

# Rules and Procedures for Sexual Harassment Prevention, Reporting and Punishment of E.SUN FHC and Its Subsidiaries

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## I. Purpose and Basis

E.SUN FHC and its subsidiaries (hereinafter referred to as "we") aim to provide a work and service environment free from sexual harassment for employees, dispatched employees, and applicants. We adopt appropriate preventive, corrective, punitive, and handling measures to protect the rights and privacy of the parties involved. This guideline is established according to Article 13, Paragraph 1 of the "Gender Equality in Employment Act" and relevant provisions of the "Guidelines for Preventing and Dealing with Sexual Harassment in the Workplace" issued by the Ministry of Labor.

## II. Scope of Application

The sexual harassment prevention measures and complaint handling process of we apply to the provisions of this guideline unless otherwise stipulated by law.

## III. Types of Workplace Sexual Harassment

All levels of supervisors at we shall not engage in the following behaviors towards their employees, or among employees (including dispatched employees and interns), and with applicants:

(I) Using sexual demands, sexually suggestive words, or gender-discriminatory behavior that creates a hostile, threatening, or offensive work environment for other employees, infringing or interfering with their dignity, personal freedom, or affecting their work performance.

(II) Supervisors using explicit or implicit sexual demands, sexually suggestive words, or gender-discriminatory behavior as conditions for the establishment, continuation, modification, or distribution, allocation, remuneration, performance reviews, promotions, demotions, or rewards and punishments related to labor contracts.

## IV. Basis for Recognition

Investigations of sexual harassment will be conducted in accordance with Article 12, Paragraphs 1 to 4 of the Gender Equality in Employment Act and consider the following circumstances:

(I) Inappropriate staring, touching, hugging, kissing, smelling any part of another person's body; forcing someone to do the same to their own body.

(II) Sending, leaving, displaying, or broadcasting sexually suggestive or gender-discriminatory

texts, graphics, sounds, images, or other items.

(III) Repeated or continuous pursuit or following unwanted by the victim.

## V. Complaint Channels

(I) We have established complaint channels for incidents of sexual harassment and will prominently disclose relevant information in the workplace. The channels to handle sexual harassment complaints are as follows:

Hotline: (02)2175-1329 or (02)2175-1339

Fax: (02)8712-3513

Email: hr-sos@esunbank.com

(II) Upon receiving a sexual harassment complaint, designated personnel will be responsible for the complaint, investigation, and handling.

## VI. Education and Training

(I) Each unit should effectively utilize meetings, emails, or internal documents to strengthen awareness of sexual harassment prevention measures and complaint channels.

(II) We implement education and training on preventing sexual harassment for the following personnel:

1. All employees should receive training on preventing sexual harassment in the workplace.

2. Supervisors and those involved in handling, investigating, and resolving sexual harassment complaints should regularly receive relevant education and training each year.

(III) The education and training mentioned in the previous point should be prioritized for those specified in Point 5, as well as our board members and executives.

## VII. Corrective and Remedial Measures

(I) Upon becoming aware of sexual harassment situations, we will take the following immediate and effective corrective and remedial measures:

1. If informed of sexual harassment due to the victim's complaint:

(1) Based on the complainant's willingness, take appropriate isolation measures to prevent re-occurrence of sexual harassment and shall not make unfavorable changes to the complainant's salary or labor conditions.

(2) Provide or refer the complainant to counseling, medical or psychological counseling, social welfare resources, and other necessary services.

(3) Initiate an investigation process, interviewing relevant personnel regarding the sexual harassment incident or carry out appropriate investigatory procedures.

(4) If the respondent holds a position of power and due to the severity of the situation, there is a need to temporarily suspend or adjust the respondent's duties during the investigation; adjust or suspend the respondent's duties. If not found guilty of sexual harassment, the salary during the suspension period should be compensated.

(5) If sexual harassment is proven, appropriate punishment or action will be taken against the offender based on the severity of the situation. In serious circumstances, we may

terminate the labor contract without prior notice in accordance with the provisions of the Gender Equality in Employment Act.

(6) If it is confirmed that the complainant fabricated facts with malicious intent, appropriate punishment or action will also be taken against the complainant.

2.If we become aware of a sexual harassment incident not due to the previous situation:

(1) Interview relevant personnel to clarify and verify necessary facts.

(2) Inform the victim of their rights and various remedial routes, and assist them in filing a complaint according to their wishes.

(3) Make appropriate adjustments to the work content or workplace of relevant personnel.

(4) Depending on the victim's intention, provide or refer counseling, medical or psychological counseling, social welfare resources, and other necessary services.

(II) If we learn of a sexual harassment incident due to the victim's statement, but the victim does not wish to file a complaint, we will still take immediate and effective corrective and remedial measures as per the previous part.

(III)At the request of the complainant or victim, we will provide at least two counseling sessions.

#### VIII.Other Applicable Situations

(I)If the alleged harasser is not an employee of we, or if the complainant is a dispatched employee or applicant, we will still handle the situation according to the relevant provisions of this guideline and take immediate and effective corrective and remedial measures as specified in Point 7.

(II)If the victim and the perpetrator belong to different companies but have a joint operation or business relationship, we will take immediate and effective corrective and remedial measures as stated in Point 7 when we become aware of the sexual harassment situation:

1.Notify the other employer in writing, by fax, orally, or by other electronic transmission means to discuss resolution or remedial measures.

2.Protect the privacy and other personal rights of the parties involved.

#### IX. Establishing a Friendly Environment

(I)For employees working in workplaces not managed by we, we will identify types of sexual harassment risks in the work environment, provide necessary protective measures, and thoroughly inform employees in advance.

(II)When we become aware of incidents of sexual harassment under the Gender Equality in Employment Act or the Stalking Prevention Act among employees, we will pay attention to the risk of sexual harassment in the workplace and provide relevant assistance measures in a timely manner.

#### X. Complaint Handling Unit

(I)We will handle sexual harassment complaints confidentially and make resolutions to ensure the privacy and other personal rights of both parties and prevent retaliation or any adverse

treatment against the complainant.

(II) To handle sexual harassment complaints, we will establish a Complaint Review Committee (hereinafter referred to as "the Committee") composed of 7 to 11 members, with one member serving as the chairperson appointed by the general manager, concurrently serving from personnel at or above the position of deputy general manager, and acting as convenor and meeting chair; if the chairperson is unable to preside over a meeting, other committee members may be appointed to act in their stead; the remaining members selected by the general manager from among we's employees must include professionals with gender awareness, and the proportion of female members must not be less than 1/2.

(III) If a dispatched employee is sexually harassed by a we employee, we will accept the complaint and jointly investigate with the dispatch company, notifying both the dispatch company and the parties involved of the outcome.

#### XI. Special Authority Sexual Harassment

If the alleged harasser is the highest authority at we, staff, dispatched employees, or applicants may file a complaint not only through our internal channels but also directly with local competent authorities as stipulated in the Gender Equality in Employment Act.

#### XII. Complaint Methods and Notification Obligations

(I) Complaints of sexual harassment may be made verbally, by email, or in writing. For verbal or email complaints, the receiving personnel or unit must create a record and read it back or make it available for the complainant to verify.

(II) The written, verbal, or email record must be signed by the complainant and include the following information:

1. Complainant's name, department, title, home address, contact number, and complaint date.
2. If there is a statutory agent or appointed agent, their name, home address, and contact number; the appointing party must include an appointment letter.
3. The factual content of the complaint and related evidence.

(III) Upon receiving the complaint mentioned in the first paragraph, we will notify the local competent authority as per the content and method stipulated by the Ministry of Labor.

#### XIII. Withdrawal of Complaints

Complainants may withdraw their sexual harassment complaint in writing prior to the delivery of the decision notification from we; once withdrawn, they may not file a complaint for the same reason again. However, if new facts arise or new evidence is discovered regarding the same issue after withdrawal, they may re-file the complaint.

#### XIV. Complaint Investigation Team

(I) Upon receiving a complaint, we will investigate based on principles of objectivity, fairness, and professionalism, ensuring the protection of the privacy and other personal rights of the parties involved throughout the investigation process.

(II) Besides establishing the Complaint Review Committee as mentioned in the tenth point, we will also form a Complaint Investigation Team, which must include external professionals with

gender awareness.

(III)The investigation results by the Complaint Investigation Team will include the following content and will be submitted to the Complaint Review Committee for deliberation:

- 1.The cause of the sexual harassment complaint, including the parties' statements.
- 2.Records of the investigation interviews, including dates and subjects.
- 3.Findings of fact and justification.
- 4.Recommendations for handling.

#### XV. Confidentiality and Evidence Preservation Obligations

(I)Personnel involved in the handling, investigation, and resolution of sexual harassment complaints must protect the privacy and other personal rights of the parties and others invited to assist in the investigation; information such as names or other identifiable data must remain confidential, unless necessary for investigation or based on public safety considerations, and they should not fabricate, alter, destroy, or conceal evidence related to workplace sexual harassment incidents.

(II)Those who violate the aforementioned provisions will have their participation in that sexual harassment case terminated by the convenor, and we may impose appropriate penalties and responsibilities as per relevant regulations, including dismissal from their roles.

#### XVI. Conflict of Interest

(I) Personnel involved in the handling, investigation, and resolution of sexual harassment cases must recuse themselves if they are the complainant or respondent or if they have a spouse, ex-spouse, relative within the fourth degree of kinship, or a third-degree relative by marriage or parental relationships with the complainant or respondent.

(II)If the aforementioned personnel do not recuse themselves when they should, or have other specific facts indicating a risk of bias in their duties regarding the same complaint, the complainant or respondent may submit a written request for them to recuse themselves; the person requested for recusal may submit opinions regarding this request.

(III)Personnel requested for recusal must cease handling, investigating, or making decisions on the complaint until we have allowed or rejected this request. However, necessary action may still be taken if urgent.

(IV)If personnel should have recused themselves but did not, and have not been requested to recuse themselves by the complainant or respondent, we will instruct them to recuse themselves.

#### XVII.Meeting Matters

(I) The Complaint Review Committee can only hold meetings with the attendance of more than half of its members and may only pass resolutions with the approval of more than half of the attending members, with any tie being decided by the chairperson.

(II)When the Committee meets, it may notify the parties and relevant persons to attend for clarification, allowing the parties ample opportunity to present their statements and defenses, while avoiding repetitive questioning unless necessary to inquire further. Experts with relevant knowledge may also be invited to assist.

(III)The Committee must consider the investigation results of the Complaint Investigation Team, make resolutions with reasons attached, and may recommend disciplinary or other handling measures; the resolutions will be formally notified to the complainant and the respondent in writing.

#### XVIII. Handling Timeline and Rights

(I) We will conclude the handling of sexual harassment complaints within two months from the day after receiving the complaint; if necessary, an extension of one month may be granted with prior notice to the parties involved.

(II)If the complainant believes we have not addressed their complaint or disagrees with the findings or disciplinary outcomes, they may file a complaint with local competent authorities as per the provisions of the Gender Equality in Employment Act.

#### XIX. Suspension of Investigation and Resolution

The Complaint Review Committee may resolve, with the complainant's consent, to suspend investigation and resolution of sexual harassment complaints that have entered judicial proceedings, without being constrained by the provisions stated in the first paragraph of the eighteenth point.

#### XX. Punishment

If sexual harassment is confirmed through an investigation, we will impose appropriate disciplinary or handling measures on the perpetrator based on the severity of the actions, as per our work rules and other relevant regulations, and notify local authorities according to the Ministry of Labor's content and method. If there are criminal responsibilities involved, we will assist the complainant in filing a complaint.

#### XXI. Follow-up, Review, and Supervision

We will implement follow-up, review, and supervision of sexual harassment actions to ensure the effective implementation of disciplinary or remedial measures, preventing the recurrence of similar incidents or retaliation.

#### XXII.Implementation

The Rules and Procedures have been implemented with the approval of the President.