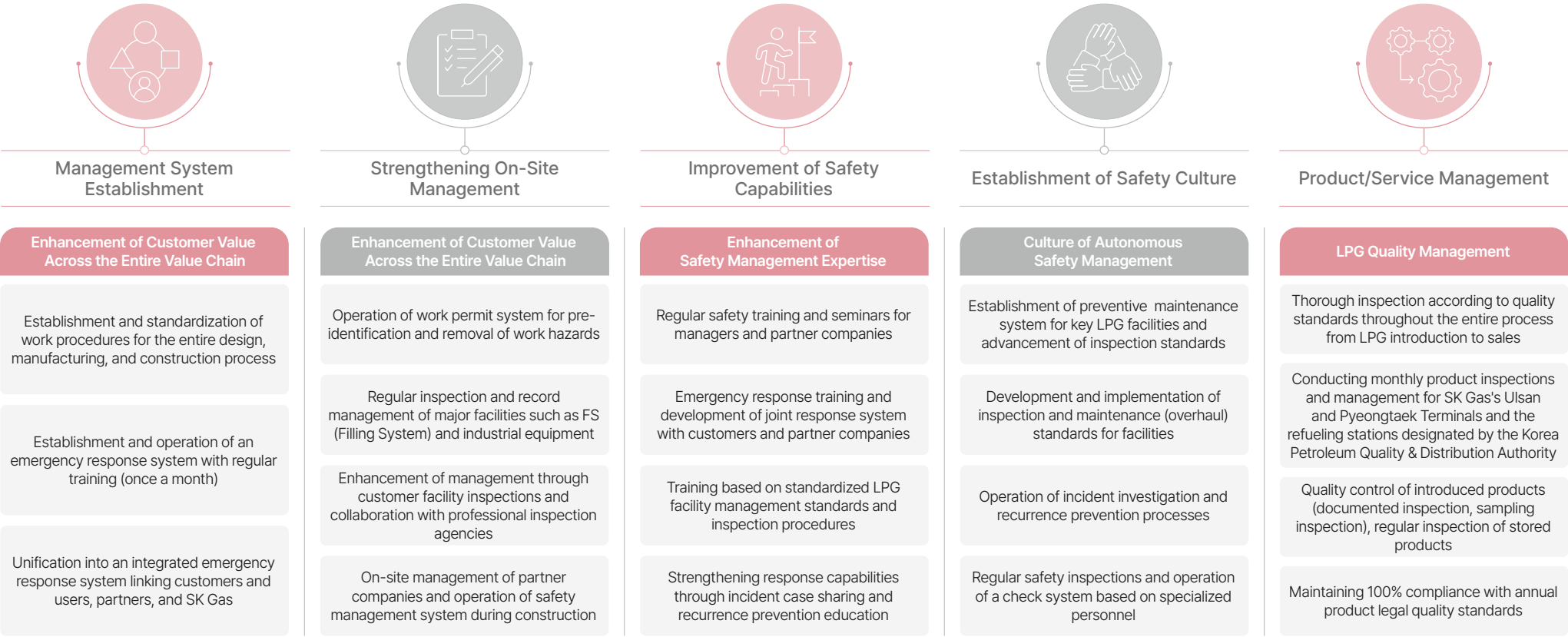


Enhancing Customer Value

Strategy – 1. Strengthening LPG Value Chain Safety

SK Gas aims to protect customer rights by ensuring safety and stable energy use throughout the LPG supply process. To this end, the company is enhancing safety management across the entire supply chain, focusing on establishing management systems, strengthening on-site management, improving safety capabilities, fostering a safety culture, and managing products and services.

[LPG Supply Chain Safety Ecosystem Management Strategy]



Enhancing Customer Value

Strategy – 1. Strengthening LPG Value Chain Safety

Partner Safety Management Activities

Partner Safety Education and Inspection

SK Gas provides training for the partners responsible for the safety management of customers and users, covering safety-related legal obligations, accident cases, and emergency response drill scenarios. In particular, in 2025, the company expanded the scope of training from executives and managers down to team-member levels, thereby supporting all employees of its partners in building their safety management capabilities. In addition, SK Gas produces and distributes to its partners inspection guides and checklists for major LPG facilities and equipment, including loading arms, liquid pumps, vaporizers, electrical panels, gas leak detectors, and gas compressors.

[2025 Partner Safety Training Performance]

Target	Month	Content
Partner team leaders/team members	'25.01	Emergency response training, MSDS, safety inspection/recertification training for specific equipment
Partner representatives	'25.07	Sharing of SHE management procedures for construction/operations, on-site diagnosis, and heat-illness prevention status
Partner team leaders/team members	'25.08	Sharing of on-site implementation evaluation results and essential training on safety management
Partner representatives/team leaders/team members	'25.12	Sharing of accident cases and safety/hazard cases, and conducting a SHE Quiz

Prevention of Heat-Related Illnesses and Strengthening of On-Site Safety Management

To prevent heat-related illnesses during high-temperature summer environments and enhance the safety of customers and users and on-site workers, SK Gas conducts on-site support activities centered around safety inspections and re-inspection teams. The company shares heat prevention guidelines, conducts risk assessment-based training, and provides prevention items such as saline glucose, isotonic drinks, and ice neckbands to improve on-site response capabilities.

Partner Representative Meetings

Through on-site meetings, feedback from partner companies is collected and improvement tasks are identified, contributing to the protection of safety rights of customers and partners, and the enhancement of autonomous safety management levels. Biannual roundtables are held among representatives to share incident case studies, business site implementation check results, and discuss safety management requests. Additionally, safety training for head of business sites is conducted three times a year to systematically and thoroughly prevent safety accidents on-site. Moreover, approximately 10 joint emergency drills are conducted annually with customers and users and partner companies, and facility inspections are performed to strengthen initial emergency response capabilities.

Furthermore, to raise health and safety awareness among contractor workers and encourage voluntary safety management participation, health and safety management knowledge assessments are conducted for participants of meetings, and a rewards program operates for outstanding participants. Rewards, such as gift certificates, are provided based on assessment results to promote safety management capacity, foster safety culture on-site, and contribute to continuous safety level improvements and safety rights protection based on collaboration with partners.

[2025 Partner Representative Roundtable]



Customer Safety Management Activities

Enhancement of Customer and User Facility Integrity

SK Gas continuously strengthens safety capabilities of customers and users by introducing detailed inspections and preventive maintenance to ensure facility integrity. As part of the efforts to maintain optimal facility conditions, the company analyzes failure frequency, repair durations, and operational impact of aging LPG facilities like loading arms¹⁾ and gas compressors. Based on this analysis, each facility is rated and preventive maintenance is carried out accordingly.

1) Loading Arm: An LPG unloading facility used for transferring gas from storage tanks to transport vehicles

Safety Seminar for Customers and Users

SK Gas holds annual safety seminars for the chief safety managers of customers and users, and in 2025, it conducted a total of three seminars. When specific equipment is identified for reinspection, the company provides special training for the safety and operations departments of customers and users. To support the safety management and safety training of customers and users, SK Gas has produced a four-part video series providing guidance on emergency measures, operating procedures for major facilities, and response procedures for abnormal situations. These videos are distributed through YouTube and the company's official website.

[Safety Training Videos on SK Gas's Official YouTube]



Enhancing Customer Value

Strategy – 1. Strengthening LPG Value Chain Safety

Digital Integrated Safety Management Platform - wego Safety

SK Gas operates an integrated digital safety management platform, wego Safety, to ensure customer safety and a stable energy environment throughout LPG supply. wego Safety focuses on standardizing safety management processes, enhancing operational efficiency through digital and IoT monitoring, and building disaster alert and response systems to elevate safety standards across the entire supply chain.

1 Standardization of Safety Management Processes

By systematizing overall safety management activities—such as refueling station operation, safety inspections, and facility management—into a standard manual aligned with KGS standards, SK Gas applies consistent safety management criteria and improves the quality of its management. In addition, by integrating the management of inspection schedules, targets, and responsible parties, the company minimizes variations across business sites and establishes a systematic safety management framework.



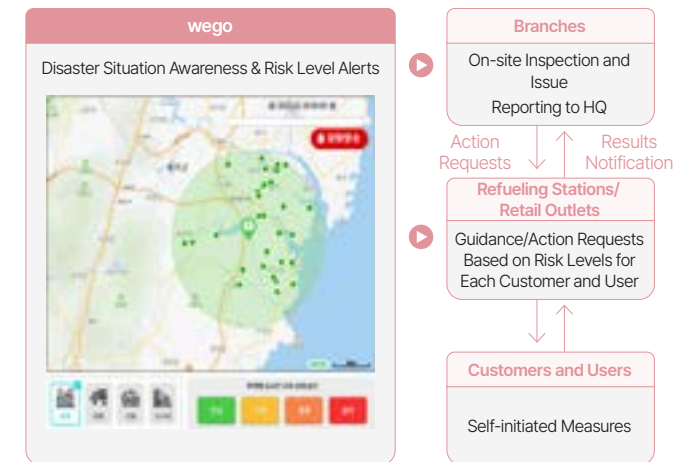
2 Advancement of Digital-Based Safety Inspections and Real-Time Monitoring

SK Gas enhances transparency by recording and managing safety management work histories and inspection information in real time, and supports prompt, field-oriented task execution through a mobile system. In addition, by establishing a real-time monitoring system using IoT sensors, the company continuously manages key facility data—such as gas leaks, temperature, and pressure—enabling immediate response when abnormal signs occur. Furthermore, by analyzing risk patterns based on data and identifying potential risks, SK Gas is strengthening a proactive accident prevention system across its entire supply chain.



3 Prevention of Asset Damage and Casualties Through Disaster Response Services

SK Gas has established a disaster notification and response system based on wego Safety to enable swift and systematic responses during disasters. Major disaster information such as heavy rain, typhoons, and wildfires is linked with public data and mapped to customers and users' information, then broadcast in real time to all business sites including headquarters, branches, and refueling stations to strengthen initial response capabilities. The company also operates a response process that links business site action requests, issue reporting, and follow-up measures during disasters to ensure consistency and rapidity in its response system.



Enhancing Customer Value

Strategy – 2. Strengthening Customer Benefits and Information Accessibility

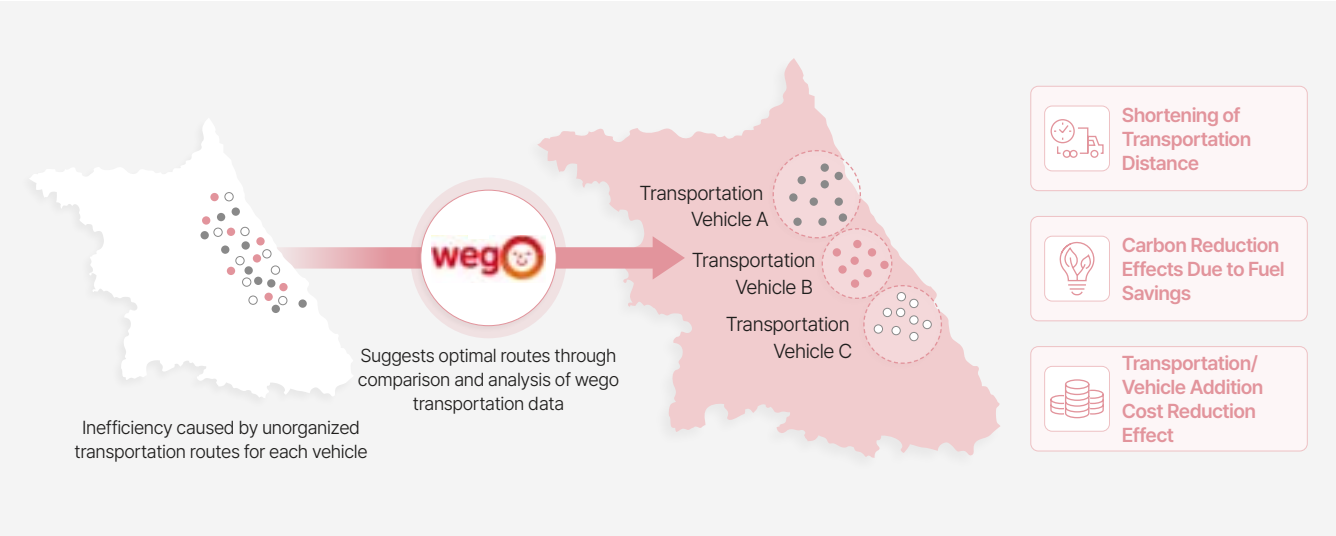
Enhancement of Customer Information Accessibility – wego Transportation & wego ERP

SK Gas is enhancing transportation and operation management services based on the wego platform to improve customer access to information and operational convenience. The company operates wego Transportation and wego ERP to increase information accessibility and improve functionality for customer convenience.

wego Transportation

wego Transportation is a digital transportation platform that integrates transportation data, supporting optimal routing and logistics efficiency through AI-based dispatch and vehicle control functions. It manages dispatch, delivery, and vehicle operation status in real-time based on transportation data, improving operational efficiency and transparency, and providing more stable and efficient services to end customers by reducing transportation distances and costs.

[wego Transportation Service]



wego ERP

wego ERP is a system that centrally manages data for all aspects of refueling station operations, unifying key transaction information such as orders, deliveries, inventory, sales, and receivables. It enhances work efficiency and data accessibility through real-time visualization dashboards and automated data processing, while ensuring data integrity and transparent management, enabling clients to access and utilize necessary information promptly.

SK LPG Membership

SK Gas is improving customer satisfaction by providing services focused on convenience. The company conducted a survey of 1-ton truck users and sought to actively reflect the resulting feedback in its business, launching the SK LPG Application, which offers a variety of services such as simplified membership registration and usage procedures, the introduction of easy payment, and additional reward benefits (stamps). Going forward, SK Gas plans to continuously incorporate the feedback of SK LPG Membership subscribers and to further advance its service quality.

[SK LPG Membership Benefits]

Category	Contents	Expected Effects
SK LPG App Sign-up	KRW 3,000 charging voucher provided to newly registered customers	Attracting customers by providing first charging experience
Happy Stamp	Mobile exchange coupons (14 franchises, including coffee/convenience stores/food and beverages)	Enhancing membership customer retention
OCB Points	Increased 1% OCB points accumulation compared to before	

