



2021 Sustainability Report

# Ottogi

## Inspiring the world with better foods



## About this report

### Report overview

In 2011, Ottogi published an environmental management report as a manifestation of our willingness to practice environment management. Upon celebrating the company's 50th anniversary in 2019, we published the inaugural sustainability report to publicize our sustainable management activities and achievements. As per our biannual publishing plan, we have prepared the second sustainability report this year to share with our stakeholders the significance of sustainable management, our vision, activities and achievements. We at Ottogi are eager to incorporate stakeholders' opinions into our management activities. In particular, with this sustainability report we aim to further expand the scope of our non-financial information disclosure in regard to the environment, corporate social responsibility and governance.

### Reporting period and scope

The reporting period of this report is from January 1 to December 31, 2020, with some activities included up to March 2021 in order to provide up-to-date information on the qualitative performance related to key topics. For major quantitative performance indicators, this report contains data from the last three years (2018-2020) to show the changing trends. Unless otherwise stated and footnoted, financial information is based on the consolidated financial statement as per the K-IFRS standard.

The subjects of the report include the Ottogi Anyang factory, Daepoong factory, Samnam factory, R&D Center, Ottogi Center, as well as the Poseung factory that started production in March 2020. The report also contains case studies of selected Ottogi affiliates. Differences in the data reporting scopes are clearly indicated and footnoted.

### Reporting standard

This report is based on the Core Option of the Global Reporting Initiative (GRI) Standards. To reflect important issues given the nature of the industry, the Sustainability Accounting Standards Board (SASB) standard was also taken into consideration.

### Report verification

To ensure the objectivity and trustworthiness of the content, this report underwent verification by the international verification service DNV. For details and the verifier's statement, please see p. 90.

### Contact us

For any questions or need additional information on this report, please contact us via the following channels.

Ottogi Co., Ltd.

Attn. Corporate Partnership Team

Address. Ottogi Center 308 Yeongdong-daero, Gangnam-gu, Seoul 06177, Republic of Korea

Tel. 02-2010-0465 Fax. 02-2010-0799

Homepage. [www.ottogi.co.kr](http://www.ottogi.co.kr) Email. [lee\\_junhyuk@ottogi.co.kr](mailto:lee_junhyuk@ottogi.co.kr)

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## CEO Message

“We go heart to heart  
to practice sustainable  
management.”



One decade ago, we at Ottogi committed ourselves to sustainable management.

Ever since, we have made several key achievements. In particular, annually organizing a sustainable management task force consisting of different members from various departments of the company and having them identify the importance of sustainable management and then disseminate the message throughout the company is one of the most important changes we have made.

It remains crucial not to ignore the impact of environmental degradation when we consider that it has led to this global pandemic crisis. We should also take note that the recent emergence of environment, social and governance (ESG) management puts an emphasis on strict management and control over these aspects.

We have learned that although we may need to pay more upfront in order to be environmentally friendly, doing so also comes with ample opportunities to reduce costs in the long run. In this light, we will continue pursuing more advanced and effective methods and putting forth greater effort.

I believe that bona fide acts of sincerity are far more important than superficial window dressing. After all, what is good for us should be good for our society and thus, this is how we should pursue sustainable management.

I would like to thank all those who have been involved in sustainable management at Ottogi.

A handwritten signature in black ink, appearing to read 'Y. J. Ham'.

Chairman & CEO  
Young-joon Ham

# INTRODUCTION

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Ottogi remains true to the philosophy of its foundation and pursues ceaseless growth.



01

## Management Philosophy

### Foundation Philosophy

Ottogi's foundation philosophy has been the guiding light throughout our growth journey. Contributing to the food lifestyle of humanity with better quality, better nutrition and advanced food is our mission at Ottogi and the ultimate goal that requires our never-ending effort and commitment.

#### Better Quality

We make high quality food products, and continuously strive to make them even better. This is what makes Ottogi a better food company than before. Quality as the top priority in the company's foundation philosophy emphasizes our commitment to improving the food lifestyle of humanity. Although quality matters for all companies, food products require stricter preparations for quality control, as their quality directly affects customer health. We at Ottogi believe that each of our products has its own life.

#### Better Nutrition

Food is not all about taste. It also involves nutrition. When Ottogi was founded in 1969, poverty was still rampant in Korea, and for many people, getting over the "barley hump" (the period of spring famine) was a massive challenge. At that time, proper nutrition which helped the population sustain and promote its metabolism really mattered. Following the changes in the times, we now see nutrition as a way to further enrich our lives. We at Ottogi are doing our utmost to enhance nutrition and help people keep their body and soul healthy.

#### Advanced Food

As the quote "there is nothing new under the sun" implies, no food products are completely new. What we do is develop new recipes using existing ingredients. On the basis of our untiring efforts, we at Ottogi have introduced countless new products to the Korean market and positioned ourselves as a leader in the Korean food lifestyle. Making advanced food does not simply mean developing new products. It is also about quality and sales. A business can boost its value when it goes a half-step beyond consumer preferences and three or four steps ahead of its competitors. Creation entails pain, but in the end, it gives us unmeasurable satisfaction and joy. We at Ottogi choose to be a leader in food industry rather than a follower.

#### Contribute to the Improvement of Food Lifestyle of Humanity

Company should communicate with society and become a necessary part of life. Directly linked with people's health and lives, the food industry plays an important role in developing a food culture and lifestyle, in contrast to only pursuing sales. Food does more than just sustain people's life. It also reflects spiritual value and cultural aspects of society. We at Ottogi have introduced a variety of tastes and flavors to further advance people's palate. In response to the transition from resolving hunger to appreciating taste, we have introduced new food products to our customers while playing a leading role in developing the food culture. We will continue doing our utmost to contribute to the food lifestyle of humanity.

## Corporate Motto

Based on the management philosophy of Tai-ho Ham, the late founder and honorary chairman of the company, Ottogi's motto is simple and straightforward: unity and harmony, pioneering research and speediness and correctness.



#### Unity and Harmony

At Ottogi, unity and harmony come from interaction between 'self' and 'others.' By developing contact points among stakeholders, we pursue harmony and in doing so, we reach a state of unity where we share a common sense of purpose. Unity and harmony are the most desirable form of human relationships in an organization that shares one common goal as the foundation for its continued existence. Unity and harmony are the basic driving force for us to move forward.



#### Pioneering Research

Ottogi's foundational philosophy uses the comparative term "better" to express our aspirations for a better present than the past and a better future than the present. To be better, we need to keep challenging ourselves to advance into new domains with an adventurer's spirit. To make better products, we need to put ceaseless efforts in research to improve the quality of existing products, develop new products, dive into new realms and pioneer new markets.



#### Speediness and Correctness

Speediness and correctness are what is inscribed in our Ottogi DNA. Speediness represents our sense of urgency to respond promptly to new demands and market trends. From employees producing and selling products to management reacting to the changing business environment, speedy and correct judgment and actions are necessary to pursue business growth.

## Working Creed

### Think smart, sweat hard!

Smart thinking means to think about and find ways to improve efficiency and performance at work and continue developing more effective and better methods.

Smart thinking in daily life indicates:

**First, improving efficiency and performance.**

**Second, working with humanity.** Smart thinking means to think about more effective ways and what to do to ensure greater quality in easier, safer and more efficient ways.

**Third, experiencing the joy and worthiness of work.**

The act of hard working with sweat also involves mental endeavors. When we sweat, we do our best in our roles and put our principles into practice.



Company motto stone at Poonglimwon

Special Feature 01

# 50th Anniversary

## Key milestones in the company history

Ottogi's 50 years  
**"Ottogi serves the world with a healthy food culture."**



<p><b>1969</b></p> <p>Ottogi was incorporated on May 5, 1969. Although production started in April, the day on which the company's first-ever product was launched is celebrated as the foundation day. Ottogi's first product was an instant powder curry (100g for 5 servings). Ever since, Ottogi curry has retained its position as the market leader, firmly supported by untiring efforts from quality improvement research and pioneering marketing strategies.</p>	<p><b>1971</b></p> <p>Ottogi Ketchup, along with the curry products, played a pivotal role raising awareness of the Ottogi brand. Launched in 1971, Ottogi Ketchup gained a competitive edge over multinational competitors in terms of quality and price and still remains one of the most well-known products.</p>
<p><b>1972</b></p> <p>Ottogi launched the first-ever mayonnaise developed with its own technology. Thanks to a flavor profile that is spot-on for Korean consumers and continued efforts to improve quality, Ottogi mayonnaise retains its competitive edge over world-leading brands.</p>	<p><b>1981</b></p> <p>Ottogi was the first in Korea to market products in convenient retort pouch forms. Launched in 1981, Ottogi 3-Minute Curry and the 3-Minute Dish series are now recognized as the first instance of home meal replacement (HMR) products.</p>
<p><b>1987</b></p> <p>Ottogi entered the ramen (instant noodles) market in 1987 and launched Jin Ramen, Ramen Baksa and Cham Ramen in 1988. Available in two flavor notes (hot and mild), our Jin Ramen reshaped the market and its sales have been increased constantly.</p>	<p><b>1981</b></p> <p>Ottogi further expanded its business to canned tuna. For its first product, Ottogi used yellowfin tuna, considered a high-end catch in the Korean market, to cut the fat content in half for fresher flavors, hence the product was called "Fresh Tuna." With this product, Ottogi emerged as a major player in the canned tuna market.</p>
	<p><b>1986</b></p> <p>While witnessing traditional Korean food losing ground, we at Ottogi felt a sense of duty to restore traditional Korean food and further diversify our business and hence launched the Yetnal ("old," or "traditional" in Korean) brand. Since the OEM launch of the Yetnal Dangmyeon (Korean vermicelli), the brand expanded its domain to noodles, corn syrups, dried seaweed products and more.</p>
	<p><b>1994-1995</b></p> <p>Underpinned by solid growth in the local market, Ottogi started expanding its overseas business network. In 1994, it started a joint venture in China and later in 1995, established a local corporation in New Zealand. This corporation became a stable source of quality New Zealand beef, with which Ottogi produced a range of products including Ramen soup bases, beef bone soups and beef bone soup concentrates.</p>

<p><b>1994</b></p> <p>Upon celebrating its 25th anniversary, Ottogi successfully executed an Initial Public Offering. Thanks to its second-to-none product development capabilities and leading share in many markets, Ottogi was ranked 191st among Korean enterprises.</p>	<p><b>1996</b></p> <p>Ottogi's founder and honorary chairman Tai-ho Ham contributed his private funds to establish a scholarship foundation. The Ottogi Tai-ho Ham Foundation runs academic and scholarship programs and inaugurated the Ottogi Scholarship Awards to recognize some of the brightest minds' contributions to the development of the food industry and the food lifestyle of humanity.</p>	<p><b>2001</b></p> <p>Construction on the Daepoong factory was completed. As a key growth driver for Ottogi in the 21st century, our Daepoong facility is a clean factory with automatic air supply and ventilation systems. It is also a cutting-edge food production base that boasts interruption-free production lines powered by efficient movement lines and line-specific interconnection systems.</p>
<p><b>2006</b></p> <p>Ottogi acquired Sampo Food in order to advance into the frozen food market. In that year, it launched the Ottogi Sampo Mandoo brand. While strengthening its market presence with various new products, the brand also focused on hygiene and productivity as seen in the factory's HACCP certification and automated facilities.</p>	<p><b>2005-2010</b></p> <p>Ottogi published the Environment White Book in 2005. In 2010, it declared a company-wide commitment to environment management at the Environmental Management Declaration Ceremony. The inaugural environmental report was an example to showcase all company members' endeavors and willingness for sustainable growth and environmental protection.</p>	<p><b>2010</b></p> <p>Marking the 41st anniversary of the company, Young-joon Ham took office as the second-generation Chairman and CEO. At his inaugural ceremony, Honorary Chairman Tai-ho Ham handed a new company flag to his successor to mark the new beginning. In 2010, Ottogi moved into the Ottogi Center, representing a new milestone for the company's business growth.</p>
<p><b>2018</b></p> <p>Ottogi Chairman Young-joon Ham was awarded the Gold Tower Order of Industrial Service Merit at the 42nd National Productivity Awards in recognition for the company's aggressive investment in equipment, work efficiency and new product development. This marked yet another splendid achievement following the company's president, Kang-hoon Lee, and union head, Sang-gyun Lee, winning the Silver Tower Order of Industrial Service Merit in 2017 and 2015, respectively.</p>	<p><b>2019</b></p> <p>On May 2, 2019, Ottogi held its 50th anniversary celebration. All employees and executives celebrated this milestone which has seen Ottogi grow into one of the leading food companies in Korea and re-established their resolve for years to come.</p>	<p><b>2020</b></p> <p>In May, construction was completed on the new Ottogi R&amp;D Center, where company researchers can focus on developing new growth drivers in a pleasant environment. The old research center was repurposed as the "Quality Building" that houses organic chemical labs, microorganism and inorganic chemical labs and the Customer Services Division.</p>

## 50th Anniversary Celebration

### 50th Anniversary Ceremony

On May 2, 2019, Ottogi held the 50th anniversary ceremony where all employees and executives celebrated what they had achieved and once again pledged their resolve for years to come. The ceremony was started with placing the flowers at the base of the statue of the late Tai-ho Ham, Ottogi's founder and honorary chairman Tai-ho Ham. The ceremony was held in the Grand Ballroom of the Grand Intercontinental Seoul Parnas and focused on sharing the pride and vision of Ottogi as a leader in Korea's food culture. Attendees watched a series of TV commercials showcasing the history of Ottogi products, from its first-ever product Ottogi curry to Ottogi ketchup and mayonnaise. This was followed by an opening performance on the theme of the birth, growth and future of Ottogi, as well as a 50th anniversary video that summarized the company's history and achievements in bringing health and happiness to tables all around the world, guided by the philosophy of contributing to the food lifestyle of humanity. Another highlight was a presentation of the Ottogi Awards, which were presented to employees who showed outstanding performance in 2018, while citations for long-time service, best dealerships, best partners and persons of merit were also awarded. The event zone featured various exhibits and a photo zone to celebrate this significant occasion.



### 50th Anniversary Ottogi Hanmaum Festival

On April 6, we celebrated Ottogi's 50th anniversary by organizing a mountaineering event for 846 employees and executives of Ottogi, as well as its affiliates and overseas branches. On the top of 18 peaks in Korea including Namsan Wumyeonsan and Maebongsan in Seoul, Moraksan in Gyeonggi Province, Hambaeksan in Gangwon Province, Palgongsan in Gyeongbuk Province, Mudeungsan in Gwangju and Keunnoggome in Jeju, as well as at our overseas offices, shouts of "Bravo, Ottogi!" were communicated in real time through social networks to encourage each other to reach the summit. Through this event, gratitude was expressed to all Ottogi colleagues for their efforts and service in the last 50 years, while all participants pledged their resolution to contribute to the continued development of the company.



### Subsidiary Events

On April 30, 2019, a commemorative tree-planting ceremony was held at which nearly 5,000 employees of Ottogi and its affiliates expressed their best wishes for the company's continued success by planting a 30-year-old yew tree, a tree which is often associated with immortality as it is known to live 1,000 years and remain for another 1,000 years after it perishes. As another way to celebrate the company's 50th anniversary, we brewed two anniversary beers in cooperation with the Amazing Brewing Company - Tomato Blonde Ale and Curry Wheat Ale - and delivered them to employees and suppliers. The beers were also served at the Ottogi Fest that followed the ceremony, which was attended by 300 members of the Ottogi family working in the capital area. The beer party, coupled with a variety of games and performances, brought all the participants together and encouraged them to promote and further strengthening friendship.



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## About Us

### About Ottogi

Ottogi Co., Ltd. was established in 1969 when Korea was building a foundation for the food industry. The company was guided by the vision to improve people's food lifestyle, which is one of the three necessities of life along with shelter and clothing. Over the past 50 years, Ottogi has remained committed to better quality, better nutrition and advanced food. Now the company is exerting its utmost efforts to contribute to the food lifestyle of humanity and make people healthier and happier with our food.

<b>Company name</b>	Ottogi Co., Ltd.	<b>Total assets (consolidated)</b>	KRW 2,399,300 million
<b>Foundation</b>	May 5, 1969	<b>Total capital (consolidated)</b>	KRW 1,441,924 million
<b>Headquarters</b>	405 Heungandae-ro, Anyang, Gyeonggi Province, South Korea.	<b>Total revenues (consolidated)</b>	KRW 2,595,881 million
<b>Primary business</b>	Food manufacturing and sales (curry, ketchup, etc.)	<b>Credit rating</b>	Korea Credit Information Services (NICE): A1 Korea Ratings (KR): A1
<b>Presidents</b>	Young-joon Ham and Sung-man Hwang	<b>Number of shares issued</b>	3,671,981
<b>Number of employees</b>	2,966	<b>Shareholders with ≥ 5% ownership</b>	FIDELITY NORTHSTAR FUND 235,000 shares (6.40% ownership)

### Affiliates

Ottogi affiliates	Foundation	No. of employees (people)	Primary business
Ottogi Ramen Co., Ltd.	Nov. 1987	643	Producing ramen, pre-mixed Korean pancake/frying powder, etc.
Choheung Corporation	Feb. 1959	300	Producing cheese, frozen pizza, live yeast, bread cream, etc.
Sangmi Food Co., Ltd.	Mar. 1976	248	Producing seasonings, instant soups, etc.
Ottogi Oil Co., Ltd.	Dec. 1980	115	Producing sesame oil, perilla seed oil, pepper, roasted sesame seed, etc.
Ottogi Frozen Foods Co., Ltd.	May. 1972	144	Producing dumplings and frozen/fresh food products
Ottogi SF Co., Ltd.	Nov. 1998	222	Producing canned tuna and seafood, grilled fish products, noodles, etc.
Poonglim P&P Co., Ltd.	Feb. 1988	106	Producing packing materials
Ottogi Logistics Service Co., Ltd.	Oct. 1995	297	Distribution agency, transportation arrangement, warehousing
RDS Co., Ltd.	Feb. 1996	39	ERP development, IT system development and maintenance
AdRich Co., Ltd.	Sep. 2005	33	TV, newspaper, digital and other advertisements

\* Ottogi affiliates with significant internal business relations are included

### Local and International Markets

Consumers are increasingly inclined towards food products that are not only having delicious taste but also offering health and nutritional benefits. In particular, the onset of the COVID-19 pandemic resulted in more families eating meals at home and greater demand for convenient yet quality meals and safe and reliable products. In response to these rapid changes in food consumption behaviors, we at Ottogi have introduced to the market convenient, easy-to-serve products that also offer good nutritional value. That is how we remain a competitive leader in the market. We are also maintaining and increasing revenues by producing products tailored to many different distribution channels and diverse customer needs, hence ensuring stable profits and growth.

### Global Ottogi

As the local food market entered the mature stage and Korean food emerged as a rising star in the global market, globalization has become a priority for food industry to secure growth potential. We at Ottogi are exporting a range of products including ramen, cooked rice, curry and sauce products to 40 countries including the United States, China, Australia and Vietnam. Ottogi's five overseas business operations are fully committed to delivering our healthy food lifestyle to consumers all over the world. In 2020, our annual export value increased by 17.1% compared to the previous year. In the years to come, we will further strengthen our global competitiveness by developing spot-on products for customers and promptly responding to their needs.

### Global Revenue

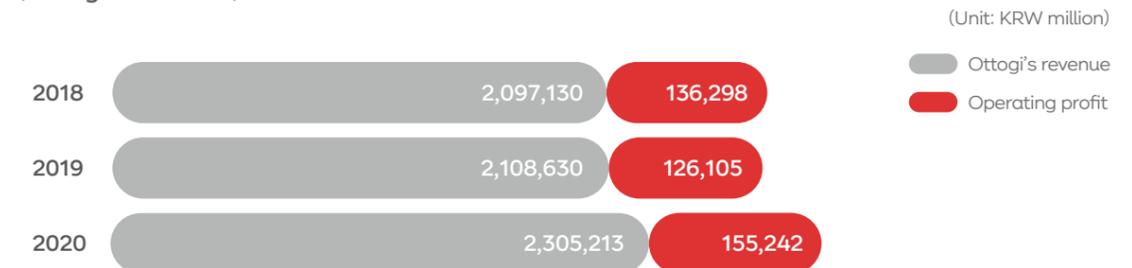
Category	Unit	2018	2019	2020	
Revenue	Local	KRW million	1,993,273	1,991,108	2,167,607
	Overseas	KRW million	103,856	117,521	137,606
	Total	KRW million	2,097,130	2,108,630	2,305,213

\* Revenue in separate financial statements; overseas revenue as export value

### Global Employees

Category	Unit	Local	Overseas	Total
No. of employees	People	2,966	522	3,488
Share	%	85.0	15.0	100.0

### Ottogi's Revenue



\* Based on separate financial statements

## Ottogi Business Operations

Ottogi's key business operations are located in Anyang and at three other factories, the Ottogi R&D Center and the Ottogi Center. In addition, 10 Ottogi affiliates including Ottogi Ramen and five overseas businesses, including Chinese Jiangsu Ottogi Foods Co., Ltd., are devoting themselves to a better food lifestyle for humanity.

### Local



**01 Anyang Factory** Anyang, Gyeonggi Province. The Anyang Factory is Ottogi's major production hub that produces best-quality products such as jams, sauces and retort food products.



**02 Daepoong Factory** Eumseong, Chungbuk Province. The HACCP-certified Daepoong factory is a future-ready facility that boasts efficient logistic systems and state-of-the-art computer systems.



**03 Samnam Factory** Ulsan, Gyeongnam Province. The Samnam Factory produces ketchup, mayonnaise, vinegar and corn syrup, among others. It is our logistic hub in the Yeongnam region and the center of export production.



**04 Poseung Factory** Pyeongtaek, Gyeonggi Province. The Poseung Factory is an oil production hub equipped with the most advanced production facilities. Completed in 2019, the factory produces palm oil, soybean oil and other cooking oil products.



**05 Ottogi Center** Seoul. Leading the Ottogi's entire business and future strategy.



**06 Ottogi R&D Center** Anyang, Gyeonggi Province. The Ottogi Research Institute boasts a second-to-none environment for researchers with emulsification and homogenization facilities, retort sterilizers and technical materials. In particular, the center is a Korea Laboratory Accreditation Scheme (KOLAS) accredited laboratory, meaning that it is an internationally recognized testing and inspection lab.

\*Korea Laboratory Accreditation Scheme (KOLAS): The KOLAS accreditation system formally recognizes the test, calibration and inspection capability of an accredited body at the international level.



### Overseas



**07 Jiangsu Ottogi Foods Co., Ltd.** Jiangsu Province, China. Dries, concentrates, and processes agricultural products, and manufactures sesame oil.



**08 Jiangsu Tae Dong Foods Co., Ltd.** Jiangsu Province, China. Produces vermicelli.



**09 Ottogi America Inc.** California, U.S.A. Sells curry, ramen, sauce, ready meals, sesame oil products and more.



**10 Ottogi New Zealand Ltd.** Auckland, New Zealand. Produces beef bone/beef meat extracts; produces and sells mayonnaise and dressing products.



**11 Ottogi Vietnam Co., Ltd.** Ho Chi Minh City, Vietnam. Produces and sells ketchup, mayonnaise, sauces, dressing, etc.



**12 Ottogi Vietnam Co., Ltd.** Hanoi, Vietnam. Produces ramen and cup tteokbokki products.

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## Business and Products

### Retort Products (3-min ready, microwavable)



Ottogi's "3-Minute Ready Meal" is one of the company's popular brands along with the curry lineup. Marking its 40th anniversary in 2021, our 3-Minute Ready Meal has been leading the national ready meal market since the brand was launched in 1981. Served in three minutes anywhere, anytime, Ottogi ready meal products represent the originator of recently emerging home meal replacement (HMR) products. The launch of 3-Minute Curry in 1981 was followed by the release of 3-Minute Jjajang, 3-Minute Hamburg Steak and 3-Minute Meat Balls. In 2003, we have launched 3-Minute Bekse Curry, a premium ready meal containing healthy ingredients for quality-conscious consumers, as well as the Cool Curry and Cool Jjajang, two products that are served without the need to cook or heat up, as well as our Rich Flavor Aging Curry (3-Minute), which is aged for three days for even better flavor. Delicious, convenient and health-conscious, these products have been loved by consumers for decades. In response to changes in consumer tastes, we have developed products that please the palate and offer greater nutritional values to customers. These include tray-type products that are microwavable and easy to serve, Oz Kitchen Soup Curry, the quintessence of Ottogi's 40-year-long experience in retort production and Craft Curry and Craft Jjajang which bring restaurant flavors to tables at home.

### Stocks, Broths and Stews



Following its debut in 1998, Ottogi Yetnal Beef Bone Stock has been one of the company's best sellers. Ottogi has put forth efforts to deliver easy-to-serve products to consumers such as Yukgaejang (hot spicy meat stew) and Galbitang (short rib soup). Recently we have launched products that will bring the menus of famous restaurants across the country to consumers' tables. Recreating the flavor profile of a famous pork bone soup restaurant in Busan featuring rich pork bone broth and boiled pork, Ottogi Premium Pork Bone Soup is one of the popular choices for customers, while Ottogi Yukgaejang has grabbed attention closely recreating the authentic flavor profile of Daegu Yukgaejang that boasts the perfect blend of oil-fried chili flakes and radish slices. We will keep doing our utmost to offer a variety of stocks, broths and stews that are both convenient to make and satisfying to eat.

### Frozen Food Products



In order to bring the signature menus of well-known restaurants to tables at home, Ottogi has exerted itself to refine its frozen food manufacturing technologies further and develop a range of products. As air fryers have become a kitchen necessity in many homes, an even greater variety of frozen food products which are no longer bound by the need for pan cooking have been introduced to the market. We launched the Oz Kitchen brand to offer easy-to-serve, restaurant-quality frozen food products including Mian Bao Xia, Chili Shrimp, Fish and Chips and Cheese Sticks. In 2019, we brought to the market a range of new products to please consumer palates including the premium dumpling X.O. Dumplings. The vacuum-knead dumpling skins offer an even better texture and the flavorful fillings feature homegrown pork and vegetables. With our multifaceted capabilities and market-proven skill set, we will continue developing easy-to-serve frozen food products to allow consumers to enjoy convenient dishes that would otherwise not be served at home.

### Ketchup and Mayonnaise



Korea's economic development was followed by the Westernization of the country's food culture. In response to this change, Ottogi was the first in Korea to launch ketchup and mayonnaise. Since their debut, these products have maintained a market share of over 70% and positioned as Korea's most beloved products. Ottogi Tomato Ketchup is made from rich-colored and firm-fleshed tomatoes carefully selected according to our strict quality standards. To satisfy diverse consumer preferences and needs, we have developed and launched a series of new products which include Ottogi Reduced Calorie Ketchup that features reduced sugar and salt content, Ottogi Fruit and Vegetable Ketchup with a tart-sweet flavor profile, as well as our most recent additions like Jalapeno Ketchup and Curry Ketchup. Ottogi Mayonnaise, Korea's first mayonnaise launched in 1972, has positioned itself as the firm market leader with a range of new product varieties. In response to changes in consumer preferences, we have developed and launched Ottogi Gold Mayonnaise, Ottogi Reduced Calorie Mayonnaise, Ottogi Cholesterol-Free Mayonnaises, Ottogi Olive Oil Mayonnaise and Ottogi Wasabi Mayonnaise. Recently we have also successfully launched products that immediately captured the market's attention, most notably are Ottogi Dried Snack Dipping Mayonnaise which resembles the secret dipping sauce from famous pubs and Ottogi Soybean Mayo which contains soybeans instead of eggs and no other animal-based ingredients.

 Sauces



In 2020, we introduced a range of sauces as our answer to the home-meal trend following the aftermath of the COVID-19 pandemic. At first, we launched the Simply Seasoning series which enable novice home cooks to easily make delicious condiment-seasoned vegetables. Each product in the lineup, from Simply Kimchi Sauce with Anchovy and Chili, Simply Seasoning Sauce with Vinegary Chili Paste and Simply Seasoning Sauce with Soybean Paste, allows home cooks to make vegetable dishes at least three ways, thus making the sauces a kitchen necessity. We also launched two chili oil products to enable home cooks to prepare meals like a professional. Rich in whole Sichuan peppercorns, our Sichuan Peppercorn Chili Oil boasts the perfect mix of tingling and numbing spiciness, saltiness and umami profiles. As a jack-of-all-trades in the kitchen, it is a great addition to any Chinese, Korean, or even Western dish.

Seizing upon the home and camp site BBQ trend, we developed Anchovy Sauce for Grilled Pork Belly, inspired by a dipping sauce from a famous restaurant in Jeju. Our Anchovy Sauce for Grilled Pork Belly is made from stock made with whole-ground salted anchovies caught from the southern seas for a richer flavor and umami. It was featured in many videos on YouTube even before its official launch and caught people’s attention on social media channels. We at Ottogi will continue contributing to the food lifestyle of humanity by developing sauces that suit the latest trends.

 Ramen



With 50 products in its product portfolio, Ottogi Ramen has been one of the most beloved ramen brands in Korea since the launch of Jin Ramen in 1988. In 2018, the brand unveiled a collaborative project with Spanish artist Joan Miro, followed by a design renewal inspired by the concept of “retro-futurism.” The new packaging which features stars conveys the brand’s message for a brighter future starring dreams and the imagination. Today, Ottogi Ramen is pioneering a new market, namely HMR ramen, where existing ramen products are further reinforced with Ottogi’s specialty retort technologies. Boasting the perfect balance between chunky chicken and spicy broth, Ottogi Dakgaejang Ramen features delicious solid ingredients including chicken, scallions and taro, as well as oat-based noodles which are rich in protein and dietary fiber. A true reproduction of Gogi Jjamppong with chunky pork, cabbage, black tree mushrooms, omega 3 fatty acid, cassia seed powder, calcium, vitamin D and turmeric, our Gamer’s Cup Healer is Ottogi’s next-generation ramen brand that targets game and media consumers. In addition, Ottogi Veggie Soup Ramen was certified by the British Vegan Society. These products represent only a fraction of Ottogi’s endeavors to approach and enrich consumers’ food lifestyle. Year after year, we are even more determined to fulfill our mission to make ramen products that fortify consumers with a bowl of delicious and nutritious ramen.

 Cup Rice



Rice, the staple of the Korean people, has always been cooked in a pot. Today, however, Ottogi is opening a new chapter of rice with our instant HMR rice products. HMR rice products are not new to the market, but none of them have ever satisfied consumers. To raise the quality of HMR rice to that of home-cooked rice, we have employed a rice cooking process which is virtually the same as that for home cooking, as well as a sterilizing process. We also use Ottogi Rinsed Rice which is pre-rinsed, thus keeping the grains’ flavor layer kept intact. These advancements have led to the explosive growth of the instant cooked rice market. Demand has been further reinforced by continued increases in new consumer demand seeking substantial yet convenient meals, hence the rapid growth of the cup rice market with products that combine cooked rice with sauces. Ottogi entered the instant cooked rice market in 2004 and ever since we have successfully launched 24 cup rice products, as well as cooked rice and cooked rice with mixed grains. The Ottogi Cooked Rice brand is growing steadily thanks to its superior taste and quality. By precisely satisfying consumer needs, our cup rice products lineup is also enlarging its territory. Our instant cooked rice products include Cooked Rice and cooked rice products with mixed grains such as the Cooked Rice with Five Grains and Cooked Germinated Brown Rice. Among the most loved cup rice products are consumers’ typical to-go choices such as Ottogi Cooked Rice with Kimchi and Tuna Sauce and Ottogi Cooked Rice with Pork, as well as powerful newcomers like Ottogi Cooked Rice and Fish Roe Sauce with Kimchi and the Ottogi Cooked Rice and Teriyaki Tuna with Mayonnaise, in addition to premium products that bring restaurant menus to consumer tables. These include Ottogi Cooked Rice and Suwon-Style Beef Rib Soup, as well as Ottogi Cooked Rice and Chinese-Style Palbochae.



Ceaseless Innovation in Cup Rice for Consumers

The market is experiencing drastic changes triggered by a rise in demand for HMR products following increases in one- or two-person households and changing expectations for taste, quality and content of products following the expansion of the home meal market triggered by the COVID-19 pandemic. As part of our endeavors to further improve our cup rice products and better satisfy customers, we conducted a consumer survey from which we discovered that while many people were unsatisfied with existing cup rice products because of their small serving portion size, the highest priority in selecting cup rice products is taste. Based on these findings, we increased the volume of the rice in all cup rice products by 20% and launched premium cup rice products that surpass existing ones in terms of taste and quality. These two points also served as guiding principles for our TV commercial and promotional campaigns to better satisfy consumer needs, which contributed to Ottogi taking the lead in the growing cup rice market as shown in the 2020 Nielsen survey.



Special Feature 02

# Response to COVID-19

## Company-wide Response System

### COVID-19 Response Task Force

Following the first cases of COVID-19 reported in Korea in December 2019, we organized a COVID-19 Emergency Planning Committee\* to ensure the continuity of our business through proactive measures.

We developed and disseminated situational response manuals and instructions on COVID-19 prevention and established a flexible response system that involves daily checkups and reports at headquarters, as well as all affiliates and OEM companies.

\* Renamed the Disaster Safety Planning Committee in January 2021



### COVID-19 Response Manuals

- Ottogi's COVID-19 prevention rules
- Afterwork rules for COVID-19 prevention
- Wise working from home life
- Instructions for suspected or confirmed cases
- Ottogi rules for self-quarantine
- Notice on COVID-19 self-quarantine
- Graphic instructions for COVID-19 prevention

### Phased Response

The Ottogi Center, a work environment remodeled as a smart office, applied flexible workforce rules to adjust the number of employees in remote working arrangements depending on the government's social distancing levels. At Level 3, we begin an emergency operation where all employees, save for a department-specific essential workforce, should work remotely. All meetings must be non-face-to-face and in-person reporting is avoided. We also have many other measures and actions in place to prevent the spread of COVID-19 including temperature checks for all people accessing our premises, use of hand sanitizers, 'one table per person' seating rules for meals, limiting elevator occupancy to four people, daily disinfections on company commuting buses, daily disinfections in offices and COVID-19 notices.

**‘코로나19’오뚜기 예방수칙**  
 <오뚜기인 모두가 방역의 주체입니다>

- ※ 출퇴근 시, 근무 시 등 모든 일상생활에서 **마스크 착용**
- ※ **개인 위생 철저히 준수**  
 (호르는 물에 손을 30초 이상 비누로 세정, 근무 시 수시로 **그린빈**을 이용해 세정 / 손으로 눈, 코, 입 만지지 않기, 휴대전화 **실금소독**)
- ※ 식사 시 **대화 금지** 및 근무 시 **대화 자제**
- ※ 사내 임직원 간 **외부 식사 및 모임 금지**, 개인 간 **접촉 및 약속 자제**
- ※ 외부인과의 상담 및 식사 등 **대면접촉 금지**(유무선 등으로 업무 협의)
- ※ 해외여행, 단체행사, 집회 및 동호회활동 등의 **단체활동 금지**

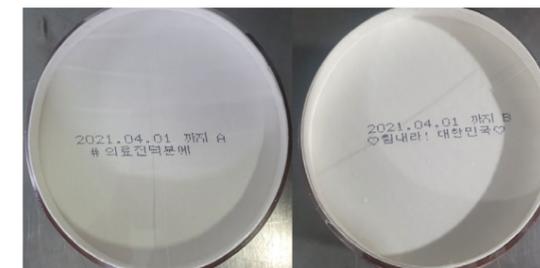


COVID-19 Prevention Activities

## Stakeholder-specific Response

### Customers

We put uplifting messages in our product packages to raise the spirits of our customers and encourage them to fight the COVID-19 crisis.



Cup rice message 1  
 (#thanks to healthcare professionals)

Cup rice message 2  
 (♡Go! Korea♡)

### Partner Companies

We delivered safety goods to protect all colleagues at headquarters, affiliates and partner companies from the COVID-19 pandemic as part of our efforts to grow and overcome the crisis together.



Masks  
 19,000



Hand sanitizers  
 (for factories)  
 5,274 liters



Hand sanitizers  
 (personal use)  
 1,000 bottles



Donation to Save The Children Korea in Family Month

### Community

In 2020, Ottogi donated goods and supplies as part of its social responsibility activities to help overcome COVID-19 and flood damage. Starting with product donations to healthcare professionals at Seoul Medical Center, National Medical Center and Myungji Hospital in February, we took part in 10 donation campaigns in 2020. The goods and supplies were delivered to state-designated quarantine hospitals, the Daegu-Gyeongbuk region severely affected by COVID-19, the socially disadvantaged including grandparents raising grandchildren and single-parent families, military troops devoted to national security and fighting the pandemic and private hospitals that spontaneously opened their premises as regional hubs to fight COVID-19. We also delivered relief supplies to those affected by floods and heavy downpours to help fast recovery. In total, we donated 205,624 Ottogi products (a value of approximately KRW 230 million) such as Ottogi cup rice, cooked rice, stock, broth, stew, 3-minute products, ramen, tuna, canned ham products and more.

### Disaster relief donations in 2020

Round	Date	Recipient	Quantity
1st	Feb	Seoul Medical Center, National Medical Center, Myungji Hospital	2,520
2nd	Feb	Korean Red Cross Daegu	8,400
3rd	Mar	Order of Malta Korea	30,008
4th	Mar	Korean Red Cross Daegu	12,000
5th	Mar	Korean Red Cross Daegu	19,200
6th	Apr	Korea Disaster Relief Association	19,200
7th	May	Save The Children Korea	64,000
8th	Aug	Korea Disaster Relief Association	21,000
9th	Dec	ROK Army 5th Infantry Division	22,816
10th	Dec	Pyeongtaek Bagae Hospital	6,480
Total			205,624

# SUSTAINABILITY

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We are true to our social responsibility and committed to communication with various stakeholders.



01

## Governance

### Board of Directors

Ottogi's Board of Directors consists of four members, namely three internal directors and one independent director. To ensure management accountability, the CEO also holds the position of board chair. An independent director is appointed among experts who are capable of reviewing and deliberating on important matters related to the company's business. He/she is actively encouraged to make recommendations to management and spontaneously take part in the company's business management. The director's tenure is three years, with re-appointment determined by a review of his/her activities while holding the position.

#### | Ottogi Board of Directors |

\*As of March 2021

Type	Name	Position	End of current tenure	Key experience
Internal directors	Young-joon Ham	Chairman & CEO	Mar 27, 2023	<ul style="list-style-type: none"> <li>University of Southern California Marshall School of Business</li> <li>Chairman &amp; CEO, Ottogi Co., Ltd.</li> </ul>
	Sung-man Hwang	President	Mar 26, 2024	<ul style="list-style-type: none"> <li>Department of Chemistry, Yonsei University</li> <li>CEO, Ottogi Co., Ltd.</li> </ul>
	Ki-jun Ryu	Head of Production / Safety Group	Mar 26, 2024	<ul style="list-style-type: none"> <li>Department of Industrial Engineering, Myungji University</li> <li>Head of Production / Safety Group, Ottogi Co., Ltd.</li> </ul>
Independent director	Yong-dae Kim	Non-executive director	Mar 22, 2022	<ul style="list-style-type: none"> <li>Ph.D. in computer science, University of Southern California</li> <li>Professor, Department of Electrical Engineering at KAIST</li> </ul>

### Independence of the Board

#### Appointment

Directors are appointed via the Shareholders' Meeting in accordance with the process provided in the Articles of Association. The Board of Directors nominates candidates who are subject to resolutions at the Shareholders Meeting. Shareholders' suggestions under the laws and regulations related to the appointment of directors and Board of Directors are introduced at the Shareholders' Meeting as part of the meeting agenda.

#### Expertise of the Independent Director

The independent director is appointed among experts in many different areas such as business management, law, finance, accounting and marketing. Ottogi assists the independent director in performing his/her duty as a board member. We send him/her detailed information on the board meeting agenda in advance and organize briefings as needed. The independent director is also provided with information on key issues within the company. To help the independent director better understand the company's business management, he/she is offered internal training including site visits to local and overseas business sites and reports on business status.

### Board Operation

Pursuant to Article 6 of the Board of Directors Rules, Board of Directors meetings at Ottogi are categorized into quarterly regular board meetings and extraordinary board meetings. A board meeting is convened by the chairperson under Article 35 of the Articles of Association and the Board of Directors Rules and the directors are provided with details on the time and venue of the meeting and agenda at least three days prior to the meeting. A director may, if he/she deems it necessary for performing his/her duty, ask the chairperson to convene a board meeting with agenda to discuss and reasons to convene the meeting clarified. If such a request is rejected without just cause, the director him/herself may convene a board meeting. Resolutions may be made via remote communication methods where part or all of the directors are not present at the meeting in person but transmit and receive voice communications in real time, with directors attending this way deemed physically present at the meeting.

#### | Board Meeting Operation |

Category	Unit	2018	2019	2020
Board meetings held	Case	14	10	16
Agenda discussed	Case	14	11	23
Attendance, internal directors	%	84	80	87
Attendance, independent director	%	100	100	100

#### Audit

Ottogi has one standing auditor whose independence is guaranteed. To ensure the independence of the auditor, Article 33 of the Articles of Association clearly provides the auditor's authority to conduct audits in his/her capacity to perform audits as an independent auditor. We at Ottogi put forth great effort to appoint a person who has essential knowledge and/or experience to perform the auditor's duty and who is not disqualified by law, which is subject to recognition at the Shareholders Meeting. In March 2019, Ottogi appointed Ahn Tae-sik as the company's financial and accounting expert under the Commercial Act and relevant acts. The auditor is a standing position, hence taking director or manager positions in the company and/or its affiliates or holding concurrent positions at other employers is not allowed.

### Evaluation and Compensation

For fair compensation, individual directors are subject to detailed performance evaluation, with the results considered in determining their compensation and reappointment. The Board of Directors designed the compensation policy for key management positions in the interest of shareholders and in line with the company's long-term interest and relevant details are disclosed. The management's activities are evaluated using objective and comprehensive criteria including quantitative measures such as revenues and operating profits, leadership, core competence and contribution to the company.

#### | Compensation for Directors and Auditor |

Category	Unit	Registered director (excluding independent director)	Independent director	Auditor
No. of people	People	2	1	1
Gross compensation	KRW million	2,702	53	79
Average compensation per person	KRW million	783	53	79

\* Annual compensation paid from January to December 2020

\* Compensation for resigned directors included in gross compensation and average per-person compensation

02

# Ethical Management

## Ethical Management Policy and System

### Ethical Management System

We at Ottogi seek free and fair competition by pursuing mutual interest with all stakeholders and being guided by the principles of mutual trust and cooperation in our business conduct. We distributed the Ethical Oath to all executives and employees to help them understand our ethical management guidelines and pursue principled and transparent business operations. In addition, we developed the Ottogi Ethics Rules, which provide concrete measures and instructions to practice ethical management and are available on the company's internal bulletin board. We also have compliance control guidelines, as well as programs and initiatives in place to strengthen employee ethics such as ethics education with the aim to prevent corruption and help all employees better understand our ethical standards.

### Code of Ethics

We are true to our Code of Ethics in the pursuit of eliminating any and all elements hindering sound business activities and establishing a clean and honest corporate culture. The Code of Ethics is publicly available on the Ottogi website to encourage all stakeholders to abide by our principles.

### Ottogi Code of Ethics

- One. We do not solicit and/or receive money or valuables from stakeholders for any reason.
- One. We do not receive entertainment and/or hospitality beyond sound common sense.
- One. We do not receive benefits and/or conveniences (transportation, accommodation, etc.) that may put a financial burden on stakeholders.
- One. We do not inform, whether directly or indirectly, stakeholders of family events of executives and employees and even in unavoidable circumstances, we never receive congratulatory or condolence money in excessive amounts.
- One. We do not engage in financial transactions with stakeholders (borrowing and lending, guarantee, property lease, etc.)
- One. We do not receive contributions and/or benefits from stakeholders for business or private occasions.
- One. We do not accept unfair or unjust stakes from those in business relations with us.
- One. We do not use company budget, assets and/or information for unjust purposes.

## Ethical Management Practice

### Ethical Management Training

We at Ottogi offer ethical training to help employees strengthen their ethics. Departments and employees exposed to high risk for unethical conduct and/or non-compliance issues are required to complete mandatory ethics training relating to their job responsibilities. To further improve their sense of ethics, we provide all executives and employees with information related to ethical management which include the Fair Trade Act, the Subcontracting Act, the Personal Information Protection Act and the repression of unfair competition. We also have ethical training programs included in training courses for new and promoted employees and programs which target specific job positions. Furthermore, we are gradually expanding the scope of the application of ethics training and ethical management to all Ottogi affiliates.



Online Training by the Ottogi Cyber Training Center

### Ethical Management Training

Category	Unit	2018	2019	2020
No. of trainees	People	853	878	340
Round	Round	16	14	(online)
Hours per person	Hours	1	1	1

\* In 2020, training was offered to those who had access to online training courses due to COVID-19

## Internal Control

### Fraud Prevention Evaluation

We established internal control activities to analyze potential cases posing risk for work-related fraud and to prevent corruption and fraud. We monitor irregularities at work in connection with audits.

### Audit

The auditor performs the duty as an independent auditor to ensure sound business management, protect the rights and interest of stakeholders and strengthen social trust in the company. The auditor also performs audits for issues which arise due to fraud risk.

### Authority Management

We established arbitrary approval rules that put an emphasis on the authority and accountability of business management and defined incompatible duties to avoid excessive authority given to certain positions. We seek balance by encouraging different authority holders to keep each other in check and conduct regular reviews and controls for ethical management.

## Reporting and Whistle-blowing System

### Internal Reporting and Whistle-blowing

We have a cyber report center that receives reports on unethical conduct by executives and employees, complaints and enquiries about company ethical standards. The cyber report center is only accessible by executives in charge of human resources and legal affairs. Types of unethical conduct includes work-related grievance, sexual harassment, personnel management fraud, bullying in the workplace and more. All reports received are kept strictly confidential and anonymous, and a disciplinary committee meeting is convened as needed to probe unethical conduct.

### External Reporting and Whistle-blowing

Ottogi has a channel to report violations of the Code of Ethics and make enquiries about unethical conduct in transactions with affiliated companies or suppliers such as offering/soliciting money and valuables, as well as unfair requests, complaints, suggestions for improvement and unfair trade in subcontracting. The contact information is publicly available on the company website, while the channel is open to all affiliates, suppliers and external stakeholders. In addition, anyone can report issues and potential problems using the customer service menu on our website. All reports received are kept anonymous to protect the whistleblower.

Special Feature 03

# Sustainable Management System

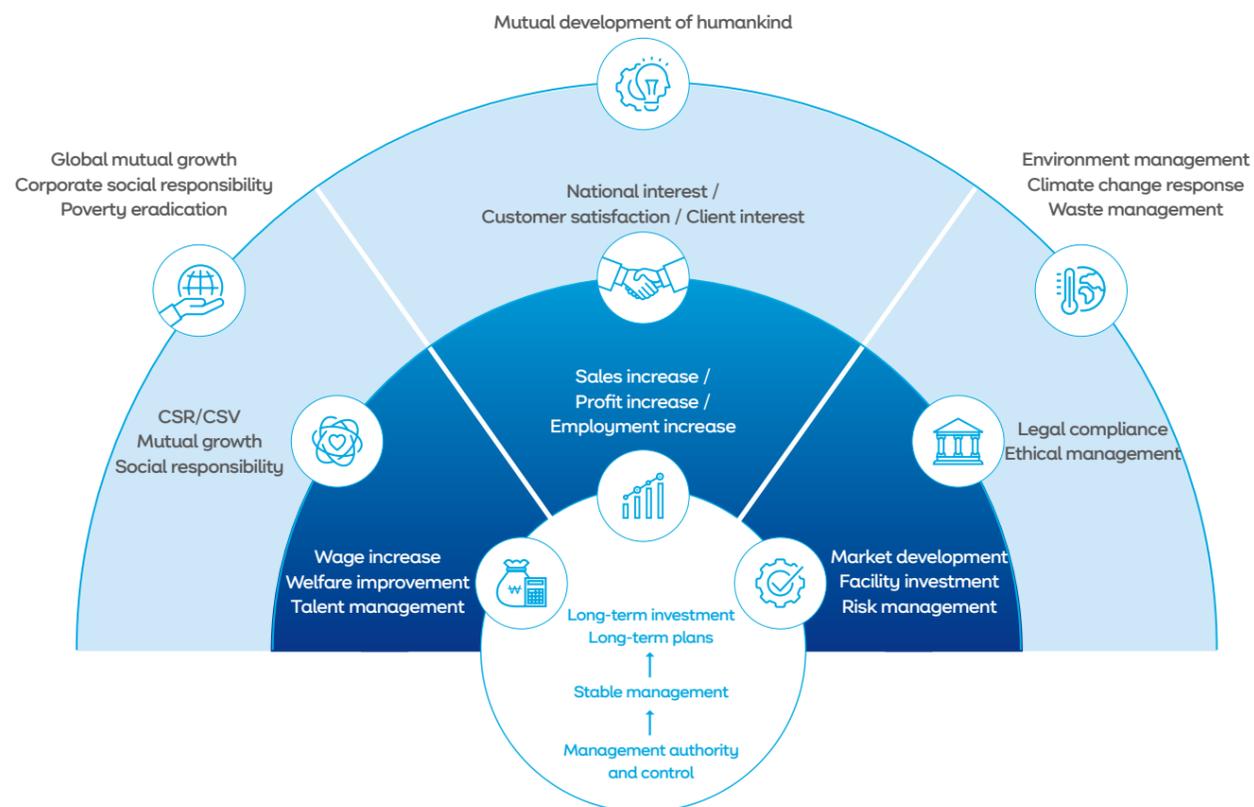
## Ottogi's Orientation for Sustainable Management

### Overall Sustainable Management

In 2017, Ottogi organized the Sustainability Task Force Team (S TFT) in pursuit of sustainable management. It inherited the environment management principles from Let's ECO Task Force Team organized in 2010 and further expanded its scope to sustainable management and its domain to all affiliates. S TFT members are rotated annually with new members across the company to encourage all Ottogi colleagues to have a sense of mission and responsibility for sustainable management.

### Vision

Upon celebrating the 50th anniversary in 2019, Ottogi designed its future and established processes to ensure business sustainability in the coming decades. In 2020, we harkened back to the foundational philosophy and reminded ourselves of Ottogi's foundational motto, "Think smart, sweat hard!". For Ottogi, sustainable management means satisfying consumers, fulfilling social responsibility, and ultimately contributing to the development of all humankind based on stable business management and growth.



## Pursuit of Sustainable Management Centering on S TFT

### S TFT Structure

S TFT is chaired by the company's CEO and consists of about 15 members appointed annually. The members have four regular meetings and working-level meetings every year to identify, consider, and pursue sustainable management themes at Ottogi. These include visits to local and international best-practice sites and benchmark targets, eco-friendly packaging development and application, renewable energy sources and waste reduction methods, all geared towards finding new growth drivers and improvement measures to help Ottogi's continued business evolution. Case studies of best practices are disseminated to affiliated companies, overseas businesses and suppliers in the pursuit of mutual growth. Marking its fourth term, the S TFT replaced the ECO TFT organized in 2010. As of 2020, 103 executives and employees have been involved in the task force.



### Key Activities of S TFT

Term 1 (Jul. 2017- Jun. 2018)	Term 2 (Jul. 2018- Jun. 2019)	Term 3 (Jul. 2019- Jun. 2020)	Term 4 (Jul. 2020- Present)
Utility improvement Solar power facilities, energy storage systems	Process improvement Cooperative robots and smart factories, eco-friendly detergents	Process improvement Waste reduction, logistic efficiency	Process improvement Safety accident/fire prevention facilities, Improvement of Working Environment, utility control systems
Packaging improvement Lightweight containers, specifications change, materials change	Packaging improvement Specifications improvement, octagonal boxes added, waste reduction	Packaging improvement EASY+RICH initiative, lightweight packaging, green packing materials	Packaging improvement Substitutes for plastic packaging, increasing and publicizing eco packages
Additional Ingredient localization, logistics improvement	Additional Improvement of Working Environment (meeting rooms, etc.), loading efficiency improvement	Additional Smart offices, safety accident prevention	Additional Planting trees, food donation, upcycling initiatives

03

## Stakeholder Involvement

### Definition of Stakeholders

At Ottogi, major stakeholders are defined as customers, suppliers, shareholders, investors, local communities, executives and employees that directly and indirectly influence the company's management activities. We are committed to frequent and regular communications with various stakeholders to understand their needs and incorporate them into our business activities at Ottogi. Based on mutual trust, we have built robust relationships with them.

### Definition of Stakeholders

Major stakeholders	Communication channels	Topics
 <p>Customers</p>	<ul style="list-style-type: none"> <li>• Customer Services Division</li> <li>• Customers' voice on website</li> <li>• Homemaker monitoring</li> <li>• Factory visit (Daepoong factory)</li> <li>• Sweet Home Ottogi Family Cooking Festival</li> <li>• Ottogi Mall and social media channels</li> </ul>	<ul style="list-style-type: none"> <li>• Communication with customers</li> <li>• Product quality/safety improvement</li> </ul>
 <p>Supply networks</p>	<ul style="list-style-type: none"> <li>• Quality meetings, quality visits, quality workshops</li> <li>• Discussions with suppliers</li> <li>• Quality circle competition</li> <li>• Ottogi purchase portal system</li> <li>• Fair trade practice program</li> <li>• Subcontracting deliberation committee</li> <li>• Sustainability TFT</li> </ul>	<ul style="list-style-type: none"> <li>• Mutual quality management, mutual prosperity</li> <li>• Supplier selection and management</li> <li>• Mutual growth and development</li> </ul>
 <p>Stakeholders/ investors</p>	<ul style="list-style-type: none"> <li>• Shareholders meeting</li> <li>• Public announcements</li> <li>• Sustainability reports</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable growth of corporate value</li> <li>• Improving value for investors</li> <li>• Sustainable management issues</li> </ul>
 <p>Community</p>	<ul style="list-style-type: none"> <li>• Ottogi CSR reports</li> <li>• Startup incubating program "Winner Chef"</li> <li>• Volunteering, environment cleanup activities</li> <li>• Goodwill Store, food banks, welfare centers</li> <li>• Nationwide disaster relief associations, Red Cross Korea</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting the financially and socially disadvantaged</li> <li>• Fulfilling corporate social responsibility</li> <li>• Support to fight COVID-19</li> </ul>
 <p>Executives and employees</p>	<ul style="list-style-type: none"> <li>• Internal company portal (POWER, Portal of Ottogi's Wise usER)</li> <li>• Inhouse email, Ottogi Talk, enterprise talk, Teams</li> <li>• Recruitment fairs</li> <li>• Inhouse training</li> <li>• Ottogi newsletter</li> </ul>	<ul style="list-style-type: none"> <li>• Attracting and fostering talent</li> <li>• Work-life balance</li> <li>• Inhouse startup support</li> <li>• Employee grievance</li> </ul>

04

## UN SDGs Commitment

### Ottogi's Commitment to UN SDGs

The United Nations Sustainable Development Goals (SDG), represent the shared goals of international society that aim to solve universal social, environmental, economic problems and pursue the mutual development and prosperity of all humankind. The UN SDGs consist of 17 goals and 169 targets. We at Ottogi are focusing on SDGs highly relevant to our business in consideration of our orientation for sustainable management and the UN SDGs.



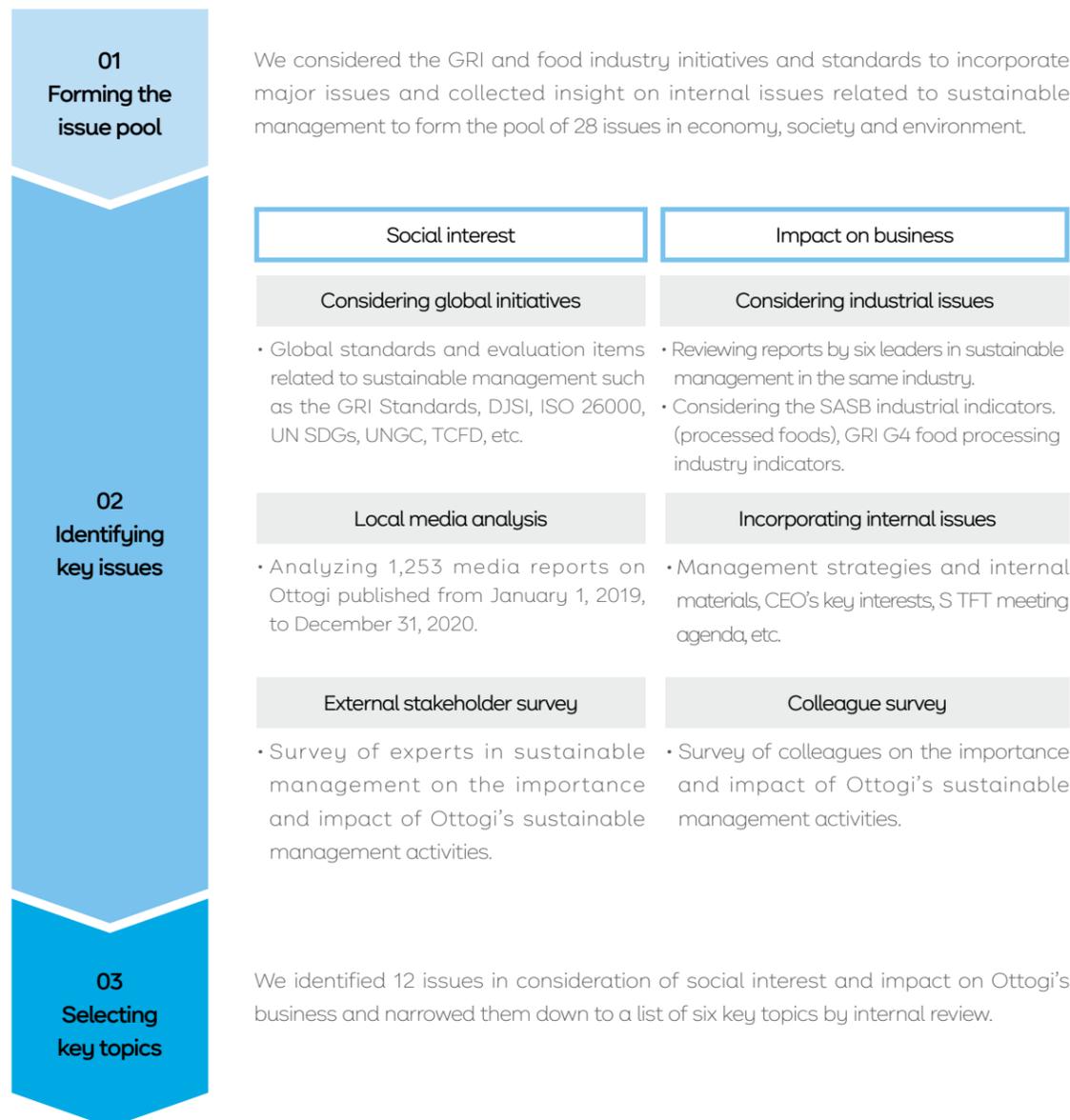
The image displays a grid of 17 Sustainable Development Goals (SDGs) icons arranged in a 4x5 pattern. The central cell of the grid (row 2, column 3) contains the 'Sustainable Development Goals' logo, which features the United Nations emblem and the text 'SUSTAINABLE DEVELOPMENT GOALS' in blue and green. The surrounding cells contain icons for each goal, numbered 01 through 17. The goals are: 01 No Poverty, 02 Zero Hunger, 03 Good Health and Well-being, 04 Quality Education, 05 Gender Equality, 06 Clean Water and Sanitation, 07 Affordable and Clean Energy, 08 Decent Work and Economic Growth, 09 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, and 17 Partnerships for the Goals.

05

# Materiality Assessment

## Materiality Assessment Process

We at Ottogi conduct our materiality assessment guided by the Global Report Initiative (GRI) principles and report on major issues identified therefrom. Insights and information that are essential at the global and industry levels are incorporated into our sustainable management activities, while we aim to show stakeholders our goals and targets for relevant issues by describing our management systems, key activities, objectives and achievements.



## Results of the Materiality Assessment

In our sustainability report, we report on key activities and achievements related to the key issues identified from the materiality assessment. We also continue monitoring and managing potential issues that may influence our management activities.



Key topic	Relevance with UN SDGs	GRI Index	Impact of issue*	Pages in this report
1. Product development for sustainability	7 AFFORDABLE AND CLEAN ENERGY, 13 CLIMATE ACTION	302-5 Energy	Cost, profitability	68, 70-71
2. Contribution to a circular economy	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	306-2 Waste	Cost, risk	72-73, 85
3. Response to changes in consumer lifestyle	3 GOOD HEALTH AND WELL-BEING	417-2 Marketing and labelling	Cost, profitability	48-51
4. Product and service development for consumer health	3 GOOD HEALTH AND WELL-BEING	416-2 Consumer safety and health	Profitability	42-43, 46-48
5. Food and product safety	3 GOOD HEALTH AND WELL-BEING, 15 LIFE ON LAND, 14 LIFE BELOW WATER	416-1 Consumer safety and health	Risk	42-43
6. Sharpening global competitiveness	4 QUALITY EDUCATION, 8 DECENT WORK AND ECONOMIC GROWTH, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	N/A	Profitability	52-57

\*Impact of issue  
 1) Cost: Impact directly or indirectly associated with financial gains/losses in the short term  
 2) Profitability: Impact on business operations, activities and processes  
 3) Risk: Impact on community, consumer and other stakeholders' trust and reputation

# PERFORMANCE

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Think smart,  
Sweat hard.  
That's our  
commitment  
to change and  
innovation to  
be a centennial  
business.



Core Issue

1

Better Quality

Efforts to ensure food quality and safety

Key issues



Importance of the issues

Quality and food safety no longer remain limited concepts relevant only to products. They are evolving into more comprehensive concepts that encompass many stakeholders and social responsibility across the value chain of purchase, production, sales and consumers. We at Ottogi have developed a range of policies to improve quality and food safety with the firm belief that we can provide consumers with better quality products when we produce them in a safe, clean and legitimate environment. We are also committed to making sure these policies work in reality through active communication.

Ottogi's Response

Key Activities

Establishing a new quality management organization, planned quality inspections, factory inspections and other checkup activities, 5 Food Safety Principles, preventive monitoring activities

Future Plans and Objectives

Expand quality certifications such as FSSC 22000, company-wide quality meetings and inhouse training, annual monitoring activities

01

Quality Management

Quality Management System

Strategy and Policy

Ottogi's vision for quality management is to provide healthy food lifestyle services with the highest level of quality. To do so, we first collect information on the latest laws and regulations on food safety to establish company-wide quality targets. Second, we listen to our customers and incorporate their views into our business as part of our efforts for customer-oriented product management. Third, we conduct zero-defect activities which do not tolerate even the tiniest defects, ceaselessly finding problems and making improvements. Fourth, we have established a range of policies for quality management and conduct organized preventive activities.



Quality Management Organization

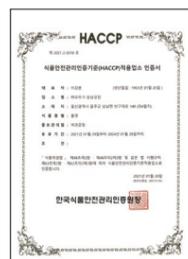
The Quality Assurance Division, Ottogi's quality management organization, was promoted to the Quality Assurance Group in 2021 and is tasked with establishing subordinate organizations and further specifying and specializing roles and responsibilities. In particular, the nutrition strategy part of the Food Ingredients Analysis Team at the Food Safety Center is the newest addition to the organization and committed to developing databases of nutrients in products and ingredients, research the nutritional balance of our products and analyze target-specific nutrition requirements, thereby ultimately offering a balanced food lifestyle to our customers.

Expanding Quality Certification

At Ottogi, we have established strict in-house rules to establish clean and law-abiding production environments and efficient work processes, which are further reinforced by various quality certifications. In 1987, Ottogi was the first company in Korea to obtain the KS Certification for mayonnaise. In 2005, our retort products were HACCP-certified by the Korea Food and Drug Administration and the HACCP certification scheme was further extended to the entire product range in 2009. In 2018, all products including self-sourced ingredients were certified, thereby demonstrating the stability of our quality management system. We also introduced the ISO 9001 quality management system, followed by the ISO 22000 food safety management system and most recently FSSC 22000, one of the most authoritative certification schemes globally. At Ottogi, four factories and two affiliate factories have obtained FSSC 22000 certification and at present we are aiming to have all factories certified and extend the certification scheme to our affiliates. In addition, we have retained the SQ certification since 2016 as a demonstration of the quality of our comprehensive services. As of 2020, three Ottogi products – sesame seed oil, perilla seed oil and citron tea – are registered as World Class Products of Korea as designated by the Korean Ministry of Trade, Industry and Energy. Recognized for its quality underpinned by safe ingredients and clean process management, Ottogi supplies products to global distributors and franchises such as Costco Korea, McDonald's, KFC and Burger King.



FSSC 22000 Certificate



HACCP Certificate

## Internalizing Quality Management

### Planned Quality Inspections

To ensure a comprehensive response to local and international food laws and regulations and food safety issues, we at Ottogi established processes to examine specific quality issues in certain periods of the year. Following our monthly plans, we examine our products, ingredients and logistics, among others and identify areas of improvement, thereby ensuring a consistently safe supply of products.

#### Details of Planned Quality Inspections

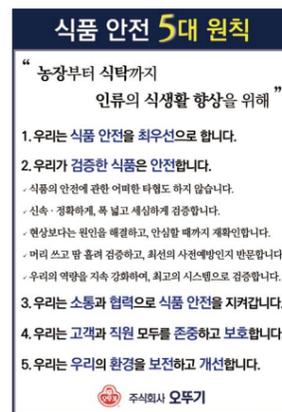
Annual Inspection	Target
Permits and Approvals Inspection	Ottogi, affiliates, OEMs
Product Inspection	Ottogi, affiliates, OEMs
Pest Control Inspection	Ottogi, affiliates
Summer/winter Logistics Inspection	Ottogi Logistics Service's distribution centers
Ingredients Inspection	Ottogi, affiliates, OEMs, ingredients/packing materials suppliers

### Regular Factory Hygiene Inspection

We conduct regular factory hygiene inspections at least twice annually for all factories producing Ottogi products including our own, affiliate and OEM factories. Inspections are done by internal inspectors from our quality department and external audit specialists to ensure fair and objective verification and assessment. To make sure issues and problems identified during the inspections are resolved, factories are required to file improvement reports, which are subject to primary document screening and subsequent on-site checkups. Suppliers of ingredients and packing materials, as well, are subject to semi-annual inspections depending on their importance, defect rates and previous years' inspection results. In 2021, we plan to apply stricter inspection criteria to occupational safety, environment, fire safety and hazardous substances control given the ever-increasing importance of industrial accident prevention.

### Self-inspections by Factories

Ottogi, our affiliates and OEM companies conduct monthly factory inspections, with the results registered in the Ottogi Factory Audit System. The checklist contains items to focus on to ensure workplace safety, hence encouraging continued improvement and prevention at production sites.



5 food safety principles



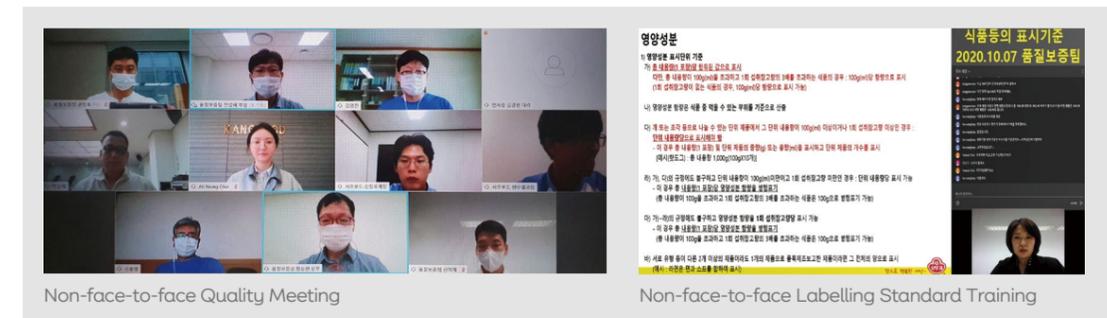
Poster for food safety environment

### Food Safety Culture

Ottogi declared 2021 as the year to establish food safety culture, pursuing company-wide drives to internalize food safety culture. We define food safety culture as shared values, beliefs and norms that influence mindsets and behaviors for food safety both within the organization and as a whole. Ottogi established seven principles for food safety, which are shared and communicated company-wide through posters, videos and educational materials. In addition, to encourage individual factories to take the initiative in establishing food safety culture, we organized the food safety culture task force, which holds monthly meetings to share outcomes and achievements with each other.

### Quality Meetings

Factory managers and quality assurance officers of Ottogi, affiliates and OEM companies hold annual quality meetings to share insights on Ottogi's quality policy, the latest developments and amendments in legislation, relevant issues and food safety. In 2020, we held non-face-to-face quality meetings, rather than a collective training program we would usually do otherwise, given the COVID-19 pandemic. Ottogi, affiliates and OEMs had their own meetings and increases in the number of meeting sessions resulted in more active communication and networking. We also have non-face-to-face labeling standard training programs in place for researchers, marketers and sales representatives. At Ottogi, we plan to further expand non-face-to-face meetings and training as efficient communication tools that are free from temporal and spatial limitations.



Non-face-to-face Quality Meeting

Non-face-to-face Labelling Standard Training

### Quality Circle Competition

Ottogi started holding annual in-house quality circle competitions in 1999, inspired by the government's National Quality Circle Contest. Quality circles are small groups spontaneously organized by employees at production sites to identify and select improvement tasks and engage in relevant activities throughout the year. We select outstanding quality circles from each factory and host a quality circle competition at the end of each year. Topics range from quality enhancement, cost reduction to productivity and zero defect and are designed to encourage employees to actively take part in improvement activities and contribute to the company's continued innovation. In light of the COVID-19 situation, the 2020 quality circle competition was livestreamed on YouTube.



2019 Quality Circle Competition



2020 Online Quality Circle Competition

## Food Safety Management

### Ottogi Product Information System

Ottogi's Production / Safety Group is responsible for ingredient traceability from acceptance and warehousing to input and production. The product information system is designed to ensure production is initiated only when ingredient traceability is confirmed and ingredients of genuine quality and quantity are used according to the exact mixing ratio to avoid errors and accidents in the mixing process. In addition, we electronically manage product lots to ensure product traceability throughout the supply chain from transport to shipping and point of sale.

### Ingredient Quality Management

Good ingredients are essential for quality products. As consumers are increasingly interested in food safety, safe and clean ingredients are prerequisites to consumer satisfaction. Ottogi's suppliers undergo strict factory inspections to demonstrate their legal compliance, hygiene and quality control systems. Once we initiate transactions with suppliers, we continue conducting regular inspections and provide support to help them remain competitive as partners to Ottogi. In addition, in-house departments in charge of ingredient safety management meet with suppliers every month to exchange information and insight and discuss how to supply safe ingredients.

### Leader in Food Safety

The Ottogi Food Safety Center is an internationally recognized, KOLAS-accredited testing lab, as well as a crop verification lab for rice and brown rice, boasting industry-leading analysis capabilities. Our 5 Food Safety Principles are shared company-wide and we play a leading role in preventing food safety risks both at home and abroad with our own food safety precaution system. In 2020, we remodeled the laboratory to ensure the health, safety and sustainability at work of our workforce.

### Food Safety Management Precaution System

For proactive food safety management, the Food Safety Center collects the latest intelligence on food safety locally and internationally, establishes annual monitoring plans with ingredient-, product- and country-specific hazard profiles and conducts safety verification activities based on the hazard classification system. The findings are put into a database and shared with relevant departments for prevention and precaution.

### | Integrated Food Safety Information Management |



Food safety information collected locally and internationally in 2020

**8,690** cases



Safety verification in 2020

362 cases monitored  
**12,903** cases



### Company-wide Analytical Capacity Building

The Food Safety Center participates in the annual Food Analysis Performance Assessment Scheme (FAPAS)\* to demonstrate the reliability of its analytical capabilities. At 2020 FAPAS\*\*, we were recognized for our top-notch capabilities for esters analysis and stood out among the 89 participating institutions in other evaluation criteria. To ensure a proactive response to emerging harmful substances, we continue striving to develop world-leading analytical capabilities by, for example, introducing the latest equipment. We also offer regular training on analytical techniques for technicians at each factory and organize networking sessions for prevention and precaution, thereby helping them build upon their capacity and further developing company-wide prevention systems.

\* Proficiency testing scheme: Tests to objectively assess laboratories' analytical capabilities and validate their expertise. Tests are conducted by laboratories receiving specimens of unknown concentration provided by the assessor, conducting self-tests and submitting results and the results being compared between participating laboratories

\*\* FAPAS (Food Analysis Performance Assessment Scheme): An internationally recognized analytical proficiency testing program managed by the United Kingdom Department for Environment, Food and Rural Affairs

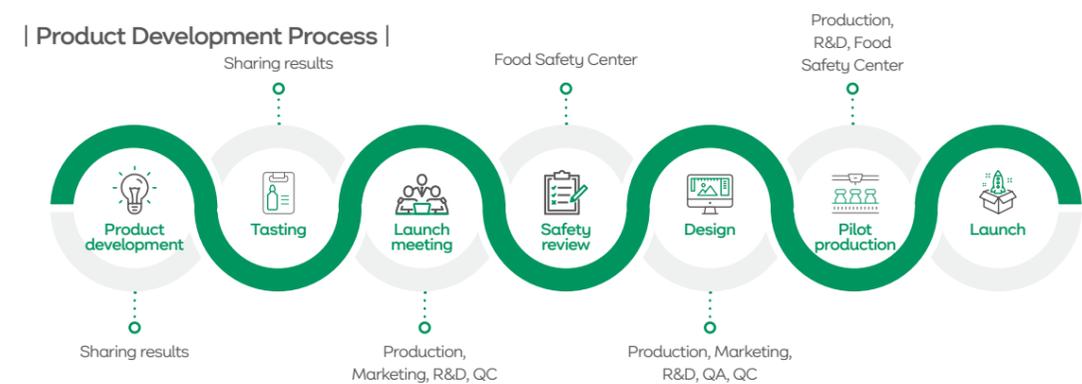
### | Analytical Capacity Building Activities in 2020 |

Capacity building activity	Times		Items
	2019	2020	
FAPAS	7	5	Aflatoxin, GMO, Ges, inorganic matters, etc.
Analytical technique training/evaluation	13	26	Preservatives, pathogenic microorganisms, benzopyrene, coliforms, etc.
Networking sessions	2	2	Microorganisms, chemistry

### Verifying Safety of New Products

To make sure new products are protected from potential problems or issues throughout the launching process such as inherent hazards, ingredient safety, or issues found in distribution or after being sold, we apply strict verification processes as early as the product development stage. The new product planning department develops a product after which the product's flavor prototype is confirmed through multiple rounds of tasting sessions, followed by detailed ingredients and finished product specifications validation to ensure safety. Finally, batch production and product launch are preceded by pilot production to confirm the product's compatibility for production. After the product launch, the product undergoes reverification with the same criteria as a new product whenever a new ingredient is used or a process is changed.

### | Product Development Process |



### Sensory Evaluation of Product Quality

For all Ottogi products, we conduct monthly sensory evaluations based on the pre-defined annual evaluation plan, by which we check not only their sensory specifications such as taste, smell and color, but also recipes, labelling, usability and package design. If points to improve are identified, the findings are shared with researchers, marketers and factory teams in charge to have them establish improvement measures, hence bringing our products closer to perfection.

02

# Safety Management

## HSE System

### Strategy and Policy

For the safety and health of all employees, we have established “zero accidents” as one of our key managerial goals and established the following safety and health policy.



### Ottogi Safety and Health Policy

- ① Ottogi has established a safety and health management system focusing on employee safety and health and which complies with laws and regulations related to safety and health.
- ② Ottogi exerts its utmost effort to prevent industrial accidents by proactively identifying potential risk factors in the field and making preemptive improvements and strives to enhance the health and work environment of our employees.
- ③ Ottogi raises employee awareness on safety and health through organized education and training and has created a sustainable safety culture through safety and health activities all employees spontaneously take part in.

### | HSE Goals |

Qualitative goals	Quantitative goals	Detailed goals
1. Health - Zero occupational disease 2. Safety - Zero industrial (major) accidents 3. Environment - Zero environmental demerit points	1. Environmental impact - Eliminate potential risk factors through safety and health risk assessments and safety inspections 2. Work environment - Strengthen response to hazards by measuring them 3. Risk factors - Respond to and control risks with proactive checkups	1. Compliance as a standard practice 2. Strengthening safety and health management systems 3. Identifying risk factors and carrying out prevention activities 4. Practicing safety activities

### Organization

In January 2021, Ottogi revamped its organization to strengthen major accident and disaster prevention and environment and safety activities and established Environment / Safety Team at its factories, supporting functions and affiliates to reiterate our commitment to environment and safety.

### Production Process Safety Management

The Ottogi Production / Safety Group has assessed risks and established safety operation plans and contingency plans to ensure safety in our production processes. We use hazardous materials control for spirits, LNG, etc., material safety data sheets (MSDS) and checklists to identify processes potentially exposed to risk of accident and make improvements accordingly. We also establish plans to inspect, test and maintain facilities to protect our factories from potential accidents.

## Workplace Safety Management

### Safety Inspections

By working with Korea Industrial Safety Association, we identify risk factors in high-risk business places and make improvements accordingly. We also continue resolving risk factors by conducting process safety management (PSM) checkups, ISO environmental inspections and self-inspections by on-site managers. To prevent recurrence of safety failures, we disseminate relevant case studies and strengthen efforts to eliminate shortcomings. In 2021, we will continue to commit ourselves to safety and health management activities to protect all employees from safety accidents.

### Employee Health Management

To facilitate the health management of our employees and their families, Ottogi started covering comprehensive medical examination costs in October 2017. Employees aged 45 or older with a service time of at least 3 years are fully covered for a medical checkup every two years, while other employees and family members are provided with discounts on premium health checkups. In addition, for regular health checkups every two years, we offer free blood tests for 18 disease indicators.

### Safety and Health Education and Training

Ottogi has specialist agencies conduct regular safety and health education and training at our business sites. In addition, each factory undergoes PSM assessments to ensure an unbiased perspective on their safety management level.

### | Key Safety and Health Education and Training |

Safety and Health Education		Emergency Response Drill	
• Pre-work safety education	• Education for new hires and transferees	• Fire evacuation drill	• Hazard/risk response drill
• Regular safety education	• Special education	• Day/night evacuation drill	• Cardiopulmonary resuscitation
• Supervisor education		• Drills for rescue in enclosed space	

### Fire Evacuation Drill

Annually, Ottogi conducts company-wide fire drills in cooperation with local fire stations. Based on scenarios assuming offices, warehouses, or factories catch on fire, the drills involve initial actions by the discoverer and evacuation from buildings.



### Oil Mist Cooling and Filtering Equipment

Ottogi Frozen Foods is committed to identifying risk factors and making improvements to keep the workplace safe. Its frying line used to experience risk for fire and carbide exposure to products caused by oil mist and temperature increases at the worksite in the summer season due to hot oil mist flow. To resolve this issue, the company installed cooling and filtering equipment in the production line to cool down the oil mist and prevent fire in exhaust ducts.



**Core Issue**  
**2**  
**Better Nutrition**  
—  
**R&D to contribute to the health and nutrition of humankind**

**Key Issue**



**Ottogi's Response**

**Key Activities**

Developing products focused on both taste and health, developing HMR products that are nutritious and convenient and developing and improving products by incorporating customer demands.

**Importance of the Issue**

Driven by people's desire for a 'better life' and as a consequence of the COVID pandemic, 'health' has emerged as one of the most important factors in food trends across the globe. We at Ottogi develop and launch products guided by our foundational philosophy to contribute to the food lifestyle of humanity with better quality, better nutrition and advanced food. We are devoted to developing better, reliable products that are well-balanced and offer all essential nutrients for a healthy life, thereby establishing Ottogi as a healthy company together with customers.

**Future Plans and Objectives**

Research on physiological functions of foods, health functional materials and product R&D, nutritional supplement/fortification materials and product R&D

**01**

**Leader in the Health Food Lifestyle**

**Developing Products for Health**

Following the recent low fertility, single-person household and aging population trends and changes in life values, the concept of food culture is experiencing many changes. At present, consumers seek to consume more wisely and make every meal count. Business-customer relationships are no longer mediated by individual products. Rather, consumers see companies according to the values they pursue. In this context, communication with customers should evolve to include listening to them directly and implementing their views and thoughts into new products, ideas and business areas.

Aiming to take the initiative in the healthy food lifestyle, the Ottogi R&D Center identifies consumers' nutritional needs and develops products accordingly.



**Low in sugar, rich in flavors and tastes: I'm Stick Citron Tea, I'm Stick Ginger Tea**

Developed for consumers concern about sugar intake, Ottogi's I'm Stick Citron Tea and Ginger Tea contain 33% less sugar compared to the average of the top three market leaders. Their sweetness comes from oligosaccharide and allulose. Also, unique flavors of citron and ginger is maximized.



**Substitute egg for soy for a lighter taste: Soy Mayo**

With soybeans substituted for eggs, Ottogi Soy Mayo offers a cleaner and lighter taste. Capturing the vegan trend, Soy Mayo contains no animal-derived ingredients, hence zero cholesterol.



**Rich tomato flavor: Reduced Calorie Ketchup**

Ottogi Reduced Calorie Ketchup cut calories by 33% compared to top three market leaders and contains less sodium. With reduced calorie and sodium content, this product retains the rich flavors of tomato ketchup.



**Calcium and vitamin D3 for children's nutrition and health: Children Curry**

In response to people's interest in a balanced diet for children, Ottogi Children Curry features fortified essential nutrients for children as 300mg of calcium (50% of recommended daily intake for children aged 3 to 5) and 5µg of vitamin D3 (100% of sufficient daily intake for children aged 3 to 5) have been added per serving. It also contains 40% less sodium compared to the average of top three powder curry products in the market.



**A light meal: The Konjac Noodle quintet (katsuo udon, kimchi, bibim, soybean noodle)**

The Ottogi Konjac Noodle is low-calorie konjac noodles for consumers interested in health, beauty and weight management. As low as 45 kcal to 115 kcal, these products satisfy the palate and make a proper meal. The lineup consists of katsuo udon featuring thick udon noodles for an authentic taste, kimchi that is refreshing and flavorfully spicy, bibim that offers a hot-and-sour flavor profile and soybean noodles, which is light and refreshing.

**Developing Products for Convenience**

Following changes in society including an increase in single-person households, an aging population and dual income families, we at Ottogi continue developing HMR products that take advantage of our seasoning know-how and production technology. Starting with the 3-Minute brand that was the first of its kind in Korea's HMR market, we continue to develop HMR products inspired by regional specialties and famous restaurant menus, which make satisfactory meals served at home.

**| Oz Kitchen Products |**



**| Regional Specialties |**



**Rolypoly Cotto**

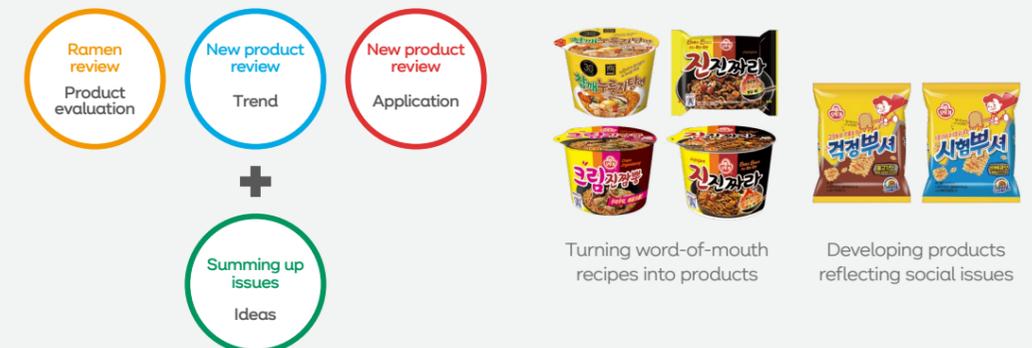
In November 2020, Ottogi opened the Rolypoly Cotto, which offers a positive brand experience to customers and listens to their opinions. The space was named after "roly-poly" (the English equivalent of 'Ottogi') and "cotto" ('well cooked' or 'space made with bricks' in Italian). As per its name, the space was built with 100,000 red bricks, with the unchanging properties of the red bricks symbolizing the time-honored business philosophy of Ottogi. The space also includes images which resonate with people in their 20s and 30s with various brick layering patterns, objects in loud colors and spinning chairs that do not tumble. Rolypoly Cotto offers visitors of all ages a positive brand experience and aims to build on customer databases to be fed into product development and business policies, thereby creating a virtuous cycle. Rolypoly Cotto is not merely a place to try Ottogi curry and ramen. We will put forth efforts to make it a sustainable venue through which to deliver the brand's value and message.



**Ottogi Ramen R&D Center\_Yellow Button: Developing Products On-trend**

Organized in 2019, Yellow Button is a task force whose members are young researchers with less than five years of work experience at Ottogi Ramen. The name implies their ambition to grow as a team that is as influential as YouTubers with 1 million + subscribers. The members of this task force watch food YouTube channels to analyze ramen reviews, find fresh ways to apply recipes, delve into the latest trends, discuss and share relevant issues, among others, after which the findings are fed into product development and improvement activities.

The endeavors of Yellow Button members allow the company to analyze the latest food trends and develop and market pioneering products. They also thoroughly look into YouTubers' views and comments to make sure consumers' opinions are incorporated in our product development process.



02

# Customer Satisfaction

## Information Disclosure and Responsible Marketing

### Product Information and Recipes

Ottogi operates a range of communication channels for customers. Through these channels, we reach more customers to publicize products, provide information on product nutrition and give tips and recipes to help make the most of our products.

Communication channels	
<p><b>Official Instagram (@ottogi_daily)</b>  <a href="http://www.instagram.com/ottogi_daily">www.instagram.com/ottogi_daily</a></p> <p>The company's Instagram channel provides the latest updates on new products, recipes and collaborations, among others, and actively communicates with followers.</p>	<p><b>Official Instagram (@ottogi_daily)</b>  <a href="http://www.instagram.com/ottogi_daily">www.instagram.com/ottogi_daily</a></p> <p>The company's Instagram channel provides the latest updates on new products, recipes and collaborations, among others, and actively communicates with followers.</p>
<p><b>Catering service Instagram (@ottogi_plate)</b>  <a href="http://www.instagram.com/ottogi_plate">http://www.instagram.com/ottogi_plate</a></p> <p>Provides dietitians working at catering service companies with information on products exclusively for catering service channels, menu planning and various events.</p>	<p><b>Naver Blog - ottogitoday</b>  <a href="http://blog.naver.com/ottogitoday1">http://blog.naver.com/ottogitoday1</a></p> <p>The blog contains the same content uploaded to the Ottogi official Instagram. It also serves a unique storytelling role that encompasses various topics including food.</p>
<p><b>O'Kitchen</b>  <a href="http://ottogi.okitchen.co.kr/">http://ottogi.okitchen.co.kr/</a></p> <p>Opened in November 2020, O'Kitchen showcases various recipes using Ottogi products and provides measuring tips to help customers cook more easily. The kitchen also contains links to Ottogi Mall to purchase Ottogi products used in the recipes.</p>	<p><b>Ottogi Fan Club</b>                      (Applications open all-year-round on Ottogi social networks)</p> <p>The Ottogi Fan Club is open to customers who are loyal to Ottogi brand. They are offered multifaceted opportunities and events including new product tasting and sampling. Members are selected from applications received for specific terms.</p>

### Responsible Marketing Activities

We at Ottogi promote the features and value of our products using various media (TV commercials, magazine ads, online video ads, etc.), as well as product packages and our own communication channels. As a company true to its philosophy to contribute to the food lifestyle of humanity, we value safety more than anything and do our utmost to clearly convey our messages to customers in nutritional facts and promotional materials. To do so, we offer regular training to relevant staff on food-related laws and regulations including the Act on Labelling and Advertising of Foods. When launching and promoting products, the Legal & Corporate Affairs Team and Quality Policy Team work together to ensure legal compliance including false or excess advertisements and product labelling requirements.

## Communication with Customers

### VOC Management

Supervised by the Quality Assurance Group, the Customer Services Division serves as an indicator for product quality. The Center directly listens to customers and forwards customer suggestions, compliments, or complaints to relevant departments, thereby playing a substantial role in product and quality improvement. To ensure we do not miss even the tiniest voice from our customers, we have many different windows of communication open, including a call center, a bulletin board on our website, social networks, customer service calls and offline stores. We do our best to answer customer enquiries on the same day and databases on complaints, enquiries and suggestions are shared with relevant departments for further improvement. In addition, we conduct real-time online monitoring to keep up with issues related to our products and act accordingly.

### Maintaining Korea Service Quality (SQ) Certification

Introduced in 2001, the SQ certification is a testing scheme to evaluate the overall service quality of enterprises and institutions with the aim to strengthen the competitiveness of the service industry. Managed by the Korea Association for Service, it uses evaluation criteria developed by the Korean Agency for Technology and Standards under the Ministry of Trade, Industry and Energy and involves document screening, on-site evaluation and secret inspections. Ottogi has retained the SQ certification since 2016, which helps us better practice management for customer satisfaction and motivate employees, thereby further improving the quality of our service.

### Product Improvement with Customer Suggestions

Ottogi runs the Customer Services Division to analyze complaints and inconveniences customers may experience, continuously improve product packages to ensure consumers can use them easily and safely and positively incorporate consumer suggestions in our products.

- ① Adding cooking time**  
 As per customer request, we added cooking time to our sliced pizza packages to help them cook the pizza the right way.



Cooking time added to the combination pizza package
- ② Porridge lid shape and structure changes**  
 We made a protrusion in the opening and added a cut to help customers easily remove the lid. We also changed the vent location and size to avoid risk of burns when opening the product after heating.



Before improvement      After improvement



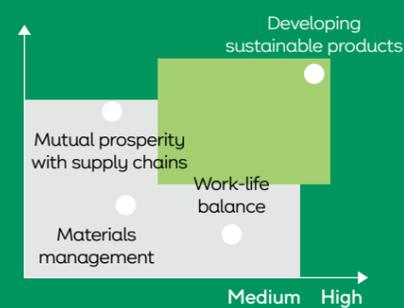
Core Issue

3

Advanced Food

Endeavors to provide innovative products and services

Key issues



Importance of the issues

Guided by our philosophy to contribute to the food lifestyle of humanity with better quality, better nutrition and advanced food, we at Ottogi are dedicated to research to develop and commercialize new products to satisfy our customers' diverse needs. In addition, we do our utmost to develop original technologies through industry-academia cooperation and technical cooperation with international food companies as part of our commitment to better products.

Ottogi's Response

Key Activities

R&D capacity building and open innovation.

Future Plans and Objectives

Processing technology R&D for better quality, eco-friendly packaging technology R&D, future food resource R&D.

01

R&D Capacity Building

Securing Future Growth Drivers

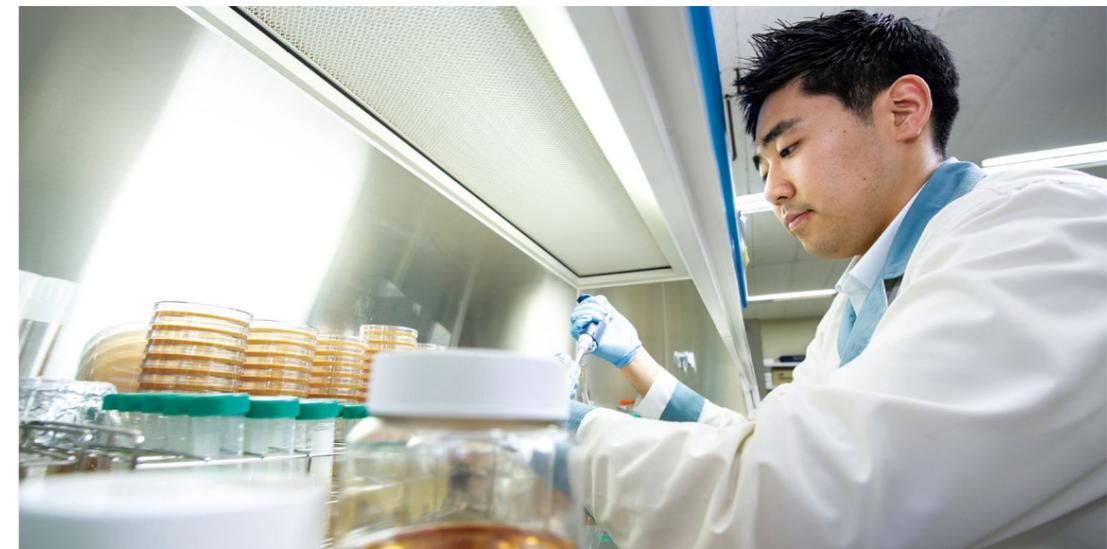
Strategic Orientation for Future Business

Triggered by COVID-19, the contactless environment has brought enormous changes to our food lifestyle. The convenience food market, which was already rapidly growing, is skyrocketing, while home meal sales have made a turnaround. In addition to increased demand for food ingredients, well-prepared delivery services prospered and meal kits that help home cooks easily cook and serve proper dishes has witnessed strong growth. Furthermore, the functionality indication scheme is now applicable to general food products, leading to significant changes in the market. Carrying out our mission to contribute to the food lifestyle of humanity, we aim to be agile and flexible to respond to the rapidly-changing market and take the lead in the market with satisfying products. In the long run, we aim to enter new markets we have not pioneered to further drive the change.

R&D Capacity Building

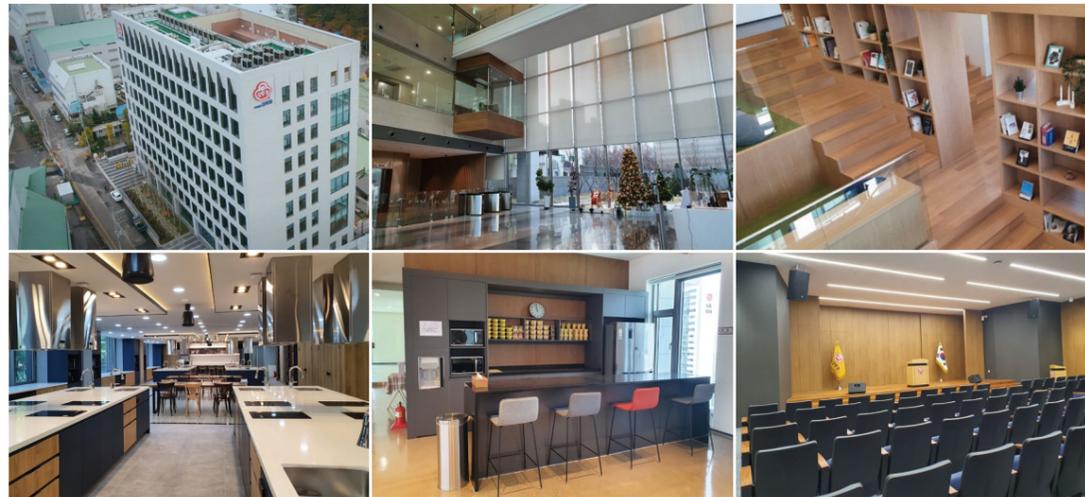
R&D Strategy and Policy

Following the advancement of digital devices and networks, society is changing increasingly fast as are consumer expectations and demand for food. In particular, low fertility, single-person households, an aging population and changes in personal life values have brought about many changes to our food culture. Now consumers want more diversity, more details and more reason when they consume. We need to prepare ourselves for these changes to offer quality products at reasonable prices in a timely manner and continue pioneering new technologies to take a leadership position in the market. Guided by our mission to contribute to all of humankind's health and make society sustainable, we will continue developing environment-conscious products, recipes and packages.



### Future-ready Green R&D Center

The Ottogi R&D Center commenced expansion and remodeling in March 2018 and moved to the newly refurbished premises in May 2020. Boasting three underground and nine above-ground floors, the state of the art institute is a Green Building certified R&D center. The first floor houses an auditorium with up to 250 seats, a monitoring room for closer communication with consumers and a cooking studio. All laboratories at the institute are equipped with the highest quality pilot facilities and testing and analysis equipment, the library houses a collection of expert publications and the idea lounge underpins researchers' creative research activities. To offer customers the best quality and safest food, our professional research staff are dedicated to market surveys, product development, basic research, sensory investigations and safety analysis. All staff at the institution are strongly focused on growing this facility into a world-leading food research center.



Front view and inside of the Ottogi R&D Center

### Ottogi Food Culture Museum Library

To pursue expertise as a food company by accumulating a range of intellectual assets related to food such as history, culture, science, manners, industry and trends, as well as sharing valuable insight with the public and contributing to society, we established the Ottogi Food Culture Museum and opened a library within. The Ottogi Food Culture Museum Library has a collection of 8,000 books shelved in four zones - Food Culture, Cooking Science, Food Science and Sociology and Marketing. The library also has new books, journals, magazine zones, search kiosks, a book café and reading desks (30 seats).

As a leader in food culture, Ottogi pursues sustainability in the development of the food industry, communication with customers for the creation, succession, dissemination, change and development of food culture and sound attitudes and values for food and food lifestyles, thereby creating a healthy and sound food culture.



## Open Innovation

### Ottogi Signs to Build Korea's First Food Clinical R&D Center

In December 2020, Ottogi, Samsung Medical Center and Sungkyunkwan University signed an industry-academia cooperation agreement to establish the Korea's first food clinical R&D center. The food clinical R&D center aims to provide scientifically correct and accurate food information, produces world-class academic results and fosters talent, thereby demonstrating the scientific excellence of Korean food. In the coming years, Ottogi will provide financial support for the construction of the center, share medical and clinical intelligence for food clinical studies, pursue human exchanges through cooperation and training and seek joint use of facilities and equipment.



### In-house Startup Support

With the aim to build an in-house startup system to encourage creativeness and help employees materialize their potential, Ottogi initiated the in-house startup program OventureS in 2019. Amid the rapidly changing business environment, employees play a leading role in finding and suggesting new growth drivers to contribute to the sustainable development of the company and refine individual capabilities. As of 2020, a team has been selected through an open competition and became eligible for various types of support including working expenses. The lessons and experience learned from the first term will be fed to the second term slated for 2021. We are also anticipating synergies from inter-project connections.

#### | OventureS Term 1 Activities Highlights |

Category	Activity	Period
Term	• Term 1 startup selected and initiated in August 2019	2019.8~
	• Startup training and mentoring	2019.8
	• Overseas market survey (baking and confectionery machine fairs, food industry exhibitions)	2019.10
Activities	• Startup industry fact-finding survey	2019.12~2020.4
	• Production facility and sales channel surveys	2020.1
	• Pilot sales at Mega Show 2020 and G Food Show	2020.11~2020.12



### Winner Chef for Young Startups

Located in Nokbeon-dong, Eunpyeong District, Seoul, the Winner Chef is Ottogi's startup incubator which was established in 2017. Through this initiative we offer those dreaming of running their own food business with space, equipment, expert training and startup consulting services. To ensure we can reach as many entrepreneurs as possible, we select new entrants every three months. As of 2020, 83 entrepreneurs-to-be have completed the program, while 22 restaurant businesses have been opened.



Special Feature 04

## Factory Consolidation Plan

To improve the efficiency of production, logistics and management, we pursued factory consolidation both at Ottogi and our affiliates. Under the factory consolidation plan, the oils production factories of Ottogi and Ottogi Ramen, the Ottogi SF tuna factory, the Ottogi Frozen Foods dumplings factory and the Poonglim P&P packing materials factory underwent expansion and relocation.

### Consolidated Oils Factory

Located in the Poseung National Industrial Complex, Poseung, Pyeongtaek City, Gyeonggi Province, the Poseung Factory is Ottogi's fourth factory specialized in oils production. It was built by merging three oil production facilities in the Anyang, Ottogi Ramen and Wonju factories. The factory started production in March 2020 after construction and equipment installation.



Oil Production Department, Anyang Factory

Poseung Factory

### State of the Art Green Factory

The refinery at the Poseung factory boasts the largest production capacity in Korea. This ultra-advanced factory combines automated refining and packing facilities and smart factory elements. We simplified and streamlined the facilities to significantly reduce utilities used in the three oil production factories, while raw oils are imported and transported directly from West Pyeongtaek Port to reduce transport costs and greenhouse gas emission.

### Factory for Sustainable Management

The design of the Poseung factory is true to Ottogi's foundational philosophy - better quality, better nutrition and advanced food. The factory also offers the company a geographical advantage to advance into the Northeast Asian market. Built as part of the Anyang Factory in 1977, the oil factory produced a range of oils including margarine and cooking oils for 43 years until it finally ceased refinery operations in August 2020. Now the Poseung factory has inherited its tradition and is growing as a sustainable core business of Ottogi.



Ottogi SF

Ottogi Frozen Foods

Poonglim P&P

Special Feature 05

## New Growth Driver OBIS (Next ERP)

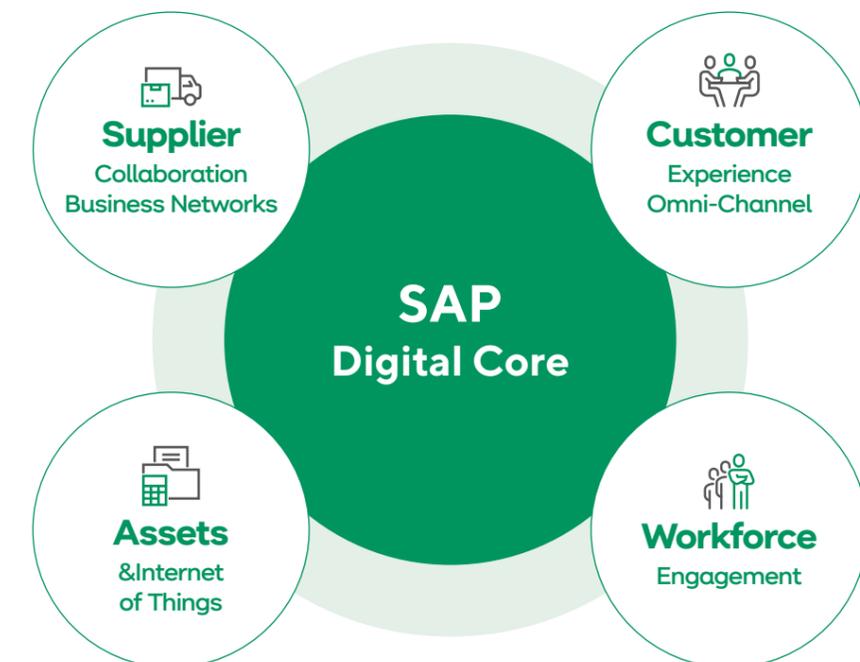
### Building the OBIS (Next ERP)

To develop an IT environment which can ensure agility and flexibility in responding to the rapidly changing global business environment and prepare ourselves for another 50 years in the digital era, we built the Ottogi Business Innovation System (OBIS) as an SAP-based next-generation ERP, whereby we standardized the reference and work process systems company-wide.

The project involved efforts by about 120 people from Ottogi, our affiliates and the system builder RDS. After a three-month consultation to discuss the scope of the next-generation ERP, timeline and system environment, the project progressed from January to October 2020. Despite many challenges including COVID-19, we have successfully established the OBIS thanks to the hard efforts and support of all Ottogi colleagues.

OBIS works as an SAP ERP system interlinked with Ottogi Logistics Service's system (WMS). It also works in connection with 20 internal and external systems including the manufacturing execution system for real-time production intelligence, human resource management, payroll, management information, export and import and purchase portal systems.

The completion of OBIS allowed us to get our company-wide master data organized, thereby standardizing company information systems and work processes. It also ensured data transparency in collaboration between affiliates and in-house departments, while the digital innovation enabled by OBIS served as a foundation for us to grow as a global food company.



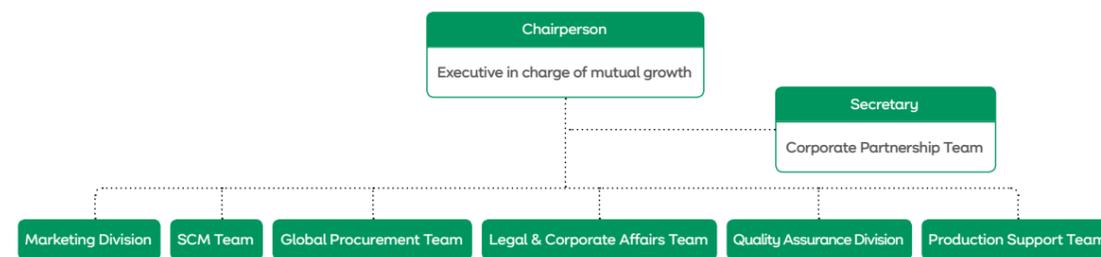
02

## Mutual Growth

### Structure for Mutual Growth

Ottogi rated “Good” in the Win-Win Growth Index assessed by the Fair Trade Commission and the Korea Commission for Corporate Partnership for four consecutive years from 2016 to 2019. In 2015, we established the Corporate Partnership Team to ensure we grow with suppliers on arm’s length trade. We also have a subcontract deliberation committee consisting of departments closely associated with subcontracting including the Marketing, SCM, Global Procurement, Legal & Corporate Affairs, QA and Production Support teams to share key information on mutual growth with suppliers and discuss measures for improvement.

#### | Subcontract Deliberation Committee |



### Fair Selection of Suppliers

Based on competitive bidding, we select suppliers in a fair and transparent manner through self-evaluation and external evaluation. Not only new suppliers, but also existing suppliers are subject to annual evaluation in terms of hygiene, environment, compliance, ethics, safety and health.

### Compliance with 4 Fair Trade Principles

To ensure fairness and transparency in subcontracting when making deals with suppliers, including subcontracts, we have introduced four fair trade principles.

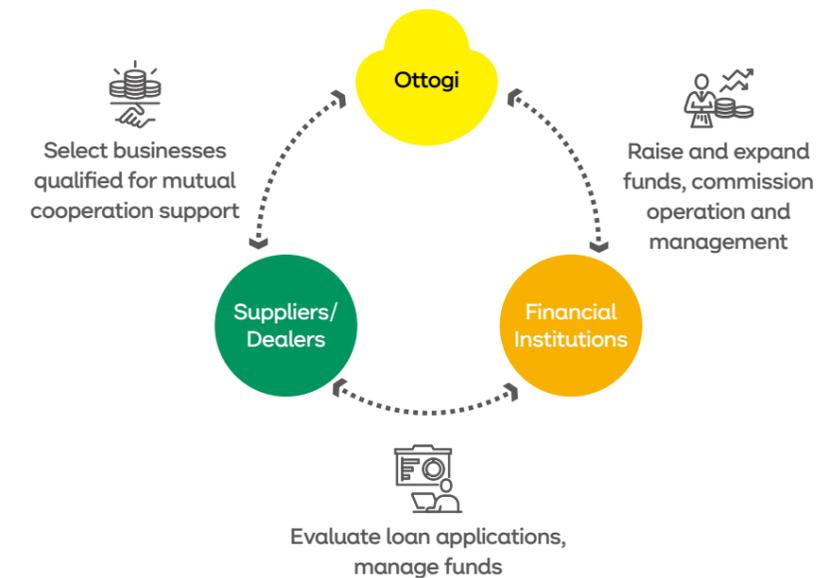
#### | 4 Fair Trade Principles |

Principle	Details
Supplier selection and management rules for transparent supplier selection	<ul style="list-style-type: none"> <li>• Supplier selection criteria and process</li> <li>• Registration and revocation process</li> <li>• Fairness in supplier selection</li> </ul>
Subcontracting rules for fair agreements and contracts	<ul style="list-style-type: none"> <li>• Conclusion of contracts</li> <li>• DOs and DON'Ts for contract conclusion</li> </ul>
Document issuance and retention rules for appropriate documentation	<ul style="list-style-type: none"> <li>• Types of documents to be issued and retained</li> <li>• Document issuance methods and process</li> </ul>
Rules for the operation of the subcontract deliberation committee	<ul style="list-style-type: none"> <li>• Committee structure and agenda</li> <li>• Agenda</li> </ul>

## Support for Mutual Cooperation

### Financial Support by Mutual Growth Funds

Ottogi mutual growth funds provide financial support for suppliers and distributors to invest in new facilities and expand factories. Funded and contributed to entirely by Ottogi, the funds have been upscaled following increases in funding requests to ensure more suppliers benefit from our funding support. As of the end of 2020, the beneficiaries of the mutual growth funds include 10 suppliers, including OEMs and ingredients and packing materials suppliers and 22 distributors.



### Mutual Growth Support Programs

Ottogi covers part of meals, commuting bus costs, clothes and dormitory operation costs for its subcontractors. We also distribute vouchers to suppliers’ employees to attend and participate in sports and cultural events, for example pro-baseball tickets and the Hwacheon Sancheoneo Ice Festival, although this program was temporarily suspended due to COVID-19 in 2020. In 2019, we offered baseball tickets and festival admission tickets to 24 companies.

With the intention to give people with disabilities jobs which ensure their self-reliance, we started commissioning gift set production to people with disabilities working at the Miral Goodwill Store in Songpa, Seoul, in June 2012. The initiative was then further extended to the foundation’s Dobong, Seoul and Daejeon stores in February 2013 and August 2018, respectively.

Another highlight at Ottogi is the Winner Chef restaurant startup incubating program through which we provide young hospitality entrepreneurs with space to run business for a certain period, as well as kitchen facilities, marketing training and assistance in recipe development.

#### | Ottogi’s Mutual Growth Support Programs |

Financial support	Hygiene support	Human resources support	Technical support	Ingredients producer support	Welfare support (subcontractor)
<ul style="list-style-type: none"> <li>• Mutual growth funds</li> <li>• Cash payment</li> </ul>	<ul style="list-style-type: none"> <li>• Consulting</li> </ul>	<ul style="list-style-type: none"> <li>• Quality meeting</li> <li>• Quality circle competition</li> </ul>	<ul style="list-style-type: none"> <li>• Product/ingredient analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Cash payment</li> <li>• Advance payment</li> </ul>	<ul style="list-style-type: none"> <li>• Meal costs</li> <li>• Clothes costs</li> </ul>

## Supply Chain Management

### Supply Chain Management Policy

We at Ottogi endeavor to ensure fair trade practices guided by the supplier selection and management rules. The subcontract deliberation committee deliberates on the fairness and compliance of deals above a certain amount, thereby establishing a fair subcontracting order. To ensure responsible supply chain management, we also conduct quality, safety and hygiene inspections and offer technical support. We undertake regular hygiene inspections for affiliates and OEM factories and inspection results are taken into consideration when selecting suppliers of ingredients and packing materials. In 2021, we plan to further tighten the criteria for occupational safety, environment, fire safety and hazardous substances control.



#### Ottogi Frozen Foods\_Support for SMEs

In October 2019, Ottogi Frozen Foods merged and relocated the Pocheon factory to the Paju factory. In doing so, they excluded production facilities for rice cake for tteokguk (rice cake soup) and tteokboki (stir-fried rice cake), which is classified as an industry suitable for small and medium enterprises (SMEs)\*, from the consolidation process and sold off the facilities to Sejun F&B, a rice cake specialist, with whom we signed an agreement to buy rice cake products, hence achieving mutual growth in its true sense. Sejun F&B's revenues in 2020 increased by KRW 2.6 billion through transactions with Ottogi and Ottogi Frozen Foods. Now they are committed to improving product quality and developing new products to drive revenue growth further.



##### \* Industries suitable for SMEs

- The Korea Commission for Corporate Partnership designates industries suitable for SMEs. A designation is valid for three years and subject to review for extension every three years.
- Rice cake for tteokguk and tteokboki was designated as an industry suitable for SMEs in 2014. The designation was extended in 2017 and is valid as of August 2020.



#### Ottogi Ramen\_Supporting Farmers by Purchasing More Kelp

The idea of helping farmhouses by buying more from them came from a TV show. Coming to know that fishers were struggling with disposing of more than 2,000 tons of kelp stocks in Wando, Jeonnam Province, we decided to add another dried kelp piece to the Odongtong Ramen, which contained a piece of dried kelp and launched it as a limited-edition product in June 2020. After the end of the sales of the limited-edition product, we finally decided to make it a standard in August 2020 as part of our commitment to supporting the fishing industry. Following the addition in our Odongtong Ramen, we doubled the dried kelp content in the cup noodle version of Odongtong Ramen, leading to continued increases in kelp purchases. Offering twice as much as kelp at the same price, Odongtong Ramen has experienced a more than 200% increase in sales. In return for customers' love and support, we at Ottogi will do everything in our power to support kelp growers.



Category	Average increase
Kelp purchase	257% ↑
Odongtong Ramen sales	105% ↑

## Sustainable Procurement

### Using Sustainable Ingredients

Ottogi joined the Roundtable on Sustainable Palm Oil (RSPO) in 2011, which aims to find solutions to tropical rain forest destruction and human rights issues in palm oil producers and has purchased sustainable palm oil ever since. In 2020, we purchased 1,866 tons of RSPO-certified palm oil.



##### \* Roundtable on Sustainable Palm Oil (RSPO)?

An initiative to stop tropical rain forest destruction, protect the environment and encourage sustainable palm oil production.

### Dolphin Protection Program

Ottogi SF purchases tuna from Dolphin Safe-certified businesses for its canned tuna production, while the production factory undergoes regular inspections by the program initiator Earth Island Institute.



##### \* Dolphin Safe Label

The Dolphin Safe Label denotes compliance with measures to ensure the safety of dolphins during fishing for tuna destined for canning. Green Peace deems products without this label as unsustainable.

### Using Sustainable Packing Materials (SFI Certification)

The Sustainable Forestry Initiative (SFI) certification scheme applies to environmentally friendly forest development. The program certifies forestry businesses practicing sustainable development and lumber and wood products produced therefrom. The packing paper used for Ottogi Cooked Rice packages is imported from WestRock in the United States, which is an SFI-certified business. As people are increasingly interested in green products, Ottogi plans to further increase the use of SFI-certified packing materials.



### Environmentally Friendly Ingredients Sourcing

Ottogi is committed to its responsibility as a corporate citizen in sourcing ingredients. When we purchase oils, sugar, strawberries, tomatoes and many other ingredients, we strive to increase the use of safe and carefully selected organic ingredients.

#### | Use of Environmentally-friendly Ingredients |

(Unit: tons)

Category	2018	2019	2020
Organic soybean oil, etc.	38	95	130

03

## Human Resources Management

### HRM Structure

#### Strategy and Policy

In the rapidly changing business environment, employee capacity building is a prerequisite to business competitiveness and sustainability. To do so, developing well-organized training programs and company-wide efforts to attract top-tier talent are essential. In addition, as more people crave a betterwork-life balance, proactively pursuing employee welfare and human rights has become increasingly important. Recognizing that a company’s competitiveness depends on individual employees’ capabilities, Ottogi is strengthening its training systems to foster global-leading talent. In addition, to ensure goal-centeredness and synergies in our workplace, we set annual objectives (disseminating managerial philosophies, fostering leadership, strengthening work-related expertise, building on global competitiveness, improving corporate culture, etc.) for employee training. In addition, we pursue family-friendly business practices to improve the quality of employees’ lives by, for example, embracing flexible work hours.

#### Talent Fostering Strategy

Our talent fostering strategy aims to help employees contribute to the sustainable growth and development of the company and the development of the food lifestyle. To ensure the best talent is placed in the right positions according to their adaptability and duties, we pursue frequent organizational reforms all year around and offer all employees department/position-specific training, capacity building courses organized by each headquarters, cyber training programs and external training courses.

#### Talent Attraction System

To find and attract global leaders, Ottogi has a range of recruiting channels in place, including regular recruitment, occasional recruitment and on-campus recruitment. All candidates are given the same opportunities in the employment process, free from any discrimination against academic background, gender, religion, etc. With the aim to contribute to resolving youth unemployment by creating new jobs despite the unfavorable economic situation, we do open recruitment in the first and second half of the year. In addition, we hire graduates from specialized high schools as part of our commitment to mutual prosperity with the community. Despite the COVID-19 crisis in 2020, we never ceased hiring new talent through open recruitment in the first and second half, occasional recruitment and recruitment briefings, among others. Given the challenges in face-to-face communication, we organized online briefings and meetings to help job-seekers find career opportunities at Ottogi and file applications in a safe environment. In particular, in the second half of 2020, we opened online recruitment briefings for local universities. To ensure continued employment amidst the pandemic situation, we paid meticulous attention to disease control and prevention during job interviews by, for example, running non-face-to-face interviews, doing preliminary screening (via text messages), doing temperature checks at the entrance, wearing masks and keeping social distancing rules in the waiting and interview rooms.



Non-face-to-face interviews

## Capacity Building for Employees

#### Training Programs for New Hires

As part of our annual recruitment programs, we offer all new hires introductory training. The introductory training program includes Ottogi’s managerial philosophy and history, personality and attitudes as members of society and on-the-job training to refine their job-related skills. This training helps the new hires make a smooth transition from students to professionals, identify their life values and goals and grow as true Ottogi talent that serve the community. In 2020, we combined online and offline programs to prevent COVID-19 infections.

#### Department/Position-specific Training

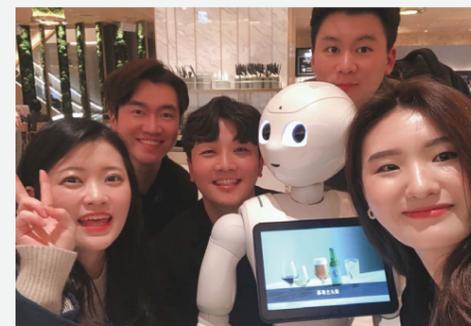
As part of the company’s 50th anniversary events, the Ottogi 50th Anniversary Forum was held where all Ottogi employees looked back at the company’s past 50 years and discussed our future tasks. The Ottogi family was also encouraged to read *Womit ich nie gerechnet habe* (Korean translation published in the title, “A Company with a Philosophy”, Sensio, 2019) by Götz W. Werner and ponder on the purpose and meaning of their work (know-why) and practice “management by conversation” which encourages both thinking and taking accountability independently.

#### Global Talent Nurturing Program

Ottogi runs the Ottogi Business School (OBS) program as its in-house MBA program. Taught by incumbent faculty members from Seoul National University and Kyunghee University, among others, the OBS is an executive course that aims to foster global talent. From 2012 to 2020, 129 people have completed the course. Our commitment to fostering global talent also extends to in-house cyber language training courses and leadership courses for employees working overseas.



#### Let’s G.O. (Global Ottogi)



Ottogi’s unique global talent development program, Let’s G.O., was initiated in 2008 and marks its eleventh term in 2021. Course-takers in each term are assigned specific topics based on which they interact with and take part in local and international businesses and exhibitions and gain firsthand experience in local food culture and new technologies. Some of the most recent missions included the fourth industrial revolution, food of the future, post-COVID-19 changes and new product ideas. From recruitment to planning, execution and reporting, all program activities are led by voluntary participation by employees.



#### Let’s COOK



To help employees polish their abilities and skills as food specialists, we offer cooking classes entitled Let’s COOK with Young-hee Roh, owner-chef of the Michelin-starred Korean restaurant Poom Seoul (2010 to present) and food stylist as instructor. The course takers learn about different countries’ food culture, cooking techniques and how to prep tables. Let’s COOK is designed to help employees develop professional knowledge about cooking. To date, 66 executives and employees have completed the program over 10 terms. At present, the eleventh term program is ongoing.

### Leadership and Job Competence Training

Category	Details
Executive and management training	Capacity building for executives at Ottogi and affiliates (leadership, organizational management, humanities, liberal arts, etc.).
New executive training	Capacity building for newly promoted executives at Ottogi and affiliates (managerial philosophy, executives' attitude, law, labor, food culture, etc.)
Training for newly promoted employees	Training to help employees promoted to a new position to fully understand their roles and achieve results
OBS program	An in-house MBA course for selected trainees from Ottogi and its affiliates to gain a better grasp of business management principles and refine their field-ready capabilities.
OFC training	OFCs are specialists at Ottogi that suggest appropriate solutions and help with product sales and value creation based on thorough understanding of the market and robust client analysis.
Training for employees working overseas	Training is offered to employees working at Ottogi's overseas offices to help them understand their roles and responsibilities and develop field-ready skills, thereby quickly adapting themselves to their work in an overseas setting.
Special lectures	Special invited lectures by some of the brightest minds on topics including food trends, game industry-food connections, etc., with the goal of strengthening employee understanding
Cyber training	Job capacity building and self-lead learning for all employees

### Healthy Organizational Culture

#### Sexual Harassment Grievance Committee

We have established a sexual harassment grievance committee consisting of executives in charge of HRM and legal affairs, as well as the HR team, which conducts mandatory sexual harassment prevention training and receives and handles complaints and reports from employees. Recognizing that sexual harassment is better prevented than resolved ex-post, we produce posters on sexual harassment prevention and distribute them to our offices and branches across the country.

#### | Human Rights Training |

Category	Unit	2019	2020
Sexual harassment prevention	People	2,999	2,966
Improving awareness of people with disabilities	People	2,999	2,966

\*Rules and training materials available on the company portal

#### Parental Leave and Flexible Work Hours

Ottogi encourages its employees to take parental leave following maternity/paternity leave. We also encourage shorter work hours for childcare so that employees can maintain a balance between their parental duties and work. In 2018, we opened the in-house Ottogi Daycare Center to support employees bringing up children. In 2020, we introduced flexible work hours. At present, on average 35.6 people benefit from remote work and 19.9 people use flexible work hours daily, which contributes to developing a healthier and more lively corporate culture.

### Special Feature 06

## Improvement of Working Environment

#### Smart Office at the Ottogi Center

With the aim to adapt ourselves to changes in work environment and create an office environment for employees to work in open and efficient ways, we introduced the smart office concept to the Ottogi Center in June 2020. The smart office has shared seating, lockers and office furniture on each floor to help employees be fully focused on work. Used for simple meals, tasting and meeting, the O' Lounge serves as a communication space for employees. Other highlights include phone booths installed to prevent disturbing colleagues during work hours, a business telephone app with which employees can make business calls on their personal smartphones and executives and conference rooms designed to be freely transformed to system booths. These elements are intended to improve the convenience and work efficiency of employees and exert flexibility in response to changes in work environment under remote work settings.



Clockwise: Office space, O' Lounge, System booth, Phone booth

#### Casual Dress Code for Employees

With the aim to improve working conditions and organizational culture, Ottogi introduced a casual dress code policy in April 2020. The policy is intended to allow employees to dress in comfortable, informal clothing, rather than formal suit-and-tie, thereby encouraging creativity in a flexible business setting.

#### Changing Meeting Room Names at the Ottogi Center

In December 2019, Ottogi renamed meeting rooms at the Ottogi Center with the aim to encourage creativity and initiative in meetings and convey the company's core values, vision and philosophy to its employees. The meeting rooms for external guests were renamed YELLOW (curry), BLUE (ramen), RED (ketchup) and GOLD (mayonnaise), inspired by Ottogi's key products and colors. Other meeting rooms were named through an employee survey, with the selected names conveying positive vibes and meanings, for example Todak Todak (dabbing), Ssudam Ssudam (patting) and Aja Aja (go get it!). Other examples of novel names include "EASY", a concept which highlights easy, open-hearted approaches to meetings and "RICH", whose intention is to make discussions at meeting rich.





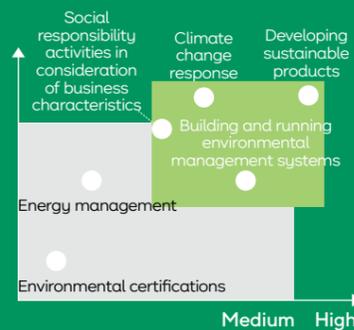
Core Issue

4

Contributing to the Food Lifestyle of Humanity

Contributions at the global level

Key issues



Importance of the issues

Natural disasters such as heatwaves and heavy snowfalls triggered by global climate abnormalities, the exhaustion of natural resources and environmental problems caused by increases in disposables use are threats to humans' survival. Environmental problems are not just challenges for certain countries or organizations. All humankind around the world should discuss, execute and practice solutions. In this context, we at Ottogi are taking proactive measures to respond to environmental problems in consideration of their institutional, physical and financial impact on our business operations, as we strive to lead relevant activities and identify opportunities in various areas.

Ottogi's Response

Key activities

Introducing highly efficient facilities and improving existing facilities, reducing and recycling waste, developing sustainable packages, abiding by relevant laws and regulations

Future plans and objectives

Reduce carbon emissions, save more energy, achieve zero waste and recycling, use more green packing materials, manage utility usage per product ton using the energy management system (FEMS) in the Daepoong Factory

01

Environmental Management

Environmental Management Structure

Ottogi's company-wide commitment to environmental management is guided by the slogan, "Our taste makes the world a happier place in harmony with nature." We established an environmental management strategy in 2010, while in 2017, we expanded the scope of environmental management to sustainable management, which is managed in connection with business strategies. In particular, we have expanded the circle of influence of environmental management to embrace not only ourselves at Ottogi, but also our affiliates and suppliers. All stakeholders including Ottogi employees are committed to practicing environmental management.



Ottogi's Environmental Management Policy

- ① We save energy, eliminate waste and strive to reduce emissions including greenhouse gas.
- ② We prevent pollutions and minimize pollutants from product development to use and disposal, thereby meeting customer expectations for environmental commitment.
- ③ We comply with environmental laws and regulations and establish and abide by internal standards that are stricter than legal requirements.
- ④ We thoroughly analyze business facilities and procedures to improve our environmental performance.
- ⑤ We take measures to reduce environmental impact and expect the same commitment from our suppliers and partners.
- ⑥ We take the environment into consideration in all facilities and operations.
- ⑦ We develop intelligence for environmental management to strengthen internal and external communication systems and achieve our strategic goals and objectives.
- ⑧ We acknowledge our social responsibility for environmental conservation and play an active role in environmental conservation activities in the community.
- ⑨ We thoroughly delve into environmental aspects and legal requirements related to our business, products and services.
- ⑩ We furnish sufficient training and materials to ensure that we continuously meet our environmental goals.

Environmental Management Principles

Ottogi's environmental policy takes into consideration the lifecycle impact of products, legal compliance, work process and environmental management integration, internal capacity building, stakeholder involvement and facilities operations. As an undertaking to practice environmental management, we disclosed this policy company-wide and made it available on our website.

Environmental Management System

We at Ottogi practice HSE management systems based on ISO 14001 and ISO 45001. The Anyang and Daepoong factories, which had been awarded ISO 14001 and OHSAS 18001 certifications, were recertified under the ISO 14001 (2015) and ISO 45001 (2018) schemes, thus demonstrating their system management capabilities as safe and green factories.

Compliance with Environmental Laws

To prevent environmental risk and ensure compliance with increasingly stricter environmental laws and regulations, we continue monitoring the establishment of or amendment to relevant legislation and pursue compliance activities. In particular, in response to changes in emission standards under the Enforcement Rules of the Clean Air Conservation Act enforced in January 2020, we replaced boilers in our facilities with low-NOx boilers to reduce NOx emissions and fuel consumption. Demonstrating its excellence in environmental management, the Daepoong actory was re-designated as a business place subject to self-inspections.

## Climate Change Response

### GHG Emissions Control

Factories at Ottogi and our affiliates have introduced new fuels for boilers and high-efficiency facilities to contribute to achieving national greenhouse gas reduction goal. The Ottogi Anyang factory refurbished the inverters and improved cooling towers for its refrigerating systems to reduce power consumption and noise, which in turn contributes to improving residential environments in the surroundings. The Daepoong factory introduced forklift trucks powered by environmentally friendly batteries to reduce power costs and ensure efficiency in extended operation hours.

### Response to the Emission Trading System

The Ottogi Daepoong factory was designated as an emission trading business in 2016 and is required to establish annual goals for emission control. In 2020, the Daepoong factory took part in a national project to reduce GHG emissions, whereby it improved its boiler systems resulting in a reduction of 1,674tCO<sub>2</sub>-eq in GHG emissions. In addition, further reductions were achieved by making improvements to avoid unnecessary idle operation between processes. In 2020, the Daepoong factory's GHG emissions were 58,050tCO<sub>2</sub>-eq. Ottogi was included in the government's third plan in response to the emission trading system and we are now expanding our GHG reduction activities company-wide.

### Managing Climate Change Risk

In line with the global commitment to managing climate change risk, Ottogi is substituting green cars for its corporate fleet. As of end 2020, we have replaced 101 vehicles and are on track to achieve a 100% replacement goal.

Fuel type		Time	No. of vehicles
Before	After		
Diesel	LPG	2019~	71
LPG	Hybrid	2019~	26
Gasoline	Hybrid	2019~	4

### Energy Management

The Daepoong factory introduced an energy storage system (ESS) in 2018, with which it controls peak daytime power consumption using electricity stored during the night, thereby reducing power costs by 10% hourly. Built in 2020 and Green Building certified, the Ottogi R&D Center features improved air conditioning efficiency using geothermal systems, as demonstrated by its first-class energy efficiency certification.

### Involvement in Energy Saving Policies

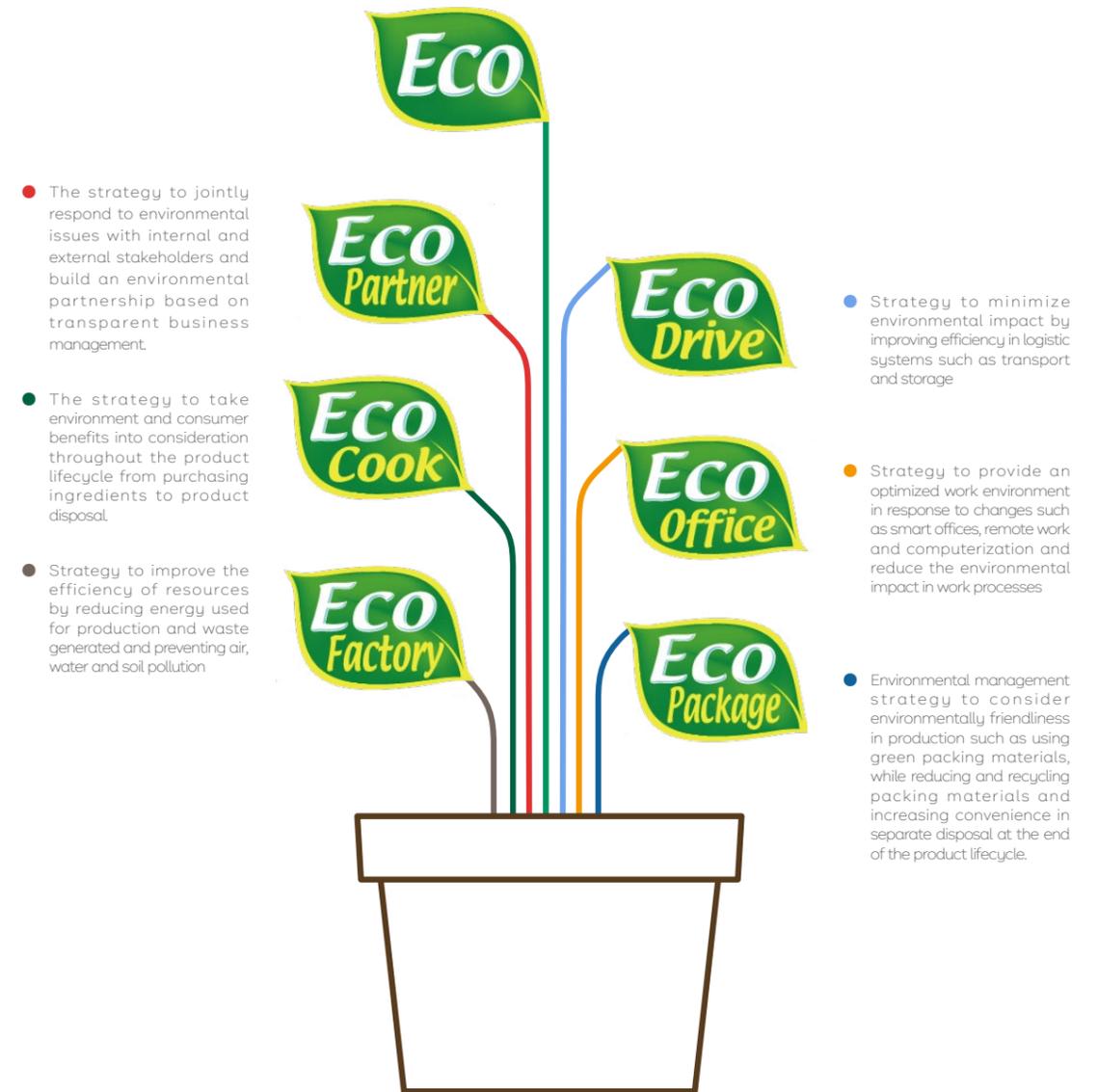
Ottogi is spontaneously taking part in energy saving initiatives pursued by the government and NGOs. Eight factories of Ottogi and its affiliates participated in the demand response power trading project launched by the Ministry of Trade, Industry and Energy and Korea Power Exchange in 2015 to positively respond to emergency energy saving directives in the event of power shortage. We also participate in the Energy Day Turning Off Your Lights to Save Energy initiative as part of our efforts to disseminate energy saving and climate change response campaigns nationwide.



Demand Response Power Trading Project      2020 Energy Day

## Environmental Management Themes

One decade ago, Ottogi declared its vision for environmental management. Today, our products carry various elements and messages for the environment. From ingredient localization to reducing package weight, low-carbon production processes, eco-friendly packing materials, developing green recipes, improving logistic efficiency, reducing waste and ensuring recyclability, all Ottogi products are results of our efforts to pursue environmental values and hand down sustainable environments to the generation to come. Centered around six environmental themes, we at Ottogi aim to build on our environmental capabilities and provide customers with better products and services.



## Developing Sustainable Products

### Life Cycle Thinking

As part of our 'Life Cycle Thinking' management system, we have expanded the Eco Campaign which was launched in 2010 and subsequently reduced the environmental impact throughout the product lifecycle from ingredient production to production consumption and disposal. These efforts include developing products using organic ingredients and adding the Eco Cook emblem to the low-carbon cooking instructions on the 3-Minutes product labels. By allowing customers to identify eco-friendly products and play a role in reducing environmental impact in using and disposing of the product, we are expanding the scope of our Life Cycle Thinking to consumer activities.

### Eco-friendly Packaging

We have established eco-friendly packing plans and pursued continued improvement in this regard. Initiatives to reduce the use of plastics and apply eco-friendly packing materials include adjusting product specifications, reducing package weight, simplifying processes, standardizing specifications and applying environmentally friendly materials. We are also putting forth efforts to reduce gaps in packaging and redesign and optimize packages to reduce the use of plastics. Finally, we are moving ahead in researching and applying various biodegradable plastic materials.

#### | Eco-friendly Packaging |

Activity	Product	Details
Reducing Use of Packing Materials	Ottogi Cooked Rice, Cup Rice, powder products, vinegars and sauces	Reducing packing material thickness
Using Recycled Materials	Spaghetti-sauce bundles	Reducing packing material thickness
Removing unnecessary packing materials	Ottogi Cooked Rice/ Cup Rice bundles	Simplifying packing process

### Resource Cycling Production of Packing Materials

When developing products, we take recyclability into consideration as early as the package design stage so that customers can recycle them at ease. For non-recyclable packing materials, we pursue changes in materials and structures to ensure recyclability. Examples of facilitating packing materials recycling include transparent PET caps for cooking oils, caps that are easily separable from glass bottles for sesame oil products, adding cutting lines on shrink films on PET bottles for syrup and seasoning products and thermo-alkaline adhesives used for vinegar and cooking oil products.

### Improving Packages for Bundles and Feature Products

To reduce unnecessary packing materials and excess packages, we are developing ways to minimize the use of packing materials, reduce weight and improve materials. We refrain from having products repacked for promotional purposes and use easy-to-recycle paper or lightweight plastic straps and shrink film for bundles and feature products to reduce plastic waste from packages.



### Poonglim P&P\_Recycling and Eco-friendly Packing Materials

#### • Substituting paper for plastic

For the Rice Cup Cake, Poonglim P&G replaced the plastic cap with paper, for which the package renewal was applied in February 2021. Removing the sticker label attached to the PP cap and printing the label directly on paper to ensure recyclability. In addition, the inner coating materials of the paper cap were changed from plastic (LDPE and PP) to eco-friendly biodegradable materials, while we refurbished the molding equipment to improve thermal bonding and mold separability, hence ensuring that the paper cups are easily recycled and biodegradable.



Rice Cup Cake cap Rice Cup Cake container

#### • Transition to eco-friendly packing materials

Poonglim P&P made changes to the 1kg premix products in September 2019. In 2015, it introduced an environmentally friendly adhesion process (solvent-free adhesion), which resulted in the recyclability symbol initially for ramen packages. Subsequently, the symbol for dried seaweed, noodles and flakes changed from "Other" to "PP." This was also the case for Korean vermicelli and premix packages, demonstrating our commitment to the transition to eco-friendly packages. In 2021, Ottogi is considering introducing flexography, an environmentally friendly printing method and has plans to apply eco-friendly systems throughout its packing materials production processes from printing to bonding.



### Eco-packaging

To ensure the recyclability of packing materials, the government established a packing materials assessment system in December 2019, under which packing materials are rated for their recyclability. We at Ottogi have a recyclability rating system in place, which is applicable to all products. Another highlight is the campaign to publicize our products' recyclability and environmental benefits to consumers by attaching the Eco Package mark, one of the Eco marks symbolizing Ottogi's environmental commitment, to products with environment-conscious packaging ideas (materials, forms, etc.). Product packages that allow consumers to easily recycle and minimize the negative impact on the environment when disposing of the product may bear the Eco Package mark. From January 2021, the Eco Package mark is attached to products that meet the following requirements.

#### | Eco Package Requirements (effective as of January 2021) |

1. Product packages designed for ease in recycling
  - Easily separable labels and shrink films
  - Folding lines to reduce paper container volume
  - Easily separable lid edges
2. Eco-certified packing materials



## Efforts to Reduce Environmental Impact

### Building Eco-friendly Production Systems

As part of our smart factory initiative, the Ottogi Daepoong factory monitors utilities usage (water, power, steam) in real time and collects and analyzes big data based on the energy management system, thereby eliminating utilities wasted and strengthening energy consumption control. The Ottogi Ramen factory installed oil mist separators to capture oil mist generated from heating frying oil for ramen production so that only pure vapor may be released, thereby improving the worksite environment and preventing environmental pollution.



Oil mist separator at Ottogi Ramen

### Using Eco-friendly Detergents

Ottogi Ramen replaced the CIP cleaner used to cleanse ramen frying lines with eco-friendly alkali ionic water to protect workers and prevent accidents. This also contributes to reducing cleaning time, maximizing uptime and saving water, electricity and fuel, thus bringing us one step closer to the environmentally friendly production system.



### | Environmental Impact Reduced per Cleaning |

Category	Utility	GHG
Water	-12,900 l ↓	
Electricity	-123.8 Kw ↓	-58 kgCO <sub>2</sub> -eq ↓
LNG	-3,666 m <sup>3</sup> ↓	-8,111 kgCO <sub>2</sub> -eq ↓

### Water Management

The Anyang Factory Pyeongtaek Section and Ottogi SF reuse water collected from the boiler water purification process for defrosting and cleaning. The Nonsan Section installed automatic microorganism culture facilities in its wastewater treatment site and uses the microorganisms for stable wastewater treatment. Ottogi Frozen Foods reuses water from boiler water purification process as coolant for water-cooled refrigerators, thus reducing groundwater use by 11% annually. We at Ottogi are committed to reducing groundwater use and reusing this scarce resource.



Wastewater treatment facility

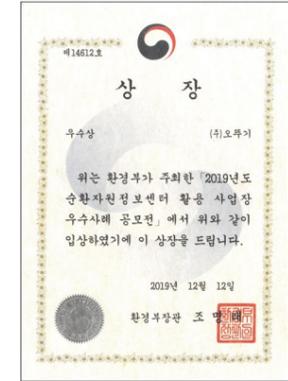


Cooler

### Waste Management

The Anyang Factory Resource Circulation Information Center was awarded the Minister of Environment Award (Excellence Award) in 2019 in recognition for its achievement in recycling used absorbents (sand, gravel, active carbon, etc.) from boiler water softeners and sand filters as cement blocks, which would otherwise end up being discarded in landfills. In particular, the Pyeongtaek Section further contributed to resource circulation by sorting and recycling used synthetic resins that were previously discarded in landfills.

The Daepoong factory repurposed rice byproducts from production lines as food ingredients, while the Poseong factory sells production byproducts (oils). These examples represent only a fraction of our efforts as our factories strive to reduce waste and promote recycling. We will continue working with relevant organizations and stakeholders to reduce pollution.



Minister of Environment Award in 2019

### Air Quality Management

Ottogi's Anyang and Daepoong factories are replacing existing boiler facilities with low-NOx boilers with the aim of meeting boiler exhaust gas emission standards. Given its location in the downtown area, the Anyang factory has odor-meters to protect residents from potential odor that may come from the wastewater treatment facility. We have also surrounded the wastewater treatment facility with thuja tree gardens to resolve residents' negative perception of the wastewater treatment facility. The Ottogi Samnam factory installed air pollution prevention facilities in the vinegar fermentation room to minimize odor from the fermentation and storage tanks. They also ensured legal compliance and improved the worksite environment to prevent complaints from residents.



Air pollution prevention facility at the Samnam factory

### Installing Waste Heat Exchangers

Ottogi Frozen Foods installed waste heat exchangers, which collect waste heat from the dumplings production line, where temperatures can rise to 95° C and send this heat through the duct system to produce hot water at 40-60°C. The hot water is then used to clean dumplings production facilities and tools without additional energy consumption, thereby reducing 99tCO<sub>2</sub>-eq of GHG gas emissions.



Waste heat exchanger

02

# Corporate Social Responsibility

## CSR Structure

### Strategy and Policy

We at Ottogi consider CSR activities to be invaluable. That is why we serve the community by sharing what we have with many others, learning from its members and practicing our social responsibility to make the world a better place. We serve the community because we want people to become happier and serve others. As a responsible member of society, Ottogi aims to contribute to the community. Committed to a range of CSR activities, Ottogi is striving to cater for the happiness of the community, the whole nation and all humankind.

### Sharing and Love for People: Ottogi Volunteers

The Ottogi Volunteers were organized in August 2012. Their mission is to serve and share with the community to fulfil their social responsibility and deliver messages of dreams and hope to every corner of our society. There are five volunteer groups actively serving their communities: the Ottogi Center Volunteer Group, Anyang Factory Volunteer Group, Daepoong Factory Volunteer Group, Samnam Factory Volunteer Group and R&D Center Volunteer Group. These volunteer groups visit local children's centers in their respective municipality and near Ottogi business branches to cook for and serve the children. In addition, the Anyang Factory, Research Institute and Ottogi Center Volunteer Groups come together twice a year to conduct joint volunteering campaigns. As of December 2020, 3,224 volunteers have served the community for 15,876 hours.



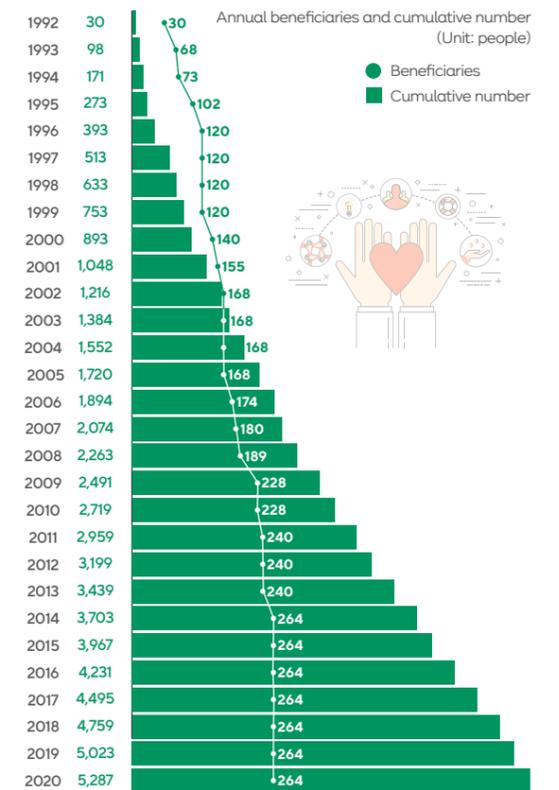
Ottogi Volunteer Activities

## Social Welfare Projects

### For Children's Dreams and Hope: Patronization for Children with Congenital Heart Defects

The patronization project for children with congenital heart defects is Ottogi's most well-known CSR project. Children born with heart defects might lose their lives if they do not receive surgery before age 10. To ensure no child is lost due to economic reasons, we concluded a partnership with the Korea Heart Foundation in July 1992 and have funded surgeries ever since. In the past 28 years, despite facing many challenges including the Asian financial crisis and a prolonged economic downturn, we never ceased funding. In contrast, we gradually increased the number of funding recipients. In 1992, we reached five children every month. At present, however, we are giving a new lease on life to 22 children every month. Each May, the recipients of our funding are invited to the Sweet Home Ottogi Family Cooking Festival where they take part in cooking classes and tours of the Daepoong factory. These efforts represent only a fraction of Ottogi's dedication to children and families.

### Patronization for Children with Congenital Heart Defects



### With Love from Ottogi: Celebrating 5,000 New Lives

In October 2019, Ottogi celebrated the 5,000th child given a new chance at life. A ceremony marking this occasion was held at Poonglim Hall within the Ottogi Center. Company chairman Young-joon Ham's commemorative address and the Korea Heart Foundation president Bum-goo Cho's congratulatory message marked the opening of the ceremony, which was attended by 200 people including children who received surgeries with Ottogi's funding, their families, sponsors, officials from the Korea Heart Foundation and executives and employees from Ottogi and its affiliates. At this ceremony, Ottogi delivered a memento (30g gold medal in the shape of the Ottogi logo) to the 5,000th recipient, while we celebrated this joyful occasion with congratulatory performances for children. In addition, retired Ottogi executives donated a total of KRW 5,000,000 to the Korea Heart Foundation, hence making the occasion even more meaningful. After the ceremony, the children and their families visited Kizania in Jamsil to tour around the Ottogi Ramen Research Center and Cooking School.



Celebrating 5,000 new lives

## Special Activities Relevant to Ottogi's Business

In partnership with the Miral Welfare Foundation which is dedicated to running schools and rehab centers for people with disabilities, we are supporting such people who are working at the foundation's Goodwill Stores. The Goodwill Stores take in-kind donations from businesses and individuals, among which include daily essentials and clothes, which are repaired, trimmed, or polished as needed by people with disabilities and sold at a reasonable price. The proceeds are then used to help with their rehabilitation and nurture self-reliance.

### | Annual Commissioned Processing |

Category	Unit	2018	2019	2020
Amount	KRW million	249	273	239

### | Annual Product Donations |

Category	Unit	2018	2019	2020
Amount	KRW million	373	450	453



#### Ottogi gift set processing consignment

##### **Paid KRW 1.8 billion from June 2012 to December 2020 for processing consignment**

We commission the assembly of Ottogi's gift set products to the Miral Welfare Foundation's Songpa, Dobong and Daejeon Goodwill Stores. The processing consignment does not simply mean paying them and providing them with financial support. Rather, it represents an exemplary case of new CSR activities where people with disabilities receive compensation for their work and become able to stand on their own feet.



#### Ottogi product donation

##### **Donated Ottogi products worth KRW 2.9 billion from June 2012 to December 2020**

We make monthly donations of Ottogi products to the Miral Welfare Foundation's Goodwill Stores in Songpa, Dobong, Jeonju, Guri, Daejeon, Bundang, Changwon, Ilsan and Gangnam. The donated products are sold at reasonable prices and the proceeds are used to pay the workers and for their welfare.



#### Ottogi and affiliate employees' donation campaign

##### **18 campaigns from 2012 to December 2020 (32,181 donors, 159,128 items)**

Organized twice a year, the donation campaigns encourage Ottogi and affiliate employees to make in-kind donations. The donated items are repaired and polished as needed by people with disabilities and sold at reasonable prices within the stores.



#### Volunteer activities

##### **2,163 employees participated in volunteer activities at Miral Goodwill Stores from July 2012 to December 2020**

On Wednesdays and Fridays, Ottogi employees visit the Dobong, Songpa and Daejeon Goodwill Stores to help with gift set processing, used goods repair, displaying and selling Goodwill Store products and distributing lunch to people with disabilities.

### Research Funding to Samsung Seoul Hospital

As part of its CSR activities, Ottogi provides funds to Samsung Seoul Hospital for the improvement of the food lifestyle of humanity. From 2016 to 2020, we provided KRW 500 million, or KRW 100 million annually, to the hospital to support studies on digestive and nutritional disorders and other food lifestyle-related research.

## Other CSR Activities

### One Company-One River Restoration Project and Tancheon Purification Project

The Ottogi Anyang factory initiated the One Company-One River Restoration in 1992. About 100 employees take part in this campaign, where they collect garbage from Hageuicheon Stream near the factory and do improvement work along the stream. In 2014, we joined hands with Gangnam District Office to jointly pursue the One Company-One River Restoration as part of our commitment to environmental protection.



Environmental purification activity

### Donation Campaigns to Help Those in Need

In order to wish the underprivileged in our society a warm and happy New Year, Ottogi started donating KRW 100 million to the annual donation campaign jointly organized by Korea Broadcasting System and Community Chest Korea. As of 2020, we have donated a total of KRW 1.09 billion.

### Vitalizing the Local Economy

Ottogi engages in various activities which promote mutual prosperity within the community. To this end, we have sponsored the Hwacheon Tomato Festival, a summer festival that promotes Hwacheon's specialty tomatoes, for 16 years (as of 2019; 2020 festival cancelled due to COVID-19). In particular, the "Table for 1,000 with Ottogi" is one of the highlights of the festival, where visitors make 1,000 servings of cold tomato pasta. We also started sponsoring the Hwacheon Sancheoneo Festival taking place in the community every winter season, thereby building mutual trust between us and farmers in Hwacheon. In 2020, COVID-19 forced the winter fest to be cancelled, meaning that all trout prepared for the festival should be discarded. To weather the challenge, Ottogi joined hands with Hwacheon County to develop canned trout and kimchi stew products under an OEM partnership.



Hwacheon Tomato Festival

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We are committed to making  
Ottogi a sustainable company.



# Sustainable Management Performance Data

## Economy

### Sustainable Management Performance Data

Category	Unit	2018	2019	2020	
Direct economic value creation (a)	Revenue	KRW million	2,097,130	2,108,630	<b>2,305,213</b>
	Raw materials and service purchases	KRW million	1,747,195	1,744,762	<b>1,936,264</b>
	Executive and employee compensation and benefits	KRW million	159,169	154,884	<b>158,169</b>
Economic value distribution (b)	Dividends and interests	KRW million	26,141	29,506	<b>32,356</b>
	Tax (corporate tax)	KRW million	34,891	28,857	<b>54,931</b>
	Community investment (donation)	KRW million	7,531	9,034	<b>6,756</b>
	<b>Total</b>	<b>KRW million</b>	<b>1,974,927</b>	<b>1,967,043</b>	<b>2,188,476</b>
Economic value possession (a-b)	KRW million	122,202	141,587	<b>116,737</b>	

\* Services: Advertising expenses, transportation expenses, charges and fees paid

\* Based on separate financial statements

### Country-specific corporate taxes

Category	Unit	Profits before tax			Corporate tax		
		2019	2020	YoY change	2019	2020	YoY change
Korea	KRW million	124,846	192,690	<b>67,844</b>	28,857	54,931	<b>26,074</b>
USA	KRW million	3,699	6,868	<b>3,169</b>	412	1,655	<b>1,243</b>
New Zealand	KRW million	716	723	<b>7</b>	202	204	<b>2</b>
Vietnam	KRW million	4,534	11,997	<b>7,463</b>	608	1,663	<b>1,055</b>
China (Budaoweng Foods)	KRW million	897	1,487	<b>590</b>	224	371	<b>147</b>
China (Tae Dong Foods)	KRW million	91	184	<b>93</b>	23	46	<b>23</b>

\* Based on separate financial statements

### Global Revenue

Category	Unit	2018	2019	2020	
Revenues	Domestic	KRW million	1,993,273	1,991,108	<b>2,167,607</b>
	International	KRW million	103,856	117,521	<b>137,606</b>
	<b>Total</b>	<b>KRW million</b>	<b>2,097,130</b>	<b>2,108,630</b>	<b>2,305,213</b>

\* Based on separate financial statements

## Society

### Employment

Category	Unit	2018	2019	2020	Remarks
Total employment	Male	People	1,088	1,069	<b>1,093</b>
	Female	People	1,997	1,930	<b>1,873</b>
	<b>Total</b>	<b>People</b>	<b>3,085</b>	<b>2,999</b>	<b>2,966</b>
Executives	Male	People	4	5	<b>4</b>
	Female	People	0	0	<b>0</b>
	<b>Total</b>	<b>People</b>	<b>4</b>	<b>5</b>	<b>4</b>
Employees	Male	People	1,084	1,064	<b>1,089</b>
	Female	People	1,997	1,930	<b>1,873</b>
	<b>Total</b>	<b>People</b>	<b>3,081</b>	<b>2,994</b>	<b>2,962</b>
Regular workers	Male	People	1,079	1,059	<b>1,080</b>
	Female	People	1,968	1,898	<b>1,838</b>
	<b>Total</b>	<b>People</b>	<b>3,047</b>	<b>2,957</b>	<b>2,918</b>
Fixed term/casual	Male	People	5	5	<b>9</b>
	Female	People	29	32	<b>35</b>
	<b>Total</b>	<b>People</b>	<b>34</b>	<b>37</b>	<b>44</b>
Location	Domestic	People	3,066	2,982	<b>2,956</b>
	International	People	19	17	<b>10</b>
Turnover	People	214	178	<b>186</b>	

### New Hires

Category	Unit	2018	2019	2020	Remarks
Age	Younger than 30	People	196	124	<b>200</b>
	30 - 50	People	34	27	<b>17</b>
	51 or older	People	0	2	<b>3</b>
	<b>Total</b>	<b>People</b>	<b>230</b>	<b>153</b>	<b>220</b>
Gender	Male	People	176	93	<b>143</b>
	Female	People	54	60	<b>77</b>
	<b>Total</b>	<b>People</b>	<b>230</b>	<b>153</b>	<b>220</b>

### Diversity

Category	Unit	2018	2019	2020	Remarks
Female employment	Female executives*	People	0	0	<b>0</b>
	Department head or higher position holders	People	27	31	<b>40</b>

\*Based on registered executives

### Employee Training

Category	Unit	2018	2019	2020	Remarks
Training hours	Total training hours	Hours	79,002	74,438	<b>55,254</b>
	Total trainees	People	3,085	2,999	<b>2,966</b>
	Hours per person	Hours/person	25.6	24.8	<b>18.6</b>
Training costs	Total training costs	KRW million	1,097	1,088	<b>605</b>
	Costs per person	KRW/person	355,592	362,788	<b>203,978</b>
Performance evaluation	%	100	100	<b>100</b>	

### Parental Leave

Category	Unit	2018	2019	2020	Remarks
Employees eligible for parental leave	Male	People	254	208	<b>197</b>
	Female	People	97	76	<b>73</b>
	<b>Total</b>	<b>People</b>	<b>351</b>	<b>284</b>	<b>270</b>
Employees in parental leave	Male	People	-	-	<b>1</b>
	Female	People	9	23	<b>16</b>
	<b>Total</b>	<b>People</b>	<b>9</b>	<b>23</b>	<b>17</b>
Employees returning from parental leave	Male	%	-	-	<b>100</b>
	Female	%	100	95.7	<b>93.8</b>
	<b>Total</b>	<b>%</b>	<b>100</b>	<b>95.7</b>	<b>94.1</b>
Employees working 12 + months after parental leave	Male	%	-	-	-
	Female	%	84.6	83.3	<b>100</b>
	<b>Total</b>	<b>%</b>	<b>84.6</b>	<b>83.3</b>	<b>100</b>

### Labor Union Membership

Category	Unit	2018	2019	2020	Remarks
Employees subject to collective agreement	No. of employees	People	1,453	1,376	<b>1,401</b>
	No. of labor union or labor-management committee members	People	663	680	<b>657</b>
	labor union/labor-management committee membership	%	46	49.4	<b>46.9</b>

### Key Suppliers

Category	Unit	2018	2019	2020	Remarks
Key suppliers	KRW 1B or more	Companies	80	79	<b>85</b>
	KRW 100M or more	Companies	113	114	<b>103</b>
	Less than KRW 100M	Companies	120	117	<b>119</b>
	<b>Total</b>	<b>Companies</b>	<b>313</b>	<b>310</b>	<b>307</b>
Purchases from suppliers	KRW million	1,237,309	1,189,806	<b>1,141,312</b>	

### Quality/Safety Management Capacity Building

Category	Unit	2018	2019	2020	Remarks
Quality management capacity building	Labelling standard training	Sessions	3	2	<b>3</b>
Safety environment inspections	Regular safety environment inspections	Sessions	144	144	<b>160</b>
	Improvement measures	Cases	187	166	<b>296</b>

### Social Contribution

Category	Unit	2018	2019	2020	Remarks
Social contribution	Cash	KRW million	1,179	2,191	<b>781</b>
	In-kind	KRW million	6,352	6,843	<b>5,975</b>
	<b>Total</b>	<b>KRW million</b>	<b>7,531</b>	<b>9,034</b>	<b>6,756</b>
Social contribution hours *	Total annual social contribution hours	Hours	3,594	3,623	<b>24</b>
	Total annual social contribution participants	People	669	662	<b>4</b>
	Annual social contribution hours per person	Hours	5	5	<b>6</b>

\* Volunteer activities temporarily suspended from January 30, 2020 and onwards due to COVID-19

### VOC Received

Category	Unit	2018	2019	2020	Remarks
Homepage*	Suggestions	%	70.4	67.8	<b>62.7</b>
	Others	%	14.3	16.6	<b>19.7</b>
	Complaints	%	13.7	14.1	<b>16.1</b>
	Compliments	%	1.7	1.5	<b>1.4</b>
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	

\* Including Ottogi Ramen

## Environment

### Energy Consumption

Category	Unit	2018	2019	2020	Remarks
Factory	GJ	1,219,470	1,303,011	<b>1,731,002</b>	
R&D Center	GJ	10,681	10,898	<b>19,130</b>	
Ottogi Center, portable emission sources (executives)	GJ	12,564	14,226	<b>14,610</b>	
Portable emission sources (Sales Group)	GJ	32,122	31,106	<b>33,368</b>	
<b>Total</b>	<b>GJ</b>	<b>1,274,836</b>	<b>1,359,240</b>	<b>1,798,110</b>	

### GHG Emissions

Category	Unit	2018	2019	2020	Remarks
Scope1	tCO <sub>2</sub> -eq	33,387	35,961	<b>47,414</b>	
Scope2	tCO <sub>2</sub> -eq	30,175	31,857	<b>42,245</b>	
<b>Total</b>	<b>tCO<sub>2</sub>-eq</b>	<b>63,561</b>	<b>67,818</b>	<b>89,659</b>	

### Water Usage

Category	Unit	2018	2019	2020	Remarks
Factory	m <sup>3</sup>	958,063	1,008,157	<b>1,199,223</b>	
R&D Center	m <sup>3</sup>	6,182	6,259	<b>7,437</b>	
Ottogi Center	m <sup>3</sup>	12,160	8,640	<b>9,511</b>	
<b>Total</b>	<b>m<sup>3</sup></b>	<b>976,405</b>	<b>1,023,056</b>	<b>1,216,171</b>	

### Wastewater Discharge

Category	Unit	2018	2019	2020	Remarks
Factory	m <sup>3</sup>	421,962	462,919	<b>593,651</b>	

### Ingredients and Packing Materials

Category	Unit	2018	2019	2020	Remarks
Ingredients	Tons	271,626	274,287	<b>378,627</b>	
Packing materials	Tons	29,384	29,250	<b>32,641</b>	
<b>Total</b>	<b>Tons</b>	<b>301,009</b>	<b>303,537</b>	<b>411,269</b>	

\* Packing materials usage as reported to Korea Environment Corporation for recycling charges

### Waste Discharge

Category	Unit	2018	2019	2020	Remarks
General waste	Recycled	Tons	6,665	7,306	<b>15,320</b>
	Incinerated	Tons	2,037	1,866	<b>1,739</b>
	Landfilled	Tons	38	46	<b>89</b>
	Others	Tons	-	-	-
	<b>Total</b>	<b>Tons</b>	<b>8,740</b>	<b>9,218</b>	<b>17,147</b>
Designated waste	Recycled	Tons	67	70	<b>71</b>
	Incinerated	Tons	9	14	<b>9</b>
	Landfilled	Tons	-	-	-
	Others	Tons	-	-	-
<b>Total</b>	<b>Tons</b>	<b>76</b>	<b>84</b>	<b>80</b>	
<b>Total</b>	<b>Tons</b>	<b>8,816</b>	<b>9,303</b>	<b>17,227</b>	
Waste recycled	%	76.4	79.3	<b>89.3</b>	

# GRI Standards Index

## Universal Standards(GRI 100)

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	102-52	Reporting cycle	About this report
	102-53	Contact point for questions regarding the report	About this report
	102-54	Claims of reporting in accordance with the GRI Standards	About this report
	102-55	GRI content index	86-89
	102-56	External assurance	90-93
	Management Approach	103-1	Explanation of the material topic and its Boundaries
103-2		The management approach and its components	35, 38, 46, 52, 66
103-3		Evaluation of the management approach	35, 38, 46, 52, 66

## Topic-specific Standards

### Economic Performance(GRI 200)

Classification	Disclosure	Indicators	Page
Economic Performance	201-1	Direct economic value generated and distributed	80
	201-2	Financial implications and other risks and opportunities due to climate change	68-69
Indirect Economic Impacts	203-1	Infrastructure investments and services supported	74-77
	203-2	Significant indirect economic impacts	74-77
Anti-corruption	205-1	Operations assessed for risks related to corruption	29
	205-2	Communication and training about anti-corruption policies and procedures	28-29
	205-3	Confirmed incidents of corruption and actions taken	No incidents identified
Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No anti-competitive behaviors identified

### Environmental Performance(GRI 300)

Classification	Disclosure	Indicators	Page
Materials	301-1	Materials used by weight or volume	61, 85
	301-2	Recycled input materials used	70-71
	301-3	Reclaimed products and their packaging materials	70-71
Energy	302-1	Energy consumption within the organization	84
	302-4	Reduction of energy consumption	72
	302-5	Reductions in energy requirements of products and services	68
Water and Effluents	303-1	Interactions with water as a shared resource	72, 85
	303-2	Management of water discharge-related impacts	72, 85
	303-4	Water discharge	72, 85
	303-5	Water consumption	72, 85
Emissions	305-1	Direct (Scope 1) GHG emissions	84
	305-2	Energy indirect (Scope 2) GHG emissions	84
	305-5	Reduction of GHG emissions	68, 72
Waste	306-1	Waste generation and significant waste-related impacts	85
	306-2	Management of significant waste-related impacts	85
	306-3	Waste generated	No spills
	306-4	Waste diverted from disposal	N/A
Supplier Environmental Assessment	308-2	Negative environmental impacts in the supply chain and actions taken	40

### Social Performance(GRI 400)

Classification	Disclosure	Indicators	Page
Employment	401-1	New employee hires and employee turnover	81
	401-3	Parental leave	82
Occupational Health and Safety	403-1	Occupational health and safety management system	45
	403-2	Hazard identification, risk assessment, and incident investigation	44-45
	403-3	Occupational health services	45
	403-4	Worker participation, consultation, and communication on occupational health and safety	45
	403-5	Worker training on occupational health and safety	45
	403-6	Promotion of worker health	45
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	44-45, 83
Training and Education	404-1	Average hours of training per year per employee	82
	404-2	Programs for upgrading employee skills and transition assistance programs	63-64
	404-3	Percentage of employees receiving regular performance and career development reviews	82
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	82
	405-2	Ratio of basic salary and remuneration of women to men	p269, Business Report
Non-discrimination	406-1	Incidents of discrimination and corrective actions taken	N/A
Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor	N/A
Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	N/A
Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of indigenous peoples	No incidents
Human Rights Assessment	412-2	Employee training on human rights policies or procedures	64
Supplier Social Assessment	414-2	Negative social impacts in the supply chain and actions taken	60-61
Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	40-43, 60-61
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	N/A
Marketing and Labeling	417-1	Requirements for product and service information and labeling	50-51
	417-2	Incidents of non-compliance concerning product and service information and labeling	N/A
	417-3	Incidents of non-compliance concerning marketing communications	50
Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	N/A
Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	N/A

# Independent Assurance Statement

## Introduction

Ottogi CORPORATION (“Ottogi”) commissioned DNV Business Assurance Korea, Ltd. (“DNV”), part of DNV Group, to undertake independent assurance of ‘2021 Sustainability Report, Ottogi Delivers a Healthy Food Lifestyle to the World’ (the “Report”). The directors of Ottogi have sole responsibility for the preparation of the Report. The responsibility of DNV in performing the assurance work is to the management of Ottogi in accordance with the terms of reference. DNV’s assurance engagements are based on the assumption that the data and information provided by the client to us as part of our review have been provided in good faith.

## Scope and Basis of assurance

Based on non-financial data and sustainability performance data of 2020 generated from Ottogi, we have assessed the adherence to Reporting Principles for defining report content and Reporting Principles for defining report quality set forth in GRI Standards 2016. We have reviewed that the material topics which are identified in the materiality determination process and relevant Topic-specific disclosures of GRI Standards 2016;

No.	Material topic	GRI topic-specific disclosure	No.	Material topic	GRI topic-specific disclosure
1	Product development for sustainability	302-5	4	Product and service development for consumer health	416-2
2	Contribution to a circular economy	306-2	5	Food and product safety	416-1
3	Response to changes in consumer lifestyle	417-2	6	Sharpening global competitiveness	N/A

DNV’s assurance methodology, VeriSustain™<sup>1</sup> which is based on our professional experience, international assurance best practice including International Standard on Assurance Engagements 3000 (ISAE 3000) is applied for the assurance engagement with the limited level of assurance. The assurance was carried out in April. The site visit was made to Ottogi Center in Seoul, Korea. We undertook the following activities as part of the assurance process:

- challenged the sustainability-related statements and claims made in the Report and assessed the robustness of the underlying data management system, information flow and controls
- interviewed representatives from the various departments
- conducted document reviews, data sampling and interrogation of supporting databases and associated reporting system as they relate to selected content and performance data
- reviewed the materiality assessment report

<sup>1</sup> The VeriSustain protocol is available upon request at DNV Website (www.dnv.com)

## Limitations

The engagement excludes the sustainability management, performance and reporting practices of Ottogi’s subsidiaries, associated companies, suppliers, contractors and any third-parties except Ottogi specified in the Report and 10 major affiliates. DNV did not interview external stakeholders as part of this Assurance Engagement. Economic performance based on the financial data is cross-checked with internal documents, the audited consolidated financial statements and the announcement disclosed at the website of Korea Financial Supervisory Service (<http://dart.fss.or.kr>) as well as Ottogi’s website (<http://www.ottogi.co.kr>). These documents, financial statements and the announcements are not included in this Assurance Engagement. Limited depth of evidence gathering including inquiry and analytical procedures and limited sampling at lower levels in the organization were applied. The baseline data for Environmental and Social performance are not verified, while the aggregated data at the corporate level are used for the verification. DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

## Conclusion

On the basis of the work undertaken, nothing comes to our attention to suggest that the Report does not properly address the adherence to the Principles for defining report content in GRI Standards 2016. Further opinions with regards to the adherence to the Principles are made below;

### • Stakeholder Inclusiveness

Ottogi has identified internal and external stakeholder groups such as customers, suppliers, shareholders, local communities and employees. Ottogi engages with the stakeholders at the company and business unit levels through various channels. How Ottogi engages with Stakeholders and what is the expectations of stakeholders are described in the Report. In particular, Ottogi listens to the diverse opinions of internal and external stakeholders and strives to reflect these opinions in Ottogi’s business activities. Interests and requirements gathered from stakeholder engagement are reflected in the materiality assessment. Furthermore, we expect Ottogi to expand regular communication with all stakeholders.

### • Sustainability Context

Ottogi defines sustainability management as implementing customer satisfaction and social contribution based on stable management and growth of the organization and further contributing to the common development of mankind. And since 2017, Ottogi has been promoting S TFT (Sustainability TFT), a sustainable management initiative. Ottogi conducted regular communication with the S TFT working-level team including the CEO and expanded the scope of participation to affiliates. Major best practices have been disseminated not only to affiliates, but also to overseas subsidiaries and business partners, thereby laying the foundation for shared growth. The Report helps readers understand the sustainability management of the company by reporting 6 material topics selected by stakeholders in connection with the UN Sustainable Development Goals. In addition, the Report discloses major activities, future plans and goals for 2020 with respect to key performance related to material topics. In the future, we expect that Ottogi will be able to disclose related performance and goals in a quantified form to the extent possible.

### • Materiality

Ottogi has conducted the materiality assessment to prepare the Report. In the materiality assessment, 12 material issues were identified through the process of identifying the social interest level and the impact on Ottogi and prioritizing the results. These material issues were reported in 6 material topics through internal review. The process of selecting material topics is described in the Report. The assurance team confirmed that the company’s materiality assessment process covered material topics that could have a significant impact on the organization’s economic, environmental and social sectors or influence stakeholder decisions. Ottogi analyzes and presents the impact of issues in terms of cost, profitability and risk on material topics identified through the materiality assessment.

**• Completeness**

Ottogi provides stakeholders with information on activities and performance on material topics in terms of sustainability management during the reporting period. The reporting boundary was established to include Ottogi's Anyang Factory, Daepoong Factory, Samnam Factory, R&D Center, Ottogi Center and Poseung Factory, as well as some examples of Ottogi's major affiliates. If the reporting boundary is different, it is explained separately on the Report. The assurance team confirmed that the material topics selected through the materiality assessment were completely reflected according to the physical and temporal reporting boundaries. However, as Ottogi reports the Report every other year, we expect Ottogi to expand the temporal reporting boundary and reflect it.

Further opinions with the principles of report quality of GRI Standards as follows;

**• Report quality: Accuracy, Balance, Clarity, Comparability, Reliability and Timeliness)**

DNV tested and verified the data and information in the report on a sampling basis. No significant errors in terms of accuracy were found in the data and information verified through assurance engagement. specified in the Report operates reliable procedures for collecting, recording, processing, analyzing and reporting information. Ottogi suggests that the performance of sustainable management can be compared in three years. Ottogi will be able to compare performances related to material topics through appropriate benchmarks and use them in goal setting and adjustment and in a balanced perspective. Errors or ambiguous expressions found during the assurance process were corrected before the final report was published. The Report is prepared at a certain time every other year and the reporting period is specified in the Report.

**Competence and Independence**

DNV applies its own management standards and compliance policies for quality control, in accordance with ISO/IEC 17021:2015 - Conformity Assessment Requirements for bodies providing audit and certification of management systems and accordingly 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. We have complied with the DNV Code of Conduct<sup>2</sup> during the assurance engagement and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV was not involved in the preparation of statements or data included in the Report except for this Assurance Statement. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process. DNV have no other contract with Ottogi and did not provide any services to Ottogi in 2020 that could compromise the independence or impartiality of our work.

April 2021  
Seoul, Korea



Jang Sup Lee  
Country Representative  
DNV Business Assurance Korea, Ltd.



# GHG Verification Statement



## GHG Verification Statement

Ottogi Co., Ltd

128 Daepoongsandan-ro, Daeso-myeon, Eumseong-gun, Chungcheongbuk-do

**✔ Verification Scope**

Korean Standards Association has conducted reasonable GHG emissions verification based on GHG report provided by Ottogi which includes Scope1 and Scope2 emissions.

**✔ Verification Standards and Guidelines**

To conduct verification activities, verification team applied verification standards and guidelines. The standards and guidelines are as follows.

- GHG&Energy Target Scheme, Korea ETS guideline provided by Ministry of Environment, Republic of Korea
- KS Q ISO 14064-1,2,3 : 2006
- IPCC Guideline

**✔ Verification Conclusion**

As a result of verification activities, verification team has found no significant errors. Therefore, Korean Standards Association confirms that following emissions data are adequately quantified.

**• 2020 Emissions(Scope1, Scope2)**

			(Unit : tCO <sub>2</sub> eq)
Year	Scope 1	Scope 2	Total
2020	31,552	26,498	58,050

※ Decimal place is not considered when calculating the emission of each workplace.

March 31, 2021



**KOREAN STANDARDS ASSOCIATION**

## Awards and Memberships

### Awards

<b>2020</b>	December	2020 World Class Product of Korea (Perilla Seed Oil) The 57th Trade Day "100 Million Dollar Export Tower" Award
<b>2019</b>	October	Processed Rice Products Show TOP 10 (Soybean Paste Stew and Scorched Rice)
<b>2018</b>	October	Gold Tower Order of Industrial Service Merit awarded to Chairman Young-joon Ham (the 42nd National Productivity Awards, 2018) Minister of Agriculture, Livestock and Fisheries Award at the 2018 Processed Rice Products Show (Ottogi Cup Rice)
<b>2017</b>	January	Good Place to Work in Our Community (Daepoong factory, Ministry of Trade, Industry and Energy/Chungbuk Province)
	September	No. 1 Ramen Product at the KPC 2017 National Customer Satisfaction Index Silver Tower
	November	Order of Industrial Service Merit awarded to President Kang-hoon Lee
	December	Appreciation Plaque for Veteran Employment Support 2017 Korea Agricultural Product Distributor Award
<b>2016</b>	March	Presidential Citation for top 100 job creation in 2015 (Ministry of Employment and Labor)
	November	2016 Excellent Service Quality Certificate (Korea Service Promotion Association)
	December	2016 Family Friendly Company (Ministry of Gender Equality and Family)
<b>2015</b>	January	Grand Prize in Manufacturing, Hankook Economy Customer Satisfaction Management Awards Commissioner of Customs Award for Customs Administration Development (Korea Customs Service)
	September	Grand Prize in Welfare for People with Disabilities, 2015 CSR Awards (Digital Chosun Ilbo)
	November	Gyeonggi Province Governor's Citation at the 2015 CSR Awards (Gyeonggi Community Chest)

### Memberships

Korea Industrial Safety Association	Food Business Export Council	Korea Fair Competition Federation
Korea Management Association	Korea Marketing Association	Korea International Trade Association
Korea Listed Companies Association	Korea Fire Safety Association	Korea Foods Industry Association
Korea Energy Engineers Association	Korea Personal Improvement Association	Korea Electric Engineers Association
Korean Standards Association	Environmental Preservation Association	Korea Environmental Engineers Association



#### S TFT Term 4

Ji-yeon Won, Chung-seok Jang, Seong-min Hong, Jae-soon Hwang, Ji-hee Kang, Myung-hui Cho, Hyun-doo Ko, Jae-bock Choi, Jong-chan Kim, Jun-hyuk Lee, Doo-seon Lee, Sang-young Park (Clockwise from top left)

#### Contributors to this report

Dong-joon Shin, Ki-dae Lim, Jin-bae Jeon, Hyun-guk Cho, Sang-muk Weon, Hyung-yoon Lee, So-yeon Park, Seung-bum Kim (Finance & Accounting Team), Du-we Kang, Chang-uk Kwon, Youn-ji Kook, Ji-ye Shim, Min-seok Choi, Mark Kwon, Song-jae Pi



**Ottogi**  
Inspiring the world  
with better foods

Ottogi Co., Ltd.  
Ottogi Center, 308 Yeongdong-daero, Gangnam-gu,  
Seoul 06177, Republic of Korea.



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2021 Sustainability Report



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