

Hyundai GBFMS

# Corporate Social Responsibility 2020 Highlights



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# Overview



*Hyundai GBFMS provides innovative and cost-effective solutions to our clients through Integrated Facility Management*

## Heritage

We are a **proud family member of Hyundai Group**. Hyundai GBFMS, previously Gold Bricks FMS, was established by experts in the facility management business.

## Values

**Service Excellence** Operation Excellence & Customer centric thinking

**Global Reach** Global standards and IFM best practice for competitive price and service quality

**Leaders Empowerment** Respect Talent and empower them to Global Leaders

## Regional Reach

Our services are delivered to overseas countries through our **Regional Management Team** to our clients all over the world.

# Our Services

## Account Management

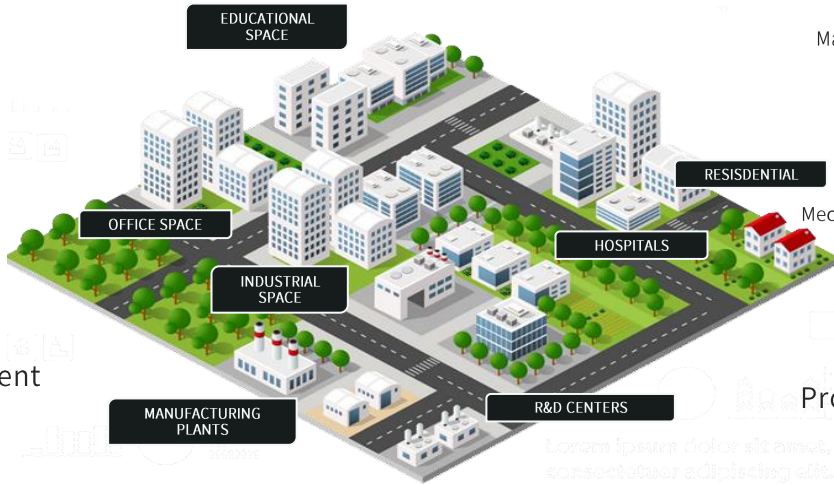
- Process management
- Compliance management
- Data and information mgmt.
- Solutioning
- Vendor Management
- Performance management
- Finance

## Quality & EHS

- Audit
- Energy Saving
- Business Continuity Planning
- Disaster Recovery
- Risk Assessment
- Risk Management

## Property Management

- Day-to-day operations
- Lease Management
- Landlord Management
- Utility Management
- Legal/Compliance



## Soft Services

- Janitorial
- Disinfection / Fumigation
- Pest Control
- Security
- Reception / Concierge
- Mail Services / Transportation
- Landscaping
- Catering

## Hard Services

- Process management
- Engineering
- Mechanical & HVAC Maintenance
- Electrical & Plumbing
- Reactive Maintenance
- Preventive Maintenance
- Emergency Response
- Life Cycle Mgt. (LCR)
- UPS & BMS Operations

## Project Management

- Construction
- Move, Add & Change (MAC)
- Engineering
- Event Planning
- Ect.

# Service Excellence

At Hyundai GBFMS, we offer services based on IFM expertise and know how and in full compliance with global standards

## Operation Excellence Program

Through our Operation Excellence Program, we are constantly looking for innovative solutions to upgrade our service quality and delivery with an ethical, environmentally friendly, and sustainable approach

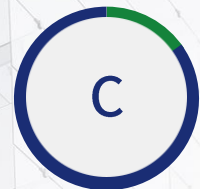


## Maintenance Excellence Program

We developed our Maintenance Excellence Program and train our engineering team to incorporate the right solutions to your assets needs and optimal energy saving targets

## Global Certifications

- ISO 9001  
Quality Management System
- ISO 14001  
Environment Management System
- OHSAS 18001  
Health & Safety Management System



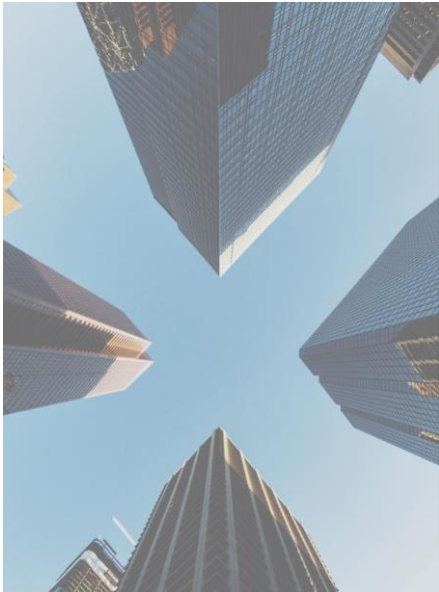
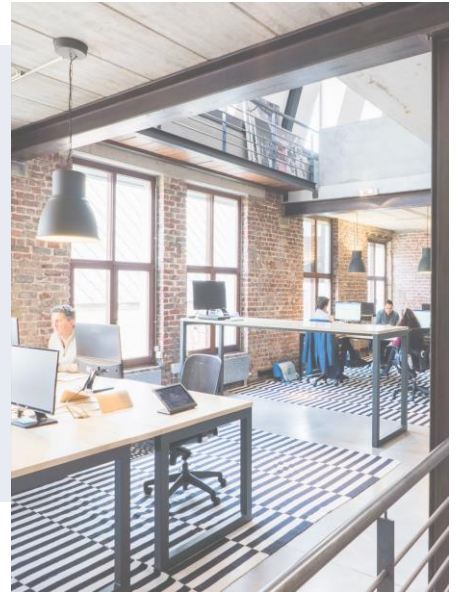


# Our Commitment

## MISSION

*Empowering You to the Ultimate Workplace Resolution*

“We empower businesses with tailor-made integrated facility management solutions based on leadership, expertise, and excellence to guarantee you value maximization, innovative strategy, and long-lasting prosperity”



## VISION

We are the Pioneers of IFM Industry in Korea committed to World-Class standards and Best Practices contributing to a sustainable global society

## VALUES

### Excellence

Committed to tailor-made solutions, best practices, and constant improvement to sustain your growth

### Innovation

Foster innovative solutions to revolutionize your workplace experience.

### Efficiency

Maximize work efficiency and business performance for a faster and sustained growth

### Responsibility

Devoted to meaningful value creation for a sustainable future



# Sustainable Development

In 2015, all the United Nations member states adopted the Sustainable Development Goals (SDGs). The SDGs provide a shared blueprint which establishes worldwide goals in 17 key areas that governments, corporations, and society must take into account to create a more sustainable world by 2030.

Hyundai GBFMS Corporate Social Responsibility is based on the following 9 UN SDGs. Hyundai GBFMS is committed to contributing to a more equitable and sustainable world for future generations.



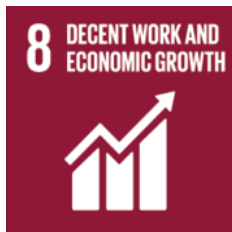
Workplace Safety  
& Well being  
Social cohesion



Gender equality in the  
workplace  
Compliance & Ethics  
Continuous Education



Energy saving  
Environmental  
sustainability



Compliance  
Ethics  
EHS



Environmentally  
friendly innovations



Support local  
community



Charity events  
& volunteering  
EHS



Procurement  
Environmental  
sustainability



Energy saving  
Environmental  
sustainability

# Environmental Policy

Hyundai GBFMS is committed to be a responsible environmental actor through providing innovative IFM services based on the highest environmental standards and social responsibility. We are committed to delivering our daily operations in compliance with global standards and global environmental targets following the UN Sustainable Development Goals.

## Commitment

This policy statement set out our commitment to protect employees, customers, suppliers, and members of the community in which we operate through sound environmental practices. We are committed to compliance with all applicable environmental legislative and other requirements to which we subscribe and within reasonable economic means to:

- Avoid, reduce, or control pollution.
- Continually improve environmental performance and ensure compliance with legal requirements.
- Minimize the creation of waste and wherever possible establish a use for such waste.
- Ensure that all vehicles and equipment are as environmentally and fuel efficient as possible.
- Ensure efficiency in the use of energy, water, and other natural resources.
- Work with our supply chain to identify environmental opportunities.
- Provide appropriate training and ensure our policy is communicated to our employees, suppliers, contractors, and other interested parties.
- Continually seek guidelines from environmental advocates to better create environmental strategy.

This commitment to the environment is achieved through the establishment of environmental objectives and targets, a strong environmental management system, and environmentally aware employees.

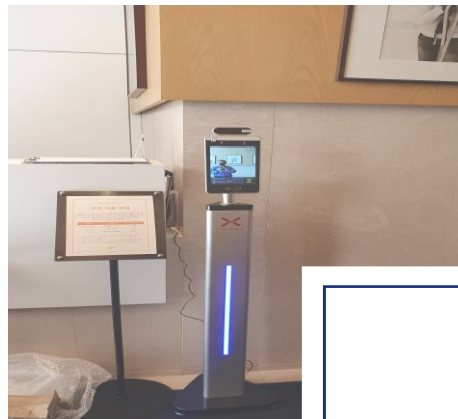
November 2020,

A handwritten signature in black ink, appearing to read "DJP", is positioned above the name of the CEO.

Dong-Joo Park  
CEO Hyundai GBFMS



# Covid19: Our Response



## Covid19 Solutions

The Covid19 Pandemic has impacted the world and as an IFM service provider, our role is to support our clients' business through IFM solutions.

Hyundai GBFMS provided disinfection using the latest technology and eco-friendly products to ensure the safety of numerous facilities throughout Korea & APAC.

Our EHS Manager & Key Account Management Team elaborated a pre-return to office program to ensure health and safety of our clients before they return to the workplace

## Health & Safety

- ✓ Disinfection & Fumigation
- ✓ Space Planning
- ✓ Covid temperature check
- ✓ Pre-return inspection

Ensure health & safety of workers





## Volunteer work in Goseong Province

In July and August 2020 GB Retail, a subsidiary of Hyundai GBFMS performed free services in cooperation with Goseong Province Government to support the community in Goseong and especially economically disadvantaged and senior members.

The volunteer work consisted of safety inspection from disaster, inspection of old facilities, and vacant houses which needed urgent inspection (leakage, crack, short circuit, etc.) to secure and improve the quality of life in residential areas.

### Safety Inspection & Repair

- ✓ Urgent Inspection
- ✓ Leakage
- ✓ Short Circuit
- ✓ Crack

Ensure basic safety needs  
to underprivileged

This volunteer work aims to maintain and restore communities and support the economically disadvantaged and seniors' citizens. The goal is to improve the housing environment to solve social problems.



# 2020 Major Social Contribution



## Children Support

Hyundai GBFMS has been committed to supporting orphans and children victims of family abused. We have been organizing activities with children from kindergarten to high school students such as water sports or cooking Korean traditional food together.

Hyundai GBFMS also donated to several organizations who take care of the children to rebuild facilities and ensure basic human needs.

### Health & Welfare

- ✓ Donations to rebuild facilities
- ✓ Donations to ensure basic needs
- ✓ Water sport activities
- ✓ Traditional Korean cooking
- ✓ Christmas gifts



Hyundai GBFMS is committed to ensuring basic safety needs and human dignity through CSR activities and daily operations.

Hyundai GBFMS is committed to supporting the UN Sustainable Development Goals towards 2030.

Hyundai GBFMS is committed to develop CSR activities further throughout 2021.