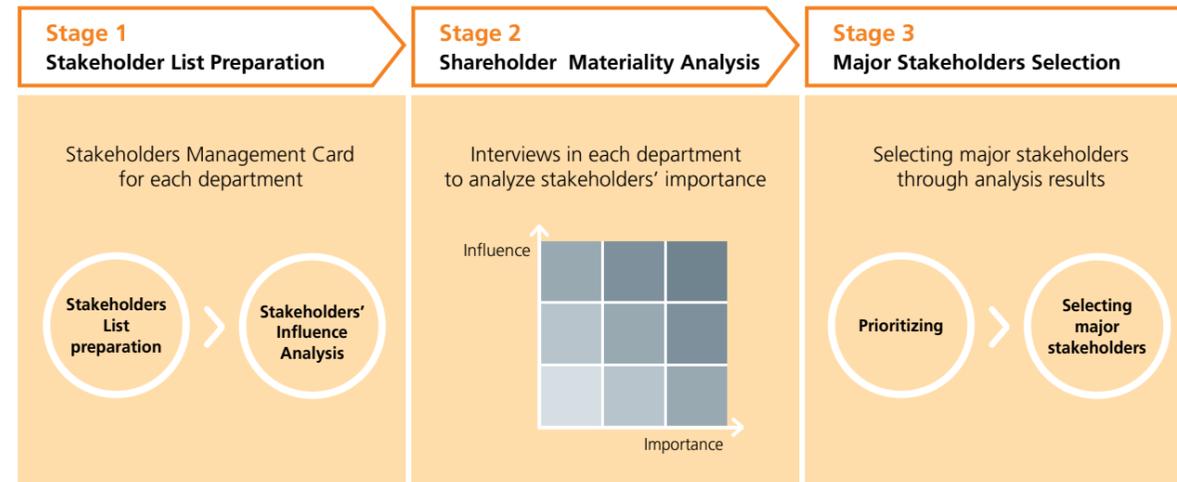


Stakeholders' Participation

Hyundai E&C has classified its stakeholders into eight groups: executives and staff members, customers, sub-contractors, local communities, shareholders and investors, local and foreign media, government agencies, associations and academic institutions. These groups were then given a customer satisfaction survey and a Junior Board, while our partner firms also participated in workshops. Through these activities, we were able to draw up a list of key issues regarding sustainable management for each stakeholder group.

Stakeholder Selection Process



Communications with Stakeholders

Stakeholders					
Staffs & Employees	Customers	Partner Firms	Local Communities	Shareholders and Investors	Government, Media, Associations and Academic Institutions
Communications Channels					
<ul style="list-style-type: none"> Junior Board Dialogues with CEO Internal Customer Satisfaction Survey 	<ul style="list-style-type: none"> Call Center and Customer Service Center Customer Satisfaction Survey e-CRM 	<ul style="list-style-type: none"> High-Partner System Satisfaction Survey Education and Training 	<ul style="list-style-type: none"> Social Contributions Activities Round-Table Meetings with Local Residents 	<ul style="list-style-type: none"> Shareholders' Meetings Investor Relations 	<ul style="list-style-type: none"> Public Hearings Press Releases Interviews
Issues of Interest					
<ul style="list-style-type: none"> Creating a Pleasant Working Environment Fair Evaluations and Rewards Abilities Development 	<ul style="list-style-type: none"> Quality Improvements Differentiated Product Designs Convenient Services 	<ul style="list-style-type: none"> Fair Trade Partner Firms' Supports Creating Synergies through Cooperation 	<ul style="list-style-type: none"> Social Services Preventing Pollution Local Development Supports 	<ul style="list-style-type: none"> Corporate Competitiveness Enhancements Corporate Governance Shareholders' Value 	<ul style="list-style-type: none"> Avoiding Corruption Green Growth Safe Workplaces

Materiality Analysis

Key issues were selected by prioritizing the importance of the sustainable management issues suggested by our internal and external stakeholders. The stakeholders' survey served as a particularly useful tool that gave us a clear understanding of the current status of our sustainable management activities and areas that require improvement.

Process



Reporting Issues

29 sustainable management issues were identified by our internal and external stakeholders. Key issues were then selected depending on stakeholders' interests and influence. Hyundai E&C's policies and activities relating to these key issues are given in this report.

