

Code of Practice on Sexual Harassment and Harassment in the Workplace

Hotel Lotte (hereinafter the “Company”) shall strive to prevent all of its members from becoming victims or offenders of sexual harassment and harassment in the workplace by respecting its members’ personality and values, taking measures against sexual harassment and harassment in the workplace, and establishing procedures to ensure that employees can work safely.

1. Definition

- ① Harassment in the workplace refers to an act in which an employee inflicts physical and/or mental harm on other employees beyond the appropriate scope of work or if this action deteriorates the work environment by taking advantage of superiority in position or relationship at work.
- ② Sexual harassment in the workplace refers to verbal or physical behavior of a sexual nature that makes the other person feel sexual humiliation or aversion by utilizing his or her position or in relation to his or her duties and the like and putting the other person at a disadvantage on the grounds of not complying with any verbal or physical behaviors of a sexual nature or other demands, regardless of whether it constitutes a sexual offense. The criteria shall be based on the victim’s rational and subjective judgment.

2. Scope of Application

This regulation shall apply to the Company’s executives and employees, dispatched employees, employees of partner companies, and special-type workers in contract with the Company (hereinafter “employees”).

3. Responsibilities of the Company

The Company shall establish and implement policies to prevent sexual harassment and harassment in the workplace and to respond appropriately when an incident occurs.

4. Response Organization

The Company shall form an internal organization exclusively in charge of preventing and responding to sexual harassment and harassment in the workplace. It shall also receive reports of, investigate, and handle such cases.

The Company shall publish how and where to report (phone number, email address, etc.) at all times so that victims may easily file a report with guaranteed confidentiality.

5. Prohibited Workplace Sexual Harassment and Harassment

Acts of sexual harassment and harassment in the workplace prohibited by the Company are as follows.

- The act of assaulting another person or intimidation
- The persistent or repeated use of abusive or violent language
- The act of insulting an employee in front of other coworkers or online or defaming him or her by spreading rumors about his or her personal affairs
- The act of ordering coworkers to run personal errands repeatedly without justifiable reasons
- The act of refusing to acknowledge or ridiculing work ability or performance without justifiable reasons
- The act of bullying as a group, not sharing important information related to work, or excluding or ignoring coworkers in decision-making processes without justifiable reasons
- Other acts that cause physical and/or mental harm to other employees beyond the appropriate scope of work or deteriorate the work environment

- The act of infringing an individual's sexual autonomy through sexual behavior and demands that the other party does not agree with, as well as verbal, mental, or physical behavior, and putting the other person at a disadvantage in job evaluation, employment, personnel affairs, etc. on the grounds of not complying therewith or gender
- The act of creating an unfair environment based on gender
- The act by a person who sympathizes with another individual who committed an act corresponding to sexual harassment causing considerable damage to the victim through psychological threats, physical coercion, or other various means

6. Case Handling Procedures

The Company's procedures on handling sexual harassment and harassment in the workplace are as follows.

- Receive reports of incidents
- Confirm the details of the incidents
- Conduct investigations and consultations
- Complete investigation
- Take disciplinary action against offenders and provide protection for victims
- Notify the results and establish measures to prevent recurrence