendly company	Ministry of Gender Equality & Family(MOGEF)
Aug. 2018	Certification for anti-corruption management system(ISO 37001)	Korea Productivity Center Quality Assurance

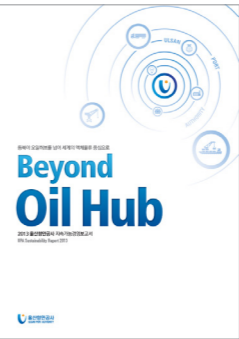
## UPA Sustainability Report



2018



2015



2013



2012



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