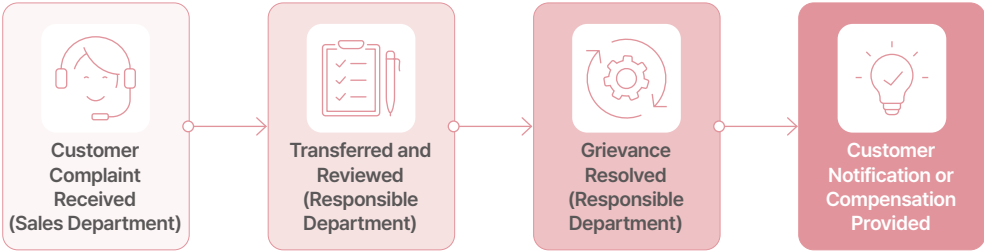


Enhancing Customer Value

Risk Management

Customer Grievance Handling Process

SK Gas monitors potential inconveniences and dissatisfaction arising during customer product and service use, and processes all grievance inquiries in accordance with its Customer Grievance Handling Procedure. Customer complaints are classified into four categories—volume, delivery, quality, and facilities—and are assigned to the appropriate departments for resolution: the Sales Department for volume and delivery issues, Quality Control (QC) for quality-related issues, and the Safety Technology Team for facility-related matters.



Safety Risk Assessment and Prevention & Improvement Activities

The company operates accident prevention programs to enhance the safety management of tank lorries used for LPG transportation, aiming to protect consumer safety, health, and rights. Reflecting the improvements derived from safety risk assessment results and the requirements of tank lorry drivers, the company carries out programs for ① safety inspections of tank lorries, ② safety training sessions, and ③ infrastructure improvement at business sites. In addition, SK Gas conducts safety inspections of tank lorries entering its business sites.

Metrics & Targets

[2025 Customer Grievance Reporting and Handling Status]

Channel	Received	Resolved	Rejected/Dismissed	Resolution Rate
SK LPG Membership (For LPG Vehicle Customers)	12,581 (General: 12,515, Refueling Station CS: 66)	12,581	0	100
1:1 Customer Support	149 (Emergency Inspection/Repair)	149	0	100

[Medium to Long-term Goals Related to Customer Rights]

Target	Establish fair and transparent marketing practices, innovate customer experience to enhance service accessibility and satisfaction, thereby strengthening sustainable customer rights protection and ESG management.			
	Category	2026	2027	2028
Detailed Plan	Prevention of Unfair Marketing	- Implement unfair advertising/marketing complaint reception process - Provide advanced unfair marketing prevention training for marketing personnel	Open marketing feedback and complaint reporting channels within the SK LPG Application	Sharing and training on unfair marketing cases for refueling stations
	Customer Service	- Improvement of membership points usage convenience and expansion of affiliated partners - Improving efficiency and convenience of refueling stations using Vision AI	- Introducing a chatbot within the SK LPG Application - Strengthening refueling station safety features using Vision AI	Introducing an automatic payment/points accumulation system using Vision AI