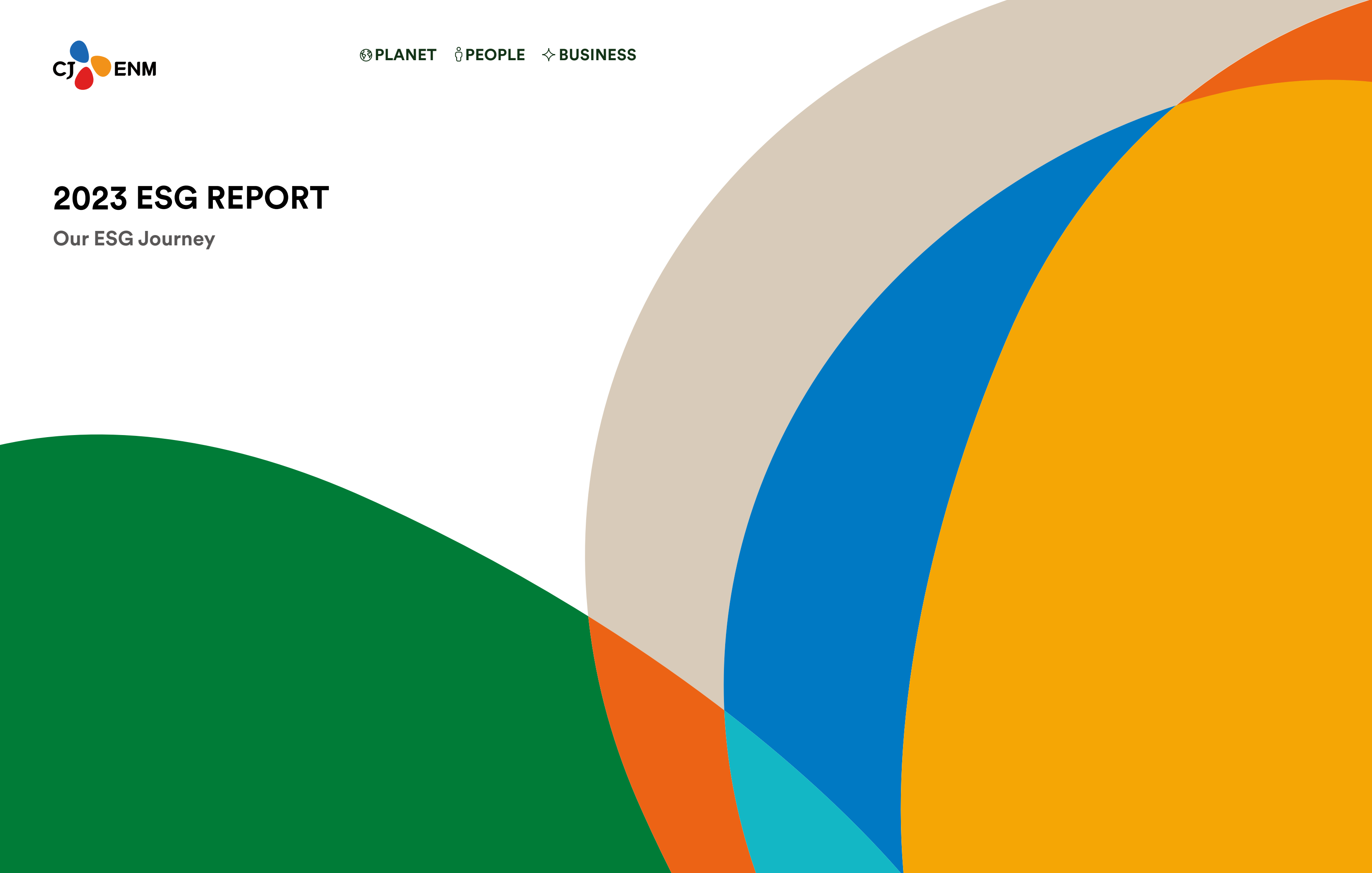




🌍 PLANET 👤 PEOPLE ✨ BUSINESS

2023 ESG REPORT

Our ESG Journey



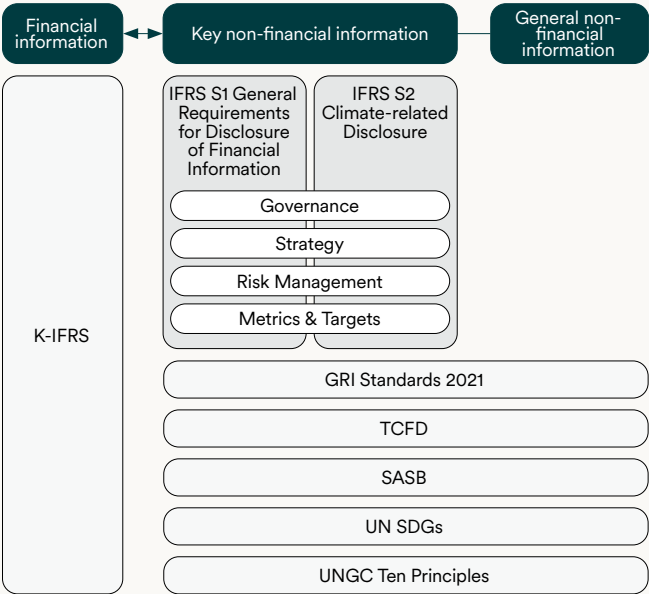
ABOUT THIS REPORT

Since 2021, CJ ENM has been communicating with stakeholders through our annual ESG report. In 2023, we published our third CJ ENM ESG Report under the theme, ‘Our ESG Journey’, which covers our efforts and achievements towards sustainable development. This report outlines strategic directions based on CJ ENM ESG philosophy and key ESG activities centered on three pillars: Planet, People, and Business. Moving forward, CJ ENM aims to continue our best efforts to communicate transparently and actively with stakeholders through this report, aiming to share our sustainable management journey.

Reporting Standards

This report has been prepared based on the Global Reporting Initiative(GRI) Standards 2021, the international reporting guidelines for sustainable management, and the disclosure recommendations of the Task Force on Climate-related Financial Disclosures(TCFD), the Sustainability Accounting Standards Board(SASB), and the Ten Principles of the UN Global Compact. The material ESG topics are identified through a double materiality assessment with reference to the ‘IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information’ and ‘IFRS S2 Climate-related Disclosures’ announced by the ISSB(International Sustainability Standards Board). Financial data follows the K-IFRS(Korean International Financial Reporting Standards) for consolidated financial statements.

CJ ENM Reporting Standards Overview



Third Party Assurance Statement

To ensure the reliability of the qualitative and quantitative indicators included in this report, DNV Business Assurance Korea verified compliance with the principles of inclusivity, materiality, responsiveness, and impact as delineated in AA1000AP(2018), as well as the quality and reliability of specific sustainability performance information. The verification results can be found on page 148 of this report.

Reporting Period and Scope

This report covers activities undertaken throughout FY2023(January 1, 2023, to December 31, 2023). ESG Fact Book’s financial statements have been prepared in accordance with the consolidated annual report. Non-financial indicators include the performance of key domestic business locations including CJ ENM Headquarters(Bangbae Office Building), Sangam Office Building, CJ ENM Studio Center, Ilsan Studio, Yeosu Studio, and leased offices, and Studio Dragon Corporation, a subsidiary. The connectivity and completeness of information among reporting entities have been bolstered through the disclosure of the CJ Group’s Common Management Indicators. ESG Fact Book’s key ESG quantitative performance has disclosed the data for the most recent three years(January 2021 to December 2023) to facilitate year-over-year trend analysis. Some qualitative results cover the activities from the first half of 2024. Where necessary, specific annotations have been provided to enhance stakeholder communication through transparent information disclosure.

Inquiries on the Report

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CONTENTS

OVERVIEW	004	ESG DISCLOSURE	084
CEO MESSAGE	006	ENVIRONMENTAL	086
CJ ENM PROFILE	008	SOCIAL	092
STAKEHOLDER ENGAGEMENT	018	GOVERNANCE	116
ESG FOUNDATIONS	020	APPENDIX	122
ESG MANAGEMENT STRATEGY	022	ESG PERFORMANCE	124
ESG ROADMAP	024	ESG FACT BOOK	128
ESG PILLARS	030	GRI CONTENT INDEX	140
		TCFD INDEX	144
		SASB INDEX	145
		THIRD PARTY ASSURANCE STATEMENT	146
MATERIAL ESG TOPICS	036		
DOUBLE MATERIALITY ASSESSMENT METHODOLOGY	038		
ENVIRONMENTAL			
SUSTAINABLE CONTENT, PRODUCTS & SERVICES	042		
SOCIAL			
LABOR RIGHTS(RESPECT AND PROTECTION OF HUMAN RIGHTS)	046		
GOOD IMPACT OF CONTENT, PRODUCTS & SERVICES	054		
SAFETY AND HEALTH ACROSS THE VALUE CHAIN	062		
CUSTOMER SATISFACTION	068		
GOVERNANCE			
ETHICS AND COMPLIANCE MANAGEMENT	074		
ANTI-CORRUPTION AND FAIR TRADE	080		

OVERVIEW

CEO MESSAGE	006
CJ ENM PROFILE	008
STAKEHOLDER ENGAGEMENT	018

CEO MESSAGE

Greetings to our stakeholders,
We extend our sincere appreciation for your unwavering interest and support that you have shown in the growth and evolution of CJ ENM.

CJ ENM has published our third ESG report, presenting our ESG management activities aimed at creating a more valuable world through captivating content and brand experiences.

In 2023, we faced a year of deep contemplation and transformation. Each year brings escalating challenges that demand universal cooperation: climate change, poverty, hunger, and biodiversity loss. Moreover, we encountered formidable crises – global economic downturns, geopolitical conflicts, and uncertain business environments marked by high interest rates and inflation.

In particular, amid rapid market changes, intense competition, and paradigm shifts in the entertainment and commerce industries, CJ ENM has been dedicated to securing sustainable business and structural foundations to continuously establish future growth through new challenges and evolution.



The Entertainment Division has achieved meaningful results based on high-quality content competitiveness and stable platform growth.

Popular entertainment contents such as <Jinny’s Kitchen> and <Unexpected Business: In California> garnered new attention in the global market. Additionally, The 5th generation K-POP boy group ZEROBASEONE achieved double million-seller status for two consecutive years, expanding its fandom. <KCON>, world’s No. 1 K-Culture Festival that is expanding its reach around the world, and the <2023 MAMA AWARDS>, which attracted tens of thousands of people to the Tokyo Dome in Japan, once again proved that CJ ENM is at the center of the K-culture phenomenon. Our OTT platform, <TVING>, has also established its top-tier position under the vision of ‘NO.1 K-CONTENT PLATFORM’ through service enhancements for user convenience and the reinforcement of its wide content library.

The Commerce Division has accelerated our one-platform strategy, seamlessly integrating our channels, from mobile live to TV live, T-commerce, and E-commerce, establishing ourselves as a channel for impactful product launches.

In particular, mobile live commerce, which is the core of the one-platform strategy, was divided into the CJ ONSTYLE mobile app and a dedicated YouTube channel, laying the foundation for becoming the No. 1 mobile live commerce operator. It is also encouraging that CJ ONSTYLE’s own fashion brands, such as <THE AtG> and <CelebShop>, as well as <odense> and <Brooks Brothers> of Brandworks Korea, our specialized brand business subsidiary, are growing steadily.

Furthermore, CJ ENM recognizes the increasing emphasis on non-financial information and transparent communication with stakeholders, aligning with global standards that extend to legal and regulatory realms. We continuously strengthen our Environmental, Social, and Governance(ESG) management to foster sustainable growth and to fulfill our corporate social responsibilities.

In the environmental realm, we have established an indirect greenhouse gas emissions management system in the overall value chain and a greenhouse gas inventory for major subsidiaries to closely manage our business activities impact on the natural environment.

We will gradually reduce negative environmental impacts and reinforce eco-friendly management to achieve our long-term goal of becoming carbon neutral by 2050.

In the social realm, we have internalized ESG values in our content, products, and services to promote social awareness and spread Good Impact that leads to positive social change.

Through our efforts to spread a culture of coexistence and sharing, such as increasing ESG support for partners and expanding social contribution activities in the local community, we are taking the lead to create a sustainable and sound industrial ecosystem.

To establish an advanced and stable governance structure, CJ ENM has prioritized a robust compliance culture and risk management tailored to the characteristics of each business sector. We focused on managing potential risks and increasing internal stability by establishing practical response plans and implementing improvement activities.

We have responded to external demands for higher ESG management standards by enhancing internal capabilities and implementing an advanced ESG management system across key subsidiaries, thus reinforcing ESG governance at the company level.

In 2024, we are still facing an exceptionally challenging business environment both domestically and internationally. However, CJ ENM possesses the potential and capabilities to overcome these challenges and continue to evolve. CJ ENM is moving the world by overcoming barriers of age, generation, and language through endless initiatives and innovation, focusing on doing what only we can do and what we do best. This is the power of culture. And this power begins with our efforts to create a better world through captivating content and brands, reaching its peak when we work together with more people in the wider world.

Dear esteemed stakeholders,
We hope that you and all our stakeholders will continue to be on-board with our endless ESG journey, enabling CJ ENM to create a sustainable and more valuable world. Your sincere support and encouragement are greatly appreciated in this meaningful endeavor.

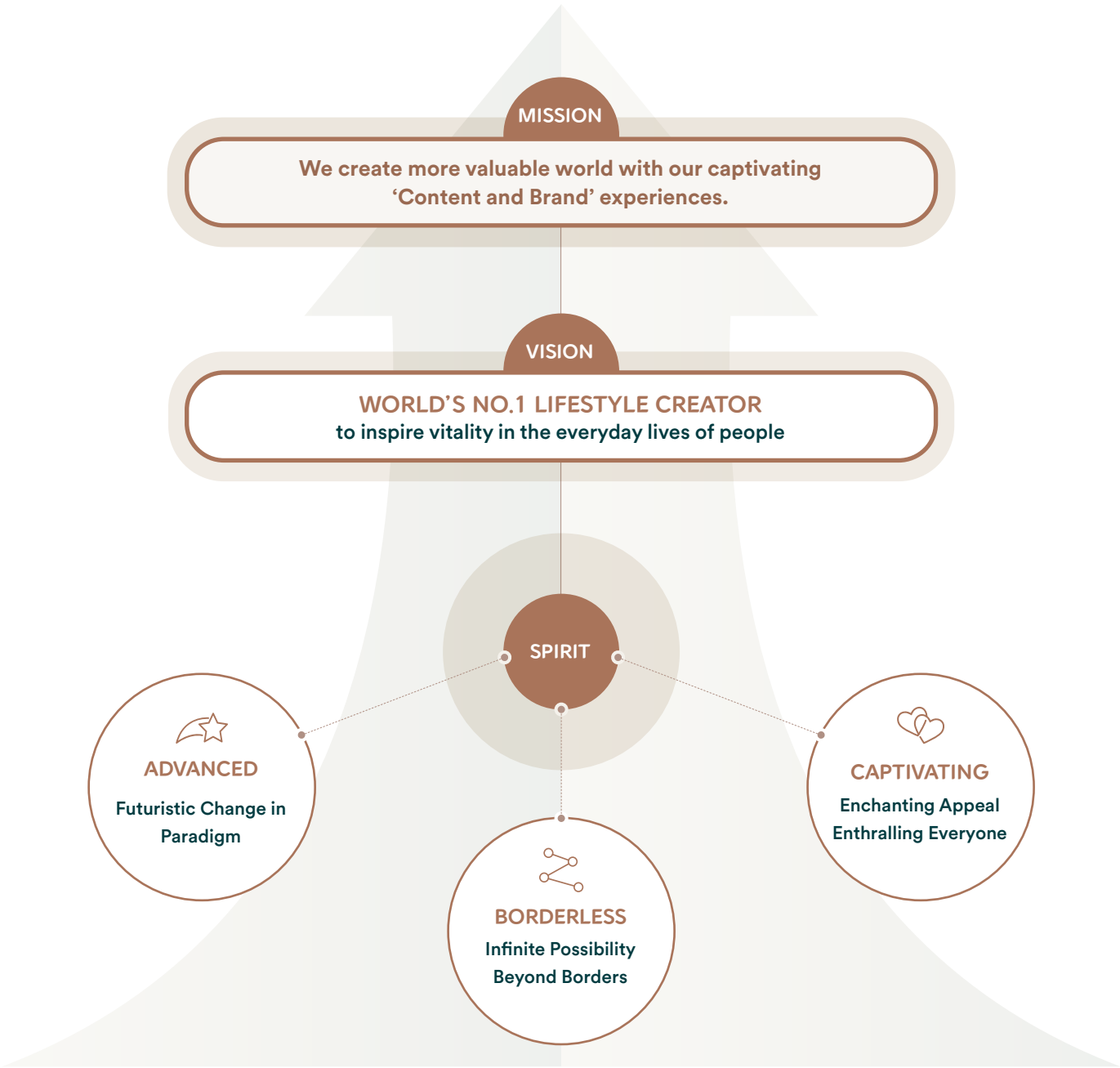
Thank you.

June 2024

CJ ENM PROFILE

CJ ENM PHILOSOPHY

CJ ENM is moving forward with a sense of mission as a global lifestyle creator, striving to enrich the lives of people worldwide through captivating ‘Content and Brand’ experiences. By discovering our own originality, empathizing with the world and adapting to the times, we aim to leap forward as a company that can provide sustainable happiness. Leveraging our magical charm and infinite possibilities, we aspire to create diverse customer experiences that resonate deeply.



OVERVIEW

Composed of the ‘Entertainment Division’, leading content-based cultural trends, and the ‘Commerce Division’, offering tailored lifestyle propositions, CJ ENM brings the joy of everyday life.

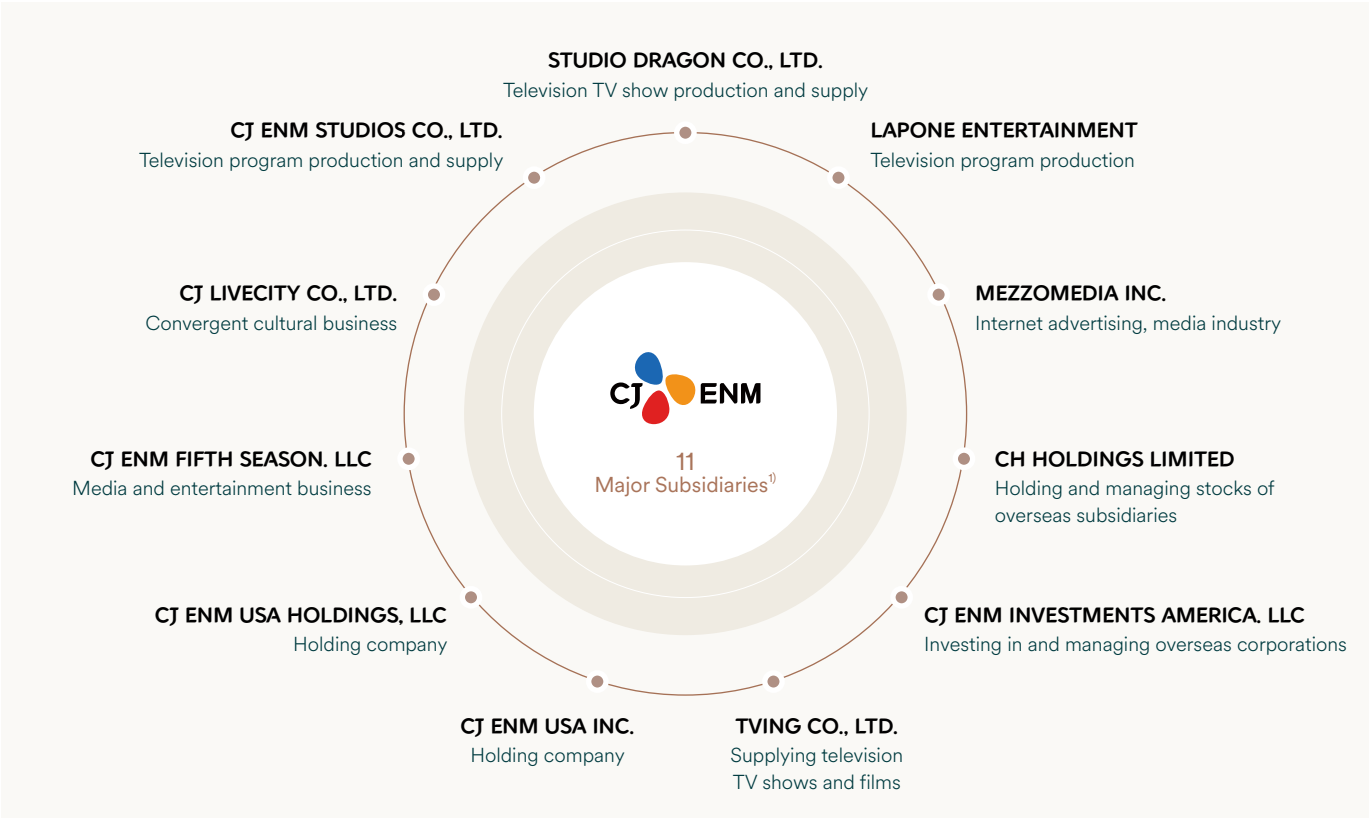
COMPANY INFORMATION

As of December 31, 2023

Company Name CJ ENM Co., Ltd.	Address Headquarters(Bangbae Office Building): 870-13, Gwacheon-daero, Seocho-gu, Seoul Sangam Office Building: 66 Sangamsan-ro, Mapo-gu, Seoul	Founded December 16, 1994
Number of Employees 3,063	Total Assets (Consolidated) KRW 9.9499 trillion	Sales Revenue (Consolidated) KRW 4.3684 trillion
		Operating Loss (Consolidated) KRW 14.6 billion

MAJOR SUBSIDIARIES

As of December 31, 2023



1) Based on the current status of consolidated subsidiaries in the 30th Business Report

CJ ENM PROFILE

CJ ENM BUSINESS THE ENTERTAINMENT DIVISION

CONTENT

CJ ENM stands at the forefront of originality, producing dramas, entertainment shows, films, music, performances, musicals, and animations that resonate with everybody.

At CJ ENM we love to find the familiar within the unfamiliar and the thrill that comes with it. We live to discover untold originals.



Entertainment Shows

CJ ENM is South Korea's largest content company, renowned for creating must-see TV shows that have cultivated a loyal and expanding global fan base. Our unique portfolio of original contents, ranging from dramas and reality shows to informational programs, have been distributed all over the globe.

Top Rated Scripted Series

- ① <Crash Course in Romance>
- ② <Tale of the Nine Tailed 1938>
- ③ <The Uncanny Counter 2>

Top Rated Non-scripted Shows

- ① <Jinny's Kitchen>
- ② <Unexpected Business: in California>
- ③ <The Genius Paik>



Music

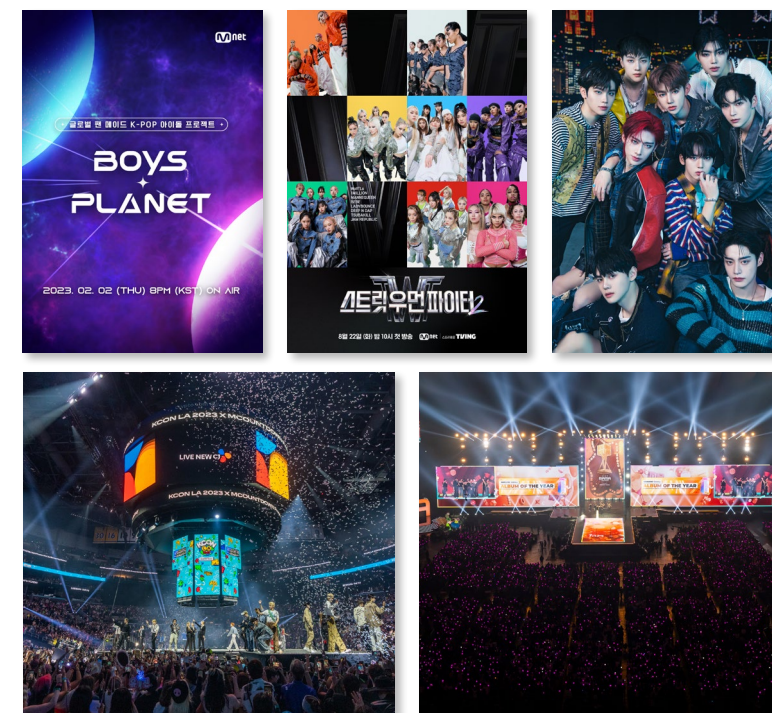
CJ ENM unites the world through music, bridging divides of language, generations, and races. Together with music-loving fans and artists, we spread the value of K-POP around the world through newness and unstoppable enthusiasm that breaks prejudices.

Top Rated Music Content

- ① <BOYS PLANET>
- ② <STREET WOMAN FIGHTER 2>
- ③ <ZEROBASEONE>

Global Music Events

- ① <KCON>
- ② <MAMA AWARDS>

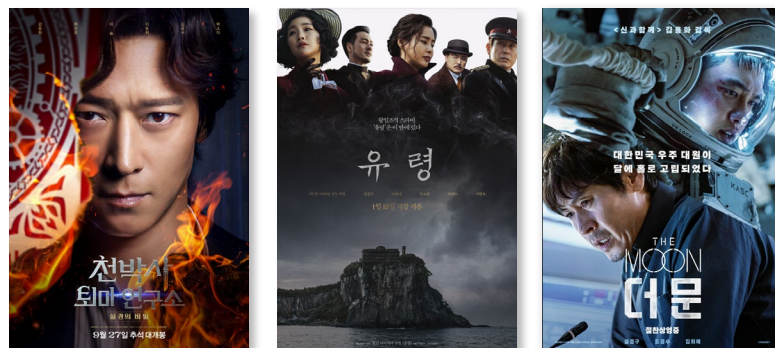


Film

CJ ENM is Korea's leading film studio, holding the highest number of movies with ten million viewers among domestic investment and distribution companies, and winning four Academy Awards. We showcase the power of Korean films by releasing hundreds of hit films released domestically and internationally, receiving over 300 awards worldwide.

Top Rated Films

- ① <Dr.Cheon And The Lost Talisman>
- ② <Phantom>
- ③ <The Moon>

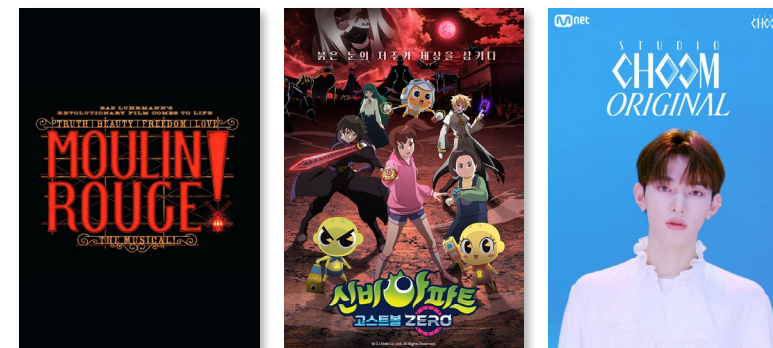


Performing Arts, Animations & Digital Originals

As a global musical production company, CJ ENM has triumphed at the Tony Award and Olivier Award with our well-made musicals. Additionally, as a digital content powerhouse, we provide diverse digital original content. As a leading brand in the Korean animation industry, CJ ENM conducts additional business and overseas distribution with global partners, developing business throughout the entire process from content planning to merchandise operations.

Top Rated Performing Arts, Animations & Digital Originals

- ① <Moulin Rouge>
- ② <Shinbi's Haunted House>
- ③ <BE ORIGINAL>



CJ ENM PROFILE

CJ ENM BUSINESS THE ENTERTAINMENT DIVISION

PLATFORM

CJ ENM is a global IP powerhouse that provides borderless pleasure beyond language, culture, and generation. To ensure that viewers can enjoy the best content without restrictions of time and place, we are expanding various businesses, including TV channels, specialized digital channels by genres, and domestic representative content streaming(OTT) services.



TV & Digital Channels

CJ ENM operates broadcast channels that provide content across various genres, including drama, entertainment, sports, music, films and animation. Additionally, we run digital channels offering trendy content in genres such as humanities, current affairs, and reality.



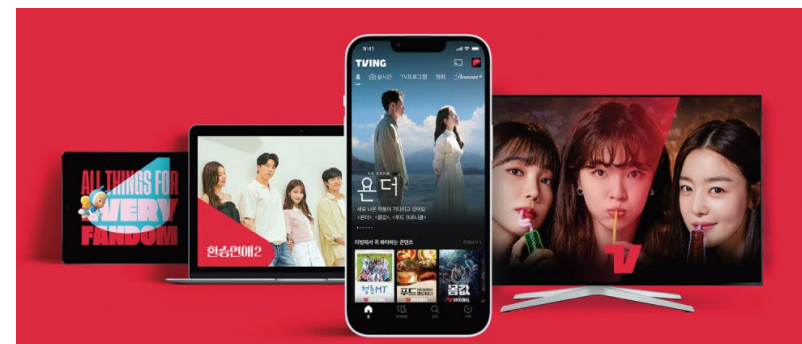
STUDIO

CJ ENM focuses on strengthening its core production capabilities to develop and produce a variety of domestic and international content. We have secured multiple well-made IPs through the establishment of a systematic production studio structure, which includes joint planning and production, IP franchises, and global collaborations. Additionally, we are expanding our presence in the content industry alongside our subsidiary production studios.



Studio Dragon Corporation

Studio Dragon Corporation, a subsidiary of CJ ENM, is a drama studio in South Korea leading K-DRAMAs. As a premium storyteller group, Studio Dragon fascinates the world with our original stories. A wide range of works of approximately 300 Korea's top creators bring joy to viewers. They are expanding their influence in the global market through business partnerships with global OTT services and joint planning and production consulting with overseas partners.



TVING

TVING is an OTT service that allows people to conveniently watch captivating content anytime and anywhere, delivering new energy to people's daily lives. With exclusive original content and a strategic focus on K-content recognized worldwide, TVING is rapidly growing as the No. 1 K-content platform in South Korea.



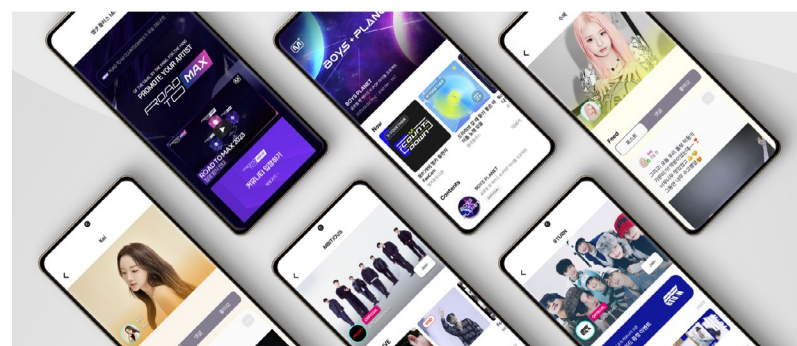
CJ ENM STUDIOS

CJ ENM STUDIOS is a multi-studio that produces a diverse genres of content based on labels with top creators leading the global K-content. With outstanding production capabilities of these top creators, CJ ENM STUDIOS plans, develops, and produces diverse and specialized premium content.



Mnet Plus

Mnet Plus is an interactive culture platform for global K-POP fans where people can experience and enjoy K-POP culture in real time and connect with artists and fans through real-time live broadcasts, voting events, and original content.



FIFTH SEASON

FIFTH SEASON is a 21st century global entertainment leader in the creation, production and distribution of feature films and premium television series. Also, FIFTH SEASON is a global studio based in Los Angeles, USA, and has global bases around the world, including in Europe and South America.



CJ ENM PROFILE

CJ ENM BUSINESS THE COMMERCE DIVISION

CJ ONSTYLE

CJ ENM, the first TV shopping operator in South Korea, launched the integrated brand 'CJ ONSTYLE' in May 2021, combining TV shopping, T-commerce, and E-commerce channels. By presenting curated video content within the 'One Platform' strategy, thus linking all channels owned by CJ ONSTYLE, including TV, mobile, live commerce, YouTube, and short-form content, CJ ONSTYLE provides unique and distinctive value to brands and customers, delivering a new shopping experience.

TV COMMERCE

As Korea's first TV home shopping operator launched in 1995, CJ ONSTYLE aims to grow together with brands through the 'One Platform' strategy, by leveraging CJ ONSTYLE's entire value chain, including multi-channels such as TV and mobile, as well as content planning/production capabilities, marketing, and customer service. Based on the unrivaled competitive advantage of 'One Platform', CJ ONSTYLE will provide a new shopping experience to customers and offer distinctive distribution channel value to brands.



Media Commerce Curation Platform

MOBILE LIVE COMMERCE

Since the launch of the mobile live commerce channel, 'Live Show', in May 2021, CJ ONSTYLE has been nurturing the company's own IPs such as <Brian's Cushy Life> and <Well-to-do Sisters>, along with category-specific fixed programs including <THE AtG Show>, <Lee Si Yoo's Momstyle> and <Transit Beauty>. CJ ONSTYLE Live Show will continue to enhance the experience of live commerce customers by presenting special products that everyone wants to experience and unrivaled professional content.

BRANDWORKS KOREA

CJ ONSTYLE continues to achieve remarkable outcomes by developing diverse exclusive brands based on its proven merchandising expertise honed over nearly three decades, and unrivaled product power, which has consistently satisfied customers. In addition to managing companies that entered the fashion industry's first KRW trillion club, including THE AtG, Celebshop edition, g studio, and Karl Lagerfeld Paris, CJ ONSTYLE also holds a portfolio in lifestyle industry including premium channel-oriented businesses such as odense, 82 Villiers, and taylor scents, as well as health functional food brands such as OHARU full of Nature and Secret. As part of this, we are enhancing the value of brands with high growth potential, securing future growth drivers, and strengthening brand business influence through the establishment of Brandworks Korea, a subsidiary dedicated to developing brand business, in January 2023. Moving forward, Brandworks Korea plans to embark on various brand businesses based on brand planning, integrated brand marketing, and retail business capabilities.

BRANDWORKS KOREA INC.

BRAND



FASHION & APPAREL

THE AtG

THE AtG is a representative fashion brand that pursues a trendy yet comfortable style. Offering a variety of styles from casual wear to work wear, and adding to them excellent quality, practicality, and cost-effectiveness, The AtG is a brand loved by customers.

THE AtG

CelebShop edition

CelebShop edition

CelebShop edition, which presents the most essential items for every season, carries everything from basic clothing to premium lineups. In particular, we receive great response through collaboration with global partners of luxury materials and designer brands.

KARL LAGERFELD PARIS

KARL LAGERFELD PARIS

KARL LAGERFELD PARIS is a women's fashion brand that embodies the French sensibility of luxury fashion icon Karl Lagerfeld into practical everyday wear. The iconic design, which combines luxurious and free-spirited elements, sets a new standard for luxury.

g studio

g studio

g studio is a premium fashion brand that collaborates with Gee Chunhee, one of Korea's top designers beloved by actresses. Luxurious materials and design brighten up your daily life with the most feminine silhouette.

COLMAR

COLMAR

COLMAR is an ONLYONE licensed brand based in Italy, and has been with CJ ONSTYLE since the 2022 SS season. The brand's history of over 100 years based on sports represents both the highest quality and craftsmanship. In Korea, the Colmar Golf line is introduced as the main product. We actively develop trendy items that are differentiated from other golf brands through casual designs featuring high functionality.



- ① THE AtG
- ② Celebshop edition
- ③ KARL LAGERFELD PARIS
- ④ g studio
- ⑤ COLMAR



LIVING & BEAUTY

taylor scents

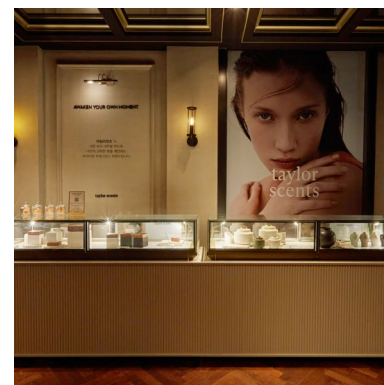
taylor scents

As a premium fragrance brand, taylor scents leads the home fragrance market with scents through diffusers, room sprays, and hand creams. In addition to the flagship products, it propose a new standard for filling spaces with emotion through diffusers from various collaboration lines.

오하루 자연가득

OHARU full of Nature

OHARU full of Nature is a natural health food brand that carefully selects flavors and nutrients close to nature. Its representative products include snacks and meal replacements that the whole family can enjoy comfortably.



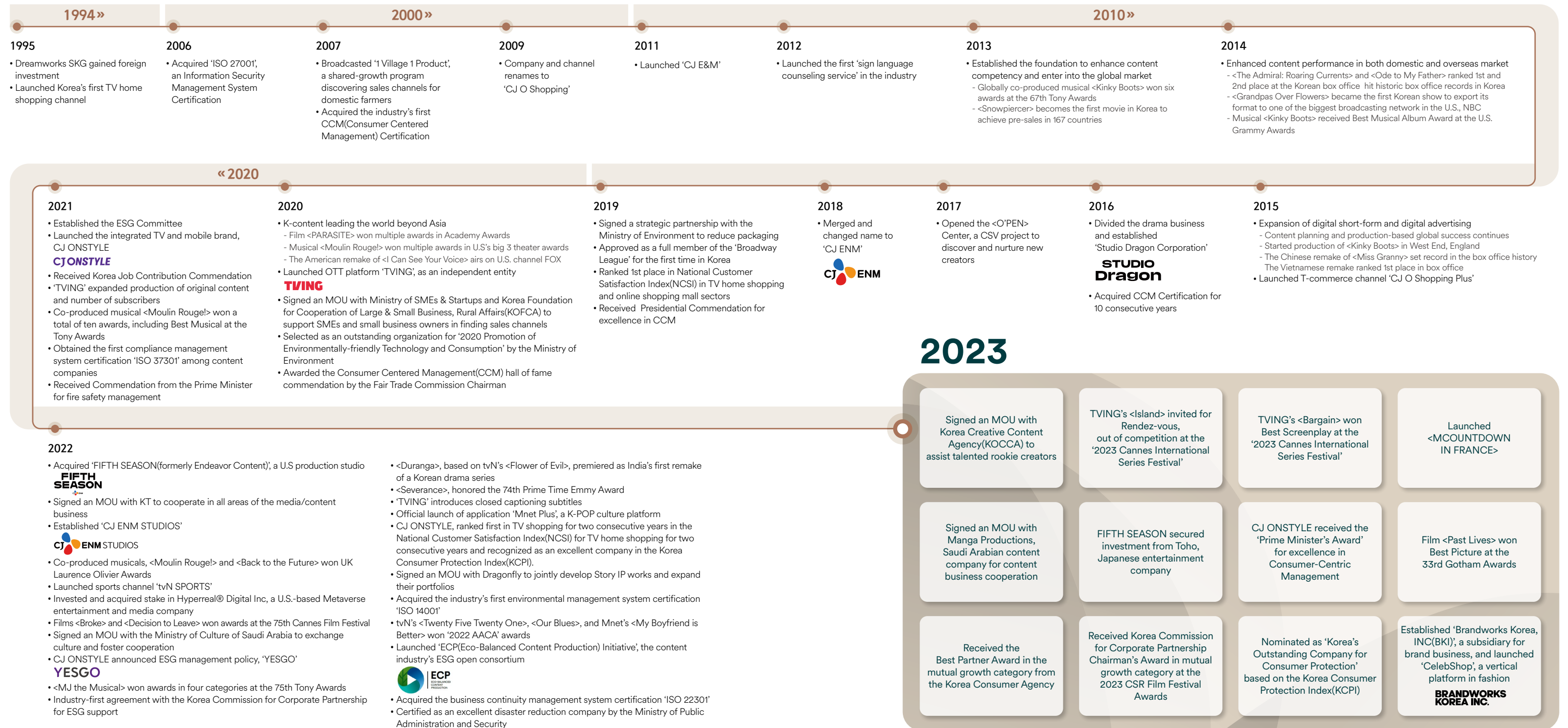
taylor scents



OHARU full of Nature

CJ ENM PROFILE

CJ ENM'S HISTORY



STAKEHOLDER ENGAGEMENT

COMMUNICATION CHANNEL

CJ ENM recognizes the significant importance of communication with internal and external stakeholders in driving ESG management. CJ ENM defines key stakeholder groups that impact its business activities and actively seeks their input through various communication channels.



Stakeholder Group	Main Channels	Frequency	Issues(Interest)
<div><div></div><div>Customers</div></div>	Corporate Website and Social Media Accounts	As required	<div><div></div><div>• Improving customer service and satisfaction</div><div>• Customer privacy protection</div><div>• Communication and feedback with customers</div><div>• Enhancing the quality of content and products</div><div>• Protecting viewer rights and addressing infringements</div></div>
	Customer Satisfaction Survey	As required	
	Customer Center	As required	
	Audience Committee's Regular Meeting & Audience Opinion Reflection Report	Monthly(Commerce Division) & bi-monthly(Entertainment Division)	
	Program Evaluation by Audience	Weekly	
<div><div></div><div>Shareholders and Investors</div></div>	Corporate Website	As required	<div><div></div><div>• Business growth and profit expansion</div><div>• Securing future growth drivers</div><div>• Transparent disclosure of financial and other performance</div><div>• Shareholder-friendly dividend payout ratio</div><div>• Sound governance structure, ESG issues</div></div>
	Annual Shareholders Meeting	Annually	
	NDR(Non-Deal Roadshow)	As required	
	Securities Company Conference	As required	
	Earnings Release Conference Call	As required	
	Key Periodic Reports and Disclosures	Regular reports - quarterly, Key disclosures - as required	
	Wired Channel	Company's main contact number for IR team connection, investor-exclusive landline channel	
	Company Tour	As required	

Stakeholder Group	Main Channels	Frequency	Issues(Interest)
<div><div></div><div>Partners</div></div>	Contact Us	As required	<div><div></div><div>• Shared growth</div><div>• Partner store opening</div><div>• Cooperation and communication with partners</div><div>• Development and support projects such as training and infrastructure</div><div>• Human rights protection, ethical management, and fair trade</div></div>
	Cyber Audit Office	As required	
	Online Report	As required	
	Partner System	As required	
	Valuable Story for the Coexistence of Small and Medium-Sized Businesses	As required	
	Regional Sales Supporting Consultation Meetings	Semi-annually by region	
	Shared Growth Meeting	Semi-annually	
<div><div></div><div>Employees</div></div>	Employee Survey	As required	<div><div></div><div>• Horizontal organizational culture</div><div>• Respect for human rights and a safe working environment</div><div>• Work-life balance</div><div>• Employee growth and self-development</div><div>• Providing equal opportunities and fair performance evaluation</div></div>
	Corporate Portal	As required	
	Internal Broadcasting	As required	
	Labor-Management Council	Quarterly, ad hoc meetings	
	Cyber Audit Office	As required	
	Online Reporting Channel	As required	
<div><div></div><div>Local Communities</div></div>	Company's Website and Social Media Accounts	As required	<div><div></div><div>• Social contribution</div><div>• Revitalizing the economy of the local community</div><div>• Creating shared value</div><div>• Corporate social responsibility</div><div>• Overcoming cultural blind spots</div><div>• Environmental protection</div></div>
	In-House Volunteer Work	As required	
	CJ Donors Camp	As required	
	CJ Welfare Foundation	As required	
	CJ Cultural Foundation	As required	
	Community Chest of Korea	As required	
	Korea Disaster Relief Association	As required	
<div><div></div><div>Government and the Press</div></div>	Corporate Website	As required	<div><div></div><div>• Participation in key policies</div><div>• Compliance with laws and regulations</div><div>• Economic performance and value creation</div><div>• New content and products</div><div>• Anti-corruption and regulatory compliance</div></div>
	Press Release	As required	
	Meeting	As required	
	Council	As required	
	Business and Audit Reports	As required	
	ESG Report	Annually	

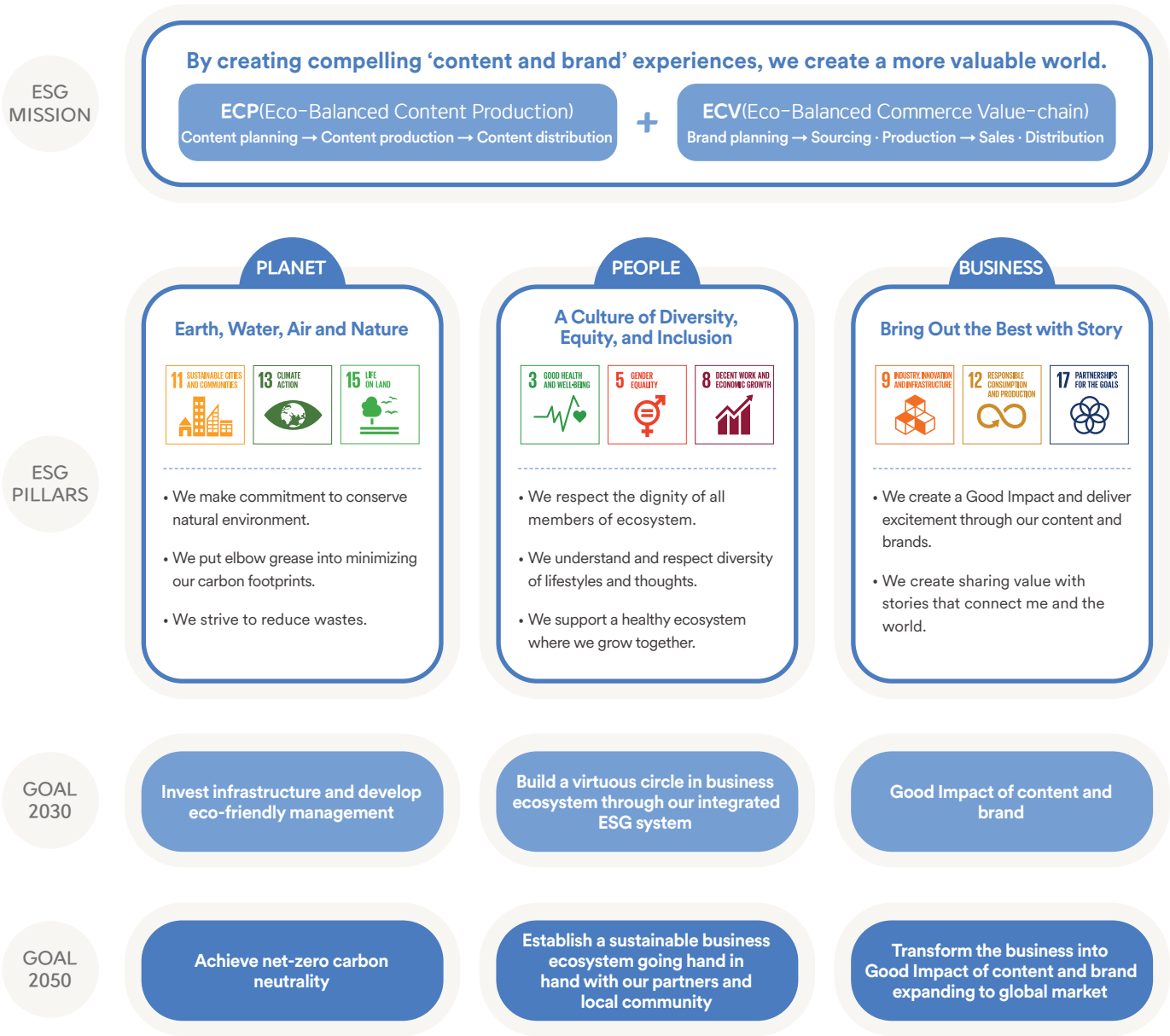
ESG FOUNDATIONS

ESG MANAGEMENT STRATEGY	022
ESG ROADMAP	024
ESG PILLARS	030

ESG MANAGEMENT STRATEGY

ESG PLACEMENT

CJ ENM leads positive changes in the natural environment and industrial ecosystem through ESG management. In order to create a more valuable world through captivating ‘content and brand’ experiences, we have implemented systematic ESG management. As a responsible corporate citizen, CJ ENM adheres to global standards and guidelines to share sustainable growth and development with our society and the global community. In 2023, CJ ENM have established specific goals for divisions and we are enhancing our ESG execution capabilities by refining three key focus areas: building a sustainable ecosystem reflecting industry characteristics, establishing a medium- to long-term disclosure system for mandatory ESG disclosures, and risk management based on strengthened ESG practices.



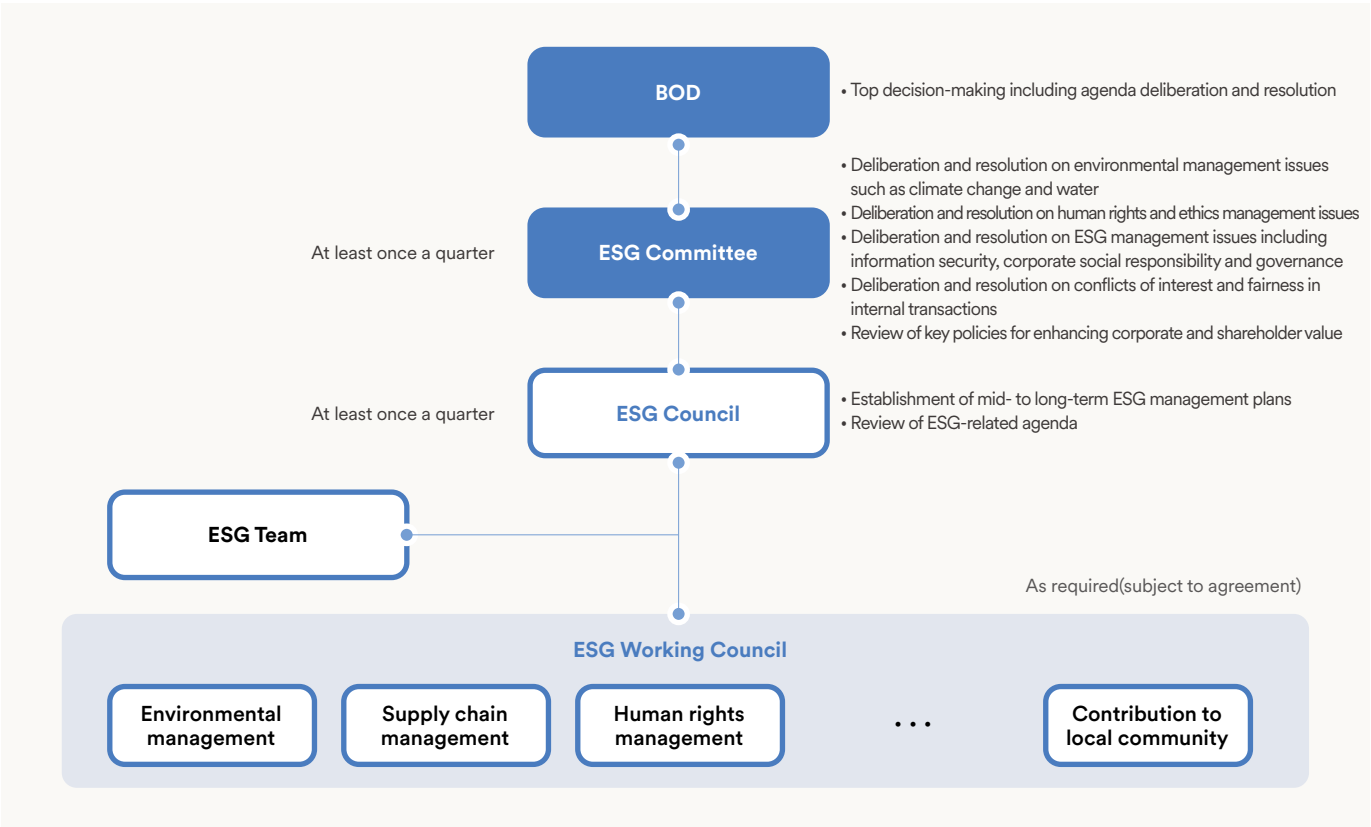
ESG GOVERNANCE

CJ ENM has established a dedicated ESG governance structures and implemented strategic and systematic ESG management to manage ESG risks continuously, comprehensively, and preemptively. The ESG Committee under the Board of Directors, the highest decision-making body, plays a central role in regularly reviewing non-financial factors(environment, human rights, ethics, information security, etc.) that affect corporate value and sustainability, as well as conducting preliminary review of internal transactions. The ESG committee also sets medium- to long-term ESG management directions and exercises decision-making authority. The ESG Council is responsible for establishing and executing medium- to long-term ESG management plans, and presenting key agenda items requiring decision-making to the ESG Committee.

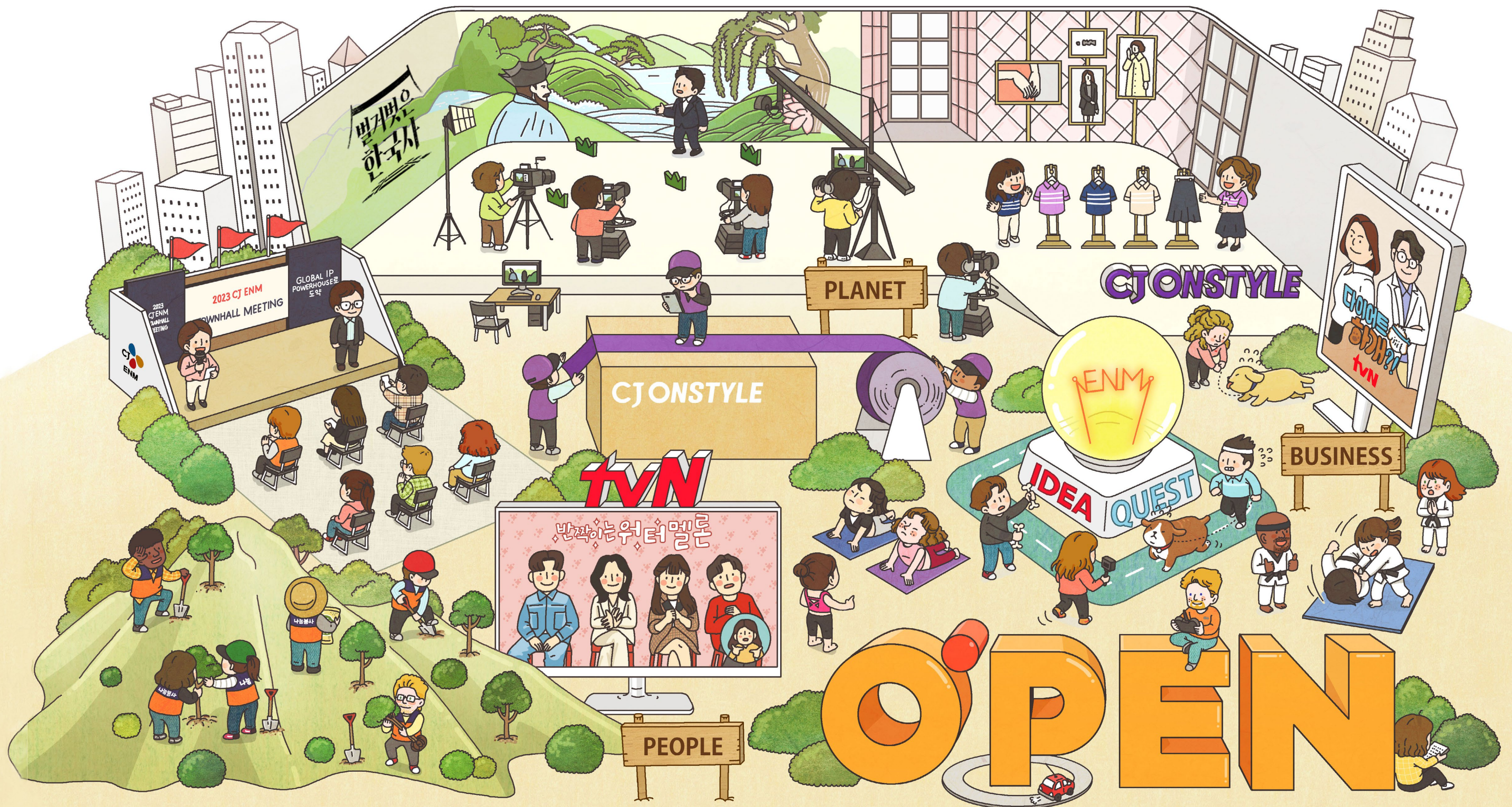
2023 Key Agenda for ESG Reporting

Classification	ESG Council	ESG Committee under BOD	Reporting Agenda
1st	March 06, 2023	March 13, 2023	Key ESG plans for 2023, etc. (build a sustainable ecosystem that reflects industry characteristics, establish a ESG disclosure structure, and manage risks by bolstering ESG at the working level)
2nd	June 14, 2023	June 21, 2023	Reporting on the release of the 2022 ESG Report, etc.
3rd	September 13, 2023	September 20, 2023	Supporting partners sustainable activities, reporting on operating plans for ESG Working Council, etc.
4th	December 13, 2023	December 20, 2023	Reporting on progress of key tasks in 2023, reporting on key ESG ratings in 2023, etc.

ESG Governance Structure



ESG ROADMAP



ESG ROADMAP

ECP INITIATIVE

INITIATIVE OPERATION

CJ ENM continues our journey to create captivating and attractive content. We strive to break down all barriers to content access, including age, generation, and language, and to create content that everyone can enjoy and empathize with, as well as new, original content that will change existing paradigms.

In addition, for a ‘sustainable content industry’ for future generations, we actively work together to figure out how to create a content production environment where all members, including creators and staffs who participated in the production process, can be respected while maintaining an environment where nature and people coexist.

CJ ENM continuously pursues ‘the creation of a sustainable content industry environment’ based on a virtuous cycle system in which the entire content industry can participate. We seek to lead sustainable changes in the content industry by sharing opinions and taking meaningful steps together. The ECP initiative, launched to empathize with these purposes and goals, is still ongoing. The ECP Initiative is an open consultative body that creates principles, standards, and common promises for members who work together to improve sustainability in the content industry. It was launched on December 1, 2022 and has been jointly operated with Korea Creative Content Agency(KOCCA).

“By launching ECP(Eco-balanced Content Production),
we will establish a virtuous cycle system in which
the entire industry can participate and drive sustainable growth of content.”

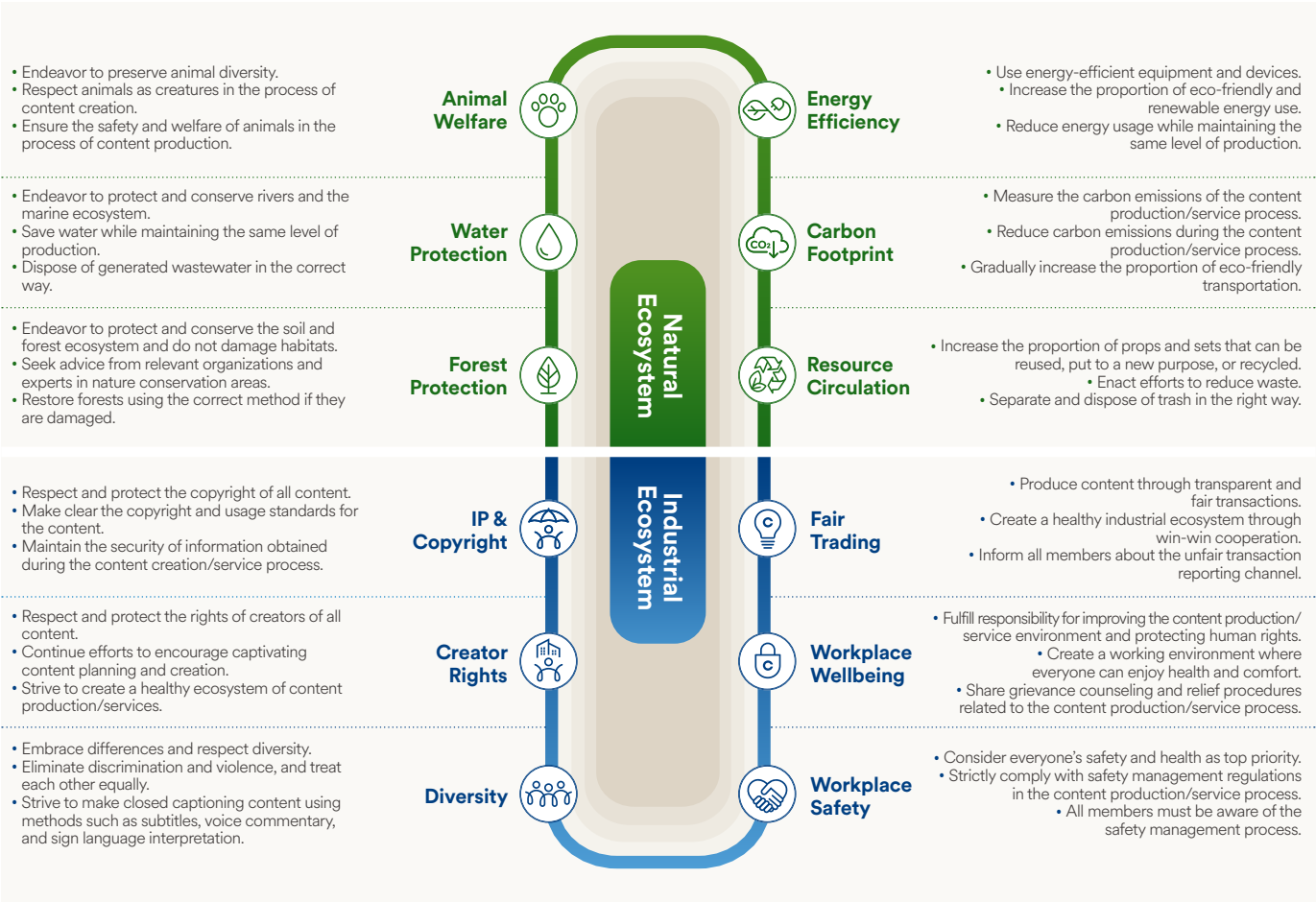
The ECP Standard is expected to serve as a guideline for practicing sustainability in the content industry together with internal and external stakeholders and as a compass suggesting sustainable growth and directions for the future.



In line with the rapidly evolving nature of the content industry and in step with global ESG changes, CJ ENM will gradually advance the ECP standard and continue to diligently implement it. By continuing to produce and research content aligned with ECP standards, CJ ENM will take the lead in spreading ESG values and promote sustainability in the content industry. We will actively work to foster consensus on ESG across the content industry and establish a proper ESG culture through incremental waves of change.

12 STANDARDS AND GUIDELINES FOR ECP

ECP has developed twelve standards and established guidelines by categorizing them into natural ecosystem and the category of industrial ecosystem categories. These standards reflect major global ESG initiatives such as SASB and GRI Standards, UN SDGs, and UNGC ten principles, as well as the unique characteristics and opinions from content production sites.



LOOKING AHEAD

As a participant in the ECP Initiative, CJ ENM actively promotes various research projects and activities to make the content industry more sustainable through ECP standards and guidelines. In 2023, CJ ENM, in collaboration with KOCCA, initiated preparations for a carbon footprint calculator to measure the environmental impact of the entire content production process. As such, we plan to pursue effective research that takes into account the unique characteristics of the content industry. In order to implement and spread the 12 ECP standards in the near future, we intend to advance detailed standards and measurement methods, such as the ECP implementation checklist.

ESG ROADMAP

YESGO, FUTURE TOGETHER

YESGO WITH PARTNERS

In 2022, CJ ENM announced 'YESGO' as the ESG commitment through collaboration between society('Y'OU) encompassing 'partners, customers, environment, employees, and the local community' and CJ ONSTYLE('O'NSTYLE). The future lifestyle that will be built on 'YESGO' starts with the expansion of value-based consumption that considers society and the environment, resonating with customer values. Recognizing that value-based consumption thrives on a healthy and sustainable distribution ecosystem, CJ ENM is preparing for the future together with its partners by establishing an ESG management support system for its partners and upgrading its shared growth program. Moreover, we are dedicated to developing eco-friendly packaging materials to reduce plastic usage and circulate resources, and are expanding investments to increase their actual application. We aim to create a new culture across the areas of environmental(E), social(S), and governance(G), including contribution to the community to become a dream keeper and partner for next generations and local communities.

“By actively supporting shared growth with partners, we will strive to build a virtuous cycle of ESG consumption ecosystem that will ultimately increase customer satisfaction.”

YESGO

Y

+

ESG

+

O

YOU

**The Leaders of
the Future
to Live Together**

Our customers, partners,
environment, employees,
and society

ESG

**Future Lifestyle
that Connects You to
CJ ONSTYLE**

Value-based consumption,
win-win ecosystem,
eco-friendly packaging,
sustainable working environment,
young people's dream keeper

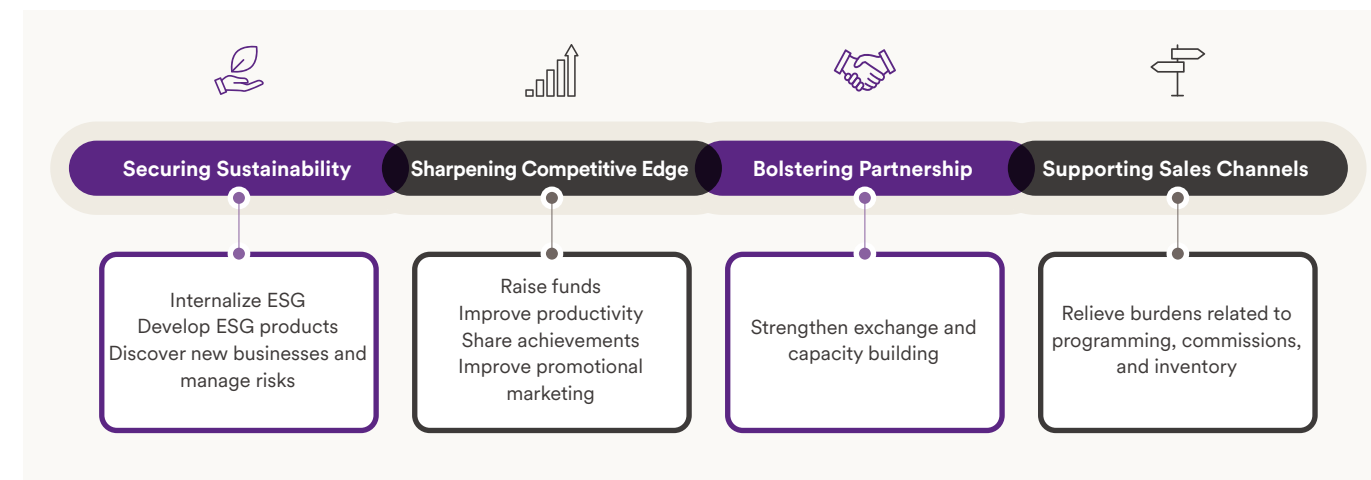
ONSTYLE

**A Platform to
Unfold the Future
of Your Dream**

Commerce platform and
our daily lives

Programs to Support Implementation of Partner ESG and Shared Growth

Shared growth with partners is an essential element in creating a sustainable distribution ecosystem. CJ ENM has expanded support projects by resuming in 2022 the CJ ONSTYLE Partners Club, which had been suspended due to COVID-19. We pledged a partner support project worth KRW ten billion for partners navigating challenging times amid economic downturn, with the goal of overcoming the crisis. Additionally, an integrated ESG support project for small and medium-sized enterprise(SME) partners was established to support partners struggling to introduce their own ESG management system. In cooperation with the Korea Commission for Corporate Partnership and the Korean Standards Association, CJ ENM provides an integrated program to build partners' ESG management systems, ranging from specialized ESG training to diagnosis and consulting. This program is the first of its kind for the South Korean TV shopping industry. Partners that participated in the ESG integrated support project expressed their willingness to practice ESG management by signing the 'Partner Ethical Management Pledge'.



LOOKING AHEAD

CJ ENM has initiated the 'Partner Eco-friendly Packaging Support Project', providing eco-friendly packaging materials developed for plastic reduction and resource circulation to small and medium-sized enterprise(SME) partners free of charge. Understanding the cost constraints associated with adopting eco-friendly packaging, we are committed to providing diverse opportunities for these partners to integrate such materials into their operations. With growing emphasis on ESG, market demand for ESG-related certifications such as the International Standard Environmental Management System(ISO 14001) is increasing, reflecting a rapidly evolving trend. CJ ENM is joining the endeavor to ensure that partners can promptly respond to market changes brought about by ESG. This includes adding support for costs related to ESG certification to the existing quality consulting and testing cost reduction schemes, as well as creating an ESG Trend Report regularly to provide partners with insights into ESG trends by product category. We also plan to continue expanding our shared growth program to go beyond the existing ESG support system and include support for R&D to improve our partners' productivity, a KRW 60 billion win-win fund for low-interest loans, and various domestic and international sales support projects.

ESG PILLARS

PLANET(EARTH, WATER, AIR AND NATURE)

Tape Christmas Tree 'TATREEIS' Made from Discarded Broadcast Tapes

In December 2023, CJ ENM celebrated the year-end with a Christmas event by installing 'TATREEIS(Tape+Tree+Christmas)'; a tape tree using broadcast video tapes waiting to be discarded, and held a screening of a tape content item using broadcast monitors and tape players used in its production. This activity marked the final year of tape in accordance with the implementation of the tapeless broadcasting system in the Entertainment Division from 2024, producing a Christmas tree with a total of 1,056 used VCR tapes. Beloved programs broadcast by many on tape were shown on monitors in the lobby of CJ ENM's Sangam Office Building, ending the era of VCR tapes and preparing to welcome the coming era of digital file systems. Through the company-wide tapeless policy, CJ ENM is taking the lead in environmental protection by minimizing waste generated during the content production process. Looking ahead, we plan to carry out diverse and innovative eco-friendly activities unique to the content industry.

Number of VCR Tapes Used

1,056



TATREEIS, a Tape Tree at Sangam Office Building



VCR tape content screening

CJ ENM Studio Center's Environmentally Conscious Operations

CJ ENM Studio Center, the largest studio complex in Korea, recognizes environmental sustainability as a top priority and continues to make efforts to reduce negative environmental impact. In 2023, the Studio Center installed and started operating additional electric vehicle charging stations and prioritized electric carts for transportation within the center to minimize the studio's environmental impact. Within the Studio Center, we established a native conservation green area to preserve natural green spaces and provide habitats for endangered animals, actively contributing to biodiversity conservation. In addition, we have opened natural walking trails within landscaped areas, offering a retreat for local residents, thereby promoting the activation of the local community. In 2022, a virtual production stage(VP Stage) was built within the studio, and we have actively utilized it for the production of dramas, entertainment programs, and cultural content. The VP Stage minimizes the need for installation and removal of sets through real-time implementation of various backgrounds on LED screens, thereby contributing to reducing carbon emissions associated with physical movement for outdoor and international location shoots. In 2023, the studio significantly expanded its environmentally conscious content production, producing more than twice the amount compared to 2022. This includes tvN's <Queen of Tears>, tvN STORY's <Bare Korean History>, and TVING's <A Bloody Lucky Day>.



Utilizing the VP Studio for the tvN STORY's <Bare Korean History>

Operating an LED Media Wall Studio Using Eco-Friendly Technology

In 2022, CJ ENM constructed two studios dedicated to LED media walls equipped with new digital technologies at the Commerce Division's Tech & Art Center. Additionally, in 2023, we installed LED-based media wall infrastructure in all live broadcasting studios. Media Wall applied extended reality(XR) technology, which goes beyond virtual reality(VR), to TV home shopping broadcasts. The ultra-large curved LED media wall, designed with soft curves for dynamic scenes, and Unreal Engine-based XR realistic content provide customers with a vibrant non-face-to-face shopping experience, eliminating the need for stage production setup and disassembly. The media wall studio effectively reduces energy consumption by utilizing LED lighting and virtual lighting. Going forward, we will strive to practice environmentally-friendly management by establishing a broadcasting environment that minimizes adverse environmental impact.



LED Media Wall Studio

Establishment of a Virtuous Cycle System for Distribution by Signing a Resource Circulation Agreement

CJ ENM signed a resource circulation agreement with Friends of Hope, Korea Food for the Hungry International(KFHI) to establish a virtuous cycle system for distribution through donation of backlog items. By establishing this system, we plan to operate a sharing store and partner store that promotes reuse called 'Happy Sharing' under KFHI in the future. 'Happy Sharing', certified by the Ministry of Employment and Labor and established by KFHI, operates its own logistics center, mass production system, and eleven reuse stores. Happy Sharing receives donations of surplus items such as fashion, miscellaneous goods, health foods, and household goods from CJ ONSTYLE and sells them at the sharing store for reuse. Through this, we contribute to carbon emission reduction by minimizing the amount of waste generated during the inventory clearance. Furthermore, 10% of the proceeds from the sale of donated items is raised as a fund to open and operate additional stores. Moreover, a portion of the store proceeds is earmarked as a designated deposit for carrying out public projects that promote shared growth with social enterprises and to expand support for vulnerable populations.

Carbon Reduction Expected from Donations and Sales in 2023¹⁾

101,926 Items Donated

8.0tCO₂e reduced

82,065 Items Sold

6.4tCO₂e reduced

1) Assuming that when incinerating 1 piece of clothing/miscellaneous goods(organic waste), 0.07814kg of carbon dioxide is emitted(Source: Environmental Product Declaration Evaluation Coefficient, Korea Environmental Industry & Technology Institute)

Creating an Urban Forest for Biodiversity Conservation

CJ ENM is pursuing various activities to preserve biodiversity and protect the environment. In April 2023, we carried out activities to create an urban forest by reviving dying or replacing irrecoverable plants with new plants at welfare centers located within the community. In October, 30 employees participated in a planting volunteer activity called 'Home Seed Pot(log for growing seeds at home)', where they relocated viable trees grown through this activity to the Noeul Park in Sangam-dong, Seoul. Home Seed Pot is a volunteer activity that involves planting acorn tree seeds in recycled plant pots made from fallen trees or cleared trees in the park, growing them for over 100 days, and then returning them. The returned plant pots are subsequently transferred to tree growth site in Noeul Park, where they continue to grow for several years before being planted in the park. In order to promote activities for environmental conservation in our daily lives, CJ ENM is consistently implementing easy activities to do in everyday life that can lead to big changes when combined. These include returning used Hetbahn(ready-to-eat cooked-rice product) containers for upcycling in collaboration with CJ CheilJedang, and deleting unnecessary emails piled up in the mailboxes.

Planting 2 oak trees(3.86kg) per employee

Annual total absorption effect of

231.6kg CO₂¹⁾



Planting Trees in Noeul Park in Sangam-dong

1) Standard Carbon Sequestration of Major Forest Species(2022), National Institute of Forest Science

ESG PILLARS

PEOPLE(A CULTURE OF DIVERSITY, EQUITY, AND INCLUSION)

Expand Communication with Employees through Company-wide Town Hall Meetings

CJ ENM has increased in-person communication with employees following the end of COVID-19 restrictions. In 2023, the Entertainment Division and subsidiaries including Studio Dragon Corporation, TVING, CJ ENM STUDIOS, DBASE&, and Mezzo Media held a total of two online and offline company-wide town hall meetings. During these meetings, we presented our strategic directions, challenges, and achievements, and the senior management answered employee questions through a Q&A session. Other business divisions ran their own town halls to share each organization's directions and plans. To promote communication between the CEO, management team, and members in the Commerce Division, we conducted 'Talk ON AIR', a company-wide town hall meeting, providing opportunities for open dialogue. Additionally, through quarterly One Mind Council meetings, we directly convey the voices of our employees to the management team.



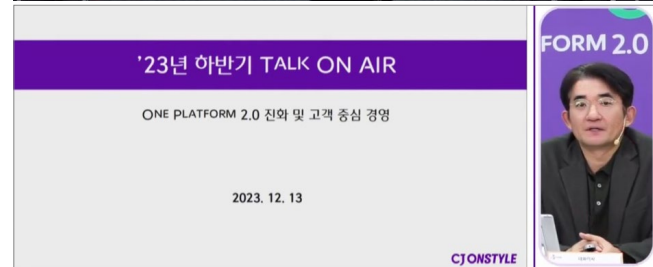
Online - Offline Company-wide Town Hall Meeting



ENM Idea Quest poster



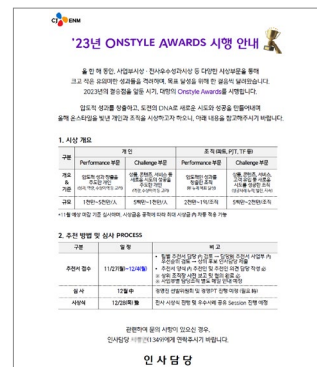
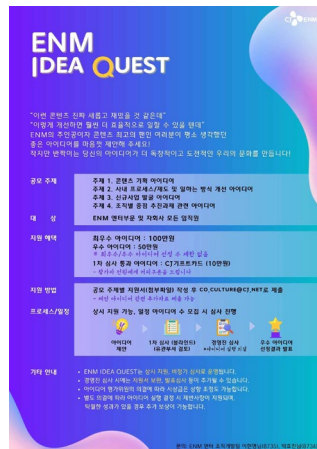
Best Idea in ENM Idea Quest



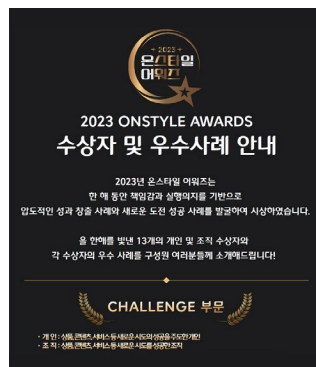
'Talk ON AIR' Fostering Employee Harmony

A Culture that Encourages New Initiatives and Challenges

CJ ENM respects and actively encourages ideas from employees who lead trends and embrace enthusiastically new challenges. In 2023, the Entertainment Division invited all employees, including subsidiaries, to submit ideas on four topics(content planning, internal process and system improvements, discovering new businesses, and strategic initiatives by department). The inaugural Idea Quest awarded the top idea, '<Piggie, Woof Woof!>: A Diet for Pets Overweight from Love', which was developed into the digital content 'Doggy Diet?!' in December 2023 and aired on tvN STORY channel in January 2024. The Commerce Division presented CJ ONSTYLE AWARDS to individuals and teams who achieved significant success or led successful new attempts in products, content, and services, creating an environment where employees can foster new initiatives and successes. In 2023, CJ ONSTYLE hosted a company-wide awards ceremony and shared sessions highlighting exemplary cases.



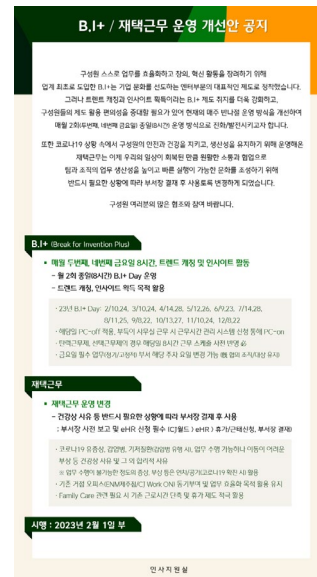
CJ ONSTYLE AWARDS Guide



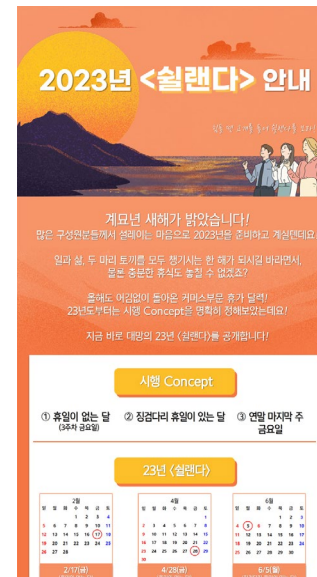
CJ ONSTYLE AWARDS Winners and Best Cases Guide

Support for Improving Work Engagement through Recharging and Self-Development

CJ ENM supports employees to be more immersed in their work by creating an environment where they can fully focus on rest. The Entertainment Division revamped the 'B.I+(Break for an Invention Plus) program' in 2023, allowing employees to engage in self-development outside the office. By transitioning the frequency from the weekly half-day sessions to full-day sessions on the second and fourth Fridays of each month(twice a month, 8 hours each), we aimed to increase convenience of employees using the program. The B.I+ program considers the unique demands of the content industry, requiring empathy with public sentiment and distinctive creativity. It provides employees with temporal and psychological space to capture trends and gain insights. Employees who utilize the B.I+ program to secure self-development time have reported positive evaluations and feedbacks, as it allows them to contemplate creative work productivity by catching trends and reflecting on their relevance to their work. The Commerce Division also operates 'Shillanda', the company-wide annual vacation calendar, which encourages employees to plan in advance at the beginning of the year and take refreshing vacations.



Notice on B.I+ program Reorganization



2023 <Shillanda> Guide

Operating a Remote Work System for a Self-Directed Culture

CJ ENM provides a self-driven work environment where all employees can internalize a self-directed work culture. The remote work system 'CJ Work ON', which allows employees to freely choose their work environment without constraints of time and space, has increased employees work engagement and efficiency. 'CJ Work On' is based in the headquarters of CJ's major affiliates, including 'Yongsan-gu, Seoul'(CJ OliveNetworks, CJ CGV), 'Jung-gu, Seoul'(CJ CheilJedang), 'Dongdaemun-gu, Seoul'(CJ CheilJedang), and 'Gyeonggi Ilsan'(CJ LiveCity). In addition to the existing four base offices, a new office in Gangnam was opened in 2023 to improve accessibility and continuity of work for employees. Moreover, the Entertainment Division operated the ENM Jeju Island office, which provided employees with a refreshing experience while working in Jeju Island for two weeks, until November 2023. Employees who worked at the Jeju Island office reported their high satisfaction, noting increased work efficiency and networking opportunities.



CJ Work ON Office View



CJ ENM Jeju Island Office

ESG PILLARS

BUSINESS(BRING OUT THE BEST WITH STORY)

<O'PEN>, CSV Program with Rookie Storyteller and Music Composer

<O'PEN> stands for providing an open('O'PEN) creative space and opportunities('O'ppportunity) to those dreaming of becoming creators('Pen'). It is a project jointly supported by CJ ENM's subsidiaries, Studio Dragon Corporation, and WAKEONE, which integrates support for discovering and nurturing rookie creators, content planning and development, production and scheduling, and business matching. In 2023, 34 rookie writers in the O'PEN STORY category(7th batch of O'PEN Storytellers) and 16 rookie composers in the music category(5th batch of O'PEN MUSIC) were finally selected, resulting in a total of 233 story writers and 89 music composers as of December 2023. In addition, CJ ENM signed a business agreement(MOU) with KOCCA in January 2023 to expand support for production and debut of rookie creators. In March, we achieved significant outcomes in nurturing local creators based in Busan and in content planning and development through a four-party agreement with Busan City, BFC Busan Film Commission, and Busan IT Industry Promotion Agency.

O'PEN STORY Key Achievements in 2023

6th	<div><div>Park, Sun Young 'Bruised Like a Peach'</div><div>Lee, Ga Young 'The Reason For Our Break Up'</div><div>Park, Se Hyeon 'Grand Shining Hotel'</div><div>Lee, Chung Han 'Summer, Love Machine Blues'</div><div>Park, Yeon Ok '2:15'</div><div>Jung, Ji Hyun 'Perfect Shot'</div><div>Seo, Hyun Joo 'Summer Cold'</div><div>Cheon, Se Eun 'A Walk'</div></div> <div><p>tvN X TVING <O'PENing 2023></p></div>
2nd	<div><div>Hong, Jong Sung Wave <The Deal></div><div>Baek, In Ah MBC <A Good Day to Be a Dog></div></div> <div></div>
4th	<div><div>Song, Soo Han JTBC <Agency></div><div>Lee, Bom tvN <Poong, the Joseon Psychiatrist Season 2></div></div> <div></div>
5th	<div><div>Hwang, Seol Hun Disney+ <Shadow Detective Season 2></div></div> <div></div>

O'PEN MUSIC Key Achievements in 2023

1st	2nd		
<div><div>HEN <Breathe a Breath> album by Park, Ji Yoon</div><div><Hardness of Love> album by HEN</div></div>			
3rd		3rd	
<div><div>Park, Jae Won, Kim, I hyeon <Hardness of Love> album by HEN</div></div>		<div><div>Yang, Tae Gyeom Mnet (BOYS PLANET) 'Say yes!' - 'Say My Name'</div></div>	
4th			
<div><div>Hwang, Yoo Geun Mnet <BOYS PLANET> 'Kneading'- 'Switch'</div></div>			

2023 O'PEN STORY and MUSIC Recruiting Poster

<p>DRAMA 2023.1.2 ~ 16</p> <p>O-OPEN COOR</p> <p>2023.2.1 ~ 13</p> <p>FILM</p>	<p>2023 오픈 뮤직 작곡가 모집</p> <p>모집기간: 2023.1.2 ~ 16</p> <p>제출기간: 2023.1.2 ~ 16</p> <p>제출처: CJ ENM</p> <p>모집분야: 드라마, 영화, 예능, 광고, 게임, 방송, 공연, 행사, 기타</p> <p>모집대상: 2023년 1월 2일부터 16일까지</p> <p>모집분야: 드라마, 영화, 예능, 광고, 게임, 방송, 공연, 행사, 기타</p> <p>모집대상: 2023년 1월 2일부터 16일까지</p>
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O'PEN STORY Batch 7

O'PEN MUSIC Batch 5

O'PEN STORY Realizing the Creative Dreams of Rookie Writers (Scripted Series, Film Division)

CJ ENM provides practical creative opportunities to rookie writers who dream of becoming drama and film writers. In November 2023, 'O'PEN House', hosted by CJ ENM, held an information session for the O'PEN Storyteller Competition for 200 aspiring writers. Writers selected for the O'PEN Storyteller Competition can experience educational programs such as creative grants, expert mentoring from industry-leading directors and writers, special lectures, seminars, and creative workshops, field trips and coverage to discover materials and improve story completion, and in-depth interviews. In addition, O'PEN writers can use individual and collaborative writing rooms, meeting rooms, and lounges at the 'O'PEN Story Center' to conduct creative activities. Selected O'PEN writers plan and develop series for the Drama Division and plan and develop scenarios and series for the Film Division through a 12-month training program. Suitable works among the winning pieces are produced by STUDIO DRAGON and aired as <O'PENing> on tvN and TVING. In 2023, we organized an 'O'PENing VIP Preview' prior to broadcast scheduling and conducted a screening at CGV Yongsan. In addition, we continue to arrange business matching by inviting domestic and international investors, distributors, and production companies after they complete the O'PEN training course, while also systematically supporting creative opportunities, development and IP commercialization.

2023 'O'PEN House' and 'O'PENing VIP Preview'



'O'PEN House'

In November 2023, CJ ENM opened 'O'PEN House' and invited 200 aspiring writers interested in O'PEN to an information session on the O'PEN Storyteller Competition.



'O'PENing VIP Preview'

In 2023, an 'O'PENing VIP Preview' was planned and screened at CGV Yongsan before the broadcast of <O'PENing>, a one-act play by writers from the 6th batch that completed the training course.

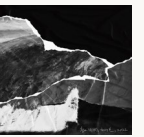
O'PEN MUSIC Supporting the Growth and Creation of Rookie Composers(Composition Division)

O'PEN MUSIC offers a comprehensive support program to aspiring new composers. Composers selected for O'PEN MUSIC participate in a systematic education program including creation grants, creative spaces, mentoring with the industry's leading composers, and specialized lectures and practical training in composition, lyric writing, mixing, and production. Additionally, opportunities like Song Camp, a collaborative creative opportunity with professional composers, enable active engagement with diverse music professionals. The project also provides opportunities in drama OSTs, artist albums, and broadcast sound sources to help rookie composers in navigating the unpredictable creative environment and high entry barriers. This encouragement of diverse musical challenges helps rookie composers gain industry experience.

O'PEN MUSIC Towards Harmony

<Moment> by O'PEN MUSIC Chief Mentor Choi, Beck Ho

For this album by singer Choi, Beck Ho, who serves as O'PEN MUSIC Chief Mentor, O'PEN MUSIC composers participated in producing, composing, and writing all the songs. The album <Moment> was nominated for the 2023 Korean Music Awards(KMA) in the Best Pop-Album category.



<Moment> album

<Hardness of Love> by HEN from Batch 1 of O'PEN MUSIC

The entire production of the special album <Hardness of Love> was handled by HEN from Batch 1 of O'PEN MUSIC, and all the songs included in the album were completed by artists working through O'PEN MUSIC.



<Hardness of Love> album

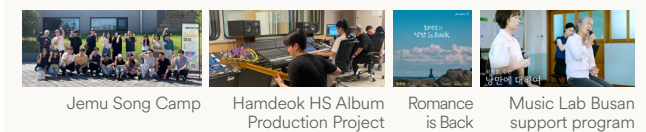
O'PEN MUSIC with Local Musicians

Jeju Emerging Music Utopia

O'PEN MUSIC conducted a music production project with Jeju Hamdeok High School music students, creating a valuable opportunity for students to experience the entire process of music production. By cooperation with the 'Jeju Music Studio', the project provided a way to communicate through music through 'Jemu Song Camp' in which eight local musicians based on Jeju Island and four O'PEN MUSIC rookie composers participate in composition.

Music Lab Busan

O'PEN MUSIC operates a support program in collaboration with Music Lab Busan to discover various local musicians and promote their success. The representative songs of O'PEN MUSIC's Chief Mentor Choi, Beck Ho were re-arranged by an O'PEN MUSIC composer, and the unique colors of Busan-based musicians were added to create music that spans generations. As part of the 'Remake Music and Video Support Project' of Music Lab Busan, <Choi, Beck Ho's Romance is Back> Season 3 was released as a live video and sound source.



Jemu Song Camp

Hamdeok HS Album
Production ProjectRomance
is Back
Season 3Music Lab Busan
support program

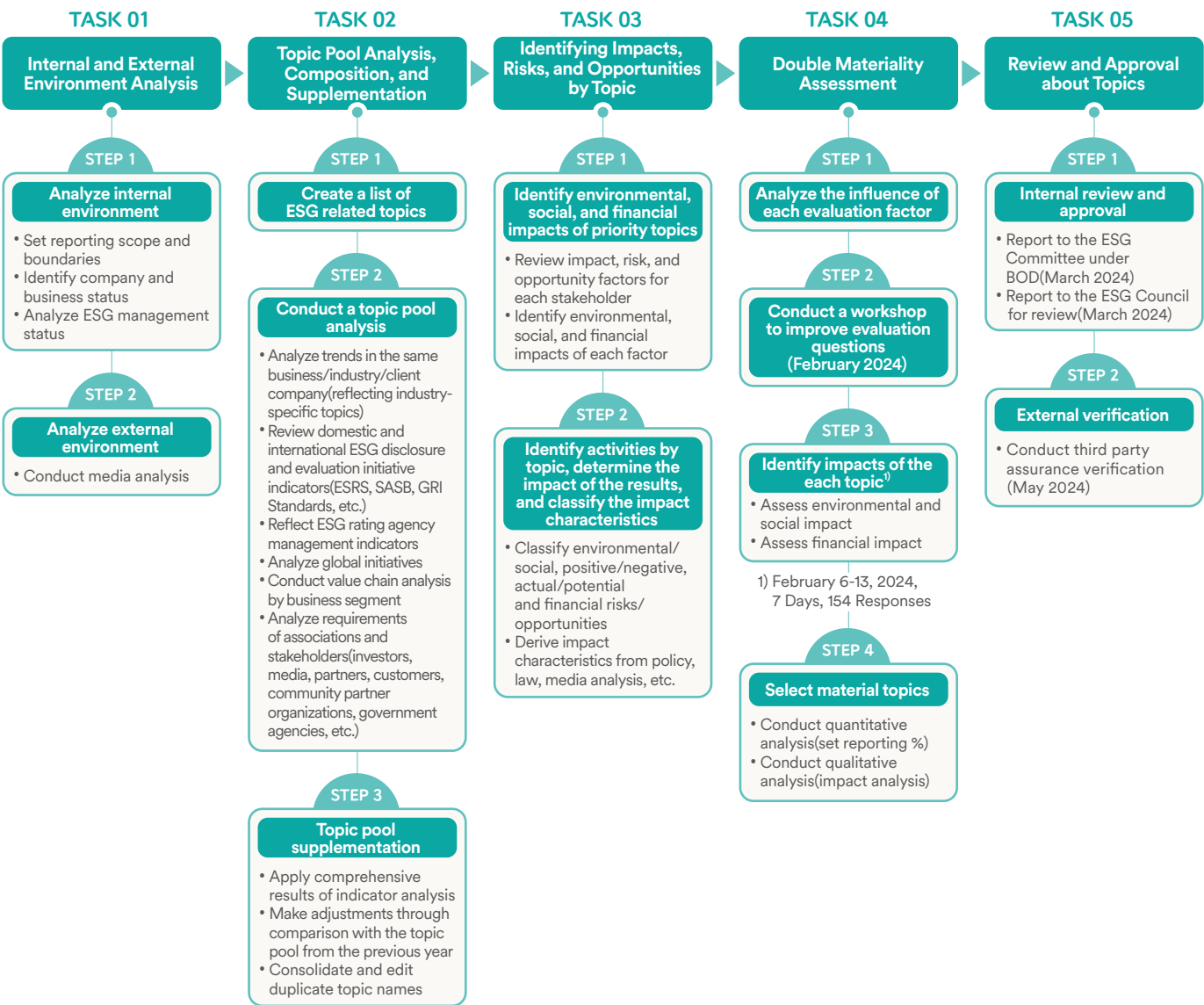
MATERIAL ESG TOPICS

DOUBLE MATERIALITY ASSESSMENT METHODOLOGY	038
ENVIRONMENTAL	
SUSTAINABLE CONTENT, PRODUCTS & SERVICES	042
SOCIAL	
LABOR RIGHTS(RESPECT AND PROTECTION OF HUMAN RIGHTS)	046
GOOD IMPACT OF CONTENT, PRODUCTS & SERVICES	054
SAFETY AND HEALTH ACROSS THE VALUE CHAIN	062
CUSTOMER SATISFACTION	068
GOVERNANCE	
ETHICS AND COMPLIANCE MANAGEMENT	074
ANTI-CORRUPTION AND FAIR TRADE	080

DOUBLE MATERIALITY ASSESSMENT METHODOLOGY

MATERIALITY ASSESSMENT PROCESS

CJ ENM conducts a materiality assessment every year to identify material ESG topics among ESG issues and disclose them in the <ESG Report>. For the <2023 ESG Report>, we conducted a materiality assessment considering international sustainability disclosure guidelines(e.g. GRI Standards) and reflecting the double materiality concept introduced by the EU Sustainability Reporting Standards(ESRS). Our double materiality assessment was conducted in accordance with CJ Group's standard materiality assessment methodology and the ESRS, which considers two dimensions (i) environmental and social impacts and (ii) financial impacts. To reflect stakeholder opinions through surveys and validate the adequacy of the results, the evaluation was conducted in two phases: first, involving internal and external stakeholder groups(of the public); second, engaging an internal focus group(of the job experts). By analyzing the impact of each topic based on the opinions of internal and external stakeholder groups, followed by an advanced opinions from the expert group, we comprehensively integrated the opinions of all stakeholders. The final selection of material topics was confirmed after review and reporting by the ESG Committee, the highest decision-making body for ESG management matters.



MATERIALITY ASSESSMENT RESULTS

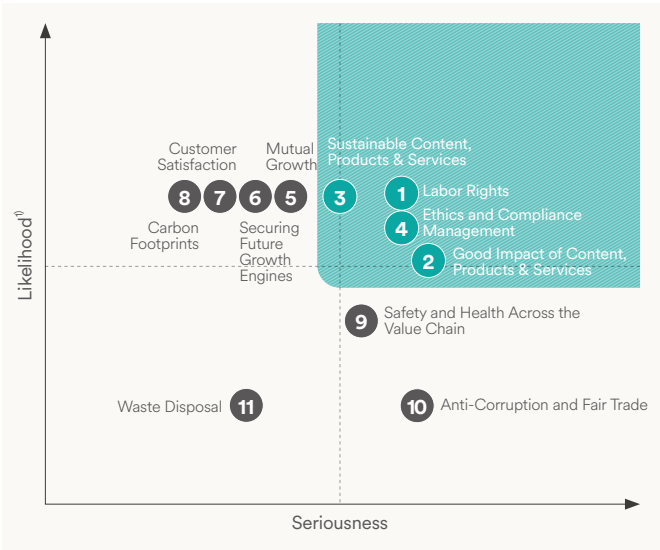
CJ ENM has identified seven material topics – one environmental, four social, and two governance – through the materiality assessment that considers both environmental and social materiality as well as financial materiality. ESG-related topics such as labor rights, ethics and compliance management were selected as key reporting topics with business activities aimed at industry competitiveness and customer satisfaction. Through this selection, CJ ENM has reaffirmed our social responsibility to internal and external stakeholders. The activities and achievements related to the selected seven material topics have been faithfully documented in the relevant section of the report.

● Above the reporting threshold ○ Below the reporting threshold

Category	Material Topics ¹⁾	Impact Perspective			Impact		GRI Indicators
		Environmental/Social	Financial	Opportunity	Environmental/Social	Financial	
E	Sustainable Content, Products & Services	Positive	Actual	Opportunity	●	●	306-1~2
	Labor Rights (Respect and Protection of Human Rights)	Negative	Actual	Risk	●	○	405-1~2, 406-1, 407-1, 408-1, 409-1, 410-1, 411-1
	Safety and Health Across the Value Chain	Negative	Potential	Risk	○	●	403-1~9
	Good Impact of Content, Products & Services	Positive	Potential	Opportunity	●	●	203-1, Non-GRI
S	Customer Satisfaction	Positive	Actual	Opportunity	○	●	416-1~2, 417-1~3, Non-GRI
	Ethics and Compliance Management	Negative	Potential	Risk	●	○	Non-GRI
	Anti-Corruption and Fair Trade	Negative	Potential	Risk	○	●	205-1~3, 206-1
G							

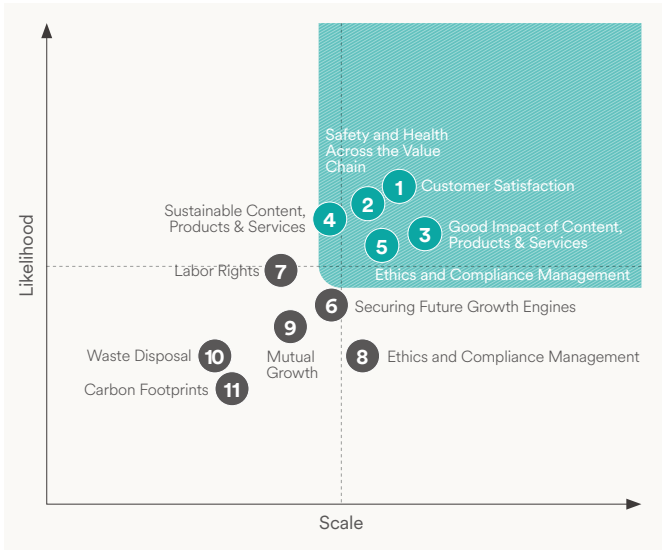
1) As the topic pool considering inside-out and outside-in impacts has been in use since 2023, the topic of Securing Future Growth Engines, which was reported as a material topic in 2022, was excluded from topic scoring. Other material topics remained the same, but their names may have been changed.

The Matrix of the Environmental/Social Impact Assessment Results



1) In the case of actual impact, apply the maximum score for the likelihood









The Matrix of the Financial Impact Assessment Results










DOUBLE MATERIALITY ASSESSMENT METHODOLOGY

MANAGEMENT OF MATERIAL TOPICS

CJ ENM manages material ESG topics based on the sustainability disclosure standard frameworks of ISSB(IFRS S1, S2) and GRI Standards 2021. In particular, we strive to identify risk and opportunity factors related to finalized material ESG topics finally selected through a double materiality assessment and integrate them into our strategies. We have set and managed indicators and goals for each topic. The Board of Directors and ESG Committee respond to impact management through reporting, reviewing, and approving material topics.

Cate-gory	Material Topics	Assessment of Material Topics	Response Strategies	Goals and Management Indicators	Pages
E	Sustainable Content, Products & Services 	Back-ground <ul style="list-style-type: none">Increasing stakeholder demand for environmental improvement efforts of content, products, and servicesEnhancing environmental friendliness through improvements in packaging materials in distribution processes	In order to revitalize the eco-friendly ecosystem, CJ ENM considers environmentally-friendliness in the process of our business such as producing content, distributing products, and servicing products. We also minimize the negative impact on the natural environment by proactively managing various pollutants and wastes emitted from our business activities.	<ul style="list-style-type: none">Goals<ul style="list-style-type: none">Expand investment in infrastructure and development projects for eco-friendly management by 2030Achieve carbon neutrality by 2050Management Indicators<ul style="list-style-type: none">Monitoring of greenhouse gas emissionsOperation of the international standard environmental management system(ISO14001)Quantity of boxes using eco-friendly packaging materials	p.42-45
		Impact <ul style="list-style-type: none">Reducing the amount of disposable waste used in packaging contributes to revitalizing an eco-friendly ecosystemThe discovery and spread of sustainable content, products, and services influences the revitalization of the national circular economy.			
S	Labor Rights (Respect and Protection of Human Rights)     	Back-ground <ul style="list-style-type: none">Increase in stakeholder requirements for respect and promotion of human rightsMinimizing human rights risks considering the labor-intensive nature of the industry	CJ ENM practices human rights management and respects and protects the human rights of all stakeholders, including all employees, partners, and customers. Furthermore, we identify potential human rights risks and impacts arising from the supply chain by conducting regular human rights impact assessments and operating grievance reporting channels. In addition, we enhance awareness of human rights among all employees, including part-time employees, through human rights education, aiming to foster a stable work environment and emphasize the importance of human rights.	<ul style="list-style-type: none">Goals<ul style="list-style-type: none">Operate a human rights management performance management system by 2025Establish a supply chain management system focusing on human rightsManagement Indicators<ul style="list-style-type: none">Employees' human rights training completion rateNumber of valid and resolved cases against human rights	p.46-53
		Impact <ul style="list-style-type: none">Violation of human rights of stakeholders due to insufficient human rights risk management causes negative impacts linked to social problems.			
S	Good Impact of Content, Products & Services  	Back-ground <ul style="list-style-type: none">Increase in stakeholder requirements for corporate social value creationAs a corporate citizen, CJ ENM fulfill a responsibility to play a leading role in prodding customers' positive perceptions and changing their behaviors.	CJ ENM continues to discover content and products that build on originality which viewers and consumers can relate to and enjoy. In particular, our content and products, rooted in the ESG philosophy, aim to create social value and spread Good Impact, contributing to making the world more valuable. We strive comprehensively to promote a consumer culture that embraces positive values, fostering the spread of ethical consumption.	<ul style="list-style-type: none">Goals<ul style="list-style-type: none">Expand Good Impact to the categories of content and commerce by 2030Transform the Good Impact business into categories of content and commerce by 2050 and expand it globallyManagement Indicators<ul style="list-style-type: none">Good Impact Content Index(G. I.C. Index)Number of TV shows with closed captioningSupport for rookie creators	p.54-61
		Impact <ul style="list-style-type: none">Improving content accessibility and social value-based products and services to contribute in the social and cultural development of the local community			

Cate-gory	Material Topics	Assessment of Material Topics	Response Strategies	Goals and Management Indicators	Pages
S	Safety and Health Across the Value Chain  	Back-ground <ul style="list-style-type: none">Increase in safety and health risks of our workplaces and partners due to enforcement of the Serious Accidents Punishment ActImproving strategic response to safety and health-affecting accidents in the same industry	CJ ENM places utmost importance on establishing a safe and healthy work environment. Considering the nature of our business where unpredictable situations abound, CJ ENM does our best to conduct safety inspections and accident prevention activities at our worksites and business locations to protect the safety and health of all its stakeholders, including employees, and partners and prevents occupational accidents through constant training.	<ul style="list-style-type: none">Goals<ul style="list-style-type: none">Annual Lost Time Injury(LTI): 0 disastersNumber of serious accidents per year: 0Management Indicators<ul style="list-style-type: none">Certification for safety and health management system(ISO 45001)Number of work-loss disastersNumber of serious accidents	p.62-67
		Impact <ul style="list-style-type: none">Disasters caused by a company's negligence in safety and health management can have a fatal impact on the health of employees and partners			
S	Customer Satisfaction 	Back-ground <ul style="list-style-type: none">Increase in brand loyalty due to improvement of customer satisfactionImproving customer-centric, sustainable business models	CJ ENM practices responsible corporate activities to ensure satisfaction among viewers and consumers. We attentively listen to diverse customer opinions based on regular customer satisfaction monitoring, and continuously improve to address issues, thereby minimizing customer inconvenience and enhancing satisfaction. Furthermore, by implementing strict internal policies based on the National Broadcasting Act and conducting various consumer rights protection activities, we build robust brand loyalty grounded in customer satisfaction and enhance fundamental business competitiveness to protect customer rights.	<ul style="list-style-type: none">Goals<ul style="list-style-type: none">Maintain Consumer Centered Management(CCM) certification every other yearManagement Indicators<ul style="list-style-type: none">Voice of the Customer(VOC) rateViewer Committee operation	p.68-73
		Impact <ul style="list-style-type: none">Sharpening the competitive edge through the development of content and product based on customer opinions and satisfactionBoost in customer satisfaction by increasing customer communication and developing customized products			
G	Ethics and Compliance Management  	Back-ground <ul style="list-style-type: none">Enhancing corporate credibility through integrity and transparency in management activitiesFulfilling our social responsibilities as a responsible corporate citizen	To secure genuine trust of our stakeholders, CJ ENM has established a transparent and progressive governance structure and internalizes an ethics and compliance culture based on a solid compliance system. We operate compliance coordinators within each organizational unit and conduct general ethics and compliance training for all employees, along with specialized training tailored to job roles and functions. These efforts are actively pursued to enhance compliance awareness throughout the company.	<ul style="list-style-type: none">Goals<ul style="list-style-type: none">Annual number of violations of laws and regulations related to ethics and compliance management: 0Achieve 100% in annual employee ethics training participationManagement Indicators<ul style="list-style-type: none">Certification for compliance management system(ISO 37301)Number of valid and resolved cases against ethics/ compliance managementNumber of violations of laws and regulations related to ethics and compliance managementEmployees and partner's ethics training completion rate	p.74-79
		Impact <ul style="list-style-type: none">Negative impacts resulting from violations of regulations reduce stakeholder credibility and result in economic sanction			
G	Anti-Corruption and Fair Trade  	Back-ground <ul style="list-style-type: none">Applying global laws and regulations s as social issues related to corruption risk increaseImproving fundamental competitiveness by promoting fair and free competition	CJ ENM has established integrity and fair trade practices on our robust anti-corruption and fair trade policies and guidelines so that spreading ethical values across the industry ecosystem. In order to eradicate all forms of corruption, we conduct ethics training for key stakeholders such as employees, partners, and affiliates. By operating several whistleblowing systems for all stakeholders, we further minimize the risk of corruption and foster healthy cooperative relationships.		p.80-83
		Impact <ul style="list-style-type: none">If unfair transactions that affect partners occurred or corruption improvement are not implemented, the soundness of the industrial ecosystem is damaged			



ENVIRONMENTAL | SUSTAINABLE CONTENT, PRODUCTS & SERVICES

GOVERNANCE

The Board of Directors and its subcommittee, the ESG Committee, oversee sustainability matters within CJ ENM, including content, products, and services, by regularly reviewing and approving environmental performance, major risks, improvement activities, and other material topics. Planning and implementation of sustainable content, products, and services are carried out by all operational departments of CJ ENM. In particular, the Entertainment Division strives to enhance sustainability throughout the entire content production process, planning and developing content conveying environmentally-friendly messages. The Commerce Division collaborates with partners leading the planning and manufacturing of products, including private brand(PB) items, to review their sustainability practices.

STRATEGY

ECO-FRIENDLY PROMOTION STRATEGY

Investing in Sustainable Products and Services

Environmentally-friendly Packaging I CJ ENM can relate to social issues that value environmental protection. As the use of environmentally-friendly packaging in center deliveries increased nearly five-fold from 14.1% in 2019 to 64.1% in 2022, we focus on developing and expanding environmentally-friendly packaging materials. Instead of plastic tape, which is difficult to recycle, CJ ENM has introduced the 'Eco Tapeless Box' and the 'Paper Hanger Box,' which do not require adhesive, and registered them as utility models. Following the 'Vinyl Tape OUT' declaration in 2022, we now lead the way in eco-friendly packaging and completely replaced the vinyl tape used in packaging with paper tape. Furthermore, through the Eco Packaging Together campaign, we share proper packaging guidelines and separate disposal methods with customers and partners.

Environmentally-friendly 3No's and 3R Policy I CJ ENM, based on a voluntary agreement with the Ministry of Environment to reduce packaging materials in distribution, has pioneered in the TV home shopping industry by introducing '3No's packaging' that avoids vinyl(plastic), nonwoven fabric, and Styrofoam. We also expanded the use of environmentally-friendly packaging materials by establishing the '3R(Reduce, Redesign, Reuse) policy.' Furthermore, CJ ENM has developed and is currently using environmentally-friendly packaging technology that align with environmental policy directions and consider packaging material supply feasibility. By preventing over-packaging and reusing packaging materials, we contribute to resource circulation.

Research on Sustainable Packaging Materials in Collaboration with the Ministry of Environment I In order to implement the 'Proper Separation of Transport Packaging Materials' agreement signed with the Ministry of Environment, CJ ENM explicitly states separation and disposal guidelines on order/delivery notifications and packaging. In 2024, we intend to engage in discussions within the Ministry's 'Policy Council for Leading Companies in Circulatory Economy in the Distribution Industry' to establish standards and regulatory approaches for reducing packaging waste in courier services.

Project to Support Environmentally-Friendly Packaging for Partners I CJ ENM implements the 'Project to Support Environmentally-Friendly Packaging for Partners,' which provides environmentally-friendly packaging materials developed to reduce plastics and circulate resources to SME partners free of charge. Since 2022, we have allocated a total of KRW 200 million worth of paper tape and paper cooler bags to 60 partners for two years. Based on the needs of our partners, CJ ENM is seeking to diversify the types of packaging materials we provide to our partners. Currently, CJ ENM considers introducing various environmentally-friendly packaging materials such as paper bags and envelope-shaped delivery boxes, and we also hope to increase packaging efficiency through research on adjusting the packaging space ratio. Moreover, we promote the use of environmentally-friendly packaging materials by providing newly developed environmentally-friendly packaging materials to our partners. Beyond simply using environmentally-friendly packaging materials, we have introduced delivery boxes with good handles for delivery workers. Through efforts such as conducting the 'Eco Packaging Together' campaign to inform partners and customers of proper packaging guidelines and disposal methods, CJ ENM is working to build a sustainable packaging ecosystem.



'Eco Packaging Together' Campaign



Environmentally-friendly Packaging Materials

KCON, World's No.1 K-Culture Festival I Since its inaugural event in 2012, KCON celebrated its 11th anniversary with its first offline in 2023. KCON is the World's No.1 K-culture festival that combines a K-POP concert with great audience attraction and a convention where attendees can experience the Korean lifestyle such as fashion, beauty, and food. <KCON 2023> kicked off with <KCON THAILAND 2023> in March, followed by <KCON JAPAN 2023> in May, and expanded significantly in scale with the first-ever expanded 3-Day SHOW series for <KCON LA 2023> in August. It concluded in October with <KCON SAUDI ARABIA 2023>, held in a total of four countries, drawing the largest number of on-site attendees in its history and setting new records. Of particular note was its enriched interactive content, which effectively engaged diverse global audiences of all ages amidst the pandemic. Through strengthened media partnerships and expanded outreach efforts, KCON has amassed a cumulative on-site attendance of approximately 1.65 million people across nine countries over the past 12 years. By moving away from paper tickets and using digital tickets for the first time since <KCON LA 2023>, KCON improved customer convenience and minimized unnecessary paper waste, thereby contributing to customer satisfaction and a positive environmental impact. The plan is to continue evolving KCON into a sustainable event through various initiatives, starting with <KCON JAPAN 2024> and beyond.



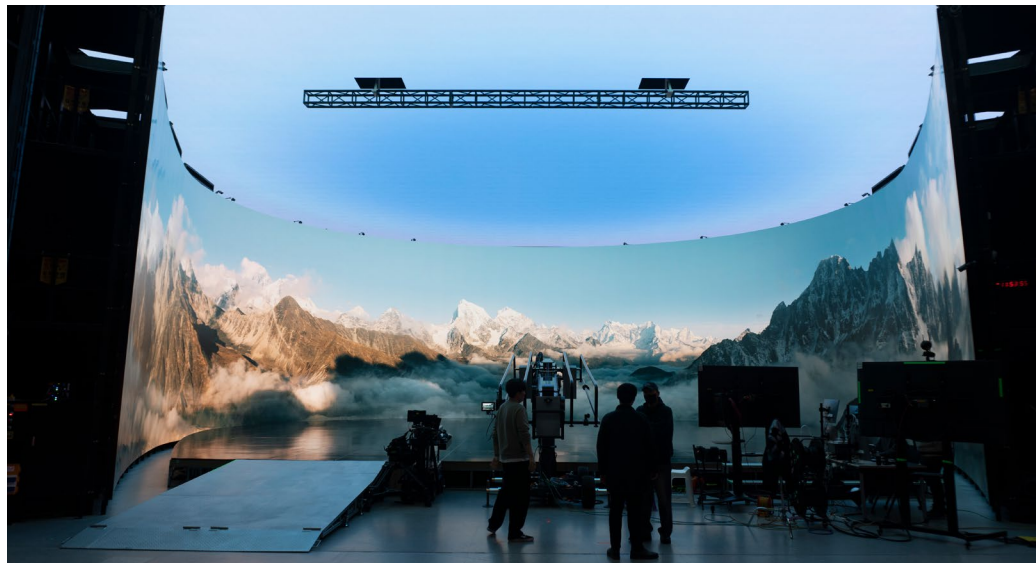
Poster Announcing <KCON 2023>

QR Code-based Digital Ticket for <KCON LA 2023>

ENVIRONMENTAL | SUSTAINABLE CONTENT, PRODUCTS & SERVICES

RISK MANAGEMENT

CJ ENM manages environmental and market risks related to sustainable content, products, and services. Under the ECP(Eco-balanced Content Production) and ECV(Eco-balanced Commerce Value-chain), we check factors to be reviewed in advance to prevent risks when planning content, products, and services. In particular, the Commerce Division strives to improve sustainability by receiving applications for environmentally-friendly packaging materials from 30 partners each year and supplying environmentally-friendly packaging.



The Entertainment Division, CJ ENM Studio Center VP Stage



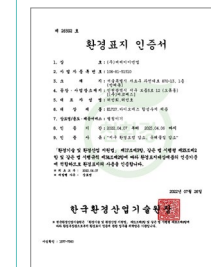
The Commerce Division, Environmentally-friendly Packaging

METRICS AND TARGETS

ECO-FRIENDLY CERTIFICATION

CJ ENM has obtained Korea Eco-Label and BPA Free, which are eco-friendly certifications, for sustainable content, products, and services sold by odense, a CJ ONSTYLE's representative environmentally-friendly brand.

Eco-Label Certification



A nationally recognized system which certifies environmental labels on products that can reduce the consumption of energy and resources and minimize the generation of pollutants throughout each stage of the product life cycle.

BPA FREE Certification

A system of certification for products that do not contain bisphenol A, a hazardous chemical that emits environmental hormones



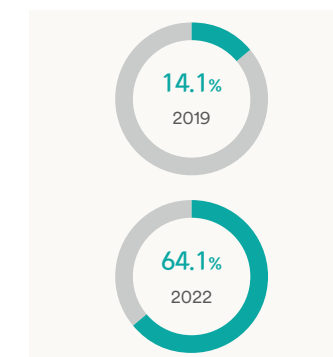
ECO-FRIENDLY PACKAGING MATERIALS MANAGEMENT

CJ ENM has established goals in using environmentally-friendly packaging materials by 2026 and plans to expand the use of environmentally-friendly packaging materials every year. To achieve this, we are actively participating in advisory and council meetings related to environmentally-friendly government projects, striving towards research and development of packaging materials.

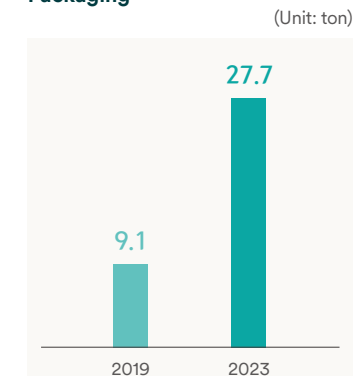
The 3No's and 3R Eco-friendly Policy-based Indicators

Category	Unit	2021	2022	2023
Plastic Reduction	Ton	22	37	28
Cumulative Financial Support for Partners(cumulative)	KRW 100 million	-	1	2
Environmentally-friendly Honors Received from Ministry of Environment(cumulative)	Times	3	3	3

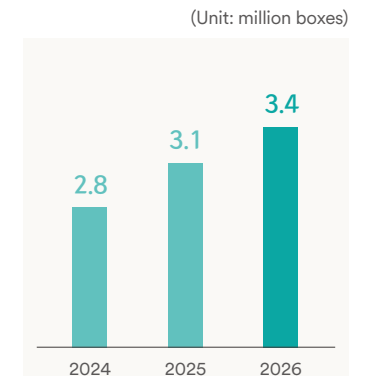
Percentage of Environmentally-friendly Packaging Use (center delivery)



Plastic Reduction based on Environmentally-friendly Packaging



Goals for Using Environmentally-friendly Packaging Materials

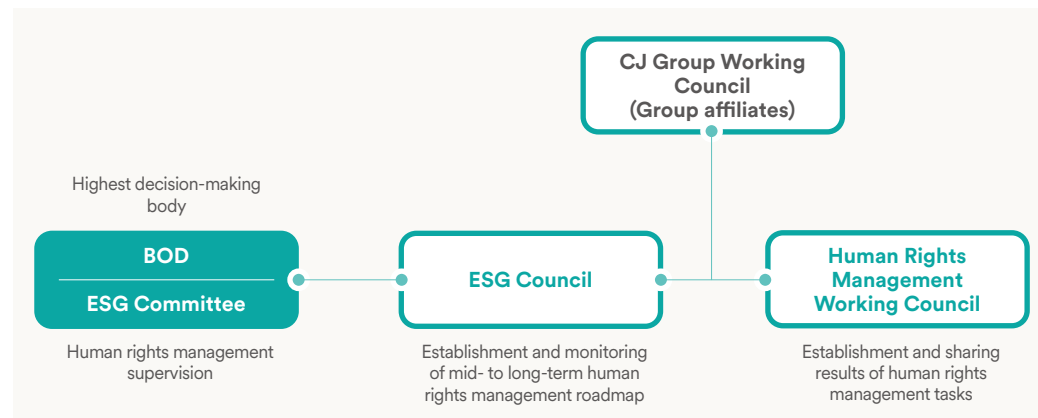


SOCIAL | LABOR RIGHTS(RESPPECT AND PROTECTION OF HUMAN RIGHTS)

GOVERNANCE

CJ ENM reports on labor rights issues to the Board of Directors and the ESG Committee under the Board of Directors and receives approval. The mid- to long-term human rights management strategy developed within the ESG Council led by the CEO, is subsequently advanced by the ESG Working Council and the dedicated departments for human rights management. In addition, the Human Rights Management Working Council, which convenes quarterly, manages communication and cooperation in the group and with other affiliates.

Human Rights Management Implementation Organization



STRATEGY

HUMAN RIGHTS MANAGEMENT POLICY

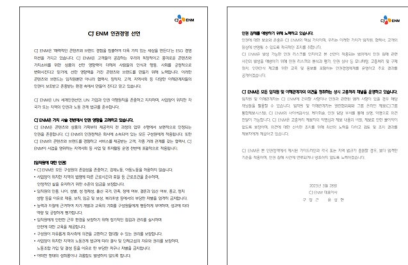
CJ ENM strives to build a management environment that respects the freedom and human rights of all employees and partners based on the CJ management philosophy of 'People First.' Our human rights management declaration supports the UN Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights(UNGPs), and also supports the human rights and labor laws of the countries or regions where business sites are located. As a member of the UN Global Compact(UNGC), CJ ENM complies with the 10 principles in the categories of human rights, labor, environment, and anti-corruption. We apply the human rights management policies to all stakeholders affected by our business activities, including employees, partners, customers, and local communities. CJ ENM established human rights management policy based on international standards and, following approval from the CEO in May 2022, released it on the website in November 2022. Revisions due to changes such as establishment and change of new standards are made following approval from the CEO. As part of these efforts, CJ ENM conducted various human rights awareness trainings for internal employees and external partners to increase understanding and awareness of human rights management in 2023, and also promoted transparency and promptness in handling human rights grievance consultations. In 2024, we plan to establish the human rights management guidelines to continuously promote and advance human rights management policies. We will also consider adding a commitment to transparency in disclosing information to customers and consumers in response to government requests. Moreover, CJ ENM explicitly includes provisions prohibiting workplace harassment, sexual harassment, unequal treatment, and discrimination in our employment regulations, aiming to create a respectful work environment where every employee's human rights are upheld.

Provisions Related to Human Rights Management by Stakeholder

Category	Description
Employee	Prohibition of forced labor, prohibition of child labor, prohibition of discrimination, equal opportunity and fair performance evaluation, guarantee of a safe working environment, guarantee of freedom of consultation, etc.
Partner	Establishment of a fair supply chain, inspection of risk of human rights violation, safe production environment, prohibition of inappropriate profits and harassment, efforts to protect human rights, etc.
Customer	Provision of content/products/services that reflect the value of respect for diversity, provision of closed captioning services, protection of customer information, protection of rights and interests, etc.
Local Community	Shared growth with the local community, environmental protection activities, respect for local culture

CJ ENM Human Rights Management Declaration

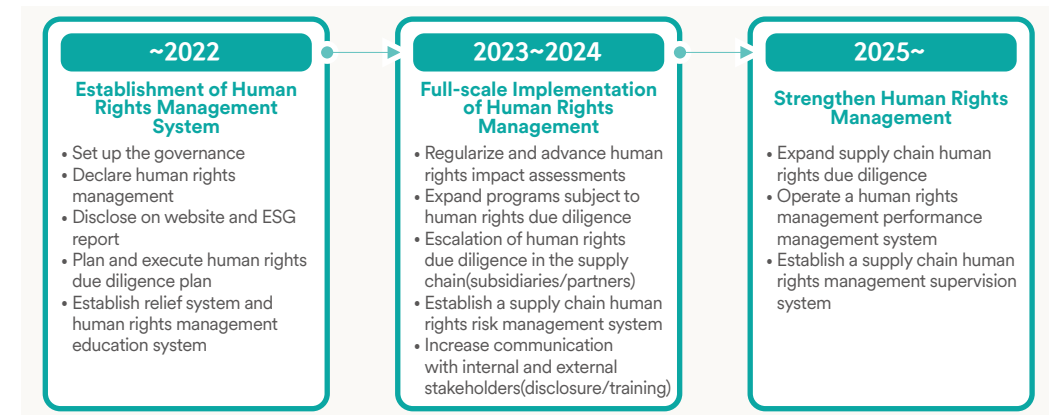
To prevent human rights violations that affect not only employees, partners' workers, customers, and local residents who are mainly considered in regard to the most essential and core respect and protection of human rights, but all stakeholders covered by the company's business activities, CJ ENM publicly announced our Human Rights Management Declaration, which contains our commitment to practicing human rights management, after approval from the ESG Committee in May 2022.



HUMAN RIGHTS MANAGEMENT ROADMAP

Based on the core values of talent and mutual prosperity, and the principle of respect as outlined in CJ ENM's corporate philosophy, we have established a human rights management roadmap including human rights risk management to protect and enhance the rights of all stakeholders. In 2022, we publicly announced our Human Rights Management Declaration. In particular, the Entertainment Division conducted a pilot human rights impact assessment and established a human rights impact assessment process to prevent human rights violations and identify risks. In 2023, CJ ENM conducted a human rights impact assessment to promote stabilization and carried out various activities to improve the assessment process and address the identified risks. We also implemented workplace human rights grievance procedures and conducted promotional activities to enhance human rights management practices. In 2024, we will drive advancement to reflect improvements, derive and implement desired improvements based on diverse information and human rights impact assessments, and also plan to further enhance human rights impact assessments by taking into account industry-specific characteristics. The Commerce Division plans to pursue a human rights due diligence pilot in the second half of 2024.

Human Rights Management Roadmap



SOCIAL | LABOR RIGHTS (RESPECT AND PROTECTION OF HUMAN RIGHTS)

STRATEGY

HUMAN RIGHTS MANAGEMENT ACTIVITIES

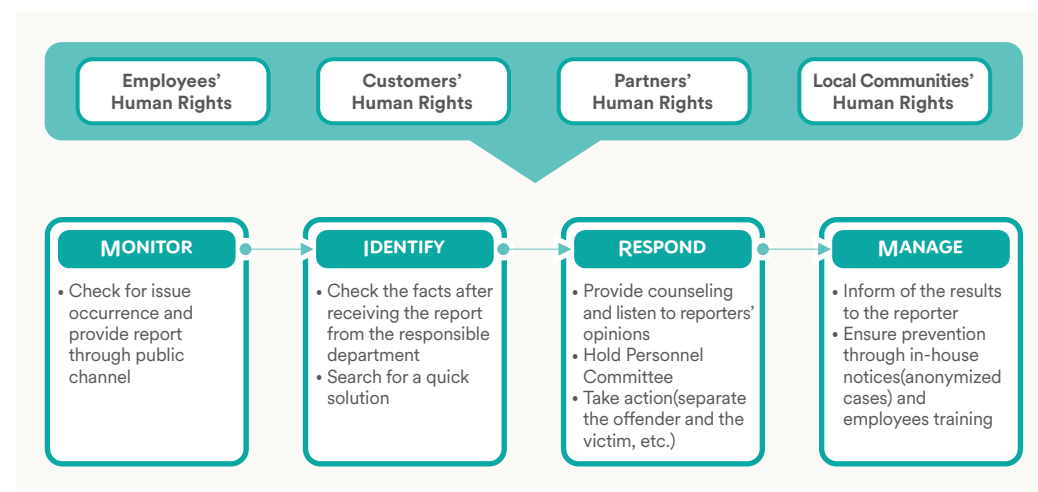
Human Rights Grievance Handling System

CJ ENM operates a public channel for reporting human rights-related grievances and providing consultation to regard to such grievances. We also provide training on workplace bullying prevention and a grievance handling channel and process for employees such as newly appointed team leaders, leaders at or above the team leader level, experienced new hires, and members of partner companies. Since 2022, CJ ENM has been operating a counseling center where employees can consult with in-house labor attorneys about their grievances, and have conducted twenty-one consultations in 2023. In case of human rights violation, we investigate and address them according to our grievance procedures, involving the relevant departments and Personnel Committee. The fairness of the Personnel Committee process is enhanced through the participation of external experts as needed, and confidentiality and anonymity are guaranteed to protect whistleblowers when handling cases. Furthermore, CJ ENM minimizes the number of investigators involved and implements separation measures to prevent secondary damage.

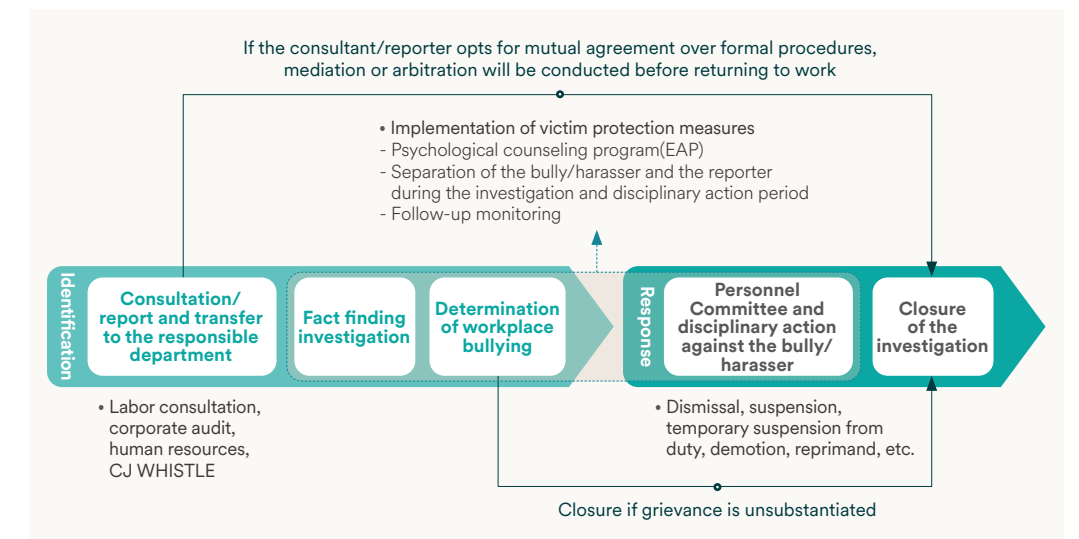
Human Rights Grievances Handling Channel

Category	Description	Access
Grievance Box	Physical grievances boxes on different floors of the worksite	Offline
Person in Charge of Handling Workplace Sexual Harassment	Personnel officer	Online/offline
Workplace Grievances Office	Consultation with in-house labor attorney	Offline
Works Council Hotline	An online, anonymous grievance counseling channel within the intranet that handles employee grievances and holds discussions for improvements	Online
CJ Group Whistleblowing System	CJ Group's online reporting channel(anonymity guaranteed) - Types of disruption to organizational culture(workplace bullying, violence, sexual harassment, inhibition of diversity and discriminatory practices, violation of reporter protection, etc.)	Online

Human Rights-related Grievance Handling Process



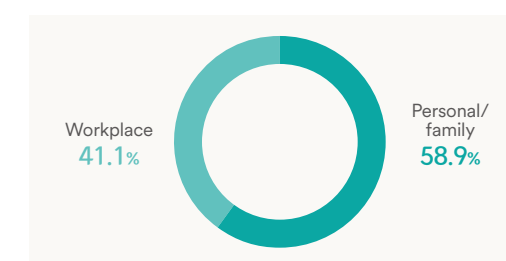
Workplace Bullying and Sexual Harassment Grievance Process



Employee Counseling Program

CJ ENM operates an Employee Assistance Program(EAP), a psychological counseling program, to help employees resolve grievances, increase work engagement, and improve the quality of life. The EAP service ensures strict confidentiality of counseling sessions and provides comprehensive consulting on employees' personal, family, and workplace issues, including extending counseling to employees' families. In this manner, we actively endeavor to manage stress and promote psychological well-being among our employees. The Entertainment Division conducted a total of 623 psychological counseling sessions for employees in 2023, of which 168(58.9%) were personal/family topics and 117(41.1%) were workplace topics. Additionally, the 'Emergency Psychological Support Mind Care 119' program has been introduced to assist employees in coping with unexpected psychological shock such as an accident or trauma. In the emergency psychological support program, a counselor visits the company and supports employees through individual or group counseling to help them recover from psychological shock and return to normal work and daily life. The Commerce Division conducted a total of 62 psychological counseling sessions in 2023, of which 50(80.6%) were on personal and family topics, and 12 (19.4%) were on workplace topics. Furthermore, the Commerce Division conducts mental health management education sessions at least once a year to empower employees with skills in stress management and other aspects of mental health management.

The Entertainment Division



The Commerce Division



SOCIAL | LABOR RIGHTS(RESPPECT AND PROTECTION OF HUMAN RIGHTS)

STRATEGY

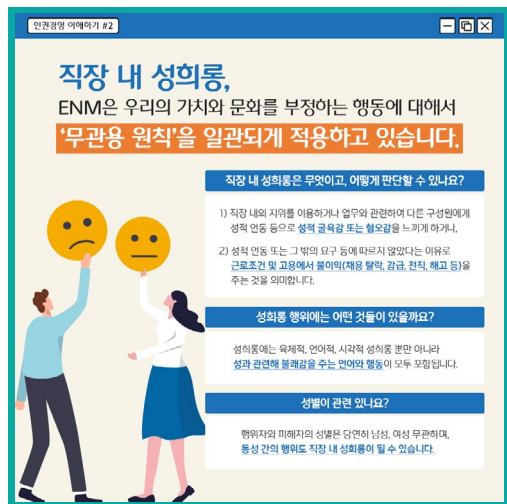
HUMAN RIGHTS MANAGEMENT ACTIVITIES

Human Rights Management Training(DE&I)

To ensure that all employees are aware of the importance of human rights, CJ ENM conducts human rights training based on the company's Human Rights Management Declaration, which includes respect for diversity and prohibits all forms of discrimination and harassment. We conduct legally mandatory training sessions annually for all employees, including part-time workers, covering disability awareness, workplace bullying prevention, and sexual harassment prevention. In 2023, the company conducted two online training sessions for all employees in the Entertainment Division on 'DE&I(Diversity, Equity, Inclusion)', a particularly important issue in the broadcasting and content industries. An illustrated explanation by a content expert covering the concept of DE&I, the meaning of DE&I in the content industry, the current level of content diversity in Korea, and DE&I cases reflected in content, presented an explanation that was easy for training participants to learn and understand. Additionally, the Entertainment Division distributed two infographic explaining the concepts of human rights management, issues, and grievance systems to employees and some partner companies, and conducted four tailored training sessions on topics including cultural diversity and discrimination prevention. Furthermore, annual basic human rights training is provided to all security personnel stationed at our premises, and efforts are made to consistently ensure sustained participation.

Key Human Rights Management Training Conducted in 2023

Training Title	Training Method	Target Employee	Training Period	Number of Completion
Education to Prevent Racism and Harassment in the United States	Online	Convention Live team	August	90
Understanding Japanese Culture and Diversity Education	Online	Convention Live team	October	80
Concept of Human Rights Management and DE&I in the Content Industry	Online	Prospective expatriate dispatch employees	December	2
Content RM Training	Offline	Production staff and related team employees	December	50
Diversity, Equity, and Inclusion(DE&I) Training	Online	Full-time(The Entertainment Division)	July	1,193
Disabled Awareness Improvement Training	Online	Full-time, Part-time	April	1,844
Workplace Bullying Prevention Training	Online	Full-time, Part-time	September	1,760
Sexual Harassment Prevention Training	Online	Full-time, Part-time	December	1,721



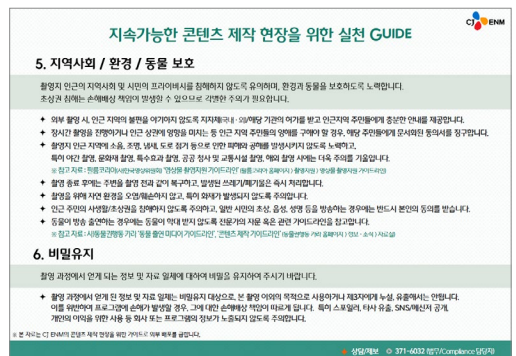
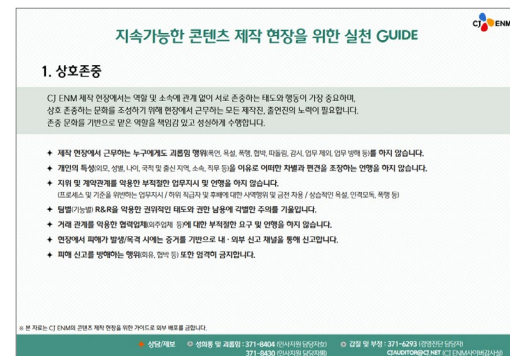
Human Rights Management Infographic for Promotion of Grievance Handling System

Measuring the Effectiveness of Human Rights Management(DE&I) Training I To measure the effectiveness of human rights management training, CJ ENM conducted a satisfaction survey on diversity, equity, and inclusion(DE&I) training and assessed the degree of improvement in business understanding before and after the training. The training effectiveness measurement for the two DE&I online training sessions conducted for all employees in the entertainment sector resulted in a score of 4.3 out of 5.



Sharing the Guideline for Sustainable Content Production Sites

Recent social demands have increasingly emphasized stakeholders' rights and respect. To maintain a healthy production site culture, CJ ENM has updated and shared the 'Practice Guide for Sustainable Content Production Sites.' In April 2023, the guide was updated to include content related to child and adolescent participation, local communities, environment, and animal protection, expanding the scope to prevent human rights violations. This updated guide was developed and distributed in collaboration with relevant teams including Legal/Compliance team, Corporate Audit team, and Safety Management team. In 2024, we will distribute the guide not only to production personnel but also to partners involved in content production, aiming to actively promote the use of the guide in production sites.



SOCIAL | LABOR RIGHTS(RESPPECT AND PROTECTION OF HUMAN RIGHTS)

RISK MANAGEMENT

HUMAN RIGHTS RISK IDENTIFICATION

In 2023, CJ ENM conducted comprehensive analysis including industry research, fact-finding surveys, human rights impact assessments(Management Operation/Business Operation), and grievance handling. Through these efforts, they identified five human rights risks: enhancement of the human rights management system, strengthening of human rights management disclosure, enhancement of remedy systems, prevention of risks in content production sites, and prevention of content discrimination and hate issues.

HUMAN RIGHTS RISK ASSESSMENT

CJ ENM conducted our first official human rights impact assessment in 2023 using the human rights impact assessment indicators developed in 2022.

Human Rights Management Survey

In September 2023, CJ ENM conducted a human rights management survey targeting 2,155 employees of the Entertainment Division and selected partners to assess employees' awareness of human rights management, level of awareness of the remedies, potential human rights risks, and experiences of human rights violations. To ensure the anonymity of respondents, we employed an external survey tool, with a total of 368 participants in the survey. The survey results revealed that compared to 2022, when human rights management was initially introduced, awareness among members and partner employees increased by 35% in 2023, and understanding of remedy systems improved by 8%.

Human Rights Impact Assessment

The human rights impact assessment was conducted in business management and business operations areas. In the management area, based on 165 indicators across 13 categories in November 2023, relevant departments such as Management Support team, Safety Management team, and Media Tech&Art team, compiled data and supporting evidence. The Human Rights Management Department then conducted a comprehensive evaluation. The evaluation confirmed that a number of indicators that were 'requiring supplementation' for management and implementation in 2022 were improved, reaching the status of 'being implemented'. To ensure strict compliance with key indicators of human rights risk management such as prohibition of discrimination, freedom of association and collective bargaining, and prohibition of forced labor and child labor, we will continuously manage them through business management evaluation. The business operations evaluation of human rights impact assessment was revised in 2022 to broaden the scope of evaluation compared to the previous year. By converting 65 indicators in business operations area into 24 self-diagnosis indicators, we expanded the scope of evaluation from three target programs to multiple target programs. For the business operations evaluation, a self-diagnosis survey was conducted on 296 producers from November to December 2023. Through this survey, we analyzed the key specifics of the answers of 87 producers who managed and were responsible for the overall program. Additionally, responses from 68 staff members and partners were used for cross-validation of the answers.

Human Rights Impact Assessment Indicators

Management Operation Indicators	
1. Human Rights Management System	8. Guaranteeing occupational safety
2. No discrimination	9. Supply chain management
3. Guaranteeing freedom of association and collective bargaining	10. Protection of human rights of local residents
4. Worker human rights protection	11. Intellectual property protection
5. Guaranteeing workers' labor rights	12. Guaranteeing environmental rights
6. Prohibition of forced labor	13. Customer human rights protection
7. Prohibition of child labor	

Business Operation Indicators
1. People
2. Content
3. Safety & Environment
4. Communication
5. Resource
6. Remedies to Human Rights Violations

RESPONSE TO HUMAN RIGHTS RISKS

CJ ENM derives improvement tasks and manages human rights risks based on the results of the human rights impact assessment. The compilation of industrial research, fact-finding surveys, human rights impact assessment in business and project management, and grievance handling details derived desired improvements such as 'advancement of human rights impact assessment process', 'promotion of remedies for partners', 'disclosure of more details of human rights management in ESG report', and 'bolstering of prevention of content issues'. We will continue to manage actual and potential human rights risks through our ongoing human rights risk improvement activities.

Implementation of Risk Mitigation Measures in 2023

Measures to Mitigate Human Rights Risks
<ul style="list-style-type: none">• Distribute infographic to employees and selected partners• Conduct human rights and diversity(DE&I) training for executives and employees• Renew and distribute the practice guide for production sites• Conduct offline training on human rights management for partners

Desired Improvements for 2024

Desired Improvements Related to Human Rights
<ul style="list-style-type: none">• Establish a human rights management policy• Enhance the human rights impact assessment process• Expand disclosure of human rights management activities in the ESG report.• Promote human rights violation reporting channels for partners• Disseminate Practice Guide for Sustainable Content Production Sites to partners• Conduct in-depth training on DE&I

METRICS AND TARGETS

HUMAN RIGHTS RISK MANAGEMENT

CJ ENM manages the number of human rights grievances with our human rights risk management metrics, and we ensure that they are handled quickly under strict security. In 2023, two human rights grievances were filed from the Entertainment Division and one report was filed from the Commerce Division. All three valid cases were resolved promptly and fairly.

Key Executive and Employee Grievances Handling Cases in 2023

Category	Unit	Number of Valid Reports Filed	Number of Cases Resolved
Valid and Resolved Cases against Human Rights	Case	3	3

In addition, CJ ENM aims to achieve 100% in annual human rights training completion rate and conduct a human rights impact assessment every year.

SOCIAL | GOOD IMPACT OF CONTENT, PRODUCTS & SERVICES

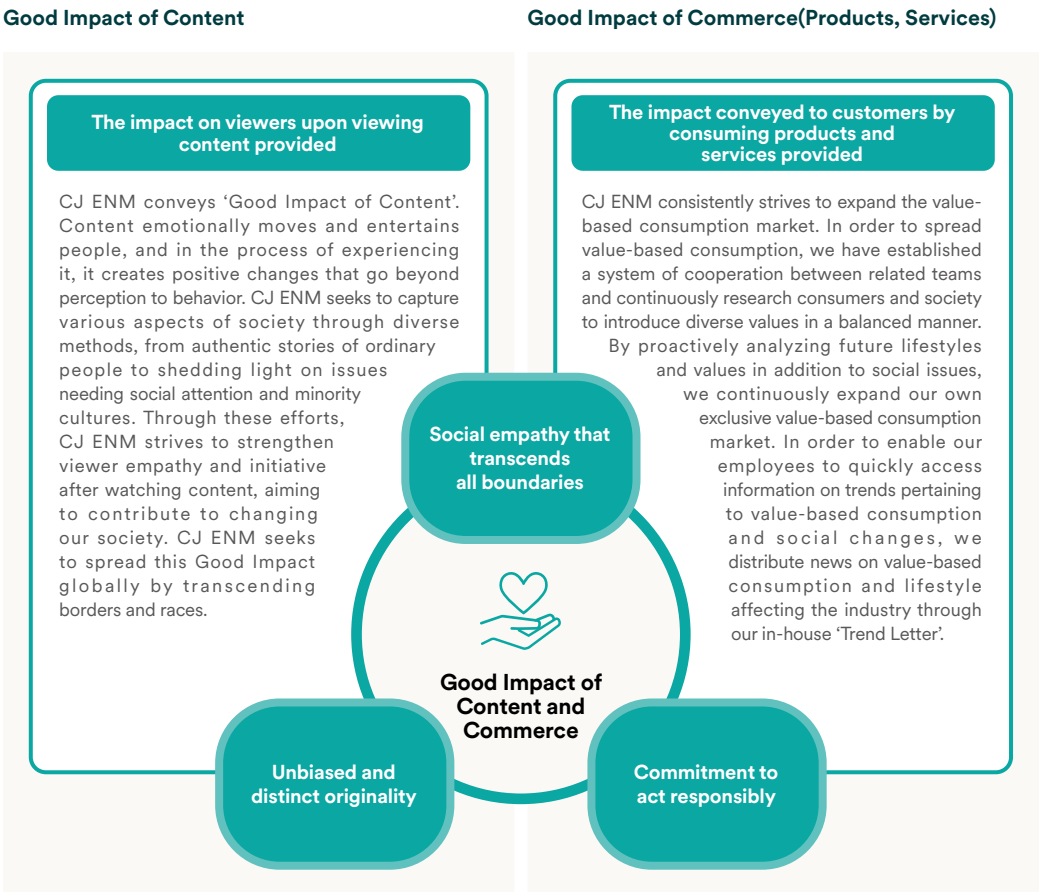
GOVERNANCE

As a leading company in the entertainment and commerce industry, CJ ENM sees the act of spreading Good Impact as our primary mission. The Good Impact of content, products, and services is linked to CJ ENM's business philosophy and management strategy, and is comprehensively reviewed and managed by the CEO, Board of Directors, and ESG Committee, who collectively determine the company's overall direction.

STRATEGY

PURSUIT OF GOOD IMPACT IN CONTENT AND COMMERCE

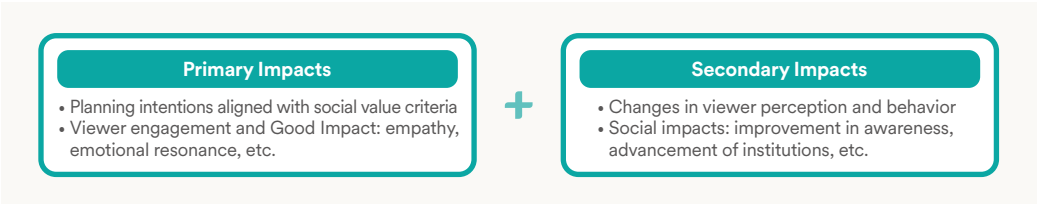
Good Impact of Content and Commerce
The experience of content and commerce brings enjoyment to viewers and consumers, transcending age, generation, and language barriers to influence and interact with members of society. CJ ENM continues to discover content, products, and services based on true originality that viewers and consumers enjoy and relate with. Furthermore, we strive from multiple angles to create social value through content and spread a consumer culture with positive values.



MEASURING THE SOCIAL VALUE OF CONTENT

Good Impact of Content Index(G.I.C. Index)
CJ ENM has developed the 'Good Impact of Content(G.I.C.)' Index, a social value evaluation index reflecting the characteristics of the content industry, and continues to conduct ongoing research. In 2021, we established the definitions and criteria of the G.I.C. Index, followed by pilot testing of CJ ENM content in 2022 to measure the extent of positive impact on viewers. Based on these results, we have improved the Good Impact of Content Index. The G.I.C Index is used to evaluate the Good Impact of content by analyzing the connection with the primary and secondary impact measures based on the content's theme, subject matter, episodes, and characters. In 2023, we introduced a 'Diversity' category to the index, introducing criteria that comprehensively evaluate diversity distribution within content and its social impact. Going forward, the G.I.C. Index is expected to provide insights that can be used in content planning as a link between stories, viewers, and creators. Through these efforts, CJ ENM aims to strengthen the Good Impact of content and contribute to enhancing social value.

Conditions for Good Impact Content



Status of R&D on the G.I.C. Index

Year	Tasks Implemented
2021	Defined Good Impact content and established criteria
2022	Quantified the G.I.C. Index: Conducted a pilot Good Impact survey ¹⁾ based on response from viewers
2023	Added a 'Diversity' category to the index and conducted research

1) Survey of content viewers from a large research pool

SPREADING VALUE-BASED CONSUMPTION CULTURE

In order to lead the value-based consumption culture and expand the market, CJ ENM established the 'Roadmap for the Expansion of Value-based Consumption' and classified value-based consumption into three categories: ethical consumption, social value participation, and realization of customer's personal value. We are dedicated to creating consumption environments and virtuous cycle systems tailored to each category.

Efforts to Spread Value-based Consumption

Category of Consumption	Initiative Description
Ethical Consumption	We strive to provide customers with healthy, safe, and sustainable consumption as the foundation of value-based consumption.
Social Value Participation	We are expanding consumer goods consumption that contributes to 'addressing social issues and creating social value' within a culture where consumption is perceived as a form of 'social value participation'.
Realization of Customer's Personal Value	Based on customer empathy, we are building a diversified value-based consumption market that aligns categories of values and participation methods with customers' lifestyles.

SOCIAL | GOOD IMPACT OF CONTENT, PRODUCTS & SERVICES

STRATEGY

KEY CONTENT
SPREADING
GOOD IMPACT



<Twinkling Watermelon>, Portraying Difficulties that Hearing Impaired Individuals Encounter in their Daily Lives

“ I must do my best,
or else my parents will be criticized for their disabilities. ”

<Twinkling Watermelon> is the first Korean fantasy youth drama to portray ‘CODA(Child of Deaf Adults)’, the sole person who is able to hear normally in a deaf family. A musically gifted boy travels back in time to 1995 and forms a band with his father during childhood. This drama highlights the challenges and stereotypes faced by hearing-impaired individuals in their daily lives. Especially, the agony and conflict between his family and dreams of music aroused sympathy from viewers by depicting realistic dilemmas of non-disabled individuals with disabled family members.

Primary Good Impact	Secondary Good Impact
57.8%	44.9%



<Castaway Diva>, a Joyful Challenge Toward a Dream

“ If you earnestly wish for something, it will eventually come true.
In a way you never thought possible. ”

<Castaway Diva> provided hope, comfort and inspiration by portraying an aspirant singer who was rescued from a deserted island after 15 years. The main character is a victim of domestic violence who gets left behind on a deserted island. Despite the wounds of domestic violence and being isolated, her dream of becoming a diva conveys courage and support to youths. The sincerity and will to ‘become a singer’ enabled to create a thing out of nothing, and the step-by step progress evoked both sympathy and emotion to viewers.

Primary Good Impact	Secondary Good Impact
61.8%	42.9%



<Unexpected Business: in California>, Displaying the Warmth and Generosity of Local Residents

“ Experiencing how things are here, I felt desolated.
I really had a hard time at first. ”

<Unexpected Business: in California> is a real variety TV show that depicts the ups and downs that Cha, Tae-hyun and Zo, In-sung face as novice business owners running a market. Season 3 took place in a Korean market located in the United States, and provided stories of immigrants who left their homeland long ago for respective reasons. Regardless of immigrating to a foreign country with their bare hands to make a living, immigrants made effort to comply with the language and culture of one’s homeland. The struggle was vividly reflected through facial expressions and conversation of immigrants, which evoked emotion for viewers.

Primary Good Impact	Secondary Good Impact
59.3%	38.9%

KEY CONTENT
PROMOTING
DIVERSITY



<Perfect Shot>, Aiming for Hope

“ I want to do well.
For the people who support me and... for myself. ”

<Perfect Shot> is a two-episode drama about a prodigy high school marksman who took part in match fixing to protect one’s dream and family. Despite the failure of protecting both, the marksman plans for a comeback 7 years later. The persistency and firm intention to fight depicted in the process conveyed a message of hope of rising again to those who are unable to move on from the past. Such message touched and resonated with many viewers.

Primary Good Impact	Secondary Good Impact	Diversity in Major Aspects
65.9%	56.3%	Diversity in culture/lifestyle(48.6%) Diversity in jobs(44.8%)



<2:15>, a Fairy Tale Woven by Two Children

“ When the flower wither, spores are formed. The spores meet the
wind and drift on their own to find a place where they can grow. ”

<2:15> is a single-episode drama that tells the story of child abuse. A ten-year-old child accidentally discovers a six-year-old child trapped inside the house while walking around the neighborhood. The six-year-old child gradually open one’s heart and comes out of the house. Against the backdrop of social issues of child abuse, two children in the drama support each other and find happiness despite being shunned by adults. Portrayal of the world through the eyes of children provided audiences with an opportunity to see the world from a new perspective. The ending left an impression by presenting a touching scene that exceeded expectations.

Primary Good Impact	Secondary Good Impact	Diversity in Major Aspects
55.9%	50.6%	Diversity in age/generation(46.8%) Diversity in culture/lifestyle(45.9%)



<A Walk>, a Path to Life where Comfort is Given and Received

“ Wouldn’t it be too harsh to leave him alone here and say I have to
go away for my own business just because he’s old and useless? ”

<A Walk> is a single-episode drama depicting an old man who lost his wife and while walking his dog Soon Doongyi, he looks back on his life, and feels love for his wife once again. Initially, the old man did not pay much attention to Soon Doongyi, but as time passes by, the man gradually begins to value the dog and treasure his memories with his wife. These changes provided viewers with an opportunity to deeply contemplate life’s important values, love, and loss.

Primary Good Impact	Secondary Good Impact	Diversity in Major Aspects
58.5%	46.8%	Diversity in age/generation(61.7%) Diversity in culture/lifestyle(53.2%)

SOCIAL | GOOD IMPACT OF CONTENT, PRODUCTS & SERVICES

STRATEGY

ACTIVITIES TO PRACTICE GOOD IMPACT

Enrich the Culture through Sharing Content Campaign

CJ ENM explores avenues to enrich our society through a range of campaigns uniquely linked to culture, endeavors that only CJ ENM can pursue. Through fundraising campaigns, we support items that directly resonate with the public and provide platforms for direct participation, sharing the value of cultural experiences and encounters.

CJ ENM Content x CJ Donors Camp Linked Fundraising Campaign | CJ ENM conducts a fundraising campaign every year in cooperation with CJ Donor's Camp to spread good impact through the significant but unseen influence of content. tvN's <Twinkling Watermelon>, which gained attention as the first in Korea to feature simultaneous sign language interpretation at its closed captioning presentation, held a fundraising campaign in conjunction with the TV show and, with the money raised, inviting hearing-impaired children and their families to a closed captioning screening of the film <The Moon> and presenting them with pouches to keep their artificial cochlear implants. Furthermore, a fundraising campaign was held in collaboration with tvN's <Castaway Diva> to support 'young individuals in preparing for independence', extending a warm helping hand to various communities in need.



tvN's <Twinkling Watermelon>
Screening that Proceeded in Sign
Language



Fundraising Campaign Linked to CJ Donor's Camp



Closed Captioning Viewing of
Film <The Moon>

'Good Vibes, Good Voices' Campaign at <2023 MAMA AWARDS> | CJ ENM held the <2023 MAMA AWARDS> in November 2023 and conducted the 'Good Vibes, Good Voices' campaign along with a special voting event where global K-POP fans directly participated to exert Good Impact. The 'Good Vibes, Good Voices' campaign was created with the concept of 'ONE I BORN' from the <2023 MAMA AWARDS>, aiming to gather voices of many 'I's into 'ONE' and give birth to a new voice that would benefit the world. Through online and offline events, voices from MAMA AWARDS fans were donated, and approximately 1,000 fans' contributions were compiled to create a new AI voice. This voice was used in producing content aimed at enhancing accessibility for culturally vulnerable populations. From December 2023 to January 2024, CJ ENM implemented ESG practices to create a content world where everyone can enjoy together by integrating this AI voice into the audio description subtitles of <Street Dance Girls Fighter 2>.



Please share your voice to create AI voices for a
world of content that everyone can enjoy together!

안녕, 친구야? 내 마음 속 긍정 에너지가 너에게 당길 바랄게!
Hey, friends! I wish you good luck and good vibes!
皆さんの幸運とGood vibes をお祈ります!

Free Seat Program | CJ ENM is collaborating with CJ Donor's Camp on various projects to ensure that all children can dream ambitiously, expand their thinking, and grow healthily based on opportunities through cultural experiences. One of the projects is the 'Free Seats Program', which allows children to watch all performances held at CJ Towol Theater and a portion of released movies for free. In 2023, all of CJ Towol Theater's performances and movies including <Count>, <The Moon> and <Dr. Cheon And The Lost Talisman> were open to children and teenagers from local children's centers. Additionally, CJ ENM supported various events such as stage greetings and taking group photos with directors and actors. The CJ Towol Theater 'Free Seats program' began in 2013, a cumulative total of 1,373 organizations and 13,878 children enjoyed meaningful and enjoyable contents.



Free Seats Program for the Film <The Moon>

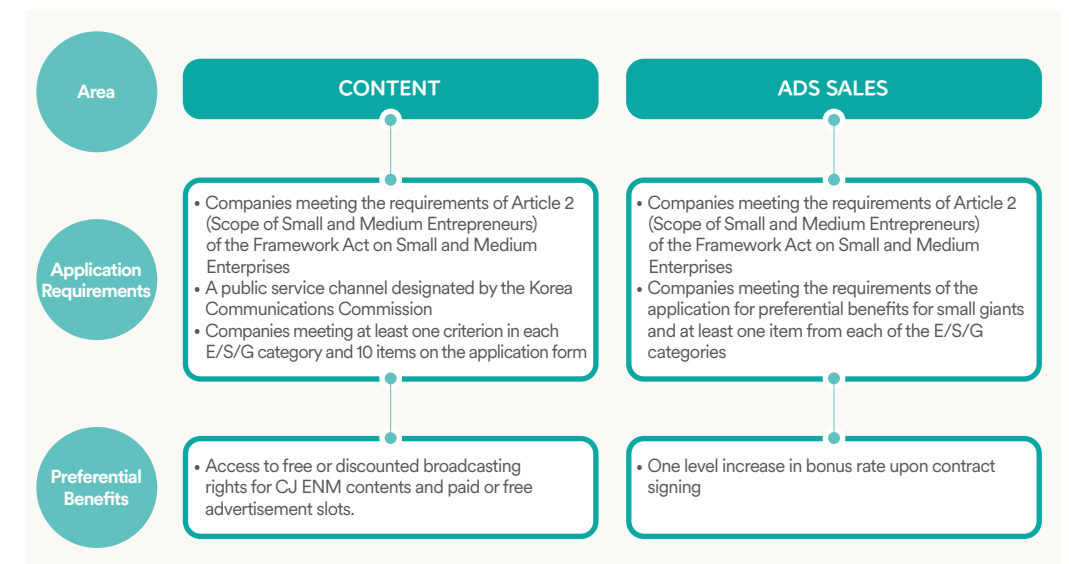
I was concerned whether students could concentrate on watching a musical with a long running time of approximately 2hours and 30minutes without getting bored. However, students were unable to take their eyes off the actors and stage during the performance. As students were crying, laughing while fully enjoying the musical until the end, I made a resolution to provide students more of these experiences. One of the students mentioned about being enrolled in a practical music department at a specialized high school, and was willing to make an attempt to perform in musicals. From the feedback, I felt renewed of how diverse experiences give positive impact to children.

Review after Participating in the CJ Donor's Camp

Support Program for Small Giants

CJ ENM established a new preferential treatment Program for small companies as Small Giants of ESG. The Program for the content and advertisement section were prioritized to expand ESG management activities across the industry and to promote mutual growth with partner companies. When CJ ENM ESG guidelines are met, we expand opportunities to access free or discounted broadcasting rights for CJ ENM contents and paid or free advertisement slots. To further expand our Good Impact in the future, we plan to continuously review and promote expansion of applicable areas and benefits.

ESG Small Giants Preferential Benefits



SOCIAL | GOOD IMPACT OF CONTENT, PRODUCTS & SERVICES

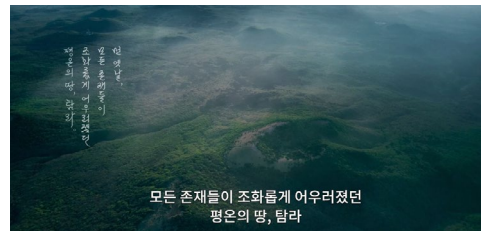
STRATEGY

ACTIVITIES TO PRACTICE GOOD IMPACT

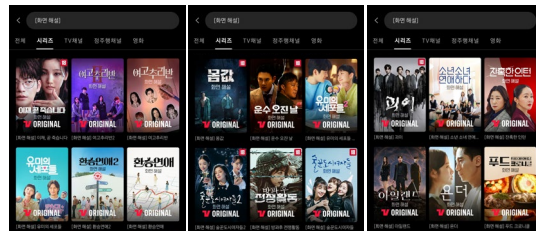
Support for Culturally Vulnerable Groups

CJ ENM is committed to enhancing accessibility for individuals with disabilities and digital vulnerable groups through closed captioning services, including subtitles for content enjoyment, educational programs to improve accessibility for the visually impaired, and specialized services for sign language consultations.

Closed Captioning Service | TVING, CJ ENM's OTT service, introduced Korean subtitles in September 2022 to create a highly satisfactory platform environment. Following this initial implementation with the largest number of episodes among domestic OTT operators, totaling 1,200 episodes, by December 2023, TVING secured closed captioning subtitles for a total of 198 titles and 2,732 episodes, more than doubling the previous year's count of Korean subtitle content. Furthermore, TVING has quickly introduced closed captioning services for popular titles such as TVING originals <Death's Game>, <A Bloody Lucky Day>, and <Island>, tvN's <The Uncanny Counter 2>, JTBC's <Doctor Cha>, and KT STUDIO GENIE's <The Kidnapping Day> to ensure that all viewers, including those vulnerable to content access, can enjoy them together. Unlike standard subtitles, the closed captioning service provides subtitles with additional on-screen commentary, such as speaker information, music details, and sound descriptions for the hearing impaired, alongside character's dialogue, offering customization options such as adjusting subtitle size and font for enhanced viewer convenience. In order to eliminate barriers to viewing content, TVING introduced a screen description service that converts visual elements such as actions, costumes, gestures, and other scene details that are difficult for the visually impaired to perceive into verbal explanations, distinguishing and publicly listing content with this service enabled during content searches within TVING, thus enhancing accessibility and viewing convenience. Moving forward, CJ ENM will continue to strive to improve viewer satisfaction by gradually expanding the closed captioning service into various selected languages and other activities.



TVING Closed Captioning Service: Episode 1 of <Island>



TVING Closed Captioning Content List

Increasing Accessibility for the Visually Impaired | CJ ENM conducts annual training sessions for home shopping host employees to improve accessibility for the visually impaired. The training is structured to facilitate understanding among visually impaired individuals, focusing on information delivery methods such as product descriptions and price notices. The training also covers the importance of screen descriptions for the visually impaired, the usefulness of voice descriptions, introduces universal design, and present closed captioning environment in TV shopping broadcasts and exemplary cases of screen description broadcasts. Additionally, for visually impaired individuals who find mobile usage challenging, we provide the equivalent pricing benefits(discount coupons, reward points, card discounts, etc.) when ordering via ARS phone calls as with orders made through mobile apps.

Enhancing Accessibility for the Hearing Impaired | CJ ENM provides specialized sign language counseling services to enhance accessibility for the hearing impaired. Since July 2012, we have initiated sign language counseling services to hearing impaired customers who use video phone services affiliated with the Korea Association of the Deaf, and continue to enhance accessibility for these customers through dedicated consultation liners where trained specialists use PC and mobile video calls to assist with challenges related to ordering, delivery, exchanges, returns, and after-sales service requests.

RISK MANAGEMENT

SELF- ASSESSMENT OF CONTENT ACCESSIBILITY

CJ ENM operates our own accessibility assessment system. In accordance with the Ministry of Science and ICT's 'Notice on Improving Access to and Convenient Use of Information for the Disabled and the Elderly', we conduct accessibility evaluations and improvement activities for website and mobile app content. Media is categorized into mobile web, PC web, and mobile app, with identified issues classified into high, medium, and low grades according to classification criteria. Issues identified as high priority are addressed first, followed by handling medium and low priority issues. As of October 2023, there were 103 cases identified for mobile web, 76 cases for PC web, and 94 cases for mobile app(APP) as accessibility issues, with 44 out of 45 cases(97.8%) for mobile web and 29 out of 30 cases(96.7%) for PC web resolved by March 2024.

Accessibility Improvement Grading Criteria

Issue Grade	Classification Criteria
High	Ordering process, inoperability, shifting focus, cognitive difficulties, role assignment, content linearization, structural errors, prevention of markup errors
Medium	Alternative text not provided, alternative text edited, status provided, title provided, description provided, duplicate provided
Low	Enhanced alternative text, detailed alternative text provided

Accessibility Issues Identified in 2023

Category	Unit	Number of Cases Identified by Grade			
		High	Medium	Low	Total
Mobile Web	Case	45	45	13	103
PC Website	Case	30	29	17	76
Mobile App	Case	44	36	14	94

Accessibility Assessment Report



PC Website



Mobile Web



Mobile App(Android, iOS)

METRICS AND TARGETS

G.I.C. INDEX

CJ ENM measures and manages the Good Impact and diversity of content through G.I.C Metrics and Targets. We aim to measure the Good Impact of more than ten content projects each year.

SOCIAL | SAFETY AND HEALTH ACROSS THE VALUE CHAIN

GOVERNANCE

CJ ENM reports safety and health issues identified as a material topic to the Board of Directors and ESG Committee under the Board through the Industrial Safety and Health Committee, following review and approval by executive management. Pursuant to Article 170(Types of Companies) of The Commercial Act and Article 14(Reporting to and Approval of Board of Directors) of the Occupational Safety and Health Act, management policies, annual plans and strategies regarding safety and health are reported annually to the Board of Directors for their approval. Accordingly, the Safety Management Officer, who works directly under the CEO, establishes safety and health management policies and conducts regular and ad-hoc risk assessments, content safety inspections, and various activities. In addition, CJ ENM holds the Industrial Safety and Health Committee, which is composed of the CEO and employees, every quarter. In 2023, a total of 20 agenda items were resolved, demonstrating the implementation of systematic safety and health management. In order to prevent safety and health risks that may arise from our partners, we hold Safety and Health Council meetings on a monthly basis. Since 2023, a cooperative organization composed of employees from the Safety Management team was established to manage safety and health for our partners.

Safety and Health Implementation Framework



STRATEGY

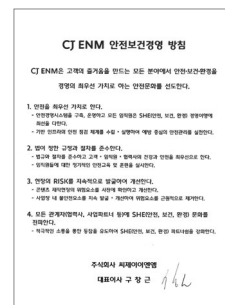
SAFETY AND HEALTH MANAGEMENT POLICY

Safety and Health Management Policy

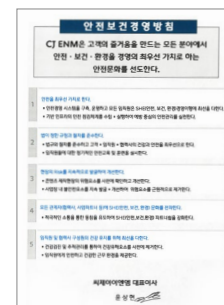
CJ ENM established the Safety and Health Management Policy with the approval of the CEO in July, 2016 under the philosophy of 'Leading the safety culture with management that prioritizes safety, health, and environment in all areas that create enjoyment for customers', and this policy was released in November, 2016. All stakeholders vulnerable to safety and health risks including employees, executives, partner companies, and business partners are required to implement the policy.

Increasing the budget for Safety and Health

In 2023, a safety management budget of KRW 1.54 billion was implemented to provide safety products, improve facilities, and supplement systems based on consulting from professional organizations. Furthermore, CJ ENM spent KRW 1.5 billion to establish a safe production environment to ensure efficient safety management. When holding large-scale performances, an additional budget for operating a safety monitoring team to prevent potential accidents while dismantling the stage.



The Entertainment Division



The Commerce Division

SAFETY AND HEALTH ROADMAP

CJ ENM is committed to creating a safety culture in the workplace by establishing our own specialized safety and health management system tailored to unique characteristics of the content industry. Taking into account both internal and external environments in 2023, such as the expansion of large-scale performances with the end of COVID-19 and the enhancement of government safety policies, we established 4 major strategies, 6 key implementation strategies, and 12 detailed implementation tasks for 2024. Additionally, CJ ENM manages safety and health risks that may occur to stakeholders including employees, partners, audience, and consumers.

Four Key Strategies

- Prevention through a self-discipline system
- Prioritize safety of guests at performances, concerts and events
- Identify risk factors during the creation of contents, and make improvements
- Raise safety culture awareness within employees and partner companies

Six Key Implementation Strategies and 12 Detailed Implementation Tasks

- Make advancements to establish an effective global safety and health management system: Post-ISO 45001 certification, etc.
- Improve the risk assessment system and expand IT: Applying IT-based safety management system(strengthening implementation process), etc.
- Enhance performance/event safety standards(focusing on preventing civil accidents): Establishing a safety system to prevent civil accidents, etc.
- Ensure safety management at content production sites: Updating broadcasting contractor assessments and introducing content safety review assessments etc.
- Manage expenses utilized for content safety management: Compose Safety at production site and health budget planning and review, etc.
- Create a Safety & Healthy workplace environment: Health management programs, etc.

CJ ENM Safety Management Strategies

- Make advancements to the safety management system to one specialized for the broadcast content production industry
- Ensure the safety of visitors to performances, concerts, and events(serious civil accidents)
- Prevent serious accidents during content production(serious industrial accidents)
- Create a safety corporate environment for employees and partner companies
- Acquire a safety system for crucial live broadcasting facilities(ensuring business continuity)
- Enhancement of power supply and fire evacuation emergency response training system
- Bolster the employee health management system

SAFETY AND HEALTH MANAGEMENT ACTIVITIES

Employee Safety and Health

CJ ENM offers a variety of programs to create a pleasant and healthy working environment. The in-house fitness facility provides an environment where employees can exercise freely under the supervision of professional trainers. For those in need of relaxation, we also provide support through a variety of H&B(Health & Beauty) services, including nap zone where employees can enjoy a peaceful rest, along with massage programs offered by health keepers to ensure employees can access them without any inconvenience.

Operating Employee Health Management Programs

CJ ENM operates a variety of employee health management programs. In 2023, to prevent occupational(musculoskeletal) diseases and job stress among employees working in content production, the Entertainment Division launched a new 'Yoga Meditation Program', which received favorable reactions from employees. We also conducted four rounds of 'Self-defense Training' to prevent cases of unprovoked violence, which have recently emerged as a serious social problem, and 102 people completed the training. 'CPR training', supervised by Mapo-gu Fire Station, was completed by 59 employees. The Commerce Division conducted four rounds of 'CPR Training', with 75 employees completing the training.



Self-defense Training in 2023



Yoga Meditation Program in 2023

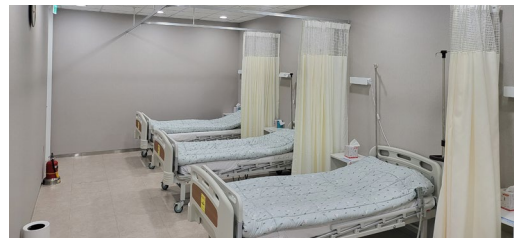
SOCIAL | SAFETY AND HEALTH ACROSS THE VALUE CHAIN

STRATEGY

SAFETY AND HEALTH MANAGEMENT ACTIVITIES

Employee Safety and Health

Operating an In-house Medical Clinic | CJ ENM operates an in-house medical clinic accessible to both our employees and partner personnel, providing diversified medical services and promoting health enhancement. Specialists and nurses are stationed at the clinic to provide health checkup consultation and medical services. They provide specialized medication, vaccinations, IV nutrition, injections, wound disinfection, and emergency care. Continuity of treatment is ensured through a treatment cooperation system with external tertiary medical institutions. In 2023, renovations were undertaken for internal environmental improvements, increasing the number of beds and reorganizing treatment areas within the clinic to enhance convenience for visitors.



Health Insurance and Medical Expense Support | CJ ENM provides free accident insurance for all content production personnel, from our own employees to our partners' employees, to prepare for health and safety-threatening accidents that may occur on production sites. This insurance is independent from the corporate group accident insurance, streamlining the insurance claim application process and assisting in post-accident risk management. In accordance with the Industrial Accident Compensation Insurance Act, general accident coverage and proportional reimbursement for medical expenses ensure comprehensive compensation across a wide range, providing prompt and adequate compensation for work-related accidents, occupational diseases, commuting accidents, and other work-related injuries. In addition, medical expense support program is designed to help employees focus on their work by reducing health-related anxiety and relieving the burden of medical expenses.

Partner Safety and Health

CJ ENM is conducting cooperative projects on safety and health for large, medium, and small enterprises in accordance with the Mid- to Long-term Roadmap for Reducing Serious Accidents by the Ministry of Employment and Labor and the Korea Occupational Safety and Health Agency(KOSHA). Since April 2023, we have established a win-win cooperation organization comprised of employees from the Safety Management team to build safety and health systems, provide risk assessment trainings, and operate safety support programs, including the provision of safety items such as helmets and fire extinguishers, for six partner companies.

Partner Safety and Health Support Programs

Category	Description
Support for Industrial Safety & Health for Partners	<ul style="list-style-type: none">Conduct monthly site inspectionsProvide onsite visit training sessions and inspections by doctors/nurses and industrial engineers twice a year
Guidance on Construction Accident Prevention Technology	<ul style="list-style-type: none">Conduct instruction courses on prevention technology twice a month
Safety Inspections at Art Facilities	<ul style="list-style-type: none">Conduct monthly safety inspectionsConduct monthly field worker monitoring meetingsConduct quarterly integrated safety inspections led by the Safety Management
Unlimited Supply of Safety Hats	<ul style="list-style-type: none">Provide relaxation centers on 2nd floor of Sangam Office Building and Ilsan Studio

Safety and Health Training

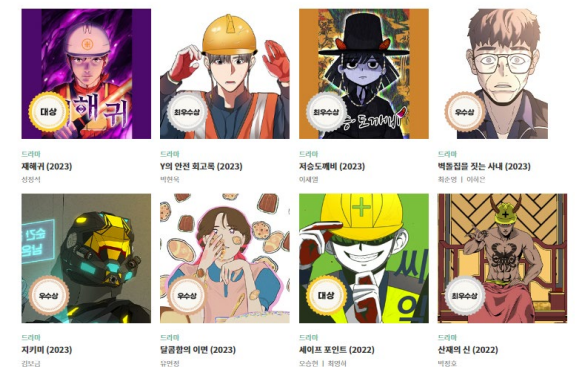
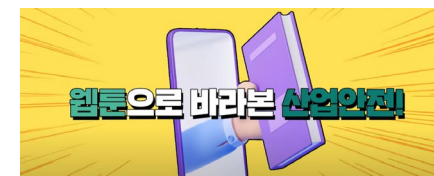
Company-wide Safety Training for Employees | CJ ENM regularly conducts occupational safety and health training and in-house safety training for all employees in accordance with Article 29 of the Occupational Safety and Health Act. In cases of emergencies such as fires in large venues and studios, we provide emergency response training and drills on evacuation procedures, prohibited actions, and other safety protocols to ensure swift and safe evacuation. For content production studios, we conduct training on chemical hazards, handling precautions, first aid measures, and accident response methods based on Material Safety Data Sheets(MSDS) and legal regulations. To ensure a safe working environment for all employees, we have also established an emergency response system composed of a Safety Management team, Facility team, and Security team to swiftly respond to any emergencies involving employees' health within the workplace.

Professional Training for Safety Management Personnel | In 2023, CJ ENM conducted legal job training hosted by a professional organization to strengthen the expertise and capabilities of safety and health managers. In the first and second half of 2023, 56 management supervisors and 1 safety and health manager successfully completed the training. Also, six specialized safety and health training sessions were conducted for safety and health managers. These training sessions include safety and health management system(ISO 45001) auditor courses, industrial accident response, occupational safety and health standards, workplace chemical management, and professional first aid training.

Enhanced Safety and Health Training | CJ ENM produces safety and health education materials themed to the identified risk factors and safety rules to ensure prevention during the content production site inspection. Based on the CJ Campus online training program, we also conduct training using videos provided by KOSHA. Furthermore, we strive to increase the effectiveness of training by conducting tests to check whether employees are familiar with the training content and work to minimize safety and health accidents by improving employees' safety awareness. The employee fall accident that occurred in 2023 was finally approved for industrial accident compensation. To prevent similar accidents, CJ ENM conducted a risk assessment for falls and distributed a safety work guide. We've also specified the provisions related to the right to halt work and the prevention of retaliatory action in the safety and health management system to ensure a safe working environment for all personnel working in content production, including both our employees and employees of partners. We actively conduct training to make certain that the provisions are put to practical use.

Collaboration with KOSHA

Since signing a memorandum of understanding(MOU) with KOSHA in 2016, CJ ENM has been actively participating in the government-led shift in public safety culture awareness by transmitting safety videos using the media board on the exterior wall of the Sangam Office Building. By holding the 2nd <Webtoon Contest to Change the World> on the theme of occupational safety and health with KOSHA and Seoul Business Agency(SBA), we sought to induce social interest in industrial accidents and spread the concept of safety culture.



SOCIAL | SAFETY AND HEALTH ACROSS THE VALUE CHAIN

RISK MANAGEMENT

SAFETY MANAGEMENT IN CONTENT PRODUCTION

CJ ENM has established a safety management system at content production sites and thoroughly conducts safety management to prevent accidents. In particular, we produce and distribute safety manuals tailored to diverse work environments including content production, studio filming, and live performances or events. Since December 2023, we have been operating a manual on safety management during the waste disposal process. Based on this, we carry out stage installation and dismantling procedures that adhere to stage and set safety standard, and manage operations for audience safety, thereby protecting stakeholders from safety-related risks.

Safety Management Process for Content Production

Planning and Organization	Preliminary safety review	① Designate and train safety personnel
	Regular risk assessments	② Identify contract types
	Safety manual training for each content	③ Identify key risk factors
Production and Shooting	Safety meetings for content production	④ Distribute safety manuals
	Safety inspections and actions	⑤ Establish an emergency contact network
	Preparing a safety walk-through log	
End of Performance/Shooting and Dismantling	On-site safety process operation and assessment	Inspection and improvements of risk factors
	End of shooting(dismantling)	• Prevent fall accidents
	Content production safety management process improvement and safety manual revision	• Prevent fire/electric shock accidents



Large-SMEs Safety and Health Mutual Growth Cooperation Project

구분	항목	현황	비고
안전관리	안전관리 인력 배치	✓	안전관리 인력 배치 완료
	안전관리 인력 교육	✓	안전관리 인력 교육 완료
	안전관리 인력 점검	✓	안전관리 인력 점검 완료
	안전관리 인력 평가	✓	안전관리 인력 평가 완료
안전관리	안전관리 인력 배치	✓	안전관리 인력 배치 완료
	안전관리 인력 교육	✓	안전관리 인력 교육 완료
	안전관리 인력 점검	✓	안전관리 인력 점검 완료
	안전관리 인력 평가	✓	안전관리 인력 평가 완료
안전관리	안전관리 인력 배치	✓	안전관리 인력 배치 완료
	안전관리 인력 교육	✓	안전관리 인력 교육 완료
	안전관리 인력 점검	✓	안전관리 인력 점검 완료
	안전관리 인력 평가	✓	안전관리 인력 평가 완료

Studio Facilities Checklist

CONDUCT OF RISK ASSESSMENTS

CJ ENM has instituted a safety and health system centered on risk assessments to systematically monitor the safety status and effectively mitigate risks. The Entertainment Division conducted an inspection of safety and health obligations in cooperation with the Korea Industrial Safety Association(KISA), an organization specialized in safety and health, and identified and improved a total of six corrective actions and 13 recommendations. In 2023, a total of 127 risk assessments and 298 preliminary safety inspections were carried out across all production sites including CJ ENM's studios, entertainment and culture content sites, and concert venues, to minimize safety and health risks. To ensure employee safety and create a pleasant working environment, we have made active improvements based on feedback from our employees. Working with the Industrial Safety and Health Committee through safety meetings at production sites, we collected employee feedback and made improvements to a total of 37 safety and health issues. Through these proactive safety and health risk improvements, CJ ENM has significantly reduced the work-related accident fatality rate and rate of accidents compared to industry standards.

METRICS AND TARGETS

HONORED AS AN EXCELLENT SAFETY AND HEALTH MANAGEMENT COMPANY

At the Industrial Safety and Health Emphasis Month event held in July 2023, the safety management manager in the Entertainment Division received the Prime Minister's Award in the <2023 Industrial Accident Prevention Contribution> category in recognition of CJ ENM's contribution to establishing a content industry safety and health system. Additionally, CJ ENM received a plaque of appreciation from the CEO of Korea Occupational Safety and Health Agency(KOSHA) for supporting the filming of content stage setups in a VR education material production project. Based on these two awards, CJ ENM's excellent safety and health management system has been externally recognized, serving as an opportunity to publicize the importance of safety and health in the production sites of internationally recognized K-content. Additionally, the March 2023 issue of <Monthly Safety and Health> introduced the role of the Entertainment Division's Safety Management Team and included member interviews under the theme of 'Safety is Another Pleasure'. Furthermore, in the <December issue of the Performance Venue Safety Support Center booklet>, the Safety Management Team Leader was introduced under the theme 'Establishing a Performance Safety Culture is the Secret to Sustainable Development', highlighting CJ ENM's Safety Management Team's efforts to create a safe environment for everyone.



2023 Prime Minister's Award for Industrial Accident Prevention Contribution



Plaque of appreciation from KOSHA



Monthly Safety and Health's promotional brochure

SAFETY AND HEALTH MANAGEMENT CERTIFICATION

In November 2023, CJ ENM has obtained the Occupational Health and Safety Management System(ISO 45001) certification, the first in the media industry, applying to three facilities: CJ ENM Center(Sangam Office Building), CJ ENM Studio Center, and Ilsan Studio, enhancing our occupational health and safety management system.

SAFETY AND HEALTH MANAGEMENT INDICATOR

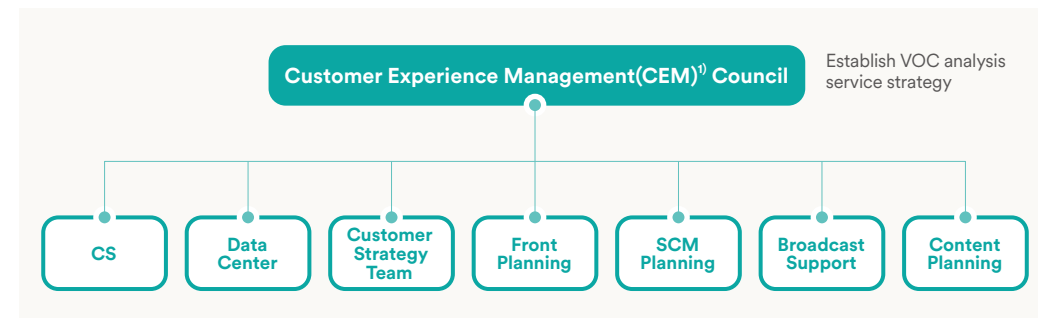
CJ ENM carries out safety and health management activities for all employees and aims for 0 case of Lost Time Injuries(LTI) and 0 case of serious accidents every year.

SOCIAL | CUSTOMER SATISFACTION

GOVERNANCE

CJ ENM reports and obtains approval from the Board of Directors and the ESG Committee under the Board of Directors regarding issues related to customer satisfaction identified as a material topic. The Commerce Division establishes a VOC analysis service strategy within the Customer Experience Management(CEM) Executive Consultation Group and executes tasks to enhance customer satisfaction within each functional area. The Entertainment Division collects the opinions of viewers and reflects their feedback through the Viewer Committee. Members of the Audience Committee, representing a diverse range of viewer groups, are appointed based on recommendations from organizations as stipulated by the Broadcasting Act.

Customer Satisfaction Management Implementation Organization



1) Customer Experience Management(CEM): Process of systematically managing customer experience related to goods or services

CUSTOMER SATISFACTION MANAGEMENT ACTIVITIES

Feedback Surveys Based on Customer Experience

CJ ENM regularly conducts customer experience and satisfaction surveys at each stage of the customer journey and shares the results with the CEM Executive Consultation Group. Members of the CEM Executive Consultation Group monitor satisfaction level at each stage of the experience and analyze customer opinions collected from surveys to derive insights for service improvement. In 2022, we internally developed an experience-stage satisfaction survey tool to collect data on customer experience at every stage of shopping and analyze Voice of Customer(VOC) feedback. In 2023, the CEM Executive Consultation Group conducted semi-annual customer experience surveys and shared relevant findings and improvements with customer-facing departments in January and July. CJ ONSTYLE collects and incorporates viewer feedback to improve various aspects such as video delivery methods, product introduction techniques, video composition, presentation style, marketing approaches, and expression methods.

Operation of 'Simmian' to Collect Customer Feedback | CJ ENM conducts 'Simmian', a panel aimed at collecting consumer insights on customer feedback(VOC) for launched products and various marketing issues from a trendy E-commerce representative customer group among CJ ONSTYLE customers, utilizing diverse online and offline channels. We also operate an ombudsman program targeting the Simmian. 'Open TV CJ ONSTYLE' reflects the voices of both external experts and viewers from diverse backgrounds, providing viewers with practical information related to shopping by disclosing monitoring reports from an external panel called Viewer Monitors, collecting viewer feedback and complaints about the operation of the product sales broadcasts, and sharing practical life tips.



Operating the Simmian



Open TV CJ ONSTYLE

STRATEGY

CUSTOMER SATISFACTION MANAGEMENT POLICY

CJ ENM is dedicated to practicing responsible corporate activities for consumer and viewer satisfaction in compliance with the 'CJ Code of Business Conduct.' As such, we pursue customer satisfaction management, adhering to the five principles of customer service since 2007. Our consumer rights protection policy, including the CEO's message, is disclosed separately within the ethical management policy.

Five Principles of Customer Service(Since 2007)

- Platform: We adhere to our promises when distributing our products.
- Quality: We take responsibility for the quality of our products.
- Delivery: We comply with the agreed upon delivery date.
- Service: We take responsibility for after-sales service.
- Security: We take responsibility for protecting customer information.

CJ ENM's Definition of a Customer

- Consumer
All stakeholders who use the products and services distributed by CJ ENM, South Korea's largest content and E-commerce business operator, and consume and experience our content
- Viewer
All stakeholders who watch CJ ENM's content

Customer Feedback Analysis | To improve customer satisfaction in shopping, CJ ENM analyzes VOC(reasons for return, customer review) for brands and products sold by CJ ONSTYLE and disseminates a 'Product Analysis VOC Report.' Product Analysis VOC Reports are distributed to partners and sales departments to be utilized in product planning, sourcing, and sales strategies, helping to address and improve customer grievances. In 2023, three reports were provided for the One Platform Campaign brand, and through the reports, we were able to create preliminary Q&A content for the purpose of improving customer satisfaction in product operation.

SOCIAL | CUSTOMER SATISFACTION

STRATEGY

CUSTOMER SATISFACTION MANAGEMENT ACTIVITIES

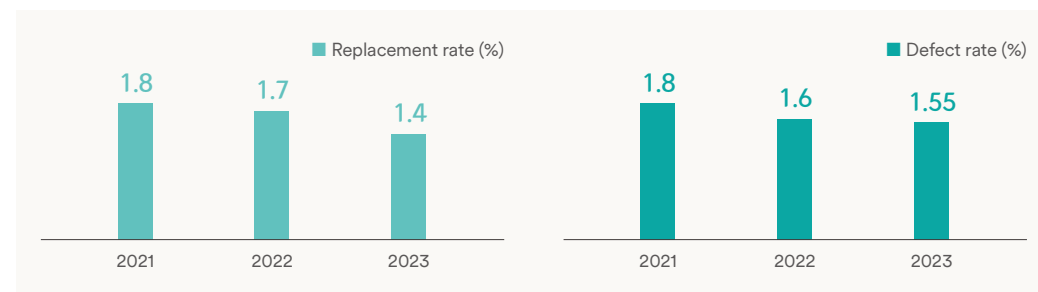
Improvement of the Process for TV Ticket Cancellation and Return

CJ ENM improved the process for canceling and returning cumbersome live broadcast vouchers(accommodation vouchers), which previously required confirmation from the customer service center and the product provider. By converting intricate procedures into automated systems, customers can now cancel and initiate returns without additional verification, leading to enhanced operational efficiency and alleviation of customer inconvenience.

Product Improvement Measures for Consumer Safety

odense is CJ ENM's representative ONLYONE brand that offers a diverse range of kitchenware and ceramics. Due to characteristics of the product, numerous incidents related to breakage have occurred, so in 2022, we improved the quality of odense tableware to reduce VOC related to product dissatisfaction and enhance consumer satisfaction. As such, we established new durability standards for tableware while managing both the flexural strength and coefficient of thermal expansion to maintain the products' resilience. Additionally, we bolstered our internal management by including the odense tableware strength standards to the quality agreements received from partners. As a result, the replacement rate and defect rate for odense products have been consistently decreasing. CJ ENM continues to improve the quality of our products to protect the rights and interests of our consumers.

Quality Improvement Performance of odense Products



Improved Call Center Response Rate

CJ ENM actively improves the call center response rate based on customer satisfaction management. Through flexible manpower adjustments by time slot and simplification of customer response scripts, the call center provides efficient consultation, and during peak seasons, increased the response rate to 95% by deploying additional counselors. CJ ENM plans to continuously enhance our one-on-one bulletin board response by considering our customers' mobile usage trends.

Regular Training to Minimize Content Risks

In order to satisfy the diverse range of audiences and prevent risks that may arise during content production in advance, CJ ENM conducts regular training for employees in the Entertainment Division. This training targets not only employees in content production but also those in scheduling, marketing, planning, legal, and other relevant teams. The training has been expanded to include employees of major subsidiaries such as TVING, Studio Dragon Corporation, and CJ ENM STUDIOS. This training aims to go beyond mere recognition and avoidance of risks, focusing on enhancing awareness based on empathy and understanding towards others. Additionally, the training emphasizes the prevention of social conflicts that may arise due to lack of empathy, independent of content planning intentions. CJ ENM will continue our efforts to foster content and production environments that promote the spread of social empathy and understanding, while also respecting diversity.

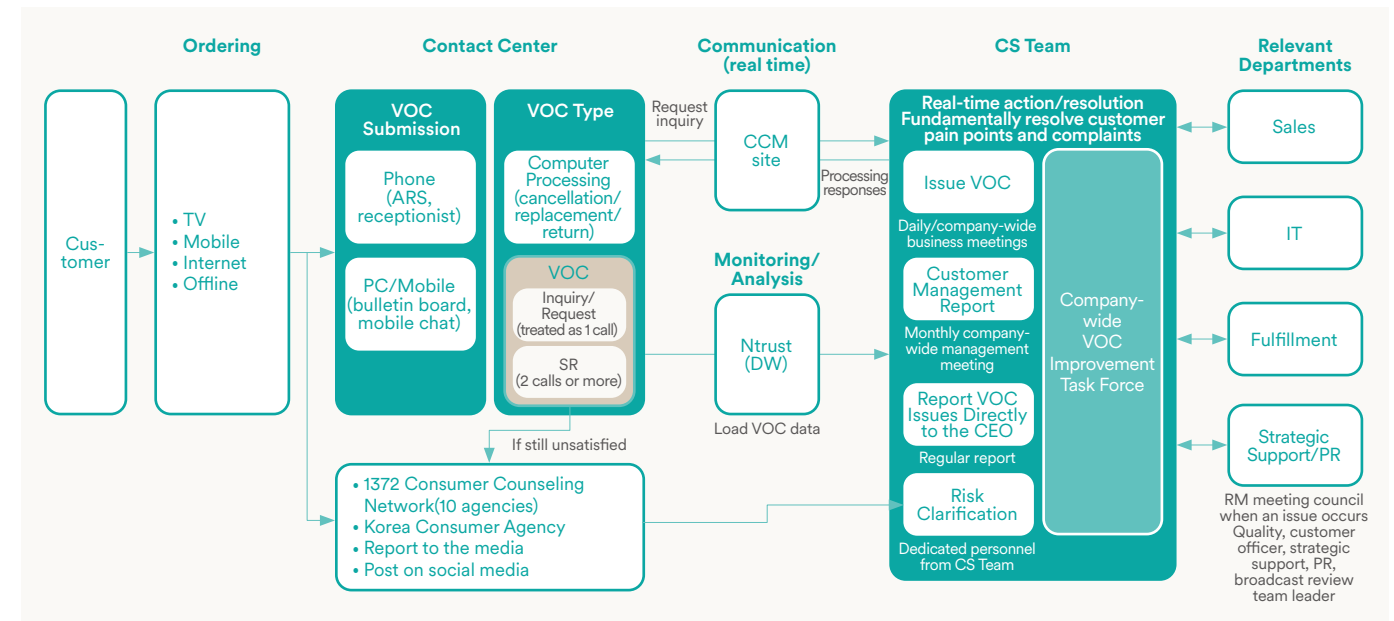
RISK MANAGEMENT

RESPONSE TO THE RISK OF INFRINGEMENT ON CUSTOMER RIGHTS

Compliance with Broadcast Program Review and Prevention of False or Exaggerated Advertising

In order to minimize viewer complaints and protect consumers' rights and interests, CJ ENM provides accurate product information and comply with the regulations regarding the review of broadcasts that introduce and distribute products. In particular, the Commerce Division prevents false or exaggerated advertisements by amending expressions that may be misunderstood by customers, improving the readability of subtitles, and supplementing product information. Guidelines have been developed regarding limited-time expressions such as 'only on this broadcast', 'last chance', 'once only/one day only', to prevent consumer disadvantage caused by broadcast subtitles and host statements.

CJ ONSTYLE's Consumer Response Process



Operation of Broadcast Review Guidelines for Broadcasting Sustainable Content

CJ ENM has established and operates broadcast review guidelines for each division to ensure the health and safety of all who watch and consume our content. In accordance with Article 6(In-house Review) of the Broadcast Review Regulations, the Entertainment Division has created detailed guidelines on internal broadcast review regulations that protect viewers' rights and interests including violence, shock and repulsiveness, obscenity, and protection of children and adolescent viewers, taking health and safety into consideration. We pay extra attention to ensure that content which reflects details or directions that violates the regulations is not aired. Furthermore, we share 'Review Trends/Content Issues' with review officers monthly across all channels, informing them about review regulations and instances of review violations involving our own and other companies. All videos, including broadcast programs and advertisements, on all channels that are owned by the Entertainment Division undergo comprehensive review prior to broadcast. In 2023, of the 14 broadcast review sanctions, we have completed all actions, including modifying and broadcasting content for three cases that received legal sanctions. As a broadcasting business operator, the Commerce Division complies with laws and regulations based on the broadcast review operation guidebook, including topics on broadcast subtitles, videos, panels, and comments from performers, and strives to protect consumer rights and interests, while securing sustainable content. Additionally, whenever there are updates to the existing review guidebook, we distribute the changes to relevant departments through 'Review Letters' and establish a dedicated review guide section on the intranet. This ensures that employees can access the review guidelines well at any time.

SOCIAL | CUSTOMER SATISFACTION

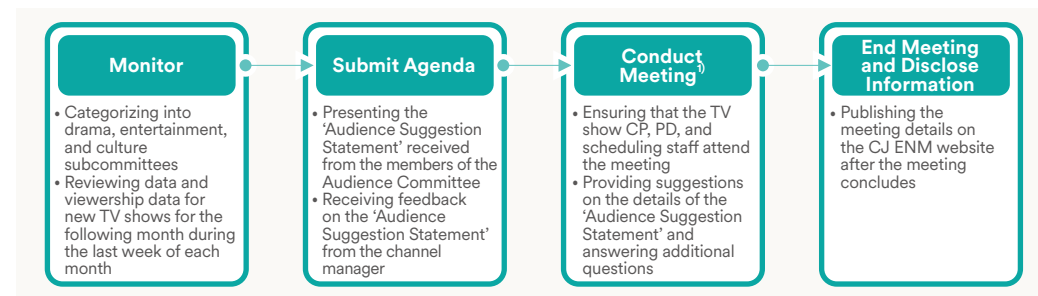
RISK MANAGEMENT

Operation of Audience Committee

The Entertainment Division  The Commerce Division 

CJ ENM has established and regularly operates Audience Committee for each division to protect audience's rights and interests and improve broadcast quality. Despite the Entertainment Division not being obligated to establish the Audience Committee, we have established and currently operates our own Audience Committee to listen to audience's opinions in a fairer manner. Based on transparent communication, the Audience Committee presents the opinions of audience, including suggestions for TV show scheduling and TV show improvement, and CJ ENM strives to incorporate and improve content by directly reflecting the opinions gathered through the Audience Committee. As broadcasting-related issues are becoming increasingly diverse, we constantly work to add fresher perspectives to the operation of the Audience Committee. In particular, we continue to monitor issues that newly surface every year, such as cultural diversity, animal protection, and filming site management. Activities, composition, and meeting minutes aimed at protecting viewers' rights and interests are disclosed on the respective division's website.

Audience Committee Operating Procedure

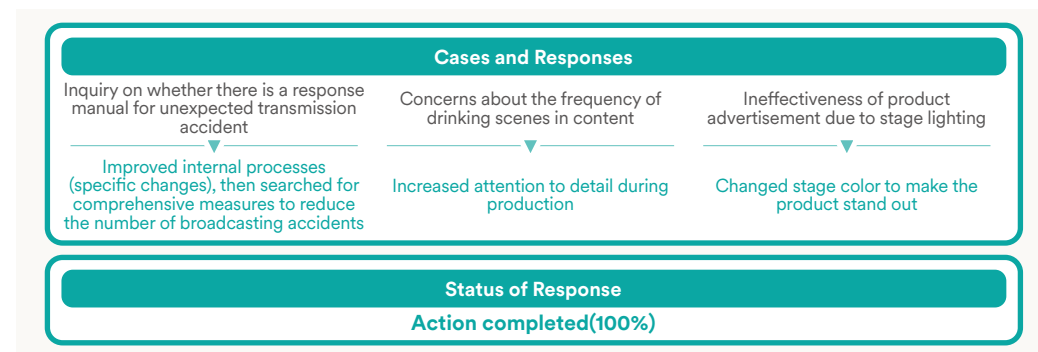


1) Audience Committee meetings are held bi-monthly for the Entertainment Division and monthly for the Commerce Division

Content Improvement Reflecting Audience Opinions

CJ ENM actively bolsters monitoring activities for consumer protection through the Audience Committee and undertakes efforts to improve content while considering viewers' opinions and social impacts. We classify and respond to customer VOC through detailed categorization on the CJ ONSTYLE website's 1:1 bulletin board. In 2023, CJ ENM responded to inquiries regarding the availability of a manual for responding to unexpected broadcasting incidents, improving internal processes and exploring measures to manage and reduce broadcast incidents. Following feedback regarding the stage lighting and its influence on reducing product advertising effectiveness, we have taken actions such as changing the stage color to highlight the product features, continuing to gather and act on viewer feedback for ongoing improvement activities.

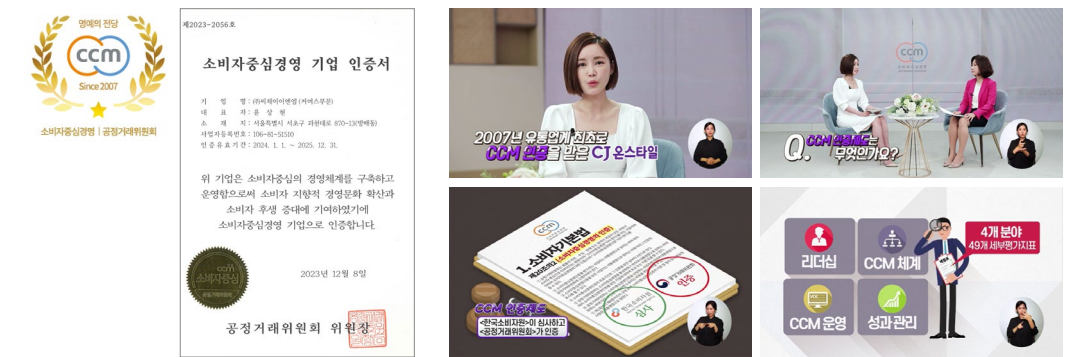
Key Cases in 2023 Where Content Was Improved through VOC



METRICS AND TARGETS

CCM CERTIFICATION

CJ ENM acquired Consumer Centered Management(CCM) Certification in 2007, the first in the home shopping industry, and has maintained certification for 15 years through continuous improvement and promoted customer satisfaction management, securing re-certification in 2024. The CCM certification evaluates whether a company prioritizes the consumers' point of view when organizing all its activities, and whether such efforts are actively improved. In order to spread consumer-centered management culture, CJ ENM signed an agreement with the Korea Consumer Agency(KCA) and the Organization of Consumer Affairs Professionals in Business(OCAP) to promote and support the CCM certification system. Since July 2022, we have been participating in the 'Consumer Complaint Resolution Council' hosted by KCA in order to resolve consumer complaints. In addition, CJ ENM conducts various promotional activities such as printing the CCM logo on product packaging and provides financial incentives, supporting up to a 70% advance payment rate for maintaining certification to our partner companies.



Consumer Centered Management Certification

VOC INDICATORS

CJ ENM continuously manages annual metrics for customer inconvenience and complaint(VOC) indicators. As a result of consistent company-wide efforts to reduce customer complaints, VOC has continuously decreased over time.

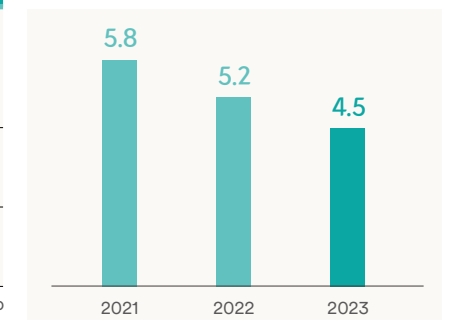
VOC Processing Status

Category	Unit	2021	2022	2023
Customer Pain Points and Dissatisfaction Rate(VOC) ¹⁾	%	5.8	5.2	4.5
Total Number of VOCs ¹⁾	Case	2,869,517	2,581,444	2,003,113
Annual Processed VOC Rate	%	100	100	100

1) The figures for the past three years were recalculated according to changes in metric calculation criteria.

Customer Complaints and Dissatisfaction Rate

(Unit: %)

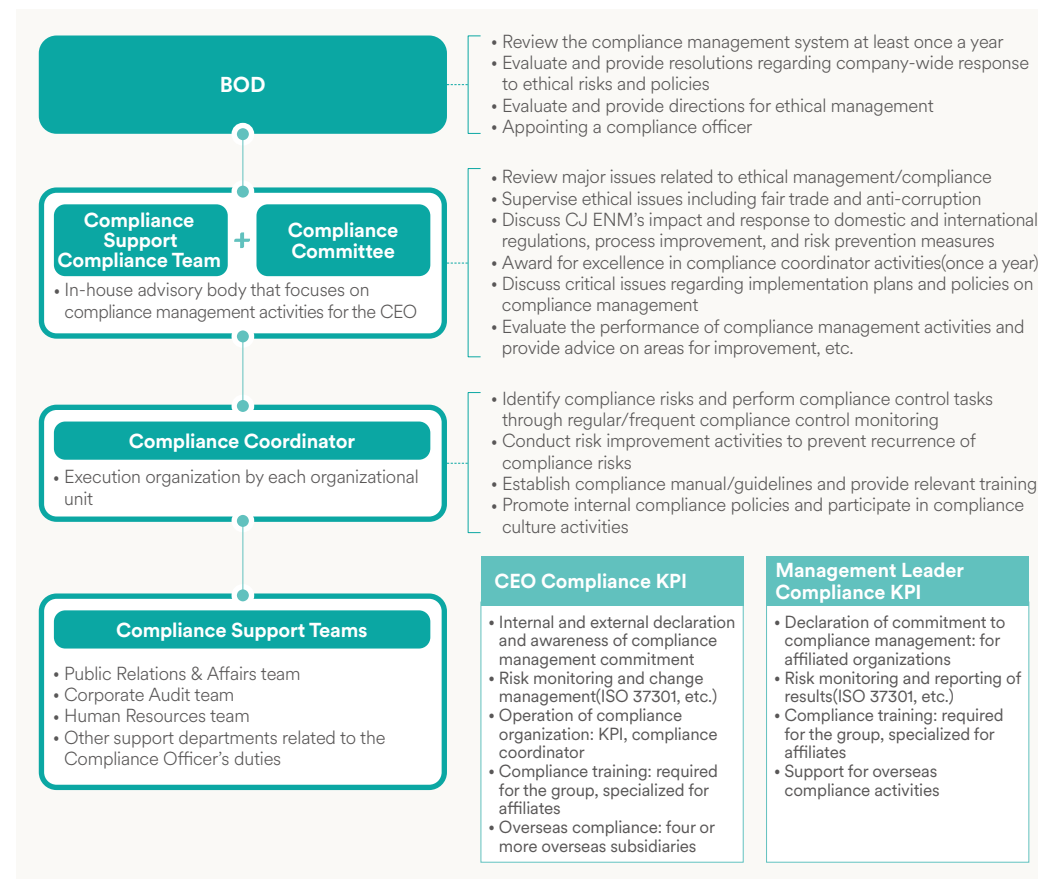


GOVERNANCE | ETHICS AND COMPLIANCE MANAGEMENT

GOVERNANCE

CJ ENM has established a company-wide compliance organizational system to ensure that ethical management DNA is thoroughly internalized in all business management activities. The Compliance Committee, composed of top executives including the CEO, annually deliberates major policies related to ethics and compliance, such as implementation plans, policies, reports and evaluations of the previous year's compliance control standards, and the company's legal risk prevention activities. The Board of Directors receives reports on the monitoring status for compliance control standards, annual compliance activities, and compliance plans for the year. CJ ENM clarifies responsibilities to ensure effectiveness and execution capability by setting compliance activities(number of man-hours, number of activities, etc.) as key performance indicators(KPI) for all executives, including the CEO, and reflects them in the performance of management. In 2024, we plan to appoint external executives to strengthen the independence of the Compliance Committee, and is underway through the Compliance Committee report made on February. A total of 120 compliance coordinators, consisting department heads within each business division, for improving compliance-related work processes and establishing an ethical culture. Furthermore, by establishing an Corporate Audit Team that directly reports to the CEO, CJ ENM strives to promote fairness, rationality, and efficiency in all management activities and eliminate unethical and irrational elements. The Corporate Audit Team is in charge of conducting diagnoses when ethics-related issues occur, and reporting such cases to the Personnel Committee, which is composed of the CEO and key executives. The results are reflected in disciplinary action against wrongdoers and process improvement.

Ethics/Compliance Organizational Structure



STRATEGY

ETHICS AND COMPLIANCE MANAGEMENT POLICY

CJ Code of Business Conduct

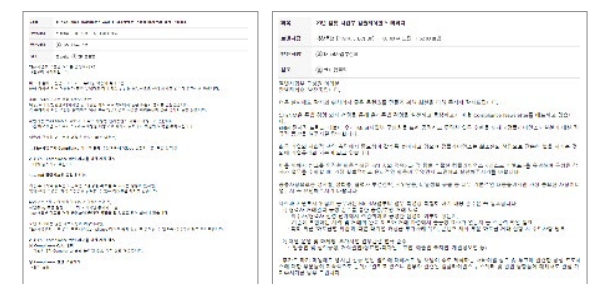
'CJ Code of Business Conduct' is based on CJ's management philosophy, which provides a specific work guidance to CJ ENM employees. It clearly and comprehensively presents how CJ ENM should conduct itself ethically and legally within our relationships with employees, customers, shareholders, partners, and countries and local communities that share interests with CJ. In accordance with the 'CJ Code of Business Conduct', CJ ENM requires higher compliance standards than those set by relevant laws when it comes to relationships with stakeholders. By doing so, we will fulfill our mission and vision of nurturing great talent, providing ONLYONE products and services, and establishing an industrial ecosystem based on mutual respect and coexistence.

The Category of the 'CJ Code of Business Conduct'

Category	Description
Fair Trade Best Practice Guidelines	Guidelines that contains legal interpretation and examples in the area of fair trade legislation
Global Privacy Policy	Standard policies which are applied to all employees internationally regarding the safe handling of customer information
Global Economic Sanctions Compliance Policy	Economic sanctions compliance policies implemented by countries or international organizations
Global Fair Competition Policy	Antitrust and competition policies of countries in which we operate our business
Global Anti-Corruption Policy	Corruption prevention and related legal policies of all countries and regions
Guidelines for Compliance with Improper Solicitation and Graft Laws	Compliance guide to observe anti-graft laws, including the Improper Solicitation and Graft Act
Supplier Code of Conduct and Supplier Transaction Regulations	Regulations and guidelines for preventing legal/ethical risks related to suppliers and coexisting as business partners
Supplier Transaction Guidelines	
Compliance Guide for the Revised Broadcasting Terms and Conditions Agreement	Compliance guide on precautions following the conclusion of broadcasting conditions agreements and revisions on internal operating standards(protection of consumer rights and interests)
Promotion Compliance Guide in accordance with the Promotional Expenses Review Policy	Compliance guide on the process of conducting promotions with partners
Guide on Preventing the Infringement of Portrait Rights	Compliance guide to prevent infringement of personal rights such as the right of publicity when producing programs
Guide for Ensuring the Rights of Teenage Pop Culture Artists	Guidelines for enhancing human rights of child and adolescent pop culture artists



CEO's Compliance Management Message



Compliance Management Message from Media Tech&Art Team Leaders

GOVERNANCE | ETHICS AND COMPLIANCE MANAGEMENT

STRATEGY

ETHICS AND COMPLIANCE MANAGEMENT ACTIVITIES

Introduction and Operation of Compliance Portal

In September 2023, CJ ENM launched the Compliance Portal(CP) to enhance our compliance management system, enabling the establishment and management of goals for identifying, assessing, controlling compliance risks, and related activities. Through the introduction of CP, we aim to increase our employees' understanding of compliance, ensure accessibility to the compliance management system, and provide convenience to the risk identification and management process. Going forward, we will continue to practice and uphold high standard of ethical management, staying one step ahead of the ever-changing times and environment.

Ethics and Compliance Management Training

CJ ENM continues to disseminate the management's commitment to ethical management to employees and provides ethics and compliance training tailored to job roles and departments. Ethics training is conducted separately not only for regular employees but also for contract employees, including fixed-term and short-term employees, and employees of partners. In 2023, we conducted code of ethical conduct training for all employees and also implemented compliance training based on risk types, such as online dark pattern guideline training. In response to the advent of the AI era, we have prioritized copyright education for roles directly involved in tasks such as the production of entertainment shows, including reality shows. Additionally, we have conducted foundational compliance training on the Act on Labeling and Advertising for all new hires, including both entry-level and seasoned professionals. For newly selected compliance coordinators and legal staffs, we conduct compliance management system certification and internal auditor training annually. The Entertainment Division distributes monthly compliance newsletters, and the Commerce Division distributes one quarterly, aiming to consistently inform on relevant policies, regulations, legislative trends, and other updates, and to promote a correct understanding and dissemination of ethical management policies. The Entertainment Division produces and distributes compliance newsletters on a monthly basis, while the Commerce Division does so quarterly. These newsletters aim to keep stakeholders informed about relevant policies, regulations, legislative trends, and promote a proper understanding of ethical management.

Key Ethics and Compliance Management Training Programs in 2023

Period	Division	Program	Target Employee	Number of Trainees	Number of Completion	Completion Rate
January, July	Entertainment Division	'Understanding Compliance' Training for New Employees	Full-time	12	12	100%
	Commerce Division	'Healthy CJ' Introductory Training for New Employees	Full-time	9	9	100%
January	Entertainment Division	Risk Management Training for Employees in Charge of Music Production	Full-time, Part-time	50	50	100%
March	Entertainment Division	'Integrity', What Everyone Should Practice	Full-time, Part-time	1,999	1,809	90.5%
	Commerce Division			1,074	1,068	99.4%
March, June, October, December	Commerce Division	'Healthy CJ' Introductory Training for Experienced and Regular Employees	Full-time, Part-time	70	67	95.7%
May	Entertainment Division	Compliance Training for Suppliers for the First Half of the Year	Partners	73	68	93.2%
	Commerce Division	'Healthy CJ' Training	Full-time, Part-time	927	927	100%
May, July	Entertainment Division	Internal Auditor Training and Training on Internal Review Process	Compliance Coordinator	34	24	70.6%
July	Commerce Division	Introductory Training for New Employees_ Understanding CJ ONSTYLE ESG	Full-time	6	6	100%
	Commerce Division	Introductory Training for New Employees_ Understanding Trademarks and Intellectual Property Rights	Full-time	4	4	100%
August	Entertainment Division	Company-wide Compliance Training (Online Dark Pattern Guideline Training)	Full-time, Part-time	1,928	1,536	78.6%
October	Entertainment Division	CJ Group Compliance Training 'CJ Code of Business Conduct'	Full-time, Part-time	1,886	1,832	97.1%
	Commerce Division			1,030	1,010	98.1%
	Entertainment Division	Compliance Training for Suppliers for the Second Half of the Year(Supplier Transaction Management, Reporting System)	Partners	87	82	94.3%
Periodically	Entertainment Division	Introductory Compliance Training for New Employees	Full-time	29	29	100%

Compliance Coordinator Activities

CJ ENM's compliance coordinators engage in various activities to minimize compliance risks and spread the importance of compliance management to employees. In 2023, compliance coordinators conducted compliance activities not only domestically, but also for our overseas subsidiaries. Moreover, we actively encourages proactive compliance coordinator activities, including annually selecting and rewarding outstanding compliance coordinators.

Current Status of Compliance Coordinators

Category	Unit	2021	2022	2023
Number of Compliance Coordinators	Person	119	112	120

Key Activities and Performance of Compliance Coordinators in 2023

Key Activities	Description
Compliance Management System(ISO 37301) Internal Auditor Training/Internal Audit/Post-audit	<ul style="list-style-type: none">• 2023 internal auditor training program(understanding ISO 37301 standard, internal audit training)<ul style="list-style-type: none">- Training target: New compliance coordinators and legal/compliance working-level members under the Strategic Support Office in 2023 (completed by 14 participants)• Organizational self-examination of compliance management system(annually)<ul style="list-style-type: none">- Evaluation target: 10 teams- Composition of audit team : 10 people including Compliance team leader and internal auditors- Review results: 0 non-conformities, 17 recommendations for improvement(corrective action completed in August)• Special review for ISO 37301 re-certification<ul style="list-style-type: none">- Certification maintained with 0 non-conformities
2023 Identification and Evaluation of Company-wide Risks	<ul style="list-style-type: none">• Conducting risk assessments and grading based on the identification of likelihood and impact of occurrence for risk items specific to each department among the 209 departments
Compliance Management Message from the CEO and Heads of Organizations	<ul style="list-style-type: none">• In addition to distributing the message company-wide twice a year (first and second half of the year), the compliance message was disseminated in various formats, including videos and infographic
Voluntary Compliance Practice	<ul style="list-style-type: none">• (Media Tech&Art team) Distribution of compliance catchphrase badges and stickers; compliance quiz event• (Channel Business Department) Online/offline talks; compliance quiz event• (Human Resource Department) Distribution of compliance management campaign screensavers• (Content Distribution Business Department) Display of compliance catchphrase placard
Communicating Compliance Obligations/Risk Trends to Employees	<ul style="list-style-type: none">• Distribution of compliance newsletters<ul style="list-style-type: none">- Monthly for the Entertainment Division- Quarterly for the Commerce Division• Monthly policy & regulatory trends & legislative trends
Compliance Inspection and Monitoring Activities	<ul style="list-style-type: none">• Monitoring of disclosure on subcontract payment terms• Assessment for workplace risks to prevent serious accidents
Overseas Compliance Activities	<ul style="list-style-type: none">• Distribution of guidelines to FIFTH SEASON• Online quiz show held at ENM China• Compliance management message sent out at ENM Vietnam

GOVERNANCE | ETHICS AND COMPLIANCE MANAGEMENT

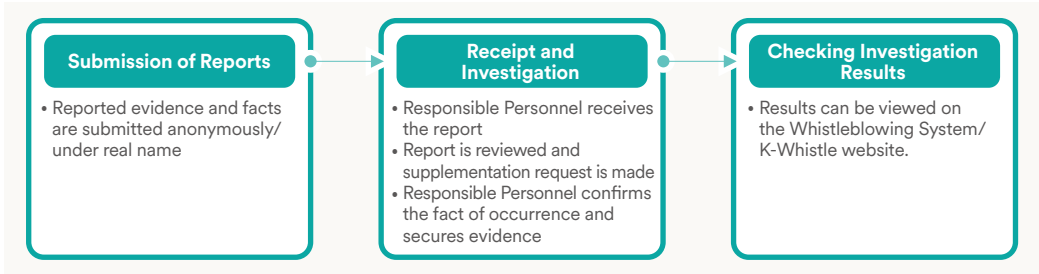
RISK MANAGEMENT

CHANNEL TO IDENTIFY ETHICS AND COMPLIANCE MANAGEMENT RISKS

CJ ENM is committed maintaining a sense of responsibility in adhering to proper practices of ethical management by actively responding to even minor doubts or concerns and swiftly resolving issues. We actively operate a whistleblowing system(anonymous/real-name/external platform) that is accessible to all our employees and stakeholders, and any violations of ethical management that are discovered, such as anti-corruption or unfair practices, can be reported through the system. When receiving a report, we investigate the report in strict compliance with internal regulations and rigorous security measures are upheld throughout the handling process. CJ ENM excludes inquiries aimed at identifying the identity of reporters, and strictly prohibits any disadvantageous measures against reporters so as not to cause any discrimination or disadvantages. Furthermore, all data are encrypted for management. To ensure the safety of the reporter, the number of investigators is minimized and isolation measures are actively implemented to prevent any secondary damages. reporters can receive updates and results on the progress, and if the investigation determines that the action violates ethical management, the employee in question will be subject to severe disciplinary action. Depending on the severity of the violation, actions such as warnings, reprimands, salary reductions, suspension from duties, demotions, or dismissal may be taken. Furthermore, anyone, including employees and partners, can report complaints related to corruption and fair trade anonymously or openly. Depending on the processing procedures, in addition to policies ensuring reporter protection and prohibiting retaliation against reporters, we also apply a reward policy.

Category	Description
Misconduct and Corruption	Violations of legal and ethical standards by employees such as embezzlement and misappropriation of company's funds, asset theft and misuse, tax and accounting fraud, insider trading, infringement/leakage of confidential information such as trade secrets and personal information, conflicts of interest such as concurrent business and equity investment, violations of anti-corruption laws such as improper solicitation, and violations of international trade regulations
Supplier Grievances and Unfair Trade Practices	Violations of win-win management such as collusion, unfair trade practices, lack of transparency in company selection, receiving improper money or regalement, providing preferential treatment, forcing provision of trade secrets, misappropriation of technical information, and human rights violations
Disruption of Organizational Culture	Issues that impede organizational culture such as workplace bullying, physical and verbal violence, sexual harassment, hindering diversity and anti-discriminatory practices, inappropriate financial transactions, actions such as gambling and drinking that impede work engagement, unauthorized external activities, and violation of reporter protection
Product Quality and Service Enhancement	Inconvenience or damage incurred when using products and services
Safety Management	Safety, health, and environmental risk factors at workplaces including headquarters, factories, offices, and offices of suppliers, accident risk factors such as safety-threatening accidents, fires, and environmental accidents, violations of laws and regulations such as the Serious Accidents Punishment Act, the Occupational Safety and Health Act, the Fire Services Act, the Wastes Control Act, and the Malodor Prevention Act

CJ Group Whistleblowing System Process

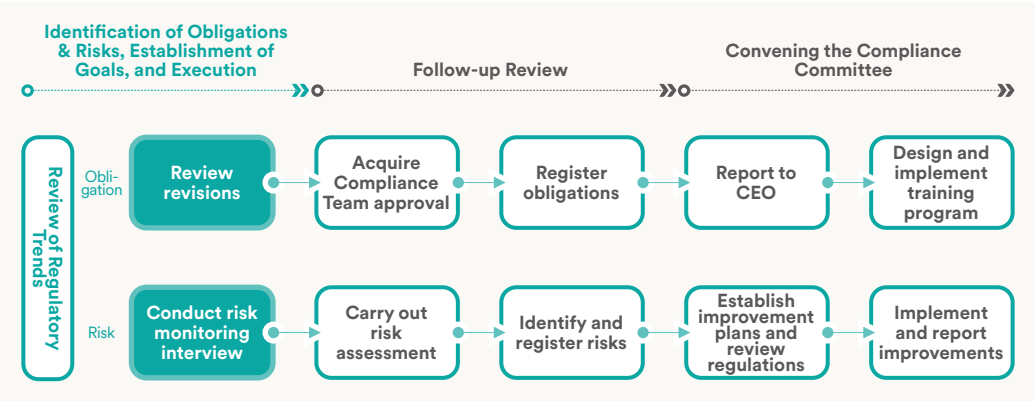


METRICS AND TARGETS

COMPLIANCE MANAGEMENT SYSTEM CERTIFICATION

Since acquiring the compliance management system certification(ISO 37301), an internationally recognized certification, CJ ENM has been continuously and systematically managing our compliance management system. We have maintained the certification since 2021, with the 2023 follow-up audit reporting 0 nonconformities.

Compliance Management System Process



METRICS FOR ETHICS AND COMPLIANCE MANAGEMENT

CJ ENM manages the number of legal violations and reports of ethical management violations as key metrics for ethical and compliant management. A total of 36 valid cases of ethical management violations were reported in 2023, and all relevant reports were resolved.

Number of Violations of Regulations and Number of Reports of Ethical Management Violations

Number of Violations of Laws and Regulations	Category	Unit	2021	2022	2023
	Marketing and Labeling Laws	Case	0	0	0
	Laws Related to Information Security	Case	0	0	0
Number of reported cases against ethics/compliance management		Case	34	25 ¹⁾	58
Number of valid and resolved cases against ethics/compliance management		Case	27	16	36

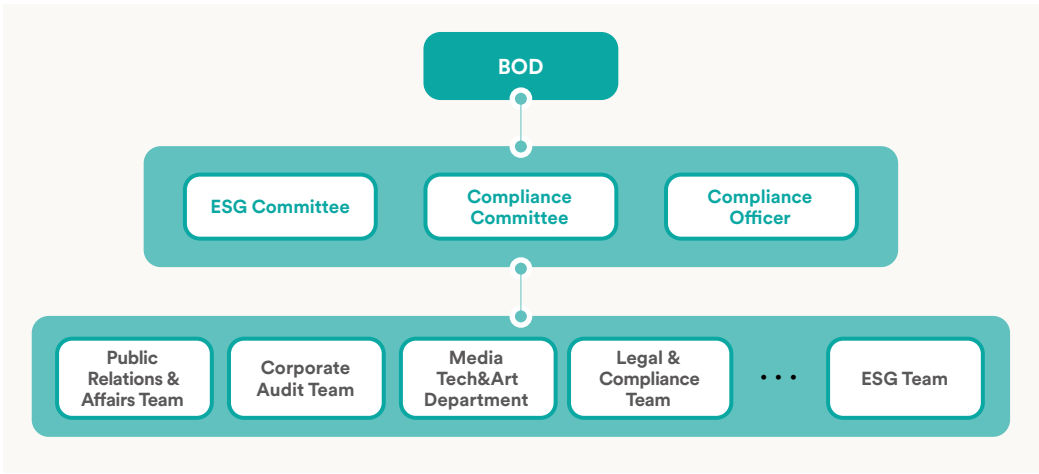
1) The 2022 figures have been recalculated according to changes in the metrics calculation criteria

GOVERNANCE | ANTI-CORRUPTION AND FAIR TRADE

GOVERNANCE

As a member of the United Nations Global Compact(UNGC), CJ ENM considers anti-corruption and fair trade as our core value, and strives to eradicate all forms of corruption. Furthermore, in order to strengthen our position as a company trusted by all stakeholders, we are establishing a systematic anti-corruption and fair trade management system based on transparency and fairness.

Anti-Corruption and Fair Trade Management Structure



STRATEGY

INTERNALIZING THE VALUES OF ANTI-CORRUPTION AND FAIR TRADE

Anti-Corruption and Fair Trade Training Programs

To effectively implement anti-corruption and fair trade policies, CJ ENM provides regular training programs for employees and partner companies to reinforce awareness of anti-corruption and in-house compliance policies.

Key Anti-Corruption and Fair Trade Training Programs in 2023

Period	Division	Program	Target Employee	Number of Trainees	Number of Completion	Completion Rate
June	Entertainment Division	Company-wide Compliance Training: 'Precautions for Transactions in Subcontracting'	Full-time, Part-time	2,057	1,731	84.2%
	Commerce Division	Improper Solicitation and Graft Act	Full-time, Part-time	1,014	1,013	99.9%
July	Commerce Division	Introductory Training for New Employees_Improper Solicitation and Graft Act	Full-time	6	6	100%
September	Commerce Division	Subcontracting Act	Full-time, Part-time	1,007	987	98.0%

Anti-Corruption and Fair Trade Policy

CJ ENM informs all domestic and overseas employees about our policies regarding unfair trade or unfair competition. Ethical management policies, including the Global Fair Competition Policy and the Best Fair Trade Guidelines that include the CEO's message has been published. These policies ensure fair competition and ethical standards throughout CJ ENM's corporate activities, and contribute to maintaining sound cooperative relationships with all business partners by minimizing the possibility of any corruption and unfair practices.

Global Fair Competition Policy



CJ ENM pursues competing honestly in the market by complying with the Global Fair Competition Policy. This is a detailed sub-guideline to implement the promise of fair competition declared in the CJ Code of Business Conduct, The guideline presents the universal

principles and minimum standards in order to comply with the 'Anti-Monopoly Act' or 'Competition Law' of countries and local communities where business is conducted.

Fair Trade Best Practice Guidelines



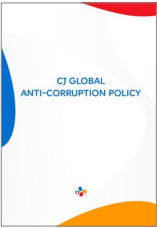
CJ ENM implements the Fair Trade Best Practice Guidelines to comply with fair trade-related laws and regulations, including the Fair Trade Act, Fair Transactions in Subcontracting Act, Act On Transactions in Large Retail Business, Fair Transactions

in Franchise Business Act. We are establishing a sustainable industrial ecosystem to compete fairly with our competitors and promote mutual growth with our partner companies.

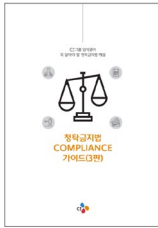
Global Anti-Corruption Policy

Based on the <OECD Anti-Bribery Convention>, <Foreign Corrupt Practices Act>, <Bribery Act>, and <Improper Solicitation and Graft Act>. CJ ENM established the Global Anti-Corruption Policy to prevent corruption where business is conducted and ensure compliance with anti-corruption laws and

regulations from each country.



Guidelines for Compliance with Improper Solicitation and Graft Laws



CJ ENM established the compliance guideline in order to prevent improper solicitation and bribery, and is contributing to promote moral and transparent social practices.

GOVERNANCE | ANTI-CORRUPTION AND FAIR TRADE

RISK MANAGEMENT

OPERATION OF A WHISTLEBLOWING SYSTEM

CJ ENM operates a whistleblowing System as a channel to receive and handle grievances from suppliers regarding anti-corruption and fair trade. Grievances can be reported anonymously or under real names by anyone, including employees and partner companies. Depending on the handling procedures, reporter protection policies, prohibition of taking disadvantageous for reporters, and reward policies are applied. Reports are independently processed under the supervision of the department in charge, and promptly resolve grievances from partner companies. CJ ENM maintains thorough security based on the CJ Group reporting policy. Any interrogations that could potentially identify reporters are strictly prohibited. Based on the regulation of prohibiting disadvantages toward reporters, any form of discrimination or disadvantage are prohibited. In addition, all data is encrypted for management. Especially, in order to ensure safety of reporters and maintain confidentiality, reduction in the number of investigators as well as the isolation measures for preventing secondary victimization. In 2023, the Commerce Division received 11 reports related to anti-corruption(improprieties/corruption), 14 reports related to fair competition(grievances and unfair practices for partner companies), and 2 reports related to organizational culture which are all resolved.

Procedures to Handle Violations of the Fair Trade Act



OPERATION OF AN UNFAIR TRADE REPORTING CENTER

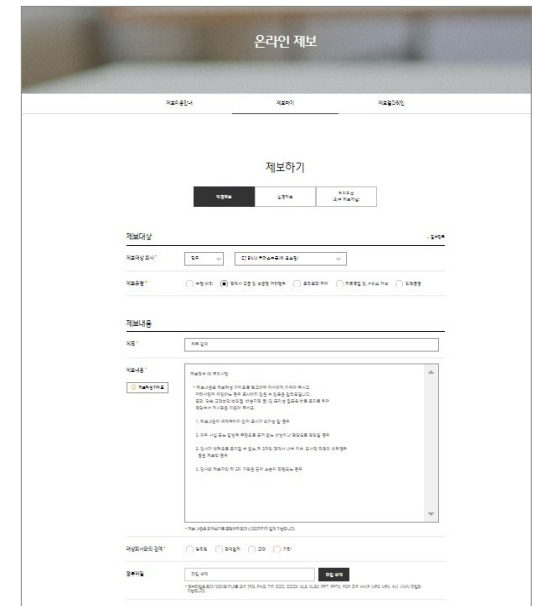
CJ ENM operates an online reporting site to monitor unfair trade practices. All reports are processed independently processed under the supervision of the department in charge, and complete anonymity is strictly guaranteed regarding the identity of all reporters and details.

CJ ONSTYLE Unfair Trade Reporting Center

TEL: 1644-2525

Issues for Consultation and Reports

Issues that violate mutual growth management including collusive business practices, unfair trade practices, lack of transparency in the company selection process, improper solicitation and graft, preferential treatment, breach of trade secrets, misuse of technical data, and human rights violations.



METRICS AND TARGETS

METRICS AND TARGETS FOR ANTI-CORRUPTION AND FAIR TRADE MANAGEMENT

CJ ENM manages the number of violations of fair trade laws and the completion rate for training on the Improper Solicitation and Graft Act as our key metrics, aiming for 0 violations of fair trade laws. In particular, the Commerce Division targets a 100% completion rate for training on the Improper Solicitation and Graft Act.

	Category	Unit	2021	2022	2023
Number of Violations of Laws and Regulations	Number of Sanctions for Violation of Fair Trade Laws	Case	0	1	0
	Number of Sanctions for Violating Anti-Corruption Laws (Improper Solicitation and Graft Act etc.)	Case	0	0	0

ESG DISCLOSURE

ENVIRONMENTAL	086
SOCIAL	092
GOVERNANCE	116

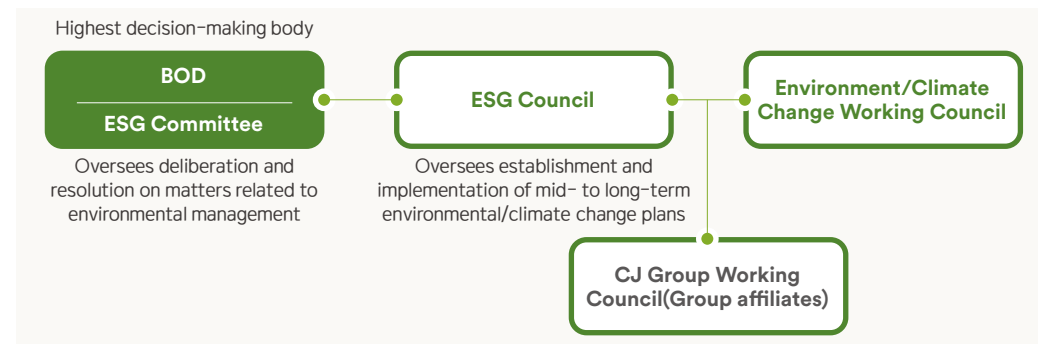
ENVIRONMENTAL

ENVIRONMENTAL MANAGEMENT

GOVERNANCE

The ESG Committee reviews critical matters related to environmental management, such as water, forest resources, waste, and water resources in addition to climate change, and it bolsters the management's role and responsibility in environmental management, deliberating and resolving these issues at least quarterly. Through these efforts, we aim to integrate climate change and environmental risk management activities into medium- to long-term strategic and response initiatives. Additionally, a dedicated environmental management organization, led by a Risk Management Officer reporting directly to the CEO, has been established to mitigate adverse environmental impacts within our business value chain. Operational teams including ESG team, Infrastructure team, General Affairs team, and Safety Management team are actively driving these initiatives, supported by regular operational coordination among key relevant departments within the Environmental/Climate Change Working Council.

Environmental Management Structure



STRATEGY

Environmental Management Policy

CJ ENM has declared our commitment to environmental management both domestically and internationally, affirming our dedication to environmental responsibility. Our environmental management policy underwent review and approval by the CEO in August 2022, and was subsequently published on our website in November 2022 alongside the environmental management declaration.

CJ ENM Environmental Management Policy (Revised in August 2022)

Chapter 1 Overview/Purpose and Scope of Environmental Policy

Aiming for '2050 carbon neutrality', CJ ENM puts the utmost efforts to build a sustainable content production ecosystem, delivering attractive experiences of 'content and brand' and bringing more values to the world.

Chapter 2 Environmental Policy

CJ ENM leads a culture placing the environment as the top value of management in all areas that present pleasure to customers.

CJ ENM Environmental Management Declaration (Established in August 2022)

1. We practice carbon neutrality through innovation focused on energy efficiency.
2. We enact our efforts to preserve the natural environment.
3. We strive to minimize our carbon footprint.
4. We strive to reduce waste.
5. Our employees and suppliers comply with environmental laws and other environmental requirements.
6. Our employees continuously improve the environmental management system to enhance environmental performance.

Environmental Management Roadmap

CJ ENM leads an environmental culture that sets the environment for management as the top priority in all areas that present pleasure to customers. CJ ENM has established a framework for sustainable management based on environmental considerations and set the environmental goal of achieving '2050 carbon neutrality.' Since our efforts in building a greenhouse gas inventory in 2021, we have been progressively establishing a comprehensive environmental management system through an environmental management roadmap.

CJ Group's Mid- to Long-term Environmental Management Roadmap



Environmental Management Activities

Reduction of Environmental Impact of Air Pollution I CJ ENM measures the amount of air pollutants emitted from business sites and establishes emission reduction action plans. Specifically, we work with a professional company to measure air pollutants(dust, SOx, and NOx emissions) emitted from boiler-related machinery at CJ ENM Studio Center. We manage air pollutants to comply with legal emission standards by actively inspecting boiler-related mechanical equipment and ensuring the reduction of NOx(nitrogen oxides) through low-NOx burners(combustion control devices).

Reduction of Environmental Impact of Water Pollution I CJ ENM strives to minimize water usage at our facilities and actively participates in water pollution reduction activities by reusing a portion of the water used on-site. Specifically, water once used at CJ ENM Sangam Office Building(sinks, bathrooms, shower rooms, etc.) undergoes purification through a gray water treatment system for reuse in toilet flushes and urinals. In addition, we periodically replace the filters(MCF, AC) of the gray water system to remove water pollutants such as turbidity and suspended solids(SS).

Supporting Environmental Management for Partners I To support environmental management for our suppliers, CJ ENM has incorporated the <Environmental Protection> provision in the Supplier Code of Conduct, mandating their commitment upon contract signing. We established guidelines for selecting partners that include evaluating environmental consciousness, including criteria such as the possession of environmentally-friendly equipment and participation in environmental protection activities. By conducting environmentally-friendliness assessments during partner selection, we aim to enhance partners' environmental consciousness and bolster our environmentally-friendly brand image.

On-site Waste Management I In our business operations, we are dedicated to minimizing waste and maximizing recycling rates across all sites, including content production locations. We actively improve our recycling rate by thoroughly separating and disposing of household waste, such as cartons, transparent PET bottles, and paper generated from business activities.

Waste Reduction Efforts I CJ ENM produces content using the LED media wall located on the virtual production stage(VP Stage) of the CJ ENM Studio Center, which was completed in April 2022. We are actively reducing waste from physical set construction and dismantling by transitioning from traditional location shoots to the virtual production system, reinforcing our commitment to sustainable content production practices. CJ ONSTYLE's Media Wall Studio utilizes LED and virtual lighting to effectively reduce energy consumption. By replacing physical lights with 94 Unreal XR virtual lights for six TV shopping broadcasts held in October and November 2023, we were able to save approximately 6,000 kW of power. Additionally, by eliminating the need for a separate stage production set, we reduced waste typically generated in a broadcast production environment. As of 2023, we has reduced the amount of broadcast set-related waste by 55 tons with the help of the Media Wall Studio and also achieved an 88% reduction in power consumption compared to 2019, prior to replacing the LED lights.

ENVIRONMENTAL

ENVIRONMENTAL MANAGEMENT

RISK MANAGEMENT

Identification of Environmental Risks

CJ ENM conducts annual environmental impact assessments on our headquarters in the Entertainment and Commerce Divisions, as well as key facilities including the CJ ENM Studio Center and Ilsan Studio, to systematically identify environmental risks, considering our business structure and site characteristics.

Environmental Risk Management Process



Identification of Environmental Risks

Category	Type of Transition Risk	Risk	Impacts on the Company		Detailed Strategy
Policy and Law		Enhancing regulations related to greenhouse gas/energy	Increased cost of securing renewable energy	Cost	Establish greenhouse gas inventory(Scope 1, 2) Calculate indirect greenhouse gas emissions(Scope 3) within the value chain
		Enhancing regulations related to resource circulation(waste, plastic, etc.)	Expansion of business sites subject to regulations related to waste, wastewater and other Increased compliance costs(waste disposal costs, recycling costs, etc.)	Cost	Select key environmental indicators such as waste and water resources and enhance their management Disclose data in ESG report
		Increased demand for disclosure of environmental information(mandatory disclosure of environmental information, etc.)	Negative impact on business(deterioration of reputation, etc.) if stakeholder requirements are not met	Reputation	Release ESG report Disclose environmental data in business reports
		Enhancing other environmental regulations(greenwashing, regulation of pollutants)	Increased regulatory response costs(response investment, litigation costs, fines, etc.)	Cost	Manage and update the list of applicable environmental laws within the International Standard Environmental Management System(ISO 14001)
Transition Risk	Technology	Introduction of the low-carbon/high-efficiency/recyclable technology	Incurred facility and equipment investment expenses	Cost	Replace lighting with high-efficiency, environmentally-friendly LED within major business sites
Market& Reputation		Changes in consumer behavior and preferences	Decline in views due to deteriorating corporate environmental image	Reputation	Release ESG report Enhance external image through environmentally friendly content production
		Increased requirements from global customers(Scope 3, LCA, use of recycled raw materials, etc.)	Occurrence of potential penalties and sales decline if customer requirements are not met	Sales	Preemptively respond to customer requirements, including the establishment of a Scope 3 greenhouse gas inventory and obtaining ISO certification
		Increased concerns from stakeholders such as investors and shareholders	Decline in brand value and credit rating if response is inadequate Reduced investment and failure to attract new investors	Reputation /sales	Release ESG report Respond to domestic and overseas ESG evaluation agencies

International Standard For Environmental Management System(ISO 14001) Certification

CJ ENM acquired international certification to upgrade the environmental management system of each business site. We acquired certification for the international standard of environmental management systems(ISO 14001) for the first time in 2022, and subsequently renewed the certification following post-certification reviews of four business sites.

METRICS & TARGETS

RESPONSES TO CLIMATE CHANGE

GOVERNANCE

CJ ENM's ESG Committee under the Board of Directors reviews key agendas related to response to climate change. Furthermore, the Environment/Climate Change Working Council, which is made up of the ESG Council and other key relevant departments, regularly reports climate change and environmental risk management activities to the ESG Committee. As of 2023, CJ ENM operates an environment and safety organization under the direct supervision of the CEO, who serves as the Chief Risk Management Officer, and has appointed working-level managers. Additionally, organizations in charge of different facilities, including the ESG Team, Infrastructure Team, General Affairs Team, and Safety Management Team, are actively promoting operational initiatives.

STRATEGY

Climate Change Response Strategy

CJ ENM supports the Paris Agreement to limit the global temperature rise to well below 2°C and voluntarily responds to climate change by practicing environmentally-friendly management. Following the declaration of ‘2050 Carbon Neutrality’ in 2021, we are bolstering our ability to respond to climate change by conducting a TCFD response project to enhance our climate change management in 2023. CJ ENM has established a greenhouse gas inventory and calculates emissions of direct greenhouse gas(Scope 1), indirect greenhouse gas(Scope 2), and other greenhouse gas(Scope 3) at our business sites. We annually conduct third-party verification and self-verification of our greenhouse gas emissions, including direct emissions such as fossil fuel combustion, indirect emissions from external power use, and other indirect emissions from business activities. Moreover, we plan to develop emission reduction targets based on our greenhouse gas emissions to advance our response efforts.

Climate Change Response Activities

Energy Efficiency and Environmentally-friendly Investment I CJ ENM is actively engaged in greenhouse gas reduction activities with a focus on active environmentally-friendly investments in 2023. For example, we expanded the installation of electric vehicle charging facilities at each business site. Furthermore, we have implemented environmentally-friendly investments to reduce greenhouse gas emissions, such as replacing old lighting at Ilsan Studio, our independent production facility, with high-efficiency LED products. Moreover, we aim to minimize greenhouse gas emissions from vehicles by purchasing electric carts and using them as internal transportation within our business sites. Alongside these efforts, we are actively exploring investment opportunities for climate change resilience and are developing a roadmap to achieve carbon neutrality.

Streamlining Studio Operations	<ul style="list-style-type: none">Operate a virtual studio that applies VR and XR technologyReplace old lighting in the studio with LED
Establishing Environmentally-friendly Infrastructure	<ul style="list-style-type: none">Expand the number of electric vehicle charging stations at each CJ ENM business site(expand from 4 to 20 units at Sangam Office Building, CJ ENM Studio Center, and Ilsan Studio).Operate two bicycle parking lots(approximately 38.5㎡ in size)
Providing Commuter Buses for Employees	<ul style="list-style-type: none">Operate commuter buses on a total of five routes(four for Sangam Office Building, one for Bangbae Office Building).Operate circular shuttle buses to subway stations near the office



ENVIRONMENTAL

CLIMATE CHANGE RESPONSE

STRATEGY

Measurement of Scope 3 Emissions

In order to improve the measurement of Scope 3 greenhouse gas(GHG) emissions, CJ ENM conducted a pilot project in 2023 by identifying categories based on GHG Protocol using emission data from various sources within the Entertainment Division. We calculated emissions based on the review of the appropriate calculation method for each category in Scope 3, identification of data adequacy, and emission factors. As a result, emissions were calculated for Categories 1, 2, 3, 4, 5, 6, and 7, with Category 7 undergoing third-party verification.

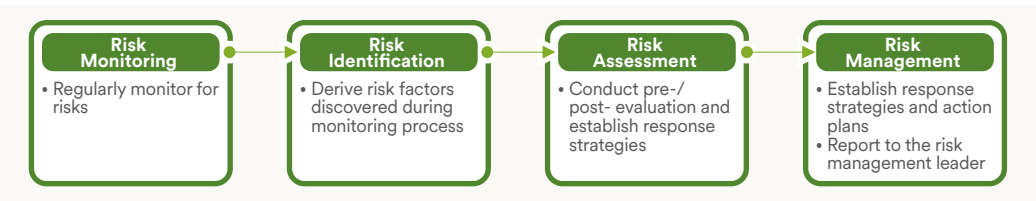
Approach for Measurement for Scope 3 Emissions

Category	Measurement Formula	Emission Factor
C1(Purchased Goods and Services)	Amount of goods and services purchased x Unit emission factors of purchased goods and services	Cradle-to-gate unit emission factor of purchased goods and services(tCO ₂ eq/won)
C2(Capital Goods)	Amount of capital goods purchased x Unit emission factors of purchased capital goods	Cradle-to-gate unit emission factor of purchased capital goods(tCO ₂ eq/won)
C3(Fuel-and Energy)	Fuel-and energy consumption of office buildings and business vehicles x Emission factors by fuel and energy	Emission factors by fuel and energy(tCO ₂ eq/kWh, L, GJ, Nm ³)
C4(Upstream Transportation)	Cost data by transportation mode x Unit emission factor by transportation mode	Unit emission factor by transportation mode(tCO ₂ eq/KRW)
C5(Waste)	Weight by waste type x Disposal method emission factors by waste type	Emission factor for disposal method by waste type(landfill, incineration, recycling, etc.)(tCO ₂ eq/ton)
C6(Business Travel)	Distance employees traveled on business trips by transportation mode x Emission factors by transportation mode	Emission factor by transportation mode(tCO ₂ eq/KRW)
C7(Commuting)	Employee commuting distance by transportation mode x Emission factors by transportation mode	Emission factor by transportation mode(tCO ₂ eq/KRW)

Climate Change Risk Identification and Management

Following the declaration of '2050 Carbon Neutrality' in 2021, CJ ENM has been actively responding to climate change by preparing to disclose to the Taskforce on Climate-related Financial Disclosures(TCFD) four pillars of discussion in 2023: governance, strategy, risk management, and metrics and targets related to climate change. Based on ISO environmental management system certification, CJ ENM assesses climate-related risks at our facilities and has established a comprehensive internal risk management process under an integrated risk management framework. The identification of major risk factors related to the environment and climate change, along with response strategies and corresponding activities, is reported to the CEO, who holds ultimate responsibility for risk management.

Climate Change Risk Management Process



RISK MANAGEMENT

METRICS & TARGETS

Environmental Management Metrics

In order to respond to climate change and achieve carbon neutrality by 2050, CJ ENM manages greenhouse gas emissions and energy consumption as key metrics.

Greenhouse Gas Emissions

Category	Unit	2021	2022	2023
Direct & Indirect GHG Emissions(Scope 1+2)	tCO ₂ eq	12,745	15,310	15,972
Direct GHG Emissions(Scope 1)	tCO ₂ eq	898	965	913
Indirect GHG Emissions(Scope 2)	tCO ₂ eq	11,847	14,345	15,059
GHG Emission Intensity(Scope 1+2)	tCO ₂ eq/KRW 100 million	0.45	0.51	0.61
Other GHG Emissions(Scope 3)	tCO ₂ eq	54	52	55
C7(Commuting)	tCO ₂ eq	54	52	55

Energy Consumption

Category	Unit	2021	2022	2023
Energy Consumption	TJ	270	323	337
Non-renewable Energy Consumption	TJ	270	323	337
Renewable Energy Consumption	TJ	0	0	0
Energy Consumption Intensity	TJ/KRW 100 million	0.01	0.01	0.01
Power Consumption	TJ	228	278	294

SOCIAL

HUMAN RESOURCES MANAGEMENT

GOVERNANCE

STRATEGY

CJ ENM annually plans and develops human resources management programs across operational departments, encompassing employee recruitment, talent development aligned with leadership pipelines, competency enhancement and evaluation, and compensation and retirement, and monitors their adequacy through effectiveness measurement.

Talent Recruitment and Development Policy

CJ ENM strives to fairly select outstanding talents and create working conditions where employees can fully utilize their capabilities and potentials. We do not discriminate based on age, gender, origin, or experience when it comes to the hiring process, position, wages, compensation, and employee benefits, and we strive to make opportunities available to everyone. We conduct open recruitment of new employees twice a year, and carry out immediate and open recruitment for experienced professionals in fields where enhancing our business competitiveness is crucial, as well as for ongoing positions. Recruitment is conducted systematically, ensuring transparency throughout the process. In order to prevent new employees from being subjected to unreasonable discrimination during the recruitment process, blind recruitment is conducted during job application screening, and regular internal audits are also carried out after recruitment to ensure transparency throughout the process. In particular, the Entertainment Division hosts online recruitment briefing sessions for the convenience of applicants, consistently providing necessary information to applicants through our recruitment website and social media channels. In addition, we provide various training programs for the growth of all employees. Each year, we update these programs to enhance employee foundational skills, job competencies, leadership capabilities, and global skills, and increase our investment in training initiatives.

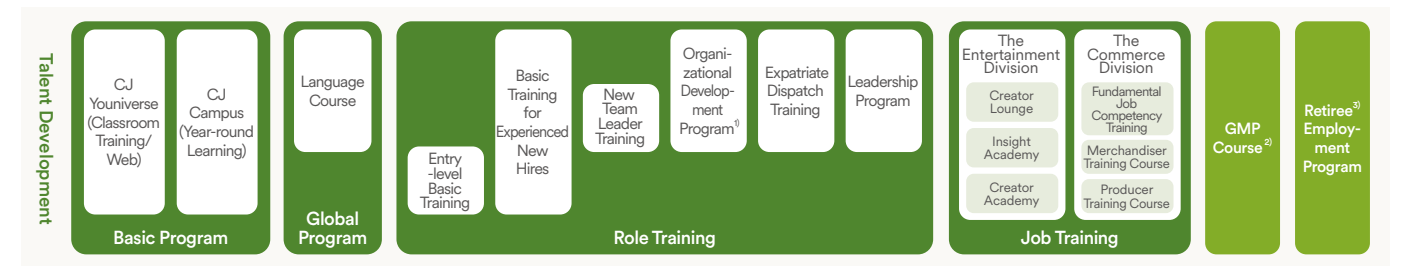
Global Talent Recruitment | The Entertainment Division has secured competitive hiring capabilities in the global market and expanded opportunities for hiring global talent by conducting the 'Global Summer Internship' program targeting Princeton University students in 2023. We plan to further expand recruitment for global internship candidates in 2024.

Recruitment of Vulnerable Groups | CJ ENM operates a system that awards bonus points for applicants from vulnerable groups such as individuals with disabilities and veterans, aiming to expand employment opportunities for them. Furthermore, we consistently recruit individuals for roles in H&B(Health & Beauty) services, program monitoring, and product technical documentation monitoring that are tailored to accommodate individuals with disabilities. The role of monitoring product technical documentation across all categories of products sold by CJ ONSTYLE in the Commerce Division provides flexible work arrangements, including remote work, to accommodate individuals with disabilities in their job roles.

Employee Competency Development System

CJ ENM has established an education system based on learner experience to foster a culture of self-directed learning. Through this system, we support employee competency enhancement by providing various insightful lectures, domestic and international conferences, and external education. Also, CJ ENM collaborates with Seoul National University Graduate School of Business to operate a Mini MBA program, aiming to develop employee competencies and expand their professional networks. In order to bolster the loyalty of not only domestic employees but also talented individuals who reside overseas to the company and their respective jobs, we conduct a program to support their visits to the headquarters through collaboration with global subsidiaries. Additionally, the Commerce Division provides services such as one-on-one consulting, online education, and career support for individual competency strengthening and career advancement.

Talent Development Framework



1) Variety of organizational development workshops that utilize diagnostic tools(strength diagnosis, Enneagram of Personality, etc.) depending on the organization's situation and purpose

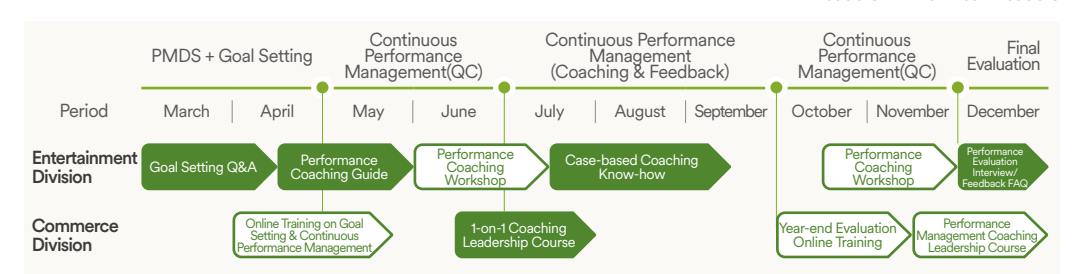
2) Mini MBA course centered on offline lectures and discussions in connection with Seoul National University Graduate School of Business

3) Members over the age of 50 who change jobs due to involuntary reasons such as retirement age or management needs

Talent Recruitment and Development Activities

In order to continuously improve the leadership capabilities of our employees, CJ ENM operates a performance management system and has introduced a coach certification system. First, we promote communication between employees and their superiors through the Leadership Multi-Rater Feedback every year. This gives employees the opportunity to receive feedback on their leadership skills and identify areas of improvement. Additionally, we have adopted the 'Grow CJ' coaching model to enhance the coaching capabilities of our performance managers. In this model, members certified as performance management coaches undergo phased training and are appointed as internal certified coaches to support performance managers. Through this, performance managers can improve work performance and effectively lead team members. Furthermore, we also strengthen performance coaching capabilities through the associated system 'PMDS+(Performance Management & Development System).' PMDS+ helps employees identify and enhance skills that they need to develop by consistently managing their individual performance.

Performance Management Leadership Course



Onboarding Program | CJ ENM's onboarding program spans up to three years, aimed at assisting new hires in gaining a comprehensive understanding of the company and our operations while promoting swift adaptation. New hires are provided with professional job training and field-based mentoring to help them achieve the best performance. Workshops are designed to strengthen the growth mindset of top talent and help them prepare for a better future. As part of the training for new and experienced employees, the Entertainment Division uses TMS(Talent Management System) to support employees through self-directed management of their job experience and capabilities. We also manage individual CDP(Career Development Plan) and ensure they are linked to job posting systems within CJ ENM including our subsidiaries and CJ Group affiliates. The Commerce Division provides introductory training for new employees, including three months of on-the-job training and six months of onboarding-related mentoring. For experienced employees, three months of onboarding buddy activities are supported in addition to introductory training.

SOCIAL

HUMAN RESOURCES MANAGEMENT

STRATEGY

Conducting Job-specific Training | CJ ENM provides specialized training that reflects industry characteristics to cultivate experts. The Entertainment Division provides differentiated training, including broadcasting theory and practice, and field trips for entry-level employees who are newly joined in content production job group. To evolve into a global IP powerhouse, we expanded the ENM insight program and provided an opportunity to share cases of global content production systems with globally famous producers. In preparation for rapidly changing content trends, we conducted the ‘2024 Content Trend Stream’ for creators’ insights. In order to create results in the content market, essential competency elements of producers in 2023 were defined and systematized, and producer competency modeling was conducted to enhance the organization’s competitiveness and support the improvement of individual employee capabilities as producers. The Commerce Division operates MD job training programs to enhance expertise in private label product and brand development, as well as sales capabilities targeting brand companies. Additionally, they offer PD programs to strengthen commerce content creation skills and improve platform and channel understanding. In particular, through the ‘NewB Challenge’, we aim to enhance employees’ capability to discover potential/exclusive brand products by conducting the entire process of discovering, launching, and nurturing brand products after their launch.

Measuring Training Effectiveness | CJ ENM measures and manages program satisfaction for job training and role-specific training. To measure the effectiveness of human rights management training, we have conducted a satisfaction survey for each training and evaluated the degree of improvement in business knowledge before and after the training, and the score for all training was 4.0 points or higher. CJ ENM not only assesses the significance of training implementation but also ensures that education programs enhance employees’ engagement in their roles and contribute to business outcomes.

Fair Performance Evaluation and Compensation for Talent Management

Fair Performance Evaluation System | Through CJ ENM’s fair and objective evaluation program, we adeptly respond to dynamic business environments and strategic goals, fostering higher performance through rigorous goal management and mutual feedback. We operate throughout the year to support fair evaluation based on members’ actual performance and capabilities, ensuring they are assessed impartially. The 360-degree multi-faceted feedback is a system in which strengths and weaknesses are assessed from an objective perspective by leaders, colleagues, and related departments. In 2023, the third year since its implementation, we have been able to create an environment where employees voluntarily give and receive constructive feedback, and individual competency development through the multi-faceted feedback reports has been flourishing.

Performance-Based Compensation System | CJ ENM operates a rational compensation system based on employees’ performance and capabilities through a reorganized role-centered personnel system. Ongoing performance management includes individual year-end evaluations, where year-end evaluation ratings and the contributions of individuals to organizational performance determine base salaries and incentives. organizational performance reflects the achievement of annual business objectives, and exceptional achievements are promptly recognized and rewarded with substantial incentives.

Employee Retention Program | CJ ENM operates the Creative Week program to enhance employee refreshment and retention, offering long-tenured employees self-development training and tenure rewards for a period of two weeks. This program is provided to employees at their 3rd, 5th, 7th, 10th, and 15th anniversaries, and contributes to improving their work engagement and satisfaction with the welfare system. Furthermore, the Entertainment Division operates a stock compensation program(RSU, Restricted Stock Units) to foster mutual growth and profit sharing between the company and our employees. Annually, employees receive stock compensation equivalent to 5% of their base salary for three consecutive years, disbursed once per year.

Work-life Balance for Talent Management

Operation of a Diverse and Flexible Work System | To cultivate a dynamic and flexible work environment and enhance employee engagement, CJ ENM facilitates various work systems. The flextime system introduced in 2022, aimed at achieving a better work-life balance for employees, has demonstrated its efficacy with continued successful implementation in 2023. Furthermore, specialized refreshment programs tailored to each department are introduced to support an environment where employees can fully concentrate on rest and enhance their work engagement. The Entertainment Division runs the ‘B.I+ program’ which engages in activities to identify trends and gain insights. To achieve further progress, the system has been revamped in 2023 into an 8-hour operation twice a month and encourages employees’ innovative activities. The Commerce Division operates ‘Shillanda’, the company-wide annual vacation calendar, and encourages employees to take planned vacations to mentally and physically refresh themselves. To ensure employees’ work-life balance, we implement a welfare system that considers not only employees but also their families. We are operating the Family Care System to ensure the stability of employees’ work and home lives, and have newly established spousal accompanying leave, infertility leave, and child adoption leave in addition to statutory requirements for 2023.

The Family Care System

Category	Benefits	Description
Leave of Absence/ Vacation	Pregnancy Leave	An unpaid leave system that can be used by pregnant workers in addition to leave before and after childbirth as required by law
	Parental Leave	A paid leave system that employees with children under eight years old or in the second grade of elementary school can use for up to two years(1st year: legally mandatory system, 2nd year: company’s optional system)
	Spousal Accompanying Leave ¹⁾	An unpaid leave system that can be used to support a spouse’s overseas work/ dispatch/study abroad
	Infertility Leave ¹⁾	An unpaid leave system that can be used for infertility treatment
	Family Care Leave	An unpaid leave system that supports employees’ family care due to reasons such as illness, accident, old age, or raising children
	Prenatal Check-up/Maternity Leave	A paid leave system to ensure time for regular health check-ups for pregnant women for maternal protection or following the birth of a child
	Infertility Leave	A leave system to protect the mental and physical health of employees without children when undergoing artificial insemination/in vitro fertilization
	School-related Child Care Leave ¹⁾	A paid leave provided around the elementary school entrance date for employees who have children entering elementary school
	Spouse Maternity Leave ¹⁾	A paid leave system that provides up to 14 days of leave excluding holidays outside the scope of legal coverage when an employee’s spouse gives birth
	Child Adoption Leave ¹⁾	A paid leave to support employees going through the child adoption process
Reduced Working Hours	Reduced Working Hours during Pregnancy Risk Period	A system to reduce working hours by two hours per day during the 13th to 36th week of pregnancy outside the scope of legal coverage
	Reduced Working Hours during Child Care Period	A reduced working hour system that serves in lieu of parental leave to relieve the burden of child care and supports stable life for employees by reducing their working hours so they can take care of their children while working
	Reduced Working Hours for Family Care ¹⁾	A system to reduce working hours that accommodates legal reasons such as illness, accident, retirement preparation, and family care
	Reduced Working Hours for Newborn Care ¹⁾	A system to reduce working hours by two hours per day for employees with newborns to provide child care support for three months after the birth of a newborn
	Reduced Working Hours for Emergency Child Care ¹⁾	A system to reduce working hours by two hours per day for employees who have temporary or emergency child care issues
	Reduced Working Hours for School Starting Child ¹⁾	A system to reduce working hours by two hours per day for employees with children entering elementary school
Others	In-house Daycare Center ¹⁾	Operating three workplace daycare centers for employees who need child care
	Pregnancy Celebration Gift ¹⁾	When an employee becomes pregnant, a pregnancy congratulatory gift box worth approximately 120,000 won is provided
	Child’s College Entrance Exam Gift ¹⁾	When an employee’s child takes the CSAT, a CSAT gift set worth approximately 30,000 won and a motivation card in the CEO’s name are provided

1) These systems are implemented at the discretion of the company and extend support beyond legal compliance requirements, particularly in initiatives such as childcare leave and health examinations.

SOCIAL

HUMAN RESOURCES MANAGEMENT

STRATEGY

Flexible Work System

Category	Description
Staggered Commute System	A system that allows employees to freely adjust work hours according to their lifestyle patterns
Flexible Working Hours	A system that allows employees to flexibly operate their working hours within a unit period depending on their work situation
Discretionary Work System	Flexible work system under the Labor Standards Act applicable to production positions
PC-OFF System	Working time management system that makes use of the PC impossible when the working hours set by executives and employees end
Selective Working Hours	A system in which employees autonomously decide their working hours within an average of 40 hours a week and calculate their working hours for possible corrections afterwards

Key Employee Welfare Benefits

Category	Details
Living/Convenience	Discounts on products from CJ's key affiliates, assistance with social insurance including disaster compensation insurance, and bereavement support, etc.
Recreational And Cultural Enjoyment	Provision of accommodation for domestic and overseas travel, TVING subscription vouchers, CGV movie tickets, etc.
Health Care Support	Annual health check-ups for employees by age group, biennial comprehensive medical examinations for spouses, and enrollment in accident compensation insurance, etc.
Medical Expenses Support	Support for the employee's medical expenses, child support for children with disabilities, medical expenses for heart disease, treatment expenses for infertile couples, etc.
Other	Mortgage loan aid with interest or interest-free options, support for children's education expenses, provision of creative development opportunities for employees, etc.

Human Resource Management Indicators

CJ ENM conducts a satisfaction survey on job training including questions measuring training completion rate and effectiveness of each program, and uses metrics to manage the outcomes of these trainings effectively.

Job and Role Training Completion Status and Satisfaction Measurement Results In 2023

Training	Program	Division	Target Employee	Number of Trainees	Number of Completion	Completion Rate	Satisfaction (Out of a Score of 5)
Job Training	Creators Academy	Entertainment Division	Full-time	5	5	100%	4.80
	How to Create Brand Content that Attracts Fans		Full-time	24	24	100%	4.35
	Marketing Insights Found through Data		Full-time	16	16	100%	4.48
	Course on Understanding Logistics Process	Commerce Division	Full-time	47	47	100%	4.65
	CJ ONSTYLE Talent Training		Full-time	345	331	95.9%	4.21
	Data Training Using BI for Merchandisers		Full-time	300	273	91.0%	4.52
Role Training	Onboarding Training Course for New Team Leaders	Entertainment Division	Full-time	33	28	84.8%	4.60
		Commerce Division	Full-time	17	17	100%	4.78
	Introductory Training for New Employees	Entertainment Division	Full-time	12	12	100%	4.90
		Commerce Division	Full-time	9	9	100%	4.49

METRICS & TARGETS

INFORMATION SECURITY AND PRIVACY PROTECTION

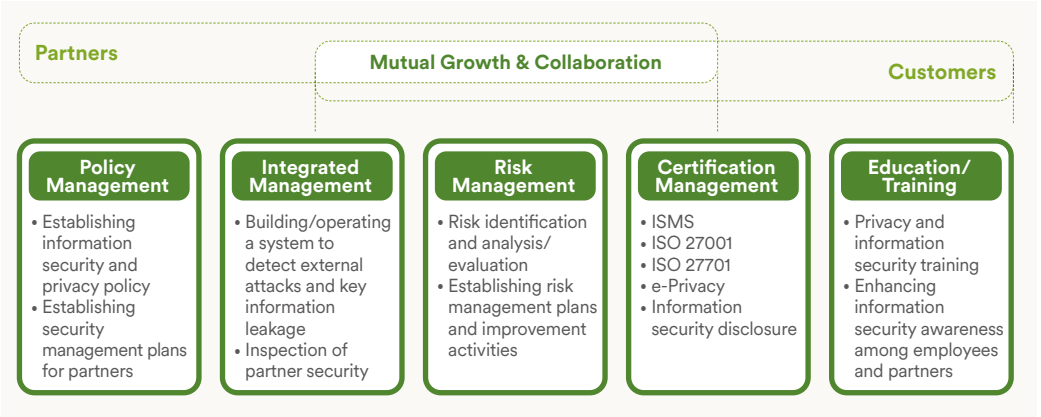
GOVERNANCE

CJ ENM designates the Chief Privacy Officer(CPO) and Chief Information Security Officer(CISO) to professionally and systematically operate privacy protection and information security. The CISO is appointed based on the qualifications required by the Act on Promotion of Information and Communications Network Utilization and Information Protection, with expertise gained from over ten years of experience in the field of information security, certification as an ISMS(Information Security Management System) auditor, and at least five years of work experience as a department head in information security. The CISO collaborates with a dedicated organization to establish and manage information security policies. The Information Security Committee, led by the CISO, promptly addresses security-related issues and identifies and analyzes security risks through the Information Security Promotion Secretariat and the Information Security Working Committee.

Information Security and Privacy Promotion Organization



Scope of Information Security & Privacy Management



SOCIAL

INFORMATION SECURITY AND PRIVACY PROTECTION

STRATEGY

Information Security and Privacy Policy

CJ ENM publicly discloses the information security policy, privacy policy, and ethical management guidelines with a message from the CEO across the organization. We also strive to secure customers and employees' information in the recognition that importance of privacy protection has increased following the evolvement of ICT technology. We only collect the minimum amount of personal information and safely manage it by destroying the data right away after the retention period. Additionally, we conduct inspections to ensure that our partners comply with the information security policy and implement various information security activities such as information security trainings and acquiring certifications.

Information Security Policy | CJ ENM has established information security policy as a top-level policy to safely protect company and customer information and effectively respond to external threats or attacks. In order to prevent the leakage of our core information, we apply the policy not only to our employees but also to external people, and implement security system and management system to minimize internal and external information security risks. To respond to the rapidly changing IT environment, we also frequently analyze and review new technologies and measure the effectiveness and appropriateness of the information security policy at least once a year. We are making devoted efforts to strengthen information security by revising our policies when necessary and continuously updating relevant guidelines.

Privacy Policy | Based on the consent of the information subject, CJ ENM collects and uses the minimum amount of personal information, promptly destroys them when the retention period expires and thoroughly manages all employees and consignment companies to ensure that the information is not used for other purposes. In particular, we annually manage the processing of personal information in a safe environment and control its illegal use. To check these status, we have conducted an inspection for 360 major consignment companies in 2023. On the websites of each service operated by CJ ENM, the collection and processing of personal information of the data subject are notified through the privacy policy. The privacy policy protects rights of data subjects by specifying the guidance to request viewing, correcting, and deleting of data, and the guidance to complete identification verification process so that we can take actions immediately. Also, if the process of collecting and processing information is provided to a third party, we notify the data subject of the recipient, purpose of provision, information provided and retention period and clearly specify in the privacy policy that information is provided only to the extent to which consent has been obtained.

Withdrawal of Consent for Providing Personal Information

Privacy Policy on the Website

Privacy Policy on Broadcasting Channels and Contents Websites

9. Withdrawal of Consent for Collecting and Providing Personal Information

Users may always request to view, correct, or delete their personal information at any time. To directly view, correct, or delete personal information, select the 'Change Personal Information' menu on My Page of the company's broadcasting channel website. Alternatively, contact the Chief Privacy Officer or the Customer Center by writing, email, or phone, and the company will take action without delay after the identity verification process.

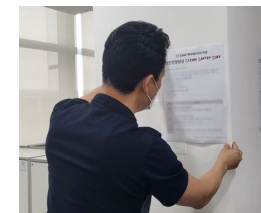
Information Security Goal Implementation Plan | To ensure safe system operation, CJ ENM requires to install information security programs for internal network users regardless of their employee statues, and are users must comply with the information security guidelines. Additionally, we aim to build safer and more efficient systems through continuous improvements of external attacks and information leakage detection systems. In the Entertainment Division, we obtained International Privacy Management System(ISO 27701) and plans to continue its industry security activities by enhancing OT(Operation Technology) security systems to protect critical assets in studio and contents production environment. The Commerce Division has established a preemptive response system for increasing traffic through rapid processing such as infrastructure replacement and large-scale security event logs, and is planning to promote the advancement of the task system. Furthermore, preparations are underway to strengthen employee endpoint security, and the introduction of Secure coding¹⁾ diagnosis systems is planned to enhance security during system development.

1) Secure coding: The activity of implementing a program to ensure that the system is securely defended against internal and external attacks that exploit security vulnerabilities when developing services such as Internet pages.

Information Security and Privacy Activities

Information Security Training | CJ ENM endeavors to enhance the security awareness and understanding of employees and partners, and to establish a culture of information protection. We conduct(privacy) information security training at least once a year to ensure that all employees, including full-time and part-time employees across all business sites, are aware of the importance of information security. The training covers the protection of company-acquired information, security practices that employees must follow, and step-by-step protection principles for processing. In particular, the Entertainment Division provided job-specific training for IT service operators to maintain the revised Privacy Policy and information protection management system certification. In 2023, a total of 3,160 people, including 2,027 from the Entertainment Division and 1,133 from the Commerce Division, completed the information security training.

Document Security Activity 'Clean Day' | CJ ENM disposes of documents that have been stored long-term or unattended at all business sites to prevent information leakage and improve efficiency of document management. Entertainment Division holds 'Clean Day' quarterly to perform document security activities. After distributing a preliminary checklist, employees perform tasks within the organization. The results of these activities are included in the management's Compliance KPI evaluation criteria, emphasizing the importance of information security and encouraging active participation by rewarding outstanding employees.



Photos of Clean Day Rewarding Outstanding Clean Day Performed Employees

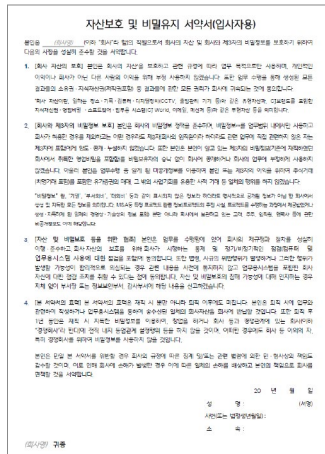
SOCIAL

INFORMATION SECURITY AND PRIVACY PROTECTION

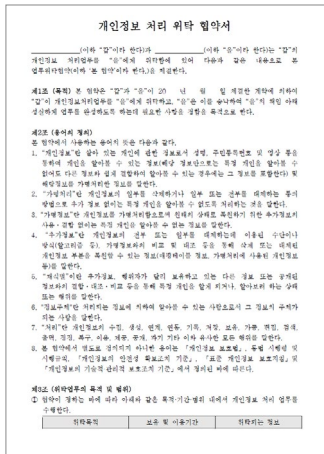
STRATEGY

Partner Security Management

CJ ENM stipulates that both our employees and those of our partners must comply with information security policy and guidelines. CJ ENM's partners are required to draft a confidentiality agreement for information security specifying compliance with information security regulations before commencing work, maintaining the confidentiality of all management and technical information generated or acquired in relation to their duties, preventing illegal leakage, modification, or damage to information assets, prohibiting unauthorized access to designated secure areas, and ensuring confidentiality of our critical information after contract termination. In particular, partners handling personal information are required to sign and comply with a Personal Data Processing Outsourcing Agreement that specifies obligations such as restrictions on re-entrustment of work, safety assurance measures, and training upon entering into a contract. Furthermore, CJ ENM conducts an annual written and on-site inspection based on an internal checklist with privacy security organizations such as OPA(Online Privacy Association), verifying the completion of personal information protection education for handlers and processors, implementing safety measures for collected personal information, and confirming secure destruction of personal information after its purpose has been fulfilled to facilitate improvements.

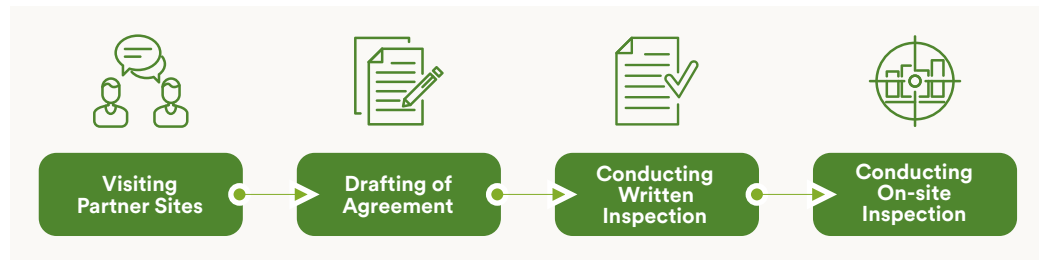


Confidentiality Agreement for Information Security



Personal Data Processing Outsourcing Agreement

Supplier Security Management



RISK MANAGEMENT

Privacy & Information Security Risk Assessment

Information Security Inspection and Audit I CJ ENM conducts information security checks organized by the CJ Group and internal, independent external audits twice a year. Based on our mid- to long-term information security roadmap, detailed plans for information security-related tasks are established, reviewed, and improved annually. We disclose its human resources management and investment status for implementing these plans through information security disclosures. To check personal information management practices, we conduct security checks annually, including personal information consignment partners, and provides guidance on strengthening protective measures such as access control, authorization management, and encryption to ensure the safety of critical information for both customers and the company. Additionally, in the Commerce Division, personal information consignment partners carries out tasks through systems provided by the division, and dispatched workers are supported to CJ ENM's security programs and guidelines.

Response to Privacy & Information Security Risks

Risk Prevention Program I CJ ENM is committed to preventing security risks and proactively responding to cyber incidents. To address the latest attack techniques, we operate 24/7 security monitoring and continuously promote security equipment replacement and system enhancement. We collaborate with security specialists to address vulnerabilities and systematically manage incident response processes and emergency contact networks. As a member of CONCERT(CONsortium of CERT), we prepare for potential security threats through proactive efforts, continuously improving internal processes, and conducting regular assessments to maintain a secure environment from legal, managerial, and technical perspectives.

Simulated Hacking and Mock Trainings I CJ ENM conducts mock hacking inspections at least twice a year, targeting the servers and networks of the web/app services we operate. Through these tests, we proactively identify issues and vulnerabilities in system configurations, identify potential security risks, and implement corrective measures such as problem-solving to ensure safe service operation, allowing us to prepare in advance for actual attacks. Notably, the Commerce Division participates in 'Cyber Crisis Response Mock Training' organized by the Korea Internet & Security Agency(KISA), an external professional organization, to detect and report attacks and assess initial responses. These exercises involve conducting unannounced Advanced Persistent Threat(APT) and Distributed Denial of Service(DDoS) virtual attacks. Based on these activities, we review our situational awareness response capabilities and reporting system processes, and develop improvement measures for areas where our response has been inadequate.

SOCIAL

INFORMATION SECURITY AND PRIVACY PROTECTION

METRICS & TARGETS

Information Security Certification

CJ ENM's credibility and objectivity in privacy and information security are confirmed through information security certification.

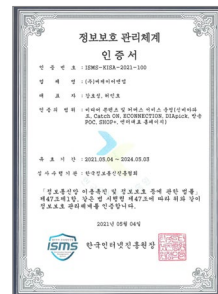
International Certification of Information Security and Privacy Management System(ISO 27701/27001)

In March 2023, CJ ENM maintained the International Information Security Management System(ISO 27001) certification and newly acquired the International Privacy Management System(ISO 27701) certification for 'Mwave', Entertainment Division's global music promotion and voting service, and 'SHOP+', a shopping service, to strengthen the level of personal information and information protection.

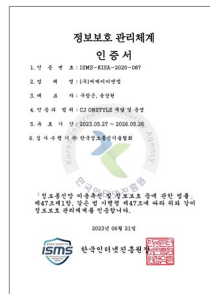
Information Security Management System Certification(ISMS)

To ensure reliability and safety in terms of information security, CJ ENM has achieved and maintained ISMS certification by managing information asset protection activities for the Entertainment Division's 'main website', 'broadcasting channel website', 'CATCH ON', 'SHOP+', 'ECCONNECTION', 'DIApick', and Commerce Division's 'CJ ONSTYLE' service.

Division	Term of Validity	Scope
Entertainment Division	2021.05.04 ~ 2024.05.03	Media contents and operation of commerce service
Commerce Division	2023.05.27 ~ 2026.05.26	CJ ONSTYLE development and operation



ISMS Certificate (Entertainment Division)



ISMS Certificate (Commerce Division)

Certified as an Excellent Website for Privacy(E-PRIVACY)

In order to increase transparency in information security investments and human resource operations, the Commerce Division has maintained the 'e-Privacy' certification, which is sponsored by a private organization, since its first acquisition in 2007, and successfully renewed in January 2024.

Information Security and Privacy Management Metrics

CJ ENM manages information security certification coverage as a key metric.

Application Information Security Certification

Category		Unit	2021	2022	2023
Application Coverage	ISMS Certified Websites	Number	10	10	12
	ISO Certified Websites	Number	3	3	3

Privacy and Information Security Management Goals

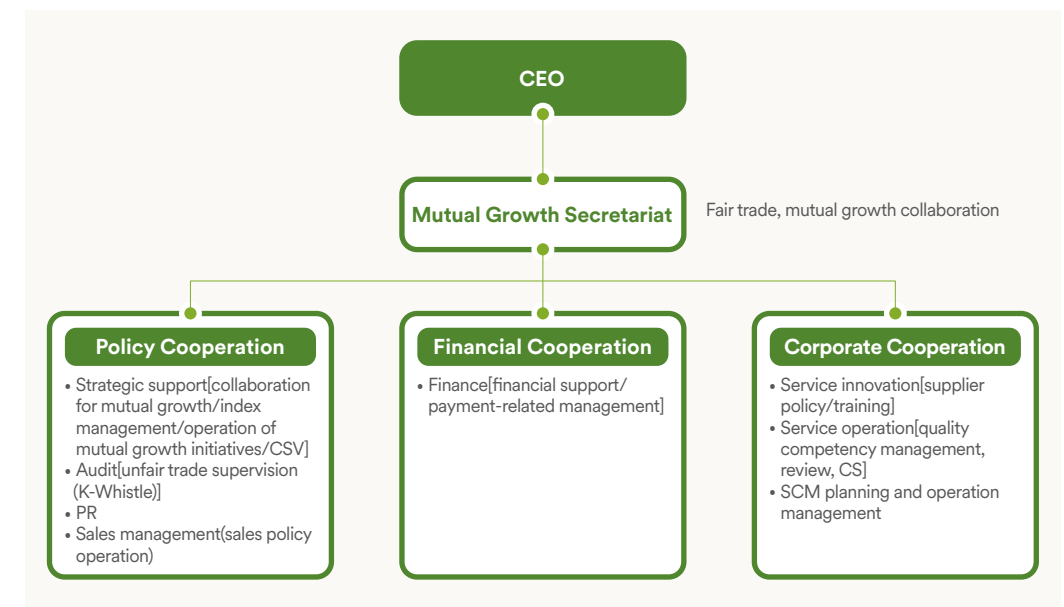
CJ ENM has set forth information security policies to protect its assets, aiming to secure the company's competitiveness and manage information security risks. Our information security metrics goal for 2023 was to have 0 information leakage, and we have successfully maintained this record since our founding. In addition, we have set a goal of maintaining ISO 27701/27001 and ISMS by 2025 through the establishment and operation of a systematic information security management system and compliance with regulations.

MUTUAL GROWTH

GOVERNANCE

CJ ENM's Mutual Growth Secretariat plans and operates a mutually beneficial initiative for fair trade between large and small businesses to realize fairness and transparency in trade and build mutual growth partnerships with partners. The Secretariat promotes a culture of mutual growth and establishes a virtuous cycle of mutual-growth collaboration through joint efforts with the policy, finance, and corporate sectors.

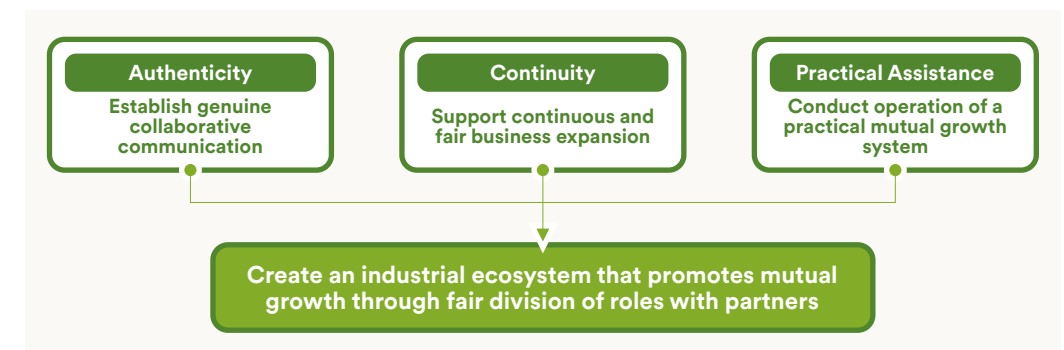
Mutual Growth Organization



STRATEGY

Mutual Growth Policy

Mutual Growth Philosophy | Through the three implementation principles of 'authenticity, continuity, and practical assistance', CJ ENM strives to create a healthy industrial ecosystem with the aim of achieving positive synergy with partners, establishing fair trade, and spreading a culture of mutual growth. In 2022, the Commerce Division established detailed policies for mutual growth partners(suppliers) through the announcement of the CEO-approved 'YESGO'. Under the 'YESGO for Partner', we promise to enhance the competitiveness of our partners through ESG management support, including ESG support systems, financial aid programs, productivity enhancement support, and welfare benefits.



SOCIAL

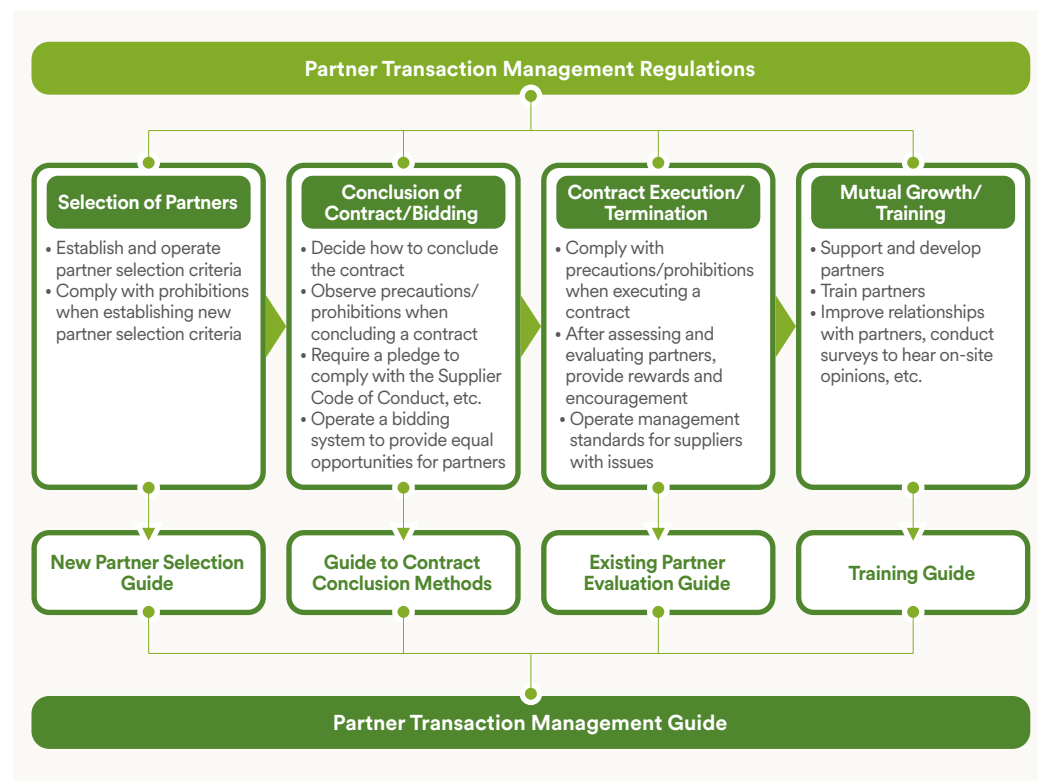
MUTUAL GROWTH

STRATEGY

Supply Chain Management Policy

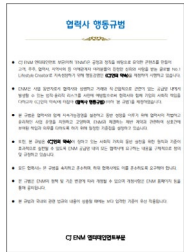
CJ ENM actively supports partners to fulfill their legal compliance and social responsibilities in areas such as safety, health, environment, and ethics, with a view to creating a sustainable industry ecosystem. In order to prevent legal and ethical risks related to partners and foster mutual growth as business partners, we implement responsible supply chain management across the entire supply chain. As essential requirements for partners to comply with, we enforce compliance with a Code of Conduct and promote the joint practice of social values through agreements, thereby proactively preventing risks that may arise within the supply chain. Additionally, to facilitate sustainable supply chain management, we provide a self-assessment ESG fair trade checklist, supporting partners in autonomous compliance activates related to ESG management. In particular, the Entertainment Division has established and operates guidelines in four areas – partner selection, contract signing, evaluation, and training – to ensure fairness and transparency in the partner selection process, and introduced an electronic bidding process and detailed guidelines for procedures and criteria in 2023 to promote transparent transactions and cultivate a healthy compliance culture. When selecting partners, we assess environmental friendliness based on considerations such as the use of environmentally friendly products and services, engagement in environmental protection activities, and their overall ESG management practices, including safety awareness, respect for human rights and ethics, and environmental consciousness as key indicators. Registered partners undergo annual regular evaluations and monitoring, with rewards and penalties applied based on assessment results. Excellent partners receive incentives such as bonuses and recommendations for continued business, while partners below a certain grade are encouraged to comply with codes of conduct or face progressive penalties such as reduced collaboration scope or exclusion from the partner pool, thereby practicing the principle of prioritizing sustainability as the foremost collaboration condition.

Partner Transaction Management Regulations and Guide



Key Details of the Supplier Code of Conduct

- Scope of application of the Supplier Code of Conduct: Covers all domestic purchasers(including subcontractors)
- Details on the mandatory compliance with the Supplier Code of Conduct
 - (From the Supplier Code of Conduct Compliance Statement) When attempting to transact with secondary or lower level partners in order to fulfill a contract with 'CJ ENM', a partner must obtain prior approval of 'CJ ENM'. In this case, the partner must ensure that secondary partners and subcontractors also comply with the Supplier Code of Conduct.
- Monitoring to diagnose ESG practices of partners
 - Evaluation of transactions with partners by business
 - Evaluation criteria include compliance with the Supplier Code of Conduct



Supplier Code of Conduct Compliance Agreement

Category	Description
Ethical Management	Anti-corruption, financial transparency, fair trade, information disclosure, protection of intellectual property rights and confidential privacy, privacy security, compliance with global regulations and sanctions laws
Human Rights & Labor	Faithful compliance with treaties ratified by the Republic of Korea in accordance with the Charter of the International Labor Organization(ILO) <ul style="list-style-type: none">• Key ratified treaties: Compliance with the Convention Concerning Forced or Compulsory Labor(ILO Convention No. 29), the Convention Concerning Minimum Age for Admission to Employment(ILO Convention No. 138), the Convention Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labor(ILO Convention No. 182), and other domestic laws and regulations related to human rights and labor
Health & Safety	Creating a safe working environment, preparing for emergencies, preventing industrial accidents and diseases, avoiding overwork, providing safety and health training and communication channels
Environmental Protection	Compliance with environmental laws, environmental licensing and reporting, prevention of environmental pollution, energy consumption and greenhouse gas emissions, natural resource protection and biodiversity conservation

Partner Environmental Protection Regulations | The Supplier Code of Ethics specifies regulations on environmental protection. Partners are members of the global community who must fulfill their social responsibilities for environmental protection not only at major business sites but also in local communities. Our generation must ensure that our actions do not jeopardize the survival of future generations, and we must strive to minimize negative impacts of our work on the environment and local communities so that our future generations can also enjoy the Earth's rich ecosystem.

Category	Description
Compliance with Environmental Laws	Partners must strictly comply with all environmental laws and regulations regulating environmental pollution such as hazardous substances, air pollution, water pollution and waste and the international treaties related to the environment, such as the United Nations Framework Convention on Climate Change(UNFCCC).
Environmental Licensing & Reporting	Partners must obtain and maintain all necessary environmental permits required for the installation and operation of facilities to prevent and discharge substances that cause environmental pollution, and always reflect the latest revisions. They must also comply with the operational and reporting requirements needed for the licensing process.
Prevention of Environmental Pollution	Partners must make every possible effort to reduce pollutants such as wastewater and waste by improving the efficiency of production and maintenance of processes and facilities, and recycling and reusing raw materials. Partners must comply with environmental and quality management standards, identify chemicals that pose a safety risk if released into the environment, and manage the safe handling, movement, storage, use, recycling, reuse, and disposal of such materials. In addition, they must constantly monitor to prevent environmental pollution.
Energy Consumption & Greenhouse Gas Emissions	Partners must gradually identify energy consumption and greenhouse gas emissions at the company-wide and business site level. They must also find cost-effective ways to increase energy efficiency while minimizing energy consumption and greenhouse gas emissions.
Natural Resource Protection & Biodiversity Conservation	Partners must utilize resources efficiently in all work processes to protect natural resources as much as possible and engage in environmental protection activities with local communities. They must avoid taking any action that may cause the decline of biodiversity, so current and future generations can get benefit from biological resources.

SOCIAL

MUTUAL GROWTH

STRATEGY

Mutual Growth Activities

ESG Support Agreement with Partners | CJ ENM has been annually contributing a total of 100 million KRW to the Mutual Growth Cooperation Fund since signing the Korea Commission for Corporate Partnership and the Supplier ESG Support Project Agreement in 2022, providing practical support through the Commission and external consultants to enhance ESG capabilities among small and medium-sized partners and embed ESG management throughout their business models and operational processes.



'2023 Supplier ESG Support Program' No. 1 Agreement



ESG Excellent SMEs Award Ceremony



CJ ONSTYLE Partners Club

YESGO for Partner Support Program | CJ ENM continues to support the development of sales channels for small and medium-sized enterprises(SMEs) to grow. The Commerce Division aims to organize social broadcasting for at least 30 minutes every day to create social value, allocating more than half of its total broadcasting time to products from small and medium-sized enterprises(SMEs) and consistently increasing direct procurement to support SME growth and reduce inventory burdens. Furthermore, we operate a specialized collaborative initiatives tailored for early-stage businesses to support their commercialization and market access, thereby facilitating their integration into the industry ecosystem. Since ESG can only be realized when all stakeholders work together, the Commerce Division announced a detailed policy for mutual growth in June 2022 to strengthen partners' business and ESG competitiveness and held the 'YESGO' declaration ceremony, announcing an active practice of ESG management with partners. YESGO holds the meaning that society('Y'OU) and CJ ONSTYLE('O'NSTYLE) to practice ESG management together, and CJ ENM will contribute to creating a sustainable industrial ecosystem by expanding our mutual growth portfolio based on this YESGO management policy. To enhance the ESG capabilities of small and medium-sized partners with limited budgets and resources, and to integrate ESG management throughout their operational processes, we provided practical support by offering tailored ESG guidelines based on the industry and workforce levels of participating partners, along with conducting related lectures and training sessions.

Enhancing ESG Competitiveness

- ESG training / consultation
- Support for ESG certification
- Support for environmentally-friendly packaging
- ESG Trend Report

Increasing Productivity

- R&D support
- Discount on quality testing inspection costs
- Logistics and inventory consulting
- Excellent partner award system

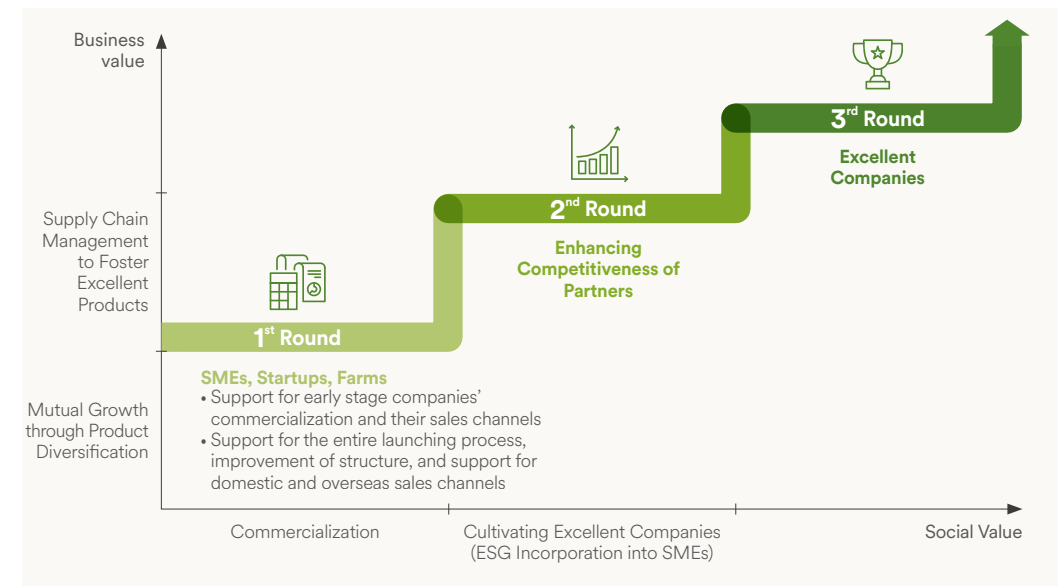
Financial Support

- Support for mutual growth fund
- Broadcasting fee refund system
- 100% cash payment
- Shortened payment terms

Management Support & Benefits

- Consumer analysis service
- Provision of CJ content
- Provision of training facilities
- Legal consultation
- Support for computational process

CJ ENM's Ecosystem Creation Roadmap for Mutual Growth



Partner Support Activities

R&D | As part of the 'Innovation Partnership Project', the Commerce Division has been operating a Partner Support Program that selects ten excellent SME partners and provides support for R&D costs jointly with the Korea Productivity Center and Korea Foundation for Cooperation of Large & Small Business, Rural Affairs(KOFCA) since 2019. A total of 300 million KRW in donations is allocated each year to support partners in development of new products or quality enhancement of existing products. Evaluation criteria also include ESG elements of the developed products, thereby supporting partners' ESG management. As of 2023, we have provided R&D consulting for a cumulative total of 50 products, thus reinforcing our partners' growth potential.

Technical Support | The Commerce Division implements a quality certification support program for SME partners to increase our partners' technical productivity. Starting in 2017 with the signing of an MOU with a cosmetics and food-related certification agency, the Commerce Division has been supporting the certification agency's on-site inspection of SME manufacturers, as well as providing training in manufacturing and management technology. In order to improve the reliability of broadcast products, the Commerce Division supports the production of clothing products and quality management in suppliers' domestic and major Southeast Asian production centers(China, Vietnam, Bangladesh, Myanmar, Indonesia), helping them manufacture products with stable quality.

Mutual Growth Fund Operation | CJ ENM operates a mutual growth cooperative loan with Industrial Bank of Korea, a partner mutual growth fund, to support our partners' stable company operation. This mutual growth fund started in 2012 and maintains a size of KRW 60 billion as of 2023, with each partner eligible to borrow up to KRW two billion. As of 2023, 68 partners have been beneficiaries of the fund. In addition, CJ ENM offers a network loan program that provides reduced interest rates for our partners in collaboration with IBK Industrial Bank of Korea. Since 2017, to facilitate smooth cash flow for partners, we have transitioned payment methods from cards to cash and shortened the payment term from 30 days to 10 days.

SOCIAL

MUTUAL GROWTH

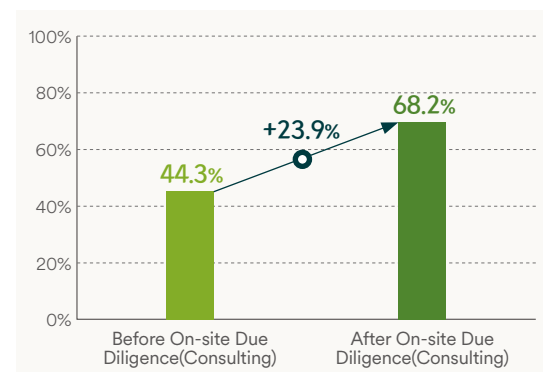
STRATEGY

Partner Training | CJ ENM provides diverse partner training programs tailored to industry-specific characteristics. In support of partners' ESG management, the Entertainment Division conducts safety, ethics, and integrated ESG training for new and target partner companies according to the 'Supplier Transaction Management Regulations.' Training programs are conducted by the responsible department based on each topic. The Commerce Division organizes online marketing training on overall product operations for newly onboarded partner companies and provides them with various manuals and FAQs. We also provide training to support safety and ethical management as well as fostering management insights. Additionally, to enhance product quality, we also contribute financial support for testing and technology transfer in connection with accredited testing agencies. Continuing from 2022, we provided training and consultation through the ESG integrated support programs for participants in 2023. When SME partners aspired to acquire certifications in ESG-related standards such as ISO 14001, GHG inventory, and CCM, we organized practical workshops to provide expertise.

Key Status of Partner Training

Category	Description
Safety Training	<ul style="list-style-type: none">Comprehensive safety management training covering safety accident status, safety regulations, and issuesSafety training by system, including work safety manuals for hazardous tasks in studios and logistics centersMandatory safety training for contractors
Ethics Training	<ul style="list-style-type: none">Ethics awareness training on mutual growth, anti-graft law, and sexual harassmentEthical practice training on pledge for ethical conduct, fair trade, and anti-graft
ESG Training	<ul style="list-style-type: none">ESG training for raising awareness on environmental and social responsibilities and trends
Marketing Training	<ul style="list-style-type: none">Support for the understanding of marketing practice with focus on online marketing, product planning, media commerce, performance marketing, and EEO marketing

On-site Due Diligence(Consulting) | CJ ENM oversees the enhancement of partners' ESG capabilities through on-site due diligence(consulting) to improve performance and monitor the proportion of excellent SMEs in ESG. In 2023, we provided ESG guidelines tailored to the industry-specific and personnel-specific levels of our partners, and conducted relevant lectures and training based on these guidelines. As a result, the average ESG compliance level of the 19 participating partners significantly increased from 44.3% to 68.2%. Between September and November 2023, we conducted on-site due diligence and offered consultation for 10 partners, all of whom achieved the 'SMEs with Excellent ESG Performance' certification from the Korea Commission for Corporate Partnership.



Average ESG Index Compliance Rate of Partners before/after On-site Due Diligence(Consulting)



2023 CSR Film Festival Award for Mutual Growth

Support for Small and Medium Enterprises and Small Businesses

<1 Company 1 Product> | '1 Company 1 Product' is a mutual growth program supporting the entire process from discovery with the Small & Medium Business Distribution Center to commission-free entry into CJ ONSTYLE broadcasts and online malls for excellent small and medium enterprises' products. Since 2012, approximately 216 SMEs participated in the program. Qualified products are broadcast nine times a week free of charge, four times a week from Wednesday to Saturday from 5:30 to 6:00 a.m. on TV home shopping, and five times a week from Sunday to Thursday from 5:15 to 5:45 a.m. on T-com. By 2023, a cumulative total of over 248 products achieved sales exceeding 23.3 billion KRW, contributing to the growth of CJ ENM's flagship mutual growth initiative, which has also facilitated the entry of companies into mainstream home shopping broadcasts.

SMEs	Key Products	Description
GAONHEAL Co., Ltd	Cotton Shower Pillow	The only washable functional cotton pillow in Korea that received a Presidential Citation on Invention Day
Namutech	Rhinox Smart Multipot	A smart multi-use pot that works as both a powdered milk pot and a teapot
SIMPLE.LYFE	Hadana One-touch Electric Julienne Peeler	5-in-1 electric julienne peeler that saves time in handling food ingredients and protects the joints on the wrists
Limitless Co., Ltd.	BalanceOn Fit Seat	Develop based on proprietary technology using beta-gel, a new material with a hexagonal shape that effectively distributes body pressure. It is comfortable to sit on and easy to maintain posture for an extensive period of time due to the breathable material
Mikang Co., Ltd.	Authentic Dajjagojja Magic Food Dehydrator	Press and dehydrate food without mashing it, made of SAE 304 stainless steel that is resistant to corrosion and contamination. All parts, including the body, strainer, and spring, are made in Korea

Discovering and Supporting Rural Enterprises <1 Village 1 Product> | As a free TV show for rural businesses launched in 2007, the '1 Village 1 Product' initiative has accumulated over 128 products and achieved sales of over KRW 547 billion over the past 17 years. The '1 Village 1 Product' initiative, first attempted in the TV shopping industry, collaborates with Korea Venture Agriculture College to provide consulting and specialized know-how to excellent but hidden agricultural, livestock, and fishery companies nationwide, from product development and entry, quality inspection, to planning and producing broadcast content, and establishing sales strategies. The products of target companies are regularly scheduled for TV home shopping broadcasts every Sunday to Tuesday from 5:30 to 6:00 AM, and T-com broadcasts every Friday to Saturday from 5:15 to 5:45 AM, totaling 9 broadcasts per week. Additionally, they receive stable market opportunities through CJ ONSTYLE online mall entry.

Promotion Support for Excellent Company Success Stories | Since 2007, CJ ENM has been supporting rural enterprises through the '1 Village 1 Product' initiative, aimed at identifying and nurturing potential farms and small businesses in their early stages to integrate into the commerce ecosystem. '1 Village 1 Product' has served as a gateway for excellent small and medium-sized enterprises to enter home shopping broadcasts since 2012. As of December 2023, a total of 360 excellent products have been featured without commissions, which amounted to KRW 78 billion. Through this initiative, CJ ENM has had approximately 100 talented employees and volunteers from each value chain take the lead in boosting product viability and developing sales channels. Particularly since 2020, CJ ENM has promoted success stories of micro-businesses and SMEs that have grown alongside us through the 'Precious Stories' advertising campaign in newspapers, articles, and on social media to enhance their visibility. Moving forward, CJ ENM will continue to expand in our support for partners as part of our mutual growth strategy.

Support for Market Expansion of SMEs Linked to Hallyu | Since 2014, CJ ENM has been promoting export consultations and promotional events for SMEs in conjunction with KCON, the world's largest K-culture festival, as part of a joint expansion support project with the Korea Foundation for Cooperation of Large & Small Business, Rural Affairs. In 2023, approximately 100 SMEs focused on consumer goods such as K-beauty, household goods, food, and fashion participated and had direct meetings with local vendors and buyers, attending brand promotion and sales events with KCON attendees. CJ ENM supported their entry into major online platforms(KCON THAILAND(Shopee), KCON JAPAN(Qoo10), KCON(Amazon)) in host countries. In addition, following KCON events, we continued to facilitate ongoing buyer meetings to encourage export agreements. As a result, over the past decade, more than 500 SMEs have participated in this initiative across 18 events, achieving a total of 100 billion KRW in export outcomes.

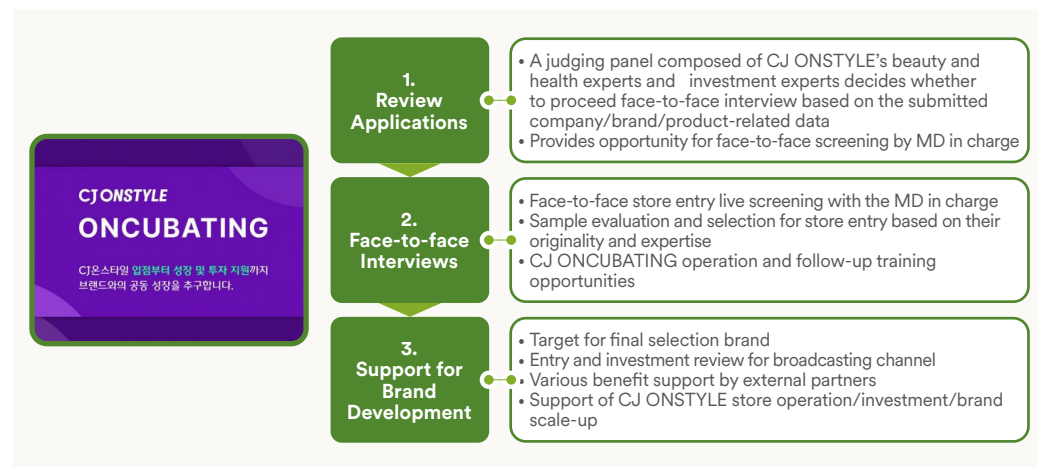
SOCIAL

MUTUAL GROWTH

STRATEGY

Small and Medium-sized H&B(Health & Beauty) Brand Nurturing Program <ONCUBATING(ONSTYLE+Incubating)>  | In 2023, CJ ENM launched the ‘ONCUBATING(ONSTYLE+Incubating)’ program to secure new growth drivers and foster cooperative growth with small and medium-sized H&B(Health & Beauty) brands possessing differentiated products and technologies. Brands that are selected through Oncubating’s selection process are provided with an expansion in sales channels through CJ ONSTYLE’s systematic incubation process and marketing support from external partners that amounts to KRW 50 million a year. CJ ONSTYLE fosters innovative brands through integrated marketing based on multi-channels including TV and mobile platforms. In 2023, the ONCUBATING program operated two rounds, selecting a total of 9 brands including 4 in the first round and 5 in the second round. The Commerce Division invested in ‘Rawga’, the operator of ‘Plant’, a plant-based collagen inner beauty brand selected in the first round, to organize customized promotion and quality improvement sessions. We also discover and invest in promising start-ups such as ‘THENEWGREY’, the only senior content production company in Korea with active senior influencers. Moving forward, CJ ENM will further expand our investment portfolio to solidify our one-platform strategy and secure new growth drivers for the future.

ONCUBATING Operation Process



RISK MANAGEMENT

ESG Risk Management for Partners

Partners engaged in transactions with CJ ENM are required to sign the Supplier Code of Conduct Compliance Pledge. To enhance business transparency, we have implemented and operate an electronic bidding system, along with strict transaction management regulations and bidding systems, providing guidelines across four areas from partner selection to contract execution, evaluation, and training tailored to the characteristics of headquarters and business units. In particular, the Entertainment Division reviews the level of ESG awareness in the areas of safety, human rights, ethics, and environment when selecting partners. Registered partners undergo annual regular assessments and monitoring, with incentives such as bonuses awarded based on assessment results. Regular and ad-hoc assessments or diagnostics are performed for partner companies to promote compliance with behavioral norms, particularly among those falling below a specified grade, while emphasizing sustainability in all partnerships. The Code of Conduct applies not only to our partners but also to their subcontractors. Since October 2023, the Supplier Code of Conduct Compliance Agreement has signed a total of 1,798 pledges with new partners who entered after October 2023, aiming to proactively prevent supply chain risks.

METRICS & TARGETS

Mutual Growth Metrics

CJ ENM tracks the progress and the results of ‘1 Village 1 Product’ program, the ‘1 Company 1 Product’ program technical support for partners, mutual growth funds, and partner training status as metrics for mutual growth.

Program Performance

Category	Unit	2021	2022	2023
1 Village 1 Product	Number of Products	42	27	17
	Sales Amount	KRW 1,000 2,295,015	2,313,644	2,320,238
1 Company 1 Product	Number of Products	78	74	50
	Sales Amount	KRW 1,000 2,871,243	2,505,770	2,922,960

Mutual Growth Fund

Category	Unit	2021	2022	2023
Amount of Mutual Growth Fund Raised	KRW 100 million	700	700	700

Partner Training

Category	Unit	2021	2022	2023
Number of Partners	Company	112	118	1,698
Hours Spent	Hour	168	226	920

Mutual Growth Management Targets

CJ ENM sets targets for each partner’s ESG support project and manages them on an annual basis.

Metrics & Targets by Supplier ESG Support Project

Division	Category	Performance Metrics	Targets	Result
Entertainment Division	Integrated Training for Partners (Ethics, Safety, ESG)	Training completion rate	100%	100%
		Offline training sessions	At least twice a year	Twice
		Partner survey frequency	At least once a year	Once
Commerce Division	ESG Training	Training completion rate	80% or higher	100%
		Satisfaction level	Average 80 pts or higher	Average 90.4 pts
		Self-check participation rate	80% or higher	100%
	On-site Due Diligence (Consulting)	Improvement rate	25%p or higher	60.7%p
		Percentage of high performing SMEs	70% or higher	90.0%

SOCIAL

CORPORATE SOCIAL RESPONSIBILITY

GOVERNANCE

CJ ENM operates a social contribution organization in conjunction with the CJ Group Social Contribution Council to implement systematic and sincere social contribution projects. The organization thoroughly monitors and separates the donation deliberation process by size and target to ensure transparency.

Social Contribution Management Structure



STRATEGY

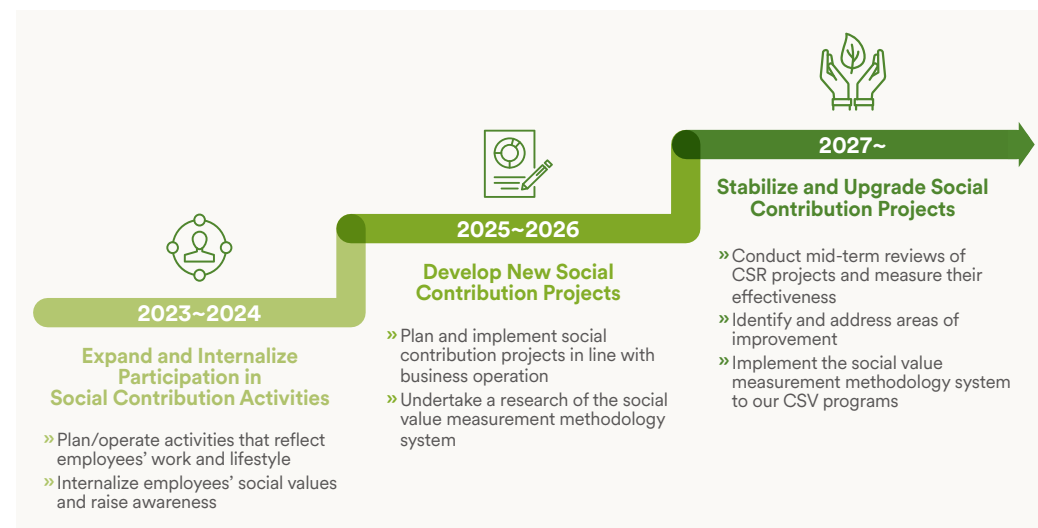
Social Contribution Policy

Based on the social contribution philosophy that 'We should be Dream Keepers for young artists', CJ ENM has established 'expanding Good Impact for the local community' as a mid-to-long-term goal, and is carrying out various social contribution programs such as educational support and fostering projects that reflect the characteristics of our business.

Social Contribution Area



Social Contribution Implementation Roadmap



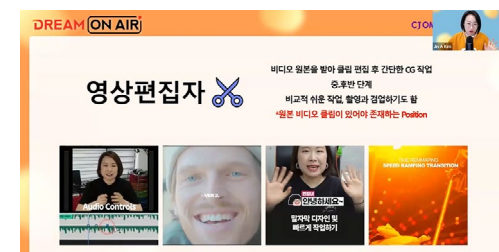
Quality Education and Culture Sharing Programs

'Dream Keeper for the Young' that Expands the World through Culture | Under the slogan, 'Dream Keeper for the Young', CJ ENM has been promoting social contribution activities to support the challenges of young individuals and serve as a solid support for their growth. The 'Youth Cultural Clubs', in collaboration with the CJ Donors Foundation, provides tailored cultural creation and experiential opportunities, and participants engage in club activities for eight months, fostering teamwork, character development, and the creativity needed for the future. The program involves six master mentors, 17 industry experts, 27 professionals, and 100 college student volunteers. Additionally, in 2023, CJ ENM donated 517 books from its employees to the non-profit organization 'thanksgive', a non-profit organization affiliated with the Ministry of Culture, Sports, and Tourism for the promotion of reading. Furthermore, various sponsorships, including music albums and Christmas trees, were provided to the 'Teen, Case' youth cultural space in Gyeyang-gu, Incheon, enhancing cultural experiences for local students.



Employee Book Donation

'Dream On Air' for Aspiring Broadcasters | CJ ENM is a sponsor of the 'Dream On Air' program, which provides special online job lectures to teenagers who dream of entering the broadcasting industry. Organized by the Asia Exchange Association, this program is based on the ZOOM platform, and offers a total of six sessions for five months to 93 teenagers nationwide. It introduces various roles in the broadcasting field, social values and responsibilities, and the media environment. It also provides career guidance to young individuals aspiring to work in TV mobile live commerce jobs. In 2023, CJ ENM's show hosts, intellectual property education instructors, video editors, graphic designers, PDs, and creators participated, helping them keep up with the rapidly changing broadcasting trends.



Dream On Air Class

'ON Hwa(ON:話)': Our Neighborhood Story Channel | 'ON Hwa(ON:話)' is a program where older and younger generations use online platforms to convey the stories and culture of elderly people. CJ ENM collaborates with local communities and college student volunteers to create contents and engage in social contributions for intergenerational exchange. From May to October 2023, video contents such as 'What's in My Bag' and 'Gift Song', as well as animations and ukulele busking created by college student volunteers and elderly participants, were presented at On Hwa screenings and shared on YouTube channels, serving as a communication space for local residents. On Hwa represents a differentiated case of ESG management, fulfilling corporate social responsibility and promoting mutual growth with the local community.



'ON Hwa(ON:話)' 2nd Launching Ceremony in 2023

SOCIAL

CORPORATE SOCIAL RESPONSIBILITY

STRATEGY

Strength Co-prosperity with Local Communities

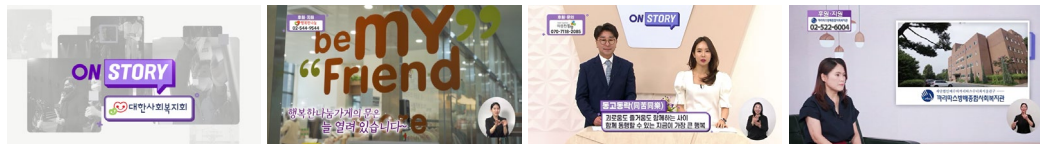
Community Sharing Activities | CJ ENM has taken the lead in promoting community welfare by establishing welfare centers and networks in various regions. We continue our efforts to fulfill our social responsibilities by donating goods, organizing social revitalization programs, and helping disaster victims. In 2023, we continued to spread hope in our society through various activities, such as distributing holiday food, supporting local markets, delivering kimchi, and providing hands-on kits. Additionally, we provided material support and donated funds to aid in the recovery from the Türkiye earthquake, Gangneung-si wildfire, and nationwide flood damage.



Community Support Activities

Public Interest Mutual Growth Activities with Broadcast Content

Operating the Public Service TV Show, 'ON STORY' | CJ ENM, as a media company with significant influence in public airwaves, practices active social contribution through our shows. The 'ON STORY' TV show on CJ ONSTYLE channel introduces the roles and importance of various social welfare organizations, allowing viewers to directly support vulnerable communities through public service TV show. Since 2023, the TV show has been on air for 25 minutes every week, targeting a total of six organizations and the funds raised were used to support single mothers, multicultural families, children with developmental disabilities, and low-income youths.



Public Service TV Show, 'ON STORY'

Biodiversity Conservation and Environmental Protection Activities

Employee Programs for Incorporating Green Lifestyle into Daily Activities | CJ ENM cares and practices environmental protection activities that can be easily incorporated into daily life. In 2023, we strived to internalize environmental conservation awareness through everyday environmentally-friendly campaigns such as creating rooftop gardens at local community welfare centers, tree-planting activities at Noeul Park in Sangam-dong, clearing mailboxes, using tumblers, participating in zero waste days, and engaging in plogging(combination of jogging with picking up litter) activities. In 2024, CJ ENM plans to encourage environmental awareness and protection among employees and customers by donating jeans and creating upcycled goods.



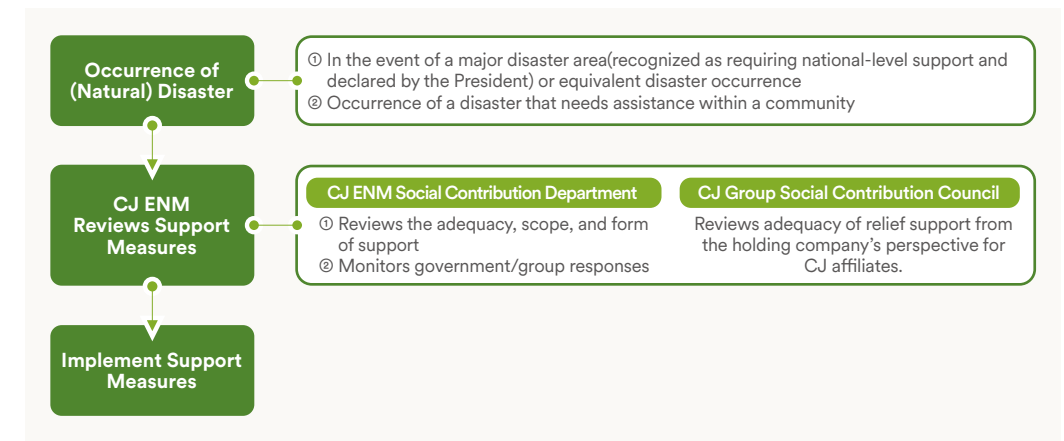
Creating Rooftop Gardens at Yeomni Social Welfare Center

RISK MANAGEMENT

Response to Local Community Natural Disasters

In the event of a natural disaster or emergency situation where support is needed, CJ ENM engages in various recovery support activities, such as cash and in-kind donations, in accordance with the disaster response manual.

Recovery Support Process



METRICS & TARGETS

Social Contribution Metrics & Targets

CJ ENM actively engages in social contribution activities with the goal of annual participation in volunteer activities by all employees and contributing five billion KRW to local communities. As a responsible corporate citizen, CJ ENM will continue to communicate actively with our society for sustainable development.

Frequency and Duration of Social Contribution(Public Service Broadcasting)

Category	Frequency	Duration
Social Contribution(Saturday)	25 mins x 12 sessions	5.0 hrs
Social Contribution(Late night)	25 mins x 33 sessions	13.8 hrs
Social Contribution(Total)	25 mins x 45 sessions	18.8 hrs

Social Contribution Costs and Volunteer Work

Category	Unit	2021	2022	2023
Social Contribution Costs	Donations	KRW 100 million	60	75
				102
Volunteer Work	Duration	Hour	9,494	7,613
	Number of People	Person	1,377	959
				860

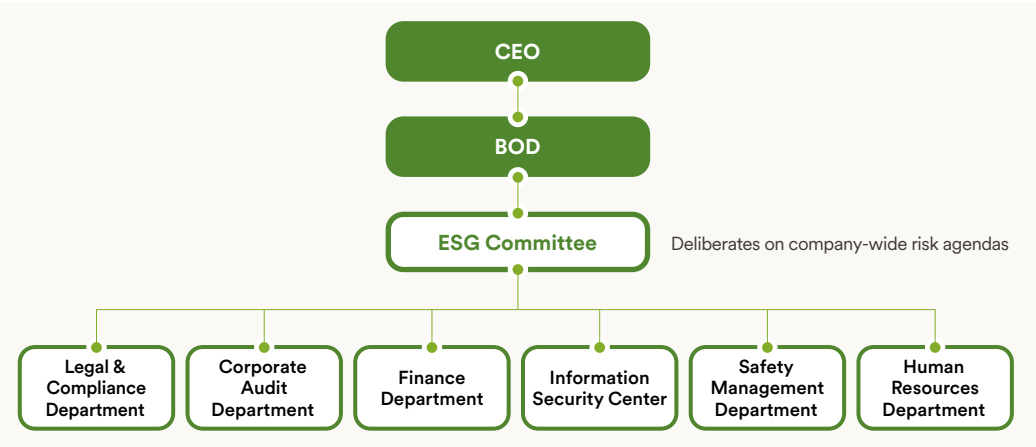
GOVERNANCE

INTEGRATED RISK MANAGEMENT

GOVERNANCE

CJ ENM has established and operates an integrated risk management system to predict risks and respond to them effectively. The CEO is in charge of risk management, and dedicated units such as the Legal & Compliance Department, Corporate Audit Department, Finance Department, Information Security Center, Safety Management Department, and Human Resources Department conduct risk identification and analysis. Furthermore, company-wide risk matters related to all management activities aimed at pursuing the sustainable survival and growth of the company are deliberated and decided upon by the Board of Directors or ESG Committee.

Integrated Risk Management Organization



STRATEGY

Integrated Risk Management Policy

CJ ENM categorizes risks across our activities into financial and business domains, systematically managing them by dividing detailed risks into nine categories. We assess the business impact of each risk category, establish and implement policies and plans to comply with applicable regulations and laws. In order to bolster integrated risk management, we identify and categorize risks that may occur for each department. We establish risk control measures by type, clarify roles and responsibilities, and systematically integrate and manage company-wide risks.

Integrated Risk Management

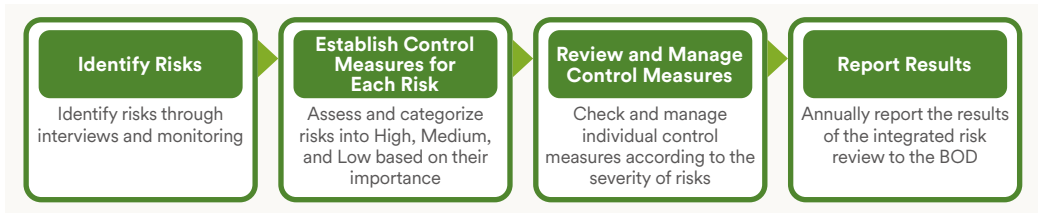
Category	Type of Risk	Definition and Business Impact
Finance	Financial Risk	• Financial losses such as foreign exchange losses and capital impairment due to financial market crises affecting bonds, funds, and foreign exchange
	Investment Risk	• Potential losses if investment performance falls short of expectations
Business	Legal Risk	• Financial losses(e.g., litigation costs, fines) and damage to corporate credibility due to violations of laws and regulations
	Ethics Risk	• Risks related to anti-corruption(e.g., unfair trade and unfair competition), non-solicitation, and compliance(e.g., Code of Ethics, internal reporting, protection of whistleblowers)
	Safety/Disaster Risk	• Increased response costs and tarnished corporate image due to violations of safety regulations
	Human Rights Risk	• Casualties involving employees and those of our suppliers and reduced production capacity due to disasters and safety-threatening accidents
	Information Security Risk	• Increased legal disputes and litigation costs and loss of consumer trust due to violation of customers' privacy
	Climate Change/Environmental Risk	• Short and long-term physical damages to business sites and increased operating costs due to climate change
	Supply Chain Risk	• Disruption of product/service distribution due to unstable supply chain
		• Sustainability risks in supply chain

Integrated Risk Management

Risk Identification | CJ ENM has established annual control measures and monitoring plans for organization-wide risk identification, assessment, and management. We update our risk identification and assessment table and conduct our own internal audits under the supervision of qualified internal auditors, followed by reporting improvement findings and implementation progress to the Board of Directors and the CEO. In 2023, following the CEO's report in August, we presented and reported the agenda to the Board of Directors in September.

Risk Assessment | CJ ENM identifies and assesses risks that may occur at the corporate level every year to upgrade our integrated risk management system. Integrated risks are reviewed and addressed, and the results are reported to the Board of Directors once a year. Risks are assessed using a 5-point scale based on their probability and impact. Based on a comprehensive consideration of assessment criteria, we categorize the importance as High, Medium, Low, or Acceptable, and manage individual control measures according to the severity of each risk.

Risk Assessment Process



RESPONSE TO TAX RISKS

STRATEGY

Tax Policy

CJ ENM recognizes the importance of tax compliance and fair taxation in contributing to national finances and potentially impacting society significantly. Therefore, we manage tax risks across our operations and strive to fulfill our social responsibility through proper taxation and reporting obligations.

Tax Principles

Tax Law Compliance We comply with tax laws and related laws based on 'integrity', one of CJ Group's behavioral principles. **Fulfillment of Tax Reporting & Payment Obligations** We maintain transparency in our relationships with tax authorities by faithfully reporting and paying taxes. **Compliance with the Arm's Length Principle in Transfer Pricing** In accordance with the OECD's BEPS(Base Erosion and Profit Shifting) implementation plan, CJ ENM ensures that international transactions between headquarters and subsidiaries involving related parties are conducted at arm's length prices, complying with each country's tax laws and international tax treaties. Based on this, we submit an integrated international transaction report to the tax authorities when the amount of international transactions with overseas subsidiaries exceed a certain limit set by the law. Furthermore, we prohibit the use of tax havens for unlawful operations and the transfer of transactions to countries with low tax rates. We also ensure tax transparency by monitoring all business activities through consolidated and separate internal accounting systems.

Tax Risk Management

CJ ENM reviews and complies with K-IFRS(International Financial Reporting Standards as adopted in Korea), tax laws, and Monopoly Regulation and Fair Trade Act through the Finance Team while identifying tax risks in advance. The Finance Team covers tax-related control items within our internal accounting management system, conducting regular audits of control procedures and reporting systems. Additionally, we receive ongoing advice from external tax experts and seek authoritative interpretations from tax authorities through pre-emptive inquiries for significant tax matters including major acquisitions, mergers, and structural changes.

GOVERNANCE

CORPORATE GOVERNANCE

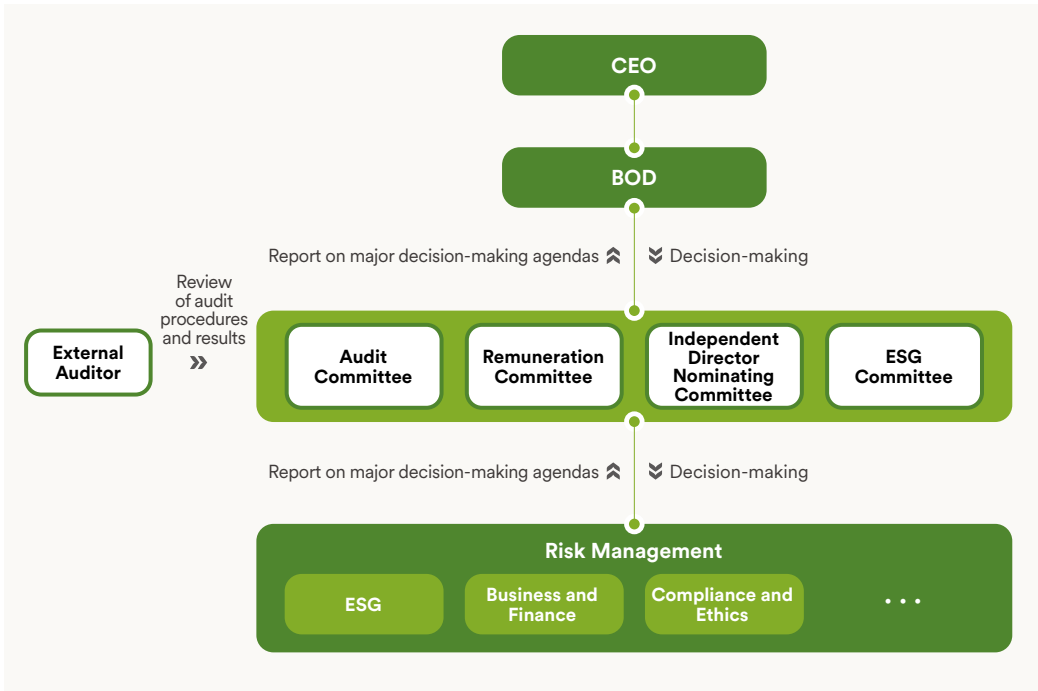
GOVERNANCE

At CJ ENM, the Board of Directors serves as the highest decision-making body in accordance with the ‘Corporate Governance Charter.’ Based on responsible management centered on the Board of Directors, we seek to implement an advanced and transparent governance structure and faithfully reflect shareholders’ opinions in our management practices. The Board of Directors provides expert guidance and oversight, based on experience, to ensure the company’s sustainability. From an objective and professional perspective, the Board conducts deliberations on important matters of the company and monitors the execution of the management’s work. The Board of Directors Regulations stipulates that the Chairperson of the Board of Directors must be appointed from among the directors by a board resolution. Therefore, the chairperson is elected and serves through a resolution of the Board of Directors. All members of the Board of Directors are covered by liability insurance, and the composition, regulations, and articles of association of the board are transparently disclosed on our company website. CJ ENM faithfully practices ethical management and compliance and creates sustainable values based on professionalism and independence. CJ ENM’s Board of Directors is centered around independent directors, with more than half of the board members being independent directors, effectively exercising oversight over directors and management. We ensure their independence requirements for unbiased strategic decision-making, gathers diverse stakeholders’ opinions through internal and external communication channels to identify key corporate issues, thereby contributing to objective and balanced decision-making.

BOD Composition(As of December 31, 2023)

Category	Name	Gender	Term of Office	Education	Work Experience	Responsibilities
Inside Directors	Koo, Chang Gun	Male	2023.03~2026.03	• Bachelor’s degree in Business Administration, Seoul National University	• CEO, CJ Olive Young • Manager of Division of Olive Young, CJ Olive Networks • CEO of CJ Foodville	• CEO • Chairman of the Board of Directors • Member of the Remuneration Committee • Member of the ESG Committee
	Yoon, Sang Hyun	Male	2022.03~2025.03	• Bachelor’s degree in Business Administration, Korea University	• Director of Management Support, CJ Logistics • Director of Management Strategy Department 1, CJ Corporation • M&A Officer, CJ CheilJedang	• CEO • Member of the Remuneration Committee • Member of the ESG Committee
	Lee, Jong Hwa	Male	2023.03~2026.03	• Bachelor’s degree in Economics, University of Minnesota	• Also as Director of Business Management Office 2, CJ Corporation • Finance team, CJ Corporation • Strategic Planning team, CJ Corporation • New Business Manager/Management Strategy, CJ Corporation	• Member of the Remuneration Committee
Independent Directors	Rho, Jun Hyong	Male	2018.03~2024.03 (reappointed 2021.03)	• Completion of American University Graduate School of International Studies • Bachelor’s/Master’s degree in Law, Seoul National University	• Advisor to Kim & Chang Law Office • President of Seoul National University of Science and Technology • Minister and Vice Minister of Information and Communication	• Member of the Audit Committee • Member of the Remuneration Committee • Chair of the Independent Director Nominating Committee
	Choi, Joong Kyung	Male	2020.03~2026.03 (reappointed 2023.03)	• PhD in Economics, University of Hawaii • Bachelor’s/Master’s degree in Business Administration, Seoul National University	• President of the Korean Institute of Certified Public Accountants • Distinguished Professor, Graduate School of Public Administration, Korea University • Minister of Knowledge Economy	• Chair of the Audit Committee • Member of the Remuneration Committee • Member of the Independent Director Nominating Committee • Member of the ESG Committee
	Han, Sang Dae	Male	2020.03~2026.03 (reappointed 2023.03)	• Master of Laws, Southern Methodist University, USA • Bachelor’s/Master’s degree in law from Korea University	• Representative lawyer of HAN, SANG DAE Lawfirm • Head of Seoul Central District Prosecutors’ Office • Prosecutor General of the Republic of Korea	• Chair of the Remuneration Committee • Member of the Audit Committee • Member of the Independent Director Nominating Committee • Member of the ESG Committee
	Min, Young	Female	2021.03~2024.03	• PhD in Journalism, University of Texas at Austin, USA • Master of Journalism and Information Studies, Seoul National University • Bachelor of Earth Science Education, Seoul National University	• Professor of Media & Communication school, Korea University • Responsible expert member of the Social Science Division of the National Research Foundation of Korea • Mediator, Press Arbitration Commission • Advisor to Journalists Association of Korea	• Member of the Audit Committee • Member of the Remuneration Committee • Member of the Independent Director Nominating Committee • Chair of the ESG Committee

Implementation Framework



STRATEGY

Board of Directors Operations

Expertise and Diversity | CJ ENM’s Board of Directors is composed of experts from various fields, including law, accounting and finance, business management, and content and distribution. The Board comprises 14.3% female directors, 14.3% directors aged over 30 and under 50, and 85.7% directors aged 50 and above. Furthermore, to bolster the expertise of independent directors, CJ ENM organizes a variety of training programs on a regular basis including legal oversight and compliance training for Audit Committee members, as well as domestic and international ESG disclosure trend training for ESG Committee members.

BOD Skills Matrix

Category	Koo, Chang Gun	Yoon, Sang Hyun	Lee, Jong Hwa	Rho, Jun Hyong	Choi, Joong Kyung	Han, Sang Dae	Min, Young
Business Management	●	●	●			●	
Accounting · Finance	●		●	●	●		
Legal and Compliance				●		●	
Risk Management	●	●		●	●	●	●
IT Security				●			
Industry Experience	●	●	●	●			●

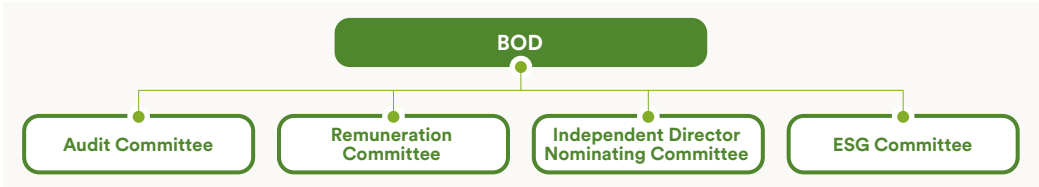
GOVERNANCE

CORPORATE GOVERNANCE

STRATEGY

Evaluation and Remuneration | When nominating candidates for independent directors, the Independent Director Nominating Committee reviews the independent director’s attendance rate at board and committee meetings for the past three years, professional experience as an independent director, and their contribution to enhancing corporate and shareholder value through decision-making. The remuneration for individual directors is divided into salary and bonus. For bonuses, we consider KPIs that include quantitative indicators(e.g. sales, operating profit) and non-quantifiable indicators(e.g. company contribution, roles and responsibilities) as well as non-financial performance, such as compliance activity goals, in accordance with the executive regulations approved by the Board of Directors. The cap for the remuneration for registered directors, including internal directors, is resolved at the General Shareholders’ Meeting, and then approved by the Remuneration Committee under the Board of Directors. In addition, in accordance with executive regulations, CJ ENM operates a long-term incentive plan on a three-year cycle, providing compensation based on medium to long-term performance metrics. The long-term incentives may include partial stock rewards based on mutual agreement.

Committees under the Board of Directors



Audit Committee | The Audit Committee is an independent body where all members, including the chairman, are independent directors. The Audit Committee is composed of financial and accounting experts who review accounting records and related documents in accordance with laws and articles of incorporation. They scrutinize financial statements, consolidated financial statements, and their accompanying notes, and conduct appropriate audit procedures such as comparisons, investigations, inquiries, and reviews when required. In addition, they receive reports on the operational status of internal accounting management systems to ensure the trustworthy preparation and disclosure of accounting information, subsequently conducting reviews thereof. The Audit Committee Secretariat, a support unit for the Audit Committee consisting of six members, objectively verifies the soundness of internal controls for the company’s financial reporting, operations, and legal compliance, and reports the results to the committee. In December 2023, training on ‘XBRL(Extensible Business Reporting Language); an international standard computer language for corporate financial reporting, was conducted for the committee to move forward with the duty of financial disclosure, which includes training on the XBRL writing process.

Independent Director Nominating Committee | The Independent Director Nominating Committee is an independent body in which all members under the chairman are independent directors in accordance with the Commercial Act and the Enforcement Decree of the Commercial Act, which require that the majority of the committee be made up of independent directors. The committee considers candidates’ experience and areas of expertise to ensure balanced decision-making and oversight. Subsequently, it evaluates whether candidates meet the disqualification criteria stipulated in the Commercial Act and its Enforcement Decree, and ultimately recommends them to the shareholders’ meeting.

Remuneration Committee | The Remuneration Committee is where all directors participate, responsible for determining and deliberating on compensation policies such as the adequacy and fairness of executive compensation policy. The committee also establishes and decides on making changes to the compensation schemes for executives and reviews the limit on total director remuneration. In order to ensure independent and fair operation of the committee, an independent director was appointed as its chair in March 2023, and the majority of members were made up of independent directors. The ratio of independent directors in the Remuneration Committee is 57.1%.

ESG Committee | The ESG Committee is a central decision-making body to ensure sustainable management. Its role is to deliberate and decide on medium to long-term sustainable management policies and strategies, as well as their implementation. Currently, the ESG Committee focuses on conflicts of interest and fair practice in matters related to internal transactions in order to prevent and alleviate conflicts of interest. It also reviews non-financial risks, such as climate change, human rights, and major policies for increasing corporate and shareholder values while setting strategic directions for ESG management. The ESG Committee comprises two inside directors and three independent directors, with a total of 14 agenda items discussed and resolved during seven meetings held in 2023. The matters deliberated and decided upon by the ESG Committee are transparently disclosed through the company’s annual report.

PROTECTION OF SHAREHOLDER RIGHTS

Composition of the Committees(As of December 31, 2023)

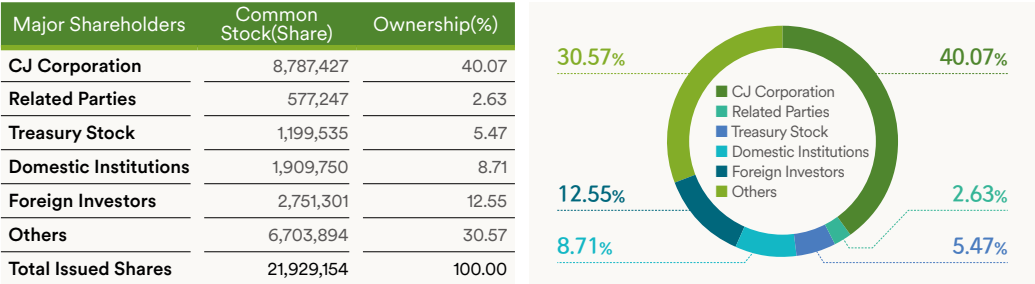
Category	Name	Audit Committee	Remuneration Committee	Independent Director Nominating Committee	ESG Committee
Inside Director	Koo, Chang Gun(Chairman of the Board of Directors)		●		●
	Yoon, Sang Hyun(CEO)		●		●
	Lee, Jong Hwa		●		
Independent Director	Rho, Jun Hyong	●	●	Chair	
	Choi, Joong Kyung	Chair	●	●	●
	Han, Sang Dae	●	Chair	●	●
	Min, Young	●	●	●	Chair

CJ ENM is committed to protecting our shareholders’ rights and mitigating information asymmetry. We review the impact and fairness of corporate activities on shareholder rights through the ESG Committee, and encourage shareholders to actively exercise their voting rights. Shareholder meetings are publicly disclosed and announced, including the date, time, venue, and agenda, at least 14 days in advance. Pursuant to Article 369 of the Commercial Act, each share carries one voting right, and the company has introduced electronic voting under Article 368-4. In addition, active and fair IR practice including electronic disclosure, website announcement, English disclosures, monthly IR pack, and IR policy announcement are facilitated in resolving information access inequality.

Dividend Policy

CJ ENM focuses primarily on investing to enhance business competitiveness and achieve sustainable growth in a rapidly changing industry environment, subsequently implementing a residual dividend policy to return remaining funds to shareholders. Dividend decisions are made cautiously based on surplus cash flow and stability of profit margins. However, in 2023, due to operational challenges such as operating losses and net losses, dividends were not declared. We prioritize enhancing profitability in the future to strengthen dividend capacity for shareholders while striving to establishing a shareholder-friendly return policy.

Shareholder Composition(As of December 31, 2023)



Category	Unit	Common Stock	Remarks
Authorized Shares of Stock	Share	50,000,000	-
Total Issued Shares	Share	21,929,154	-
Treasury Stock	Share	1,199,535	Stock purchase warrants, treasury stock issuance
Outstanding Shares	Share	20,729,619	-

APPENDIX

ESG PERFORMANCE	124
ESG FACT BOOK	128
GRI CONTENT INDEX	140
TCFD INDEX	144
SASB INDEX	145
THIRD PARTY ASSURANCE STATEMENT	146

ESG PERFORMANCE

MAJOR HONORS AND CERTIFICATIONS

Major Honors

Awards	Awarding Organizations	Date
<CJ ONSTYLE> received the Prime Minister’s Award at the ‘2023 Consumer-centered Management Excellence Awards and Certification Ceremony’	Fair Trade Commission, Korea Consumer Agency	2023.12
Received an appreciation plaque as an excellent donor in Seocho	Seocho-gu Office	2023.12
<CJ ONSTYLE> awarded the ‘Best Partner Award’ in the mutual growth category	Korea Consumer Agency	2023.11
Film <Past Lives> won Best Picture at the 33rd Gotham Awards	The Gotham Film & Media Institute	2023.11
Honored with the Best Partner Award in the mutual growth category from the Korea Consumer Agency	Korea Consumer Agency	2023.11
Received the Korea Commission for Corporate Partnership Chairman’s Award in mutual growth category at the 2023 CSR Film Festival Awards	National Commission for Corporate Partnership	2023.11
tvN’s <You Quiz on the Block> awarded ‘2023 Brand of the Year’ in the talk show category	Korea Consumer Brand Committee	2023.09
Awarded in two categories at the ‘2022 Korea Content Awards’ • (Presidential Citation) For contribution to the development of the broadcasting and video industry • (Prime Minister’s Citation) For contribution to overseas advancement	Ministry of Culture, Sports and Tourism(MCST)	2022.12
Awarded the ‘Seoul Mayor’s Award’ in the volunteer work category	Seoul Council on Social Welfare	2022.12
Nominated as ‘Korea’s Outstanding Company for Consumer Protection’ based on the Korea Consumer Protection Index(KCPI) in 2023	Korea Management Association Consultants(KMAC)	2022.11
Awarded the Economic, Social and Labor Committee Chairman’s Award in the industrial accident prevention category at the ‘2022 Edaily Good Job Awards’	EDAILY	2022.11
Awarded PP(Program Provider) Award in two categories at the ‘Cable TV Broadcasting Awards’ • (Grand Award in the Entertainment Category) <Unexpected Business> • (New Media Award in the Special Prize Category) <Studio Sapiens>	Korea Cable TV Association(KCTA)	2022.11
<CJ ONSTYLE> ranked first in the TV shopping category of the ‘2022 National Customer Satisfaction Index(NCSI)’	Korea Productivity Center(KPC)	2022.11
<CJ ONSTYLE> ranked first in ‘2022 Korea Consumer Protection Index(KCPI)’	KMAC	2022.11
<Studio Sapiens> received Special Award for media business at the ‘2022 New Media Content Award’	Korea Creative Content Agency(KOCCA)	2022.10
Received a commendation plaque as a ‘district resident hero’ for flood damage recovery	Seocho-gu Office	2022.09
<Severance> awarded Outstanding Main Title Design Award and Outstanding Music Composition Award in series category at the ‘74th Emmy Awards’	Academy of Motion Picture Arts and Sciences(AMPAS)	2022.09
Received ESG Grand Prize in the social category at the ‘2022 K-ESG Management Awards’(mail order sales)	Dong-A Ilbo	2022.07
Awarded the grand prize from the Minister of Employment and Labor at the ‘2022 Presentation of Excellent Cases of Safety and Health Activities in the Service Sector’	Korea Occupational Safety and Health Agency(KOSHA)	2022.07
Awarded Spreading Korean Wave and Excellence in Production Capability Award at the ‘Korea Communications Commission Broadcasting Awards’ • (Excellence Award: Spreading the Korean Wave) <Hometown Cha-Cha-Cha> • (Special Award: Excellence Award for Production Capability) <ONSTYLE> channel	Korea Communications Commission(KCC)	2022.06
Nominated as the ‘2022 Korea’s Top 100 ESG Management Companies’	Korea Management Registrar(KMR)	2022.06
<MJ> won awards in 4 categories at the ‘75th Tony Awards’: Best Performance by an Actor in a Leading Role, Best Choreography, Best Lighting Design, Best Sound Design	American Theatre Wing	2022.06
Awarded in two categories at the ‘75th Cannes International Film Festival’ • (Best Director Award) <Decision to Leave> • (Best Actor Award) <Broker>	Festival de Cannes	2022.05
<CJ ONSTYLE> awarded the main prize in the UI category at ‘IF Design Award 2022’	Germany International Forum Design	2022.04

Certifications

Certifications	Validity Period
Information Security Management System(ISMS)	Commerce Division: 2023.05.27 ~ 2026.05.26 Entertainment Division: 2022.05.04 ~ 2024.05.03
PRIVACY PROTECTION(E-PRIVACY)	Commerce Division: 2022.01.01 ~ 2023.12.31 (Certification renewed for: 2024.01.01 ~ 2024.12.31)
International Standard for Information Security Management Systems(ISO 27001)	Commerce Division: 2020.10.22 ~ 2024.10.21 Entertainment Division: 2022.03.23 ~ 2024.03.02
International Standard for Privacy Information Management Systems(ISO 27701)	Entertainment Division: 2023.03.08 ~ 2024.03.02
Standard for Compliance Management Systems(ISO 37301)	Entertainment Division: 2021.10.19 ~ 2024.10.18
Standard for Business Continuity Management Systems(ISO 22301)	Entertainment Division: 2023.11.02 ~ 2026.11.01
International Standard for Environmental Management Systems(ISO 14001)	Both: 2022.11.09 ~ 2025.11.08
Standard for Occupational Health & Safety Management Systems(ISO 45001)	Entertainment Division: 2023.11.03 ~ 2026.11.02
Certified as Family-friendly Company	Both: 2021.12.01 ~ 2024.11.30
Certified as a Consumer-centered Management Company	Commerce Division: 2022.01.01 ~ 2023.12.31 (Certification renewed for: 2024.01.01 ~ 2025.12.31)
Certified as an Excellent Disaster Reduction Company	Both: 2022.11.24 ~ 2025.11.23

AFFILIATED ASSOCIATIONS

 Korea Cable TV Association	 Korea Broadcasting Channel Promotion Association	 Korea On-Line Shopping Association
 Korea TV Homeshopping Association	 CONsortium of CERT	

ESG PERFORMANCE

GLOBAL INITIATIVE

UN Global Compact(UNGC)

The UN Global Compact is the world's largest voluntary corporate citizenship initiative that internalizes ten principles in the areas of human rights, labor, environment, and anti-corruption into corporate operations and activities and presents practical action plans. CJ ENM, Korea's leading comprehensive entertainment and commerce company, strives to implement the UN Global Compact and raise awareness throughout our business. CJ ENM will contribute to creating a thriving and prosperous society by incorporating greater transparency and sincerity into our ESG management.

Category	Ten Principles		Page
Human Rights	Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights: and	p.46, 105
	Principle 2	make sure that they are not complicit in human rights abuses.	p.46~47
Labor Standards	Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining:	p.46~47
	Principle 4	the elimination of all forms of forced and compulsory labor;	p.46~47
	Principle 5	the effective abolition of child labor; and	p.46~47
	Principle 6	the elimination of discrimination in respect of employment and occupation.	p.46, 92
Environment	Principle 7	Businesses should support a precautionary approach to environmental challenges;	p.86~87
	Principle 8	undertake initiatives to promote greater environmental responsibility; and	p.87
	Principle 9	encourage the development and diffusion of environmentally friendly technologies.	p.87
Anti-Corruption	Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	p.80~81

UN SDGs-linked Activities

Mapping of Major SDGs for Each Stakeholder

Stakeholder	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Shareholders/ Investors	●	●	●		●		●		●		●	●	●	●	●		
Customers			●					●	●							●	●
Partners	●	●	●	●	●			●	●			●				●	
Employees			●	●	●			●	●		●	●				●	
Local Communities/ NGOs	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Government	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Press	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
International Organizations	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●

Category	Actions
	1 NO POVERTY <ul style="list-style-type: none">• Donation of goods in cooperation with local welfare centers, support of kimchi and donation of money• Engagement of national disaster relief activities
	2 ZERO HUNGER <ul style="list-style-type: none">• Employees shared and volunteered to contribute to the health of vulnerable groups(e.g., donated food and kimchi for holidays)
	3 GOOD HEALTH AND WELL-BEING <ul style="list-style-type: none">• Conducted regular safety and health training for employees in accordance with the Occupational Safety and Health Act• Organized Employee Assistance Program(EAP) for employees and their families through an external firm• Actively operated an in-house clinic with a resident specialist for employee health management and a medical office(Health Studio) that provides medical services• Organized 'Protect Yourself' self-defense training for employees' daily safety
	4 QUALITY EDUCATION <ul style="list-style-type: none">• Established <O'PEN> as a project to discover and develop new creators• Continued practice of 'YESGO for Partners', which supports ESG training and capacity building for partners to strengthen Biz & ESG competitiveness• Established youth culture and career development programs, <Youth Cultural Clubs> and <Dream On Air>• Supported education and livelihood of young people preparing for self-reliance in cooperation with tvN's <Castaway Diva> fundraising campaign
	5 GENDER EQUALITY <ul style="list-style-type: none">• Established recruitment and compensation policies that do not discriminate based on gender• Maintained a certain percentage of female directors in Board of Directors to ensure diversity• Maintained family-friendly business certifications which are certified to companies with family-friendly policies such as, childbirth and childcare support and flexible work arrangements
	6 CLEAN WATER AND SANITATION <ul style="list-style-type: none">• Minimized water consumption and increased reuse for clean and safe water
	7 AFFORDABLE AND CLEAN ENERGY <ul style="list-style-type: none">• Building eco-friendly infrastructure, including provision of buses for commuters and installation of electric vehicle chargers to reinforce energy efficiency• CJ ENM Studio Center's VP Stage equipped with energy-saving LEDs and automatic lighting control system
	8 DECENT WORK AND ECONOMIC GROWTH <ul style="list-style-type: none">• Recruitment and cultivation of new high-quality talents and industry-specific top-tier experts that can be fostered as a future growth engine• Establishment of a supplier support business, 'YESGO for Partners' to seed R&D, incentives, and mutual growth funds• Implementation of a regular performance management and compensation system to create the best performance and help individuals achieve one's goal• Establishment of a mutual growth business <1 Company 1 Product> to discover outstanding SMEs and small business owners to support them develop sales channels
	9 INDUSTRY INNOVATION AND INFRASTRUCTURE <ul style="list-style-type: none">• Increased investment in infrastructure and development for eco-friendly management and establishment of ESG management strategy system for sustainable management• Operating a multi-studio system, securing IP competitiveness and expanding the global market influence of K-content• Portfolio expansion through strengthening core commerce categories and driving omnichannel shopping strategies

Category	Actions
	10 REDUCED INEQUALITIES <ul style="list-style-type: none">• Provided the first visual sign language counseling service for the visually impaired in the TV home shopping and online shopping mall industry• Improved the movie-watching environment for people with hearing and visual impairments by creating and screening 'closed captioning content'• Provided cultural experiences for hearing-impaired children through tvN's <Twinkling Watermelon> fundraising campaign• Created voice description subtitles using AI voices produced through the 'Good Vibes, Good Voices' campaign at the <2023 MAMA AWARDS> to expand the reach of cultural content• Established <CJ Towol Theater Free Seats>, a seat-sharing program for underprivileged children and adolescents to experience cultural performances• Conducted hands-on volunteer activities such as knitting, Korean word books, and baby straps for multicultural and underprivileged children and adolescents
	11 SUSTAINABLE CITIES AND COMMUNITIES <ul style="list-style-type: none">• Organized <1 Village 1 Product>, a cooperative project supporting the exploration of markets for outstanding agricultural and livestock products in rural enterprises• Provided consultation services to exporters to support market development for SMEs in connection with <KCON>
	12 RESPONSIBLE CONSUMPTION AND PRODUCTION <ul style="list-style-type: none">• Regular publication of ESG Reports containing sustainable management efforts and achievements• Introduction of eco-friendly packaging materials such as 'adhesive tapeless box' and 'eco tapeless box', as well as the use of bio-based materials for the 'odense Reusable Cup'• Research and enhancement of the Good Impact of Content Index(G.I.C. Index)• Operation of an ombudsman program at CJ ENM to activate broadcast monitoring and viewer participation• Creation and arrangement of a Christmas 'TATREEIS(Tape+Tree +Christmas)', using discarded tapes following the company-wide tapeless initiative
	13 CLIMATE ACTION <ul style="list-style-type: none">• Introduction of the industry's first 3No's(No Plastic, No Fabric, No Styrofoam) and 3R(Reduce, Redesign, Reuse) policy, which avoids using vinyl(plastic), non-woven fabric, and Styrofoam for packaging materials• 'Voluntary Agreement for Reduction of Transportation Packaging Materials' with the Ministry of Environment and guidance on recycling labels• Participation in the Ministry of Environment's 'Reusable Eco-friendly Packaging Pilot Project', aiming to establish a system to promote reusable packaging and improve awareness• Organized <Eco Packaging Together> campaign to share optimal packaging standards and guidelines with suppliers• Organized an employee book donation volunteer activities to protect the environment and circulate resources• Pilot introduction of digital tickets for <KCON 2023> to minimize unnecessary paper waste
	15 LIFE ON LAND <ul style="list-style-type: none">• Protection of wild animal species through natural green space conservation activities and animal shelters installation near the CJ ENM Studio Center• Employee-participated environmental protection activities, such as creating rooftop gardens at local community welfare centers, planting trees at Noeul Park in Sangam-dong, Home Seed Pot, and plogging, etc
	16 PEACE, JUSTICE AND STRONG INSTITUTIONS <ul style="list-style-type: none">• Establishing a systematic legal management system, maintaining and operating a compliance management system(ISO 37301) certification.• Forming a professional board of directors and ensuring independent operation
	17 PARTNERSHIPS FOR THE GOALS <ul style="list-style-type: none">• Joined global initiatives and domestic and international associations, including the United Nations Global Compact(UNGC), to achieve the Sustainable Development Goals

ESG FACT BOOK

FINANCIAL STATEMENTS

Consolidated Balance Sheet¹⁾

Category	Unit	2021	2022	2023
Total Assets				
Current Assets	KRW thousand	2,660,431,406	3,108,038,803	2,782,355,786
Cash and Cash Equivalents	KRW thousand	1,287,375,694	1,133,713,182	1,032,592,198
Short-term Financial Instruments	KRW thousand	198,093,330	201,648,305	64,213,298
Trade Receivable	KRW thousand	800,184,075	1,161,227,408	930,558,967
Advance Payments	KRW thousand	119,945,103	272,679,410	266,309,069
Inventories	KRW thousand	85,414,660	97,176,006	115,975,579
Current Available-for-sale Financial Assets	KRW thousand	5,723,325	279,138	5,482,343
Current Tax Assets	KRW thousand	1,629,783	2,751,212	5,446,307
Other Current Financial Assets	KRW thousand	112,359,955	166,099,048	242,815,526
Other Current Assets	KRW thousand	47,618,953	72,465,092	118,962,500
Assets held for Sale	KRW thousand	2,086,529	0	0
Non-Current Assets	KRW thousand	5,280,193,412	7,224,207,843	7,167,503,929
Long-term Trade Receivable	KRW thousand	13,702,029	87,547,420	40,844,563
Long-term Advance Payments	KRW thousand	290,158,400	496,801,308	494,449,335
Available-for-sale Financial Assets	KRW thousand	618,712,079	515,235,557	503,963,661
Investments in Associates and Joint Ventures	KRW thousand	1,830,895,650	1,816,368,393	1,657,005,822
Tangible Assets	KRW thousand	1,112,411,688	1,266,597,666	1,353,345,488
Intangible Assets	KRW thousand	1,321,883,483	2,768,359,640	2,856,928,687
Investment Properties	KRW thousand	8,534,454	8,469,310	0
Defined Benefit Assets	KRW thousand	0	11,666,683	0
Other Non-Current Financial Assets	KRW thousand	40,850,704	164,887,606	191,909,818
Other Non-Current Assets	KRW thousand	14,410,450	24,035,549	19,413,476
Deferred Tax Assets	KRW thousand	28,634,476	64,238,710	49,643,079
Total Assets	KRW thousand	7,940,624,819	10,332,246,646	9,949,859,715

1) The Company consolidated CJ ENM FIFTH SEASON, LLC and its affiliates last year.

Category	Unit	2021	2022	2023
Liabilities				
Current Liabilities	KRW thousand	2,322,867,570	4,269,198,302	3,400,941,997
Trade Payable	KRW thousand	250,735,576	327,021,384	244,518,960
Account Payable	KRW thousand	306,799,613	546,300,234	416,541,430
Current Contract Liabilities	KRW thousand	124,634,987	473,821,223	760,516,307
Short-term Borrowings	KRW thousand	954,100,201	1,984,767,791	912,943,744
Current Long-term Borrowings	KRW thousand	519,960	149,148,086	163,012,878
Current Portion of Bonds	KRW thousand	149,963,827	189,896,616	279,522,858
Current Tax Liabilities	KRW thousand	46,726,503	34,904,437	13,719,589
Provisions for Current Liabilities	KRW thousand	120,396	0	0
Other Current Financial Liabilities	KRW thousand	325,856,109	359,597,764	400,824,848
Other Current Liabilities	KRW thousand	163,410,398	203,740,767	209,341,383
Non-Current Liabilities	KRW thousand	1,414,451,453	1,718,720,568	2,371,153,220
Long-term Borrowings	KRW thousand	262,943,230	406,021,022	984,205,675
Bond	KRW thousand	699,216,135	728,898,182	769,519,898
Net Defined Benefit Liabilities	KRW thousand	15,241,808	0	11,456,069
Deferred Tax Liabilities	KRW thousand	293,909,205	11,075,654	10,065
Non-Current Contract Liabilities	KRW thousand	4,331,616	2,198,376	5,450,647
Other Non-Current Financial Liabilities	KRW thousand	99,338,771	489,529,207	524,502,774
Other Non-Current Liabilities	KRW thousand	10,711,431	27,101,876	14,858,341
Provisions for Non-Current Liabilities	KRW thousand	28,759,257	53,896,251	61,149,751
Total Liabilities	KRW thousand	3,737,319,023	5,987,918,871	5,772,095,218
Equity				
Controlling Invest Equity	KRW thousand	3,777,350,417	3,552,162,554	3,238,742,517
Capital Stock	KRW thousand	110,577,370	110,577,370	110,577,370
Paid-in Capital in Excess of Par Value	KRW thousand	101,147,442	101,147,442	101,147,442
Retained Earnings	KRW thousand	1,333,797,443	1,180,277,035	852,327,478
Other Components of Equity	KRW thousand	2,231,828,163	2,160,160,708	2,174,690,227
Non-Controlling Interest	KRW thousand	425,955,378	792,165,221	939,021,981
Total Stockholders' Equity	KRW thousand	4,203,305,796	4,344,327,775	4,177,764,498
Total Liabilities and Stockholders' Equity	KRW thousand	7,940,624,819	10,332,246,646	9,949,859,715

ESG FACT BOOK

FINANCIAL STATEMENTS

Consolidated Income Statements

Category	Unit	2021	2022	2023
Revenue	KRW thousand	3,552,396,542	4,792,237,789	4,368,360,657
Cost of Goods Sold	KRW thousand	(1,917,690,334)	(3,043,414,850)	(2,851,412,819)
Gross Profit	KRW thousand	1,634,706,209	1,748,822,939	1,516,947,837
Selling and Administrative Expenses	KRW thousand	(1,332,151,286)	(1,609,149,928)	(1,531,798,015)
Impairment for Allowance	KRW thousand	(5,678,817)	(2,297,105)	249,800
Operating Income	KRW thousand	296,876,105	137,375,905	(14,600,378)
Financial Income	KRW thousand	50,961,193	77,785,950	71,609,389
Financial Cost	KRW thousand	(49,576,919)	(145,388,305)	(238,686,069)
Gain Valuation Using Equity Method of Accounting	KRW thousand	68,092,920	(182,092,908)	(58,680,238)
Other Non-Operating Income	KRW thousand	18,749,349	18,461,732	152,334,314
Other Non-Operating Expenses	KRW thousand	(89,584,877)	(222,760,402)	(238,562,453)
Other Reversal Allowance Doubtful Accounts (Other Amortization Expenses)	KRW thousand	346,238	(10,962,391)	(8,533,492)
Profit before Income Taxes	KRW thousand	295,864,008	(327,580,418)	(335,118,927)
Income Taxes	KRW thousand	(68,301,560)	150,765,386	(61,655,796)
Net Income	KRW thousand	227,562,449	(176,815,033)	(396,774,723)
Other Comprehensive Revenue	KRW thousand	150,057,581	(75,281,708)	(61,452,960)
Items that will not be Reclassified to Profit or Loss (Other Comprehensive Revenue after Tax)	KRW thousand	126,017,419	(255,365,941)	(66,170,008)
Actuarial Gain/Loss on Defined Benefit Liability	KRW thousand	(2,047,937)	10,956,071	(10,388,163)
Other Comprehensive Revenue on Equity Instruments Designated at Fair Value through Profit or Loss	KRW thousand	101,758,860	(186,190,793)	13,944,266
Gain on Valuation of Investment Stock Using the Equity Method	KRW thousand	26,306,497	(80,131,219)	(69,726,111)
Items that will be Reclassified to Profit or Loss (Other Comprehensive Revenue after Tax)	KRW thousand	24,040,161	180,084,233	4,717,048
Gain(loss) on Overseas Business Transaction	KRW thousand	(9,567,491)	69,242,974	(10,253,198)
Net Change on Valuation of Derivative Financial Instruments	KRW thousand	0	5,118,373	(530,914)
Gain on Valuation of Investment Stock Using the Equity Method	KRW thousand	33,607,652	105,722,885	15,501,161
Total Comprehensive Income	KRW thousand	377,620,029	(252,096,741)	(458,227,683)
Net Income Attributable to				
Controlling Interests	KRW thousand	193,450,176	(120,082,943)	(315,881,661)
Non-controlling Interests	KRW thousand	34,112,273	(56,732,089)	(80,893,062)
Total Comprehensive Income Attributable to				
Controlling Interests	KRW thousand	331,306,491	(169,864,256)	(379,841,598)
Non-controlling Interests	KRW thousand	46,313,538	(82,232,485)	(78,386,085)
Earnings per Share				
Basic Earnings per Share	KRW thousand	9.3	(5.8)	(15.2)
Diluted Earnings per Share	KRW thousand	9.3	(5.8)	(15.2)

CJ GROUP’S COMMON MANAGEMENT INDICATORS

Environmental

CJ ENM's environmental performance is reported based on data collected from CJ ENM's separate criteria(Bangbae Office Building, Sangam Office Building, CJ ENM Studio Center, Ilsan Studio, Yeosu Studio, and leased offices) and our subsidiary, Studio Dragon Corporation.

Greenhouse Gas Emissions

Category	Sub-category	Unit	2021	2022	2023
Direct GHG Emissions(Scope 1)		tCO ₂ eq	925	986	931
Indirect GHG Emissions(Scope 2)		tCO ₂ eq	12,263	14,805	15,464
Other GHG Emissions(Scope 3)		tCO ₂ eq	151	196	223
GHG Emission Intensity (Scope 1+2)	Direct · indirect GHG emissions(Scope 1+2)	tCO ₂ eq	13,188	15,791	16,395
	GHG emission intensity(Scope 1+2)	tCO ₂ eq/ KRW 100 million	0.40	0.44	0.49

Energy

Category	Sub-category	Unit	2021	2022	2023
Energy Consumption	Total energy consumption	TJ	279	333	346
	Non-renewable energy consumption	TJ	279	333	346
	Renewable energy consumption	TJ	0	0	0
Non-renewable Energy Consumption	Non-renewable energy consumption	TJ	279	333	346
	Non-renewable fuel-based energy consumption	TJ	17	17	16
	Purchased non-renewable energy consumption(electricity, steam, heating, cooling)	TJ	261	315	329
Renewable Energy Consumption	Renewable energy consumption	TJ	0	0	0
	Renewable fuel-based energy consumption	TJ	0	0	0
	Purchased renewable energy consumption(electricity, steam, heating, cooling)	TJ	0	0	0
	Self-generated renewable energy consumption	TJ	0	0	0
Energy Consumption per Unit	Energy consumption per unit	TJ/KRW 100 million	0.01	0.01	0.01
Electricity	Total electricity	TJ	235	286	301
	Purchased non-renewable energy consumption	TJ	235	286	301
	Purchased renewable energy consumption	TJ	0	0	0
	Self-generated renewable energy consumption	TJ	0	0	0

ESG FACT BOOK

CJ GROUP’S COMMON MANAGEMENT INDICATORS

Environmental

Water Resources

Category	Sub-category	Unit	2021	2022	2023
Water Withdrawal	Total volume of water withdrawal	Ton(m ³)	90,855	88,006	101,367
	Water consumption	Ton(m ³)	90,855	88,006	101,367
	Domestic water usage	Ton(m ³)	90,855	88,006	101,367
	Industrial water usage	Ton(m ³)	0	0	0
	Recycled water usage	Ton(m ³)	0	0	0
	Surface water usage	Ton(m ³)	0	0	0
	Groundwater usage	Ton(m ³)	0	0	0
	Sea water usage	Ton(m ³)	0	0	0
	Rainwater usage	Ton(m ³)	0	0	0
Water Recycled	Total volume of water recycled and reused	Ton(m ³)	7,915	11,340	8,012
Water Usage	Total water usage	Ton(m ³)	98,770	99,346	109,379
Water Discharged	Volume discharged	Ton(m ³)	90,855	88,006	101,367
Water Consumption	Total water consumption	Ton(m ³)	0	0	0
Water Recycling Rate	Water recycling rate	%	8.71	12.89	7.90
Percentage of Water Withdrawal in Water Stressed Areas	Percentage of water withdrawal in water stressed areas	%	96.48	96.15	0.00 ¹⁾
Percentage of Water Consumption in Water Stressed Areas	Percentage of water consumption in water stressed areas	%	0.00	0.00	0.00 ¹⁾

1) The Water Stress Index for Seoul and Gyeonggi Province, where CJ ENM business sites are located, was revised downward.

Environmental Management

Category	Sub-category	Unit	2021	2022	2023
Amount of Environmentally-friendly Purchases	Amount of environmentally-friendly purchases	KRW million	115	128	225
Environmental Law Violations	Number of environmental law violations	Case	0	0	0
Cost of Investing in Eco-friendly Business	Cost of investing in eco-friendly business	KRW million	1,530	6,521	40

Pollutants

Category	Sub-category	Unit	2021	2022	2023
Water Pollutant Emissions	BOD	Ton(m ³)	0.0008	0.0003	0.0006
	COD	Ton(m ³)	Not relevant	Not relevant	Not relevant
	TOC	Ton(m ³)	Not relevant	Not relevant	Not relevant
	SS	Ton(m ³)	Not relevant	Not relevant	Not relevant
Air Pollutant Emissions	NOx emissions	Ton	0.0400	0.2590	0.1800
	SOx emissions	Ton	0.0020	0.0093	0.0306
	Dust emissions	Ton	0.0003	0.0026	0.0022

Waste

Category	Sub-category	Unit	2021	2022	2023
Weight of Waste	Total weight of waste	Ton	215	243	245
	Total weight of general waste	Ton	215	243	245
	Total weight of hazardous waste	Ton	0	0	0
Intensity of Waste Generation	Intensity of waste generation	Ton/ KRW 100 million	0.01	0.01	0.01
Weight of Waste Disposed - Recycling	Weight of general waste disposed	Ton	185	216	222
	Weight of hazardous waste disposed	Ton	0	0	0
Weight of Waste Disposed - Incineration(Without Energy Recovery)	Weight of general waste disposed	Ton	13	8	5
	Weight of hazardous waste disposed	Ton	0	0	0
Weight of Waste Disposed - Incineration(Energy Recovery)	Weight of general waste disposed	Ton	0	0	0
	Weight of hazardous waste disposed	Ton	0	0	0
Weight of Waste Disposed - Landfill	Weight of general waste disposed	Ton	5	5	4
	Weight of hazardous waste disposed	Ton	0	0	0
Weight of Waste Disposed - Other Disposal Operation	Weight of general waste by other disposal operation	Ton	13	14	13
	Weight of hazardous waste by other disposal operation	Ton	0	0	0

Packaging

Category	Sub-category	Unit	2021	2022	2023
Total Usage of Packaging Materials(Primary and Secondary Packaging)	Total weight of packaging materials used	Ton	Not applicable	Not applicable	Not applicable
	The weight of paper used	Ton	Not applicable	Not applicable	Not applicable
	The weight of plastics used	Ton	Not applicable	Not applicable	Not applicable
	The weight of metals used	Ton	Not applicable	Not applicable	Not applicable
	The weight of glass used	Ton	Not applicable	Not applicable	Not applicable
	The weight of other materials used	Ton	Not applicable	Not applicable	Not applicable

ESG FACT BOOK

CJ GROUP'S COMMON MANAGEMENT INDICATORS

Social

CJ ENM's social performance is reported based on data collected from CJ ENM's own criteria(Bangbae Office Building, Sangam Office Building, CJ ENM Studio Center, Ilsan Studio, Yeosu Studio, and leased offices) and our subsidiary, Studio Dragon Corporation.

Employment Status¹⁾

Category	Sub-category	Unit	2021	2022	2023
Total Number of Employees	Total number of employees	Person	3,537	3,650	3,240
	Number of non-fixed term worker (* full-time employee, indefinite part-time employee)	Person	3,466	3,566	3,167
	Number of fixed-term worker(* short-term part-time employee)	Person	26	26	25
	Number of directors(* registered + unregistered directors)	Person	45	58	48
Employee Classification (Gender)	Total male employees	Person	1,497	1,474	1,265
	Total female employees	Person	2,040	2,176	1,975
Employee Classification (Age)	Under 30	Person	923	862	624
	31 ~ 50	Person	2,526	2,695	2,512
	50 and above	Person	88	93	104

1) Workforce data is aggregated on a head-count basis

New Recruitment

Category	Sub-category	Unit	2021	2022	2023
Total New Hires	Total new hires	Person	565	592	221
Total New Hires(Age)	Under 30	Person	258	236	92
	31 ~ 50	Person	301	348	125
	50 and above	Person	6	8	4
Total New Hires(Gender)	Total male new hires	Person	171	198	69
	Total female new hires	Person	394	394	152
Turnover Rate	Voluntary turnover rate	%	10.91	10.14	10.86
	Involuntary turnover rate	%	2.60	0.68	4.04
Employment Engagement Rate	Employment engagement rate	Person/ respondents	Not applicable	0.75	0.74
Training Hours per Employee	Training hours per employee	Hours/person	25	25	35
Training Cost per Employee	Training cost per employee	KRW ten thousand/person	71	77	62

Safety and Health

Category	Sub-category	Unit	2021	2022	2023
Employee Industrial Accident Rate	Industrial accident rate	%	0.00	0.03 ¹⁾	0.03 ¹⁾
Employee Fatalities	Number of fatalities cases	Case	0	1	0
Lost Time Injury Frequency Rate(LTIFR)	Employee Lost Time Injury Frequency Rate(LTIFR)	Case/million hours	0.00	0.13	0.15
Cases of Serious Accidents	Cases of serious accidents	Case	0	1	0

1) Including work-related injuries

Diversity · Equity · Inclusion(DE&I)

Category	Sub-category	Unit	2021	2022	2023
Number of Social Minority Members	Number of social minority members	Person	34	35	33
	Total number of people with disabilities	Person	34	35	33
Ratio of Women’s Wage Against Men’s Wage	Gender wage gap	%	60.66	62.49	70.29
Total Number of Employees that Took Parental Leave	Total number of employees that took parental leave	Person	71	78	69
Total Number of Employees Who Returned to Work after Taking Parental Leave	Total number of employees who returned to work after taking parental leave	%	96.83	100	97.85
Total Number of Employees Who Were Still Employed after Returning to Work From Parental Leave(For 12 Months or More)	Total number of employees who were still employed after returning to work from parental leave(for 12 months or more)	%	90.48	78.69	68.57
Percentage of Female Managers	Percentage of female managers	%	33.50	38.67	35.58
Percentage of Female Executives	Percentage of female executives	%	13.33	13.79	18.37
Percentage of Female Employees in STEM Division	Percentage of female employees in STEM division	%	31.11	38.86	46.31
Percentage of Employees that Received Regular Performance Evaluation	Percentage of employees that received MBO evaluation	%	87.73	90.79	92.53
	Percentage of employees that received multi-faceted evaluation	%	87.76	91.86	88.61
	Percentage of employees that received peer-to-peer evaluation	%	82.87	85.56	85.22

Human Rights

Category	Sub-category	Unit	2021	2022	2023
Total Number of Reported Cases Against Human Rights	Number of reported cases against human rights	Case	13	8	3
Number of Valid and Resolved Cases Against Human Rights	Number of valid and resolved cases against human rights	Case	11	6	3

Supply Chain Management

Category	Sub-category	Unit	2021	2022	2023
Amount of Mutual Growth Fund	Amount of mutual growth fund	KRW 100 million	700	700	700
Percentage of Contracts with Supplier Code of Conduct	Percentage of contracts with Supplier Code of Conduct	%	Data aggregation infeasible	Data aggregation infeasible	Data aggregation infeasible

Social Contribution

Category	Sub-category	Unit	2021	2022	2023
Costs of Social Contribution: Donations	Costs of social contribution: donations	KRW 100 million	63	76	108
Total Volunteer Hours	Total volunteer hours	Hour	9,516	7,633	5,604
Total Volunteer Participants	Total volunteer participants	Person	1,381	964	869

ESG FACT BOOK

CJ GROUP’S COMMON MANAGEMENT INDICATORS

Governance

CJ ENM’s governance performance is reported based on data collected from the Entertainment Division and the Commerce Division.

Board of Directors and Audit Committee

Category	Sub-category	Unit	2021	2022	2023
Ratio of Independent Directors on the Board of Directors	Ratio of independent directors on the Board of Directors	%	57.14	57.14	57.14
Total Number of Board of Directors	Total number of board of directors	Person	7	7	7
Number of Independent Directors	Number of independent directors	Person	4	4	4
Number of Female Directors	Number of female directors	Person	1	1	1
Number of Board Meetings Convened	Number of board meetings convened	Number	12	14	11
Number of Agenda Items Submitted to the Board of Directors	Number of agenda items submitted to the Board of Directors	Number	39	40	33
Votes Against/Amended Proposals - Independent Directors	Number of votes against/amended proposals - independent directors	Number	0	0	0
BOD Attendance Rate - Executive Directors	BOD attendance rate - executive directors	%	89	86	95
BOD Attendance Rate - Independent Directors	BOD attendance rate - independent directors	%	98	98	98
Director Nominating Committee - Independent Directors Attendance Rate	Independent Director Nominating Committee - independent directors attendance rate	%	100	Not held	100
Remuneration Committee - Independent Directors Attendance Rate	Remuneration Committee - independent directors attendance rate	%	100	100	100
Audit Committee - Independent Directors Attendance Rate	Audit Committee - independent directors attendance rate	%	100	100	96
Total Remuneration of Executive Directors	Total remuneration of executive directors	KRW million	2,986	2,571	2,240
Total Remuneration of Independent Directors	Total remuneration of independent directors	KRW million	302	302	302
Number of Audit Committee Meetings Convened	Number of Audit Committee meetings convened	Case	4	5	6
Percentage of Independent Directors in Audit Committee	Percentage of independent directors in Audit Committee	%	100	100	100
Ratio of Audit Fees to Non-audit Fees	Ratio of audit fees to non-audit fees	%	29.66	27.95	6.21

Shareholders

Category	Sub-category	Unit	2021	2022	2023
Ownership stake of largest shareholders and related persons	Ownership stake of largest shareholders and related persons	%	48.17	48.17	48.17
Ownership stake of registered executives excluding largest shareholder and his/her family members	Ownership stake of registered executives excluding largest shareholder and his/her family members	%	0.00	0.00	0.00
Dividend payout ratio	Dividend payout ratio	%	23	0	0

The performance of ethics and compliance management includes the data of Studio Dragon Corporation , the subsidiary.

Ethics/Compliance Management¹⁾

Category	Sub-category	Unit	2021	2022	2023
Hours of Ethics/Compliance Management Training Completed	Total hours of ethics/compliance management training completed	Hour	6,515	8,464	9,955
Number of Participants who Completed Ethics/Compliance Management Training	Total number of participants who completed ethics/compliance management training	Person	3,208	3,337	3,204
Number of Reported Cases Against Ethics/Compliance Management	Number of reported cases against ethics/compliance management	Case	35	29	60
Number of Valid and Resolved Cases Against Ethics/Compliance Management	Number of valid and resolved cases against ethics/compliance management	Case	28	19	37
Violation of Laws	Incidents of non-compliance concerning marketing and labelling(* number of sanctions for violations of labelling and marketing)	Case	0	0	0
	Number of personal information breaches (* number of sanctions for violations of information privacy laws)	Case	0	0	0
	Number of sanctions related to anti-trust practices	Case	0	1	0
	Number of sanctions related to anti-corruption(Improper Solicitation and Graft Act, etc)	Case	0	0	0

1) Figures have been adjusted year-over-year due to changes in the metrics criteria.

ESG FACT BOOK

CJ ENM'S SPECIALIZED INDICATORS

Environmental

Performance of Environmentally-friendly 3No's & 3R Policies and Effects of Packaging Usage

Category	Sub-category	Unit	2021	2022	2023
Total Reduced Amount of Plastic Usage		Ton	22	37	28
Eco Tapeless Box	Annual usage	Number	62,500	63,718	96,000
	Reduced amount of plastic usage	Ton	0.45	0.31	0.47
Paper Tape	Annual usage	Number	1,942,239	6,624,304	5,962,406
	Reduced amount of plastic usage	Ton	14.03	31.92	23.58
Paper Hanger Boxes	Annual usage	Number	1,000	0	0
	Reduced amount of plastic usage	Ton	0.01	0.00	0.00
Paper Buffer	Annual usage	Number	1,038,249	991,604	500,919
	Reduced amount of plastic usage	Ton	7.50	4.78	3.62

Social

Expanding Good Impact of Content and Commerce

Category	Sub-category	Unit	2021	2022	2023
Improve Contents Accessibility	Number of closed captioning content offerings	Number	1,278	1,557	1,354
Support New Creators	Number of creators who completed O'PEN (writers, composers, etc)	Person	49	53	38

Customer Satisfaction Management

Category	Sub-category	Unit	2021	2022	2023
Customer Complaint Rate(VOC)	VOC ratio of customer inconvenience and dissatisfaction	%	5.8	5.2	4.5
	Total number of VOC	Case	2,869,517	2,581,444	2,003,113
	Total number of VOC resolved	Case	2,869,517	2,581,444	2,003,113
	Percentage of annual VOC resolving rate	%	100	100	100

Mutual Growth

Category	Sub-category	Unit	2021	2022	2023
One Company One Product	Number of products	Number	78	74	50
	Revenue	KRW thousand	2,871,243	2,505,770	2,922,960
One Village One Product	Number of products	Number	42	27	17
	Revenue	KRW thousand	2,295,015	2,313,644	2,320,238

Social

Welfare

Category	Sub-category	Unit	2021	2022	2023
Welfare Cost	Internal welfare fund + non-funded welfare costs(to be expanded to consolidated basis)	KRW thousand	48,027,051	69,504,722	63,132,597

Data Security & Privacy

Category	Sub-category	Unit	2021	2022	2023
Number of Users Affected Due to Data Leakage	Total number of data leakage cases	Case	0	0	0
	Number of data leakage cases related to consumer information	%	0	0	0
	Number of users affected due to data leakage	Person	0	0	0
Percentage of Domestic Information Security-related Certification and Adoption	ISMS certification website	Case	10	10	12
	ISO certification website	Case	3	3	3

Violations of Media Impartiality

Category	Sub-category	Unit	2021	2022	2023
Total Amount of Monetary Losses for Violations of Libel and Slander Laws and Regulations	Total amount of monetary losses for violations of libel and slander laws and regulations	KRW thousand	0	0	0

Governance

Compliance Coordinator

Category	Sub-category	Unit	2021	2022	2023
Compliance Coordinators	Number of compliance coordinators	Person	119	112	120

Operation of General Meetings

Category	Sub-category	Unit	2021	2022	2023
Notification of Agendas before General Meetings	Gap of days between convocation announcement of the general meeting and the general meeting	Day	15	15	15
Disclosure of Audit Report Prior to Convocation Announcement of General Shareholder Meetings	Whether and when the auditor's report is disclosed prior to the notice convening the shareholders' meeting	-	N	N	N

Operation of BOD

Category	Sub-category	Unit	2021	2022	2023
Limitations on the Number of Other Jobs	Limitations on the number of other jobs for independent directors	Number	2	2	2

GRI CONTENT INDEX

GRI 1: Foundation 2021

CJ ENM reports data from January 1, 2023, to December 31, 2023, based on GRI Standards 2021. GRI 1: Foundation 2021 was used for GRI 1. As of the reporting date in June 2024, GRI sector standards are not applicable due to the absence of published guidelines for the media and communication industry relevant to CJ ENM.

GRI 2: General Disclosures 2021

Category		Indicators	Page & Note
The Organization and its Reporting Practices	2-1	Organizational details	p.9
	2-2	Entities included in the organization's sustainability reporting	p.2
	2-3	Reporting period, frequency and contact point	p.2, Publication date: 2024.06.27
	2-4	Restatements of information	p.2, 79, 131-137
	2-5	External assurance	p.146-149
Activities and Workers	2-6	Activities, value chain and other business relationships	p.10-15, 104-111
	2-7	Employees	p.134
	2-8	Workers who are not employees	[Confidentiality Constraints] Not disclosed due to internal policy
Governance	2-9	Governance structure and composition	p.118-119
	2-10	Nomination and selection of the highest governance body	p.119-120
	2-11	Chair of the highest governance body	p.118
	2-12	Role of the highest governance body in overseeing the management of impacts	p.23, 38-40, 118-120
	2-13	Delegation of responsibility for managing impacts	p.23, 120
	2-14	Role of the highest governance body in sustainability reporting	p.23, 120
	2-15	Conflicts of interest	p.120
	2-16	Communication of critical concerns	p.23, 118-121, 136
	2-17	Collective knowledge of the highest governance body	p.119
	2-18	Evaluation of the performance of the highest governance body	p.118-120
	2-19	Remuneration policies	p.120
	2-20	Process to determine remuneration	p.120
	2-21	Annual total compensation ratio	[Confidentiality Constraints] Not disclosed due to internal policy
Strategy, Policies and Practices	2-22	Statement on sustainable development strategy	p.6-7
	2-23	Policy commitments	p.46-47, 74-75, 80-81, 105
	2-24	Embedding policy commitments	p.46, 50, 53-54, 74-75, 104-105
	2-25	Processes to remediate negative impacts	p.48, 49, 78, 82-83
	2-26	Mechanisms for seeking advice and raising concerns	p.18-19, 48-49
	2-27	Compliance with laws and regulations	p.137
	2-28	Membership associations	p.125
Stakeholder Engagement	2-29	Approach to stakeholder engagement	p.18-19
	2-30	Collective bargaining agreements	[Confidentiality Constraints] Not disclosed due to internal policy

GRI 3: Material Topics 2021

Category		Indicators	Page & Note
Disclosures on Material Topics	3-1	Process to determine material topics	p.38
	3-2	List of material topics	p.39
Sustainable Content, Products & Services			
Disclosures on Material Topics	3-3	Management of material topics	p.40, 42-45
Waste	306-1	Waste generation and significant waste-related impacts	p.45
	306-2	Management of significant waste-related impacts	p.42, 45
	306-3	Waste generated	[Information Unavailable / Incomplete] Planned to be disclosed
Labor Rights(Respect and Protection of Human Rights)			
Disclosures on Material Topics	3-3	Management of material topics	p.40, 46-53
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	p.119, 134-135, Refer to 30th Annual Report p.351 1. Employees status
	405-2	Ratio of basic salary and remuneration of women to men	p.134
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	p.48-53
Freedom of Association and Collective Bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	p.47, 52
Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor	p.47, 52
Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	p.47, 52
Security Practices	410-1	Security personnel trained in human rights policies or procedures	p.50
Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of indigenous peoples	No relevant infringement cases filed
Safety and Health Across the Value Chain			
Disclosures on Material Topics	3-3	Management of material topics	p.41, 62-67
Occupational Health and Safety	403-1	Occupational health and safety management system	p.62, 67
	403-2	Hazard identification, risk assessment, and incident investigation	p.66
	403-3	Occupational health services	p.63-66
	403-4	Worker participation, consultation, and communication on occupational health and safety	p.63-66
	403-5	Worker training on occupational health and safety	p.65-66
	403-6	Promotion of worker health	p.63-64
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p.62-67
	403-8	Workers covered by an occupational health and safety management system	p.62-67
	403-9	Work-related injuries	p.66-67, [Information Unavailable / Incomplete] Planned to be disclosed
Good Impact of Content, Products & Services			
Disclosures on Material Topics	3-3	Management of material topics	p.40, 54-61
Indirect Economic Impacts	203-1	Infrastructure investments and services supported	p.31, 89, 112-115
-	Non-GRI	Metrics of good impacts	p.55-57
Safety and Health Across the Value Chain			
Disclosures on Material Topics	3-3	Management of material topics	p.41, 68-73
Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	p.66, 71
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	p.71, 137

GRI CONTENT INDEX

GRI 3: Material Topics 2021

Category		Indicators	Page & Note
Customer Satisfaction			
Marketing and Labeling	417-1	Requirements for product and service information and labeling	p.44
	417-2	Incidents of non-compliance concerning product and service information and labeling	p.78, 137
	417-3	Incidents of non-compliance concerning marketing communications	p.78, 137
-	Non-GRI	Customer Complaints and Dissatisfaction Rate(VOC)	p.73, 138
Ethics and Compliance Management			
Disclosures on Material Topics	3-3	Management of material topics	p.41, 74-79
-	Non-GRI	Total number of reports of ethical management violations	p.79, 137
Anti-Corruption and Fair Trade			
Disclosures on Material Topics	3-3	Management of material topics	p.41, 80-83
Anti-Corruption	205-1	Operations assessed for risks related to corruption	p.76-83
	205-2	Communication and training about anti-corruption policies and procedures	p.74-83
	205-3	Confirmed incidents of corruption and actions taken	p.137
Anti-Competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	p.137

Topic Standards

Economic Performance(GRI 200)			
Category		Indicators	Page & Note
Economic Performance	201-1	Direct economic value generated and distributed	p.128-130
	201-2	Financial implications and other risks and opportunities due to climate change	p.88, 90
	201-3	Defined benefit plan obligations and other retirement plans	Refer to 30th Annual Report p.142 of 21. Retirement benefits(consolidated)
	201-4	Financial assistance received from government	Not applicable for the reporting year
Market Presence	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	We comply with the local minimum wage laws of the country or regions where are business operations are located.
	202-2	Proportion of senior management hired from the local community	The ratio of senior executives employed in the country or community where our business is operates is 94.1%.
Procurement Practices	204-1	Proportion of spending on local suppliers	-
Tax	207-1	Approach to tax	p.117
	207-2	Tax governance, control, and risk management	p.117
	207-3	Stakeholder engagement and management of concerns related to tax	p.117
Environmental Performance(GRI 300)			
Materials	301-1	Materials used by weight or volume	Not applicable due to the nature of our business
	301-2	Recycled input materials used	
	301-3	Reclaimed products and their packaging materials	
Energy	302-1	Energy consumption within the organization	p.91, 131
	302-3	Energy intensity	p.91, 131

Environmental Performance(GRI 300)			
Category		Indicators	Page & Note
Water and Effluents	303-1	Interactions with water as a shared resource	p.87
	303-2	Management of water discharge-related impacts	p.87
	303-3	Water withdrawal	p.132
	303-4	Water discharge	p.132, 133
	303-5	Water consumption	p.132
Biodiversity	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Given the nature of our business, we do not have a significant negative impact on biodiversity.
	304-2	Significant impacts of activities, products and services on biodiversity	
	304-3	Habitats protected or restored	
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	
Emissions	305-1	Direct(Scope 1) GHG emissions	p.91, 131
	305-2	Energy indirect(Scope 2) GHG emissions	p.91, 131
	305-3	Other indirect(Scope 3) GHG emissions	p.91, 131
	305-6	Emissions of ozone-depleting substances(ODS)	We do not use this substances.
	305-7	Nitrogen oxides(NOx), sulfur oxides(SOx), and other significant air emissions	p.133
Waste	306-4	Waste diverted from disposal	p.133
	306-5	Waste directed to disposal	p.133
Social Performance(GRI 400)			
Employment	401-1	New employee hires and employee turnover	p.134
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	p.95
	401-3	Parental leave	p.135
Labor/Management Relations	402-1	Minimum notice periods regarding operational changes	p.47-49
Training and Education	404-1	Average hours of training per year per employee	p.134
	404-2	Programs for upgrading employee skills and transition assistance programs	p.92-96
	404-3	Percentage of employees receiving regular performance and career development reviews	p.96
Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	p.113-115
	413-2	Operations with significant actual and potential negative impacts on local communities	p.87
Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	p.110-111
	414-2	Negative social impacts in the supply chain and actions taken	p.108, 110-111
Public Policy	415-1	Political contributions	We comply with the ‘Political Funds Act’ and do not provide any political or lobbying funds.
Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	p.137, 139

TCFD INDEX

Category	TCFD Recommendations	Page
1. Governance	a) Describe the board’s oversight of climate-related risks and opportunities.	p.89
	b) Describe management’s role in assessing and managing climate-related risks and opportunities.	p.86, 89-90
2. Strategy	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	p.88, 90
	b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning.	p.88, 90
	c) Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	p.90
3. Risk Management	a) Describe the organization’s processes for identifying and assessing climate-related risks.	p.88, 90
	b) Describe the organization’s processes for managing climate-related risks.	p.90
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management.	p.90
4. Metrics and Targets	a) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management.	p.91
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas(GHG) emissions, and the related risks.	p.91
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	p.91



SASB INDEX

CJ ENM is classified under two industry groups according to the SASB(Sustainability Accounting Standards Board) Standards: Media & Entertainment and E-Commerce. The required disclosure items under the accounting standards for each industry group are indicated as CG-EC and SV-ME, and we report information on these disclosure items at respective reporting locations.

Industry	Topic	Code	Metric	Unit of Measure	Page & Note
Media & Entertainment	Media Pluralism	SV-ME-260a.1	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) professionals, and (d) all other employees	%	p.118, 135
		SV-ME-260a.2	Description of policies and procedures for ensuring pluralism in news media content	-	Not applicable(This topic is only applicable to companies involved in journalistic media)
	Journalistic Integrity & Sponsorship Identification	SV-ME-270a.1	Total amount of monetary losses as a result of legal proceedings associated with libel or slander	KRW thousand	p.139
		SV-ME-270a.2	Revenue from embedded advertising	KRW thousand	-
		SV-ME-270a.3	Description of approach for ensuring journalistic integrity of news programming related to: (1) truthfulness, accuracy, objectivity, fairness, and accountability, (2) independence of content or transparency of potential bias, and (3) protection of privacy and limitation of harm	-	Not applicable(This topic is only applicable to companies involved in journalistic media)
	Intellectual Property Protection & Media Piracy	SV-ME-520a.1	Description of approach to ensuring intellectual property(IP) protection	-	p.27
E-commerce	Hardware Infrastructure Energy & Water Management	CG-EC-130a.1	(1) Total energy consumed,	TJ	p.91, 131
			(2) percentage grid electricity, and	%	p.131
			(3) percentage renewable	%	p.131
		CG-EC-130a.2	(1) Total water withdrawn,	m ³	p.132
			(2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	m ³ (%)	p.132
	Data Privacy & Advertising Standards	CG-EC-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	-	-
		CG-EC-220a.1	Number of users whose information is used for secondary purposes	Person	-
		CG-EC-220a.2	Description of policies and practices relating to targeted advertising and user privacy	-	p.98-99
	Data Security	CG-EC-230a.1	Description of approach to identifying and addressing data security risks	-	p.101
		CG-EC-230a.2	(1) Number of data breaches,	Case	p.139
			(2) percentage that are personal data breaches,	%	p.139
			(3) number of users affected	Person	p.139
	Employee Recruitment, Inclusion & Performance	CG-EC-330a.1	Employee engagement as a percentage	%	p.134
		CG-EC-330a.2	(1) Voluntary and (2) involuntary turnover rate for all employees	%	p.134
		CG-EC-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	%	p.118, 135
		CG-EC-330a.4	Percentage of technical employees that require a work visa	%	-
	Product Packaging & Distribution	CG-EC-410a.1	Total greenhouse gas(GHG) footprint of product shipments	tCO ₂ e	p.91
		CG-EC-410a.2	Discussion of strategies to reduce the environmental impact of product delivery	-	p.42-42

THIRD PARTY ASSURANCE STATEMENT

ISO CERTIFICATIONS



GHG VERIFICATION STATEMENT



GHG Verification Statement

Independent Verification Statement

CJ ENM Co., Ltd

Domestic workplaces : HEADQUARTER, ENM CENTER, CJ ENM STUDIO CENTER, GUNPO LOGISTICS CENTER, ILSAN STUDIO, YEOJU STUDIO, LEASED OFFICE

The Korea Management Registrar Inc. (hereinafter "KMR") has conducted the verification on the greenhouse gas (hereinafter "GHG") emission (Scope 1,2&3) of CJ ENM Co., Ltd (hereinafter "the Company") in 2023.

SCOPE

Verification of places of business and emission facilities under the control of the company.

STANDARDS

- ISO 14064-1:2018, ISO 14064-3:2019
- IPCC Guidelines for National GHG Inventories
- Guidelines for Reporting and Certification of Emissions under the GHG Emissions Trading System
- WRI/WBCSD GHG Protocol

PROCEDURE

We conducted a risk analysis approach and on-site verification based on data evaluation, and we identified the appropriateness of the data and factors applied to GHG emission calculations based on objective evidence. The verification team verified the GHG emissions during the reporting period in a reasonable way based on the verification guidelines.

INDEPENDENT

KMR does not have any stake in the verified entity and does not conduct verification with biased opinions/views. We have drawn an independent and objective verification conclusion based on the verification standards, and reviewed the every aspect of the verification we performed throughout the entire verification process through internal review.

LIMITATIONS

The verification team verified the related reports, information and data presented by the audited institution by sampling or enumeration methods. As a result, there are many inherent limitations, and there may be disagreements in the interpretation of appropriateness. Although we have tried to faithfully perform verification that meets the verification standards, we suggest that errors, omissions, and false statements that could not be found may be latent as the limitations to the verification.

KMR-VCV-24-036 #1204, Acehightechcity 1-dong, 775 Kyunginro, Yeongdeungpo-gu, Seoul, 07299, Korea



GHG Verification Statement

Independent Verification Statement

OPINION

- GHG verification has been performed to meet the limited assurance level according to the verification standards.
- We express that no significant errors were found in the calculation of emissions during the verification process, and that relevant activity data and evidence were appropriately managed and calculated. As a result, we express an "unmodified" opinion.
- Criticality: meets the criterion, which is less than 5%

GHGs Emission	Scope1		Scope2		Scope3		Total (tCO ₂ e)
	Stationary Combustion	Mobile Combustion	Electricity + Steam	Employee Commuting			
2023	913		15,059	55		16,027	

Energy Consumption	Scope1		Scope2		Scope3		Total (TJ)
	Stationary Combustion	Mobile Combustion	Electricity + Steam	Employee Commuting			
2023	16,154		320,949	0,785		337,888	

Energy Consumption	Scope1		Scope2		Scope3		Total (MWh)
	Stationary Combustion	Mobile Combustion	Electricity + Steam	Employee Commuting			
2023	4,487		38,169	218		42,874	

※ Note : There is a difference in the total amount of emissions and emissions by greenhouse gas and by workplace. (Total emissions are cut to a decimal point for each workplace unit and emissions are summed up for each workplace unit.)

RESULTS

- We confirm through verification that the emissions from major emission facilities have been calculated and reported without omission.

※ KMR's responsibility is limited to the party in the verification contract according to the agreed contract terms, and is not responsible for other decisions, including investment decisions based on this verification statement.

※ The abovementioned company must comply with the use of the certification and logo marks under the contract entered into with KMR.

June 03, 2024
Authorized By 
CEO Eun Ju Hwang

KMR-VCV-24-036 #1204, Acehightechcity 1-dong, 775 Kyunginro, Yeongdeungpo-gu, Seoul, 07299, Korea



THIRD PARTY ASSURANCE STATEMENT

INDEPENDENT ASSURANCE STATEMENT

[PRJN-744067-2024-AST-KOR]

DNV Business Assurance Korea, Ltd. (‘DNV’) has been commissioned by CJ ENM CO., Ltd. (hereafter referred to as ‘CJ ENM’ or ‘the Company’) to undertake an independent limited assurance on the Company’s 2023 ESG Report (hereafter referred as ‘the Report’) for the calendar year ending 31 December 2023. The intended users of this assurance statement are the management and stakeholders of CJ ENM.

Standards of Assurance

This assurance engagement has been carried out in Type 2 limited assurance in accordance with AccountAbility’s AA1000 Assurance Standard v3 and DNV’s VeriSustain protocol V6.0, which is based on our professional experience and international assurance best practice including the International Standard on Assurance Engagements (ISAE) 3000 – ‘Assurance Engagements other than Audits and Reviews of Historical Financial Information’ (revised), issued by the International Auditing and Assurance Standards Board. DNV has reviewed the Report’s adherence to the four principles of AA1000 AccountAbility Principles Standard (2018) and the accuracy, completeness, and neutrality principles of VeriSustain. In addition, DNV has reviewed the ‘reliability of specified sustainability performance information’ as described in the ‘Scope of Assurance’. DNV’s VeriSustain protocol requires that we comply with ethical requirements and plan and perform the assurance engagement to obtain limited or/and reasonable assurance. The procedures performed in a limited assurance engagement vary in nature and timing from, and are less detailed than, those undertaken during a reasonable assurance engagement, so the level of assurance obtained is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. We planned and performed our work to obtain the evidence we considered sufficient to provide a basis for our conclusion, so that the risk of this conclusion being in error is reduced, but not reduced completely. We have not performed any work, and do not express any conclusion, on any other information that may be published outside of the Report and/or on CJ ENM website for the current reporting period.

Scope of Assurance

We have carried out an independent limited assurance on the Report and an independent verification for selected performance indicators for the year ending 31 December 2023, which include the following:

- We have reviewed the GRI Topic Disclosures relevant to the Material Topics which have been identified as material through the materiality assessment undertaken by CJ ENM.
- Regarding the ‘reliability of specified sustainability performance information’, we have reviewed the quality and reliability of (Occupational Health and Safety) 403-2, (Non-GRI) Metrics of good impacts, (Non-GRI) Customer Complaints and Dissatisfaction Rate (VOC), and (Non-GRI) Total number of reports of ethical management violations.

Opinion, observations and recommendations

On the basis of the work undertaken, nothing came to our attention to suggest that the Report does not adhere to the four principles of AA1000 APS and the accuracy, completeness, and neutrality principles of VeriSustain described below. In terms of reliability of specified sustainability performance information, nothing came to our attention to suggest that these data have not been properly collated from information reported at operational level, nor that the assumptions used were inappropriate. Nothing came to our attention to cause us to believe that CJ

ENM’ Report is not prepared, in all material respects, in accordance with the GRI Standards. Without affecting our assurance opinion, we provide the following observations against the principles of AA1000 APS and VeriSustain applicable to the relevant information described in the ‘Scope of Assurance’

Inclusivity: Stakeholder participation and opinion

CJ ENM defines customers, shareholders and investors, partners, executives and employees, local communities, government, and the media as its key stakeholder groups, and reports key communication channels, communication frequency, and topics of interest for each stakeholder type. In addition, as part of the mid- to long-term human rights management strategy, the Company communicates with the CJ Group and other subsidiaries on related issues through the CJ Group Human Rights Management Working Council, which operates once a quarter.

Materiality: Identifying and reporting on material sustainability topics

CJ ENM conducted a double materiality assessment to prioritize and report seven material topics that require management from a financial impact perspective, and a social and environmental impact perspective. In this process, the Company reviewed the internal and external ESG issues by reviewing global ESG reporting and evaluation standards, conducting stakeholder surveys, and conducting an impact assessment with a group of experts to analyze social, environmental and financial impacts. DNV has confirmed that the material topics and their connections to the UN SDGs, in the broader context of sustainable development, have been addressed in the Report.

Responsiveness: Transparent response to critical sustainability topics and related impacts

Based on materiality assessment, CJ ENM identifies key focus areas and their related topics and tasks and establishes relevant response measures. The Company reports key sustainability actions and achievements using the GRI Topic Standards as performance indicators. The Company applied stakeholder opinions collected through surveys, and to verify the appropriateness of the results, conducted evaluations twice, divided into internal and external stakeholder groups and expert groups.

Impact: Monitoring, measuring and accounting for the impact of organizational activities on the organization and its stakeholders

CJ ENM reports response strategies and risk management mechanisms to manage social, environmental and financial impacts associated with identified material issues. The Company measures, evaluates and monitors impacts through appropriate performance indicators. Meanwhile, it is recommended to strengthen the management of impacts related to the material topics by establishing more specific short-, mid-, and long-term goals.

Reliability: Accuracy and comparability of information presented in the report and the quality of underlying data management systems

The data collection and processing process, supporting documents and records were verified through sampling techniques, and based on the result, no intentional errors or misstatements were found in the sustainability performance information described in the report. CJ ENM can explain the source and meaning of sustainability performance using reliable methods and data, and any errors or unclear expressions found during the verification process were corrected before the publication of the Report.

Completeness: How much of all the information that has been identified as material to the organization and its stakeholders is reported

CJ ENM reports on the Company’s key non-financial disclosures based on its performance related to material topics during the reporting period of 2023 using appropriate GRI Topic Standard disclosures, for the identified boundaries of operations.

Neutrality: Extent to which a report provides a balanced account of an organization’s performance, delivered in a neutral tone

CJ ENM discloses the Company’s performance, challenges, and stakeholder concerns during the reporting period in a neutral, consistent, and balanced manner.

Our competence, independence and quality control

DNV applies its own management standards and compliance policies for quality control, in accordance with ISO/IEC 17029:2019 – Conformity assessment, whose general principles are requirements for validation and verification bodies. Accordingly, DNV maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. DNV’s established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV has no other contracts with CJ ENM. Our multi-disciplinary team consisted of professionals with a combination of sustainability assurance experiences.

Limitations

DNV’s assurance engagements are based on the assumption that the data and information provided by the Company to us as part of our review have been provided in good faith, are true, and are free from material misstatements. Because of the selected nature (sampling) and other inherent limitation of both procedures and systems of internal control, there remains the unavoidable risk that errors or irregularities, possibly significant, may not have been detected. The engagement excludes the sustainability management, performance, and reporting practices of the Company’s suppliers, contractors, and any third parties mentioned in the Report. We did not interview external stakeholders as part of this assurance engagement. We understand that the reported financial data, governance and related information are based on statutory disclosures and Audited Financial Statements, which are subject to a separate independent statutory audit process. We did not review financial disclosures and data as they are not within the scope of our assurance engagement. The assessment is limited to data and information in scope within the defined reporting period. Any data outside this period is not considered within the scope of assurance. DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Independent Assurance Statement.

Responsibilities of the Directors of CJ ENM and of the assurance providers

The Company’s management has sole responsibility for the integrity of the Report and this responsibility includes designing, implementing, and

maintaining internal controls over collection, analysis, aggregation and preparation of data, fair presentation of the information and ensuring that data is free from material misstatement. DNV’s responsibility is to plan and perform the work to obtain assurance about whether the relevant information described in the ‘Scope of Assurance’ has been prepared in accordance with the reporting requirements and to report to CJ ENM in the form of an independent assurance conclusion, based on the work performed and the evidence obtained. Our statement represents our independent opinion and is intended to inform the management and stakeholders of CJ ENM. DNV was not involved in the preparation of any statements or data included in the Report except for this Independent Assurance Statement.

Basis of our Opinion

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of CJ ENM. We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company’s business and its key stakeholders. Our limited assurance procedures included, but were not limited to, the following activities:

- Peer and media review to identify relevant sustainability issues for CJ ENM in the reporting period;
- Review of the disclosures according to reporting requirements with a focus on the process and the result of materiality assessment, Topic Standards Disclosures and relevant management processes;
- Understanding of the key systems, processes and controls for consolidating, collecting, managing and reporting disclosures and KPIs in the Report;
- Review documentary evidence and management representations supporting adherence to the reporting principles and requirements, with a focus on understanding and testing, on a sample basis, key data sets
- On-site visit at the CJ ENM Head Office in Seoul, Republic of Korea to review the processes and systems for preparing site level sustainability data and implementation of sustainability strategy and carried out sample based assessment of site-specific data disclosures.
- Conduct interviews with representatives from the ESG team and relevant departments with overall responsibility of monitoring, data consolidation and reporting of the selected information

For and on behalf of DNV Business Assurance Korea Ltd.
Seoul, Republic of Korea
31 May 2024



AA1000
Licensed Report
000-10/V3-OC672

Jae Hee Kim
Lead Verifier

Sang Yeon Park
Verifier

Sang Rye Chang
Reviewer

This report has been translated into English solely for the convenience of international readers. The official version of this assurance statement is the signed English version; in case of any doubt regarding interpretation between this document and the Korean version of the statement, the Korean statement shall prevail.

DNV Business Assurance Korea Ltd. is part of DNV – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance.
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