About This Report

Reporting Standards
This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021, a global benchmark for sustainability reporting.

Reporting Period
This report covers Samsung Medical Center’s performance from January 1, 2022, to December 31, 2022, and includes select key performance data from the first half of 2023. Quantitative performance data for the last three years (2020 to 2022) are provided for trend analysis.

Reporting Scope
This report encompasses Samsung Medical Center within its scope. Variations in scope and changes in data are noted separately.

Report Assurance
To ensure the reliability of the reporting process and the presented information, third-party verification based on the four principles of AA1000AS (Inclusivity, Materiality, Impact, Responsiveness) was conducted by an independent assurance provider, Korea Management Registrar (KMR). (Refer to page 104 for the independent assurance statement.)

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SMC President Message

Dear Esteemed Stakeholders,

We extend our heartfelt gratitude for your unwavering trust and support towards Samsung Medical Center.

In recent times, the call for Environmental, Social, and Governance (ESG) management has been gaining momentum both within and beyond the hospital industry. As a frontline institution in the battle against diseases, we recognize our vital connection to ESG management. We believe that hospitals can embrace ESG principles by striving for sustainable growth while combating incurable and refractory diseases, enhancing the quality of life for patients, creating a safer work environment, and engaging in activities that respect the values of various stakeholders.

In pursuit of our commitment to ESG, we established the ESG Committee in 2021, pioneering ESG practices in the hospital industry. Since then, we have concretely defined our goals and values concerning the environment, society, and governance, developed a robust internal framework for implementation. We have endeavored to foster a shared understanding among all caregivers involved in patient care. Furthermore, we have integrated our core strategic direction of becoming “cutting-edge intelligence hospital” with ESG initiatives, ensuring that future-ready patient-centered medical services are seamlessly aligned with ESG principles.

I am proud to share the following examples of Samsung Medical Center’s endeavors in each ESG domain:

First, we are committed to becoming an eco-friendly hospital by minimizing pollutants.

Samsung Medical Center has been tirelessly working to address the increasing medical waste challenges and foster a sustainable environment by reducing medical waste and conserving energy, such as electricity and gas. Specifically, we launched a campaign to segregate medical waste from general waste at ward nursing stations.

Moving forward, we plan to engage patients, caregivers, and guardians in these campaigns, demonstrating exemplary ESG practices in the environmental field and enhancing our sustainability as a patient-centered hospital.

Secondly, every caregiver at Samsung Medical Center is dedicated to creating a safe hospital environment.

Patient safety is our paramount principle, and we firmly believe that providing the best patient care necessitates a safe work environment for caregivers. We have introduced a flexible work-hour system for nurses, founded on a horizontal organizational culture emphasizing mutual respect and work-life balance, as part of our innovative personnel system to establish a secure work environment. The flexible work-hour system for nurses has led to increased job satisfaction and reduced turnover rates, resulting in improved nursing services for our patients. The success of this system led to being selected as a pilot project by the Ministry of Health and Welfare and implemented by their major hospitals nationwide. Additionally, we were able to reduce simple repetitive tasks for caregivers by automating medical material logistics, conducting virtual rounds, and implementing a crisis response system, who can focus on safe patient care.

Lastly, we are dedicated in fostering a transparent and equitable healthcare ecosystem.

Samsung Medical Center has systematized standards and processes to ensure a level playing field from procurement to delivery, allowing various companies to participate in bidding. Moreover, we strengthened our collaboration with partner hospitals so that we may focus on treating critical and complex illnesses. We aim to share our expertise and experiences with the hospital industry, ensuring that high-quality medical services are accessible to all. Furthermore, we remain fully committed to complying with relevant laws and regulations, and transparently communicating with all stakeholders.

We hope that Samsung Medical Center’s pioneering initiative to publish the first ESG report will contribute to the broader adoption of ESG management within the medical community and foster symbiotic growth and advancement in the hospital industry.

We humbly ask for your continued interest and support on Samsung Medical Center’s ESG journey. Thank you.

July 2023

Park Seung Woo, President of Samsung Medical Center
Hospital Overview

Samsung Medical Center

The Samsung Medical Center was founded on the principles of "providing the finest healthcare to the community, contributing to medical advancement through cutting-edge research, and promoting public health by nurturing exceptional medical professionals.” Over the past 28 years since our establishment, SMC has spearheaded the transformation of the Korean medical industry, solidifying its position as the nation’s leading hospital. Boasting 43 departments and over 2,000 beds, we annually provide medical care to 2.5 million patients, achieving world-class results across various domains, including surgeries, research, and therapeutic techniques. Guided by the vision of "SMC at the Frontier of Future Medicine" and the slogan "Care Together, Happy Together," we are re-dedicated to continue to be a "patient-centered hospital" that attains the best treatment outcomes for critically ill patients utilizing cutting-edge medical technology.

Mission & Vision

We are dedicated to improve health and to enhance the quality of life for mankind through the provision of the state-of-the-art patient care, clinical research and education.

We aspire to be the frontier of future medicine

With state-of-the-art medical technology, we focus on providing personalized treatments with outstanding health outcomes for patients with critical illnesses.

Care Together  Happy Together

Our Promise

1. Our happiness is patient’s happiness,
2. We take pride in our expertise in medical field,
3. We recognize and respect one another,
4. We will work together to deliver medical excellence,
5. We will listen first and explain with sincerity,
6. Empathy is the beginning of understanding patients,
7. Our commitment to innovation is the future of SMC,

Clinical Research

～ Best treatments for critical complex illnesses

Medical Cluster

Innovative collaboration of experts to develop novel treatments

Care Network

Hub for healthcare experts with the medical community

Cutting-edge Intelligence

Pioneer of future medicine, by building a cutting-edge intelligent hospital

Patient-Centered Patient first hospital

2022 Achievements

- Became the world’s first healthcare provider to attain HMSS INFRAM Stage 7
  (In 2023, we secured the triple crown Stage 7 recognition along with the highest score on the global Digital Health Indicators)
- Ranked 1st in the Korea Management Association Consulting KCSI’s 2022 Korea Industry Customer Satisfaction for 5 consecutive years (21 times in total)
- Ranked 1st in the Korea Standards Association Service Quality Index (KS-SQI) for the 17th time
- Ranked 1st in the general hospital category of the Korea Standards Association Premium Brand Index (KS-PBI) for 7 consecutive years
- Ranked 1st in the hospital category of Brand Stock’s 24th Korea Brand Star for 19 consecutive years
- Ranked 1st in the general hospital category of Brand Stock’s 24th Korea Brand Star for 19 consecutive years
- Ranked 1st in the hospital category of Brand Stock’s Luxury Goods for 17 consecutive years, based on a survey of CEOs from the top 500 companies
- Attained “Certified” status in the 4th certification survey conducted by the Ministry of Health and Welfare for medical institutions
SMC's ESG

ESG vision & strategy

Based on our new vision of “With state-of-the-art medical technology, we focus on providing personalized treatments with outstanding health outcomes for patients with critical illnesses,” Samsung Medical Center has established an Environmental, Social, and Governance (ESG) strategy. With this strategy, we have built a sustainable ESG management system that aligns with innovative achievements, positioning “SMC at the Frontier of future medicine.”

The ESG focus of Samsung Medical Center encompasses three core aspects: an “environmentally friendly hospital” that minimizes pollutant discharges during the patient care process; a “safe hospital” that provides a secure working environment for caregivers and assures patients to be treated with a peace of mind; and an “Equitable hospital” that offers a fair and transparent healthcare ecosystem for stakeholders. Through these endeavors, we strive to continuously advance ESG management within the medical domain and further contribute to the widespread adoption of ESG practices within the Korean healthcare industry. Our aim is to exert a positive influence, enhancing the competitiveness of medical institutions.

ESG Implementation Framework

In December 2021, Samsung Medical Center established an ESG Committee to play a pivotal role in advancing ESG implementation. The committee comprises 10 senior executives from pertinent departments, responsible for internal decision-making and execution, along with 3 external members offering unbiased insights and improvement suggestions. Notably, external members consist of experts from academia, social welfare practice and research, as well as legal interpretation and case application, fostering a robust foundation of ESG expertise. The ESG Committee convenes biannually, focusing on key aspects, including: 1) setting ESG objectives considering social impact and feasibility, 2) discussing strategies for pursuing objectives, and 3) addressing execution challenges. Moreover, a dedicated team of practitioners from diverse fields has been appointed, enabling caregivers to actively participate in the hospital’s ESG practices. Through these endeavors, Samsung Medical Center has established a comprehensive ESG implementation framework, ensuring responsible and effective ESG management from leadership to operations.
Realizing a Cutting-Edge Intelligent Hospital In order to provide Optimal Patient Care

An edge intelligent hospital serves as a platform aligning with Samsung Medical Center's vision to establish a patient-centered healthcare institution, with a focus on critical illnesses. To realize this, cutting-edge intelligent hospital, we are harnessing core Fourth Industrial Revolution technologies, such as AI, robotics, cloud computing, big data, and AR/VR, while concurrently pushing seven innovations. The effects of each innovation are linked to our ESG objectives. These include the reduction of energy waste, decreasing the usage of medical materials and paper (Environmentally friendly hospital), creating an environment for focused patient care, minimizing infection risks, ensuring safety in medical and workplace settings (Safe hospital), guaranteeing patient accessibility, and fostering collaboration with partner hospitals (Equitable hospital). Through these efforts, the everyday innovative activities of caregivers have been designed to align with our ESG management approach.

"Connect & Thru"

Accessible treatment everywhere

Minimizing physical movement
Removing spatiotemporal constraints

Direct path to doctor's office
Eliminating the unnecessary check-in process

Environment for focused Patient Care

Increased patient satisfaction
Improved care quality
Reduction of paper document usage

Securing time and focus for patient care
Optimizing ward space and improving work environment
Minimizing waste of medical materials

Minimizing the risk of hospital acquired patient infection
Minimizing waiting time before the appointment
Reducing various document and receipt usage

Minimizing patient waiting time
Enhancing patient satisfaction
Improving the operational efficiency of medical resources

Enhancing patient convenience, safety, and satisfaction
Expanding Critical illnesses care and advanced research
Improving energy efficiency

Collaborative organizational culture for patient care
Increasing job satisfaction
Ensuring safe medical and work environments

Enhancing for patients accessibility
Reducing patient anxiety in other regions
Promoting shared growth with partner hospitals

Cutting-edge intelligent Hospital ESG Management

− Digitalizing the entire patient journey, including outpatient care, testing/medication, dispensing, surgery, admission/discharge
− Driving initiatives such as voice-based automated medical records (outpatient), automatic patient information verification (surgery), paperless doctor's rounds, smart beds (admission/discharge)

− Standardizing items across wards and automating logistics delivery using robots
− Achieving "4 Nos" in logistics: No billing, No inspection, No inventory, No human intervention

− Digitalizing and remoting all touchpoints of the patient journey from appointments to hospital departure

− Monitoring and predicting appointment/treatment status and issues to provide timely care, surgery, tests, etc., to patients

− Creating a patient-centered care, future-oriented space plan capable of addressing overcoming critical illnesses and developing advanced treatment techniques

− Cultivating a caregivers’ culture where they grow as members of the best team for optimal treatment outcomes
− Delivering reliable, quality nursing service by experienced nurse through flexible nursing shifts
− Establishing a comprehensive safety management system to ensure the well-being of employees, patients, and guardians

− Contributing to treatment integration and establishing a medical safety network through seams, sharing of treatment data and patient exchanges between SMC and partner hospitals.
ESG Highlights

Patient care innovation to create patient-centered Environment

Creating a Smart Treatment Environment

Samsung Medical Center is dedicated to digitizing all aspects of the patient journey, encompassing outpatient care, laboratory and pharmacy services, surgery, and admission and discharge. This effort has resulted in an environment where healthcare professionals can focus on patient care to the fullest extent, contributing to improvements in patient safety and satisfaction. Furthermore, we have reduced paper usage by 80% by minimizing paper questionnaires and documentation.

Digital Transformation for Creating a Patient-Centered Care Environment

Surgery

- Smart Time-Out
  - Introduction of a surgery and patient information time-out board
- Automated surgery status display

Same-Day Admission Center for Surgical Procedures

- Implementation of preoperative testing and consultation prior to anesthesia, as well as a process enabling same-day admission for surgeries/procedures to reduce hospital stays

Outpatient Care

- Remote body measurements
  - Automatically transmitting basic vital signs like height, blood pressure, etc. to EMR*

Testing and Medication

- Pathology Result Broadcasting System
  - Enhancement of the surgical pathology result delivery system and addition of a test result display system

Admission and Discharge

- Paperless Doctor’s Rounds
  - Using tablets equipped with the SAMSUNG T program, doctors can access real-time test results, EMR information, rounding summaries, and notes.
- Smart Wards
  - Proactively providing digital patient education, treatment information, and service request registration
- Smart Beds
  - Automatically displaying real-time patient information and care instructions on electronic bed cards

Effects

- Enhanced operational efficiency through computerization and automation
- Reduced preparation time for rounds, securing more time for patient care
- Reduction of cumbersome procedures like paper questionnaires and decreased waiting times
- Shortened hospital stays
- Minimized human errors, including input mistakes
- Process automation
- Reduction in surgery cancellations due to bed shortages

Logistics Innovation through Standardization and Robotic Systems

Operation of Robot-Based Smart Logistics

Despite a more than 15-fold increase in logistics demand due to the rise in patient visits since the hospital’s inception, our logistics system continued to function similarly to the initial setup. In response, Samsung Medical Center standardized items utilized across wards and introduced automated item delivery, achieving “4 Nos” in logistics: no billing, no inspection, no inventory, no human intervention. This logistics system involves transport robots delivering standardized quantities to each department during nighttime and early morning hours when patient and caregiver traffic is low. The robot-based smart logistics system addresses issues such as infection risks, patient safety, elevator congestion, and delivery delays that could arise from manual deliveries during the daytime.

Furthermore, caregivers used to dedicate a significant amount of time to requesting and verifying quantities. Presently, robots deliver pre-defined standardized quantities to each department, reducing the time caregivers spend on logistics management. This has contributed to an increased amount of direct nursing time for patient care. Additionally, the space previously used for storing materials has been repurposed for medical services. Moreover, in conjunction with Government Grants, Samsung Medical Center is developing a real-time remote robots/logistics integrated control system based on the metaverse. Through this advanced logistics system, our goal is to provide a safer environment for patients, optimize caregiver efficiency, and foster an environment centered around patient service.

*EMR: Electronic Medical Record

80% Reduction in Paper Usage

Smart Logistics System has been completed in the main building. The cancer hospital is scheduled for completion by 2022, and the annex by 2024.

Implementation of “4 Nos” Logistics

- Prioritizing patient care to deliver optimal service
- Ensuring a secure hospital environment
- Optimizing space to expand treatment areas

Automated Guided Vehicle (AGV) for Medical Supplies
ESG Highlights

Operational Resource Innovation for Minimizing Patient Wait Times and Enhancing Satisfaction

Development of Data-Based Operation & Communication Center (DOCC)

Samsung Medical Center has established the Data-driven Operation & Communication Center (DOCC) with the goal of minimizing patient wait times and ensuring timely services such as examinations, treatments, admissions, and blood collection. DOCC is a data analytics framework, providing real-time insights into the status of medical infrastructure and predicting future operational conditions of medical resources, thereby enabling effective decision-making. We are creating refined simulations, including digital twins, that integrate fragmented information from medical sites and incorporate crucial decision-making data to assess the impact on medical resources. The outcomes of our analyses are presented through the Performance Analytics Network (PAN). Through real-time monitoring and prediction of treatment status and issues, accurate data is provided for seamless communication across hospital departments and expert teams.

Starting 2019 2023 2024 2027
Establishment and acquisition of standardized data Implementation of the monitoring system and development of predictive models Integrated management of medical resources and PAN enhancement Evolution into SMC Digital Twin

Human resources Innovation for Patient and Caregiver Safety

Implementation of Caregiver Safety Total System (CSTS)

Samsung Medical Center has established the Caregiver Safety Total System (CSTS) to swiftly ensure the safety of caregivers and patients during disasters like fires and infectious disease outbreaks by integrating indoor layouts and staff emergency contacts. The system accurately tracks workforce personnel in each building, floor, and area by time, providing various functions like verifying fire safety facilities such as fire extinguishers and fire hydrant placements, guiding evacuation routes, offering hazardous substance information, conducting rapid epidemiological investigations based on work locations in case of infectious disease outbreaks, and checking ongoing construction updates. Our future plans include expanding the system’s scope to include patients, caregivers, and hospital wards, establishing a comprehensive safety management system responsible for the safety of Samsung Medical Center’s staff and patients.
ESG Highlights

Human resources Innovation for Building a Collaborative Organizational Culture to Benefit Patients

Fostering SMC's Caregiver Culture with Mutual Respect

In 2019, Samsung Medical Center declared a “caregiver” culture of mutual respect and collaboration for the first time in hospital industry. The caregiver culture is our esteemed organizational ethos where top-experts unite as members of the best team in patient care. From a patient’s initial hospital visit to their discharge, everyone influencing the patient experience is a caregiver, showcasing their skills as one team across various fields. Samsung Medical Center aims to cultivate a “beloved team of the best experts” extending beyond esteemed doctors. We wholeheartedly support all caregivers in growing as professionals who embody the noble mission of saving patients’ lives.

Strengthening Interprofessional Collaboration among Diverse Experts

With the growing number of patients suffering complex and multiple conditions, the medical care paradigm has evolved from individual exceptional doctors treating illnesses to collaborative, multidisciplinary treatments involving various medical professionals. As the hospital’s role shifts from cure to care, it necessitates a “team-based” patient care approach involving collaboration among doctors, nurses, medical technicians, pharmacists, rehabilitation specialists, and other experts. Samsung Medical Center remains dedicated to delivering the highest quality treatment outcomes and optimal patient care experiences through its collaborative culture.

SMC, A Workplace Where Everyone Wants to Work

Founded on principles of mutual respect and collaboration, Samsung Medical Center is actively establishing and nurturing a horizontal organizational culture, with the aim of becoming a hospital where everyone wants to work. In 2019, marked by the introduction of the “caregiver” culture, Samsung Medical Center abolished formal job titles for all roles within the hospital, adopting the universally respectful titles of “Mr.” or “Ms.” Building on this foundational shift, all caregivers, irrespective of their profession, age, or rank, dedicate themselves to fostering respectful titles of “Mr.” or “Ms.” Building on this foundational shift, all caregivers, irrespective of their profession, age, or rank, dedicate themselves to fostering respect and collaboration among doctors, nurses, medical technicians, pharmacists, rehabilitation specialists, and other experts. Samsung Medical Center remains dedicated to delivering the highest quality treatment outcomes and optimal patient care experiences through its collaborative culture.

'Our Promise' Established through Caregiver Participation

"Our Promise" is a set of guiding principles meticulously crafted to uphold and advance the legacy of patient-centric values instilled since the hospital’s inception in 1994 while embodying the caregiver culture. At Samsung Medical Center, 'Our Promise' was born through voluntary participation and consensus among all caregivers, encompassing doctors, nurses, pharmacists, medical technicians, researchers, and administrators. With the introduction of the caregiver culture in 2019, caregivers themselves took the initiative to formulate the commitments that bind them to themselves, colleagues, patients, and society. A big data analysis of the 3,918 proposed sentences yielded keywords and pivotal commitment statements. These statements then underwent caregiver voting, culminating in the final selection of seven "Our Promise" declarations.

The Process of Establishing 'Our Promise'

1. Gathering insights from caregivers
2. Analyzing big data and engaging in value talk sessions
3. Facilitating discussions among internal and external experts
4. Confirming the final selection and proclamation of 'Our Promise'

SMC's 'Our Promise'

Our Happiness is Patient's Happiness
We take pride in our expertise and the patient's trust in us.

Our Commitment to Innovation is the Future of SMC

Our dedication to innovation is the future of SMC.

The Process of Establishing 'Our Promise'
Human resources innovation for improving work environment to enhance caregiver satisfaction

Introducing the Nation’s First Flexible Work System for Nurses

Samsung Medical Center, in a pioneering effort to enhance the work environment for shift nurses providing round-the-clock patient care, has undertaken the research and implementation of the “Flexible Nursing Work System.” This innovative approach, the first of its kind in Korea, builds upon previous initiatives such as the “expansion of dedicated night shift” to reduce night shifts, the “reduction of Sleeping Off standards” to ensure adequate post-night shift rest, the introduction of “Refresh Leave” offering a month of rejuvenation, and the establishment of the “ACE Team” to minimize staffing gaps due to unexpected absences.

The Flexible Nursing Work System aims to mitigate nurse turnover resulting from the challenges of shift work and proactively accommodate diverse work patterns across different life stages. Since 2020, SMC has refined its Flexible Nursing Work System through two rounds of pilot testing. Starting in 2021, this system has been adopted across all shift departments, including emergency rooms and intensive care units totaling 55 departments.

Departing from the conventional three-shift model, this initiative empowers each nurse to choose work types. Shift nurses now have the opportunity to apply for their preferred schedule in advance, allowing them to maintain a stable and well-planned balance between work and personal life. These efforts have yielded positive outcomes, with increased job satisfaction and a reduction in turnover rates. This transformative change has cultivated an environment where seasoned nurses consistently deliver high-quality care to patients. Also, it has become one of the primary reasons nursing students aspire to join Samsung Medical Center. Looking ahead, Samsung Medical Center remains steadfast in its commitment to driving continuous talent innovation, including the enhancement of work assignment systems to further relieve nurses’ working conditions and benefits.

Recognized as an Exemplary Model for Korea’s Nursing Shift System Improvement Pilot Project

Our Flexible Nursing Work System has been recognized as a model for the Nursing Shift System Improvement Pilot Project by the Ministry of Health and Welfare, making a significant societal impact on enhancing the work environment for nurses in Korea. Over 60 medical institutions have participated in the pilot project since April 2022. Samsung Medical Center actively shares the insights from its flexible work system with government and the industry. We continue to communicate operational challenges and best practices with other healthcare institutions, as part of our ongoing commitment to improving the work environment for nurses.

Diverse Work Types Based on Individual Preferences

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<th>Fixed working hour schedule</th>
<th>2 shift working schedule</th>
<th>Dedicated Night Shift</th>
<th>2-Shift schedule</th>
<th>3-Shift schedule</th>
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Job Satisfaction

- Satisfaction rate increased by 1.86 times
- Satisfaction rate increased by 1.25 times
- Satisfaction rate increased by 2.57 times

Intention to Leave

- Positive movement increased by 2.72 times
- Positive movement increased by 1.75 times
- Positive movement increased by 1.9 times

Pilot Program Results

* Comparison of positive-negative responses between a 6-month implemented group (166 participants) and a non-implemented group (170 participants)

Interviews with Nurses Participating in the Pilot Program

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<th>Interview</th>
<th>Response</th>
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<tr>
<td>A nurse who selected the Day / Night Shift (2 shift working schedule)</td>
<td>Previously, my lifestyle patterns were irregular due to work schedules. With the introduction of flexible work, I could opt-out of the evening shift, allowing me more leisure time. I can now engage in activities like yoga and book clubs in the evenings.</td>
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<td>A nurse who selected the Fixed Evening Shift (Fixed evening working hour schedule)</td>
<td>I have a one-year-old child to care for and coordinating family schedules was challenging, leading to stress and physical strain. The flexible work schedule allows us to share childcare duties: I handle mornings, my mother-in-law takes afternoons, and my husband helps in the evenings. This has significantly reduced the childcare burden.</td>
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<td>A nurse on the Dedicated Night Shift</td>
<td>As I entered my thirties while adhering to the conventional 3-shift work schedule, I encountered sleep disorders resulting from decreased stamina. I was tired, but could not fall asleep at different time of the day and night. However, the dedicated night shift has enabled me to maintain consistent sleep hours, effectively alleviating fatigue.</td>
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ESG Highlights

Innovative Achievements for Future Medicine (Digital Transformation)

Achieving HIMSS Stage 7 Ratings in 3 Categories

In 2022, Samsung Medical Center achieved an unprecedented milestone by becoming the first healthcare provider worldwide to attain the highest Stage 7 rating in the HIMSS* Infrastructure Adoption Model (INFRAM). HIMSS, a globally recognized authority in assessing medical institution informatization, aims to drive IT-powered hospital innovations.

Building upon this success, in 2023, Samsung Medical Center not only secured the highest Stage 7 rating in the Electronic Medical Record Adoption Model (EMRAM) but also achieved another pioneering feat by attaining Stage 7 in the Digital Imaging Adoption Model (DIAM). This DIAM recognition validates our digital transformation efforts in the realm of medical imaging, setting us apart on the global stage. Remarkably, Samsung Medical Center reached the pinnacle Stage 7 rating in EMRAM with a year of achieving Stage 6 in 2022. Additionally, our outstanding performance in the Digital Health Indicator (DHI) survey, a metric measuring hospital digital transformation, garnered a record-breaking score of 365 out of 400, the highest ever globally.

Samsung Medical Center's triple crown accomplishment—attaining Stage 7 in three out of six HIMSS evaluation categories, alongside achieving the highest score in the Digital Health Indicator—marks a historic milestone in the global hospital industry. This underscores SMC’s leadership in the global healthcare sector and recognizes the collective dedication of all caregivers over the past three decades in establishing a cutting-edge intelligence hospital.

Going forward, Samsung Medical Center remains committed to delivering patient-centric medical services through ongoing digital transformation, fostering a hospital that fills caregivers with pride, and enhancing the competitiveness of our hospital as well as the overall healthcare industry in Korea.

*US Healthcare Information and Management Systems Society (HIMSS)

Named as Korea’s Best Smart Hospital and Asia’s Best Cancer Hospital

For two consecutive years, Samsung Medical Center has secured the top position among Korean hospitals in the esteemed “World’s Best Smart Hospitals” ranking by Newsweek. Conducted by a German global research firm commissioned by Newsweek, this survey encompasses five categories: data processing functionalities, Telemedicine, Digital Imaging, Artificial Intelligence, and Robotics, involving over 300 medical professionals across 28 countries.

This recognition from Newsweek underscores Samsung Medical Center’s progress in transitioning into an intelligence hospital. Additionally, in the “World’s Best Specialized Hospitals in Oncology” category, Samsung Medical Center’s cancer hospital achieved the first rank in Korea (6th globally), reinforcing its standing as a worldwide leader in oncology. Notably, attaining the sixth global position among specialized cancer hospitals highlights our medical staff’s continuous efforts to enhance cancer treatment technologies and patient survival rates, despite our relatively short history.

Looking ahead, Samsung Medical Center aims to propagate global digital transformation and share our medical expertise and digital innovation know-how with the Korean healthcare industry. Through these endeavors, we aspire to deliver elevated medical services to Korean patients and contribute to making K-Medical a global trendsetter.
OUR PLANET

We consume a significant amount of energy providing patient care around the clock as a tertiary medical center. Consequently, all of Korea’s major hospitals were included in the 2021 Seoul’s Top 20 Energy-Intensive Consumption Institutions list announced by the Seoul Metropolitan Government. Recognizing the unique attributes of medical institutions, Samsung Medical Center is exploring various initiatives to conserve energy.

Furthermore, the healthcare industry is witnessing an increase in medical waste due to factors such as the rise of infectious diseases like COVID-19, the expanded use of disposable items for infection prevention, and the growing number of critical patients. With limited medical waste incineration facilities nationwide, medical waste disposal in Korea is becoming more challenging. Samsung Medical Center is proactively working to reduce its medical waste in response to this situation. Through initiatives like upcycling patient and staff uniforms and implementing a medical waste separation project, we aim to minimize the environmental impact of patient care processes and transition into an eco-friendly hospital.

Moreover, we are actively seeking ways for the entire hospital industry to collaborate in saving energy and reducing medical waste.
Our Planet

Environmental Management System

Environmental Management Vision and Strategy

Situated within a nature preservation area, all buildings of Samsung Medical Center, including wards, harmoniously blend with nature. To provide patients and guardians with a comfortable environment for outpatient and inpatient care, testing, and treatment services, we have maximized the available patient spaces within the boundaries of the Green Natural Area. Committed to environmental preservation and in compliance with relevant regulations, Samsung Medical Center has embraced “Green Hospital Practices” as a guiding principle in environmental management, ensuring an optimal environment for its core mission of patient treatment and care.

Management Goals

Pursuing Excellence as a Green Hospital

- Recognizing the significance of safety, environment, and health in hospital management
- Complying with international conventions and domestic regulations, and instituting more stringent internal standards
- Sustaining the optimal operation and maintenance of hospital facilities; adopting and enhancing advanced technologies
- Providing a pleasant environment and facility services for our customers and patients

Reducing Environmental Impact

Greenhouse Gas and Energy Management

Operating under the GHG Emissions Trading System (ETS), Samsung Medical Center is transparently disclosing its greenhouse gas emissions and energy consumption to the government and stakeholders through the Environmental Information Disclosure System. Following energy and GHG management guidelines, our dedicated team efficiently oversees energy facilities, promptly addressing any deficiencies, and formulates annual energy-saving plans while reporting outcomes to management. Through these concerted efforts, Samsung Medical Center remains committed to continually reducing greenhouse gas emissions and contributing to climate change mitigation.

CASE: Investment in Energy Conservation

Samsung Medical Center is actively striving to reduce greenhouse gas emissions and energy consumption through initiatives such as optimizing facility operations, insulation, heat recovery, leak prevention, and lighting enhancements. In 2022, we replaced the outdated outdoor air control system in the main building and transitioned parking lot lighting to LED for more effective energy utilization. Our commitment to reducing GHG emissions and energy consumption remains steadfast.

CASE: Energy Conservation Campaign

To reduce energy consumption, Samsung Medical Center has launched an energy conservation campaign. Through our internal online communication platform, the “Communication Window” caregivers are encouraged to participate actively in the energy-saving initiative. We will persist in enhancing employee awareness of energy conservation through communication-based campaigns, aiming to tangibly reduce energy consumption.

- Maintaining the indoor temperature at 26°C
- Minimizing electricity usage during peak hours (11:00 AM - 4:00 PM)
- Turning off extension cord switches for PCs and monitors upon leaving the office
- Promoting stair usage
- Unplugging unused devices
- Switching off unnecessary lights during overtime and weekend work
Our Planet

Reducing Environment Impact

Waste Management

At Samsung Medical Center, waste is categorized into general, designated, and medical waste, aligning with waste management guidelines. We diligently adhere to regulations by disposing, collecting, transporting, storing, and discharging waste as required. To ensure understanding of waste management’s importance across departments as well as among caregivers, we provide caregivers with waste-management education and training. Additionally, waste is segregated to prevent contamination, and efforts are made to reduce waste generation by purchasing raw materials and packaging that minimize waste. These waste-related goals and achievements are reported to management biannually.

Waste Reduction Activities

To minimize the effects of waste disposal and fundamentally reduce waste generation, we employ a variety of measures. These include waste separation and disposal to avoid contamination, as well as the procurement of raw materials and packaging designed to minimize waste. These waste-related goals and achievements are reported to management biannually. Additionally, we actively guide all caregivers and employees within the hospital on the correct separation and disposal of different waste types, as part of our commitment to reducing medical waste generation. In common areas like corridors, lobbies, and waiting rooms, we provide dedicated containers for medical waste and separate bins for general waste to ensure proper management and prevent mixing.

Water Resource Management

Samsung Medical Center complies with reservoir and water usage management guidelines, ensuring a stable supply of tap and purified water through a systematic delivery system. Even during emergencies, a consistent water resource supply is maintained. Moreover, by establishing and enforcing management standards for all wastewater generated at the hospital, we not only meet regulations but also work towards minimizing water pollution. We set annual reduction goals for water pollutants and wastewater generation, reporting these outcomes to management for oversight.

Activities for Reducing Water Usage

To decrease water consumption, Samsung Medical Center has implemented measures such as installing water-saving toilets and optimizing water usage for showers and cleaning. We remain committed to exploring various ways to reduce water consumption throughout the hospital.

Monitoring Water Pollutants

Samsung Medical Center has established a system to monitor water pollutants, ensuring the utilization of safe water resources. Equipped with physical, chemical, and biological treatment facilities capable of treating 900 tons per day, Samsung Medical Center has established a system to monitor water pollutants, ensuring the utilization of safe water resources. Equipped with physical, chemical, and biological treatment facilities capable of treating 900 tons per day, we measure and analyze water pollutants in 62 categories or more at least once a month for effective management.

Air Pollutant Management

At Samsung Medical Center, we have implemented a system to regularly measure and manage air pollutant emissions. This includes the installation of a Tele-Monitoring System (TMS) that continuously monitors emissions while boilers are in operation, transmitting real-time measurements to the Korea Environment Corporation. Furthermore, we are making continuous efforts to minimize nitrogen oxide emissions produced during the heating and hot water supply processes by replacement of boilers with more energy-efficient models.

CASE: Medical Waste Separation and Disposal Campaign

Following the COVID-19 pandemic, a significant increase in medical waste has occurred, coupled with rising disposal costs due to inadequate treatment facilities. This heightened the need for waste management. Responding to the surge in medical waste resulting from mixed disposal of general and medical waste, Samsung Medical Center launched a separation and disposal campaign at nursing stations in June 2022. This campaign involved implementing separation and disposal practices applicable to nursing stations, alongside educational and promotional efforts to improve medical waste disposal practices. Samsung Medical Center is dedicated to exploring diverse strategies to minimize waste generated during patient care processes.

CASE: Use of Eco-Friendly Materials for Space Innovation

Samsung Medical Center is undertaking extensive remodeling of aging building materials to create a more pleasant environment for patients for the long term. In this remodeling process, we prioritize the use of materials with HB (Healthy Building) Mark or Eco-Label certification. This approach aims to mitigate the environmental impact of remodeling while enhancing overall environmental performance.

<table>
<thead>
<tr>
<th>No.</th>
<th>Certification Type</th>
<th>Certified Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hill Mark</td>
<td>Insulation materials</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Interior film</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Adhesive</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Dry wall</td>
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<tr>
<td>5</td>
<td></td>
<td>Insulation materials</td>
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<tr>
<td>6</td>
<td>Environmental Product Declaration (EPD)</td>
<td>Sealant</td>
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<tr>
<td>7</td>
<td></td>
<td>Interior film</td>
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<tr>
<td>8</td>
<td></td>
<td>Paint</td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>Sealant</td>
</tr>
<tr>
<td>10</td>
<td>Eco-Label</td>
<td>Interior film</td>
</tr>
<tr>
<td>11</td>
<td></td>
<td>Ceiling surface material</td>
</tr>
<tr>
<td>12</td>
<td></td>
<td>Insulation materials</td>
</tr>
</tbody>
</table>

*Products certified for superior environmental attributes compared to other products.
As part of our commitment to social contribution, Samsung Medical Center has initiated the SMC Eco Project RE:BORN, an initiative aimed at minimizing medical waste. The repeated sterilization and laundering of various workwear, beddings, and sheets often lead to their deterioration, rendering them unusable. Consequently, around 30,000 linens are discarded annually. To address this, we collect these linens and transform them into beddings for shelter dogs, teddy bears, and pouches. Through this upcycling process, a total of 240 sets of workwear have been repurposed into clothing for 410 teddy bears and 400 pouches. These teddy bears bring comfort to patients and their families, while pouches are distributed to caregivers, and dog bedding is provided to animal shelters.

RE:BORN impact:
- Reduction of 63,000 kg CO2eq
- Reduction of 8,100KL

Bedding Donation to Animal Shelters

Since embracing ESG management in 2021, Samsung Medical Center has explored ways to recycle discarded bedding, aiming to reduce pollutant generation during care processes. In July 2022, we began donating discarded dog bedding to animal shelters. Approximately 6 tons of bedding, typically disposed of annually at our hospital, were upcycled to provide enhanced comfort for rescue dogs. This initiative accelerates the recovery of these animals and allows shelters to allocate bedding expenses towards improving animal welfare. We intend to expand upcycling efforts for discarded linens and bedding, collaborating with more organizations sharing similar needs.

RE:BORN Bear Project

By repurposing discarded workwear, caregivers personally created teddy bear clothes. These RE:BORN Bears, fashioned from SMC workwear, were gifted to children undergoing treatment at Samsung Medical Center. The RE:BORN Bears not only contribute to environmental sustainability through the reuse of workwear but also help strengthen the bond between young patients and caregivers.

RE:BORN Linen Upcycling Impact

The RE:BORN project not only contributes to environmental preservation but also aligns with our social contribution and donation endeavors, magnifying its positive impact. Samsung Medical Center remains committed to expanding this upcycling project, viewing it as an ongoing effort rather than a one-time event.

RE:BORN Bear Project

Building upon the positive response to the bedding donation and RE:BORN Bear projects, Samsung Medical Center explored additional methods to upcycle discarded linens. This effort resulted in the creation of pouches using linens with stains or significant wear. The pouches were developed in partnership with a social enterprise that employs individuals with disabilities, promoting social inclusion. Furthermore, proceeds from the project were used to purchase feminine hygiene products, which were subsequently donated to the Seoul Women Protection Center.

Pouch Project

Building upon the positive response to the bedding donation and RE:BORN Bear projects, Samsung Medical Center explored additional methods to upcycle discarded linens. This effort resulted in the creation of pouches using linens with stains or significant wear. The pouches were developed in partnership with a social enterprise that employs individuals with disabilities, promoting social inclusion. Furthermore, proceeds from the project were used to purchase feminine hygiene products, which were subsequently donated to the Seoul Women Protection Center.
SOCIAL

Our Patient
The Future of Healthcare
Privacy protection
Caregiver
Hospital Safety
Social Value
Our ongoing drive for innovation, development of advanced treatment techniques, and nurturing exceptional medical professionals underscore our dedication to utilizing medical technology for critically ill patients’ care, saving lives. To achieve this, we clearly outline patient rights and responsibilities, establishing measurable benchmarks for each service category to monitor our performance. When vulnerable areas are identified through these benchmarks, we engage in improvement initiatives, striving to deliver the finest service experience to patients and their guardians.

Moreover, we connect our patients and families with organizations providing medical expense support and offer welfare counseling in order to address the emotional, social, and economic hardships.

Amidst the COVID-19 pandemic, we contributed to creating a public medical safety network by operating a community treatment center at the request of the Seoul Metropolitan Government, fulfilling our social responsibility.
Our Patient

Patients’ Rights and Responsibilities

Policy

Samsung Medical Center upholds and respects the rights and responsibilities of patients and their guardians. We disclose a transparent policy that outlines these rights and responsibilities, including detailed duties and entitlements of patients and their guardians.

Patient Responsibilities

- Responsibility to trust and respect the medical team
- Responsibility not to use disloyal information to obtain medical care
- Responsibility to abide by all hospital regulations

Patient Rights

- Right to confidentiality
- Right to receive medical care
- Right to be informed and to make an autonomous decision
- Right to request consultation and mediation
- Right to have values and beliefs respected
- Right to receive care in a safe setting

Increased Patient Satisfaction

SMC Patient Experience Index (SPEI)

Samsung Medical Center has developed the SMC Patient Experience Index (SPEI) by quantifying patient satisfaction in each service area. We identify deficiency through patient survey results and provide appropriate feedback to departments in order to continuously monitor and implement improvement activities with the aim of elevating patient satisfaction and experience.

We administer patient surveys based on the SPEI items, which we developed internally to collect and incorporate patient feedback on their hospital experience through smartphones. The survey includes situation-specific questions for inpatient and outpatient experiences, in addition to standard SPEI items. The service-specific survey allows us to systematically manage and enhance inpatient and outpatient experiences. The results of these surveys are actively used to improve services at the point of care.

SPEI Survey Design

<table>
<thead>
<tr>
<th>Category</th>
<th>Inpatient</th>
<th>Outpatient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Period</td>
<td>Patients hospitalized for over 2 days</td>
<td>Patients receiving same-day outpatient care</td>
</tr>
<tr>
<td>Survey Target</td>
<td>Survey sent at noon on the day after discharge; available until midnight</td>
<td>Survey distributed at 6 PM on the day of the outpatient visit; available for 24 hours</td>
</tr>
<tr>
<td>Question Items</td>
<td>Primarily aligned with the Health Insurance Review &amp; Assessment Services’ patient experience assessment items (29 items)</td>
<td>Based on KCSI, KS-SQI, NCSI items (19-30 items)</td>
</tr>
<tr>
<td>Survey Method and Scale</td>
<td>Self-administered survey via personal smartphones / 11-point scale (Select from 0 to 10 points)</td>
<td></td>
</tr>
</tbody>
</table>

SPEI Results

- Outpatient satisfaction: 89.8 points
- Inpatient satisfaction: 88.6 points

- SPO survey respondents: 210,000
- Intends to recommend SMC to others: 90.5%
Support for Vulnerable Groups

Medical social welfare

Samsung Medical Center empathizes with the emotional, social, and financial challenges encountered by patients and their families. To address these issues, our medical social workers, equipped with specialized knowledge, skills, and experience, provide consultation through the Social Work Office. We proactively connect patients with organizations that offer financial support for medical treatment, aiming to alleviate the difficulties families may encounter when covering medical expenses. In addition to financial counseling, we facilitate a supportive environment for patients to receive mentoring and participate in support groups, enabling them to share and encourage each other through their challenges.

Samsung Medical Center will continue to actively seek to mitigate and/or resolve any psychological difficulties, family-related issues, economic challenges, and resource constraints that patients and their families may experience during the course of treatment.

Medical Social Welfare Counseling

Through counseling by medical social workers with qualifications and clinical experience, Samsung Medical Center aims to alleviate the psychological and social difficulties experienced by patients and families, assisting them in their return to daily life.

Protection of Vulnerable Patients

Samsung Medical Center has established a system in which medical staff report and provide support for patients who are (suspected) victims of abuse or violence, such as the elderly, disabled, and pediatric patients. Under this system, medical staff who are obliged to make such reports, can directly report cases. Cases can be referred to relevant organizations and the Abuse Victim Protection Committee for consultation, if necessary. Additionally, measures are in place to actively protect the reporting medical staff, ensuring the safe operation of the system. Furthermore, Samsung Medical Center runs a program to provide financial support to the private caregivers for patients at risk of falls during hospitalization and for those who lack caregiving support from their families but cannot afford a private caregiver.

This support program ensures that these vulnerable patients receive safe and compassionate care.

Support Performance

<table>
<thead>
<tr>
<th>Number of beneficiaries</th>
<th>25 people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of support</td>
<td>KRW 32.5 million</td>
</tr>
</tbody>
</table>

* Period: September 2022 to June 2023

Expanding Access to Medical Social Welfare Information

To ensure easy access to information for patients and guardians, we post relevant information on social media platforms such as YouTube and blog channels.

Expanding Medical Service Accessibility

Improving Community Health

Samsung Medical Center actively participates in the government’s integrated medical care platform pilot project, aiming to enhance community health and establish a unique care collaboration system. We are constructing a cooperative framework through mutual patient referrals and the exchange of up-to-date medical information with partner Community hospitals, utilizing electronic consultations. We are dedicated to providing a high-level of medical service to patients visiting Community partners hospitals, by sharing medical information and utilizing IT infrastructure.

Establishing a Public Medical Safety Net through the Operation of a COVID-19 Response Community Treatment Center

In October 2021, upon the request of the Seoul Metropolitan Government, we operated the Dongho Community Treatment Center, the city’s inaugural community treatment center (CTC) hub, equipped with 300 beds in Dongdaemun-gu, Seoul. The center catered to patients displaying advanced COVID-19 symptoms while receiving at home treatment or under the care of a general community treatment center. The center operated as a novel form of community treatment center, functioning as a quasi-hospital with 24-hour CCTV monitoring of patient conditions. A dedicated team of over 30 medical professionals from Samsung Medical Center and the Seoul Metropolitan Government worked around the clock to manage patient health. Notably, SMC’s faculty designed the operational model for CTC hubs, encompassing patient diagnosis, image interpretation, transfer, and prescription. This model has since become the standard for additional community treatment centers nationwide. Additionally, during the initial stages of the COVID-19 pandemic, Samsung Medical Center dispatched its medical staff to support the operations of community treatment centers in various other locations, including Dongapan Medical Center (Daegu), Samsung Human Resource Development Center (Yeongdeok), Samsung Fire & Marine Insurance Global Campus (Yongin), and Samsung C&T International Management Research Institute (Goyang).

Moreover, in the post-COVID era, amid the shortage of intensive care beds, we proactively engaged in the government’s administrative order to expand intensive care capacity.
Samsung Medical Center is developing treatments for incurable and difficult-to-treat diseases by leveraging its exceptional medical professionals and advanced technologies such as big data analysis, AI, and robotics.

To accomplish this, we are focusing on three key areas: precision medicine that develops personalized treatment methods, convergence medicine that utilizes cutting-edge technologies like big data analysis, AR, VR, and AI, and regenerative medicine that focuses on cell-based therapies.

We are committed to restoring the health of critically-ill patients through personalized care with our top-notch medical technology, fulfilling Samsung Medical Center’s social responsibility and role.
The Future of Healthcare

Expansion of Medical Research Investment and Technological Innovation

Vision of SMC’s Research Institute for Future Medicine

With the establishment of the Samsung Genomic Institute, the first dedicated genomics research institute in Korea, the Research Institute for Future Medicine has been diligently building capabilities in genomic-based precision medicine. Furthermore, a Smart Healthcare Research Institute was founded to integrate big data, AI, robotics, and other technologies, promoting convergence medicine. Recognizing the increasing significance of data, the Data Science Research Institute is also in operation. The Research Institute for Future Medicine is also equipped with GMP infrastructure capable of producing cell therapies while conducting research in regenerative medicine through the Cell and Gene Therapy Institute.

Industry-Academia-Research-Hospital Collaboration

Samsung Medical Center pursues open innovation through partnerships with various domestic and international institutions, universities, and companies. Key partners include Sungkyunkwan University (SKKU), the Korea Institute of Science and Technology (KIST), and the Korea Research Institute of Bioscience and Biotechnology (KRIBB).

Collaborating at the forefront of AI, 3D printing, microbiome, and immunotherapy for cancer, our efforts are dedicated to developing treatments for severe and complex diseases.

SMC-KIST Joint Research

In collaboration with KIST, a hub for foundational and source technologies, we are pioneering novel therapies and securing patents in domains including epilepsy, emergency diagnostic devices, and AI-based clinical support systems.

SMC-KRIBBB Joint Research

Through collaborative efforts with KRIBBB, we are actively advancing treatments for rare and refractory diseases using state-of-the-art biomedical technologies. This encompasses emerging cell and gene therapies, microbiome research, and 3D printing.

SMC-SKKU Future Convergence Research

Similar to Stanford University’s Bio-X program, we share SMC’s expertise and resources with Sungkyunkwan University’s College of Engineering, College of Natural Sciences, and College of Humanities, driving research fueled by innovative ideas. A prime example is our work in biomedical convergence areas like bionics, biomaterials development and regeneration, and immunotherapy. We are dedicated to generating groundbreaking research outcomes with practical applications.
Medical Center led to the success of Korea’s first CAR-T cell therapy case. The dedication of exceptional medical professionals and caregivers at Samsung caregivers is essential for successful treatment. Despite limited initial clinical data, complications, a coordinated effort among various medical departments and given the complexity of CAR-T cell therapy and the potential for unforeseen diverging from conventional cancer therapies. Samsung Medical Center developed in partnership with Janssen. Samsung Medical Center maintains a developed CAR-T cell therapy in Korea and has achieved over 100 successful trials and error in new drug development, thus reducing the time and cost involved in discovering potential drug candidates and enhance the success rate of innovative new drug development.

Continued efforts are underway to identify appropriate treatments for patients who do not respond to conventional cancer therapies. In addressing this unmet clinical need, Samsung Medical Center is utilizing next-generation genomic sequencing, post-genomic analysis, transcriptomics, proteomics, and other analytical data to provide a comprehensive multi-omics database for optimal drug selection and the discovery of new therapeutic targets. We support for biotechnology and pharmaceutical companies through the Academic Cure Cancer Accelerator (ACCA), a bio-medical big data platform that combines clinical data accumulated within the hospital with multi-omics data, in order to minimize trial and error in new drug development, thus reducing the time and cost involved in discovering potential drug candidates and enhance the success rate of innovative new drug development.

**CAR-T Cell Therapy Using Immune Cells**

CAR-T cell therapy utilizes the patient’s own immune cells to treat cancer, diverging from conventional cancer therapies. Samsung Medical Center introduced CAR-T cell therapy in Korea and has achieved over 100 successful treatments, marking a significant milestone in the country. Samsung Medical Center primarily employs three CAR-T cell therapies. The first is Kymriah CD19-targeted CAR-T, widely used due to its FDA approval and insurance coverage eligibility. The second is Conceil CAR-T cell therapy, under development in collaboration with a Korean bio-venture company. It has advanced to Phase 2 clinical trials following successful Phase 1 trials. The third cell therapy is BCMA-targeted CAR-T cell therapy, under development in collaboration with Janssen, Samsung Medical Center maintains a close collaborative relationship with Janssen, designated as a central lab by the company.

Given the complexity of CAR-T cell therapy and the potential for unforeseen complications, a coordinated effort among various medical departments and caregivers is essential for successful treatment. Despite limited initial clinical data, the dedication of exceptional medical professionals and caregivers at Samsung Medical Center led to the success of Korea’s first CAR-T cell therapy case.
The Future of Healthcare

Research Ethics

Clinical and animal research represent vital processes in advancing medical knowledge. To ensure the sustainability of clinical research, ethical frameworks that protect the safety and rights of participants, coupled with efforts to minimize animal testing, hold paramount significance. Samsung Medical Center is resolutely dedicated to conducting ethical and secure clinical research while concurrently working towards reducing the necessity for animal experimentation.

Clinical Research

Under the oversight of the Institutional Review Board, Samsung Medical Center upholds the rights and interests of research participants. Our clinical research operates independently and adheres to pertinent regulations, placing utmost importance on the well-being and rights of participants. Furthermore, we consistently enhance our internal research regulations, establishing uniform guidelines for clinical investigations, rectifying shortcomings through regular assessments, and fostering effective communication and collaboration between participants and researchers.

Clinical Research Experience

Global recognition of Samsung Medical Center and its medical professionals’ commitment to ethical and scientific research, in conjunction with safeguarding participant safety and rights, led us to become the first institution in Korea to attain full accreditation from the AAHRPP (Association for the Accreditation of Human Research Protection Programs) in 2006. The AAHRPP, established as a non-profit organization by the U.S. government in 2001, sets ethical benchmarks for clinical research institutions, ensuring the protection of research participants’ rights and well-being.

Optimal Research Infrastructure

Samsung Medical Center has established the largest Centralized Clinical Research Core (CRC) lab in Korea, providing a robust foundation for obtaining high-quality research data. Through early-stage clinical trials and innovative medical technologies, we are dedicated to rapidly and safely applying these advancements to clinical practice.

Animal Experimentation

Samsung Medical Center oversees and supervises the entire process of animal experimentation, from approval to completion, through the operation of the Institutional Animal Care & Use Committee (IACUC). We adhere to domestic laws (Animal Protection Act, Laboratory Animal Act) and international guidelines, ensuring ethical practices in animal testing. Moreover, we prevent unethical and indiscriminate animal experimentation by assigning dedicated veterinarians, and we strive to inspect and improve animal health, housing environments, and overall welfare. These efforts have garnered recognition, including excellent animal experimentation facility certification from the Ministry of Food and Drug Safety and accreditation from the Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC). As such, Samsung Medical Center plays a prominent role in ethical compliance and the advancement of animal welfare.

Furthermore, an annual memorial ceremony is held in October to honor experimental animals inevitably sacrificed for the development of treatments for incurable and refractory diseases that affect humanity.

Bio Bank

Samsung Medical Center’s Bio Bank collects, processes, and preserves human-derived materials donated by patients, along with research data. These resources are made accessible to researchers, supporting the development of personalized treatments for critically ill patients. Donated Samples are provided to researchers through lawful procedures while safeguarding donor information in accordance with the Bioethics and Safety Act. To enhance the utility of donated samples, we have established an information bank for the seven major cancer types and have transformed tissue pathology slides into digital images, thereby increasing diagnostic accuracy.

Validation and oversight of Bio Bank by reputable domestic and international organizations are paramount. We hold ISO 9001 quality management certification and are also certified by the International Society for Biological and Environmental Repositories (ISBER).

Capabilities and Infrastructure

Establishment of a Cancer Patient Data Bank

- We collect clinical data specific to the characteristics of the seven major cancer types and provide anonymized data to researchers

Establishment of a Digital Pathology Bank

- We manage tissue pathology slides as digital images, contributing to research convenience and enhancing the accuracy of tissue pathology diagnoses.

Adoption of Next-Generation Tissue Microarray (TMA) Technology

- We have adopted and operate the TMA Grand Master automation equipment, integrating digital pathology and tissue microarray technologies as the first of its kind in Korea.

Status of Collection and Provision of Human-Derived Materials

As of the end of 2022

- Total number of donors: 106,384
- Number of preserved samples: 885,763

Memorial Ceremony for Sacrificed Laboratory Animals
Key technologies of the Fourth Industrial Revolution, such as robots, AI, ChatGPT, smart medical devices, and IoT, are continuously being integrated into hospitals. However, increased adoption of the latest technologies highlights the importance of protecting patient privacy as well as ensuring information security. Recently, there has also been a rise in ransomware attacks targeting hospitals.

As a healthcare provider, Samsung Medical Center is dedicated to ensuring the utmost information security to protect patient privacy. We actively share Samsung Medical Center’s information security expertise and systems with other hospitals and collaborating companies.
**Privacy Protection**

**Information Security Management System**

**Policy**

Samsung Medical Center maintains the security of core data assets, including personal data of patients and employees, and operates an effective security management system to safeguard the hospital from information leaks. Our information security management system aligns with the Information Security Regulations and ISO27001 certification. Our Information Security Guidelines describe the hospital's detailed administrative, technical, and physical security standards. Our Information Security Guidelines outline the hospital's personal data management standards, and employee information is lawfully collected, stored, processed, and discarded in accordance with relevant laws such as the Medical Service Act and the Act on Promotion of Information and Communications Network Utilization and Information Protection. Security measures and systems are in place to prevent the leakage and misuse of personal data. Additionally, we have developed a set of 10 rules that outline employees' duties and responsibilities for information security to raise awareness.

**Information Security Organization**

Samsung Medical Center appoints a Chief Information Security Officer (CISO) and a Chief Privacy Officer (CPO) to oversee the hospital's personal data protection and information security efforts, respectively, in accordance with the information security management system. We have formed an Information Protection and Security Committee to deliberate on the direction of privacy protection and information security at the hospital and to share the status of information security and collaborate on relevant tasks. Under this committee, a Privacy Protection Subcommittee and an Information Security Subcommittee operate to address specific areas of concern. The Information Security Team assesses the protection level and risk of all data assets of the hospital, formulates suitable security policies, increases employee security awareness, and engages in activities to maintain and manage the adequacy of information security throughout the hospital's information protection management system, providing incident prevention training and security level assessment.

**Information Security System**

- Preventing security incidents and sustaining security adequacy to propel the journey toward becoming a cutting-edge intelligent hospital.
- Establishing security enhancement plans considering internal and external security trends, and encouraging caregivers to voluntarily participate in security measures through security awareness training.

### Information Security Incident Response System

Samsung Medical Center has established a standardized manual for responding to information security incidents based on the Information Security Crisis Response Guidelines. We undertake all necessary measures, including proactive prevention, response, and recovery from potential information leakage and breaches within the hospital. In the event of a security incident, a dedicated incident response team is promptly formed to systematically manage the incident, minimize its impact on medical services, and prevent recurrence.

Samsung Medical Center has selected specialized personnel for responding to security incidents and supports the acquisition of information security certifications and professional training to enhance security expertise. According to the risk levels of information security incidents, they are classified into four stages: attention, caution, alert, and danger. Incidents in the attention and caution stages are categorized as minor, while those in the alert and danger stages are considered major. Each level corresponds to specific response activities, with steps taken based on the severity of the incident. In case of abnormal signs and incident occurrences, the Information Security Team follows procedures to respond to incidents. If the situation escalates to the alert stage or higher, the CISO is notified, and an emergency communication system is activated. In the event of a major incident, the Crisis Management Headquarters is convened to elevate crisis management response activities involving all personnel.

Improvements identified during recovery activities are incorporated into the information security crisis response manual to prevent the recurrence of similar incidents.

In 2021, Samsung Medical Center selected information security incident response training as its top disaster training priority and conducted over ten departmental meetings, expert consultations, and executive board training sessions. As a result, the effectiveness of the information security incident response system was confirmed in managing service disruptions caused by external attacks, such as hacking, and subsequent large-scale information leaks.

### Incident Response Procedures

**Department of Occurrence**
- Incident occurrence and reporting
- Risk level assessment
- Countermeasure Headquarters

**Lead Department**
- Risk level assessment
- Countermeasure Headquarters

**Countermeasure Headquarters**
- Risk level assessment
- Incident occurrence and reporting
- Incident response by the lead department
- Risk level assessment
- Activates the department emergency committee
- Countermeasure Headquarters

<table>
<thead>
<tr>
<th>Countermeasure Headquarters</th>
<th>Risk level assessment</th>
<th>Incident response by the lead department</th>
<th>Activates the department emergency committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>Reporting to CISO and CPO</td>
<td>Reporting to relevant organizations</td>
<td>Reporting</td>
</tr>
</tbody>
</table>

We achieve **ZERO** information security incidents through proactive response of the information security organization and raising employee awareness.
Information Security Activities

By monitoring domestic and international information security trends, national policies, laws, and regulations, we establish annual information security priority plans and conduct education, training, and inspection activities accordingly.

To prevent security incidents, we continuously implement diverse security solutions, such as PC document encryption, portable storage device control, output watermarking, and a personal data storage detection solution. We select and inspect potential areas of concern to prevent incidents and strive to enhance the overall security level of related organizations by providing security training for employees, not only within our hospital but also for suppliers and personal data trustees.

Furthermore, to prevent personal data leaks and hacking incidents, we have separated our intranet from the internet network and deployed security solutions, including anomaly detection.

Security Incident Prevention Training

We maintain round-the-clock vigilance, responding to hacking attempts, malicious code intrusions, and other attacks 24/7, 365 days a year. Our proactive security measures extend throughout the year, including simulated training for malicious email scenarios.

We conduct simulated training on malicious email scenarios for new employees. For employees in need of enhanced security awareness, we provide supplementary training to optimize the efficacy of our educational programs. We conduct regular incident response training for breaches and personal data leakage, as well as security solution recovery training in the event of a disaster at least once a year. We actively engage in information security incident response training with government bodies like KISA to ensure an objective evaluation of our security levels.

Information Security Pledge

Each year, Samsung Medical Center employees commit to an information security pledge, affirming their comprehension of hospital regulations and pertinent laws to ensure proper access to internal information assets and effective performance of their duties. Grounded in this commitment, all SMC personnel steadfastly uphold the hospital’s information security regulations in the domains of medical care, research, and training.

Certification

In accordance with the Act on Promotion of Information and Communications Network Utilization and Information Protection, Samsung Medical Center achieved significant milestones by becoming the first Korean medical institution to secure the domestic standard Information Security Management System (ISMS) certification in November 2018.

We have also successfully obtained and maintained certification for electronic medical records in compliance with the Medical Service Act. We have diligently adhered to annual information security plans since 2012 when SMC was selected as a major hospital and communication infrastructure.

To meet global standards in information security management, we attained international standard certifications for Information Security Management Systems (ISO27001) in June 2009 and Privacy Information Management Systems (ISO27701) in October 2019. These achievements signify international recognition of Samsung Medical Center’s exemplary information security management systems.

Information Security Incident Inspection

We segment security inspection targets and conduct assessments on each item to proactively prevent information security incidents.

Enhancing Information Security Capabilities

Our commitment to elevate security awareness to a level where every employee embodies the role of an information security officer for their responsibilities.

Information Security Incident Investigation

We segment security inspection targets and conduct assessments on each item to proactively prevent information security incidents.
Samsung Medical Center defines all personnel who contribute to the patient experience, from the moment a patient schedules their hospital appointment to the time of hospital discharge, as “caregivers.” This term encompasses not only doctors and nurses but also medical technicians, administrative personnel, patient transport staff, and even custodial employees. The caregivers at Samsung Medical Center continuously strive for excellence in their specific areas of expertise, collaborating as a cohesive “one team” to provide optimal treatment outcomes and services to patients.

Moreover, we have adopted universally respectful titles of “Mr.” or “Ms.” among caregivers. This practice underscores that all caregivers, irrespective of their position, age, or rank, work collaboratively to deliver optimal treatment outcomes to patients through mutual support and cooperation.
Caregiver

Talent Acquisition

Talent Recruitment

Guided by the core value of prioritizing talent, Samsung Medical Center is committed to selecting experts from diverse domains. Utilizing an open hiring approach, we conduct public recruitment for recent graduates as well as ongoing recruitment for experienced professionals. Our evaluation process is centered on job-specific skills and impartial assessment. We also adapt our recruitment strategies to align with evolving societal trends, including the impact of the COVID-19 pandemic and shifting applicant demographics, and try to apply hiring solutions that have carried out activities to enhance convenience for applicants.

Recruitment Process

<table>
<thead>
<tr>
<th>Job Suitability Assessment</th>
<th>Samsung Aptitude Test</th>
<th>Interview</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Job Suitability Assessment (Document Review): This assessment evaluates the applicant’s capacity-building efforts and accomplishments relevant to the role. Evaluation is based on academic coursework, relevant experiences, and essays submitted as part of the application.</td>
<td>- Samsung Aptitude Test: This test evaluates the applicant’s comprehensive adaptability and problem-solving skills in various scenarios, emphasizing versatile capabilities rather than isolated knowledge. Since 2020, the test has been conducted online to increase convenience for applicants and reduce associated social costs.</td>
<td>- Interview: The interview holistically assesses the applicant’s personal qualities, motivation for applying, adaptability, job-specific skills, and specialized knowledge.</td>
</tr>
</tbody>
</table>

Embracing Diversity

Samsung Medical Center is dedicated to expanding employment opportunities for individuals with disabilities. In particular, we have hired visually impaired individuals to operate the Relax Room, offering massage services for caregivers. This initiative fulfills the social responsibility of creating employment opportunities for people with disabilities while enhancing the well-being and efficiency of caregivers, who often work extended hours in environments such as surgical rooms, wards, intensive care units, and outpatient departments. We will continue to explore various avenues for employing individuals with disabilities.

Improving Quality of Life

Employee Benefits

Samsung Medical Center is dedicated to enhancing employee welfare through a variety of benefit programs. Working in collaboration with the Employee Council, a representative body for employees, we collect input from diverse sources to enhance basic benefits such as in-house cultural and convenience facilities. Additionally, we offer optional benefits points, family event support, commuting buses, tuition assistance, group insurance, vacation reservations, and educational opportunities. These programs are designed to improve both job satisfaction and the overall quality of life for our employees.

SMC Caregiver Welfare Benefits

<table>
<thead>
<tr>
<th>Category</th>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare</td>
<td>Annual physical</td>
</tr>
<tr>
<td></td>
<td>Medical expenses and discounts for self/spouse/children</td>
</tr>
<tr>
<td>Education Support</td>
<td>Tuition assistance</td>
</tr>
<tr>
<td></td>
<td>Online education support</td>
</tr>
<tr>
<td>Leisure Support</td>
<td>Benefits points</td>
</tr>
<tr>
<td></td>
<td>Company-run vacation facilities, clubs</td>
</tr>
<tr>
<td></td>
<td>Long serv ice reward system</td>
</tr>
<tr>
<td>Other Benefit Programs</td>
<td>Other benefit programs</td>
</tr>
<tr>
<td></td>
<td>Reduce illness</td>
</tr>
<tr>
<td>Family Welfare</td>
<td>Maternity protection program</td>
</tr>
<tr>
<td></td>
<td>Daycare center operation</td>
</tr>
</tbody>
</table>

Maternity Protection

Samsung Medical Center fosters a family-friendly environment and operates various maternity protection policies to ensure that employees can work with peace of mind. We promote maternity protection through a range of policies, such as shortened working hours, childcare gifts and financial support, gifts for elementary school admission, and Care Mom Boxes. Specifically, we provide childcare leave, paternity leave, maternity leave, infertility leave, and in-house daycare centers to support for work and family life balance.

In-House Daycare Center Operation

Samsung Medical Center operates high-quality in-house daycare centers to reduce the burden of childcare and career interruptions for female employees, allowing them to participate in their workplace with peace of mind and dedication. Through the operation of two in-house daycare centers with a total capacity of 347 children, we provide a stable childcare environment, reducing employee turnover and improving job satisfaction.

Diverse Family Experience Activities

Samsung Medical Center regularly organizes various cultural experience activities that caregivers can enjoy with their families outside of the workplace. Every May, in celebration of Family Month, we hold a Children’s Drawing (or Art) Contest at a large-scale facility like Children’s Grand Park. This event allows families to participate and engage in drawing and recreational activities, offering a joyful experience. Other activities like the “SMC Theme Travel,” which explores famous destinations nationwide every month, as well as attending professional baseball games and music concerts, also contribute to cultivating a family-friendly organizational culture.
Caregiver

Career Development

S-Track
Samsung Medical Center provides caregivers with opportunities to enhance their capabilities through the S-Track program, designed to cultivate creative medical professionals with specialized medical knowledge, skill and ability.

Leadership Course
Samsung Medical Center offers leadership course to all caregiver leaders to foster cross-generational communication and develop fundamental leadership skills for organizational roles. Essential courses, including Self Leadership, Smart Linker, New Leaders, Executive Leadership, and Leadership Coaching, are provided based on their positions. Furthermore, comprehensive courses are available for leaders seeking more advanced education.

ESG & Future Medicine Academy
Samsung Medical Center operates specialized academies on various themes to cultivate a culture of learning among caregivers and enhance their work competencies. Acknowledging the growing importance of ESG management, the ESG Academy enhances caregivers' understanding and awareness of ESG management. Additionally, the Future Medicine Academy equips caregivers with core technologies such as big data, AI, and 3D printing to contribute to toward an intelligent hospital.

Career Coaching
To nurture caregivers' expertise, an active one-on-one career coaching program is implemented. All caregivers voluntarily participate in the program, demonstrating their commitment to personal growth. Learning Organization
As a “learning organization,” Samsung Medical Center empowers caregivers to directly plan and execute education programs. These range from enhancing job expertise and fostering a communicative organizational culture to developing practical abilities for future healthcare. Currently, 45 teams and approximately 750 caregivers are involved in this initiative.

Emotion Coaching
We offer emotion coaching to caregivers so that they can acknowledge suppressed emotions resulting from performing rational and evidence-based duties all the hospital and learn to express their emotions appropriately. Training courses organized by the Association of Emotion Coaching include Emotion Coach (Level 1, Level 2, and Level 3, and Emotion Coaching Instructor, turns caregivers into coaches. Currently, 46 in-house emotion coaching instructors actively contribute in areas such as loss and grief for medical staff, self-adjustment, relationship enhancement, emotion coaching for nurses and doctors, emotion coaching for young leaders and preceptors, and emotion coaching for cancer patients.

Job Rotation Opportunities
Samsung Medical Center supports all caregivers to pursue self-directed career development. To ensure organizational flexibility, we have established a job rotation system through Job Posting and Job Rotation. Job Posting is carried out throughout the year for departments requiring staff. Job Rotation, conducted annually, allows employees with over three years of experience in their current department to work in their desired department. We aim to continually expand the job rotation system, enabling caregivers to become top experts in the medical domain by acquiring expertise.

Job Posting
Job Rotation

As of 2022

S-Track course
Common course
Value Track
Introductory Training
Promotion Training
Jump-up Training
Mandatory Training for All Employees
Patient Value-Centered Training
Restorative Justice Paradigm Training

Common Job Track
Leadership Track

Executive Leadership
New Leaders
Smart Linker
Self Leadership

Leadership/Emotion Coaching Instructor Course

Global Skills
Medical Ethics

Organizational Skills
Communication Skills

Common
Job-specific

General
Fellowship
Leadership Basic
Leadership/Emotion Coaching Instructor Course

Patient Experience Management

FDR(Patient-Doctor Relationship)
Verbal/Non-Verbal Communication,
Outpatient/Inpatient Caregiver Workshops

Organizational Culture
(Communication & Collaboration)

Building/Improving/Reconciling Relationships

Job Expertise Track

Doctor
Treatment (Diagnostic/Therapeutic Procedures) Skills Building Track, Research Skills Building Track

Nurse
Training for New Nurse Adaptation, Nursing Procedure Simulation Training, Education and Research Skills Training

Caregiver

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Nurse
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Culture of Mutual Respect

A Caregiver Culture of Mutual Respect and Collaboration

Samsung Medical Center is dedicated to establishing and enhancing a caregiver culture rooted in mutual respect and collaboration. In 2019, Samsung introduced the caregiver culture by eliminating formal job titles for all positions within the hospital and adopting universally respectful titles of "Mr." or "Ms." Regardless of position, age, or rank, all caregivers work harmoniously to achieve optimal treatment outcomes for patients through mutual support and cooperation. To embody the caregiver culture, "Our Promise," comprising seven behavioral standards, was developed through caregiver involvement and consensus. This framework serves as the basis for various campaigns. Additionally, we are striving to cultivate a flexible and horizontal organizational culture through diverse communication initiatives. These include organizational activation programs that resonate across roles and generations, a refresh support system to invigorate caregivers, meetings with the president, and Employee Council meetings.

A Culture of Communication with Acknowledgment and Respect

Samsung Medical Center actively fosters employee communication through a variety of channels, both online and offline. Each year, we hold breakfast meetings with the president, executive meetings, and professor meetings to gather insights from diverse positions and roles. These discussions offer swift feedback on crucial matters, establishing a direct communication platform with caregivers. Notably in 2022, five rounds of team meetings catered to members and department heads working on the frontline of COVID-19, such as screening centers, negative pressure wards, and the molecular genetic testing lab, facilitating tailored communication for medical practices. Furthermore, our internal online communication platform, the "Communication Window," disseminates hospital news, columns, announcements, and events. It also includes a section where caregivers can engage in anonymous discussions about significant internal issues, enabling them to freely voice their opinions. These constructive discussions have resulted in tangible enhancements to hospital policies and organizational culture, such as improved work attire, expanded daycare facilities, and refreshment support systems.

Enhancing Caregiver Job Satisfaction

Samsung Medical Center conducts the Samsung Culture Index (SCI) survey annually to evaluate the state of organizational culture and incorporate caregiver perspectives in response to changes in the work environment, such as hospital policies or personnel system improvements. Additionally, when department-specific organizational culture improvements are necessary, we collaborate with department heads and members to provide organizational culture consulting and support, fostering a rational and healthy organizational culture.

Labor-Management Council Operation

Samsung Medical Center has established the Labor-Management Council to comply with the Act on the Promotion of Employees’ Participation and Cooperation and promote a productive labor-management relationship founded on employee participation and cooperation, comprising hospital representatives (employer) and employee representatives (workers), cultivating a corporate culture of mutual benefit and growth. Since its inception in 1994, the Labor-Management Council has maintained a culture of mutual trust and growth through ongoing communication with caregivers. Regular meetings and ad hoc discussions are held based on need. Employee representatives are elected through direct voting by caregivers in four constituencies divided by job categories. The elected members then vote for the representatives of the Employee Council, which represents employees' perspectives in hospital management and development. The council engages in various activities to enhance working conditions and welfare systems for employees. For effective communication with caregivers, 82 communication managers from 9 constituencies gather opinions from various departments and individuals, ensuring two-way communication and addressing concerns and suggestions from frontline workers.

Training on Organizational Culture (PEM*, C&C*)

To achieve patient satisfaction and foster communication among employees, Samsung Medical Center offers Patient Experience Management (PEM) and Communication & Collaboration (C&C) training. Our culture prioritizes patients and emphasizes collaboration and communication among colleagues. This foundation supports a "patient value-centered medical culture."

- PEM: Patient Experience Management
- C&C: Communication & Collaboration
The safety of patients using the hospital and caregivers providing healthcare services is the primary focus of Samsung Medical Center.

We emphasize safety to stakeholders through our Occupational Safety and Health Management Policy and have established a dedicated safety and health management organization. Led by this organization, we assess risks in advance, develop and execute response plans, and provide regular training to caregivers.

With the recent increase in verbal and physical abuse directed at medical professionals, we have established the Caregiver Safety Manager team. This team ensures swift protection, emotional support, and legal assistance for caregivers affected by such incidents.
Hospital Safety

Safety and Health Management

**Implementation Framework**

Safety and Health Promotion Strategy

- Pursuing Excellence in a Green Hospital

- Samsung Medical Center’s Unique Green Management

- No pollution
- No Accidents
- No Fire
- No Power Outages

**Governance**

To prioritize safety and health, Samsung Medical Center has established the Safety and Health team under the president, who is responsible for hospital management as well as safety and health. All activities and outcomes of this team are reported directly to the president.

- Convening Safety and Health Committee
- Collecting suggestions for safety and health improvement and presenting proposals
- Designating communication managers to gather worker opinions through consultation

- Safety and Health Team
  - Analysis of safety and health
  - Conducting safety and health education and training

- Operational Department
  - Implementing safety and health checks specific to each department

**Establishment of Safety and Health Management Policy**

Samsung Medical Center recognizes safety and health as pivotal components of hospital management. We not only adhere to domestic regulations and international conventions but also establish and enforce more stringent internal standards. We remain committed to making ongoing efforts to ensure that our hospital maintains a secure environment for patients and their families.

**Behavioral Standards**

1. We observe laws and international conventions and establish heightened internal standards to facilitate continual enhancement.
2. We persistently enhance the working environment to create a safe and comfortable hospital, promoting and maintaining employee health.
3. We consistently conduct education and training to enhance safety and health awareness, encouraging active participation.
4. We regularly perform safety and health inspections to identify hazards and risks, transparently disclosing improvement outcomes to foster open management.
5. We formulate emergency response plans and offer ongoing training to mitigate community transmission during crises.
6. We collaborate with suppliers to maintain a cooperative community for safety and health management.

**Establishment and Operation of Hospital Safety and Health Management System**

Since its inception, Samsung Medical Center has established and operated a unique safety and health management system centered around a dedicated safety and health team. Comprising management and assessment divisions, this team overviews the comprehensive fulfillment of obligations related to safety and health compliance in accordance with relevant laws. Samsung Medical Center meticulously reviews safety and health-related laws and regulations and constructs a framework to systematically fulfill safety and health compliance obligations by categorizing the mandatory items that the hospital must fulfill. We designate operational departments based on the matrix, conferring departmental responsibilities for ensuring safety and health within hospital regulations, and formulate a checkpoint to monitor the practical implementation of these responsibilities.

The developed checklist is integrated into the hospital’s Caregiver Safety Total System (CSTS), enabling comprehensive management of safety and health for patients, caregivers, and all individuals availing themselves of the hospital’s services.

**Compliance Checklist**

- Establishing a rewarding system for exemplary departments in safety management

- Designating a team responsible for legal compliance, assessing and analyzing safety and health compliance obligations by categorizing the mandatory items that the hospital must fulfill. We designate operational departments based on the matrix, conferring departmental responsibilities for ensuring safety and health within hospital regulations, and formulate a checkpoint to monitor the practical implementation of these responsibilities.

- Developing a mechanism for improving operational safety and health management.

- Regular monitoring and internal audits to ensure compliance with safety and health regulations.

- Reporting compliance status to the president, who also holds the role of Chief Executive Officer at SMC.

- Complying with all applicable laws and regulations regarding safety and health management.

- Implementing a reward system for exemplary departments in safety management.

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Hospital Safety

Safety and Health Management

Implementation of Risk Assessments

Samsung Medical Center carries out risk assessments in accordance with the Guidelines for Implementing Risk Assessment, aimed at identifying and mitigating hazardous factors and minimizing risks. We conduct risk assessments 54 times per year to identify potential hazards and to address, eliminate, and manage potential risks through joint inspections involving our in-house experts. Moreover, we organize joint risk assessments involving external experts at least four times annually.

In 2022, we conducted comprehensive risk assessments encompassing the entire hospital facilities, various job roles, construction sites, tasks with musculoskeletal hazards, research facilities, and the handling of chemical substances. All identified potential risks were effectively mitigated with improvements aligned with our internal standards, which are more rigorous than legal regulations.

In 2022, we conducted ten educational courses mandated by the Occupational Safety and Health Act, the Serious Accidents Punishment Act, and other relevant laws. These courses were completed by over 8,000 participants, achieving a 100% completion rate.

Additionally, we continually develop tailored educational content that aligns with the hospital’s characteristics, including case analyses of risk factors, which is then seamlessly integrated into our curriculum.

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We have developed the SMC Safety and Health Management Guide, designed for the safe handling of hazardous chemical substances. This guide is distributed to all relevant departments, ensuring a secure work environment and preventing occupational diseases and accidents.

Health and Safety Education and Mock Training

Samsung Medical Center provides education and training through established safety and health training procedures that adhere to the Guidelines for Health Safety and Education and Training. This approach aims to enhance caregivers’ awareness of safety and health, foster predictive capabilities for potential risks, and prevent accidents, ultimately achieving a disaster-free hospital environment.

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Prevention of Accidents Involving Hazardous Chemical Substances and Occupational Diseases

Control of Hazardous Chemical Substances

Samsung Medical Center practices comprehensive lifecycle management for all hazardous chemical substances used in our operations, from import review to use, storage, and disposal. This approach proactively identifies and manages health risks and potential hazards, ensuring caregivers’ safety. Additionally, we have developed the SMC Safety and Health Management Guide, designed for the safe handling of hazardous chemical substances. This guide is distributed to all relevant departments, ensuring a secure work environment and preventing occupational diseases and accidents.

Support for Supplier Safety and Health

Samsung Medical Center extends support for the establishment of safety and health management systems by our suppliers, considering them an integral part of our caregiving team. We have established safety evaluation criteria for supplier selection, allowing only those who meet or surpass these standards to participate in internal operations and bidding processes. Biannual evaluations are conducted to assess the implementation of safety and health measures by our suppliers.

Additionally, we offer safety and health education courses for safety and health managers and supervisors of our suppliers to enhance their capacity in safety and health management. This comprehensive support system for supplier safety and health demonstrates Samsung Medical Center’s ongoing commitment to fostering shared growth with our valued partners.

Risk Assessment Process

- Formulate a risk assessment plan
- Conduct on-site investigations
- Identify risk factors
- Evaluate and determine risks
- Improve
- Conclude

Health and Safety Education and Mock Training

New employees: How to handle chemical substances, including MSDS
Incident employees: Regular safety education on regulations and risk assessment
Managers: Managed responsibilities and roles
Supplier managers: Safety and health management for supplier employees
Worker handling hazardous tasks: Special safety and health education for confined spaces, night work, chemical substance handling, etc.

Training: All employees: How to handle and respond to TC risk situations including fire, infections, utility supply disruptions, and natural disasters.

Override: After implementing improvement measures

Evaluation: Improve

Health and Safety Management

Discussion of Improvement Measures Based on Risk Assessment Results by the Safety and Health Team

Radiation Safety Management

Samsung Medical Center operates various radiation diagnostic and treatment equipment such as X-ray, CT, PET/CT, IMRT, and proton therapy devices to provide critical care.

To ensure safe diagnostics and treatments, we have established the Radiation Safety Management Office directly under the president’s authority to oversee radiation safety. The Radiation Safety Management Regulations and detailed guidelines are accessible via our internal system, boosting caregivers' awareness of radiation safety. We make every effort to conduct regular inspections of radiation equipment to uphold the highest standards of safety in diagnostics and treatment.
Hospital Safety

Risk Management
Samsung Medical Center systematically identifies risks and engages in “risk management” to ensure the safety of patients and staff, as well as to conduct improvement activities. In order to preempt crisis situations impacting patient safety, treatment and support facilities, natural disasters, and infectious diseases, we have developed and implemented a system for analyzing potential risk factors. We have also put in place response measures to minimize and promptly address any potential damage in case accidents do occur.

Risk Management Activities

Hospital Safety

Institutional Crisis Response Management
Samsung Medical Center identifies risk factors on a monthly basis and carries out risk management activities accordingly. Ongoing risk assessment is categorized into four levels: attention, caution, alert, and serious. While attention and caution stages involve departmental response and management, the alert stage and beyond encompass hospital-wide crisis response activities.

Risk Factor Classification

<table>
<thead>
<tr>
<th>Main Category</th>
<th>Subcategories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community</td>
<td>Geographical and community characteristics</td>
</tr>
<tr>
<td>Patient Factors</td>
<td>Hospital’s medical departments and demographics, medical procedures</td>
</tr>
<tr>
<td>Staff Factors</td>
<td>Hospital staff, human resources, education, and communication</td>
</tr>
<tr>
<td>Other Factors</td>
<td>Equipment and instruments, environmental issues, etc.</td>
</tr>
</tbody>
</table>

Patient Safety

Samsung Medical Center is tirelessly working to ensure patient safety and deliver optimal nursing experiences. To achieve this, we have integrated IT-based infrastructure and advanced intelligent systems into nursing practices and adopted a standardized communication process while continuously striving to enhance patient safety. Moving forward, we are unwavering in our commitment to providing patients with positive experiences by consistently prioritizing patient safety in nursing practices.

Utilization of SBAR among Medical Staff
Samsung Medical Center utilizes the SBAR system to ensure a precise and standardized communication framework among medical professionals, aiming to guarantee patient safety, enhance the quality of medical services, and improve satisfaction for both patients and healthcare providers.

The SBAR system provides a standard for the information intended for communication, ensuring accurate interactions. Both the speaker and the listener share the SBAR format, which allows for anticipating and preparing information in advance, thus facilitating structured communication. The SBAR comprises four components: Situation, Background, Assessment, and Recommendation. The SBAR is applied in various scenarios including patient handoffs, patient transfers or relocations, emergencies, and surgical patient reports, and its effectiveness has been observed and reported. To solidify the adoption of the SBAR system, annual training sessions are conducted for all nurses and physicians.

Smart Nursing Practices
To provide patients with prompt and precise nursing care, we have integrated smart systems into nursing practices. This reduces the burden of tasks such as inventory management and allows more focused time for patients, ensuring quality nursing care and contributing to patient safety.

<table>
<thead>
<tr>
<th>Safety Keeper</th>
<th>Staff Driven Patient Safety Activity</th>
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<tbody>
<tr>
<td>Medication</td>
<td>Safety Keeper Activities</td>
</tr>
<tr>
<td>Fall</td>
<td></td>
</tr>
<tr>
<td>Pressure Ulcer</td>
<td></td>
</tr>
</tbody>
</table>

Safety Keeper Activities
To reflect the voices of on-site nurses and promote nurse-driven patient safety activities, each ward designates Medication, Fall, and Pressure Ulcer Safety Keepers. These Safety Keepers receive training to develop skills such as root cause analysis and process improvement, and maintain a continuous dialogue with central patient safety personnel to receive the latest information.

In case of a patient safety incident, we conduct root cause analysis and seek improvement measures centered on on-site practices. This fosters a staff-driven patient safety activity culture.

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Hospital Safety

Creating a Safe Work Environment

Caregiver Safety Assurance and Response System

Samsung Medical Center implements a Caregiver Protection Program to shield caregivers from physical violence and verbal abuse inflicted by patients or their guardians. We have established a dedicated Caregiver Safety Manager (CSM) team, operating under the Administration Team's leadership, to develop preventive processes and incident management procedures. This encompasses conducting regular bi-daily rounds for departments with recurring complaints, actively ensuring caregiver safety.

Additionally, we offer emotional support and legal guidance for caregivers following incidents of violence and abuse, all aimed at cultivating a secure workplace.

Response Process

1. Incident occurs
2. Firmly request cessation
3. Report to CSM
4. Dispatch security personnel
5. Handle the situation and protect employees
6. Implement follow-up actions

Caregiver Protection Program

- Firmly request cessation during challenging situations
- Seek assistance from department head
- Report to CSM
- Utilize emergency bell if phone is unavailable
- Isolate and safeguard affected caregivers, clean up the scene
- Collaborate with law enforcement if necessary
- Secure evidence of harm
- Caregiver Happiness Team: Total caregiver care, compensation
- Legal Team: Legal support
- Utilize the SMC customer service worker support system

Preventive Healthcare for Caregivers

Under the Occupational Safety and Health Act, Samsung Medical Center conducts annual employee health examinations. Additionally, caregivers aged 35 to under 44 undergo biennial check-ups, while those aged 45 and above receive comprehensive health assessments every year. Furthermore, to prevent various infectious diseases, annual influenza and type B hepatitis vaccinations are administered to all caregivers. New employees also receive additional vaccinations for hepatitis A, chickenpox, and measles.

Especially, caregivers working in specialized environments like pediatric care receive extra vaccinations for pertussis.

Health Management Office Operations

Samsung Medical Center operates a health management office where caregivers experiencing discomfort during work can rest or receive over-the-counter medication. In addition, we offer basic wound disinfection and health consultations when necessary.

Caregiver Health Promotion Activities

To bolster caregiver health, we design annual health enhancement programs including a smoking cessation clinic, a caregiver walking program, and exercises to prevent musculoskeletal disorders. These programs are aimed at encouraging participation and active engagement among all caregivers.

Mental Health Programs for Caregivers

Samsung Medical Center runs mental health programs to ensure the psychological well-being of caregivers. These encompass Mental Health Counseling with in-house experts, the Mental Health Clinic offering consultations with psychiatric medicine specialists, and the 24/7 Mental Health Emergency Hotline. All counseling content, personal information, and prescriptions are strictly protected under confidentiality principles.

Mental Health Counseling offers consultations with experts in a range of areas, from work-related and non-work-related stress to financial, tax, and legal guidance. The Mental Health Clinic is tracked and overseen by a dedicated professor in psychiatric medicine to support a healthy lifestyle.
Samsung Medical Center offers meticulous support to treat patients from low-income households and aid in their successful reintegration into society. We extend financial assistance to patients with visual or hearing impairments, as well as those with facial conditions. Moreover, we operate a hospital school to ensure that child and adolescent patients undergoing extended hospitalization can continue their education without sacrificing their studies.

In 2022, as the first in Korea, we resumed our local medical volunteer activities that were temporarily halted by the pandemic. We remain dedicated to consistently managing the health of the local community and contributing to the promotion of public health.

Since the establishment of the medical referral center, Samsung Medical Center has proactively forged a care network with collaborating hospitals to minimize medical disparities and enhance the continuity of patient care. Our goal is to foster a mutually beneficial healthcare ecosystem by sharing our advanced diagnostic and treatment.
SOCIAL VALUE

Social Contribution Framework

Social Contribution Direction

Samsung Medical Center is committed to fulfilling its social responsibility through welfare initiatives, medical contributions, and volunteer activities, aspiring to become a hospital that embodies the value of sharing through a virtuous cycle sharing platform. Additionally, Samsung Medical Center actively engages in socially impactful activities in collaboration with the local community, driven by public interest.

Medical Contribution

- Acting as a medical contribution platform
- Promoting health education in the local community
- Providing active support to high-risk patients
- Contributing to patient happiness and a culture of sharing through personalized emotional support
- Enhancing volunteer activities in both quantity and quality
- Implementing a computerized system for providing efficient services

Social Welfare

CASE: Hospital School

The Hospital School was established to ensure continuous education for students facing academic disruption due to prolonged hospitalization. This guarantees their right to education and supports their transition back to school life after treatment. The Hospital School provides a “Learning Space within the Hospital” for patients of various ages, from preschool children to high school seniors. We are fully dedicated to supporting children and teenagers who are managing their studies while battling illnesses, enabling them to pursue their dreams and continue finding joy in learning.

Key Achievements of the Hospital School in 2022

<table>
<thead>
<tr>
<th>Average monthly participants</th>
<th>Number of students reentering into school</th>
<th>Number of volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>250</td>
<td>7</td>
<td>58</td>
</tr>
</tbody>
</table>

Social Contribution Activities

Medical Contribution

Promoting Health Education in the Local Community

Since 2019, Samsung Medical Center’s Social Contribution Team and Nursing Volunteer Group have been supporting tailored health management initiatives and delivering educational sessions for individuals with developmental disabilities who reside in group homes, which are shared living facilities for people with disabilities. From 2021 onward, in collaboration with the Seoul Group Home Support Center, we have been operating the “Health Check Challenge,” encouraging these individuals to independently “check” their health and take on a “challenge” of consistently maintaining healthy activities. Additionally, we provide online education to ensure access to vital healthcare information, including preventing medication misuse, handling emergencies, burn treatment, diabetes, and hypertension.

School Nurse Upskilling Mentoring

Samsung Medical Center offers a program to enhance the response capabilities of school nurses, empowering them to effectively address challenges they encounter. This initiative facilitates the exchange of insights, where our medical professionals identify diverse incidents, accidents, and illnesses occurring in schools and share up-to-date perspectives, strategies for emergency response, coping techniques, and management strategies with school nurses.

Tailored Mentorship Program

Samsung Medical Center extends tailored career mentorship programs to elementary, middle, high school, and college students. These programs guide students in exploring professions aligned with their aspirations and goals, providing them with deeper insights into potential career paths. We arrange meetings with various mentors within our hospital to achieve this objective.
Social Welfare

HEART FOR EYE Campaign

Samsung Medical Center, in collaboration with KUHO, is conducting the HEART FOR EYE campaign, a program supporting pediatric eye surgery. This initiative provides financial aid for treating various eye conditions such as strabismus, cataracts, glaucoma, ptosis, and protrusive eyes, specifically for children and adolescents from low-income families. Each May, KUHO designs and sells heart-themed t-shirts, donating the proceeds to cover treatment costs. Moreover, we partner with local community welfare centers and youth organizations to promote HEART FOR EYE, striving to extend treatment opportunities to children in need.

Cochlear Implant Support Project

Under the vision of “Connecting Love through the Sounds of the World,” Samsung Medical Center is running a cochlear implant support project for low-income individuals with hearing impairments. Beyond providing financial support for medical examinations, surgeries, and rehabilitation treatments, we offer diverse assistance such as family gatherings for cochlear implant recipients and mentoring programs. We are committed to bringing bright and hopeful sounds to people with hearing impairments and their families.

Rehabilitation Support for Children with Disabilities

Samsung Medical Center administers a project to aid children and adolescents with severe disabilities from low-income families. This initiative provides financial support for medical treatment, customized assistive devices, and emotional support programs. We extend financial aid, cover rehabilitation treatment expenses, and provide developmentally appropriate assistive devices for children with congenital or acquired severe disabilities, maximizing treatment and rehabilitation outcomes while minimizing discomfort caused by disabilities. Through home modification support, we contribute to enhancing the quality of life for both children with disabilities and their families. Furthermore, emotional support programs, including family outings with caregivers, contribute to strengthening the resilience of these families.

Bringing Bright Faces Project

The Bringing Bright Faces project is a social contribution initiative supporting low-income children and adolescents with facial deformities, enabling them to undergo surgery and regain their confidence without worrying about treatment costs. Conditions such as microtia, cleft lip and palate, and jaw deformities often require ongoing surgeries and management. We offer complete financial support for treatment expenses required as they grow. Additionally, we provide social rehabilitation programs, such as school admission celebrations and mentoring, to facilitate their integration into society.

Volunteer Services

To foster a culture of volunteering, Samsung Medical Center offers diverse volunteering opportunities to the general public and students across various domains. We provide comprehensive educational programs to enhance the quality of volunteering and celebrate volunteers through Volunteer Appreciation Day. Moreover, to encourage caregiver participation in volunteering, we have introduced a volunteer leave system. Our volunteering initiatives span from easily accessible hands-on activities to medical volunteer services.

Resumption of Local Community Medical Volunteer Services

Starting from 2022, we have reinstated local community medical volunteer services that were temporarily suspended due to COVID-19. Collaborating with 13 departments, we provided medical services in Gyeongsangnam-do. Through computerization, we deliver systematic services, including health status assessments, additional examinations, and integrated treatment with Samsung Medical Center. Our aim is to consistently manage the health of local communities, moving beyond one-time medical services.

Activation of Disaster Relief Team

To ensure effective disaster relief activities during emergencies, we conducted a “Virtual Training for Disaster Relief Team Activation” in collaboration with medical departments and relevant functions. Through this virtual training, we assessed the readiness of dispatching caregivers and medical supplies. Through continuous disaster relief education and training, we will maintain the capability to promptly engage in specialized relief activities in case of domestic and international disasters.

Promoting Caregiver Volunteering

Samsung Medical Center’s caregivers spread warmth throughout the local community by offering various volunteer programs, including flower sharing and hands-on activities, targeting children, elderly individuals living alone, and socially vulnerable groups.
Establishment of a Healthcare Delivery System

Patient Exchange Based on Disease Severity

Since opening the first medical referral center in Korea, Samsung Medical Center has been actively striving to establish itself as a role model for medical delivery systems alongside community partner doctors.

In 2012, we renamed the center as the SMC Partners Center (SPC) and have diligently worked to enhance referral and return services while fortifying a comprehensive Care Network*. To facilitate the seamless exchange of treatment information between Samsung Medical Center and partner hospitals, we have developed and currently operate the SMC Partners Portal (SPP). Ongoing promotional efforts are underway to expand the network of participating hospitals. Moreover, we effectively leverage systems like the Health Insurance Review & Assessment Service (HIRA) intermediary system and a medical information exchange platform to actively share treatment-related information with other medical institutions.

Patients whose appointments were scheduled through the electronic referral feature within the Partners Portal are spared the need to carry referral forms, test results, or images, thereby streamlining preparation time, required documentation, and resource allocation.

* Care Network : Collaborative System for Minimizing Healthcare Disparities Among Hospitals and Enhancing Patient Treatment Continuity through Cooperation between SMC and Healthcare Institutions

Samsung Refer System

Samsung Medical Center’s Partners Portal offers real-time appointment notifications, allowing patients to visit the hospital without requiring a separate referral form. Accessible CT, MRI, ultrasound, and endoscopy images, along with input from referring physicians, empower patients to receive medical services at nearby hospitals.

- Electronic Referral: A nurse from SPC will personally contact the patient using the provided referral information to arrange an appointment.
- Partners Portal: Effortless patient referrals, convenient access to patient treatment data.
- HIRA Intermediary System: Generate referral forms using the HIRA Intermediary Portal; fee claims possible.
- Health Information Exchange System: Create referral forms using the existing EMR; fee claims possible.

Creating a Healthcare Ecosystem

Establishing a Care Network

Samsung Medical Center is diligently constructing a care network to bridge healthcare gaps between hospitals and enhance the continuity of patient treatment. Partner hospitals within this network refer patients with severe and complex conditions to Samsung Medical Center for prompt care. After treatment, patients are returned to their respective regions to conveniently receive post-treatment care.

Additionally, we are dedicated to minimizing disparities among partner hospitals, propagating the latest treatment methodologies, and engaging in activities such as sharing treatment protocols, providing medical advice, delivering educational initiatives, and conducting collaborative research with hospitals that actively participate in referrals and patient returns.

Through this care network ecosystem, Samsung Medical Center aims to promote patient-centered values among partner hospitals and fulfill our social responsibility for fostering growth within the healthcare sector.

Partner Organization Status

- Partner hospitals: 176
- Partner clinics: 4,935
- Partner doctors: 7,774

As of May 19, 2023

Support Programs for Collaborating Institutions

- Medical Information: Providing consult — Offering expert content
- Academic Support: Online webinars and offline academic courses
- Joint research initiatives or participation in clinical research
- Support for Partner Doctors: - Sharing diverse knowledge and experiences - Exchange of the latest technological and business information - Patient safety support program

SMC’s Pursuit of Care Network

Building a Healthy Healthcare Ecosystem through Collaborative Partnership

Medical Quality Control

Enhancement of Treatment Continuity

Joint Research

Network Hospitals

Patient Care Integration

Treatment Protocols and Patient Returns

Electronic Exchange of Medical Information

Sharing Medical Resources
GOVERNANCE
ETHIC & COMPLIANCE

Under the principle that "caregivers are at the forefront of ethics and compliance," Samsung Medical Center has promoted ethical and compliance management principles and established the Caregiver Code of Conduct. Regular training sessions are conducted to enhance legal awareness among caregivers.

All purchases and investments made by Samsung Medical Center undergo a fair and objective review process. Operating a procurement portal ensures transparency and objectivity. Regular investment reviews also guarantee a fair and systematic acquisition of medical devices and other supplies. Recently, we introduced an ESG committee comprising internal and external experts to deliberate on ESG initiatives and issues. Furthermore, a Crisis Response System is in operation to preemptively address various potential risks.
Ethic & Compliance

Compliance and Ethical Management

Management Principles

Samsung Medical Center is committed to actively practicing the hospital’s Management Principles based on Samsung Values, which are the core values shared and upheld by all Samsung employees. This commitment ensures compliance with laws and ethical standards, as well as the fulfillment of the hospital’s role and social responsibility.

- We comply with laws and ethical standards.
- We maintain a clean organizational culture.
- We respect customers, shareholders, and employees.
- We care for the environment, health, and safety.
- We are a socially responsible corporate citizen.

Caregiver Code of Conduct

All caregivers at Samsung Medical Center pledge to adhere to the Code of Conduct. Recognizing that compliance with the Code of Conduct is fundamental to achieving ethical management and becoming a top-tier hospital, it’s also a prerequisite for the growth and development of each caregiver.

Employee Guidelines

To bolster legal awareness and foster a healthy organizational culture, Samsung Medical Center has established employee guidelines to guide caregivers.

- Supplier-related
  - Financial transactions, harm to suppliers, etc.
- Hospital funds and assets related
  - Misappropriation of funds, asset theft, bribery, etc.
- Workplace ethics related
  - Financial transactions among employees, harm, moonlighting and side jobs, participation in private organizations
- Information and human resource leakage related
  - Information leakage, human resource leakage

Ethical Management Whistleblowing System

Samsung Medical Center operates a whistleblowing site where caregivers can seek advice and report improvements and suggestions regarding unethical and improper conduct. The identity of the whistleblower and the details reported are kept strictly confidential.

Enhancing Ethical Management Capabilities

Under the principle that “caregivers are at the forefront of ethics and compliance,” Samsung Medical Center conducts annual training sessions to improve legal awareness among caregivers. We include fraud prevention education in the introductory training for new employees and provide department-specific training upon request from medical or administrative departments. Additionally, we regularly manage operational risk factors through preventive activities and proactively identify and address potential process or environmental risks before they manifest.

Training Led by

<table>
<thead>
<tr>
<th>Training Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management Assessment Team</td>
</tr>
<tr>
<td>Anti-corruption education, Medical Service Act, Act on immunization for injuries from Medical Malpractice and Mediation of Medical Disputes, Narcotics Control Act</td>
</tr>
<tr>
<td>Compliance Team</td>
</tr>
<tr>
<td>Fair Trade Act, Improper Solicitation and Gift Act, Personal Information Protection Act, etc.</td>
</tr>
<tr>
<td>Information Security Team</td>
</tr>
</tbody>
</table>

Whistleblowing Handling Process

1. Submitting a report
2. Investigation
3. Determining the occurrence of misconduct
4. Ethics and Disciplinary Committee
5. Record keeping and disciplinary actions
6. Closing the case
Ethic & Compliance

Procurement Management

Fair Purchase Procedures

Samsung Medical Center adheres to a fair and objective review process for all its purchases and investments. We operate a dedicated procurement portal that integrates order management, purchasing, procurement, quotation, bidding management, and supplier information management between Samsung Medical Center and its suppliers. This purchase system enhances the efficiency, transparency, and reliability of our operations. Competitive bidding is employed for medical devices and general supplies, and we maintain regular oversight of the delivery and logistics status of key suppliers to ensure stable procurement management.

Purchase Process

Investment Review Process

To ensure the fairness and well-planned nature of yearly medical device acquisitions, we conduct routine investment reviews. Each department submits applications, and after operational assessment, there is an appeals procedure for cases where investment approval is denied. The introduction and expansion of medical devices require a review process prior to investment initiation. Each Investment Review Committee (Presidential, Appeal, Operational) comprises approximately 10 members, including the chairperson, secretary, and other members. Investment is granted only upon achieving a specific score.

Investment Review Committee

Specialized Committees

Samsung Medical Center operates 46 specialized committees to enhance operational efficiency, address sector-specific issues, and implement improvements. Each committee makes specialized decisions on issues and areas within their medical domain. Under individual operating rules, the committees decide on schedules, participating members, and agendas.

ESG Committee

In December 2021, Samsung Medical Center launched the ESG Committee. The ESG Committee is composed of 10 internal members responsible for decision-making and execution in various areas and 3 external experts representing environmental, social, and governance aspects. The committee reviews indicators and initiatives by area, discusses issues, and has convened 4 times biannually until June 2023.
Ethic & Compliance

Establishment of Integrated Risk Management System

Risk Management

Samsung Medical Center has established the Caregiver Code of Conduct and guidelines to effectively manage risks. To mitigate the risks of potential legal violations in hospital operations, such as major project execution and contracting, we ensure prior consultations with relevant departments, including the Legal Team, Audit & Consulting Team, Information Security Team, and Human Resources Team. Additionally, we promptly notify the appropriate departments of matters that violate or could potentially violate domestic and international regulations, internal guidelines, and the Code of Conduct.

Risk Management System

- Crisis Response System
  - To prepare for various potential crisis situations at the hospital, Samsung Medical Center has established a Crisis Response System. This system references the Hospital Incident Command System (HICS), an emergency and preparedness manual for hospitals based on the principles of the US National Incident Management System (NIMS).

- Disaster management encompasses the complete cycle of activities, including planning, prevention, training, awareness, response, and recovery from actual disaster situations.

Risk Management Activities

<table>
<thead>
<tr>
<th>Specific Risks</th>
<th>Major Response Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regulatory Compliance</td>
<td>- Monitoring domestic law enactments/amendments and regulatory trends for internal dissemination and guidance</td>
</tr>
<tr>
<td></td>
<td>- Managing legal violation risks by monitoring compliance with regulations</td>
</tr>
<tr>
<td></td>
<td>- Establishing and implementing countermeasures in case of legal violations</td>
</tr>
<tr>
<td>Patient Safety</td>
<td>- Activities to enhance patient safety at the medical institution level and promote a culture of patient safety</td>
</tr>
<tr>
<td>Information Security</td>
<td>- Establishment of information security systems and reinforcement of disclosure</td>
</tr>
<tr>
<td></td>
<td>- Ensuring inspections and training for personal data protection</td>
</tr>
<tr>
<td>Occupational Safety</td>
<td>- Adhering to industrial safety regulations during infrastructure renewaling</td>
</tr>
<tr>
<td></td>
<td>- Continuously fostering a safety-oriented culture</td>
</tr>
<tr>
<td>Fair Trade</td>
<td>- Monitoring compliance with fair trade laws, including unfair trade and collusion</td>
</tr>
<tr>
<td></td>
<td>- Mandating fair trade training for all employees</td>
</tr>
<tr>
<td>Human Rights</td>
<td>- Identifying human rights risks and implementing risk mitigation and remediation activities</td>
</tr>
</tbody>
</table>

Crisis Response Organization

- Crisis Management Organization
  - Formation of an emergency response situation room
  - Activation of the emergency mobilization system
  - Departmental heads in charge of specific situations

In the event of risk occurrence

- Fire
- Utility supply disruptions
- Natural disasters
- Leakage incidents
- IT/information security
- Infections
- Mass casualties
- Food hygiene incidents
- Tornadoes
- Logistics and manpower supply disruptions
- Patient safety incidents
- Others
Stakeholder Definition and Communication

Samsung Medical Center communicates with various stakeholders such as patients, guardians, the government, local communities, partner hospitals, businesses, and schools through multiple channels. Samsung Medical Center remains committed to enhancing the healthcare ecosystem based on the opinions of each stakeholder group, contributing to the advancement of relevant industries, policies, and systems. We will also collaborate with government agencies, partner hospitals, and businesses to protect patients’ health and improve community health.

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Stakeholder Definition</th>
<th>Communication Channel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees</td>
<td>Key actors in Samsung Medical Center activities</td>
<td>- Window of Communication</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SMC TV (in-house broadcasting)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Employee council and communication managers</td>
</tr>
<tr>
<td>Government Agencies</td>
<td>Medical-related institutions such as the Ministry of Health and Welfare, National Health Insurance Service, and collaborating agencies such as fire departments and police stations</td>
<td>- Department representatives</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Hotline</td>
</tr>
<tr>
<td>Local Community</td>
<td>Local Community near the Hospital</td>
<td>- Local community education and social welfare programs</td>
</tr>
<tr>
<td>Care Network</td>
<td>Partner Hospitals, Clinics and Doctors</td>
<td>- Hello, SMC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SMC Partners Center</td>
</tr>
<tr>
<td>Patients, Guardians, Potential Customers</td>
<td>Patients receiving treatment at Samsung Medical Center and their guardians, potential customers who may require medical services in the future</td>
<td>- Patient information materials</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Customer service center</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Local media</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Media walls in-hospital</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Health education programs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- SMC Annual report</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Press media</td>
</tr>
<tr>
<td>Clients Commissioning Research</td>
<td>Korean and international companies and organizations commissioning clinical research</td>
<td>- Professors and researchers</td>
</tr>
<tr>
<td>Collaborative Industries</td>
<td>Industries collaborating with the medical sector</td>
<td>- Procurement websites and working group level manager</td>
</tr>
<tr>
<td>Universities</td>
<td>Korean universities specializing in medical fields such as Sungkyunkwan University, Samsung Advanced Institute for Health Science &amp; Technology (SAIHST), and their students</td>
<td>- Department representatives</td>
</tr>
<tr>
<td>Associations</td>
<td>Hospital associations, profession-specific associations</td>
<td>- Employees participating in associations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Association journals</td>
</tr>
</tbody>
</table>
Materiality Assessment Process.

Samsung Medical Center has conducted a materiality assessment to communicate our activities based on issues that stakeholders consider important. We transparently communicate with stakeholders by disclosing key issues identified through the materiality assessment in our ESG report. We derived an issue pool by analyzing international standards, industry issues, and initiatives to understand stakeholders’ needs. Additionally, we analyzed impact through media research, stakeholder surveys, and industry benchmarking to prioritize key issues.

Material Issues at Samsung Medical Center

As a result of the materiality assessment, Samsung Medical Center identified 12 material issues from a pool of 23. These 12 issues are detailed in this report. Beyond addressing the material issues, this report encompasses activities linked to addressing and communicating about the informative issues, aiming to respond to and engage with stakeholder concerns.

<table>
<thead>
<tr>
<th>No.</th>
<th>Issues</th>
<th>Main Activities</th>
<th>Page</th>
<th>GRI Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Expanding medical research investment and technological innovation</td>
<td>Investment in future medical research</td>
<td>42-45</td>
<td>Non-GRI</td>
</tr>
<tr>
<td>2</td>
<td>Expanding medical service accessibility</td>
<td>Establishment of collaborative networks</td>
<td>78-79</td>
<td>Non-GRI</td>
</tr>
<tr>
<td>3</td>
<td>Waste disposal management and reduction</td>
<td>Medical waste segregation and disposal campaign</td>
<td>28</td>
<td>GRI 306</td>
</tr>
<tr>
<td>4</td>
<td>Energy use management and reduction</td>
<td>Investment in energy conservation and technology adoption</td>
<td>26,27</td>
<td>GRI 302</td>
</tr>
<tr>
<td>5</td>
<td>GHG emissions management and reduction</td>
<td>Achieving a green hospital</td>
<td>26,27</td>
<td>GRI 305</td>
</tr>
<tr>
<td>6</td>
<td>Social contribution through medical technology</td>
<td>SMC social contribution activities</td>
<td>74-77</td>
<td>GRI 413</td>
</tr>
<tr>
<td>7</td>
<td>Establishing an integrated risk management system</td>
<td>Ongoing risk monitoring</td>
<td>88-89</td>
<td>Non-GRI</td>
</tr>
<tr>
<td>8</td>
<td>Ensuring patient safety and improving satisfaction</td>
<td>Measurement and management of Patient Experience Index</td>
<td>37,68-69</td>
<td>Non-GRI</td>
</tr>
<tr>
<td>9</td>
<td>Practicing compliance and ethical management</td>
<td>Fair procurement process</td>
<td>86</td>
<td>Non-GRI</td>
</tr>
<tr>
<td>10</td>
<td>Enhancing caregiver expertise</td>
<td>Doctors’ expertise and ethics education</td>
<td>58-59</td>
<td>GRI 401</td>
</tr>
<tr>
<td>11</td>
<td>Enhancing medical infrastructure and services</td>
<td>Achieving an cutting-edge intelligence hospital</td>
<td>11-21</td>
<td>Non-GRI</td>
</tr>
<tr>
<td>12</td>
<td>Creating a safe working environment</td>
<td>Establishment of the CTS system and CIM</td>
<td>15,64-67,70-71</td>
<td>GRI 403</td>
</tr>
</tbody>
</table>
SMC ESG Index

Overview

Samsung Medical Center has developed a hospital-specific ESG Index to foster ESG management closely associated with the healthcare industry and propogate ESG practices among healthcare providers. The index took into account common domestic and international ESG disclosure and assessment criteria, as well as evaluations specific to the health industry and significant internal and external matters.

Development Process

1. Base Data Collection (954 items)
2. ESG Index and Issue Identification
3. Enhancement of ESG Index (192 indicators)
4. Final Index Compilation (113 indicators)

Common industry ESG guidelines and initiatives
Certification and assessment criteria within the healthcare industry, benchmarking leading overseas hospitals
Identification of common industry and healthcare-specific issues
Interviews with operational departments
Interviews with healthcare industry experts
Comprehensive integration of interview results and healthcare industry issues
Final compilation of insights from operational departments

Index Framework

Samsung Medical Center's specialized ESG Index for hospitals encompasses 19 areas spanning the three categories of environment, social, and governance. Each area encapsulates values that healthcare providers should uphold through ESG management and outlines specific items for evaluating qualitative and quantitative social values pursued. Furthermore, to ensure that any medical institution seeking to embrace ESG management effectively applies the index, the scope of application has been encapsulated in the index.

Composition of ESG Index

<table>
<thead>
<tr>
<th>Category</th>
<th>No.</th>
<th>Areas</th>
<th>Number of Indicators</th>
<th>Core Aspects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E1</td>
<td>Environmental Management</td>
<td>4</td>
<td>Establishment of Environmental Management Strategy and System</td>
<td></td>
</tr>
<tr>
<td>E2</td>
<td>Greenhouse Gas</td>
<td>5</td>
<td>Management of Greenhouse Gas Emissions</td>
<td></td>
</tr>
<tr>
<td>E3</td>
<td>Energy</td>
<td>5</td>
<td>Energy Usage Management</td>
<td></td>
</tr>
<tr>
<td>E4</td>
<td>Water</td>
<td>3</td>
<td>Water Usage Management</td>
<td></td>
</tr>
<tr>
<td>E5</td>
<td>Environmental Pollutants</td>
<td>4</td>
<td>Management of Waste Quantity Pollutants</td>
<td></td>
</tr>
<tr>
<td>Social</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S1</td>
<td>Medical Infrastructure and Services</td>
<td>9</td>
<td>Enhancement of Medical Infrastructure and Services</td>
<td></td>
</tr>
<tr>
<td>S2</td>
<td>Accessibility to Medical Services</td>
<td>4</td>
<td>Promotion of Collaborative Medical Networks</td>
<td></td>
</tr>
<tr>
<td>S3</td>
<td>Patient Care</td>
<td>8</td>
<td>Ensuring Patient Safety</td>
<td></td>
</tr>
<tr>
<td>S4</td>
<td>Employees</td>
<td>12</td>
<td>Compliance and Ethical Management</td>
<td></td>
</tr>
<tr>
<td>S5</td>
<td>Safety and Health</td>
<td>15</td>
<td>Management of Employee Safety and Health</td>
<td></td>
</tr>
<tr>
<td>S6</td>
<td>Information Security and Privacy</td>
<td>7</td>
<td>Establishment of Information Security System and Privacy Protection</td>
<td></td>
</tr>
<tr>
<td>Social</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S7</td>
<td>Human Rights Management</td>
<td>8</td>
<td>Establishment of Human Rights Management System</td>
<td></td>
</tr>
<tr>
<td>Social</td>
<td></td>
<td></td>
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<tr>
<td>Governance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G1</td>
<td>Compliance and Ethical Management</td>
<td>10</td>
<td>Implementation of Ethical Management</td>
<td></td>
</tr>
<tr>
<td>G2</td>
<td>ESG Management</td>
<td>4</td>
<td>Establishment of ESG Management Strategy and System</td>
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</tr>
<tr>
<td>G3</td>
<td>Procurement Management</td>
<td>2</td>
<td>Management of Medical Supply Chain and Procurement</td>
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</tr>
<tr>
<td>G4</td>
<td>Stakeholders</td>
<td>1</td>
<td>Communication with Stakeholders</td>
<td></td>
</tr>
<tr>
<td>G5</td>
<td>Risk Management</td>
<td>2</td>
<td>Establishment of Integrated Risk Management System</td>
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</tr>
</tbody>
</table>

For detailed information regarding specific indicators for each management area, the applicable scope of indicators, options for implementation levels, detailed definitions, and evaluations, please contact the Samsung Medical Center Strategy Innovation Team (smc.esg@samsung.com)
### Environment

#### Our Planet

**Greenhouse Gas**

<table>
<thead>
<tr>
<th>Category</th>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Greenhouse Gas Emissions (Scope 1+2)</td>
<td>tCO₂e</td>
<td>73,749</td>
<td>72,681</td>
<td>72,767</td>
</tr>
<tr>
<td>Direct Emissions (Scope 1)</td>
<td></td>
<td>19,292,297</td>
<td>18,952,957</td>
<td>18,493,703</td>
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<tr>
<td>Indirect Emissions (Scope 2)</td>
<td></td>
<td>54,457,327</td>
<td>53,728,545</td>
<td>54,268,836</td>
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**Energy**

<table>
<thead>
<tr>
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<th>Unit</th>
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<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Energy Consumption</td>
<td>TJ</td>
<td>1,499</td>
<td>1,494</td>
<td>1,496</td>
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<tr>
<td>Fuel</td>
<td></td>
<td>374.33</td>
<td>370.38</td>
<td>360.03</td>
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<tr>
<td>- LPG</td>
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<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
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<tr>
<td>- Natural Gas</td>
<td></td>
<td>380.86</td>
<td>362.26</td>
<td>351.18</td>
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<tr>
<td>- Gasoline</td>
<td></td>
<td>2.14</td>
<td>2.18</td>
<td>2.43</td>
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<tr>
<td>- Diesel</td>
<td></td>
<td>6.34</td>
<td>5.92</td>
<td>6.71</td>
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<tr>
<td>Electricity</td>
<td></td>
<td>1,188.86</td>
<td>1,100.06</td>
<td>1,131.95</td>
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<tr>
<td>Others (Heat, Steam)</td>
<td></td>
<td>5.81</td>
<td>3.57</td>
<td>3.72</td>
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**Water**

<table>
<thead>
<tr>
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<th>2022</th>
</tr>
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<tbody>
<tr>
<td>Total Water Withdrawal</td>
<td>ton</td>
<td>960,944</td>
<td>1,027,734</td>
<td>980,761</td>
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<tr>
<td>Total Wastewater Discharge</td>
<td></td>
<td>960,775</td>
<td>160,758</td>
<td>140,838</td>
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#### Waste

**Waste Generation**

<table>
<thead>
<tr>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>ton</td>
<td>7,620.57</td>
<td>7,805.09</td>
<td>6,654.95</td>
</tr>
<tr>
<td>General Waste</td>
<td></td>
<td>3,880.63</td>
<td>3,921.24</td>
<td>2,886.17</td>
</tr>
<tr>
<td>Designated Waste</td>
<td></td>
<td>15.45</td>
<td>36.08</td>
<td>30.16</td>
</tr>
<tr>
<td>Medical Waste</td>
<td></td>
<td>3,652.39</td>
<td>3,587.07</td>
<td>2,575.62</td>
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**Diverted Waste**

<table>
<thead>
<tr>
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<th>Unit</th>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>ton</td>
<td>2,267.95</td>
<td>2,293.14</td>
<td>1,954.71</td>
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<tr>
<td>Designated Waste Recycled</td>
<td></td>
<td>2,257.04</td>
<td>2,257.10</td>
<td>1,695.04</td>
</tr>
<tr>
<td>General Waste Recycled</td>
<td></td>
<td>10.31</td>
<td>25.09</td>
<td>16.67</td>
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</table>

**Waste Disposal**

<table>
<thead>
<tr>
<th>Category</th>
<th>Unit</th>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>ton</td>
<td>5,393.02</td>
<td>5802.91</td>
<td>5,696.24</td>
</tr>
<tr>
<td>Incineration (Energy Recovery)</td>
<td></td>
<td>2,648.69</td>
<td>3,708.07</td>
<td>3,686.42</td>
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<tr>
<td>Incineration (Without Energy Recovery)</td>
<td></td>
<td>1,920.75</td>
<td>1,703.24</td>
<td>1,821.82</td>
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<tr>
<td>Other Disposal</td>
<td></td>
<td>809.2</td>
<td>171</td>
<td>199.2</td>
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**Environmental Pollutants**

<table>
<thead>
<tr>
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<th>Unit</th>
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<th>2021</th>
<th>2022</th>
</tr>
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<tbody>
<tr>
<td>Air Pollutant Emissions</td>
<td>NOx</td>
<td>76.76</td>
<td>79.3</td>
<td>76.67</td>
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<tr>
<td></td>
<td>CO₂</td>
<td>1,353.22</td>
<td>1,386.12</td>
<td>1,361.72</td>
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</table>

**Implementation of Environmental Management**

<table>
<thead>
<tr>
<th>Category</th>
<th>Unit</th>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Environmental Regulation Violations</td>
<td>Case</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Amount of Fines for Environmental Regulation Violations (Cumulative): KRW 1 million</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Number of Non-Monetary Sanctions Imposed on Environmental Regulation Violations</td>
<td>Case</td>
<td>0</td>
<td>0</td>
<td>0</td>
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### ESG data

#### Social

##### Privacy Protection

**Establishment of Information Security System**

<table>
<thead>
<tr>
<th>Category</th>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Personal Information Protection Law/Regulations Violations</td>
<td>Case</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Investment in Information Security</td>
<td>KRW 1 trillion</td>
<td>3,940</td>
<td>2,578</td>
<td>2,013</td>
</tr>
<tr>
<td>Investment in Information Technology</td>
<td>KRW 1 trillion</td>
<td>57,585</td>
<td>41,862</td>
<td>42,346</td>
</tr>
<tr>
<td>Total Information Security Training Hours</td>
<td>Hour</td>
<td>6,948</td>
<td>7,155</td>
<td>7,016</td>
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</table>

##### Privacy Protection

<table>
<thead>
<tr>
<th>Category</th>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Patient Privacy Violations</td>
<td>Case</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rate of Total Patient Privacy Violations</td>
<td>%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Patients Affected by Privacy Violations</td>
<td>Person</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Monetary Losses due to Patient Privacy Violations</td>
<td>KRW 1 trillion</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</table>

##### Caregiver

**Human Resources Management**

<table>
<thead>
<tr>
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<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of New Hires</td>
<td>Person</td>
<td>450</td>
<td>389</td>
<td>270</td>
</tr>
<tr>
<td>Total Number of Turnovers</td>
<td>Person</td>
<td>271</td>
<td>250</td>
<td>264</td>
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##### Employee Diversity

<table>
<thead>
<tr>
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<th>Unit</th>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Employees</td>
<td>Person</td>
<td>6,888</td>
<td>6,856</td>
<td>6,856</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>Person</td>
<td>1,707</td>
<td>1,693</td>
<td>1,695</td>
</tr>
<tr>
<td>Female</td>
<td>Person</td>
<td>5,181</td>
<td>5,163</td>
<td>5,161</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Number of Employees</td>
<td>Person</td>
<td>2,340</td>
<td>2,193</td>
<td>2,156</td>
</tr>
<tr>
<td>Under 30</td>
<td>Person</td>
<td>2,726</td>
<td>2,703</td>
<td>2,740</td>
</tr>
<tr>
<td>Over 50</td>
<td>Person</td>
<td>821</td>
<td>955</td>
<td>954</td>
</tr>
<tr>
<td>Employment Type</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full-time Workers</td>
<td>Person</td>
<td>5,421</td>
<td>5,642</td>
<td>5,702</td>
</tr>
<tr>
<td>Part-time Workers</td>
<td>Person</td>
<td>1,537</td>
<td>1,535</td>
<td>1,572</td>
</tr>
<tr>
<td>Male</td>
<td>Person</td>
<td>4,084</td>
<td>4,107</td>
<td>4,130</td>
</tr>
<tr>
<td>Female</td>
<td>Person</td>
<td>1,337</td>
<td>1,535</td>
<td>1,572</td>
</tr>
<tr>
<td>Contract Workers</td>
<td>Person</td>
<td>1,367</td>
<td>1,294</td>
<td>1,154</td>
</tr>
<tr>
<td>Male</td>
<td>Person</td>
<td>170</td>
<td>142</td>
<td>123</td>
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<tr>
<td>Female</td>
<td>Person</td>
<td>1,197</td>
<td>1,152</td>
<td>1,031</td>
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<tr>
<td>Employment of People with Disabilities</td>
<td>Person</td>
<td>196</td>
<td>127</td>
<td>136</td>
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#### Governance

##### Ethic & Compliance

**Implementation of Ethical Management**

<table>
<thead>
<tr>
<th>Category</th>
<th>Unit</th>
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<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of Code of Conduct Training</td>
<td>Hour</td>
<td>20,964</td>
<td>21,375</td>
<td>21,048</td>
</tr>
<tr>
<td>Rate of Employees who Completed Code of Conduct Training</td>
<td>%</td>
<td>100</td>
<td>100</td>
<td>100</td>
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</table>

##### Fair Trade Practice

<table>
<thead>
<tr>
<th>Category</th>
<th>Unit</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completion Rate of Unfair Trade and Unfair Competition Training</td>
<td>%</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Number of Violations</td>
<td>Case</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tbody>
</table>
# GRI Index

The Global Reporting Initiative (GRI) is an international standards organization that helps companies, governments, and other stakeholders understand and disclose the impact of environmental, social, and governance (ESG) issues such as climate change, human rights, and corruption. GRI Standards are the globally recognized guidelines for ESG reporting published by GRI. Samsung Seoul Hospital has prepared its reports in accordance with the GRI Standards 2021 and the disclosed information adheres to these principles.

## GRI standards

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<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI:1</td>
<td>Organization Profile and Reporting Principles</td>
</tr>
<tr>
<td>2-1</td>
<td>Organizational details</td>
</tr>
<tr>
<td>2-2</td>
<td>Entities included in the organization’s sustainability reporting</td>
</tr>
<tr>
<td>2-3</td>
<td>Reporting period, frequency, and contact point</td>
</tr>
<tr>
<td>2-4</td>
<td>Restorations of information</td>
</tr>
<tr>
<td>2-5</td>
<td>External assurance</td>
</tr>
<tr>
<td>GRI:2</td>
<td>Business Activities and Employees</td>
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<td>Activities, value chain and other business relationships</td>
</tr>
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<td>2-7</td>
<td>Employees</td>
</tr>
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<td>2-8</td>
<td>Workers who are not employees</td>
</tr>
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<td>GRI:3</td>
<td>Governance</td>
</tr>
<tr>
<td>2-9</td>
<td>Governance structure and composition</td>
</tr>
<tr>
<td>2-10</td>
<td>Role of the highest governance body in overseeing the management of impacts</td>
</tr>
<tr>
<td>2-11</td>
<td>Delegation of responsibility for managing impacts</td>
</tr>
<tr>
<td>2-12</td>
<td>Role of the highest governance body in sustainability reporting</td>
</tr>
<tr>
<td>2-13</td>
<td>Communication of critical concerns</td>
</tr>
<tr>
<td>GRI:4</td>
<td>Strategy, Policies, and Practices</td>
</tr>
<tr>
<td>2-14</td>
<td>Role of the highest governance body in overseeing the management of impacts</td>
</tr>
<tr>
<td>2-15</td>
<td>Delegation of responsibility for managing impacts</td>
</tr>
<tr>
<td>2-16</td>
<td>Statement on sustainable development strategy</td>
</tr>
<tr>
<td>2-17</td>
<td>Processes to identify material topics</td>
</tr>
<tr>
<td>2-18</td>
<td>Processes to determine material topics</td>
</tr>
<tr>
<td>2-19</td>
<td>Processes to set boundaries for materiality assessment</td>
</tr>
<tr>
<td>2-20</td>
<td>Processes to determine material topics for organization's sustainability reporting</td>
</tr>
<tr>
<td>2-21</td>
<td>Processes to determine material topics for external assurance</td>
</tr>
<tr>
<td>2-22</td>
<td>Processes to ensure stakeholder engagement</td>
</tr>
<tr>
<td>2-23</td>
<td>Processes to ensure stakeholder engagement</td>
</tr>
<tr>
<td>2-24</td>
<td>Processes to ensure stakeholder engagement</td>
</tr>
<tr>
<td>2-25</td>
<td>Processes to ensure stakeholder engagement</td>
</tr>
<tr>
<td>2-26</td>
<td>Mechanisms for seeking advice and raising concerns</td>
</tr>
<tr>
<td>2-27</td>
<td>Compliance with laws and regulations</td>
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<tr>
<td>GRI:5</td>
<td>Anti-Corruption and Anti-Competitive Behavior</td>
</tr>
<tr>
<td>2-28</td>
<td>Communication and training about anti-corruption policies and procedures</td>
</tr>
<tr>
<td>2-29</td>
<td>Communication and training about anti-competitive behavior policies and procedures</td>
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<tr>
<td>GRI:6</td>
<td>Anti-competitive Behavior</td>
</tr>
<tr>
<td>2-30</td>
<td>Legal actions for anti-competitive behavior, anti-trust, and monopoly practices</td>
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## GRI standards

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<td>Energy consumption within the organization</td>
</tr>
<tr>
<td>302-2</td>
<td>Energy consumption outside of the organization</td>
</tr>
<tr>
<td>302-3</td>
<td>Energy intensity</td>
</tr>
<tr>
<td>302-4</td>
<td>Reduction of energy consumption</td>
</tr>
<tr>
<td>302-5</td>
<td>Reduction in energy requirements of products and services</td>
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<td>GRI 303: Water and Effluents</td>
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<td>Interactions with water as a shared resource</td>
</tr>
<tr>
<td>303-2</td>
<td>Management of water discharge-related impacts</td>
</tr>
<tr>
<td>303-3</td>
<td>Water withdrawal</td>
</tr>
<tr>
<td>303-4</td>
<td>Water discharge</td>
</tr>
<tr>
<td>303-5</td>
<td>Water consumption</td>
</tr>
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<td>GRI 305: Emissions</td>
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<tr>
<td>305-1</td>
<td>Direct (Scope 1) GHG emissions</td>
</tr>
<tr>
<td>305-2</td>
<td>Energy indirect (Scope 2) GHG emissions</td>
</tr>
<tr>
<td>305-3</td>
<td>Other indirect (Scope 3) GHG emissions</td>
</tr>
<tr>
<td>305-4</td>
<td>GHG emissions intensity</td>
</tr>
<tr>
<td>305-5</td>
<td>Reduction of GHG emissions</td>
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<tr>
<td>305-6</td>
<td>Emissions of ozone-depleting substances (ODS)</td>
</tr>
<tr>
<td>305-7</td>
<td>Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions</td>
</tr>
<tr>
<td>GRI 306: Waste</td>
<td></td>
</tr>
<tr>
<td>306-1</td>
<td>Waste generation and significant waste-related impacts</td>
</tr>
<tr>
<td>306-2</td>
<td>Management of significant waste-related impacts</td>
</tr>
<tr>
<td>306-3</td>
<td>Waste generated</td>
</tr>
<tr>
<td>306-4</td>
<td>Waste diverted from disposal</td>
</tr>
<tr>
<td>306-5</td>
<td>Waste treated to disposal</td>
</tr>
<tr>
<td>GRI 307: Employment</td>
<td></td>
</tr>
<tr>
<td>401-1</td>
<td>New employee hires and employee turnover</td>
</tr>
<tr>
<td>401-2</td>
<td>Benefits provided to full-time employees that are not provided to part-time employees</td>
</tr>
<tr>
<td>401-3</td>
<td>Parental leave</td>
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<td>GRI 308: Occupational Health and Safety</td>
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<td>Occupational health and safety management system</td>
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<td>403-2</td>
<td>Hazard identification, risk assessment, and incident investigation</td>
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<td>Worker participation, consultation, and communication on occupational health and safety</td>
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<tr>
<td>GRI 309: Customer Privacy</td>
<td></td>
</tr>
<tr>
<td>409-1</td>
<td>Substantial complaints concerning breaches of customer privacy and losses of customer data</td>
</tr>
</tbody>
</table>

*The reasons for not reporting GRI indicators that were identified as significant issues through our materiality assessment are as follows:
- GRI 302-3: We are currently discussing the selection of a suitable energy intensity unit for the hospital. Once the unit is confirmed, we will manage this indicator accordingly.
- GRI 305-3: Scope 3 boundaries and data are not being calculated or managed separately.
- GRI 305-4: We are currently discussing the selection of a suitable greenhouse gas intensity unit for the hospital. Once the unit is confirmed, we will manage this indicator accordingly.
- GRI 305-6: Samsung Medical Center does not emit ozone-depleting substances.
Independent Assurance Statement

To readers of Samsung Medical Center ESG Report 2023

Introduction
Korea Management Registrar (KMR) was commissioned by Samsung Medical Center to conduct an independent assurance of its ESG Report 2023 (the “Report”). The data and its presentation in the Report is the sole responsibility of the management of Samsung Medical Center. KMR’s responsibility is to perform an assurance engagement as agreed upon in our agreement with Samsung Medical Center and issue an assurance statement.

Scope and Standards
Samsung Medical Center described its sustainability performance and activities in the Report. Our Assurance Team carried out an assurance engagement in accordance with the AA1000AP v3 and KMR’s assurance standard SRV1000. We are providing a Type 2, moderate level assurance. We evaluated the adherence to the AA1000AP (2018) principles of inclusivity, materiality, responsiveness and impact, and the reliability of the information and data provided using the Global Reporting Initiative (GRI) Index provided below. The opinion expressed in the Assurance Statement has been formed at the materiality of the professional judgment of our Assurance Team.

Confirmation that the Report was prepared in accordance with GRI standards 2021 was included in the scope of the assurance. We have reviewed the topic-specific disclosures of standards which were identified in the materiality assessment process.

KMR’s Approach
To perform an assurance engagement within an agreed scope of assessment using the standards outlined above, our Assurance Team undertook the following activities as part of the engagement:
- reviewed the overall Report;
- reviewed materiality assessment methodology and the assessment report;
- evaluated sustainability strategies, performance data management system, and processes;
- interviewed people in charge of preparing the Report;
- reviewed the reliability of the Report’s performance data and conducted data sampling;
- assessed the reliability of information using independent external sources such as Financial Supervisory Service’s DAFT and public databases.

Limitations and Recommendations
KMR’s assurance engagement is based on the assumption that the data and information provided by Samsung Medical Center to us as part of our review are provided in good faith. Limited depth of evidence gathering including inquiry and analytical procedures and limited sampling at lower levels in the organization were applied. To address this, we referred to independent external sources such as DAFT and National Greenhouse Gas Management System (NGMGS) and public databases to challenge the quality and reliability of the information provided.

Conclusion and Opinion
Based on the document reviews and interviews, we had several discussions with Samsung Medical Center on the revision of the Report. We reviewed the Report’s final version in order to make sure that our recommendations for improvement and revision have been reflected. Based on the work performed, it is our opinion that the Report applied the GRI Standards. Nothing comes to our attention to suggest that the Report was not prepared in accordance with the AA1000AP (2018) principles.

Inclusivity
Samsung Medical Center has developed and maintained different stakeholder communication channels at all levels to announce and fulfill its responsibilities to the stakeholders. Nothing comes to our attention to suggest that there is a key stakeholder group left out in the process. The organization makes efforts to properly reflect opinions and expectations into its strategies.

Materiality
Samsung Medical Center has a unique materiality assessment process to decide the impact of issues identified on its sustainability performance. We have not found any material topics left out in the process.

Responsiveness
Samsung Medical Center prioritized material issues to provide a comprehensive, balanced report of performance, responses, and future plans regarding them. We did not find anything to suggest that data and information disclosed in the Report do not give a fair representation of Samsung Medical Center’ actions.

Impact
Samsung Medical Center identifies and monitors the direct and indirect impacts of material topics found through the materiality assessment, and quantifies such impacts as much as possible.

Reliability of Specific Sustainability Performance Information
In addition to the adherence to AA1000AP (2018) principles, we have assessed the reliability of economic, environmental, and social performance data related to sustainability performance. We interviewed the in-charge persons and reviewed information on a sampling basis and supporting documents as well as external sources and public databases to confirm that the disclosed data is reliable. Any intentional error or misstatement is not noted from the data and information disclosed in the Report.

Competence and Independence
KMR maintains a comprehensive system of quality control including documented policies and procedures in accordance with ISO/IEC 17021-2015 - Requirements for bodies providing audit and certification of management systems. This engagement was carried out by an independent team of sustainability assurance professionals. KMR has no other contract with Samsung Medical Center and did not provide any services to Samsung Medical Center that could compromise the independence of our work.

July 2023 Seoul, Korea
For this report, we used FSC\textsuperscript{TM} (Forest Stewardship Council\textsuperscript{TM}) certified paper that has been sourced and managed in a socially responsible and economically viable manner. And this report paper was printed by a company that earned an FSC\textsuperscript{TM} Chain-of-Custody certificate (Certificate No. SGSHK-COC-340194).