

DYNAMIC SK BROADBAND

2025 **SK broadband** Sustainability Report



SK broadband

CONTENTS



Cover Story

The diagonal light and refraction symbolize the energy that grows stronger through change. Building on our “Dynamic SK broadband” work culture, we will embed AI across all aspects of our services, redefining customer experiences and the way we work while accelerating our transformation into an AI Native Service Company.

Reader’s Guide

SK broadband offers the following interactive features to enhance information accessibility and provide readers with a more comprehensive reading experience.

-  Go to Cover Page
-  Go to Table of Contents
-  Go to Previous View
-  Visit Related Websites
-  Go to Related Pages
-  Move to Page

01	03 Introduction
04	CEO Message
06	About Us
09	About Our Business
02	15 Dynamic SK broadband
18	Strong Fundamentals, New Growth
03	19 Material Topics
20	Double Materiality Assessment
23	Service Quality and Network Stability
36	Customer Data Protection and Cybersecurity
49	AI-Driven Customer Experience Innovation and Operational Optimization
59	Climate Change Response and Energy Management

04	80 Environmental
81	Environmental Impact Management
05	88 Social
89	Talent Management
100	Human Rights Management
105	Safety and Health for Employees and Business Partners
113	Sustainable Supply Chain Management
119	Community Engagement and Social Contribution
06	126 Governance
127	Transparent Governance
131	Ethics and Compliance

07	139 ESG Fact Book
140	ESG Data
153	Subsidiary ESG Data
08	158 Policy Book
09	160 Appendix
161	Financial Information
163	Integrated Risk Management
166	Sustainability Management Guidelines
171	Sustainability Management Initiatives
173	Social Value Creation
174	Independent Assurance Statement
176	GHG Emissions Verification Statement

INTRODUCTION

We have built a strong foundation by maintaining robust business competitiveness across our media, wired communication, and data center businesses. Recognizing the AI-driven transformation of industries as an opportunity, we established “Dynamic SK broadband” as our work culture to accelerate our transformation into an AI Native Service Company. By driving customer-centric service innovation and advancing our 3 Zero initiatives, we will continue to create sustainable growth together with our stakeholders.

CEO Message	04
About Us	06
About Our Business	09

01

CEO MESSAGE

Building on customer-centric innovation and a strong organizational culture, SK broadband will lead the rapidly evolving AI era.

Dear valued stakeholders,

I am Kim Seong-soo, CEO of SK broadband. First, I would like to express my sincere gratitude to everyone who has supported SK broadband throughout its journey of growth and transformation.

2025: Strengthening Our Fundamentals Amid Challenges

In 2025, amid an increasingly uncertain business environment, we were reminded once again of the importance of earning customer trust and staying true to our fundamentals.

As global economic volatility persisted, competition intensified, and AI technologies became more widely adopted, the telecommunications industry faced new challenges, while customer expectations continued to rise.

In this environment, we focused on strengthening the fundamentals of our business rather than pursuing scale expansion.

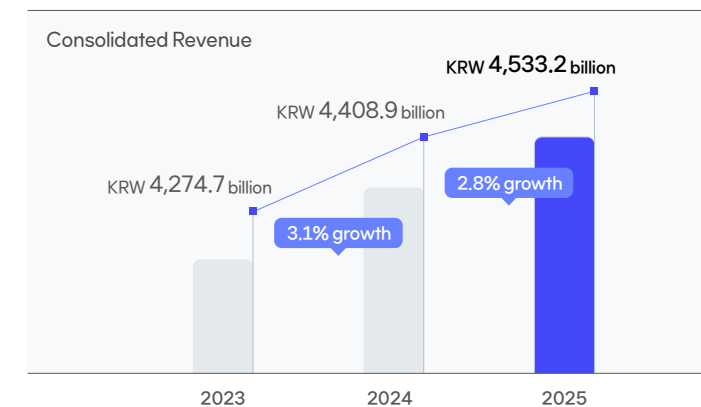
By growing our broadband subscriber base and expanding our data center-driven B2B business, we maintained a stable business structure while further reinforcing the foundation for sustainable growth.

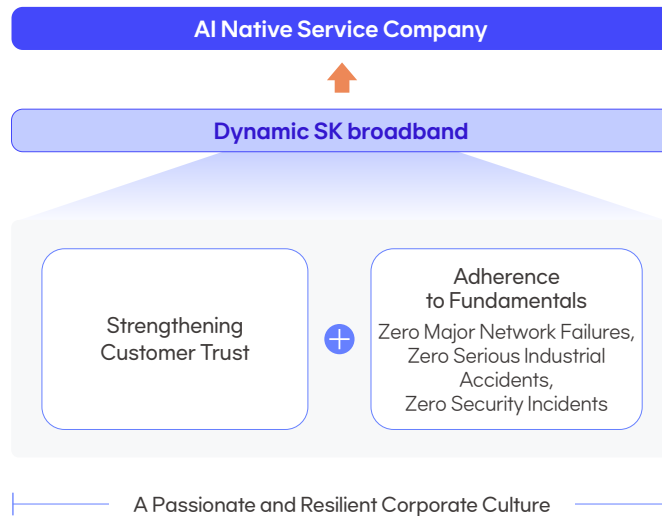
As a result, our consolidated revenue reached KRW 4.53 trillion in 2025, up 2.8% from the previous year. This meaningful achievement demonstrates our ability to sustain business competitiveness and further strengthen the foundation for future growth, even under challenging conditions.

Today, we are experiencing an industry-wide paradigm shift driven by the rapid adoption of Agentic AI and evolving demographic trends. We will continue to view these changes as opportunities rather than challenges, and strengthen our foundation for future growth.



Financial Performance





Toward an AI Native Service Company through Dynamic SK broadband

We aim to become an AI Native Service Company by embedding AI across customer experience and business operations. This is not simply about adopting new technologies; It is about transforming the way we work and create value for our customers.

To this end, in 2026, we will accelerate this transformation through customer-centric innovation and disciplined execution grounded in our fundamentals, building on our “Dynamic SK broadband” work culture.

Customer-Centric Innovation through AI-Driven Transformation

We will fundamentally redesign our products, services, and processes from the customer’s perspective. At the same time, we will build a more agile and efficient operating model through AI-driven workplace innovation initiatives, including AI Native Talent Development and the “One Person, Multi-Task” approach. Through these efforts, we will deliver differentiated experiences and greater value to our customers.

Achieving the 3 Zero Goals through Adherence to Fundamentals

In the AI era, the stability and reliability of telecommunications infrastructure are more important than ever. We remain firmly committed to the 3 Zeros - Zero Security Incidents, Zero Major Network Failures, and Zero Serious Industrial Accidents - and will continue to ensure a stable service environment and uphold customer trust at all times.

Responsible Management for Sustainable Growth

At SK broadband, we will continue to pursue responsible management built on trust with our stakeholders. We will fulfill our environmental responsibilities through climate action and energy efficiency initiatives, while working to grow together with local communities and create social value.

At the Center of All These Changes Are Our People and Field Operations.

We continue to strengthen our competitiveness through a strong organizational culture that encourages thoughtful decision-making and disciplined execution, enabling us to remain resilient in any environment. Together with the management team, I will continue to visit our field operations, listen closely to our employees, and foster a committed, high-performance corporate culture as we advance our transformation into an AI Native Service Company.

We ask for your continued interest and support as we move forward on our journey toward a sustainable future built on strong fundamentals, and new AI-driven growth engines beyond short-term performance.

President & CEO of SK broadband
Seong Soo Kim

About Us

General Overview

SK broadband provides a wide range of telecommunications services nationwide, including IPTV, CATV, high-speed internet, voice services, and dedicated line services, with our headquarters located in Jung-gu, Seoul. Building on the stable performance of our core media and wired communication businesses, we continue to strengthen our profitability while expanding new growth opportunities centered on our data center (DC) business.

Guided by our vision of becoming an “AI Native Service Company,” we are embedding AI across every aspect of our business, from marketing and network operations to distribution channels. Through these efforts, we are transforming customer experiences, reinforcing our core competitiveness, and creating new drivers of future growth.

Key Information

Company Name	SK Broadband Co., Ltd.
Headquarters Address	Namsan Sowol Tower, 24 Toegye-ro, Jung-gu, Seoul, Republic of Korea
Year of Establishment	September 1997
Corporate Type	Publicly Listed Debt Issuer
Subsidiaries	Home&Service Co., Ltd., Media S Co., Ltd.

Number of Employees

2,472

Revenue¹⁾

KRW 4,533.2 billion

Net income¹⁾

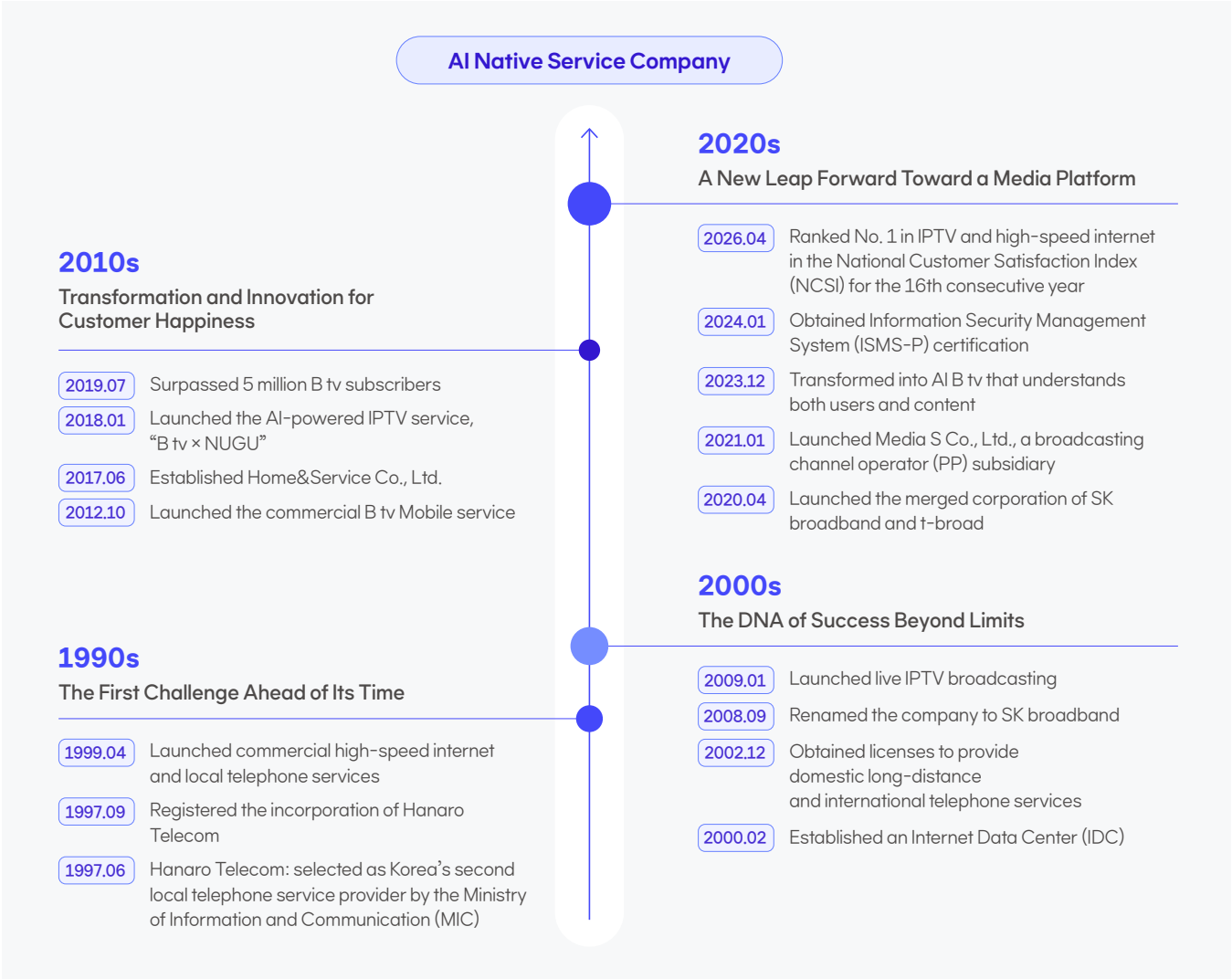
KRW 162.9 billion

Total assets¹⁾

KRW 6,875.6 billion

1) Based on the consolidated financial statements

Milestone



About Us

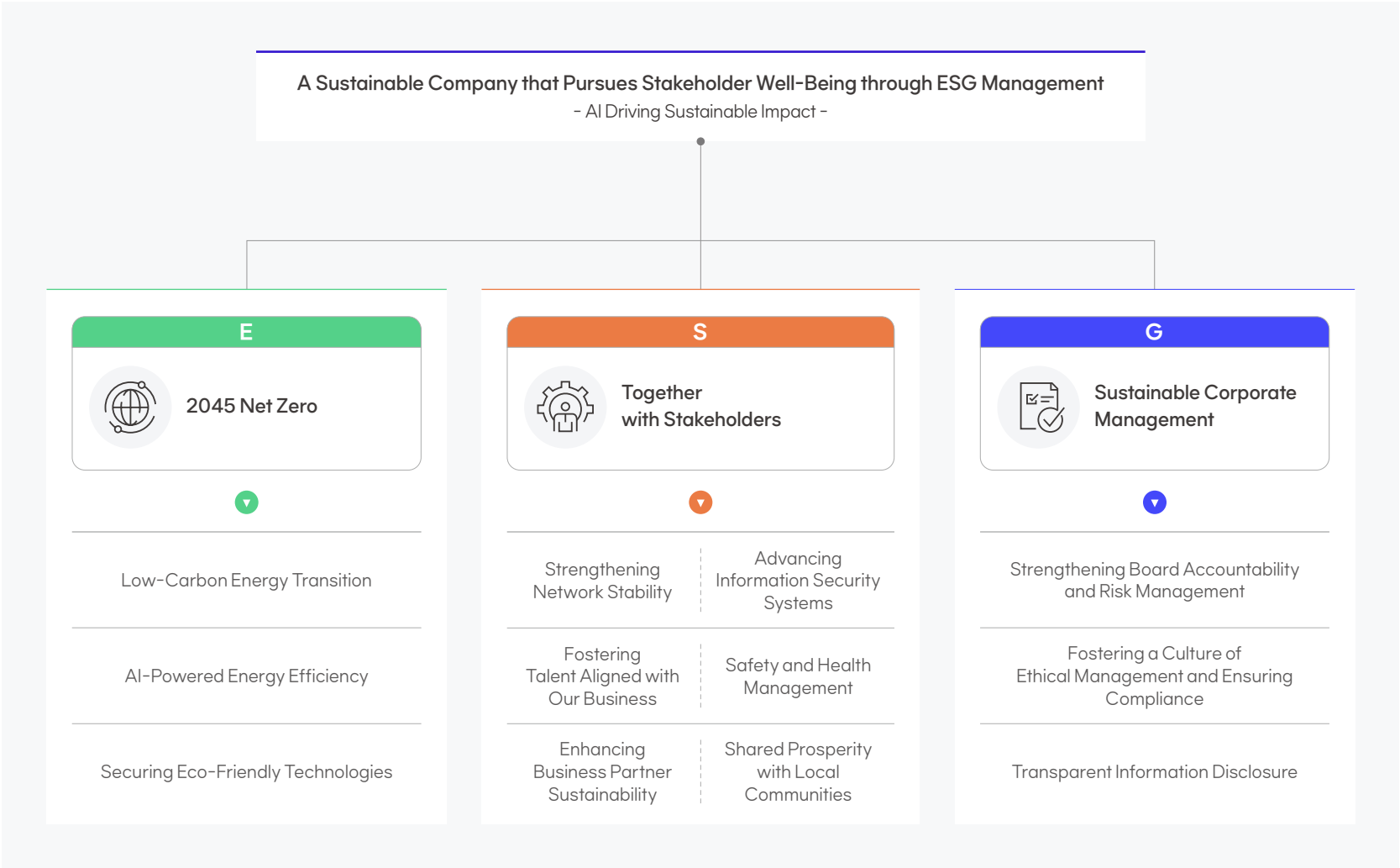
ESG Management

SK broadband is committed to fulfilling our social responsibilities by pursuing stakeholder happiness and placing customer trust at the heart of our ESG vision. To advance our ESG management, we actively leverage AI, implement initiatives across each ESG pillar, and systematically monitor our performance.

In 2026, we are aligning our ESG management with the goals of our “Dynamic SK broadband” work culture, with a particular focus on rebuilding customer trust and upholding our “3 Zero” principles: Zero Security Incidents, Zero Major Network Failures, and Zero Serious Industrial Accidents. Through AI-driven innovation and an agile operating model, we will continue to provide stable and reliable services under all circumstances while strengthening trust among our customers and society.

Our CEO oversees ESG management activities and performance, and Key ESG issues are regularly reviewed through management meetings attended by senior executives. Our dedicated ESG organization works closely with relevant departments to facilitate information sharing and support the implementation of ESG initiatives, thereby enhancing the effectiveness of our ESG management.

Going forward, we will continue to put stakeholder happiness first, fulfill our environmental and social responsibilities, and build a more sustainable future founded on trust.

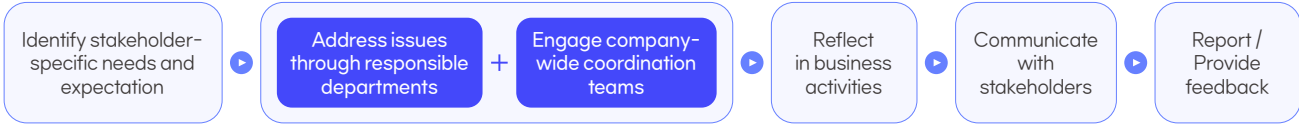


About Us

Stakeholder Engagement

At SK broadband, we define our stakeholders as all individuals and organizations that directly or indirectly influence, or are influenced by, our business activities. Our key stakeholders include employees, customers, business partners, shareholders, and local communities. We consider sincere engagement with our stakeholders to be the foundation of our management approach and sustainable growth. Through various communication channels, we actively reflect stakeholder feedback in our business operations.

Stakeholder Engagement Process



Key Industry Associations and Organizations

Korea AI IoT Association	Korea Cable Television & Telecommunication Association (KCTA)
Digital Media Industrial Promotion Association (DMPA)	Korea Online Privacy Association (OPA)
Korea Association for ICT Promotion (KAIT)	Korea Communications User Protection Association (KCUP)
Korea IPTV Broadcasting Association (KIBA)	Korea Telecommunications Operators Association (KTOA)

Employees	Customers	Business Partners	Local Communities
Employees of SK broadband	Individual and corporate users of SK broadband services	Companies that supply products or services in partnership with SK broadband	Residents and local stakeholders in areas where SK broadband operates
Key Communication Channels • Labor-management council (quarterly) • Intranet (ongoing) • Internal news (daily) • CEO/unit-level town hall meetings (quarterly) • Happiness Lounge • AI Community	Key Communication Channels • Website and customer center (106) • Regular Customer satisfaction survey (annually) • Net Promoter Score (NPS) survey (monthly) • Customer advisory panel (as needed) • Social media (blog, YouTube, etc.)	Key Communication Channels • CEO seminars (as needed) • Shared growth MBA program (as needed) • ESG management consulting (annually) • mySUNI training program for business partners (online) • Team Leader School	Key Communication Channels • Website and customer service center (106) • Social media (blog, YouTube, etc.) • Viewers' Committee
SK broadband Initiatives Addressing Key Stakeholder Interests Healthy Organizational Culture • Identifying improvement areas through culture survey analysis Capability Development and Growth • Operation of AI capability development programs	SK broadband Initiatives Addressing Key Stakeholder Interests Enhanced User Convenience and Customer Experience • Enhancing customer convenience through digital and AI technologies Improved Customer Satisfaction • Implementing Initiatives to Improve Customer-Perceived Quality	SK broadband Initiatives Addressing Key Stakeholder Interests Shared Growth and Cooperation • Expanding shared growth training programs Strengthening ESG Capabilities • Providing ESG consulting support	SK broadband Initiatives Addressing Key Stakeholder Interests Local Economic Revitalization • Supporting local small businesses through community programs and free advertising Addressing Local Community Issues • Implementing programs to nurture future talent and improve childcare environments

MEDIA / WIRED COMMUNICATION

We are driving customer-centric service innovation powered by AI across our media and wired communication business. In the media segment, we are delivering a more advanced entertainment experience through our AI-powered set-top box and all-in-one subscription service, B tv+. In the wired communication segment, we are creating optimized service environments for both individual and enterprise customers through the launch of Giga WiFi 7 and the provision of tailored ICT solutions. We will continue to create meaningful changes that enrich our customers' lives and empower their businesses.

About Our Business

Media / Wired Communication

Business Overview

In the media segment, we operate IPTV and CATV services, providing a variety of interactive services, including live broadcasting, VOD, and personalized content. Recently, we launched the AI 5 Set-Top Box, which features a sleek, minimalist design and delivers an enhanced media experience through voice recognition for individual family members, AI-based picture and color optimization, and AI-powered sound adjustment. We also introduced B tv+, an integrated monthly subscription service that allows customers to enjoy a wide range of content through a single subscription. The service has been very well received by customers.

In the wired communication segment, we provide reliable telecommunications services, including high-speed internet, telephone, and dedicated line services, supported by advanced network infrastructure. For individual customers, we launched Giga WiFi 7 to provide a faster and more stable wireless internet environment, while expanding tailored offerings such as dedicated security services for small business owners. For enterprise customers, we support business innovation and operational efficiency through a range of ICT solutions, including Cloud PC, quantum cryptography-based security services, and On-Air/On-Ad services.

Key Services

▶ Pay TV Services

AI-driven services that deliver hyper-personalized media and content experiences

▶ Telephone Services

Services for transmitting and receiving voice and other communications within the designated service area, using telecommunications equipment, as defined by telecommunications regulations

▶ Internet Services

Services that provide internet access lines and internet connectivity, enabling customers to use various types of content and value-added services

▶ Enterprise Solutions

Customized ICT solutions tailored to enterprise needs, including information security, Cloud PC, and digital signage

| 2025 Key Achievements |

Customer Satisfaction
(NCSI, KS-SQI)

1st



Major Network Failures

ZERO

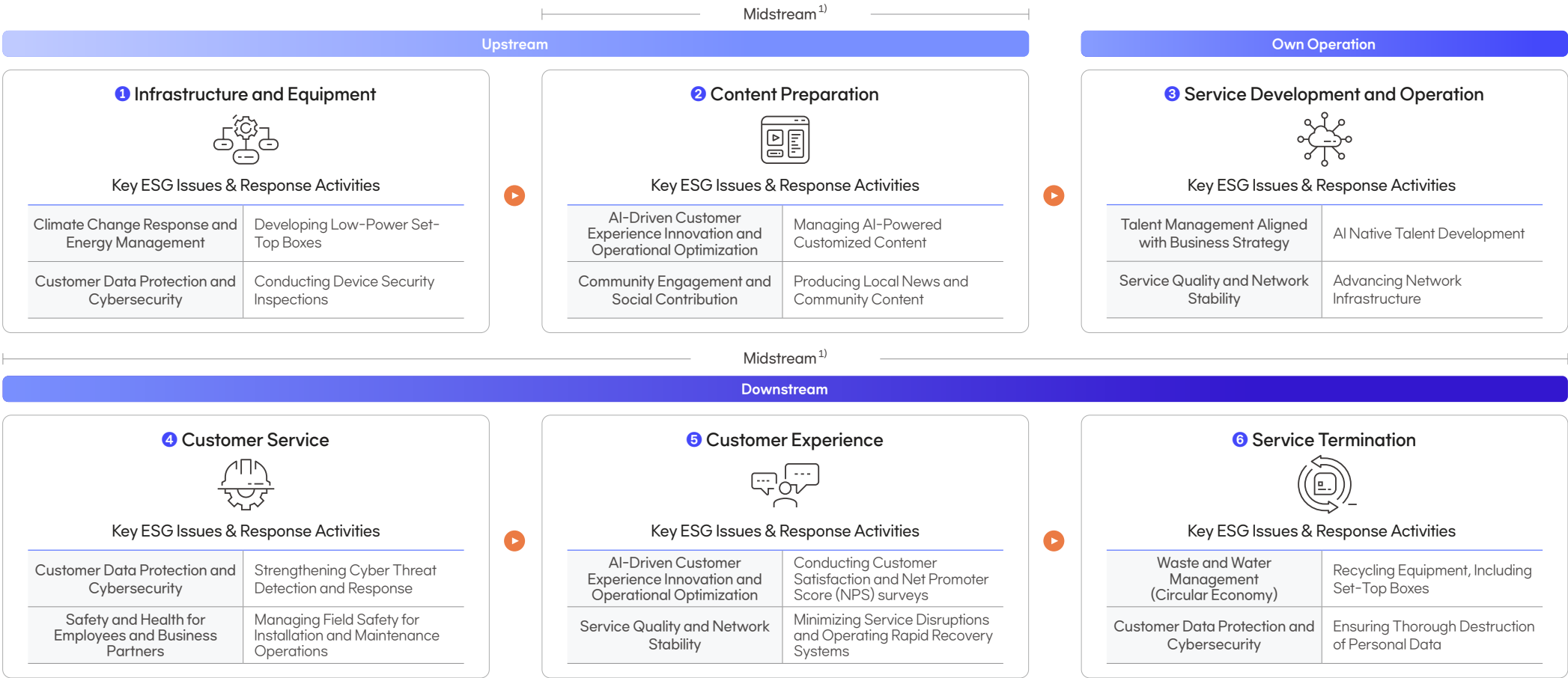


About Our Business

Media / Wired Communication

Value Chain

SK broadband strives to create sustainable value throughout the value chain of its media and wired communication businesses.



1) Midstream: Areas where SK broadband’s operations overlap with both upstream and downstream activities

DATA CENTER

We are strengthening our competitiveness in the data center business by advancing our infrastructure and expanding our global network. We continue to build AI data centers optimized for generative AI and Large Language Models (LLMs), while enhancing the capacity and reliability of our international network through submarine cable investments and the expansion of our Point of Presence (PoP) infrastructure. Building on these technological innovations, we will continue to advance toward becoming a leading data hub in Asia.



About Our Business

Data Center

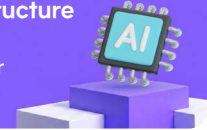
Business Overview

At SK broadband, we continue to strengthen the competitiveness of our Data Center (DC) infrastructure and service quality in response to the growing demands in the hyperconnected era. We currently operate eight data centers and safeguard customers' digital assets through large-scale site capacity and differentiated design and security technologies. In particular, we are developing AI data centers optimized for advanced AI services, including generative AI and large language models (LLMs), with the goal of becoming a leading player in Korea's AI data center market. We are currently building a large-scale AI data center in Ulsan. The facility is designed to meet future demand for AI services through high-performance GPU infrastructure and hybrid cooling systems with enhanced energy efficiency.

To respond to growing global traffic demand, we are expanding our international submarine cable network and overseas Point of Presence (PoP) infrastructure. Through investments in major submarine cable projects, including SJC2 (Southeast Asia-Japan Cable 2), which connects Japan, Hong Kong, and Singapore, and E2A, which links Asia and the United States, as well as the expansion of trunk capacity, we enhanced the capacity and stability of our international network. In addition, we have relocated our European PoP to Germany, further strengthening our global network connectivity.

Through global infrastructure expansion and technological innovation, we are effectively responding to growing domestic and international data traffic demand while actively contributing to Korea's global competitiveness and its emergence as a data hub in Asia.

Established
Ultra-High-Density
AI Infrastructure
at Gaseon
Data Center



| 2025 Key Achievements |



Successfully Completed
the Construction
of the Yangju
Data Center



Key Services

▶ Data Center (DC)

Leveraging investments in large-scale data center facilities, including power, cooling, and network infrastructure, we provide customers with ICT environments that encompass colocation space, network connectivity, and value-added services such as migration support, managed operations, and equipment leasing.

▶ Submarine Cables

Through the development and operation of international submarine cable infrastructure, we enable the seamless transmission of global data traffic and provide a wide range of communications services, including stable, high-speed international leased lines, internet transit, and global network interconnection.

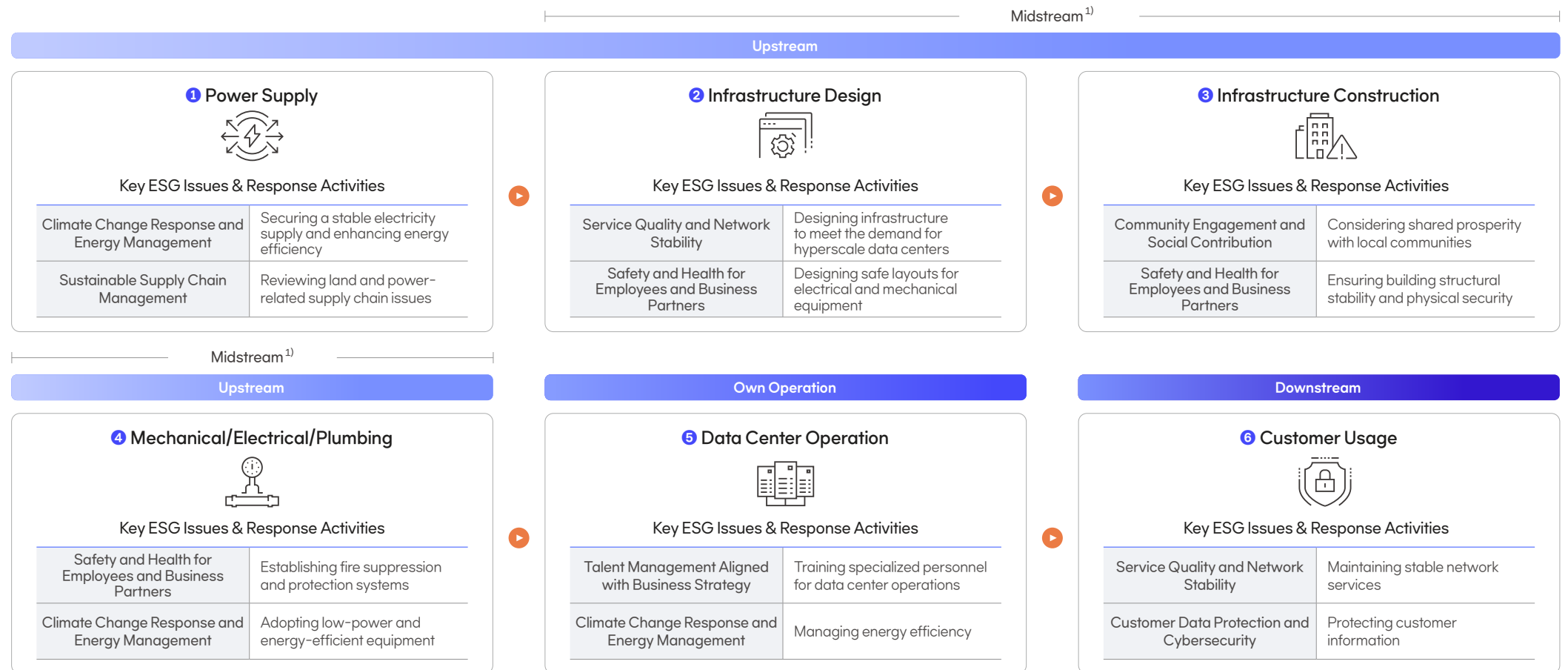


About Our Business

Data Center

Value Chain

SK broadband strives to create sustainable value throughout the value chain of its data center business.



1) Midstream: Areas where SK broadband's operations overlap with both upstream and downstream activities.

DYNAMIC SK BROADBAND

We are building on strong foundations in security, network stability, and safety while driving new growth through customer-centric innovation. Guided by our 3 Zero principles—Zero Security Incidents, Zero Major Network Failures, and Zero Serious Industrial Accidents—we operate management systems across all areas and build a global top-tier operating foundation. Building on this foundation, we will deliver tangible value and further strengthen customer trust by redesigning our products, services, and processes from the customer’s perspective and integrating AI across the company.

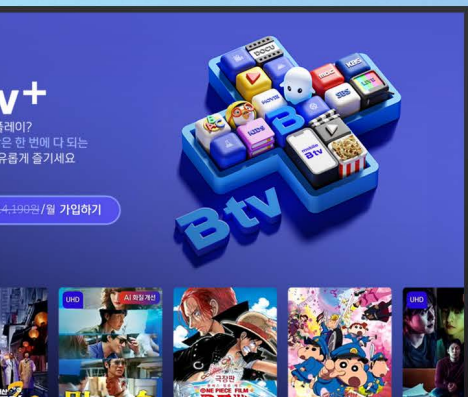
02

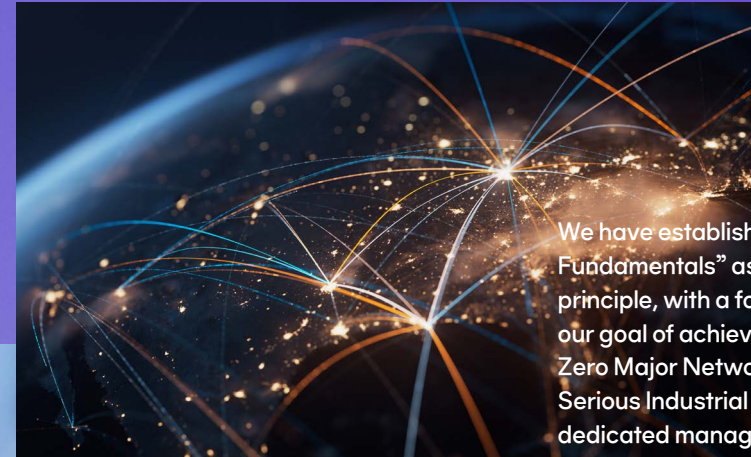


Enhancing Trust through Customer-Centric Innovation



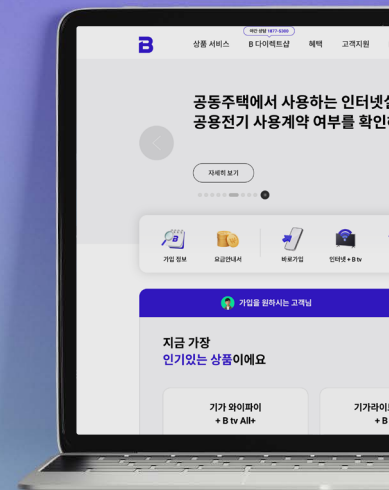
We are pursuing transformation in two key areas to strengthen trust through customer-centric innovation. First, we are redesigning our products, services, and processes from the customer's perspective, grounded in customers' real experiences and needs. Second, we are embedding AI across the company—from customer touchpoints and field operations to internal workflows—to transform our infrastructure, systems, and organizational culture in an integrated manner. Through these efforts, we will deliver tangible value that customers can experience and further strengthen trust among all our stakeholders.





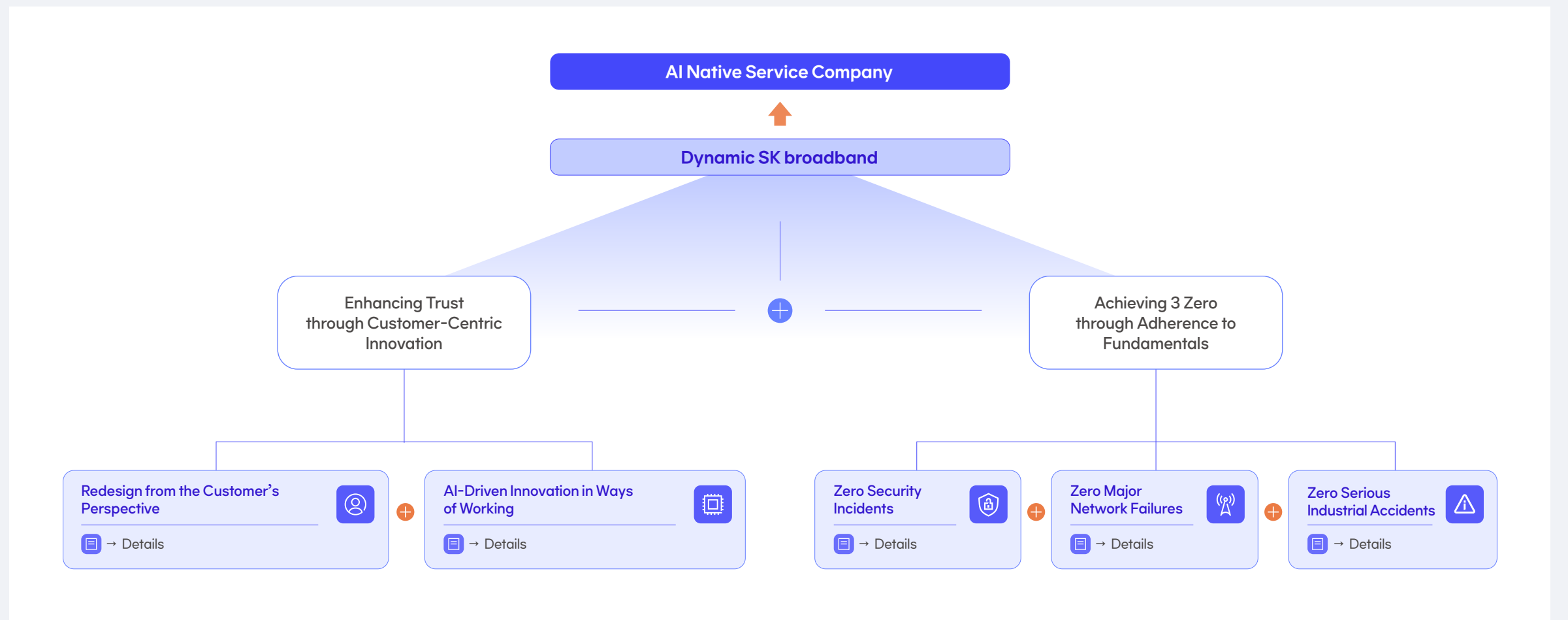
We have established “Adherence to Fundamentals” as our core management principle, with a focus on risk prevention and our goal of achieving Zero Security Incidents, Zero Major Network Failures, and Zero Serious Industrial Accidents. We operate dedicated management systems across all areas, including fostering a Security First culture, strengthening network redundancy, and conducting comprehensive inspections of high-risk sites. Through these efforts, we will build a resilient operating foundation and continue to strengthen our management systems to a global top-tier level.

Achieving Triple Zero through Adherence to Fundamentals



Strong Fundamentals, New Growth

Building on our “Dynamic SK broadband” work culture, we are advancing toward becoming an AI Native Service Company. To this end, alongside AI-driven innovation, we are strengthening the proactive management of key risks that could impact our sustainable growth. While reinforcing customer trust by redesigning our services from the customer’s perspective and embedding AI-driven execution capabilities, we will advance toward Risk Zero across security, network services, and safety.



MATERIAL TOPICS

We conduct a double materiality assessment each year to identify our key sustainability issues. In 2025, we further enhanced our assessment by conducting an in-depth evaluation of the identified material issues, breaking them down into specific risk and opportunity factors. We identified the current and future financial impacts of each factor and assessed their potential financial implications over the short, medium, and long term. Based on the results, we have established and are implementing response strategies and specific actions for each risk and opportunity factor.

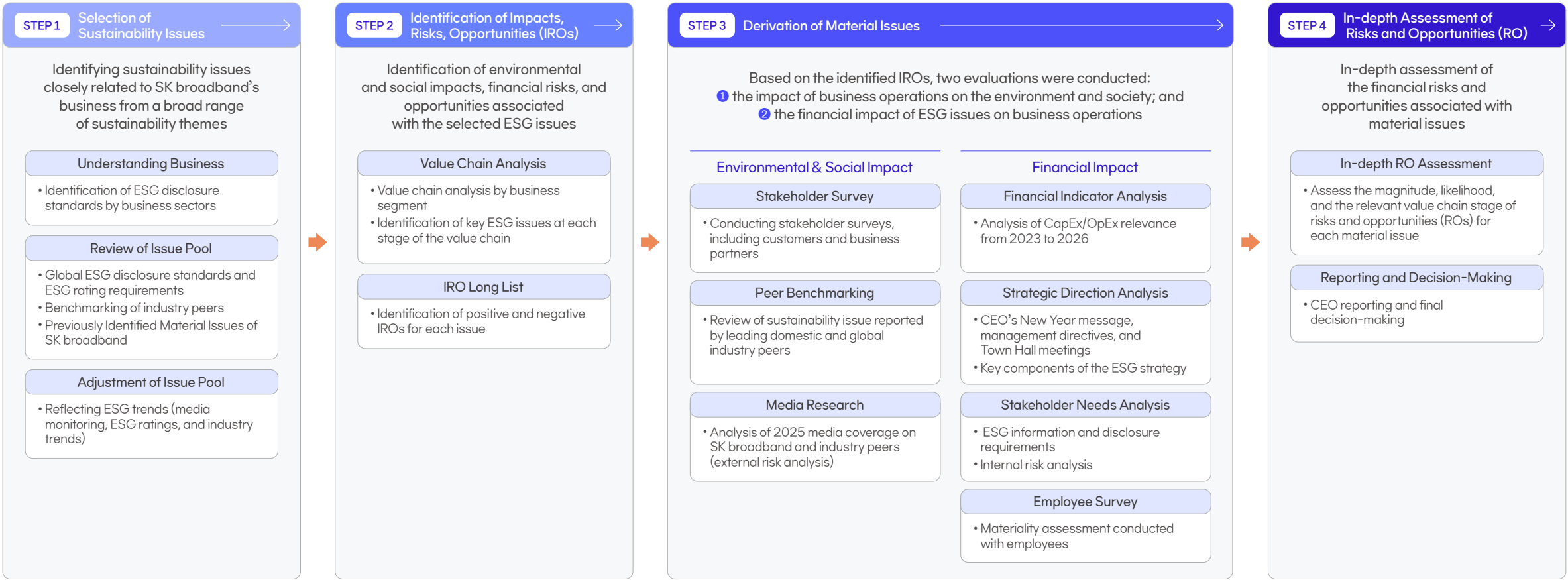
Double Materiality Assessment	20
Service Quality and Network Stability	23
Customer Data Protection and Cybersecurity	36
AI-Driven Customer Experience Innovation and Operational Optimization	49
Climate Change Response and Energy Management	59

Double Materiality Assessment

Double Materiality Assessment Process

Based on the EU ESRS (European Sustainability Reporting Standards) methodology, we conducted a double materiality assessment to identify key sustainability issues by comprehensively evaluating environmental and social impacts, as well as financial risks and opportunities. Systematically identifying and assessing these impacts, risks, and opportunities plays a critical role in supporting SK broadband’s business growth and strengthening stakeholder trust. To strengthen the connection between sustainability issues and our business activities, we analyze the value chain of each business segment. In addition, to gain a more detailed understanding of the company’s key risks and opportunities, we conducted in-depth assessments of the risks and opportunities associated with each material issue.

Double Materiality Assessment Process

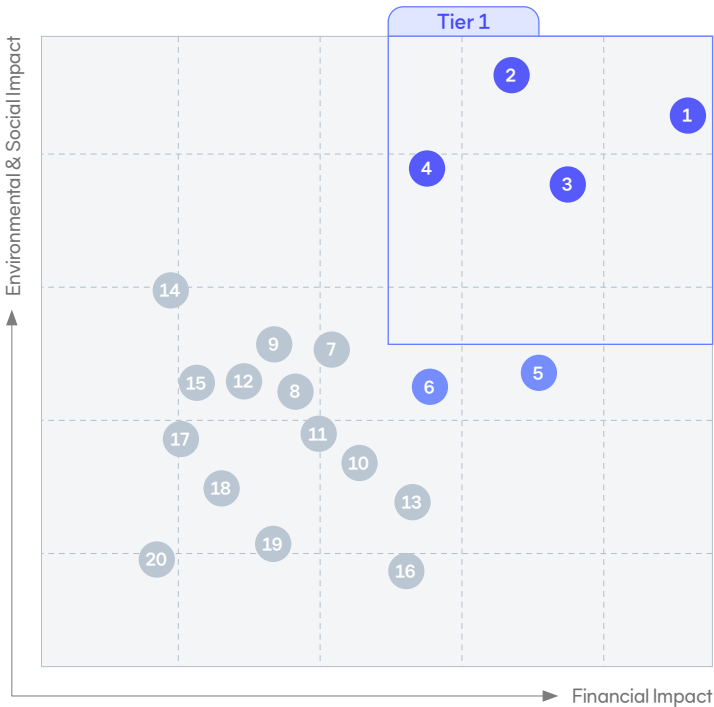


Double Materiality Assessment

Double Materiality Assessment Results

We select issues that meet the threshold for both environmental and social impact and financial impact, as material issues for prioritized management. The material issues identified are “Service Quality and Network Stability,” “Customer Data Protection and Cybersecurity,” “AI-Driven Customer Experience Innovation and Operational Optimization,” and “Climate Change Response and Energy Management.”

Double Materiality Assessment Results¹⁾



1) The material issues remain unchanged from the previous year.

● High ● Medium ○ Low

No.	Issue	Time Horizon	Environmental & Social Impact			Financial Impact		
			Negative	Positive	Impact Level	Risk	Opportunity	Impact Level
1	Service Quality and Network Stability	Current			●			●
2	Customer Data Protection and Cybersecurity	Current			●			●
3	AI-Driven Customer Experience Innovation and Operational Optimization	Current			●			●
4	Climate Change Response and Energy Management	Current			●			●
5	Safety and Health for Employees and Business Partners	Current			●			●
6	Ethics and Compliance	Current			●			●
7	Sustainable Supply Chain Management	Current			●			●
8	Human Rights Management	Current			●			●
9	Healthy and Inclusive Organizational Culture	Current			●			●
10	Enterprise Risk Management	Current			●			●
11	Transparent Governance	Current			●			●
12	AI Governance Framework	Current			●			●
13	Talent Management Aligned with Business Strategy	Current			○			●
14	Waste and Water Management (Circular Economy)	Current			●			○
15	Environmentally Friendly Products and Technologies	Current			●			○
16	Stakeholder Engagement and Transparency in ESG Disclosure	Current			○			●
17	Strengthening Digital Inclusion and Accessibility	Current			●			○
18	Fostering Sound Labor Relations	Current			○			○
19	Community Engagement and Social Contribution	Current			○			●
20	Biodiversity and Ecosystem Conservation	Potential			○			○

Double Materiality Assessment

Issue Impact and Response Activities

SK broadband analyzes the impact of material issues across the entire value chain of each business segment and implements response activities based on the results to mitigate risks and expand opportunities accordingly.

Management of Material Issues

● High ● Medium ○ Low

Material Issue	Business Segment	Value Chain			Key IRO		SK broadband's Response	
		Upstream	Own Operation	Down stream	Impact	Risk & Opportunity	Mid- to Long-Term Goal	2025 Activities and Achievements
Service Quality and Network Stability  → Details	Media / Wired Communication	●	●	●	• Stabilizing telecommunications infrastructure to enhance public information access and safety. • Service disruptions may cause public inconvenience and directly affect customers	• Attracting and retaining customers by improving infrastructure stability and service quality • Network failures may result in customer churn, compensation costs, and related expenses	• Zero major network failures	• Expanded high-quality, high-capacity internet services • Enhanced customer service quality analysis using AT/DT technologies • Strengthened technical capabilities through continued participation in national projects while promoting shared growth with SMEs
	Data Centers	●	●	○				
Customer Data Protection and Cybersecurity  → Details	Media / Wired Communication	○	●	●	• Protecting personal data to strengthen public trust and information security	• Data breaches may lead to legal liabilities and response costs • Enhanced cybersecurity strengthens customer trust and generates new revenue opportunities	• Zero information security and privacy incidents	• Security threat detection and SOAR-based automated response • Strengthened personal data management system for personal data processors
	Data Centers	○	○	●	• Data breaches may result in customer harm and significant societal impacts			
AI-Driven Customer Experience Innovation and Operational Optimization  → Details	Media / Wired Communication	●	●	●	• AI technologies improve service accessibility and customer convenience	• Cost reduction through AI-driven improvements in customer satisfaction and operational efficiency	• Ranked No.1 in external customer satisfaction surveys	• Expanded customer experiences by introducing AI and machine learning technologies
	Data Centers	●	●	●	• AI adoption may increase concerns over workforce displacement	• Increased ongoing investment costs for advancing AI systems		
Climate Change Response and Energy Management  → Details	Media / Wired Communication	●	●	●	• High-efficiency cooling technologies contribute to climate change mitigation	• Rising electricity and carbon emission allowance costs may increase financial pressures	• Achieving Net Zero by 2045	• Reduced GHG emissions by 32,825 tCO ₂ eq through energy efficiency initiatives
	Data Centers	●	●	●	• Environmental pollution from legacy equipment waste during the transition to environmentally friendly technologies	• Transitioning to low-carbon energy sources may reduce energy expenses and carbon emission allowance costs		• Procured 58,566 MWh of renewable energy

01

02

03

04

Service Quality and Network Stability

Governance : Who Leads Our Sustainability

Role of the Highest Decision-Making Authority

At SK broadband, we recognize service quality and network stability as critical business priorities. Accordingly, our CEO is designated as the highest decision-making authority for these areas, with roles and responsibilities formally defined through our enterprise-wide risk management framework and the Enterprise-wide Telecommunications Disaster Management Plan (Basic Broadcast Communications Plan).

To regularly monitor network quality, examine key issues, and discuss improvement directions, we operate the Service Quality Improvement Meeting and the Stable Operations Council. These bodies are led by the Head of the Network Center, who reports directly to the CEO. Based on status updates and issues related to network stability and service quality, these bodies establish improvement plans and report detailed implementation progress to the CEO on a monthly basis to support informed risk and opportunity management.

Furthermore, when making major business decisions—including enterprise-wide strategy formulation, significant investments, and facility expansion—we evaluate network quality-related risks and opportunities in connection with our enterprise-wide risk management framework. Investments to ensure network stability and efforts to improve service quality are mutually reinforcing, and no significant trade-offs have been identified to date.

Capabilities

We establish annual plans to strengthen the capabilities of decision-making bodies responsible for service quality and network stability and report them to government authorities. Telecommunications disaster management training is mandatory every two years for key executives and decision-makers. In addition, the Head of the Network Center and senior executives receive daily newsletters covering network technology trends and emerging developments in areas such as AI and cloud, helping them stay informed of the latest industry trends and professional insights related to service quality and network stability. Through these efforts, we have established a system that enables professionals with relevant expertise to actively participate in decision-making related to service quality and network stability.

Compensation Linkage

Targets related to service quality and network stability are finalized with the approval of the CEO. Progress against these targets is reviewed on a monthly basis, and the results are directly reflected in the annual performance evaluations of senior management. For 2026, we established “Zero Major Network Failures” and “Improved Customer-Perceived Quality” as key performance indicators (KPIs), linking the performance of each organization’s network stability-related activities to the evaluation and compensation systems of the Head of the Network Center and senior executives. Through this approach, we reinforce accountability for network quality management and help ensure stable and reliable services.

- 01
- 02
- 03
- 04

Service Quality and Network Stability

Strategy : What Drives Our Pursuit

Risk/Opportunity Identification

At SK broadband, we identify risks and opportunities related to service quality and network stability. We assess these risks and opportunities across three time horizons: short term (within one year), medium term (more than one year and up to five years), and long term (more than five years). For each time horizon, we evaluate the likelihood and magnitude of the potential financial impact of each identified risk and opportunity.

Materiality Assessment Results

● High

● Medium

○ Low

Risks/Opportunities				Business Segment	Value Chain			Financial Impact		Potential Financial Impact		
					Upstream	Own Operation	Down stream	Current Impact	Potential Impact	Short-term	Medium-term	Long-term
Risks	Policies and Legislation	R1	Strengthened service stability regulations and increased government reporting requirements	Media / Wired Communication		✓		• Costs for regulatory response systems and processes • Costs for major network failure response systems	• Increased compliance costs due to tighter regulations • Fines and corrective orders due to regulatory non-compliance	○	○	○
	Technology	R2	System instability resulting from network upgrades, transformation, and changes in traffic patterns	Media / Wired Communication	✓	✓	✓	• Decline in the value of existing infrastructure assets	• Additional investment costs associated with the adoption of new technologies	○	●	●
	Operations / Systems	R3	Risk of service disruptions due to insufficient infrastructure capacity and aging facilities	Media / Wired Communication	✓	✓	✓	• Investment costs associated with capacity expansion and the development of redundant network routes • Customer compensation resulting from service failures	• Higher compensation costs due to increased frequency and severity of failures caused by aging infrastructure	●	●	●
	Physical Risks	R4	Risk of infrastructure damage caused by external events, including natural disasters and accidents (e.g., cable cuts)	Media / Wired Communication	✓	✓	✓	• Investment costs associated with mitigating damage from natural disasters • Customer compensation resulting from service disruptions	• Higher recovery and compensation costs resulting from increased frequency and severity of natural disasters	○	○	○
Opportunities	Resource Efficiency	O1	Improved network operational efficiency through the adoption of AI and other emerging technologies	Media / Wired Communication		✓		• Investment costs associated with new technologies	• Reduced operating costs through improved network efficiency	○	●	●
	Market and Reputation	O2	Growing customer demand and trust driven by improvements in network quality	Media / Wired Communication			✓	• Investment costs associated with quality improvement initiatives	• Growth in subscribers and revenue driven by enhanced competitiveness resulting from improved network quality	○	●	●

01

02

03

04

Service Quality and Network Stability

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 1. Network Infrastructure Advancement

Related Risks / Opportunities **R2**

Deployment of a Next-Generation IP Integrated Network

To address the rapid growth in data traffic driven by the expansion of AI and cloud technologies, and to improve the efficiency and sustainability of network operations, we introduced a next-generation IP integrated network across our backbone infrastructure.

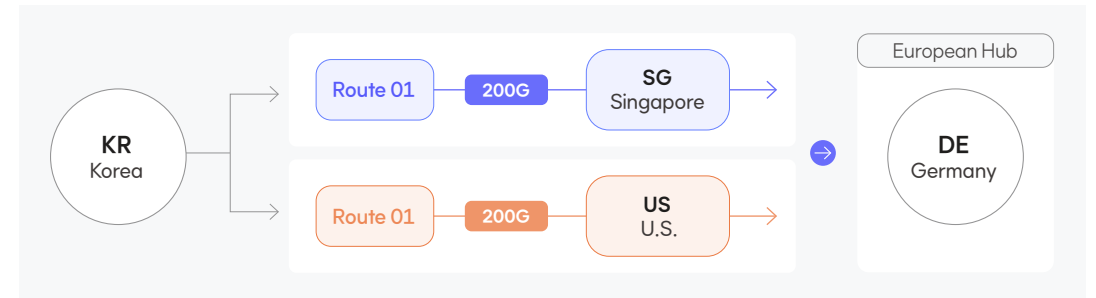
By transitioning from a conventional IP/transport network architecture to a RoN (Routed Optical Network)-based single IP network, we simplified our network architecture and established a more efficient operating model. We also expanded traffic processing capacity from 100 Gbps to 400 Gbps, enhancing our ability to respond to unexpected surges in traffic. In addition, we integrated wavelength division multiplexing (WDM) capabilities into routers, enabling long-distance data transmission without separate transport equipment. These advancements have improved traffic handling efficiency while optimizing network equipment and infrastructure operations, contributing to lower energy consumption and reduced investment costs.

We continue to evaluate next-generation technologies to enhance the efficiency and stability of network operations. In particular, we are conducting a proof of concept (PoC) for an AI-based Autonomous Network (AN) to assess the potential for greater intelligence and automation across network operations, including traffic management, failure disruption prediction, and response. Through these efforts, we aim to proactively strengthen the technical and operational capabilities required for the transition to next-generation networks. We will continue to adopt advanced network technologies to enhance operational efficiency and ensure stable and reliable service delivery.

Expansion of Global Network Connectivity

To strengthen global network connectivity, we are enhancing our overseas PoP infrastructure. As Germany has emerged as a major European traffic hub, we relocated our European PoP from the United Kingdom to Germany and expanded global connectivity by diversifying interconnection routes using SJC2 and increasing trunk capacity (200G for Korea-Singapore-Germany and 200G for Korea-U.S.-Germany). Equipment deployment and activation of the 200G Singapore interconnection segment have been completed, while the remaining interconnection routes are scheduled for completion in 2026.

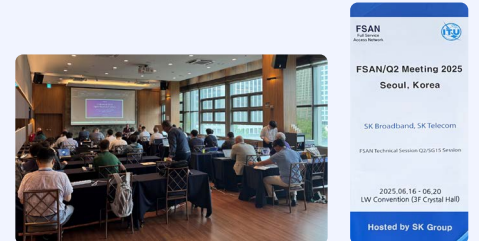
Diversification of Interconnection Routes



SK broadband

Participation in government-led national R&D projects to strengthen next-generation telecommunications capabilities

We actively participate in government-led national R&D projects to enhance service stability and advance next-generation telecommunications technologies. Through a demand-linked project for quantum information and communications technology, we implemented a dedicated line service capable of supporting both Quantum Key Distribution (QKD) and Post-Quantum Cryptography (PQC). In addition, through the 10 Giga School Network Pilot Project, we provided 10 Giga internet services free of charge to 17 schools nationwide. In 2025, as part of a government-led national R&D project, we organized and hosted a domestic meeting of Full Service Access Network (FSAN), a global standards organization for optical access network technologies. The meeting brought together leading telecommunications operators and equipment vendors from Korea and abroad to discuss the direction of next-generation optical communication technologies and strengthen the foundation for collaboration. Through these efforts, we seek to proactively reflect global technology standardization trends and contribute to the continued advancement and interoperability of network infrastructure.



01

02

03

04

Service Quality and Network Stability

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 1. Network Infrastructure Advancement

Related Risks / Opportunities

R2

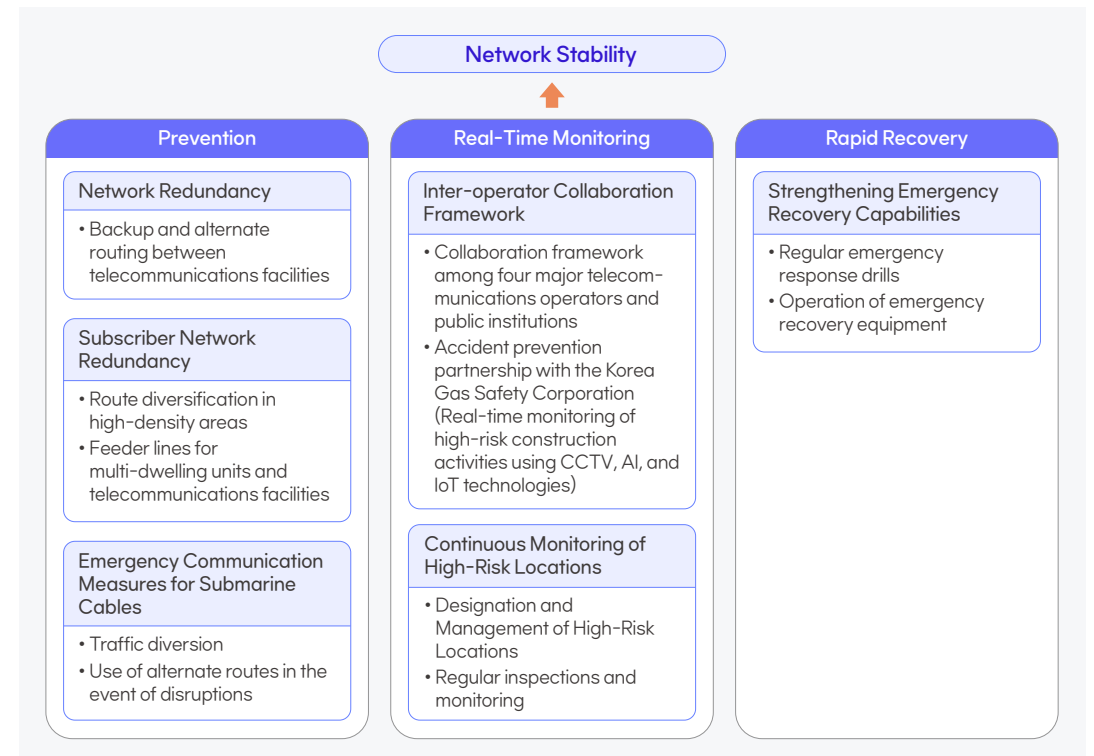
Ensuring Network Stability (Core Network Diversification and Subscriber Network Redundancy)

To ensure the stability of our networks and transmission lines, we continue to enhance the deployment of diversified and redundant network infrastructure, while strengthening our transmission line quality management framework. We maintain backup and alternate routing paths between telecommunications facilities to ensure service continuity in the event of disasters. For submarine cable operations, traffic is distributed across leased circuits and routes secured through consortium participation, while protected backup routes are used to maintain stable services in the event of failures.

By continuously monitoring traffic growth and managing capacity upgrades, we maintain high-quality services. To address external threats, we collaborate with Korea's four major telecommunications operators as well as public and private organizations to share information on risk situations, specific risk factors, and regional developments. We have established accident prevention partnerships with organizations such as the Korea Gas Safety Corporation and deploy AI, IoT, and CCTV technologies at high-risk locations to detect and respond to potential damage from construction activities in real time. In addition, we strengthen our field response capabilities through the operation of emergency recovery equipment and regular emergency response drills designed to prepare for potential failures.

To address structural risk factors in areas with high concentrations of subscribers or facilities, we are implementing measures such as line dispersion in densely cabled sections, network redundancy for multi-dwelling units, and redundancy of central office feeder lines. We continue to strengthen line stability through regular inspections focused on high-risk locations. We apply field recovery solutions such as overhead cable installation kits and optical core misalignment prevention kits. In 2025, we expanded the scope of these activities to include improvements in in-building wiring quality. In particular, we applied protective caps to equipment installed in telecommunications distribution boxes within apartment complexes to enhance the robustness of connection terminals and verify their effectiveness in maintaining service quality. Through these multifaceted efforts, we will continue to strengthen the stability of our networks and transmission lines to ensure rapid and reliable service delivery even in the event of disasters or disruptions.

Network Stability Framework



Investments in Service Quality and Network Stability

We continue to make effective investment in network and infrastructure facilities to ensure service stability, as well as in research and development related to service stability. In 2025, we invested approximately KRW 688.6 billion.¹⁾

1) Excluding investments in data centers and submarine cables. Including these investments, SK broadband's total investment amounted to KRW 885.4 billion.

- 01
- 02
- 03
- 04

Service Quality and Network Stability

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 2. Preventive Management and Proactive Traffic Management

Related Risks / Opportunities R3

Preventing Network Errors Through a Centralized Work Management and Control System

We operate a centralized work management and control system to systematically manage and control network-related activities and to prevent errors and telecommunications disasters that may occur during network operations. These activities, including software upgrades, routing changes, and the introduction or replacement of equipment, are rolled out to commercial services only after sufficient prior verification in a testbed environment. Based on their potential impact and criticality, activities are classified into four levels and registered in the centralized control system. Preparedness is assessed based on the registered work plans, and execution requires approval from the relevant department head or executive according to the designated level.

We strictly comply with standardized network work management guidelines and systematically control and manage all stages of work preparation, execution, and completion through the work management system. Critical network activities may only be performed within the approved scope, including authorized personnel, work schedules, equipment, and scripts. Risky or restricted commands are registered and managed under administrative control. We also prepare rollback scenarios that can be immediately executed in the event of errors or service disruptions, enabling prompt response and reporting while supporting the successful completion of activities.

Building on the API integration completed in 2024, we conducted pilot operations in 2025, further enhancing inter-system work information linkage and centralized control capabilities. Through these efforts, we are strengthening our ability to prevent unexpected network errors arising from network-related work and to provide stable and reliable services.

Transmission Line Impact Analysis System

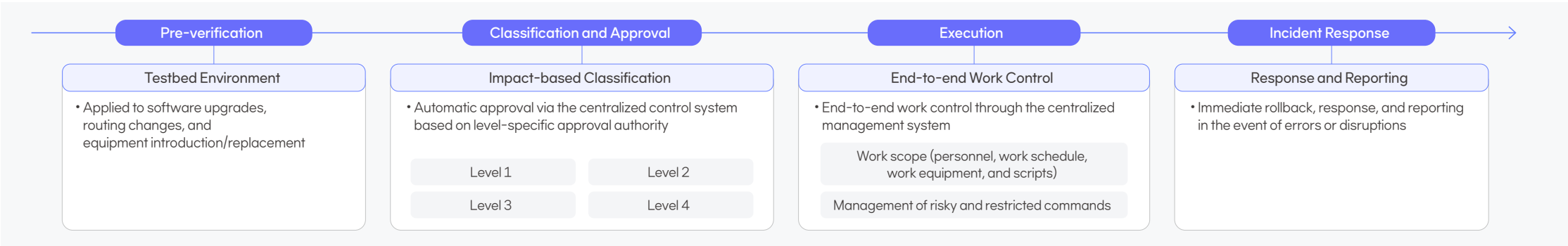
To protect customer service quality, we have developed and operate our own Location Data Analytics System (LDAS), which enables advance analysis of potential impacts arising from line work. The system supports large-scale analysis of location-based information on maps and visualizes work information and potential customer impacts associated with line activities, enabling responsible personnel to quickly understand the status of line work conditions and respond effectively. Going forward, we will continue to enhance our impact assessment framework through ongoing functional improvements and in-depth analysis.

LDAS



Proactive identification of customer impact through line and conduit analysis

Network Error Management Process



01

02

03

04

Service Quality and Network Stability

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 2. Preventive Management and Proactive Traffic Management

Related Risks / Opportunities

R3

Multi-Layered Network Monitoring

At SK broadband, we operate a sophisticated and integrated monitoring framework through our Network Management Center (NMC) and Regional Network Operations Centers (R-NOCs). This enables dual oversight and control of network operations, maintenance activities, and disruptions. We also leverage AI-powered analytics to conduct more intelligent, multi-layered analysis and detect abnormal patterns in Voice of the Customer (VoC) and network traffic data at an early stage. In addition, we analyze the impact of potential anomalies in advance, enabling proactive responses before disruptions occur.

International Network Infrastructure Management and Enhancement

To meet the rising traffic driven by OTT, short-form video, and social media, we are expanding our international network capacity through submarine cable deployments while upgrading our domestic network to next-generation infrastructure to continuously scale up capacity. For international network operations, traffic is distributed across multiple leased submarine cables and submarine cables secured through consortium participation. In addition, localized redundancy and route diversification measures are in place to ensure more stable services. In the event of a submarine cable failure, traffic is rerouted through alternative protected routes to ensure service continuity. We also conduct regular switchover testing of submarine cable trunk sections to maintain network stability.

Responding to Traffic Surges and Strengthening Infrastructure Stability

We continue to strengthen network infrastructure capacity, optimize network operations, and enhance our proactive response framework to prepare for traffic surges and abnormal traffic events. When abnormal traffic such as DDoS attacks or worm viruses is detected, we immediately apply blocking or traffic restriction measures. We also use unnecessary service port blocking and packet filtering to prevent the inflow of harmful traffic. In the event of a significant surge in abnormal traffic, we prioritize bandwidth allocation to public and essential services based on our Quality of Service (QoS) policies, helping ensure the stability of critical services. We implement proactive measures during periods when traffic increases are anticipated, including natural disasters such as typhoons and heavy rainfall, as well as major events such as sporting events, elections, the year-end and New Year holiday period, and pandemics. These measures include notifying relevant parties of network activity suspensions, establishing advance communication plans, expanding network capacity, and optimizing equipment to prepare for spikes in traffic demand. In addition, we operate a dedicated stability control center to inspect recovery resources, prepare emergency staffing arrangements in advance, and maintain a 24-hour intensive monitoring framework.

In 2025, when traffic for messaging and customer service was expected to increase due to the distribution of government-issued Livelihood Recovery Consumption Coupons, we proactively expanded customer circuits and optimized network equipment to ensure stable service delivery. To respond to the growing demand for information retrieval from administrative systems at the National Information Resources Service of the Ministry of the Interior and Safety, we expanded the backbone network capacity between our Daejeon and Daegu centers and established dedicated lines for nine companies, including major financial institutions and credit card companies. In preparation for the BTS comeback live event held in Gwanghwamun in March 2026, we accurately forecasted traffic demand based on historical data and expanded capacity across international, backbone, and subscriber network segments. As a result, although traffic volume reached 2.5 times normal levels, the event was livestreamed globally without buffering. In addition, we strengthened our suspicious URL blocking framework to help prevent smishing attacks, ensuring that customers can continue to use our services with confidence under any circumstances.

Response Framework for Stable Service Delivery

Continuous Traffic Monitoring and Control

Proactive Management of Abnormal Traffic

- Immediate application of blocking or restriction policies upon detection of DDoS attacks or worm viruses
- Blocking of unnecessary service ports and packet filtering

QoS-based Prioritization

- Ensuring service stability through QoS policies during abnormal traffic surges

Proactive Response

Proactive Response to Traffic Surges

- Establishment of advance communication plans during periods of anticipated traffic increases, such as year-end holidays and natural disasters

Backbone Network Capacity Expansion

- Expansion of backbone network capacity between the Daejeon and Daegu centers
- Expansion of backbone network capacity for major financial institutions and card companies

01

02

03

04

Service Quality and Network Stability

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 3. Rapid Disaster Response and Recovery Framework

Related Risks / Opportunities

R4

Protection of Critical Telecommunications Facilities

To apply differentiated protection measures based on the potential impact of telecommunications failures, we classify critical telecommunications facilities into four levels (A, B, C, and D). Dedicated disaster response personnel and monitoring systems are assigned by level, and regular safety inspections are conducted. We physically protect central offices and surrounding facilities through CCTV surveillance and access control managed by professional security personnel. For major central offices, we operate redundant power supply systems and maintain a cooperative framework with the Korea Electric Power Corporation (KEPCO). We also utilize backup power sources, including emergency generators, batteries, and mobile power vehicles, to ensure uninterrupted service and a stable power supply during power outages. In addition, we conduct regular fire safety inspections and safety checks to prevent fires and damage from storms and floods, and we promptly implement corrective actions whenever risks are identified to maintain the safety of telecommunications facilities at all times.

Disaster Prevention and Response Process



Network Architecture Enhancement

To ensure network stability, we operate a multi-layered protection framework that includes safeguards at each network layer, disruption localization through subscriber network segmentation, redundancy of wired and wireless connection paths, and prior verification through a testbed environment.

To implement layer-specific safeguards, we classify the network into three layers—core, distribution, and subscriber networks—and apply routing policies, filtering methods, and other protective measures at each layer to prevent the propagation of errors and minimize the impact of disruptions.

Subscriber networks are managed through independent autonomous systems and dynamic routing. By operating networks separately by region, we prevent network errors in one area from spreading to others and localize disruptions to the affected area.

In terms of redundancy of wired and wireless connection paths, we collaborate with Korea’s three major telecommunications operators to provide backup wired network connectivity. In addition, merchant payment services for micro-enterprises are linked to SK Telecom’s wireless internet network, enabling card payment services to remain available even in the event of internet disruptions.

To prevent network operation errors in advance, we have established a testbed environment that closely replicates the commercial network. This environment is used not only to verify the functionality of new terminals and equipment, but also to conduct advance validation of performance, software updates, and routing policies before deployment.

Quality Improvement Through AAR

To prevent the recurrence of disruptions and improve service quality, we conduct After Action Reviews (AARs) through our monthly Stable Operations Council. For each disruption, we conduct a detailed root cause analysis and closely review any shortcomings identified during the response process. Based on these findings, we develop improvement measures and continuously refine our operational framework to prevent similar disruptions from recurring.

01

02

03

04

Service Quality and Network Stability

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 4. KTB (Keep the Basics) Culture

Related Risks / Opportunities

R1

Establishment of the Network Red Team

To proactively strengthen the stability and security of our network operations, we established the Network Red Team this year. The Network Red Team conducts assessments and analyses based on actual operating environments to identify risks related to network stability, security vulnerabilities, and operational processes. The team is responsible for identifying improvement opportunities, developing action plans, and leading their execution. By detecting early warning signs of potential network disruptions and security threats, we have strengthened our proactive response framework. Through continuous monitoring, assessment, and improvement activities, we continue to enhance the reliability and resilience of our network operations.

Telecommunications Disaster Response Training and Development

We maintain dedicated telecommunications disaster management personnel and continuously strengthen our employees’ telecommunications disaster response capabilities through active participation in specialized external training programs, including disaster response and occupational safety training for responsible managers and supervisors. In 2025, we provided 30 members of our telecommunications disaster management personnel with scenario-based training covering fault response procedures, incident escalation protocols, and disaster recovery processes. The training was designed to strengthen practical response capabilities and enhance preparedness for disasters and network disruptions.

In addition, we conduct regular emergency response drills to ensure the rapid reporting of incidents, safe evacuation, and swift restoration of telecommunications networks during disasters and other emergency situations. These drills are carried out in close coordination with relevant external stakeholders, including fire departments and local authorities. Conducted in accordance with on-site crisis response manuals and tailored to different disaster scenarios, these drills play a critical role in reinforcing our emergency preparedness framework and enabling employees to respond effectively and calmly in crisis situations.

Furthermore, we actively support all employees in completing professional training through mySUNI, the Group’s learning platform, across a wide range of areas, including AI, DT, information security, occupational safety, and media and telecommunications technologies. Through these efforts, we continue to strengthen organization-wide capabilities in network technology management while enhancing the professional expertise required to deliver stable and reliable telecommunications services.

Regulatory Compliance

To ensure the stability of our network services in the event of natural or societal disasters, we maintain strict compliance with applicable laws and regulations governing telecommunications disaster management. In accordance with the Frame Act on Broadcasting Communications Development, we submitted our 2025 Telecommunications Disaster Management Plan to the Ministry of Science and ICT. We have designated 71 sites as critical telecommunications facilities and manage them under a systematic management framework. These critical telecommunications facilities are managed through a range of measures based on their designated classification levels. Such measures include redundant power supply systems, fire and flood prevention programs, earthquake preparedness initiatives, regular safety inspections, and various emergency response drills designed to strengthen on-site response capabilities and enhance operational readiness.

In addition, facilities designated as National Critical Infrastructure under the Framework Act on the Management of Disasters and Safety are subject to preventive protection measures and recovery planning against a wide range of threats, including terrorism, fire, flooding, and earthquake-related damage. These facilities are also regularly assessed by relevant government authorities. Furthermore, in compliance with applicable laws and regulations, including the Telecommunications Business Act, Fire Services Act, Act on the Management of Buildings, Occupational Safety and Health Act, and Serious Accidents Punishment Act, we conduct a broad range of activities to support service continuity and workplace safety. These include fire protection system inspections and emergency response drills and seismic inspections of buildings and other preventive measures designed to ensure the stable operation of our telecommunications services.

Compliance with Telecommunications Disaster Management Regulations

Applicable law	Requirement	Activity
Framework Act on Broadcasting Communications Development	- Submission of the telecommunications disaster management plan to Ministry of Science and ICT (MSIT) - Designation and management of critical telecommunications facilities	- Designated 71 critical telecommunications facilities - Implemented redundant power supply systems, fire and flood prevention measures, safety inspections, and emergency drills
Framework Act on the Management of Disasters and Safety	Development and review of preventive protection measures and recovery plans for national critical infrastructure	Established and reviewed preventive measures and rapid recovery plans against terrorism, fire, and flood dam
Telecommunications Business Act and three other acts	Compliance with laws and regulations related to fire and building safety	- Fire protection system inspections and drills - Seismic safety assessments of buildings

01

02

03

04

Service Quality and Network Stability

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 5. AI-Based Fault Prediction and Detection

Related Risks / Opportunities

O1

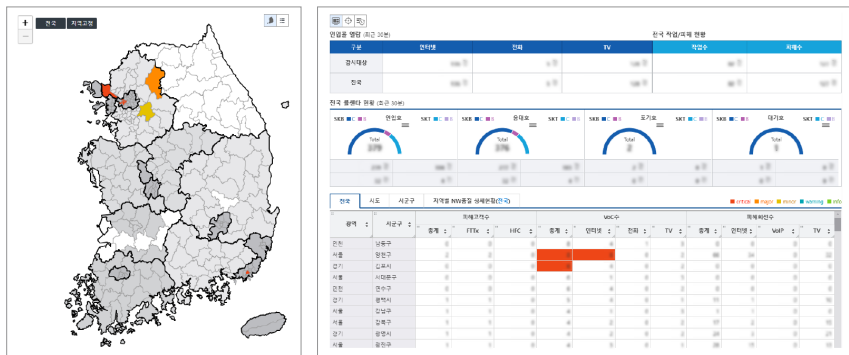
Integrated Real-Time Monitoring

At SK broadband, we have established an integrated real-time monitoring framework to continuously enhance our fault response capabilities and improve the precision of network operations. Through a system that oversees our Network Management System (NMS), we leverage an integrated database that consolidates diverse data sources, including VoC¹⁾, Syslog²⁾, and CEI³⁾ to proactively identify, predict, and address network disruptions. In addition, we have improved monitoring environment and response speed by providing real-time, integrated visibility across the entire network, from subscriber network to transport, IP, and voice networks.

Furthermore, our Network Management Center (NMC) and Network Operations Center (NOC) continuously monitor network traffic flows 24 hours a day through advanced monitoring systems. By analyzing abnormal signals and traffic patterns, we proactively prevent traffic surges and respond rapidly to DDoS attacks. Through enterprise-wide data integration, we strengthen cross-functional operational support while enhancing the reliability and consistency of network information. This enables more accurate and timely responses to network disruptions and helps us maintain our risk management framework.

- 1) VoC: Voice of Customer
- 2) Syslog: System Logging Protocol
- 3) CEI: Customer Experience Index

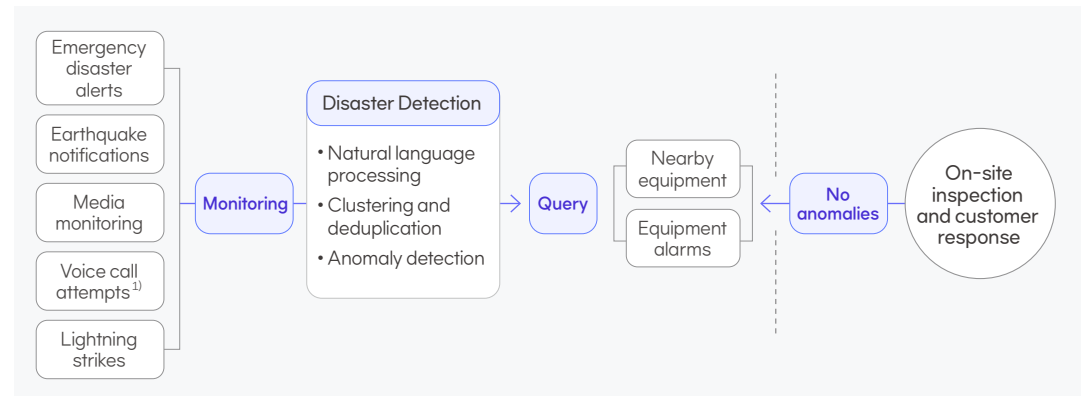
Integrated Real-Time Monitoring



AI-Based Disaster Detection Automation

To improve the speed and accuracy of disaster response, we operate an AI-based automated detection system. The system collects and analyzes a wide range of external events in real time, including emergency disaster alerts, earthquakes, lightning strikes, and media reports. Based on this information, it automatically assesses the status of nearby telecommunications facilities, evaluates potential impacts, determines whether service disruptions have occurred, and enables immediate on-site response when necessary.

AI-Based Disaster Detection and Response Framework



1) Voice call attempts: Calls initiated to establish a voice connection

Service Quality and Network Stability

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 6. Strengthening Reliability Through Customer-Perceived Quality Management

Related Risks / Opportunities O2

Enhancing Customer Experience and Service Competitiveness Through Quality Data Analytics

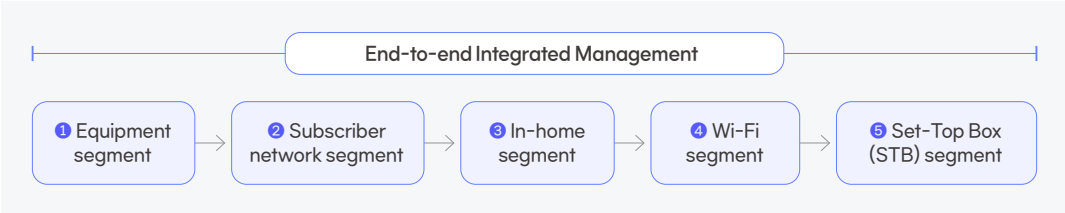
To deliver stable, high-quality services and strengthen service competitiveness, we operate an AX-driven efficient quality data analytics system designed to improve operational efficiency and service quality.

In the past, Voice of Customer (VoC) feedback was addressed through reactive measures after service quality issues had occurred. Today, we evaluate Customer Experience Index (CEI) scores across each stage of the end-to-end process based on key factors and continuously collect and manage the resulting data. This has improved our ability to more accurately identify the causes of customer dissatisfaction and take proactive action.

We have also established an integrated Customer Experience Index (CEI) monitoring system and refined its metrics. We apply the Potential Dissatisfaction Index, a customer-perceived service quality classification framework, to support quality management. Through this system, we enhance our capabilities to identify and address service quality issues before they become noticeable to customers.

Looking ahead to 2026, we are focusing on building an AX environment that leverages diverse quality data analytics and AI Agent learning capabilities to detect early signs of service quality issues before customers become aware of them. The system is designed to autonomously monitor, diagnose, and respond to network conditions, optimizing the network environment. Through these efforts, we aim to strengthen service quality competitiveness and improve customer satisfaction.

Refinement of the Customer Experience Index (CEI)



Deployment of Next-Generation Network Infrastructure to Enhance Service Quality and Reliability

To build a high-performance network infrastructure, we developed a “5 Giga PoE (Power over Ethernet) Switch,” a network device that supports speeds of up to 5 Gbps (gigabits per second), delivering twice the speed of conventional equipment, in collaboration with NST Co., Ltd. This solution can enhance network quality and stability across a wide range of environments, including large-scale data transmission, high-resolution video streaming, and the operation of AI and IoT devices. It can be applied across various sectors, including enterprises, public institutions, and smart buildings.

In response to the growing demand for digital transformation and AI-enabled learning environments in schools, we prioritized the deployment of 5 Gbps PoE switches within school networks. The switch supports multi-gigabit connectivity across 24 ports, enabling the stable handling of increasing traffic generated by high-resolution video content, AI-assisted learning, and AR and 3D-based educational applications. In addition, built-in automatic recovery capabilities and 10 Gbps SFP+ uplink ports have improved operational efficiency and service reliability.

We will continue to drive innovation in network quality across diverse industries and operating environments while enhancing the service quality and reliability experienced by our customers.

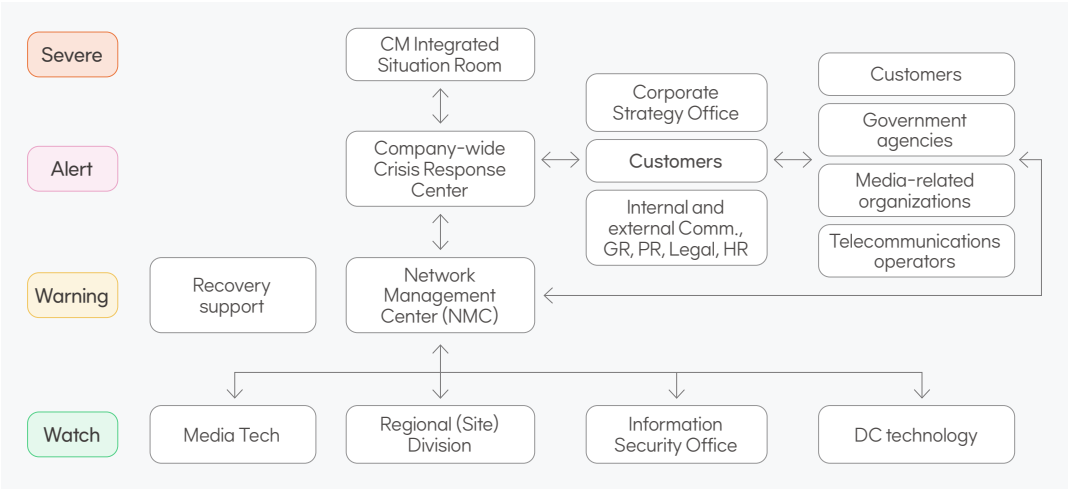
Service Quality and Network Stability

Risk Management : How We Manage Challenges

Telecommunications Disaster and Crisis Management System

At SK broadband, we make every effort to maintain stable, uninterrupted services and deliver outstanding network quality. In particular, we have established “Zero Major Network Failures Based on a Safety-First Approach” as our top priority and have established built and operate a company-wide crisis management system that enables a stable and effective response even in disaster situations. In the event of natural disasters such as earthquakes, fires, and floods, or social disasters such as power outages, facility failures, and cyberattacks, we immediately transition to our crisis management system and respond in accordance with predefined, step-by-step response procedures regularly practiced through training. We also maintain a framework that enables faster and more effective service restoration through close collaboration with government agencies, relevant organizations, and other telecommunications operators.

A Tiered Crisis Response Framework for Telecommunications Disasters



Under normal operating conditions, we strive to prevent the spread of potential damage through regular operational stability meetings, preventive inspections, and continuous improvements to our network architecture. During service restoration efforts, we place the highest priority on ensuring safety to prevent both serious public and occupational accidents. Through safety-first recovery operations, we remain committed to responsible management that safeguards both the lives of our employees and the stable delivery of services to our customers.

Organization and Roles

Category	Organization	Roles
CM Integrated Situation Room (CEO)		CEO and executive decision-making
Corporate Strategy Office		Determines establishment and operation of the company-wide crisis management system
Customer Support	Business Operations and Customer Support	Customer and channel support
Internal and external communications	GR	Government, national assembly, and external stakeholder engagement
	PR	Media relations (broadcasting, online media, SNS, etc.)
	Legal Office	Legal review and support for damage recovery and compensation
	HR	Human resource support for risk management response
Company-wide Crisis Response Center (CSPO)		Overall management of service quality and safety
Technical / Service	Network Management Center (NMC)	Network incident response, situation reporting, and reporting to the Ministry of Science and ICT
	Regional (Site) Division	Overall coordination of emergency recovery at affected sites
	Information Security	Company-wide information security (including customer data protection and cyberattack response)
	Media Tech	Media service failure response and recovery
	DC technology	DC failure response and recovery
Occupational Safety and Health		Employee and business partner safety protection, incident prevention and response

Service Quality and Network Stability

Risk Management : How We Manage Challenges

Crisis Management Process

To systematically manage network stability, we operate a three-step risk assessment process consisting of risk identification, risk assessment, and the development of risk management measures (eliminate risk factors).

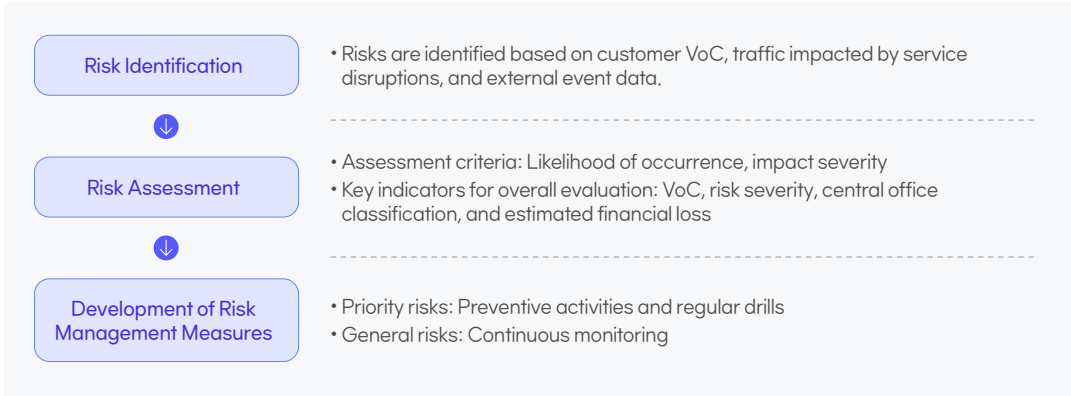
During the risk identification stage, customer VoC, network incident data, and traffic information are utilized as key inputs. Assessment targets are managed on an end-to-end basis, covering the entire network, including critical telecommunications facilities, as well as customer devices. In addition, in collaboration with SK Telecom, we have partially implemented an AI-based sensing system that detects external events such as power outages and flooding, enabling the early identification of potential risk factors.

During the risk assessment stage, identified risks are quantitatively evaluated using a five-level likelihood scale and a five-level impact scale to determine their risk ratings. We comprehensively consider both quantitative and qualitative indicators, including VoC, the scale of risk, central office classification levels, and estimated financial losses to set priorities.

During the risk management planning stage, differentiated management measures are applied based on the assessment results. For priority risks, immediate corrective action is given the highest priority, supported by preventive activities and regular drills commensurate with the level of risk. General risks are subject to continuous monitoring and ongoing oversight, with corrective actions implemented according to their relative priority. Opportunities identified through this process are incorporated into the long-term development of new services, feature enhancements, and network advancement initiatives.

Risk monitoring is conducted continuously and in real time based on VoC and network incident data. Key findings are communicated and shared across the company through After Action Reviews (AARs), creating a virtuous cycle for identifying, improving, and implementing response measures while strengthening response capabilities. Since 2025, all related actions have been reported on a monthly basis as part of the network stability agenda at CM meetings chaired by the CEO.

Risk Assessment Process



01

02

03

04

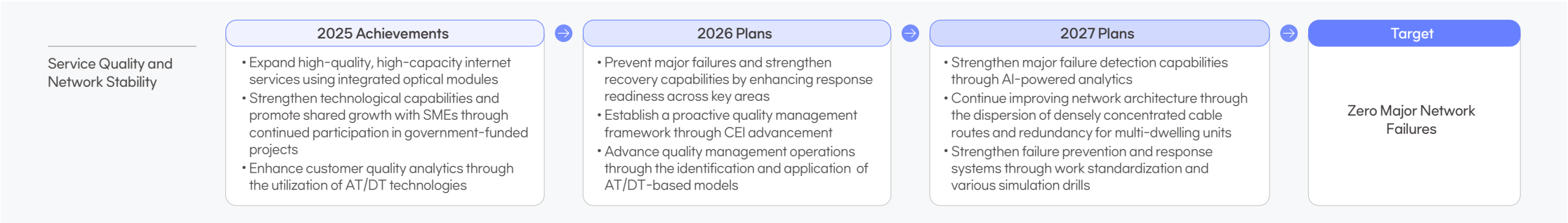
Service Quality and Network Stability

Metrics & Targets : Where We’re Heading

Targets

At SK broadband, our highest priority is to provide stable and uninterrupted services under all circumstances. To achieve this, we operate a company-wide service quality and network stability management framework under our goal of “Zero Major Network Failures.” Achievement of the “Zero Major Network Failures” goal is assessed on a regular basis in accordance with the company’s enterprise risk management framework, based on the number of network failures and their impact on services. Through systematic management and continuous improvement efforts, we successfully achieved our “Zero Major Network Failures” goal in 2025. In addition, the number of minor network failures decreased by 23% year-on-year in 2024 and by a further 5% in 2025, demonstrating our continued progress in enhancing service stability. Throughout this process, all employees prioritize “Safety Without Incidents” as their core value and contribute to the stable operation of the network. We also continue to pursue quality improvement activities, such as regular network quality inspections, real-time monitoring, and enhanced failure prevention systems.

Implementation Roadmap



Metrics

Network Failures

Category		Unit	2023	2024	2025
Number of Major Network Failures ¹⁾		Cases	0	0	0
Regulations ²⁾	Violations	Cases	0	0	0
	Monetary Sanctions	KRW thousand	0	0	0
	Non-monetary Sanctions	Cases	0	0	0
Voluntary Code Violations		Cases	0	0	0

1) Network disruptions at or above the “Alert” level under the telecommunications disaster classification defined by the Ministry of Science and ICT, or disruptions of equivalent severity. SK broadband recognizes network stability and quality management as top priorities and systematically classifies and manages disruptions based on their scale. Under these internal standards, no major network failures were reported to the CEO in 2025.

2) Refers to compliance with laws and regulations related to telecommunications service safety, including the Framework Act on Broadcasting and Communications Development, the Telecommunications Business Act, and the Framework Act on the Management of Disasters and Safety.

Subscribers and Traffic

Category		Unit	2023	2024	2025
Subscribers	Wireless Subscribers ¹⁾	Persons	0	0	0
	Wired Subscribers (Fixed Line Telephone)	Persons	3,464,124	3,363,748	3,268,796
	Broadband Subscribers ²⁾	Persons	6,925,798	7,156,402	7,238,327
Traffic	Network Traffic ³⁾	petabytes/day	72	85	97

1) SK broadband does not operate a wireless telecommunications business

2) Includes resale services

3) Based on average daily internet usage

01

02

03

04

Customer Data Protection and Cybersecurity

Governance : Who Leads Our Sustainability

Role of the Highest Decision-Making Authority

In accordance with applicable laws, regulations, and guidelines issued by the Personal Information Protection Commission, the Ministry of Science and ICT, and the Korea Internet & Security Agency (KISA), we clearly distinguish the roles and responsibilities of the Chief Information Security Officer (CISO) and the Chief Privacy Officer (CPO), granting each function independent authority and accountability. The roles and authorities of the CISO and CPO are defined in the Security Management Guideline and the Personal Information Protection Guideline, respectively. They perform key management functions, including reviewing information security and privacy-related risks and opportunities and establishing appropriate response measures. Dedicated organizations and working-level committees operate under the CISO and CPO. These dedicated organizations carry out information security and privacy management activities under authority delegated at the executive level. The relevant organizations include personnel holding professional qualifications such as ISMS-P auditors, Privacy Impact Assessment Specialists, and Certified Privacy Protection General. These personnel carry out information security and privacy protection activities on an ongoing basis.

The CISO and CPO communicate key information security and privacy protection matters, review and assessment results, implementation plans, and progress updates to the CEO and senior management through various channels.

Specifically, information security matters are reported to the CEO on a monthly basis through the CM (Crisis Management) meeting. Other significant issues arising within the organization are reported directly to the CEO by the CISO and CPO organizations when necessary. Information security and privacy-related risks and opportunities are also reviewed as part of major decision-making processes, including enterprise strategy development, major investments, new business initiatives, and the implementation of IT systems, in alignment with our enterprise risk management framework. Costs associated with strengthening information security, together with the benefits of improved service quality, are considered as part of the decision-making process. To date, no material trade-offs between information security response activities and service quality have been identified.

Meeting Agenda and Reporting Structure

Meeting	Description
CM Meeting	• Frequency: Monthly • Agenda: Review of the status and preventive activities related to the 3 Zero goals (Security, Failures, and Serious Industrial Accidents), Review of key strategic initiatives and progress • Reporting Structure: CISO or CPO → CEO
Key Status Reporting	• Frequency: Ongoing • Key updates regarding information security • Reporting Structure: CISO or CPO → CEO

Capabilities

We establish annual plans to strengthen the capabilities of our information security and privacy decision-making bodies. Mandatory online training on information security and privacy protection is provided annually to senior management and key decision-makers. In addition, a daily security newsletter covering the latest global cybersecurity issues is distributed to the CEO, executives, and team leaders, enabling information security-related risks, opportunities, emerging trends, and professional insights to be incorporated into decision-making processes. In 2025, we operated a Security and AI Leadership Program for senior management, covering topics such as “Privacy Regulations in the AIX Era and My Roles” and “Real-World Web Hacking Cases and Practices” Through these efforts, we ensure that professionals with relevant expertise actively participate in decision-making related to information security and privacy protection.

Compensation Linkage

Information security objectives are incorporated into the CEO’s KPIs and are finalized through decision-making processes at the SK Group and CEO levels. Progress toward the finalized objectives is reviewed monthly under the supervision of the CISO and CPO, and the results are regularly reported to the CEO. The performance of information security activities across relevant organizations is also incorporated into senior management KPIs, reinforcing accountability for the fulfillment of information security responsibilities.

Information security performance indicators are managed through a quantitative KPI framework. Key indicators include the expansion of information security investments, achievement rates against the three-year roadmap, and the number of cybersecurity incidents. These KPIs are designed so that zero penalty points are applied when targets are achieved, while points are deducted when targets are not met, fostering meaningful accountability for information security performance management.

01

02

03

04

Customer Data Protection and Cybersecurity

Strategy : What Drives Our Pursuit

Risk/Opportunity Identification

At SK broadband, we identify risks and opportunities related to customer data protection and cybersecurity. We assess these risks and opportunities across three time horizons: short term (within one year), medium term (more than one year and up to five years), and long term (more than five years). For each time horizon, we evaluate both the likelihood of occurrence and the potential financial impact of identified risks and opportunities.

Materiality Assessment Results

● High ● Medium ○ Low

Risks/Opportunities			Business Segment	Value Chain			Financial Impact		Potential Financial Impact		
				Upstream	Own Operation	Down stream	Current Impact	Potential Impact	Short-term	Medium-term	Long-term
Risks	Policies and Legislation	R1 Strengthening information security laws and regulations	Media / Wired Communication, Data Centers		✓	✓	• Increased costs associated with compliance with privacy protection policies and regulations • Increased employee training and governance costs	• Fines and damages arising from regulatory violations	●	●	●
	Technology	R2 Increasing sophistication and frequency of cybersecurity threats	Media / Wired Communication		✓	✓	• Increased information security investment for technological advancement	• Customer churn, compensation costs, class action suits, and fines arising from major cybersecurity incidents	●	●	●
	Operations / Systems	R3 Operational vulnerabilities (e.g., infrastructure and workforce management)	Media / Wired Communication, Data Centers	✓	✓	✓	• Increased costs associated with strengthening and maintaining information security frameworks	• Customer churn resulting from reputational damage caused by incidents • Costs associated with rebuilding internal control systems in the event of recurring incidents	●	●	●
Opportunities	Product and Service	O1 Market opportunities from growing customer awareness of and demand for security	Media / Wired Communication		✓	✓	• Costs associated with developing customer-tailored security products and services	• Creation of new revenue sources through the development of security solutions	○	○	○
	Technology Transition	O2 Enhancing trusted infrastructure and competitiveness through the adoption of next-generation security technologies	Media / Wired Communication		✓	✓	• Increased investment for advanced security technologies	• Reduced customer churn and revenue growth driven by enhanced customer trust	●	●	●

01

02

03

04

Customer Data Protection and Cybersecurity

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 1. Internalization of Information Security Capabilities

Related Risks / Opportunities R1

Advancement of Information Security and Privacy Protection Management Systems

At SK broadband, we regularly monitor relevant laws and regulations, including the Act on Promotion of Information and Communications Network Utilization and Information Protection and the Personal Information Protection Act, and promptly reflect regulatory changes in internal policies and guidelines to maintain legal compliance. Our Privacy Policy, which outlines the fundamental principles governing the processing of personal information, the protection of data subjects’ rights, and the company’s management and oversight responsibilities, is publicly available on our website.

The reliability of our information security management system is externally validated through the acquisition and maintenance of major domestic and international information security certifications. We currently hold certifications including ISMS, ISMS-P, and ISO 27001, and maintain their validity through annual surveillance audits. Rather than treating certification requirements as periodic compliance checks, we have established

Information Security Certifications

Certification	Scope of Assessment	Certified Business Scope
ISMS	Establishment and operation of an information security management system	ISP (Broadband internet, VoIP, CATV), IDC (CDN, Colocation)
ISMS-P	Information security and privacy protection management system	IPTV
ISO 27001	Security management system aligned with international standards	Bundang and Gasan IDCs

Key Assessment Areas

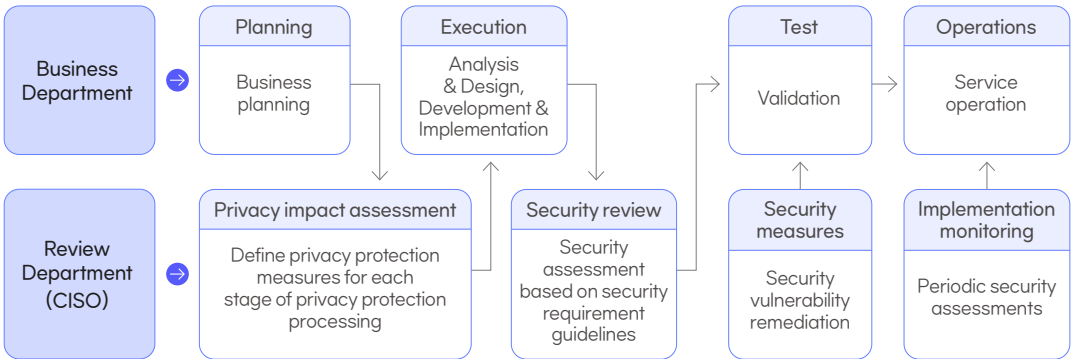
Establishment and Operation of the Management System	Security Control Requirements	Personal Data Processing Stage Requirements
- Establishment of the management framework - Risk management - Operation of the management system - Monitoring and improvement of the management system	- Policy, organizational, and asset management - Personnel, third-party, and physical security - Security in information system acquisition and development - Incident prevention, response, and disaster recovery	- Protection measures for the collection, retention, use, disclosure, and disposal of personal information - Protection of data subject rights

a continuous management framework that embeds security requirements into the business processes of each department. In addition, security reviews are mandatory prior to the launch of new services and the implementation of system changes, thereby preventing potential risks in advance. Beyond regular assessments, we conduct ad hoc security inspections and vulnerability assessments to strengthen our ability to respond to real-world cyberattack scenarios. We also continuously monitor key security indicators to enhance our information security management capabilities.

Privacy Impact Assessments

To ensure privacy compliance and safeguard customer information, we operate a structured privacy risk review framework covering each stage of the business lifecycle, from planning to operations. During the business planning stage, Privacy Impact Assessments are conducted to identify potential risks in advance by evaluating the appropriateness of data collection, the clarity of processing purposes, the security of data storage and management, the legality of third-party provision and outsourcing arrangements, and the adequacy of data disposal procedures. Following the development of services and systems, security assessments are conducted based on established security requirement guidelines. During the testing phase, compliance with security requirements is reviewed across all areas, including personal information, infrastructure, applications, cloud environments, and terminals. After launch, privacy-related risks continue to be managed through regular assessments.

Privacy Impact Assessment Process



01

02

03

04

Customer Data Protection and Cybersecurity

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 1. Internalization of Information Security Capabilities

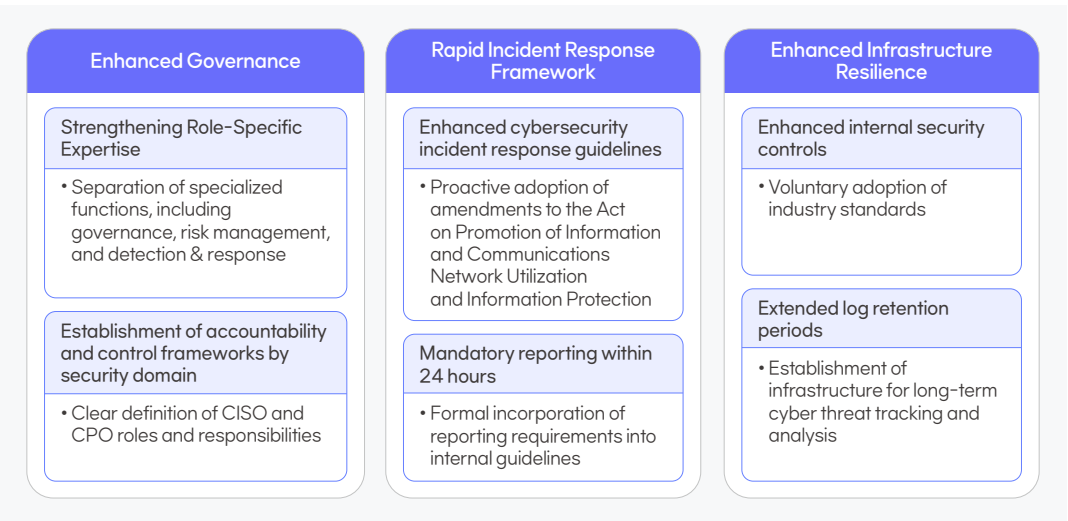
Related Risks / Opportunities R1

Enhancement of Internal Policies and Operational Processes

To ensure full compliance with information security regulations and requirements, including the Act on Promotion of Information and Communications Network Utilization and Information Protection, the Act on the Protection of Information and Communications Infrastructure, and ISMS requirements, we enhance our company-wide information security policies and guidelines on an annual basis. In 2025, we reviewed the overall adequacy of seven supporting policies and 77 detailed guidelines, including our Information Security Policy. By incorporating the latest cybersecurity developments and regulatory requirements, we further strengthened our company-wide security governance and operational processes.

We enhanced the expertise of our security organization by separating and refining functions, including governance, threat management, and detection and response. We also clearly defined the roles and responsibilities of the Chief Information Security Officer (CISO) and the Chief Privacy Officer (CPO), establishing dedicated accountability and control frameworks for each area. We proactively reflected amendments to the Act on Promotion of Information and Communications Network Utilization and Information Protection in our internal

Key Improvements in 2025



cybersecurity incident response guidelines. In addition, we mandated the reporting of cybersecurity incidents to relevant external authorities within 24 hours and explicitly incorporated reporting requirements into our internal guidelines, enabling a timely and transparent response process.

Furthermore, we voluntarily adopted rigorous industry standards, including security vulnerability assessment criteria for electronic financial infrastructure, to further strengthen our internal security controls. We also extended the retention periods for detection, blocking, and traffic logs generated by our information security systems, establishing an infrastructure environment that supports the long-term tracking and analysis of cyber threats.

Employee Training and Awareness

We provide both company-wide awareness training and specialized professional development programs to enhance employees' awareness of privacy protection and information security. In 2025, we delivered six privacy protection and information security training courses to all employees. We also introduced new courses focused on strengthening security in emerging technology environments and provided practical guidance that employees can immediately apply in their day-to-day work. We conducted two rounds of phishing simulation exercises involving malicious email scenarios to assess employees' awareness of cyber threats and financial fraud, as well as their response capabilities. We also operated the Security Essential Program (SEP) Integrated Course for information security personnel. To strengthen the expertise of our dedicated security workforce, we provided role-based information security training as well as ISMS certification training for practitioners.

In addition, we conduct regular workplace security inspections and Clean Office campaigns to assess document, computer, and facility security. We also continue to promote security awareness initiatives that encourage employees to voluntarily adopt security practices in both their professional and personal lives.

2025 Privacy Protection and Information Security Training Programs

- ① Understanding emerging information security risks and the need for an enterprise-wide response
- ② Key requirements of the Personal Information Protection Act and secure handling of personal information
- ③ Key amendments to the Personal Information Protection Act
- ④ Security guidelines for the safe use of generative AI
- ⑤ Understanding cloud security characteristics and secure usage practices
- ⑥ Practical guidelines for employees

Customer Data Protection and Cybersecurity

Strategy : What Drives Our Pursuit

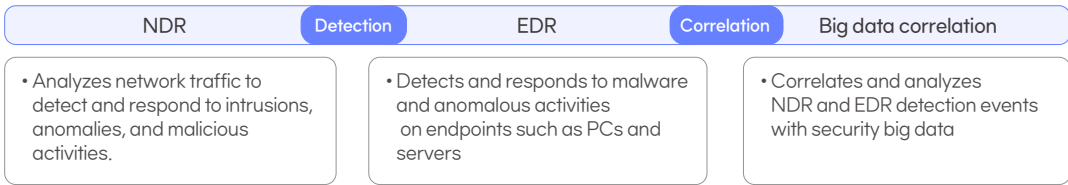
Risk/Opportunity Response 2. Cyber Threat Detection and Response

Related Risks / Opportunities **R2**

Establishing a Real-Time Detection and Response Framework for Advanced Security Threats

At SK broadband, we operate Network Detection and Response (NDR) and Endpoint Detection and Response (EDR) solutions to detect and respond to malware across our networks and servers in real time. NDR analyzes traffic across key segments—including IT, media, VoIP, and infrastructure networks—to detect anomalous activity, while EDR monitors and responds to server-level threats company-wide in real time. For environments where EDR deployment is not feasible, we utilize antivirus solutions to minimize security blind spots. Events detected through NDR and EDR are correlated and analyzed with security big data, enabling us to continuously enhance our threat detection and response capabilities.

Real-Time Security Threat Detection and Response Process



DDoS Attack Defense and Response Framework

We continue to strengthen our response capabilities against DDoS attacks and abnormal traffic, recognizing that such incidents can lead to network failures and service degradation. We operate a terabit-scale DDoS defense framework in collaboration with overseas scrubbing centers. In 2025, we further enhanced this framework by integrating APIs that enable automatic traffic rerouting upon attack detection, significantly reducing response times.

We also reviewed our internal response procedures by analyzing major DDoS-related outages at global telecom operators. We analyzed the IPs and patterns used in these attacks to refine our blocking policies. In addition, we expanded our detection and blocking framework from individual IP addresses to IP address ranges, strengthening our ability to proactively defend against similar attacks. We also operate a system that collects and analyzes scan-based abnormal traffic that may cause service terminal failures, enabling us to prepare for nationwide service disruption scenarios. Furthermore, we continue to detect anomalous activities and conduct investigation and explanation procedures based on PC security solution logs.

Response Framework for Abnormal Inbound Traffic

To prevent major service failures caused by abnormal inbound traffic, we operate a systematic detection and blocking system. Using a real-time subscriber traffic analytics tool, we apply scenario-based detection to identify abnormal traffic with greater precision. When a large volume of abnormal messages originating from overseas sources is detected within a short period of time, our international network security systems automatically block and control the source IP addresses. We have further enhanced this framework with real-time automated response capabilities, enabling rapid and consistent action whenever abnormal traffic is detected.

Automation of Security Threat Detection and Blocking

As the number of websites requiring security management continues to grow with the expansion of digital services, we have advanced the automation of web vulnerability assessments to improve the efficiency and accuracy of our security inspection framework. In 2024, we introduced an automated web vulnerability assessment tool to address the limitations of traditional manual inspections. Since then, we have progressively identified assessment areas suitable for automation and applied automated checks to them, improving the efficiency of our security review process. For areas that require complex judgment or direct expert evaluation, we continue to conduct manual assessments to ensure accuracy. At the same time, we continuously identify additional opportunities for automation, enhancing our security assessment framework.

01

02

03

04

Customer Data Protection and Cybersecurity

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 2. Cyber Threat Detection and Response

Related Risks / Opportunities

R2

Regular Simulation Exercises

At SK broadband, we conduct regular simulation exercises against DDoS attacks and malicious email infections to strengthen our ability to protect customers and services from cyber threats. DDoS simulation exercises are conducted three times a year. Based on realistic attack scenarios, we assess the potential impact on key systems and networks and verify the effectiveness of our abnormal traffic detection and blocking processes, helping us maintain a rapid and effective response framework.

Malicious email response exercises are conducted quarterly for all employees. These exercises replicate real-world phishing email scenarios to assess response capabilities and provide repeated practice in incident reporting procedures and follow-up actions in the event of a security incident. Through these efforts, we enhance security awareness across the organization and strengthen our internal security response capabilities.

Participation in the SK Group Customer Information Management Assessment

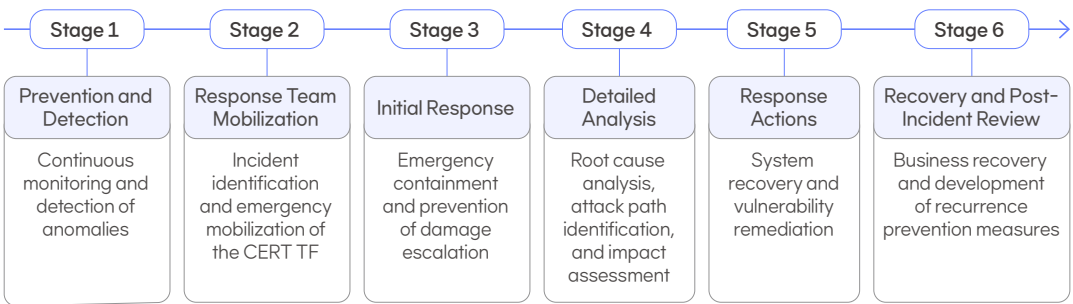
We participated in the customer information management assessment led by the SK Group Information Security Innovation Committee, covering six domains and 163 assessment items based on the SK Group Privacy Protection Policy & Guidelines. Focusing on compliance risks, we submitted self-assessment results and supporting evidence and underwent on-site reviews. Throughout the process, our information security organization worked closely with business departments to manage the process systematically, and the results were reported to the Information Security Innovation Committee.

Enhanced Incident Response Manual

To safeguard customer data and critical corporate assets from increasingly sophisticated cyber threats, we conducted a full overhaul of our Cybersecurity Incident Response Manual. We integrated previously fragmented response procedures and standardized the overall process. In addition, we developed detailed manuals focused on practical response measures, establishing a foundation for immediate and systematic action during incidents.

We established a six-stage response framework covering the entire incident management lifecycle, from prevention through post-incident review. This framework is designed to secure critical response time, minimize potential damage, and maintain business continuity in the event of an incident. To improve the effectiveness of our response activities, we categorized cyber threats into four key areas—hacking, DDoS and abnormal traffic, ransomware, and data breach—and developed dedicated response manuals for each scenario. The manuals specify Priority Actions for each attack type, enabling rapid, accurate, and situation-specific responses in the field. To support timely decision-making and coordinated incident response, we restructured our Cybersecurity Incident Response Task Force (CERT TF) into five specialized units, clearly defining the expertise and responsibilities of each unit.

Cybersecurity Incident Response Framework



01

02

03

04

Customer Data Protection and Cybersecurity

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 3. Privacy Risk Management Across the Value Chain

Related Risks / Opportunities

R3

Field-Based Monitoring and Assessment

At SK broadband, we continue to enhance our company-wide assessment and management framework to prevent and mitigate privacy risks across the value chain. In 2025, we integrated the identification of personal data processors into our procurement process, automatically notifying relevant departments when a new processor is identified at the contracting stage. We also structured a phase-by-phase management process from contract execution to termination through privacy protection agreements, self-assessment guides, and management guidelines. Through these efforts, we reduced the risk of oversight gaps in third-party management and strengthened the management and supervisory responsibilities of business departments. To improve the effectiveness of our assessment framework, we introduced a remote inspection system for sales agency PCs. The system automatically checks for personal information stored on agency PCs and flags security configuration issues, and assessment results are provided to responsible managers every two weeks.

Security Inspection Process for Personal Data Processors



Supporting Information Security Management for Subsidiaries and Business Partners

We operate information security support programs to assess the information security management capabilities of subsidiaries and business partners and help strengthen their security practices. In 2025, we selected key subsidiaries and business partners with on-site presence at our facilities and significant privacy management responsibilities, and conducted on-site security inspections. The inspections covered six areas and 49 assessment items, focusing on compliance with administrative and technical security policies. Where non-compliance was identified, we requested corrective actions and conducted follow-up reviews to confirm full implementation. In addition to on-site inspections, we provided training programs to strengthen the privacy management capabilities of personal data processors. Through online training based on the Privacy Self-Assessment Guide, we provided instruction on how to conduct assessments and prepare supporting documentation for 31 distribution network inspection checklist items. We also operated ongoing training programs through learning platforms tailored to different audiences, including employees and sales agencies. Furthermore, Home&Service, one of our subsidiaries, implemented a Privacy Protection Pledge Program to foster a culture of secure personal information handling. All subsidiary employees submitted their commitment forms.

Privacy Protection and Post-Contract Monitoring of Partners

We identified partners reaching the end of their contracts and established a structured management guide to ensure the secure disposal of personal information and rigorous post-contract follow-through. We conducted a comprehensive survey of partners with terminated contracts to identify the types and scope of customer information they handled and provided tailored inspection guidelines for each partner category. We then managed privacy risks in stages—reviewing submitted inspection results, verifying system access termination, and conducting on-site checks including PC assessments.

01

02

03

04

Customer Data Protection and Cybersecurity

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 4. Development of Security Products and Services for Customers

Related Risks / Opportunities

01

DDoS Protection Service

At SK broadband, we continue to enhance our security solutions and cyber defense systems to strengthen network stability. To defend against hacking attempts originating from overseas sources, we deploy high-capacity security systems across international network segments for real-time threat response. We also proactively identify and remediate security vulnerabilities to prevent network failures caused by emerging cyber threats. To address large-scale DDoS attacks that threaten service availability, we have established and operate one of the largest clean zone systems in Korea, enabling immediate defense against malicious traffic. In particular, we have completed the deployment of detection and blocking technologies for persistent DDoS attacks that can impair the operability of IT assets. These capabilities strengthen network protection and ensure greater service availability for our customers. Internally, we strengthen the detection, analysis, and investigation of anomalous activities through endpoint security solutions while also advancing research into sophisticated cybersecurity technologies, including AI-based detection of malicious server activities. All of these security activities are centrally managed through our Security Operations Center, enabling us to continuously maintain robust network stability and strengthen our network competitiveness.

SmartWAN

We launched SmartWAN, an integrated networking solution that combines AI-based route optimization with Zero Trust security capabilities. SmartWAN is an enterprise networking service that enables the flexible integration of domestic and international networks through SD-WAN¹⁾ technology. By incorporating ZTA²⁾ and SDP³⁾ technologies, SmartWAN enhances both global connectivity and security.

SD-WAN is a software-based technology that enables efficient control of diverse network environments, while SDP is a security approach that strengthens protection by concealing resources from unauthorized users. In particular, SDP based on a Zero Trust model generates unpredictable encryption keys using Quantum Random Number Generation (QRNG) each time a customer accesses the network and strengthens security through end-to-end encryption.

1) SD-WAN: Software-Defined Wide Area Network

2) ZTA: Zero Trust Architecture

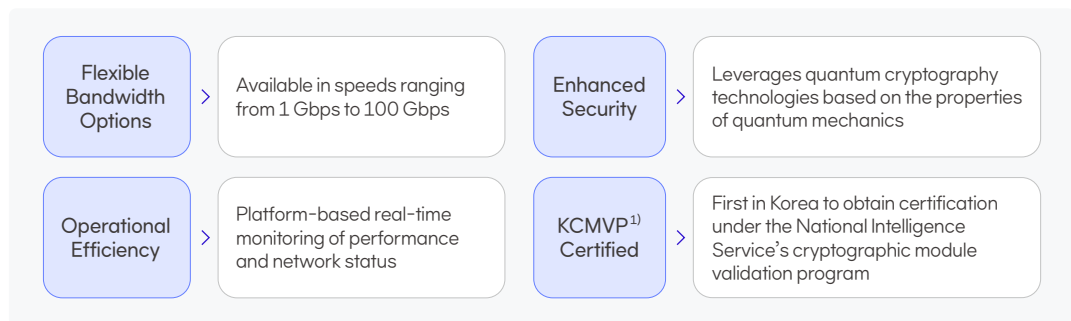
3) SDP: Software-Defined Perimeter

Quantum Cryptography Dedicated Lines

As quantum computing—capable of processing at extraordinary speeds—becomes a growing reality, the importance of cybersecurity continues to grow. In response to this evolving environment, we are leading the adoption of quantum cryptography communication technologies based on the principles of quantum mechanics.

We are the first telecommunications operator in Korea to apply both Post Quantum Cryptography (PQC) and Quantum Key Distribution (QKD) technologies to dedicated communication lines. Drawing on the complementary strengths of both technologies, we deliver tailored security services to our customers.

Key Features of Quantum Cryptography Dedicated Lines



1) KCMVP (Korea Cryptographic Module Validation Program): A certification program administered by the National Intelligence Service (NIS) that verifies the security and suitability of cryptographic modules used to protect data transmitted over government and public-sector communication networks.

01

02

03

04

Customer Data Protection and Cybersecurity

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 5. Advanced AI-Based Security Technologies

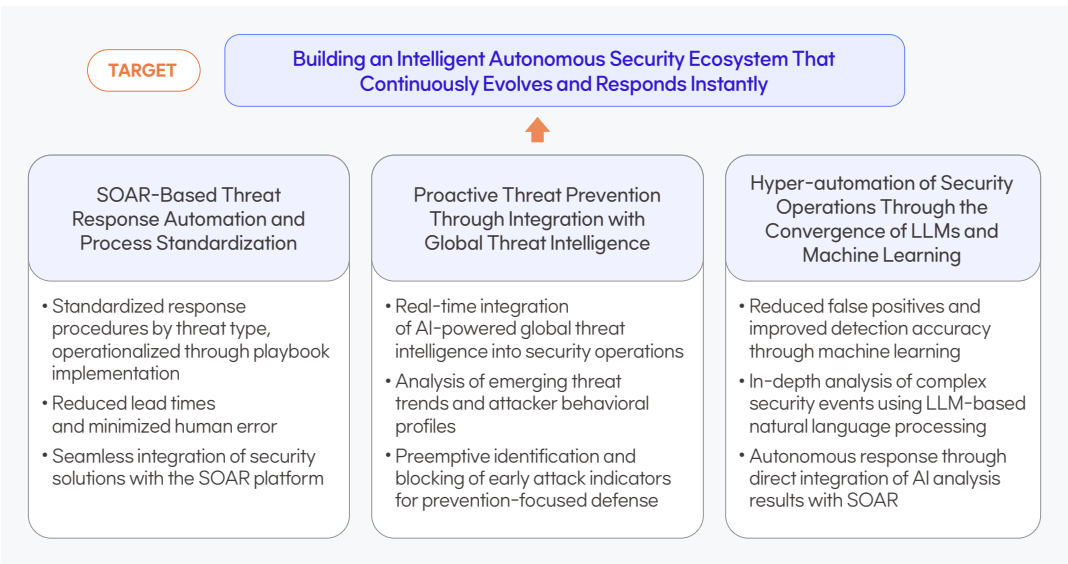
Related Risks / Opportunities

O2

AI-Based Security Operations Automation

At SK broadband, we are transforming our security defense framework to address increasingly sophisticated cyber threats. By combining Security Orchestration, Automation, and Response (SOAR) solutions with artificial intelligence, we have established an Intelligent Integrated Security Operations Framework that advances every stage of our security operations, from threat detection and analysis through to response. We have integrated a wide range of security solutions with our SOAR platform and deployed playbooks that standardize response procedures for different threat scenarios, reducing response times and minimizing the risk of human error. Furthermore, we are integrating AI-driven global Threat Intelligence (TI) into our security monitoring system to analyze the latest threat trends and early attack indicators in real time and proactively block threats, building a prevention-first defense posture. Ultimately, we aim to build an intelligent autonomous security framework that combines Large Language Models (LLMs) and machine learning to enable advanced security event analysis and fully automated response.

Intelligent Integrated Security Operations Framework



Multi-Layered Penetration Testing Framework

To overcome the limitations of single-method security assessments, we have established a multi-layered penetration testing framework. By diversifying testing perspectives and technical expertise across multiple testing entities, we have identified a broader range of attack paths and complex vulnerabilities, strengthening our overall security posture.

We operate an always-on penetration testing program led by specialized security firms that simulate real-world external attacker perspectives. The scope of testing has been expanded beyond external attack surfaces to include internal network intrusion and lateral movement scenarios. In particular, we enhance the effectiveness of our security assessments through a performance-based incentive program that encourages white-hat hackers to proactively identify and report vulnerabilities. At the group level, we participate in joint penetration testing exercises organized by SK Group, sharing attack methodologies and defensive expertise among affiliates to collectively strengthen security resilience across the Group. We are also advancing an internal bug bounty program to leverage the collective expertise of external security researchers. In parallel, we are expanding toward a Penetration Testing as a Service (PTaaS) model that combines AI-driven continuous automated penetration testing with expert validation. Together, these initiatives drive the continuous advancement of our year-round security validation capabilities.

Customer Data Protection and Cybersecurity

02

Risk Management : How We Manage Challenges

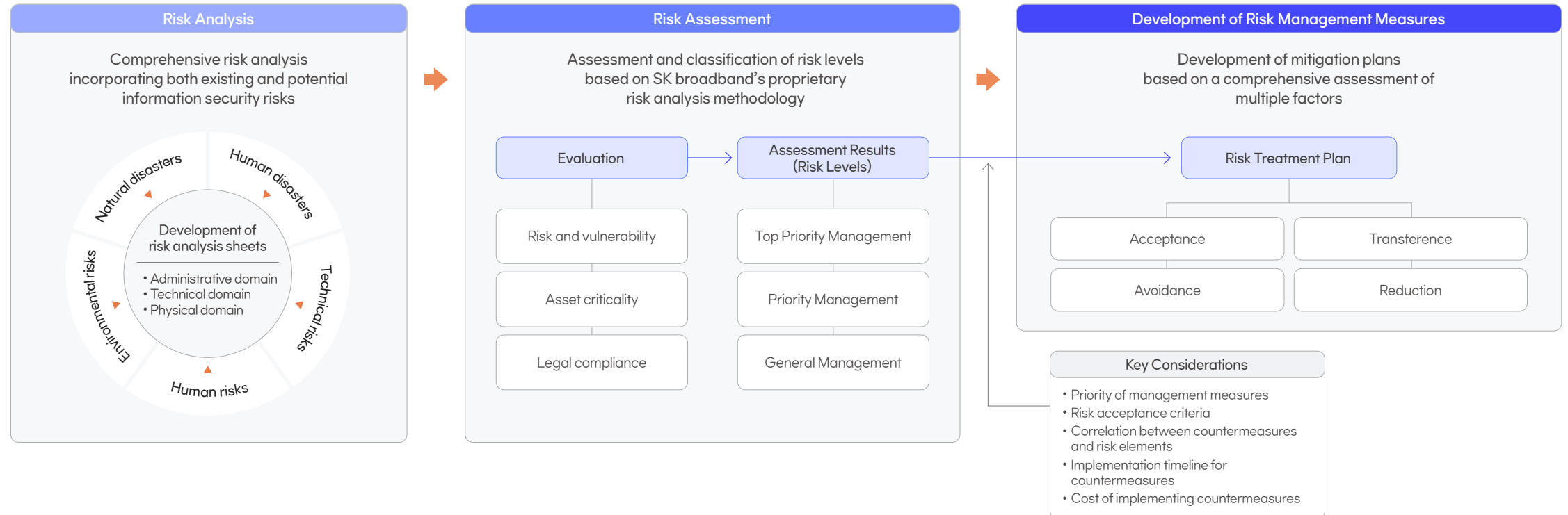
03

04

Information Security Risk Assessment

We conduct regular information security risk assessments in accordance with our Risk Assessment and Management Guidelines. The assessment incorporates key data, including inventories of information assets such as servers and applications, vulnerability assessment results by asset, and newly identified external threat intelligence. Based on these inputs, we comprehensively evaluate risk and vulnerability levels, asset criticality, and legal compliance across all information assets. We place particular emphasis on identifying previously unmanaged hidden assets and incorporating them into our information security management framework. During the risk identification process, we conduct simulation exercises based on potential threat scenarios, such as ransomware-induced server outages. The findings inform risk ratings and mitigation planning. Identified risks are classified into three categories—Top Priority Management, Priority Management, and General Management—based on vulnerability assessment results and asset-level risk evaluations. For risks exceeding established management thresholds, we develop and implement dedicated risk treatment plans to address them systematically. Risk assessments are conducted annually, and the results are reported annually to the CISO. There were no changes to the risk assessment criteria or processes during the reporting period compared with the previous reporting period.

Risk Assessment Process



01

02

03

04

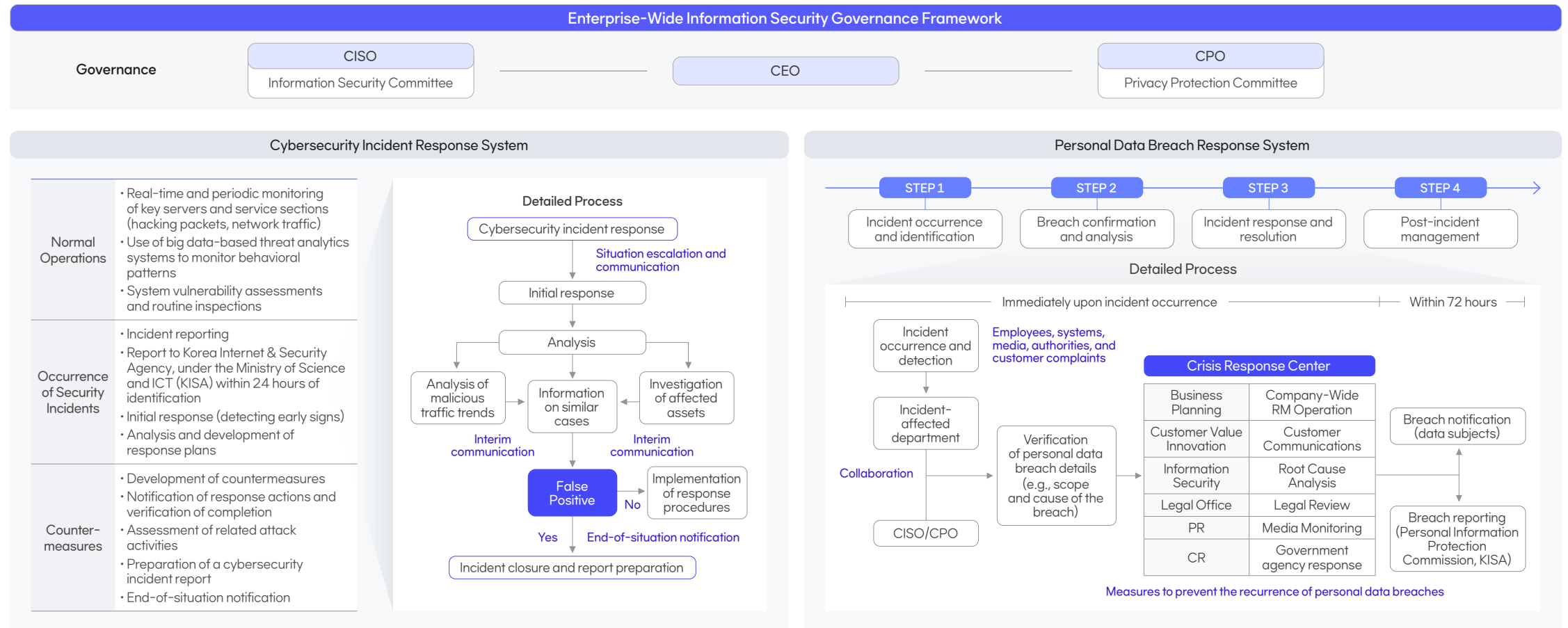
Customer Data Protection and Cybersecurity

Risk Management : How We Manage Challenges

Security Incident Response Framework

We operate an incident response manual and company-wide crisis management framework to ensure rapid response to personal information breaches and minimize harm to customers. Through our Integrated Security Monitoring Center, we continuously monitor for signs of security incidents and maintain a cooperative response framework with relevant internal departments and external agencies to enable swift and effective action when incidents occur.

Enterprise-Wide Security Incident Response Framework



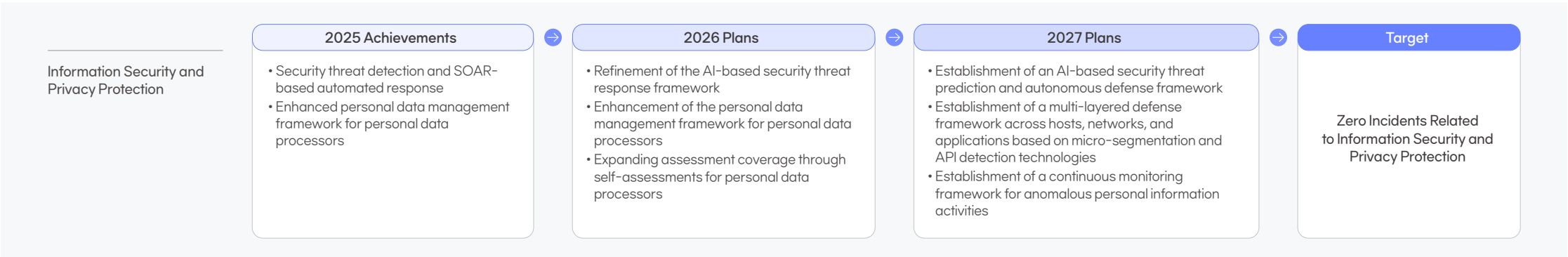
Customer Data Protection and Cybersecurity

Metrics & Targets : Where We’re Heading

Targets

At SK broadband, we have established a target of ‘Zero’ incidents related to information security and privacy protection and are working toward this target through increased information security investments and a three-year improvement roadmap. Performance against this goal is measured based on the annual occurrence of information security incidents and personal data breaches, as well as major service impacts caused by security systems. We conduct regular security assessments and monitoring as part of this effort. This target has remained unchanged since it was first established, with no revisions from the previous year.

Implementation Roadmap



Metrics

Customer Personal Data Breaches

Category	Unit	2023	2024	2025
Number of Personal Data Breach Incidents	Cases	0	0	0
Fines and Penalties ¹⁾	KRW	0	0	0

1) Number of customer personal data breaches and penalties (Personal Information Protection Commission)

Information Security Training

Category		Unit	2023	2024	2025
Privacy & Information Security Training	Training Hours per Employee	Minutes	100	66	82
	Training Completion Rate	%	100	100	100
Number of Business Partners Completing Privacy Training		Persons	11,708	10,416	10,174

Customer Data Protection and Cybersecurity

Metrics & Targets : Where We’re Heading

Metrics

Receipt of Information and Advertising Communications

Category		Unit	2023	2024	2025
Information and Advertising Consent Status	Number of Customers Eligible for Consent	Persons	6,966,307	6,683,199	6,675,039
	Number of Consenting Customers	Persons	3,899,519	3,859,189	3,902,697
	Number of Non-consenting Customers	Persons	3,066,788	2,824,010	2,772,342
Information and Advertising Consent Rate		%	56	58	58

Assessment and Remediation

Category		Unit	2023	2024	2025
SK broadband	Number of Assessments and Inspections ¹⁾	Cases	1	1	1
	Number of Actions Taken	Cases	30	29	35
Business Partners	Number of Assessments and Inspections ²⁾	Cases	784	819	877
	Number of Actions Taken ³⁾	Cases	60	57	50

1) ISMS certification audit criteria

2) On-site inspection criteria

3) Cases of non-compliance classified as caution level (Levels 1-2)

Data Privacy

Category		Unit	2023	2024	2025
Subscriber Identification Data ¹⁾	Disclosure Rate	%	100	100	100
	Number of Requests	Cases	29,387	42,637	50,166
	Number of Disclosures	Cases	29,387	42,637	50,166
Telecommunications Confirmation Data ¹⁾	Disclosure Rate	%	100	100	100
	Number of Requests	Cases	6,210	13,636	16,106
	Number of Disclosures	Cases	6,210	13,636	16,106

1) Refers to the number of personal data disclosures requested by law enforcement agencies.

SK broadband cooperates in providing relevant information in accordance with legal provision standards and methods when data requests are made by government agencies under Article 83 (3) of the Telecommunications Business Act and Articles 2 and 13 of the Protection of Communications Secrets Act.

AI-Driven Customer Experience Innovation and Operational Optimization

Governance : Who Leads Our Sustainability

Role of the Highest Decision-Making Authority

Our CEO holds ultimate responsibility for decision-making related to customer experience and service innovation. Under the leadership of the CEO, a Service Innovation Committee comprising senior executives and business leaders from each business division meets monthly to review customer experience initiatives, discuss key issues, and determine improvement priorities. We analyze both quantitative and qualitative indicators—including Voice of Customer (VoC), Net Promoter Score (NPS), usage data, customer satisfaction assessments, and survey results—to systematically identify customer pain points and translate them into improvement initiatives. Improvement initiatives are prioritized and managed based on their potential impact on customers. Progress, outcomes, and future plans related to these initiatives are reported to the CEO on a monthly basis, forming the basis for reviewing related risks and opportunities and guiding decision-making.

Risks and opportunities related to customer experience innovation are consistently considered in the development of corporate strategy and major investment decisions. Investments to enhance customer experience and their associated cost burdens are weighed against each other as part of the decision-making process. To date, no material conflicts have been identified.

Capabilities

We develop annual plans to strengthen the capabilities of decision-making bodies responsible for customer experience innovation and operational optimization. Customer experience innovation and operational optimization span a wide range of business areas and require diverse capabilities. Accordingly, we deliver training programs that reflect wider societal trends and shifts in the business environment. This ensures that individuals with broad perspectives and sound judgment are well-positioned to contribute actively to decision-making.

2026 Executive Training Plan

Session 1	Understanding Commercial Law, Corporate Governance, and Compliance	Session 8	Principles of Security and Personal Data Management
Session 2	ER (Employee Relations) Issues Arising from Changes in Labor Laws and the Business Environment	Session 9	Biz Field Trip (DC, Media Centers, Safety Experience Centers, etc.)
Session 3	Ethical Management and Audit Issues	Session 10	Recent Developments in Serious Industrial Accidents
Session 4	External Communications Through a Media Lens	Session 11	AI Applications in Business and Key Insights
Session 5	Customer Experience Innovation Driven by Fieldwork and Data	Session 12	Workspace-Enabled Workflow Automation
Session 6	Changes in the Global Business Environment and Their Implications	Session 13	Developing AI Agents
Session 7	Changes in ESG Disclosure Regulations and Response Strategies	Session 14	Workflow Automation Practice Using Vibe Coding

Compensation Linkage

We use Net Promoter Score (NPS), Customer Experience Index (CEI), and Voice of Customer (VoC) as key indicators of customer experience and service innovation performance. These metrics are incorporated into the key performance indicators (KPIs) of responsible executives and are linked to performance evaluations. Progress against these metrics is reviewed monthly through the Company-wide Service Innovation Committee. The results are used to assess whether service innovation initiatives are delivering meaningful outcomes from the customer’s perspective and to strengthen execution.

AI-Driven Customer Experience Innovation and Operational Optimization

Strategy : What Drives Our Pursuit

Risk/Opportunity Identification

We identify risks and opportunities related to AI-based customer experience innovation and operational optimization. We assess these risks and opportunities across three time horizons: short-term (within one year), medium-term (more than one year and up to five years), and long-term (more than five years). For each time horizon, we evaluate both the likelihood of occurrence and the potential financial impact of identified risks and opportunities.

Materiality Assessment Results

● High ● Medium ○ Low

Risks/Opportunities			Business Segment	Value Chain			Financial Impact		Potential Financial Impact		
				Upstream	Own Operation	Down stream	Current Impact	Potential Impact	Short-term	Medium-term	Long-term
Risks	Policies and Legislation	R1 Strengthening regulations related to customer data utilization and consumer protection	Media / Wired Communication Data Centers		✓	✓	• Costs incurred for service enhancements and customer response activities	• Financial penalties for regulatory non-compliance • Customer churn resulting from negative media coverage	●	●	●
	Competition/ Market and Reputation	R2 Intensifying competition and shrinking competitive advantage in core service offerings (e.g., content, UI, and service quality)	Media / Wired Communication Data Centers		✓	✓	• Investment costs for strengthening core competitiveness • Marketing expenses to prevent customer churn	• Reputational damage resulting from inferior core service competitiveness compared to competitors • Revenue decline resulting from customer churn	●	●	●
Opportunities	Operational Efficiency	O1 Enhanced operational efficiency, service friendliness, convenience, and responsiveness through the adoption of digital and AI-based systems	Media / Wired Communication Data Centers		✓	✓	• Costs for adopting digital and AI-based systems and process improvements	• Reduced operating costs and improved customer satisfaction through system stabilization • Retention of revenue opportunities through reduced customer churn	●	●	●
	Market/ Competitiveness	O2 Delivering positive customer experiences through the development and differentiation of services based on customer needs	Media / Wired Communication Data Centers		✓	✓	• Costs for developing new services	• Revenue growth through new customer acquisition driven by new services	●	●	●

AI-Driven Customer Experience Innovation and Operational Optimization

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 1. Strengthening Core Service Competitiveness Through AI

Related Risks / Opportunities **R2**

B tv+: Evolving Through Personalization and AI

B tv+ is a monthly IPTV subscription service designed to transform how customers experience content in the OTT era. Customers can enjoy unlimited access to approximately 200,000 titles at no extra charge, significantly improving convenience. In addition, AI-powered curation delivers a richer media experience through recommendations tailored to each customer’s preferences. In particular, we have introduced a natural language query-based recommendation system that enables more accurate and diverse content discovery. We are also expanding keyword-based automated curation to improve operational efficiency.

AI-Powered Content Curation

Hyper-personalized Recommendations	• Content recommendations tailored to each customer through hyper-personalization
Summary Previews	• Condensed plot summaries to help users get a quick sense of the content
AI-Generated Posters	• Automatically generated posters based on key scenes and themes
AI Highlights	• Key scene clips extracted using AI-based video recognition technology
Natural Language Query-based Curation	• Enhanced curation accuracy and relevance through natural language query-based recommendations
Automated Keyword Recommendations	• Automated recommendations for keyword-based curation

AI-Driven B tv Home Screen Revamp

Going beyond the traditional household TV experience, B tv identifies who is watching to deliver personalized media experiences tailored to individual preferences and viewing contexts. From the very first screen after powering on, viewers who primarily watch live broadcasts are taken directly to live channels, B tv+ subscribers are presented with dedicated service menus, and customers familiar with AI interactions are provided with an AI Home interface, enhancing the convenience of their media experience. B tv also delivers personalized content recommendations throughout the content discovery journey. By analyzing each customer’s viewing context, including preferred viewing times, favorite genres, and recently watched dramas, B tv recommends the content each customer is most likely to enjoy through personalized features embedded throughout the menu. The viewing experience extends seamlessly beyond the TV screen to mobile B tv, so customers can enjoy content conveniently anytime, anywhere. From late 2026, B tv will extend mobile connectivity from VOD to live channels and introduce personalized recommendations based on individual viewing patterns, further expanding the customer media experience. B tv will continue to deepen its understanding of customers and sharpen its analytics to deliver ever-improving hyper-personalized experiences.

B tv with A.: An AI Media Agent

B tv with A. is a dedicated media agent powered by LLM technology that allows customers to discover content through natural language conversations. In addition to providing personalized content recommendations, the service enables customers to search for content using voice commands and control B tv functions. Since its launch in September 2024, the service has recorded more than 140 million cumulative interactions¹⁾. In 2026, conversational capabilities have been expanded to cover AI Home content recommendations, richer media dialogue, product guidance, basic usage tips, and responses to service-related inquiries. Drawing on conversational context, it will also surface forgotten existing benefits and newly available offers to support customers’ purchasing decisions. With these ongoing enhancements, B tv with A. is evolving from a service that waited for customers to ask questions into one that proactively starts the conversation, and will continue to innovate conversation-centered user experiences.

1) As of May 2026

01

02

03

04

AI-Driven Customer Experience Innovation and Operational Optimization

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 1. Strengthening Core Service Competitiveness Through AI

Related Risks / Opportunities

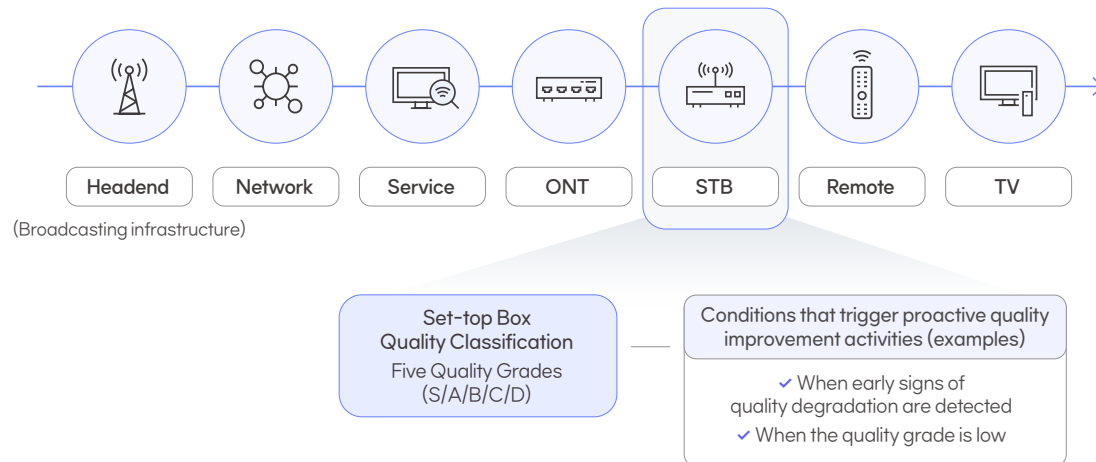
R2

CEI-Based Quality Experience Innovation: AQUA

In September 2025, we introduced AQUA (Advanced Quality & Usage Analytics System), an AI-based customer quality management system that proactively detects and resolves service quality issues before customers notice any disruption. The AQUA system analyzes quality indicators in real time across all service layers—from broadcasting infrastructure and networks to set-top boxes and TVs. It also evaluates and scores the quality status of individual set-top boxes, classifying them into five quality grades. Customers with lower quality scores are flagged as potentially at-risk and receive proactive quality improvement measures before any issues become apparent. SK broadband is advancing toward a quality innovation framework that goes beyond responding to reported complaints to proactively managing latent dissatisfaction before it surfaces.

In 2026, we plan to consolidate quality management for both broadband internet and IPTV services into the AQUA system, establishing a unified framework and further enhancing perceived service quality.

Service Quality Monitoring Process



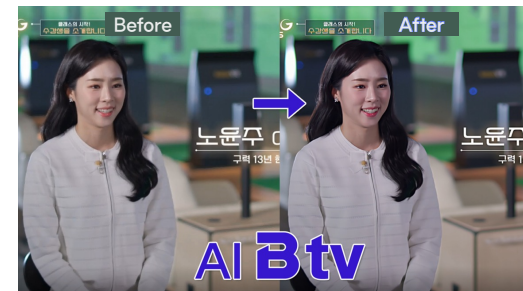
AI-Based Video Quality Enhancement

We continue to enhance the quality of our media services using AI technology, offering customers an increasingly immersive viewing experience. In 2025, we became the first in Korea's pay TV industry to apply AI-based video quality enhancement technology to live broadcasting. Previously, AI video quality enhancement had been applied mainly to VOD content, which is free from real-time processing constraints. We extended this capability to live broadcasting by integrating lightweight technologies optimized for real-time processing.

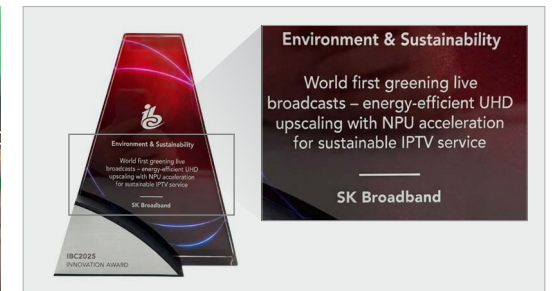
In particular, we applied UHD upscaling technology to the sports channel SPOTV, upgrading video quality from Full HD to UHD. This allows customers to enjoy sports broadcasts with sharper, more vivid picture quality, enhancing both realism and immersion.

The technology was developed by combining SK Telecom's deep learning-based image enhancement solution, SUPERNOVA, with SK broadband's video processing technology. By utilizing NPU (Neural Processing Unit) servers equipped with high-performance graphics cards optimized for AI applications, the system improves image sharpness and color quality in real time. As a result, we are able to provide an ultra-high-definition viewing experience that exceeds the capabilities of AI functions typically embedded in consumer smart TVs. The technology has also demonstrated up to an 80% reduction in power consumption compared with conventional VOD engines while maintaining equivalent image enhancement performance. These innovations were recognized with the Innovation Award in the Environment and Sustainability category at IBC 2025, an international broadcasting conference.

Video Quality Enhancement



Recipient of the IBC 2025 Innovation Award



01

02

03

04

AI-Driven Customer Experience Innovation and Operational Optimization

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 2. Strengthening Consumer Protection and Customer Trust

Related Risks / Opportunities

R1

Customer Experience Improvement Framework

To deliver positive experiences that meet customer expectations and strengthen customer trust, we operate a monthly Service Innovation Committee as part of our company-wide transformation and innovation efforts. The committee, which includes the CEO and senior executives, analyzes both quantitative and qualitative data including Voice of Customer (VoC), Net Promoter Score (NPS), and usage data to identify and address factors that hinder customer satisfaction. Improvement outcomes are measured and managed on a monthly basis using customer satisfaction scores and NPS. In 2026, we identified 32 innovation initiatives spanning key customer experience areas—including service quality, content, UI/UX, and customer touchpoint services. These initiatives are being implemented through collaboration among marketing, infrastructure, and technology departments. Progress is reviewed monthly through the Service Innovation Committee.

External Recognition



Ranked **No.1** for **16** consecutive years
(As of 2026)

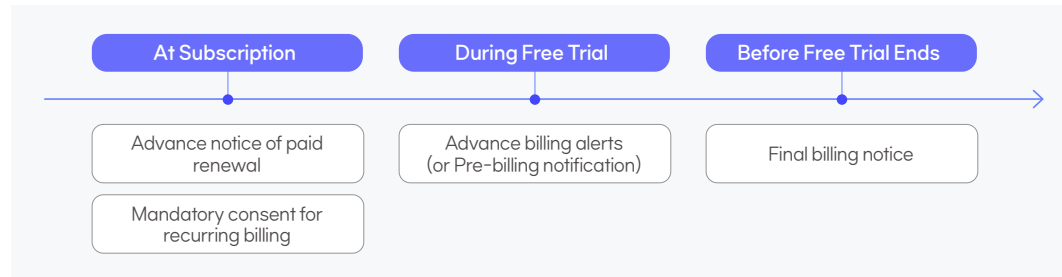


Ranked **No. 1** for **11** consecutive years
(As of 2025, in the Broadband Internet Category)

Prevention of Dark Patterns

To eliminate deceptive design practices—including unfair paid conversions that compromise consumer rights—we have proactively adopted the Fair Trade Commission's Guidelines for the Self-Regulation of Online Dark Patterns and established a robust internal consumer protection framework. Specifically, we maintain a transparent notification system across the entire customer journey, from subscription to termination. Upon subscription, we clearly outline free-trial expiration dates, clarify when recurring billing begins, and secure explicit consent for automatic payments. Throughout the service period, we send timely notifications across multiple channels (including on-screen alerts and MMS)—specifically after sign-up, during the second week, and immediately before trial expiration—empowering customers to make informed decisions at every stage.

Paid Conversion Notifications Across the Customer Journey



Protection of Customer Rights

SK broadband places the protection of customer rights at the highest priority in our management and incorporates related issues into our company-wide risk management system. We provide regular training for our employees and business partners on user protection to communicate policy updates and share best practices for enhancing the customer experience. In addition, through our User Protection Operations Manual, we have predefined processes, compensation criteria, and responsible departments for customer compensation to ensure prompt and effective response when issues arise.

01

02

03

04

AI-Driven Customer Experience Innovation and Operational Optimization

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 3. Digital and AI-Driven Enhancement of Customer Touchpoints

Related Risks / Opportunities 01

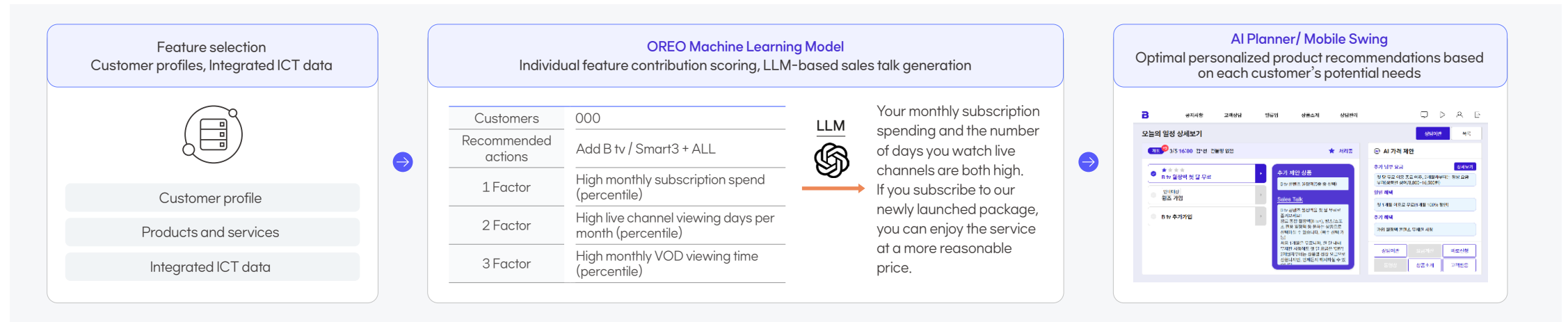
A Proprietary AI Model for Optimal Personalized Product Recommendations

SK broadband developed OREO, a proprietary AI model that generates personalized product recommendations from customer data. OREO (Oasis Recommendation Engine Ops) is a machine learning model that learns from customer profiles and integrated ICT data accumulated in Oasis to recommend customized products based on individual customer characteristics and usage contexts. Combined with an LLM (Large Language Model)-based Sales Talk generation function, it automatically generates natural-language consultation scripts that explain the reasons for personalized recommendations. This enables service managers to provide consultations optimized for each customer's situation while maintaining consistent, data-driven sales quality. Recommendations are surfaced directly through AI Planner and Mobile Swing, the sales support platforms service managers use daily, helping them anticipate customers' potential needs and deliver a more satisfying experience.

Digitalization of Customer-Centric Activation and Repair Scheduling

To better serve our customers, we have improved the scheduling process for activation and repair requests. We introduced a digital scheduling system that lets customers book their preferred appointment times directly for activation and repair services. Customers can choose from various options, such as "Available Anytime" and "Earliest Possible Date," and selected appointments are automatically assigned based on available service capacity. We have also grouped available time slots into bundles, giving service managers more flexibility when self-assigning their workloads. This enables service managers to allocate tasks more efficiently by considering both their workload and nearby service locations. We will continue expanding digitalization to improve operational efficiency and serve customers faster.

AI Product Recommendation System Process



- 01
- 02
- 03
- 04

AI-Driven Customer Experience Innovation and Operational Optimization

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 3. Digital and AI-Driven Enhancement of Customer Touchpoints

Related Risks / Opportunities O1

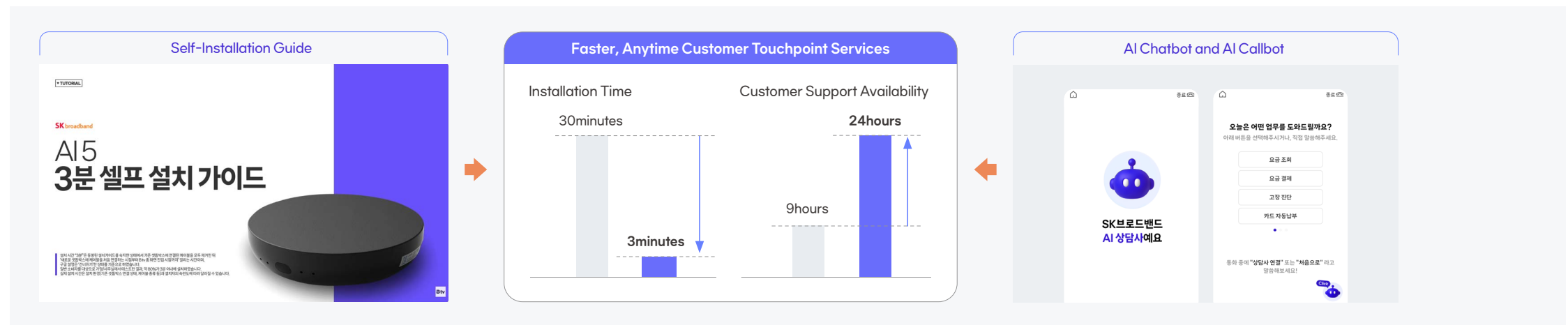
Self-Installation of Set-Top Box

To significantly improve installation convenience, we introduced the “3-Minute Self-Installation” service—letting customers swap out their own set-top boxes without a technician visit. Previously, installation required a visit from a service manager and typically took more than 30 minutes due to tasks such as cable replacement and firmware updates. As a result, customers often experienced inconvenience when coordinating installation appointments around busy schedules or when they preferred to avoid in-person visits. With the 3-Minute Self-Installation service, customers receive a pre-configured set-top box with the latest firmware already installed, delivered straight to their door. By simply connecting the power and cables and completing a brief identity verification process, they can immediately begin using B tv. To ensure ease of use for customers of all ages, we provide an intuitive installation guidebook along with QR code-based video instructions. The service can also be completed without an additional dispatch fee, reducing the financial burden on customers.

AI Chatbot and AI Callbot

We launched two new services—AI Chatbot and AI Callbot—to fundamentally improve how customers get support. The AI Chatbot provides 24/7 text-based support, while the AI Callbot is a multimodal consultation service that responds to customers’ voice inquiries and displays relevant information on their smartphone screens in real time. The AI Callbot handles around 200 types of inquiries—including new subscriptions, plan changes, fault diagnoses—without needing to connect customers to a live agent. It also provides personalized support, such as proactively notifying customers of schedule changes for booked service appointments, enabling faster and more convenient consultations.

Enhanced Customer Touchpoint Services



01

02

03

04

AI-Driven Customer Experience Innovation and Operational Optimization

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 4. Customer-Centric Product Differentiation

Related Risks / Opportunities

O2

AI 5 Set-Top Box

To transform the content consumption experience and bring AI-powered media services into everyday life, we launched the AI 5, our next-generation set-top box, in 2026. AI 5 is a smart set-top box that combines a compact, sophisticated design with AI-powered picture and sound optimization capabilities. It also serves as a stylish home décor item that blends naturally with living room interiors.

Through natural conversations with A., B tv's AI assistant, customers can explore content and enjoy a personalized viewing experience. The service integrates information on both B tv and OTT content, while providing AI-generated content summaries and recommendations tailored to users' moods and situations. In addition, it supports a variety of voice-enabled services, including channel switching, volume control, weather information, and music playback, delivering an intuitive and convenient TV experience.

AI also powers the picture and sound enhancements. The system upscales content to near-4K quality and optimizes color settings based on scene characteristics such as flowers, food, night views, buildings, and people, delivering a more vivid HDR viewing experience.

The AI audio function clarifies dialogue and automatically evens out volume levels for a consistently comfortable listening experience. In recognition of its design and functionality, AI 5 received awards from three major global design competitions: the Good Design Award (Japan), the iF Design Award (Germany), and the Red Dot Design Award (Germany).

GiGA Wi-Fi 7

To address the growing demand for home Wi-Fi, we launched GiGA Wi-Fi 7—a router built for speed, style, and value. GiGA Wi-Fi 7 delivers speeds of up to 2.88 Gbps (based on the 5 GHz band), twice as fast as Wi-Fi 6, providing a stable environment for high-definition video streaming, high-performance gaming, and simultaneous connections across multiple devices.

By incorporating Multi-Link Operation (MLO) technology, which simultaneously utilizes the 2.4 GHz and 5 GHz frequency bands, GiGA Wi-Fi 7 automatically selects the optimal path based on network conditions. When used together with Wings, a Wi-Fi signal extender, it enables seamless wireless coverage throughout the home. It also features a flat antenna design with integrated internal antennas, allowing it to blend naturally into home interiors.

Integrated Security Service

To better protect customers online, we consolidated our existing security add-ons into a single, all-in-one protection plan. Through a single subscription, customers can access three layers of protection, including harmful website and malware blocking, virus monitoring and removal, and remote or on-site inspection services for PCs and smartphones. For an extra KRW 1,000 per month, customers can also add insurance coverage through Meritz Fire & Marine Insurance. This covers up to KRW 5 million per year for voice phishing or hacking losses, and up to KRW 500,000 for online shopping fraud.

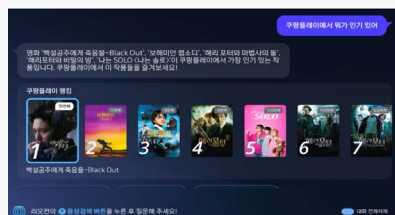
AI 5 Set-Top Box Features

Everyday Life, Reimagined by AI 5

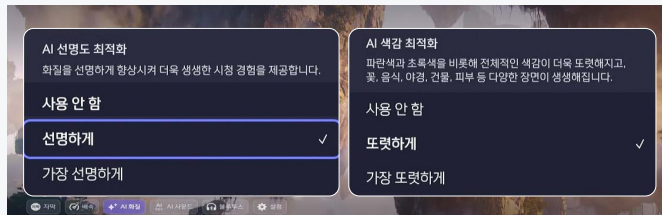
< AI 5 Set-Top Box >



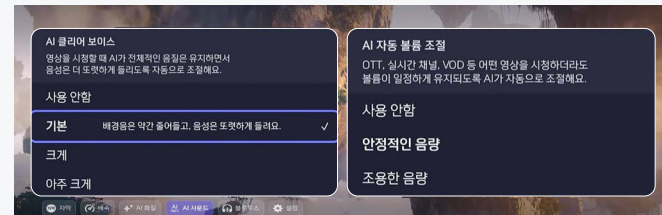
AI B tv Powered by Conversations with A.



AI-Powered Sharpness and Color Optimization



AI Clear Voice and Auto Volume Control



01

02

03

04

AI-Driven Customer Experience Innovation and Operational Optimization

Risk Management : How We Manage Challenges

Risk Identification and Prevention

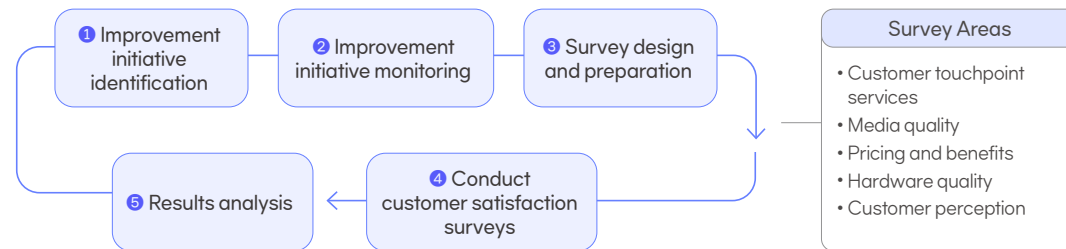
Customer Satisfaction Survey (CSI)

At SK broadband, we operate a multi-layered customer satisfaction survey system to regularly evaluate service quality and corporate competitiveness from the customer's perspective and link these evaluations to systematic improvement activities.

Each year, in collaboration with external professional research firms, we conduct regular user satisfaction surveys covering not only our own customers but also those of our competitors. This allows us to objectively compare our service level within the industry, identify relative strengths and weaknesses, and comprehensively assess customer pain points and improvement needs. In addition, we conduct weekly CSI (Customer Satisfaction Index) surveys to quickly identify changes in customer perceptions and use the results to measure the effectiveness of service innovation initiatives.

These survey programs serve as both the starting point for customer experience innovation and a key tool for quantitatively evaluating the effectiveness of customer-centric management, contributing to continuous value creation.

Customer Satisfaction Analysis Process



Targeted Research

In addition to regular customer satisfaction surveys, we conduct targeted research to gain a more detailed understanding of customer experiences, contexts, and needs. By selectively surveying specific customer groups, such as new service users, digital channel users, and AI service users, we identify detailed pain points and potential needs that may not be captured through general satisfaction indicators. This research is conducted through various methods—including interviews, FGIs, and online surveys—to comprehensively understand customers' actual behaviors and emotional responses. These insights help us respond more rapidly to evolving customer expectations and technological changes, strengthening service competitiveness.

VoC Analysis and Monitoring

We analyze not just post-service consultation records but system data, such as network quality logs and set-top box errors, in real time to identify abnormal signs early and take immediate action before customers raise complaints. In addition, we operate a VoC monitoring system to proactively manage service quality-related customer inconvenience and address recurring issues by identifying and resolving their root causes rather than simply responding to individual cases. If repeated patterns are detected in specific channels, product categories, or devices, we identify the fundamental causes and execute sustainable improvement actions—such as policy revisions, system enhancements, and process redesigns—rather than relying on one-off fixes. These efforts are regularly monitored through our company-wide Service Innovation Committee.

PLM Process

We operate a PLM (Product Lifecycle Management) process to review the entire customer experience prior to launching new products or services. Across the entire product and service lifecycle, from planning and launch to retirement, we identify situations that may cause customer inconvenience in advance and establish appropriate customer care measures for each stage. Based on stage-specific procedures and manuals, we work to prevent anticipated negative customer experiences. Employees across the organization, together with customer service centers, actively participate in these efforts to proactively prevent customer complaints.

AI-Driven Customer Experience Innovation and Operational Optimization

Metrics & Targets : Where We’re Heading

Targets

Having ranked No. 1 in the National Customer Satisfaction Index (NCSI) for 15 consecutive years and No. 1 in the Korean Standard Service Quality Index (KS-SQI) for 11 consecutive years (both as of 2025), we have set maintaining the No. 1 ranking in external customer satisfaction surveys as a key KPI and will continue to strengthen our customer experience leadership. We track a range of customer experience and loyalty metrics, including NPS, CEI scores, customer-perceived failure rates, and churn rates. We also manage the overall customer experience through a range of service usage and value indicators, such as recommendation-to-view conversion rates and viewing time per subscriber.

Implementation Roadmap



Metrics

Customer Satisfaction

	Category	Unit	2023	2024	2025
NCSI ¹⁾	Broadband Internet	Ranking	1	1	1
	IPTV	Ranking	1	1	1
KS-SQI ²⁾	Broadband Internet	Ranking	1	1	1
	IPTV	Ranking	1	1	1

1) Ranked No. 1 in the IPTV and broadband internet categories of the NCSI (National Customer Satisfaction Index) for 16 consecutive years as of 2026.

2) Ranked No. 1 in the broadband internet category of the KS-SQI (Korean Standard-Service Quality Index) for 11 consecutive years and in the IPTV category for 7 consecutive years as of 2025.

Category	Unit	2023	2024	2025
User Protection Performance Evaluation	Grade	Very Excellent	Very Excellent	Excellent
SK broadband Periodic CSI Results	Score	81	80	80

01

02

03

04

Climate Change Response and Energy Management

Governance : Who Leads Our Sustainability

Role of the Highest Decision-Making Authority

SK broadband operates a systematic decision-making process for climate change response. The CEO’s authority and responsibilities are defined in the Environmental Policy, under which the CEO holds ultimate responsibility for approving and overseeing key climate-related matters. As a result, major climate targets, including “2045 Net Zero” and “RE100,” are managed at the highest executive level. At the management level, we operate the ‘Net Zero Steering Committee’ as the executive body for climate implementation. The committee discusses key elements of the climate transition plan, including climate-related risks and opportunities, scenario analysis and financial impact assessments, and target setting and validation, while regularly monitoring implementation progress. Key issues are shared at the monthly management meeting chaired by the CEO and are reported to the Board of Directors according to their significance. In the event of an urgent climate-related issue, our dedicated ESG department and relevant departments report directly to the CEO and key executives through a separate escalation procedure for swift action. In addition, our internal audit organization regularly reviews compliance with ethical management standards, the effectiveness of business operations, and the adequacy of internal control systems. Accordingly, all management activities, including climate-related decision-making, are governed under this internal control framework. Improvement areas identified through the audit process are reported to management, followed by action plan development and implementation monitoring.

Decision-making Process



Capabilities

To strengthen climate literacy among decision-makers, we regularly publish and distribute an ESG newsletter to the CEO and all employees. The ESG newsletter provides insights on climate change trends, regulatory developments, and key industry issues, supporting decision-makers in incorporating climate-related considerations into business decisions.

Integration of Climate-Related Considerations into Decision-Making

We incorporate climate-related risks and opportunities into our enterprise-wide strategy development and mid-to long-term planning processes. Climate-related factors are integrated not just into risk management but into financial planning and overall business strategy. We comprehensively assess trade-offs between risks and opportunities against our internal decision-making criteria. In addition, an internal carbon pricing mechanism is applied when reviewing investment proposals above a certain threshold, so that the potential impact of carbon cost fluctuations is factored into investment feasibility assessments. Even when short-term cost burdens or operational constraints are involved, we seek the right strategic balance to support long-term financial stability and sustained corporate value. We also engage continuously with stakeholders to identify the most effective response measures.

Compensation Linkage

We incorporate climate-related performance into the evaluation and compensation criteria for the CEO and key executives to meaningfully strengthen management accountability for climate change. Company-wide ESG KPIs are categorized into core ESG indicators and Net Zero indicators, and the achievement of climate-related performance targets, including Net Zero implementation results, is directly linked to executive compensation. Progress against these indicators is monitored on a semiannual basis, and final approval of performance evaluation results is carried out by management.

Performance Indicators and Compensation Weighting

Performance indicators (KPIs)	Description	Compensation weighting
Performance against core ESG indicators	Assessment of Improvement performance for ESG management issues requiring proactive management	1%
Net Zero implementation performance	Assessment of performance against greenhouse gas emissions reduction targets for achieving Net Zero	1%

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Risk/Opportunity Identification

At SK broadband, we assessed a total of 22 climate-related risks and opportunities by evaluating the likelihood and magnitude of potential financial impacts across the short-term (within one year), medium-term (more than one year to five years), and long-term (more than five years). As a result, we identified 10 material factors, including tightening emissions trading regulations and rising emissions allowance prices, as well as rising electricity costs. The identified factors are reviewed annually to reflect the latest industry trends and business strategies, and the management framework is continuously enhanced to ensure that the results are effectively integrated into strategic decision-making.

Materiality Assessment Results

● High ● Medium ○ Low

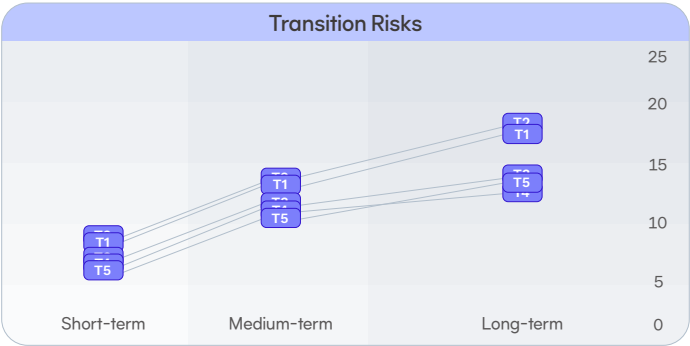
Risks/Opportunities			Business Segment	Value Chain			Current Impact	Potential Impact	Potential Financial Impact		
				Up-stream	Own Operation	Down stream			Short-term	Medium-term	Long-term
Transition Risks	Policies and Legislation	T1	Tightening emissions allowance regulations and rising emissions allowance prices	Media / Wired Communication Data Centers	✓		• Emissions allowance purchase costs under the current paid allocation ratio	• Significant increase in emissions allowance purchase costs due to reduced free allocation and increased paid allocation • Additional capital investment costs to achieve carbon reduction targets	○	●	●
		T2	Rising electricity prices	Media / Wired Communication Data Centers	✓		• Capital investment costs for improving electricity efficiency	• Potential increase in operating costs if regionally differentiated electricity tariffs are introduced due to infrastructure concentration in the metropolitan area	○	●	●
	Market	T3	Tightening customer decarbonization (RE100) requirements	Data Centers	✓		• Renewable energy procurement costs associated with RE100 commitments	• Reduced order competitiveness and revenue decline due to unmet customer demand from insufficient supply	○	●	●
		T4	Constraints on renewable energy supply and rising procurement costs	Media / Wired Communication Data Centers	✓		• PPA and REC procurement costs	• Contract premium costs to secure sufficient renewable energy supply	○	●	●
	Technology	T5	Technological limitations of existing cooling technologies and stranded asset risk	Media / Wired Communication Data Centers	✓		• Decline in the asset value of existing air-cooling facilities	• Significant capital investment costs for the adoption of new cooling technologies, such as liquid cooling and immersion cooling	○	●	●
Physical Risks	(Chronic) Extreme Heat / Heat Stress	P1	Exceeding cooling capacity limits due to rising average temperatures	Media / Wired Communication Data Centers	✓	✓	• Additional investment costs to expand cooling system capacity	• Significant investment costs for replacing cooling infrastructure if temperatures continue to rise	○	○	●
	(Acute) Flooding / Inundation	P2	Flooding of urban and underground facilities caused by heavy rainfall	Media / Wired Communication Data Centers	✓	✓	• Flood damage recovery costs and service disruption compensation	• Increased recovery and compensation costs due to higher frequency and severity of heavy rainfall events	○	○	●
Opportunities	Resource Efficiency	O1	Adoption of energy-efficiency technologies	Media / Wired Communication Data Centers	✓	✓	• Initial investment costs for the adoption of high-efficiency cooling and HVAC systems • Research and development costs for low-carbon products	• Improved profitability through greater cost-saving benefits as electricity prices continue to rise • Revenue growth driven by increasing consumer preference for low-power products	○	●	●
	New Business	O2	Development and operation of AI data centers with improved energy efficiency	Data Centers	✓	✓	• Capital investment costs to build AI data centers with improved energy efficiency	• Revenue growth from stronger data centers competitiveness as global customers increase their RE100 and carbon reduction requirements	○	●	●
	Energy Resources	O3	Reduction of energy costs through the procurement of low-carbon energy sources	Media / Wired Communication Data Centers	✓		• Initial investment costs for PPA agreements or on-site power generation facilities	• Greater cost-saving benefits relative to fixed PPA prices as fossil fuel-based electricity prices increase	○	○	●

Climate Change Response and Energy Management

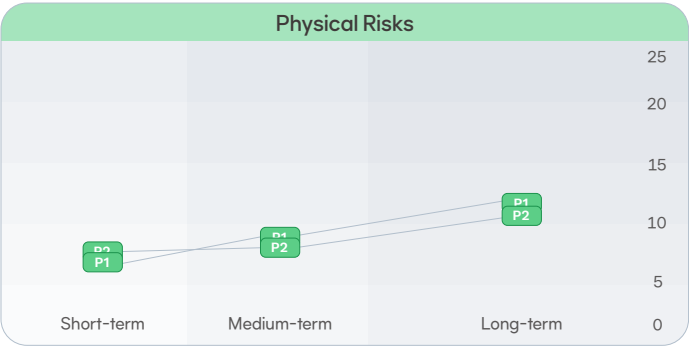
Strategy : What Drives Our Pursuit

Climate Materiality Assessment Results

Based on the 2025 climate materiality assessment¹⁾, the identified climate-related risks and opportunities were determined to have a low likelihood of causing material changes to the company’s business model and value chain in the short term. Nevertheless, we do not exclude the possibility of long-term impacts and continue to enhance our response framework through ongoing monitoring of relevant developments, the establishment of detailed response strategies, and the strengthening of risk management capabilities. Identified transition risks include tightening emissions allowance regulations, rising electricity costs, stakeholder RE100 requirements, and higher renewable energy procurement costs. Physical risks include cooling capacity constraints resulting from rising average temperatures and flooding of underground infrastructure caused by heavy rainfall. Opportunities are managed through the adoption of energy-efficiency technologies, the development of AI data centers with improved energy efficiency, and the stabilization of costs through long-term renewable energy contracts.



T1	Tightening emissions allowance regulations and rising emissions allowance prices	Risk of increased emissions allowance purchase costs due to expanded paid allocation and rising emissions allowance prices
T2	Rising electricity prices	Risk of a sharp increase in electricity costs for infrastructure in the Seoul metropolitan area, driven by growing AI demand and differentiated electricity pricing
T3	Tightening customer decarbonization (RE100) requirements	Risk of reduced order competitiveness and increased costs due to expanding RE100 requirements
T4	Constraints on renewable energy supply and rising procurement costs	Risk of increased RE100 compliance costs and reduced order competitiveness due to insufficient renewable energy supply
T5	Technological limitations of existing cooling technologies and stranded asset risk	Risk of increased investment and replacement costs for cooling infrastructure due to the expansion of high-density AI servers



P1	[Chronic] Exceeding cooling capacity limits due to rising average temperatures	Risk of data center cooling capacity being exceeded and server outages due to rising temperatures
P2	[Acute] Flooding of urban and underground facilities caused by heavy rainfall	Risk of underground infrastructure flooding and service disruptions caused by heavy rainfall



O1	Adoption of energy-efficiency technologies	Electricity cost savings through higher-efficiency cooling and HVAC systems
O2	Development and operation of AI data centers with improved energy efficiency	Opportunities to win premium contracts from global technology companies by offering energy-efficient data centers
O3	Reduction of energy costs through the procurement of low-carbon energy sources	Energy cost stabilization through long-term renewable energy contracts and self-generation facilities

1) Materiality score = Likelihood score × Magnitude of impact score (0-5: Very Low, 5-10: Low, 10-15: Moderate, 15-20: High, 20-25: Very High)

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Financial Impacts

Current and Anticipated Financial Impacts

We analyzed the impacts of climate-related risks and opportunities identified through our materiality assessment on the current and next fiscal years’ financial statements, considering the feasibility of quantitative analysis and the availability of relevant information. However, fully quantifying these impacts remains challenging, and future projections are inherently uncertain. As a result, even forecasts based on reasonable assumptions may differ from actual outcomes due to changes in external conditions. We will continue to enhance our framework for assessing future impacts on financial position, financial performance, and cash flows.

Impacts on the Current and Next Financial Statements

(Unit: Million KRW)

Category		Factor	Financial Impact Pathway	Financial Statement Line Item	Current and Next-Period Financial Impacts ¹⁾			
					Current period	Short-term	Medium-term	Long-term
Transition Risks	Policies and Legislation	Tightening emissions allowance regulations and rising emissions allowance prices	• Increase in emissions allowance purchase costs	Operating expenses (other operating expenses)	530 ²⁾	2,046 ²⁾	25,659 ²⁾	54,497 ²⁾
		Rising electricity prices	• Higher electricity costs due to rising power generation costs and growing data center electricity consumption	Operating expenses (utilities expenses)	261 ³⁾	9,483 ³⁾	174,135 ³⁾	475,007 ³⁾
	Market	Tightening customer decarbonization (RE100) requirements	• Higher procurement costs due to tightening customer RE100 requirements and constrained renewable energy supply	Operating expenses (utilities expenses)	583 ⁴⁾	861 ⁴⁾	33,841 ⁴⁾	201,335 ⁴⁾
		Constraints on renewable energy supply and rising procurement costs						
	Technology	Technological limitations of existing cooling technologies and stranded asset risk	• Higher asset replacement and maintenance costs due to technological limitations	Repair and maintenance expenses	371 ⁵⁾	371 ⁵⁾	2,204 ⁵⁾	6,987 ⁵⁾
				Non-current assets (property, plant and equipment)	4,043 ⁶⁾	4,280 ⁶⁾	16,943 ⁶⁾	5,357 ⁶⁾
Opportunities	Energy Resource	Reduction of energy costs through the procurement of low-carbon energy sources	• Electricity cost savings through renewable energy procurement and energy-efficiency improvements	Operating expenses (utilities expenses)	(76) ⁷⁾	(80) ⁷⁾	(462) ⁷⁾	(1,047) ⁷⁾
	Market	Revenue from emissions allowance trading	• Revenue from the sale of surplus emissions allowances	Other non-operating income	0 ⁸⁾	0 ⁸⁾	0 ⁸⁾	0 ⁸⁾

1) Current period: 2025, Short term: 2026, Medium term: cumulative impacts for 2027-2031, Long term: cumulative impacts for 2032-2041

2) The costs represent emissions allowance purchase costs resulting from tightening emissions allowance regulations and rising emissions allowance prices. The current-period impact amount reflects the amount recognized in accordance with the accounting standards applied in the annual report, while the short-, medium-, and long-term impact amounts were estimated using projected emissions based on our greenhouse gas reduction plan and the IEA STEPS emissions allowance price scenario.

3) The costs reflect higher electricity charges driven by rising energy prices and growing electricity demand. The increase in electricity costs compared with the base year was estimated by applying the Below 2°C electricity price scenario to projected electricity consumption.

4) The estimates reflect costs associated with RE100 implementation and expanded renewable energy use, including Power Purchase Agreements (PPAs), Green Premium procurement, and purchases of Renewable Energy Certificates (RECs).

5) The estimates cover operating costs for greenhouse gas reduction activities, including the operation and maintenance of energy-efficiency facilities and other related expenses.

6) The estimates reflect capital expenditures for transitioning to greenhouse gas reduction facilities, including the replacement of equipment with low-power alternatives and the acquisition of low-carbon assets.

7) The estimates reflect electricity cost savings from substituting self-generated solar power for grid electricity purchases. The avoided electricity costs were calculated by applying electricity tariffs to the volume of self-generated solar power.

8) Revenue from the sale of surplus emissions allowances was estimated by applying the applicable emissions allowance price to the surplus volume.

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Financial Impacts

Impacts on the Current and Next Financial Statements

(Unit: Million KRW)

Category		Factor	Financial Impact Pathway	Financial Statement Line Item	Current and Next-period Financial Impacts ¹⁾			
					Current period	Short-term	Medium-term	Long-term
Physical Risks	(Chronic) Extreme Heat / Heat Stress	Exceeding cooling capacity limits due to rising average temperatures	• Additional investment costs to expand cooling system capacity	Non-current assets (property, plant and equipment)				
	(Acute) Flooding / Inundation	Flooding of urban and underground facilities caused by heavy rainfall	• Flood damage recovery costs and service outage compensation costs	Non-current assets (property, plant and equipment)			- ²⁾	
				Other non-operating expenses				

1) Current period: 2025, Short-term: 2026, Medium-term: cumulative impacts for 2027-2031, Long-term: cumulative impacts for 2032-2041.
2) Measurement uncertainty in estimating the financial impacts of physical risks is too high for quantitative information to be meaningful. Accordingly, the financial impacts of these factors have not been quantified in this report. However, we plan to continuously enhance our analytical framework and systematically assess and estimate their effects on our future financial position, financial performance, and cash flows.

Financial Position, Financial Performance, and Cash Flows

The strategies we have put in place to manage climate-related risks and opportunities are expected to affect our financial position, performance, and cash flows differently across the short, medium, and long term. In the short term, increases in electricity costs due to fluctuations in electricity prices and increases in electricity consumption may directly affect financial performance and cash flows. In the medium term, allowance purchase costs are expected to rise as emissions allowance prices increase and shortfalls emerge. However, we plan to gradually improve the electricity cost structure through expanded renewable energy procurement and investments in energy efficiency for RE100 implementation. In the long term, the expansion of renewable energy use is expected to reduce potential emissions allowance cost burdens. This is also expected to generate revenue opportunities from surplus allowances and help shield us from rising electricity costs as our energy mix stabilizes.

Climate Resilience Assessment

Drawing on transition and physical climate scenario analyses, we identify potential risks across the short, medium, and long term. We evaluate the effects of identified risk factors on financial performance and cash flows, establish response strategies, and reflect the results in management decision-making.

Key Considerations in the Climate Resilience Assessment

Significant areas of uncertainty considered in the resilience assessment	>	We consider various uncertainties arising from policy and regulatory changes, including electricity price volatility, renewable energy procurement uncertainty, emissions allowance prices, the share of paid allocations, and allocation adjustment coefficients.
Availability and usefulness of existing financial resources to respond to impacts	>	We secure liquid assets to respond to the financial impacts of climate change, and investment restructuring and capital reallocation are available when necessary. In addition, we maintain insurance and financial buffers against climate-related risks.
Ability to reallocate, repurpose, improve or retire existing assets	>	We review the potential to reallocate, repurpose, improve or retire existing assets in order to respond to transition and physical risks arising from climate change. We are gradually replacing aging infrastructure and low-efficiency equipment and promoting AI-based asset optimization and efficiency improvement.
Effects of current and planned investments	>	We are scaling up investments in renewable energy facilities, energy-efficiency equipment, and systems for structured carbon management. These investments serve as a practical foundation for achieving our Net Zero targets.

01

02

03

04

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

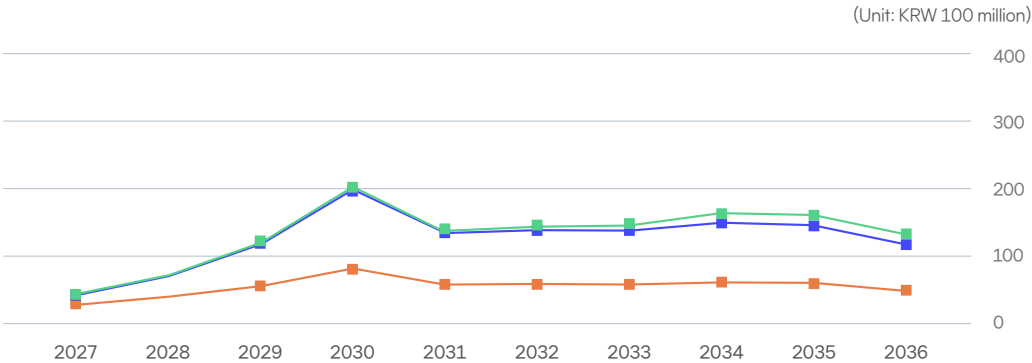
Financial Impact Analysis

RISK 1 Transition Risk: Tightening Emissions Allowance Regulations and Rising Prices

We assumed that the paid allocation ratio expanded with the start of the fourth planning period under the national emissions trading scheme and that this trend will continue through 2050. Based on this assumption, emissions allowance shortfalls or surpluses were estimated by comparing projected emissions under the greenhouse gas reduction plan with government allocation amounts. Financial impacts were then assessed using the IEA (International Energy Agency) STEPS, APS, and NZE emissions allowance price scenarios. We recognize an emissions liability on the balance sheet for emissions allowance shortfalls exceeding government allocations. This contributes to an increase in operating expenses (other operating expenses) in the income statement. Direct reduction activities—such as network optimization, transitioning to low-power equipment, and adopting renewable energy—require upfront investment and operating costs, but reduce greenhouse gas emissions and ease the long-term financial burden of rising emissions allowance purchase costs. This analysis is based on scenario assumptions and may vary depending on actual policy changes and market conditions.

Potential Financial Impacts from Emissions Allowance Purchase Costs

- STEPS** (Stated Policies Scenario): A pathway reflecting emission reduction plans that are currently in force or formally adopted by each country
- APS** (Announced Pledges Scenario): A pathway reflecting the implementation of each country’s emission reduction targets (NDCs).
- NZE** (Net Zero Emissions by 2050 Scenario): A pathway for achieving global carbon neutrality by 2050



Transition Risk Scenario Inputs

Category	Description
Scenario	STEPS, APS, NZE
Scenario source	IEA WEO 2024 (World Energy Outlook)
Alignment with international agreements	Scenarios aligned with the latest international agreements on climate change
Relevance to resilience assessment	Climate resilience assessment of transition risks for the consolidated entity, based on applied scenarios
Time horizon	2025-2050
Scope of analysis	SK broadband

Key Assumptions Used in the Scenario Analysis

Category	Assumptions
Climate-related policies	- The upward trend in paid allocation ratios under the Korean Emissions Trading Scheme is assumed to continue, with different values applied for each planning period. - The greenhouse gas allocation adjustment factor is assumed to decrease over time, with different values applied per planning period.
Macroeconomic trends	Macroeconomic variables such as inflation and exchange rate fluctuations were considered indirect factors affecting carbon prices, and it was assumed that these effects were reflected in the scenario-based carbon price pathways applied in this analysis.
National/regional variables	Emissions allowance prices vary with national and global policy conditions and the pace of energy transition. Price pathways are based on the IEA STEPS, APS, and NZE scenarios.
Energy use and mix	Emission changes resulting from direct reduction activities and renewable energy adoption plans were reflected when estimating greenhouse gas emissions and emissions allowance shortfalls.

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Financial Impact Analysis

RISK 2 Transition Risk: Rising Electricity Prices

Rising power generation costs driven by global energy price fluctuations and carbon neutrality policy implementation may feed through into electricity tariffs, affecting our cost structure given our high electricity consumption. To estimate the potential financial impacts of rising electricity prices, electricity tariff increase pathways based on the NGFS (Network for Greening the Financial System) Below 2°C, NDCs and NZE 2050 scenarios were applied. Depending on electricity consumption and procurement structure, higher electricity prices may increase operating expenses (utilities expenses) in the income statement. Accordingly, we plan to mitigate the risks associated with rising electricity prices and manage our electricity cost structure in a stable manner by expanding renewable energy procurement, through power purchase agreements (PPAs), the installation of solar power generation facilities, and other renewable energy procurement measures. This analysis is based on scenario assumptions and may vary depending on changes in energy policy, electricity market conditions, and revisions to the electricity pricing system.

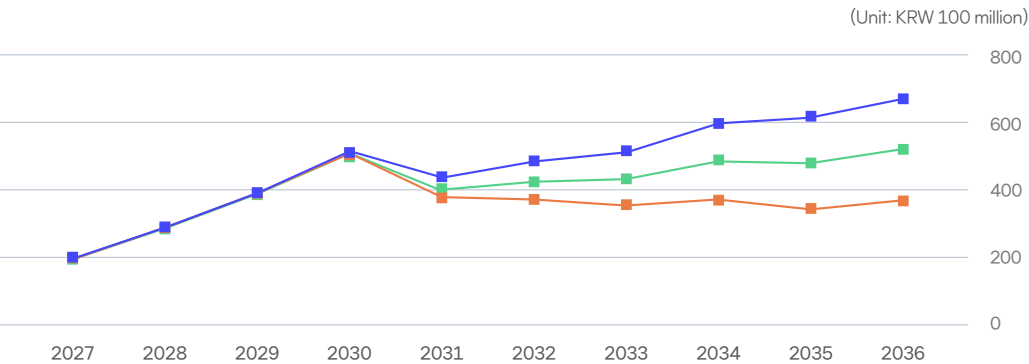
Potential financial impacts from rising electricity prices

- Below 2°C

A pathway that limits the average temperature increase to below 2°C above pre-industrial levels by 2100
- NDCs

A pathway that assumes the implementation of greenhouse gas reduction targets announced by each country
- Net Zero 2050

A pathway that assumes achieving Net Zero by 2050 while limiting global warming to 1.5°C



Transition Risk Scenario Inputs

Category	Description
Scenario	Below 2°C, NDCs, NZE 2050
Scenario source	NGFS Phase 4
Alignment with international agreements	Scenarios aligned with the latest international agreements on climate change
Relevance to resilience assessment	Scenario-based climate resilience assessment of transition risks
Time horizon	2025-2050
Scope of analysis	SK broadband

Key Assumptions Used in the Scenario Analysis

Category	Assumptions
Climate-related policies	• The trend toward stronger carbon neutrality and energy transition policies is assumed to continue, driving up power generation costs that are gradually passed through to electricity tariffs.
Macroeconomic trends	• Macroeconomic variables such as inflation, fuel prices and exchange rate fluctuations are treated as factors affecting power generation costs and electricity market prices, with their effects assumed to be embedded in the scenario-based electricity tariff pathways.
National/regional variables	• Electricity prices vary with national energy policies, the power generation mix, and the pace of energy transition. Tariff increase pathways are based on the NGFS scenarios.
Energy use and mix	• Electricity consumption accounts for demand growth from expanding services and infrastructure, and factors in changes to the procurement mix from renewable energy adoption (PPAs, self-generation, etc.).

01

02

03

04

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Financial Impact Analysis

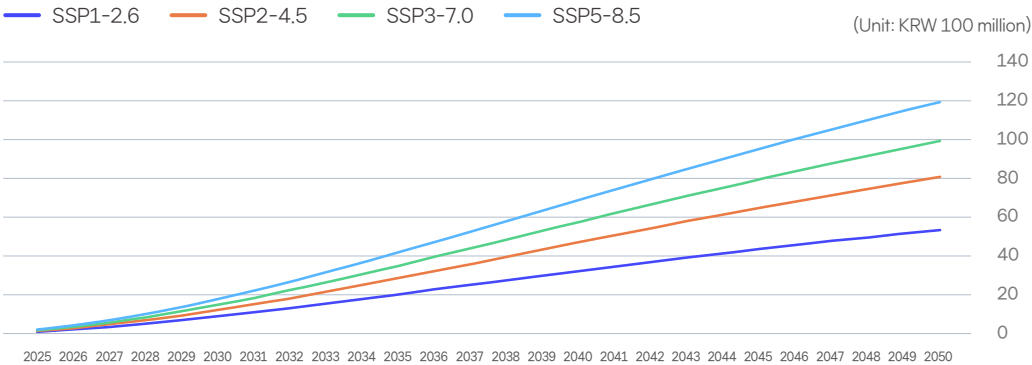
RISK 3 Physical Risks

We analyze physical risks using MSCI’s Climate Value-at-Risk (CVaR) model. The analysis covers nine chronic and acute climate hazards across four scenarios: SSP1-2.6, SSP2-4.5, SSP3-7.0 and SSP5-8.5. The cumulative financial impact expected by 2050 ranges from KRW 5.3 billion under the SSP1-2.6 scenario to KRW 11.9 billion under the SSP5-8.5 scenario, with an annual average of approximately KRW 0.2 billion to KRW 0.5 billion.

Chronic risks are weather phenomena that emerge from the long-term progression of climate change. Five categories were analyzed: extreme heat, cold waves, heavy rainfall, heavy snowfall, and strong winds. Among these, extreme heat has the highest financial impact. Acute risks are sudden climate-related natural disaster events. Four categories were analyzed: coastal flooding, river flooding, typhoons, and wildfires. Among these, typhoons have the highest financial impact.

Based on these findings, we continue to implement response measures to minimize risks. To address extreme heat, a chronic risk, we are optimizing high-efficiency cooling systems and establishing energy management strategies, including securing backup power capacity to manage rising energy demand. In addition, for typhoons, an acute risk, we are strengthening preventive measures and rapid response capabilities through regular facility inspections, structural reinforcement, emergency manual reviews, and periodic drills.

Potential Financial Impacts of Physical Risks by Scenario (Cumulative by Year)



Physical Risk Scenario Inputs

Category	Description
Scenario	SSP1-2.6: A scenario assuming a transition centered on low-carbon industries and the achievement of policy targets SSP2-4.5: A scenario assuming the achievement of current environmental and energy policy targets SSP3-7.0: A scenario assuming a slow transition to low-carbon industries and renewable energy SSP5-8.5: A scenario assuming continued fossil fuel use and limited implementation of mitigation policies
Scenario source	IPCC
Alignment with international agreements	Scenarios aligned with the latest international agreements on climate change
Relevance to resilience assessment	Climate resilience assessment of physical risks, based on applied scenarios
Time horizon	2025-2050
Scope of analysis	SK broadband-owned and leased office buildings

Key Assumptions Used in the Scenario Analysis

Category	Assumptions
Extreme weather data	• MSCI (based on IPCC SSP scenarios)

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Risk/Opportunity Response

Climate-related Target Achievement Plan

SK broadband sets specific annual greenhouse gas reduction targets toward our 2045 Net Zero goal and systematically tracks progress against them. Through materiality assessments and financial impact analyses, we have identified energy use as a primary driver of greenhouse gas emissions and made it a central focus of our climate change response strategy. Accordingly, we are reducing emissions by improving electricity efficiency, reducing energy demand, and transitioning to renewable energy, while continuously strengthening our reduction capabilities through the development of low-emission products and the advancement of emissions management systems.

Strategy

STRATEGY 1

Reduction of Greenhouse Gas Emission Demand



Key Initiatives and Activities

DC energy efficiency enhancement	• Improvement of DC PUE
Network energy efficiency enhancement	• Network optimization • Transition to low-power equipment • Power Saving

STRATEGY 2

Energy Transition¹⁾

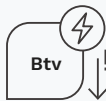


Key Initiatives and Activities

Transition to renewable energy	• Installation of on-site solar power facilities • External renewable energy procurement
--------------------------------	---

STRATEGY 3

Low-Carbon Technology and Product Innovation



Key Initiatives and Activities

Development of low-carbon technologies	• Integrated optical module technology • Next-generation IP converged network (RON) technology
Development of low-carbon products	• Low-power set-top box • Next-generation rechargeable remote control

STRATEGY 4

Advancement of Climate Risk Management System



Key Initiatives and Activities

Operation of carbon management systems	• CEMS • LDAS
Securing power supply stability	• Proactive response to policies and regulations
Infrastructure inspection	• Climate disaster preparedness

1) The shift from conventional fossil fuel-based energy systems to low-carbon alternatives for long-term environmental sustainability

01

02

03

04

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 1.

Reduction of

Greenhouse Gas Emission Demand

Enhancing Energy Efficiency in Data Center Operations

Data centers are heavy electricity consumers, making a reliable power supply essential. Recognizing this, we are actively driving a broad range of initiatives to maximize energy efficiency across our data center operations.

Related Risks / Opportunities

T1

T2

T5

P1

O1

O2

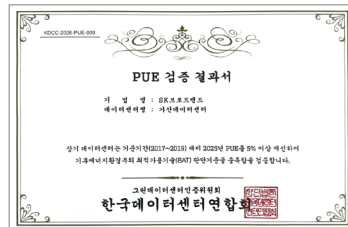
Direct Mitigation and Adaptation Efforts

Improving DC PUE



To improve data center PUE, we are implementing a range of energy-saving measures: applying chiller free cooling, replacement of cooling systems with high-efficiency alternatives, expansion of immersion cooling facilities, and the use of recovered waste heat for winter heating. One example is our greenhouse gas reduction project at the Ilsan Data Center in 2023, which reduced electricity consumption by introducing a high-efficiency cooling system. The project was recognized by the Ministry of Environment as an internal emissions reduction project. In addition, we independently developed and commercialized a hybrid cooling system in 2023—with a patent application pending—and replaced 45 cooling units at the Ilsan Data Center with this system by 2025. The hybrid cooling system enables precise control based on temperature load conditions, reducing unnecessary power consumption and lowering compressor operating costs.

The Gasan Data Center was designed from the initial construction stage to maximize operational efficiency by incorporating a wide range of environmental variables, including power infrastructure, server heat generation, and external temperatures, while applying seasonally optimized operating schemes. Through these various energy-saving efforts, we improved the PUE of our Pangyo, Siksa, and Gasan data centers by more than 5%



PUE Improvement Verification Report

compared with the baseline period. These achievements were recognized by the Ministry of Climate, Energy and Environment as Best Available Techniques (BAT).

SK broadband

Driving Energy Efficiency Innovation in AI Data Centers

A stable energy supply is essential to data center operations. In collaboration with SK Group and business partners, we are developing and validating technologies to improve the energy efficiency of next-generation AI data centers.

AI DC Test - Bed

We jointly established an AI DC Test-Bed with SK Group to develop and validate next-generation AI data center solutions. It is the first facility in Korea to bring together advanced AI semiconductors, virtualization technologies, and AI-based energy optimization—alongside all three next-generation liquid cooling solutions: direct liquid cooling, immersion cooling, and precision liquid cooling. As part of the power control solution development project, we are developing UPS and Super Capacitor solutions for managing GPU peak loads. We have also established an environment for developing AI-based PUE forecasting models and are conducting research on ways to improve the operational efficiency of next-generation data centers.

Ulsan AI DC

Together with AWS, we are developing the SK AI Data Center in Ulsan. Designed from the ground up to handle the high power demands of AI workloads, the SK AI Data Center Ulsan features a power architecture supporting up to 105 kW per rack and a hybrid cooling system combining air and liquid cooling. The facility also adopts a direct liquid cooling method that uses cooling fluid as the cooling medium, effectively managing heat generated by GPUs. We also plan to harness cold energy from the liquefaction and regasification processes at a nearby LNG terminal to improve energy efficiency and reduce carbon emissions.

- 01
- 02
- 03
- 04

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 1.

Reduction of Greenhouse Gas Emission Demand

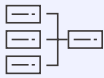
Network Energy Efficiency Enhancement

As a fixed-line telecommunications service provider offering services such as broadband internet and IPTV, electricity is an essential input for operating our nationwide network infrastructure. To reduce electricity consumption, we are actively pursuing a range of initiatives, including network optimization, the transition to low-power equipment, and improvements in the energy efficiency of our central office facilities.

Related Risks / Opportunities T1 T2 T5 P1 O1 O2

Direct Mitigation and Adaptation Efforts

Network optimization



We are removing and replacing aging equipment through circuit reallocation centered on low-power equipment and the maintenance of aerial cables. In 2025, we minimized standby power by optimizing traffic routing, reallocating circuits, and removing unnecessary equipment and optical modules from subscriber network devices. We are also optimizing the network through redesign and virtualization. In addition, we are transitioning HFC to FTTH to support continuous network advancement and reduce carbon emissions.

Direct Mitigation and Adaptation Efforts

Transition to low-power equipment



We are improving energy efficiency by deploying low-power equipment, including inverter-type cooling units and low-power IP backbone equipment, and by replacing CDN (Content Delivery Network) servers with more energy-efficient alternatives. For new equipment procurement, we are also reviewing updates to technical specifications, integrating energy performance criteria into the evaluation process, and promoting low-power design principles.

Direct Mitigation and Adaptation Efforts

Power Saving



We are reducing electricity consumption by installing mist cooling systems on outdoor cooling units and applying phase control solutions. In 2026, we are introducing the N-PUE¹⁾ metric for central office facilities to drive efficiency improvements in non-telecommunications power use, including cooling and lighting. We have established three-year targets for carbon emissions reduction and N-PUE improvement for the 2026–2028 period. To achieve these targets, we plan to implement key improvement initiatives in phases, including cooling efficiency improvements through the adoption of high-efficiency cooling units and temperature optimization for each equipment room zone, peak power management and rectifier efficiency improvements, and cooling load reduction through enhanced insulation at central office facilities.

1) N-PUE: Network Power Usage Effectiveness

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 2. Energy transition

Related Risks / Opportunities T3 T4 O3

Transition to Renewable Energy

With more than 99% of our total greenhouse gas emissions stemming from electricity consumption, transitioning to renewable energy is central to our decarbonization strategy. We recognize that the continuous expansion of network infrastructure and equipment is essential to providing stable telecommunications—and that this will inevitably drive increases in energy consumption and greenhouse gas emissions. In response, we joined six other SK Group companies in November 2020 to become the first corporate group in Korea to declare its commitment to RE100. Through two key approaches, developing our own solar power facilities and procuring renewable electricity from external sources, we are working toward sourcing 100% of our electricity from renewable sources by 2045.

Direct Mitigation and Adaptation Efforts

Installation of on-site solar power facilities



We are expanding our renewable energy footprint by installing solar panels on underutilized land and rooftops. In 2023, we installed 235 kW of solar capacity across four sites in Anseong, Daejeon, Daegu, and Changwon, cutting annual greenhouse gas emissions by approximately 133.2 tCO₂eq. In 2026, we identified sites for solar power installation by reviewing areas suitable for on-site solar power facilities across all company-owned central office facilities through satellite-based assessments. We are currently conducting on-site inspections and installation activities. We remain committed to accelerating our transition to renewable energy and strengthening our climate change response.

Direct Mitigation and Adaptation Efforts

Procurement of renewable energy from external sources



Given uncertainties in Korea’s renewable energy procurement market, we are developing our optimal RE100 strategy through cost-effectiveness analyses of available procurement options. Since 2021, we have purchased renewable energy through Green Premium contracts with the Korea Electric Power Corporation (KEPCO), procuring 57,750 MWh of renewable electricity as of 2025. Beginning in 2027, we plan to secure a stable supply of approximately 39 GWh of renewable electricity annually for 20 years through a Power Purchase Agreement (PPA) with SK E&S. By locking in a fixed electricity price for 20 years, PPAs help buffer against rising electricity costs and provide long-term procurement stability. With the added benefit of counting toward recognized emissions reductions, PPAs are expected to be a cornerstone of our RE100 achievement.

RE100 Implementation Performance

Category	Unit	2021	2022	2023	2024	2025 ¹⁾	2026 Goal
Renewable energy procurement volume	MWh	662	20,540	39,769	44,712	58,566	105,075
Renewable energy procurement share	%	0.1	2.4	4.3	4.5	4.3	7%

1) SK broadband’s 2025 renewable energy usage followed the procurement plan developed for its existing business scope. However, as total electricity consumption increased due to the addition of new data centers during the year, the renewable energy usage ratio decreased compared with the previous year. This decline reflects a temporary effect of business expansion. We plan to scale up renewable energy procurement in line with our enlarged operational scope.

01

02

03

04

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 3. Low-Carbon Technology and Product Innovation

Related Risks / Opportunities

01

Development of Low-Carbon Technologies

At SK broadband, we have developed low-carbon technologies, including integrated optical module technology and next-generation IP converged network technology.

Direct Mitigation and Adaptation Efforts

Integrated optical module technology



The integrated optical module delivers ultra-high-speed internet from 1 Gbps to 10 Gbps through a single device, reducing heat generation and cutting active power consumption by up to 44%. By eliminating the need to install separate equipment for different service speeds, the technology improves installation space efficiency by up to 60% compared with conventional systems while also delivering capital expenditure savings.

Direct Mitigation and Adaptation Efforts

Next-generation IP converged network (RON) technology



Next-generation IP converged network (RON) technology integrates IP and optical transport networks, enabling direct router connectivity without the need for separate transmission equipment. This shortens circuit activation times and simplifies network configuration. By reducing the number of network devices required, we have also achieved a 25% reduction in carbon emissions compared with conventional network architectures.

Development of Low-Carbon Products

Improving the energy efficiency of telecommunications equipment is a key way we help customers reduce energy consumption and lessen their environmental footprint. To this end, we are reducing standby power consumption in customer-premises equipment such as set-top boxes, modems, routers, and remote controls. We also continuously research and apply design methods that maintain or reduce power consumption even as product features become more sophisticated.

Direct Mitigation and Adaptation Efforts

Low-Power Set-Top Boxes: Smart 3 & AI 5



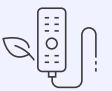
The Smart 3 low-power set-top box incorporates a low-power system-on-chip, reducing carbon emissions by up to 80% compared with the previous model (UHD1). It has also received Low-Carbon Product Certification¹⁾ from the Korea Environmental Industry & Technology Institute under the Ministry of Environment. Launched in February 2026, the AI 5 set-top box further maximizes energy efficiency and reduces average standby power consumption by approximately 25% compared with the Smart 3 model, which had already received Low-Carbon Product Certification. We will continue to enhance energy efficiency and develop low-carbon technologies.



1) Certification Nos. 2024-138 and 2024-185. Certification scope: Set-top boxes

Direct Mitigation and Adaptation Efforts

Rechargeable B tv Remote Control



In 2024, we launched a supercapacitor-powered rechargeable B tv remote control. With no need for battery replacement, it reduces carbon emissions to 10.6% compared with conventional battery-powered remote controls. The remote control is being primarily distributed to customers using the latest set-top box models, AI 4 and AI 5, and the number of users is expected to reach approximately 1.26 million by the end of 2026. This is expected to reduce greenhouse gas emissions by approximately 208.2 tCO₂eq.



- 01
- 02
- 03
- 04

Climate Change Response and Energy Management

Strategy : What Drives Our Pursuit

Risk/Opportunity Response 4. Advancement of Climate Risk Management System

Related Risks / Opportunities T1 T2 P2

Operation of Carbon Management Systems

At SK broadband, we systematically manage greenhouse gas emissions through our carbon management platform.

Direct Mitigation and Adaptation Efforts

CEMS



To improve the accuracy and management efficiency of greenhouse gas emissions data, we have established a Carbon Emission Management System (CEMS) and integrated it with our ERP system to aggregate Scope 1 and Scope 2 emissions-related activity data and supporting documents, metering information, and emissions allowance information.



CEMS (Carbon Emission Management System)

Direct Mitigation and Adaptation Efforts

LDAS



In 2025, we added a location-level electricity cost management function to the Location Data Analytics System (LDAS), enabling more granular monitoring and control of electricity expenses. By analyzing electricity costs by location, the system supports reviews of optimal tariff plans and flags potential billing errors at decommissioned central office facilities.



LDAS (Location Data Analytics System)

Securing Power Supply Stability

We are responding to regulatory and policy changes related to data centers.

Direct Mitigation and Adaptation Efforts

Proactive response to policies and regulations



To ensure a stable power supply for our data centers, we regularly monitor changes in electricity-related laws and regulations and respond proactively. Following the introduction of the Power System Impact Assessment, facilities of 10MW or more are now subject to assessment, with strengthened assessment criteria. Accordingly, we conduct pre-assessments to verify supply and demand stability. In addition, in preparation for higher installation requirements and the expansion of coverage under the Special Act on Activation of Distributed Energy, we have established practical response measures, including the development of distributed energy deployment plans, pre-impact assessments, grid connection planning, and the implementation of energy management systems.

Infrastructure Inspection

We conduct infrastructure inspections to prepare for climate-related disasters, including heavy rainfall.

Direct Mitigation and Adaptation Efforts

Climate disaster preparedness



To guard against flooding at urban and underground facilities from heavy rainfall, we regularly inspect drainage channels and flood barriers, verify that stormwater pump systems are functioning properly, and check facilities for leaks and structural cracks.

01

02

03

04

Climate Change Response and Energy Management

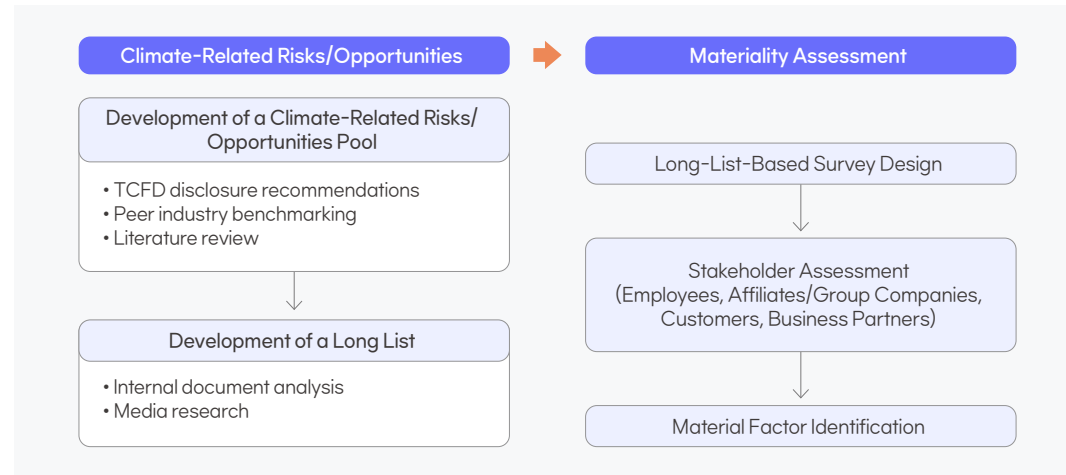
Risk Management : How We Manage Challenges

Climate-Related Risk Management Process

Climate Materiality Assessment

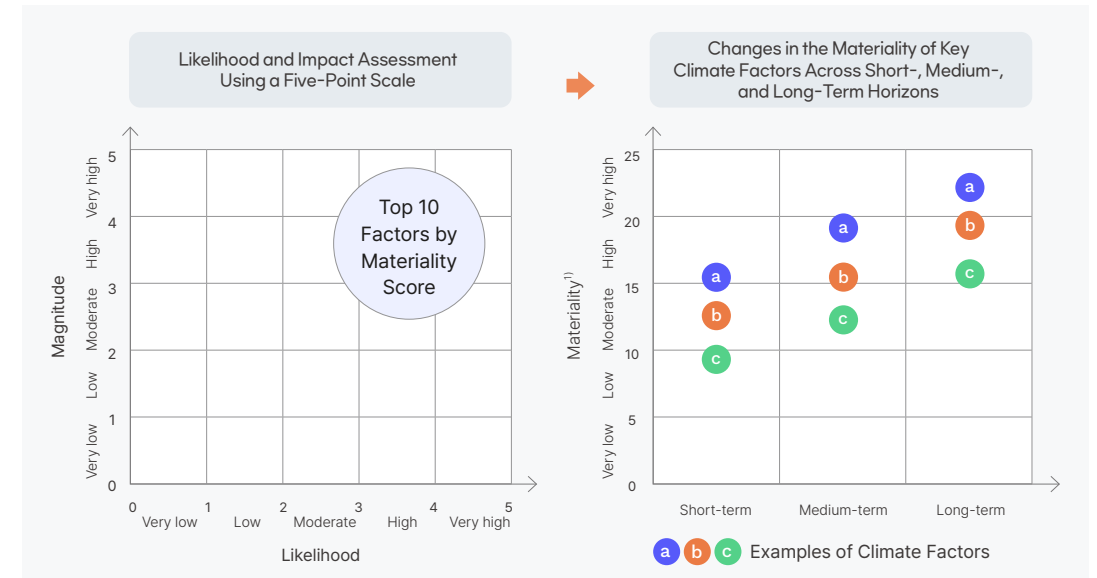
Given the highly electricity-dependent nature of our business, we recognize climate risk management as a key management priority. Based on the TCFD Recommendations, peer industry benchmarking, and literature reviews, we developed a pool of climate-related risks and opportunities and identified a long list through internal document analysis and media research. Using this pool, we comprehensively reviewed transition and physical risks and opportunities and assessed their potential impacts and likelihood of occurrence across short-, medium-, and long-term horizons in consultation with stakeholders. We identify and manage the most material climate-related factors and continuously monitor changes in these factors over time. We also review them annually to reflect the latest trends and our business strategy.

Methodology for Identifying Climate-Related Risks



Impact Assessment

For climate-related risks and opportunities, materiality scores are calculated for short-, medium-, and long-term horizons based on impact magnitude and likelihood of occurrence. Results across all three horizons are then combined to identify the top 10 climate-related factors. We analyze how the significance of these factors shifts over time to track evolving risk trends. The results of the assessment are used to support climate-related risk management and the development of response strategies.



1) Materiality score = Likelihood score × Impact magnitude score

01

02

03

04

Climate Change Response and Energy Management

Risk Management : How We Manage Challenges

Climate-Related Risk Management Process

Financial Impact Assessment Process for Physical Risks

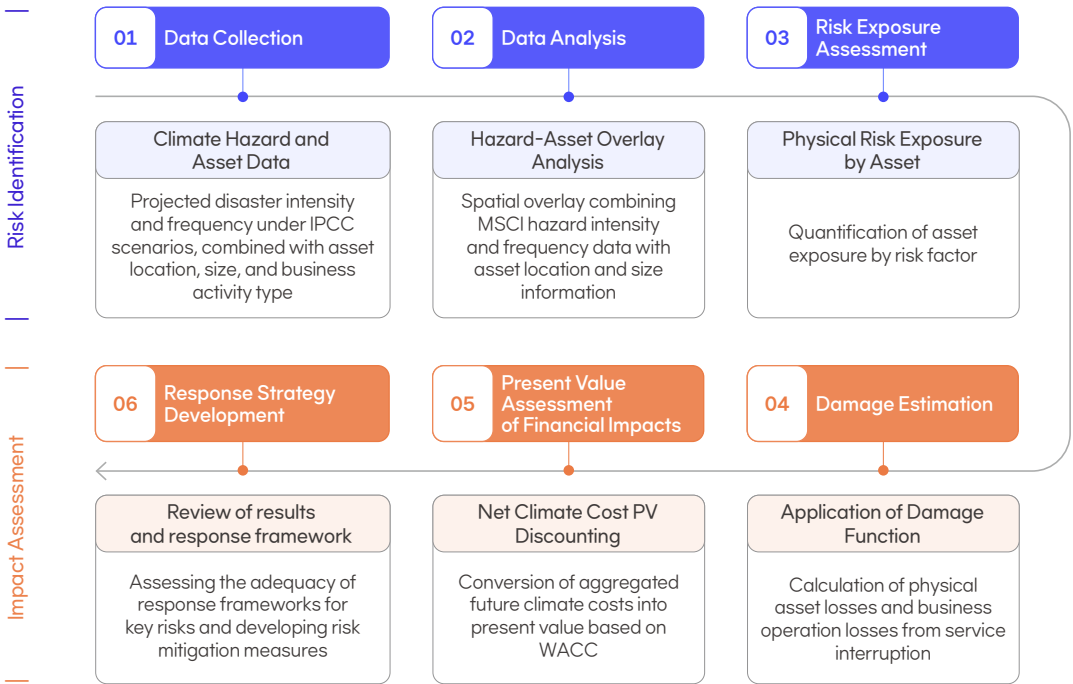
To assess how physical climate risks affect enterprise value, we use MSCI’s Climate Value-at-Risk (CVaR) model. We estimate potential costs from climate change under various IPCC scenarios, and these findings inform our climate-related risk management and response strategy development. Key risk factors and their impact levels are continuously monitored across time horizons and reviewed annually to reflect the latest climate trends and changes in the business environment.

Scope of Analysis and Key Assumptions

Category	Risk Factor	Definition	Key Assumptions
Chronic	Extreme Heat	Annual number of days in which the average wet-bulb temperature exceeds defined threshold levels (10–37°C)	Business operation losses estimated based on industry-specific impacts of the applicable number of days
	Extreme Cold	Annual number of days with temperatures below 0°C or 10°C	
	Heavy Rainfall	Annual number of days with daily precipitation exceeding 20 mm or 50 mm	
	Heavy Snowfall	Annual number of days with daily snowfall exceeding 5 cm or 20 cm	
	Strong Winds	Annual number of days with wind speeds exceeding 24.3 m/s or 27.8 m/s	
Acute	Coastal Flooding	Assessment of flood risk for assets based on global sea-level rise models	Asset value impairment and business operation impacts under projected sea-level rise levels
	River Flooding		
	Typhoon	Wind-speed distributions for individual sites derived from historical typhoon records	Asset value impairment estimates incorporating region-specific adjustment factors
	Wildfire	Annual probability of wildfire occurrence	Asset value impairment and business operation impacts based on historical wildfire occurrence data

Physical Risk Assessment Methodology

We combine projected disaster intensity and frequency data under each climate scenario with our asset information to estimate financial impacts such as asset damage and business operation losses.



Climate Change Response and Energy Management

Metrics & Targets : Where We’re Heading

Targets

Achieving Net Zero by 2045

We have set a 2045 Net Zero target aligned with the Paris Agreement and national greenhouse gas reduction goals. We also establish annual reduction targets and systematically track implementation progress. In setting these targets, we comprehensively consider changes in the external environment and implementation feasibility, recognizing that electricity demand is expected to increase as our business portfolio expands, including through the development of AI data centers. Our reduction targets cover all seven greenhouse gases and are based on Scope 1 and Scope 2 emissions. The organizational boundary includes SK broadband’s business operations. In 2025, we reduced greenhouse gas emissions by 32,825 tCO₂eq through energy efficiency initiatives and procured 58,566 MWh of renewable energy through on-site solar power generation and Green Premium contracts. Reflecting our business structure, in which approximately 99% of greenhouse gas emissions are attributable to electricity consumption, we manage greenhouse gas emissions, emissions reductions, and renewable energy consumption as key performance indicators.

Metrics

Location-Based Greenhouse Gas Emissions (Scope 1, 2)¹⁾

Category			Unit	2023	2024	2025
Greenhouse Gas Emissions (Scope 1 + 2)	Total Emissions ²⁾		tCO ₂ eq	423,633	455,962	627,682
	Emissions Intensity		tCO ₂ eq/KRW billion	98.9	103.3	138.2
Direct Greenhouse Gas Emissions (Scope 1)	Total		tCO ₂ eq	1,917	1,677	1,424
	By Emission Source	Stationary Combustion	tCO ₂ eq	1,162	997	835
		Mobile Combustion	tCO ₂ eq	755	680	589
Indirect Greenhouse Gas Emissions (Scope 2)	Total		tCO ₂ eq	421,752	454,327	626,298
	By Emission Source	Electricity	tCO ₂ eq	421,705	454,306	625,580
		Steam	tCO ₂ eq	46	21	718

1) Based on the greenhouse gas inventory statement

2) Differences may arise between total greenhouse gas emissions and the sum of direct and indirect emissions due to the government’s methodology of truncating figures at the facility level before aggregation

Market-Based Greenhouse Gas Emissions (Scope 1, 2)

Category			Unit	2023	2024	2025
Greenhouse Gas Emissions (Scope 1 + 2)	Total Emissions ¹⁾		tCO ₂ eq	405,486	435,656	601,151
	Emissions Intensity		tCO ₂ eq/KRW billion	95	99	132
Direct Greenhouse Gas Emissions (Scope 1)	Total		tCO ₂ eq	1,917	1,677	1,424
	By Emission Source	Stationary Combustion	tCO ₂ eq	1,162	997	835
		Mobile Combustion	tCO ₂ eq	755	680	589
Indirect Greenhouse Gas Emissions (Scope 2) ²⁾	Total		tCO ₂ eq	403,605	434,021	599,767

1) Calculated as location-based greenhouse gas emissions (Scope 1 and 2) minus emissions offset through Green Premium procurement, with figures truncated at the facility level before aggregation

2) Reflects emissions offsets through Green Premium procurement

Climate Change Response and Energy Management

Metrics & Targets : Where We’re Heading

Metrics

Greenhouse Gas Emissions (Scope 3)

Category			Unit	2023	2024	2025
Other Indirect Greenhouse Gas Emissions (Scope 3)	Total		tCO ₂ eq	939,437	827,899	889,912
	Upstream Activities	Total	tCO ₂ eq	665,258	524,351	621,593
		Cat.1 Purchased Goods and Services	tCO ₂ eq	451,683	350,685	406,078
		Cat.2 Capital Goods	tCO ₂ eq	130,264	89,104	105,745
		Cat.3 Fuel- and Energy-related Activities (not included in Scope 1 or Scope 2)	tCO ₂ eq	65,305	70,295	96,864
		Cat.4 Upstream Transportation and Distribution	tCO ₂ eq	15,602	11,840	10,679
		Cat.5 Waste Generated from Operations	tCO ₂ eq	261	124	61
		Cat.6 Business Travel	tCO ₂ eq	823	696	756
		Cat.7 Employee Commuting	tCO ₂ eq	1,320	1,607	1,410
		Cat.8 Upstream Leased Assets	tCO ₂ eq	0	0	0
	Downstream Activities	Total	tCO ₂ eq	274,179	303,548	268,319
		Cat.9 Downstream Transportation and Distribution	tCO ₂ eq	0	0	0
		Cat.10 Processing of Sold Products	tCO ₂ eq	0	0	0
		Cat.11 Use of Sold Products	tCO ₂ eq	271,919	301,402	263,534
		Cat.12 End-of-life Treatment of Sold Products	tCO ₂ eq	0	0	0
		Cat.13 Downstream Leased Assets	tCO ₂ eq	0	0	0
		Cat.14 Franchises	tCO ₂ eq	0	0	0
		Cat.15 Investments	tCO ₂ eq	2,260	2,146	4,785

Energy Consumption

Category			Unit	2023	2024	2025
Total Energy Consumption	Total Energy Consumption (GJ) ¹⁾²⁾		GJ	8,810,000	9,485,000	13,081,000
	Total Consumption (MWh) ²⁾		MWh	927,347	997,280	1,374,631
	Consumption Intensity (GJ/KRW billion)		GJ/KRW billion	2,057	2,148	2,881
	Consumption Intensity (MWh/KRW billion)		MWh/KRW billion	217	226	303
Non-renewable Energy Consumption	Total Consumption		GJ	8,845,044	9,521,703	13,115,935
	Direct Energy	Total	GJ	31,377	27,691	23,688
		City Gas (LNG)	GJ	12,862	12,093	10,901
		Diesel	GJ	9,015	6,810	5,172
		Heating Kerosene	GJ	44	7	29
		Jet Kerosene	GJ	0	0	0
		Gasoline	GJ	9,334	8,675	7,477
		LPG	GJ	123	105	109
	Indirect Energy	Total	GJ	8,813,667	9,494,012	13,092,247
		Electricity ²⁾	GJ	8,812,099	9,493,340	13,072,323
		Steam	GJ	1,568	672	19,924
Renewable Energy Consumption	Total Consumption		GJ	967	1,843	2,937

1) Differences may arise between total energy consumption and the sum of individual energy sources due to the government’s methodology of truncating figures at the facility level before aggregation
2) 2023 and 2024 data were recalculated due to calculation errors

Climate Change Response and Energy Management

Metrics & Targets : Where We’re Heading

Metrics

Renewable Energy and Green Premium Procurement

Category			Unit	2023	2024	2025
Renewable Energy Procurement Volume	Total Procurement Volume		MWh	269	512	816
	By Type	Solar	MWh	269	512	816
		PPA	MWh	0	0	0
		REC	MWh	0	0	0
		Other Renewable Energy	MWh	0	0	0
Green Premium Procurement Volume	Total Procurement Volume		MWh	39,500	44,200	57,750
Total Electricity Consumption (MWh) ¹⁾			MWh	918,196	989,401	1,362,516
Renewable Energy and Green Premium Procurement Ratio ²⁾			%	4.3	4.5	4.3
Grid Electricity Share of Total Electricity Consumption			%	99.97	99.95	99.94

1) Total electricity consumption = Electricity from indirect energy sources + self-generated solar power

2) Renewable energy procurement ratio = (Renewable energy procurement volume + Green Premium procurement volume) ÷ Total electricity consumption × 100.

As total electricity consumption increased due to the addition of new data centers during the year, the renewable energy procurement ratio decreased compared with the previous year. This decline reflects a temporary effect of business expansion.

The renewable energy procurement ratio, excluding newly added data centers, was 5.4% in 2025.

Climate Change Response and Energy Management

Metrics & Targets : Where We’re Heading

Greenhouse Gas Emissions Calculation Methodology

At SK broadband, we calculate greenhouse gas emissions using the operational control approach.

Greenhouse Gas Emissions Calculation Approach

Category	Calculation Methodology
Scope 1, 2	• ISO 14064-1
Scope 3	• ISO 14064-1 • The Corporate Value Chain (Scope 3) Accounting and Reporting Standard

Input Variables

Category		Input Variables
Scope 1	Stationary combustion emissions	Activity data: LNG (city gas), LPG (propane), heating kerosene Emission factors: Guidelines for Reporting and Certification of Greenhouse Gas Emissions under the Emissions Trading Scheme
	Mobile combustion emissions	Activity data: Gasoline, diesel Emission factors: Guidelines for Reporting and Certification of Greenhouse Gas Emissions under the Emissions Trading Scheme
Scope 2	Electricity	Activity data: Electricity consumption (kWh), electricity charges (KRW), travel distance, and related data Emission factors: Guidelines for Reporting and Certification of Greenhouse Gas Emissions under the Emissions Trading Scheme
	Steam	Activity data: Purchased district heating energy (Mcal), heating charges (KRW), fuel consumption of heating facilities Emission factors: Korea District Heating Corporation steam emission factor list

Category		Input Variables
Scope 3	Cat. 1 Purchased goods and services	Activity data: Quantity and expenditure related to purchased goods and services Emission factors: Industry-average emission factors for purchased goods and services
	Cat. 2 Capital goods	Activity data: Quantity and expenditure related to capital goods Emission factors: Industry-average emission factors for purchased capital goods
	Cat. 3 Fuel- and energy-related activities (not included in Scope 1 or Scope 2)	Activity data: Consumption of fuels and energy sources by type Emission factors: Upstream emission factors by fuel and energy source
	Cat. 4 Upstream transportation and distribution	Activity data: Energy consumption of transportation vehicles using gasoline, diesel, and butane Emission factors: Guidelines for Reporting and Certification of Greenhouse Gas Emissions under the Emissions Trading Scheme
	Cat. 5 Waste generated from operations	Activity data: Total volume of waste by treatment type Emission factors: Emission factors by waste treatment type
	Cat. 6 Business travel	Activity data: Mode of transportation, travel distance, number of travelers, and other related data per business trip Emission factors: Emission factors by mode of transportation for business travel
	Cat. 7 Employee commuting	Activity data: Mode of transportation, travel distance, and other related data per commute Emission factors: Emission factors by mode of transportation for employee commuting
	Cat. 11 Use of sold products	Activity data: Number of products sold or leased, standby power consumption, operating power consumption, average daily operating hours, annual operating days, product lifetime Emission factors: Upstream electricity emission factors from the Scope 3 Greenhouse Gas Emissions Calculation and Reporting Guidelines (v1.0) published by the National Institute of Environmental Research
	Cat. 15 Investments	Activity data: Direct energy consumption (LNG, gasoline) and indirect energy consumption (electricity, steam) of investees Emission factors: Guidelines for Reporting and Certification of Greenhouse Gas Emissions under the Emissions Trading Scheme

01

02

03

04

Climate Change Response and Energy Management

Metrics & Targets : Where We’re Heading

Assets or Business Activities Vulnerable to Climate-Related Risks

We assess assets vulnerable to transition risks based on greenhouse gas emission allowances. Emission allowances comprise those allocated free of charge by the government and those purchased on the market. Free allocations are recognized at zero, while purchased allowances are recognized at cost, including purchase price and directly attributable acquisition costs. Emission allowances are derecognized when they are surrendered to the government, sold, or when they can no longer be surrendered or sold and are no longer expected to generate future economic benefits.

Assets Vulnerable to Transition Risks in 2025

Asset		Amount in 2025 (Ratio ¹⁾)
Greenhouse gas emission allowances	Current liabilities	KRW 530 million (0.038%)

1) Emission liabilities as a percentage of total current liabilities (both on a consolidated basis)

We continuously manage and review assets and business activities vulnerable to physical risks. Our key assets include company-owned office buildings and leased office properties. In 2025, financial losses from assets and business activities vulnerable to physical risks, and their impact on business operations, were assessed as immaterial. We plan to closely monitor the vulnerability of our key assets through scenario-based physical risk analyses and develop response strategies to minimize financial impacts from potential asset impairment and business disruption.

Assets or Business Activities Aligned with Climate-Related Opportunities

We treat the electricity cost savings from our solar power facilities as a climate-related opportunity. By generating a portion of our own electricity, we reduce electricity costs and stabilize our energy cost structure.

Assets Aligned with Climate-Related Opportunities in 2025

Asset		Amount in 2025 (Ratio ¹⁾)
Solar power generation facilities	Property, plant and equipment	KRW 330 million (0.009%)

1) Carrying amount of the relevant asset as a percentage of total property, plant and equipment (consolidated basis)

Capital Allocation for Climate-Related Risks/Opportunities

We strategically allocate financial resources to get ahead of climate-related risks and capture new business opportunities. CapEx is directed primarily toward building the long-term foundation for our climate response, including adopting energy-efficiency technologies and developing and operating energy-efficient data centers. OpEx is channeled into ongoing greenhouse gas reduction activities such as renewable energy procurement and data monitoring system operations. Through this strategic capital allocation, we are addressing transition risks while expanding new growth opportunities, including RE100 implementation and low-carbon technology businesses.

Internal Carbon Pricing

We have implemented an internal carbon pricing mechanism to proactively respond to the highly volatile carbon emissions trading market and achieve our Net Zero target. This mechanism is applied when reviewing investment proposals above a certain threshold. Under the mechanism, we assess expected greenhouse gas emissions from existing and new business activities and develop emission reduction plans that incorporate an internal carbon price.

We have applied this mechanism to investment decision-making for new data center developments. Our internal carbon price operates as a shadow price, applying a notional cost upfront to expected emissions from business operations and capital investments. The price is set using the IEA’s STEPS and APS scenarios as reference and is periodically adjusted to reflect our emissions reduction targets and domestic carbon market conditions.

ENVIRONMENTAL

Corporate environmental responsibility is broadening to encompass natural capital as companies strive toward a sustainable future in harmony with the environment. Based on our environmental management framework and natural capital risk assessments, we systematically manage the environmental impacts of our business operations. We also build stakeholder trust through strict compliance with environmental regulations and transparent environmental disclosure. In addition, we continue to advance our circular economy framework and provide environmental education content to promote environmental values.

04

Environmental Impact Management

Governance : Who Leads Our Sustainability

Roles and Responsibilities

As the highest authority for environmental management, our senior management monitors the implementation and performance of company-wide environmental initiatives. Our ESG Management Office, which leads environmental management efforts, operates the company-wide environmental management framework. It also drives Net Zero roadmap execution, while planning and implementing resource circularity initiatives related to water and waste management.

Management Framework

Guided by our company-wide environmental policy, we proactively respond to a wide range of environmental issues, including greenhouse gas reduction, energy efficiency, resource conservation, and circular economy advancement.

Environmental Policy

Environmental Policy



Strategy : What Drives Our Pursuit

Value Chain Affected

	Upstream	Own Operation	Downstream
Media / Wired Communication	✓	✓	✓
Data Centers	✓	✓	✓

Low Mid High



Risks

- Facility investment costs for establishing waste and water recycling processes for the transition to a circular economy
- Financial penalties, including fines and surcharges, and reputational damage resulting from non-compliance with environmental regulations



Opportunities

- Reduced raw material costs through the transition to a circular economy
- Enhanced competitive differentiation through business activities and services that meet growing customer demand for eco-friendly options

Key Strategies



Environmental Impact Management

Strategy : What Drives Our Pursuit

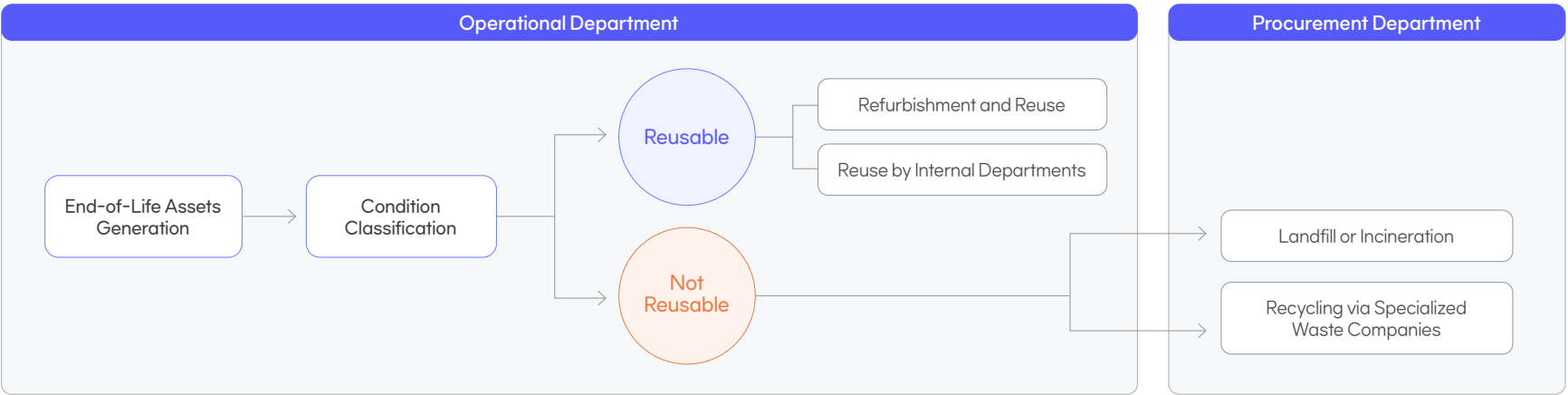
Natural Capital Management

Establishment of a Circular Economy System

At SK broadband, we systematically manage various types of waste generated from our business sites and office buildings. Waste generated at our office buildings is properly managed through waste segregation and designated disposal procedures. In particular, telecommunications equipment and customer terminal devices arising from our operations are assessed for reusability and either refurbished or repaired for reuse. Equipment that cannot be reused is recycled through specialized recycling companies. In 2025, to expand our terminal device recycling capabilities, we improved the recycling environment at the Anseong Logistics Center by introducing additional inspection lines and replacing aging facilities. For subscriber network and transmission network equipment, we have strengthened the collection of dismantled and idle equipment and improved our recycling processes to expand the scope of recyclable equipment. We also enhance resource circularity by expanding the refurbishment of AP devices, reducing the purchase of new equipment.

In addition, in 2025, together with SK Telecom, we operated a Circular Economy Task Force with SK Telecom and conducted third-party verification of waste treatment performance at 12 major office buildings nationwide to validate our disposal practices. These findings will inform improvements to our waste management processes and raise our overall waste management standards across the company.

Waste Management Process



Environmental Impact Management

Strategy : What Drives Our Pursuit

Natural Capital Management

Biodiversity and Ecosystem Conservation

Drawing on the TNFD recommendations, we assessed our dependencies on and impacts on natural capital. Given our energy-intensive business model we analyzed both the business impacts that could result from natural capital degradation or constraints, and the negative effects our activities may have on ecosystems.

The dependency assessment covered a total of seven metrics across two categories: essential utilities and environmental regulation services, and marine and geological environments. The impact assessment covered a total of four metrics related to the negative impacts of our business activities on natural ecosystems. The results confirmed that our overall dependency on natural capital and our negative impacts on it are not significant. We will continue to systematically manage natural capital-related risks and opportunities and raise our standards over time.

Dependency Assessment Categories

Resources		
Essential Utilities and Environmental Regulation Services	Energy source	Dependence on the availability of natural energy resources for electricity generation
	Water	Dependence on the availability and quality of cooling water for AI data centers
	Climate regulation	Dependence on ambient outdoor conditions for natural (free) cooling
Marine and Geological Environment	Marine environment	Dependence on seabed stability and deep-sea water temperature
	Weather Conditions	Dependence on weather windows for submarine cable maintenance
	Supply Chain and Land	Dependence on critical minerals for advanced equipment manufacturing
	Land and Ground	Dependence on ground stability for maintaining telecommunications infrastructure

Impact Assessment Categories

Resources	
Water quality / Discharge	Impacts from thermal discharge and chemical emissions from data centers
Marine ecosystems	Impacts of submarine cable installation and operation
Resource circulation	Impacts from telecommunications and AI infrastructure waste (E-waste) disposal
Water stress	Water stress

Environmental Disclosure

Environmental Compliance and Disclosure

We publicly disclose environmental information—including greenhouse gas emissions, energy consumption, water consumption, and waste generation—for our major business sites through the Korea Environmental Industry & Technology Institute’s Environmental Information Disclosure System and our Sustainability Report. Compliance status with environmental regulations is disclosed through the same channels. We strictly comply with all applicable environmental laws and regulations and have had no violations over past three years (2023–2025). As we operate no manufacturing processes or facilities that directly discharge pollutants, we do not maintain environmental control infrastructure such as air pollution control or wastewater treatment systems.

Participation in Environmental Initiatives

We have joined RE100, the global initiative committed to achieving 100% renewable energy, and are pursuing carbon neutrality through the transition to renewable energy. We also participate in CDP, a global climate change initiative, disclosing our greenhouse gas emissions and climate response strategies.

Green Procurement

Our environmental policy guides us to prioritize products that conserve resources and reduce environmental pollution when selecting among comparable alternatives. As of 2025, the Smart 3 set-top box—certified as a Low-Carbon Product by the Ministry of Environment—had a carrying amount of KRW 97.3 billion, representing approximately 26% of the total carrying amount of our leased equipment.

E

S

G

Environmental Impact Management

Strategy : What Drives Our Pursuit

Raising Environmental Awareness Internally and Externally

Environmental Content

We provide a variety of environmental education content to help children understand the value of environmental protection in a fun and approachable way. We offer environment-themed content series, including “Don’t melt! Bingsu” and “Why? Series – Earth Explorer”. Through the B tv ZEM kids service, we also provide an interactive rewards program where children earn ZEM Stones by watching educational content and use them to build their own village of endangered animals. The program features 20 animal species designated as Natural Monuments or internationally protected species, designed to build children’s awareness of endangered species and the importance of conservation.

Employee Education

We enhance awareness of environmental management by distributing ESG newsletters to our executives and employees. We also share the progress and outcomes of environmental initiatives across teams to foster employee interest and encourage active participation.

2025 ESG Newsletter (Environmental Impact Management)

February	Equipment recycling initiatives
March	Home&Service single-use product reduction campaign
April	Enhanced waste management; ‘Spring Walk, Walk into Spring Together’ wellbeing program; Labor-Management Happiness Forest initiative led by the Labor-Management Culture Development Council
July	Expansion of terminal recycling following improvements to the recycling infrastructure at the Anseong Logistics Center
September	Executive plogging volunteer activity to mark the company’s 28th anniversary, Production of upcycled eco bags using Home&Service’s retired work uniforms

Environmental Protection Awareness Campaign

We organize executive volunteer activities to support local ecosystem conservation and improve community environments. To mark our 28th anniversary in 2025, we organized a plogging volunteer activity along the Gaewoongsan Dulle-gil Trail in Guro-gu, clearing fallen leaves and litter to create a cleaner environment for local residents. In 2026, we contributed to ecosystem restoration by cleaning the riverbank and walking trails along Dorimcheon Stream and removing invasive alien plant species, including bur cucumber and Japanese hop, at an early stage. In addition, we conduct annual labor-management joint plogging activities to encourage the practice of environmental protection and social contribution in everyday life. We will continue to carry out volunteer activities that fulfill our environmental responsibilities while fostering mutual growth with local communities.

Sponsorship of the Seoul International Eco Film Festival

We have sponsored the Seoul International Eco Film Festival for five consecutive years since 2021. The Seoul International Eco Film Festival is the largest environmental film festival in Asia, highlighting the possibility of coexistence between humans and nature through film while exploring solutions for a sustainable future. In 2025, we offered 43 featured films from the 22nd Seoul International Eco Film Festival free of charge through B tv special collection, helping raise public awareness of environmental issues and build broader social engagement.



2026 Executive Volunteer Activity for the Removal of Invasive Plants along Dorimcheon Stream



2025 B tv Special Collection for the Seoul International Eco Film Festival

Environmental Impact Management

Risk Management : How We Manage Challenges

Environmental Management and Natural Capital Risk Management

Environmental Management Risk Management Process

Led by the ESG Implementation Team, we continuously monitor company-wide environmental management issues work to minimize negative impacts through early risk detection. When an issue is identified, we route it to the relevant department by issue type to develop and implement a response. After implementation, we monitor progress through ongoing feedback. Improvement cases are shared through key governance bodies, and each organization’s environmental management activities are communicated to all employees through internal ESG reports, strengthening employees’ capacity to put environmental management into practice.

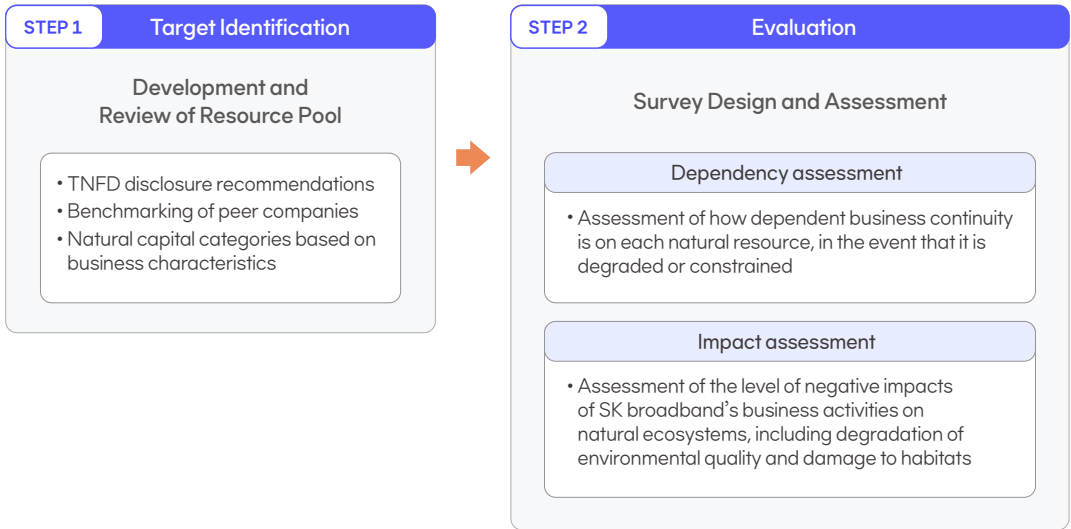
Risk Management Process



Natural Capital Dependency and Impact Assessment Process

Drawing on the TNFD recommendations, we assessed our dependencies on and impacts to natural capital. To maintain business continuity, we assessed our structural dependencies on natural resources and ecosystem services, and assessed the negative effects our business activities may have on natural ecosystems. Based on the assessment results, we plan to identify and systematically manage natural capital-related risks and opportunities.

Assessment Process

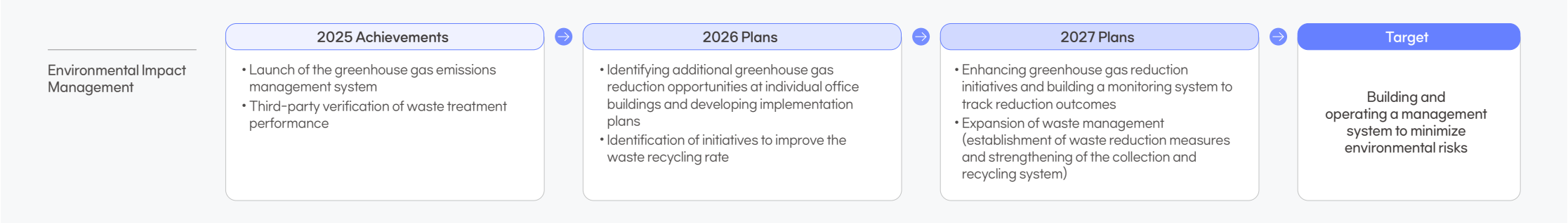




Environmental Impact Management

Metrics & Targets : Where We’re Heading

Implementation Roadmap



Metrics

Waste¹⁾

Category			Unit	2023	2024	2025
Waste Generation	Total Generation (General + Designated)		ton	2,440	2,171	2,232
	General Waste	Total	ton	2,185	2,062	2,077
		Incineration	ton	630	0	0
		Landfill	ton	0	15	17
		Recycling	ton	1,397	1,889	1,911
		Unknown Disposal Method	ton	159	159	149
	Designated Waste	Total	ton	255	109	155
		Incineration	ton	0	0	0
		Landfill	ton	0	0	0
		Recycling	ton	255	109	155
		Unknown Treatment Method	ton	0.34	0	0
Waste Generation Intensity		ton/KRW billion	0.57	0.49	0.49	

1) Waste data cover telecommunications equipment assets such as cables and set-top boxes, as well as office buildings subject to environmental information disclosure.

Category			Unit	2023	2024	2025
Waste Recycling	Amount Recycled ¹⁾		ton	1,651	1,998	2,066
	Recycling Rate		%	67.7	92.0	92.6
Collection Program	Amount of Resources Collected	Total ²⁾	Units	2,610,176	2,851,799	3,654,303
		Reuse	%	50.7	41.3	44.2
	Treatment ³⁾	Recycling	%	35.5	47.4	45.9
		Landfill ⁴⁾	%	0.0	0.0	0.0

1) After introducing third-party verification of waste treatment data in 2024, the recorded amount of waste recycled increased, as waste treatment methods registered in the Allbaro System were used as the basis for aggregation.
2) Major terminal devices: Set-top boxes, routers
3) The total may not equal 100% due to timing differences between the receipt of collected resources and their refurbishment processing.
4) Terminal devices that cannot be reused are sold to recycling companies. Therefore, no recovered devices are disposed of in landfills.



Environmental Impact Management

Metrics & Targets : Where We’re Heading

Metrics

Water¹⁾

Category		Unit	2023	2024	2025
Water Withdrawal	Total	ton (m³)	497,674	567,505	785,889
	Municipal Water	ton (m³)	497,674	567,505	785,889
	Industrial Water	ton (m³)	0	0	0
	Groundwater	ton (m³)	0	0	0
	Surface Water	ton (m³)	0	0	0
	Produced Water	ton (m³)	0	0	0
	Water Withdrawal Intensity	ton (m³) / KRW billion	116.2	128.5	173.1
	Water Withdrawal in High Water Stress Areas ²⁾	ton (m³)	2,880	4,008	3,244
Usage	Total Water Usage	ton (m³)	497,674	567,505	785,889
Reuse	Water Reuse Volume	ton (m³)	0	0	1,851
	Water Reuse Rate	%	0	0	0.24

1) Covers 14 sites subject to environmental information disclosure as of 2025.
2) Areas classified as High water stress or above according to the Water Risk Atlas (WRI).

Environmental Regulation Violations

Category		Unit	2023	2024	2025
Number of Violations of Environmental Laws		Cases	0	0	0
Expenditures Related to Environmental Regulatory Violations	Total	KRW million	0	0	0
	Penalties	KRW million	0	0	0
	Fines	KRW million	0	0	0

SOCIAL

Guided by a people-centered approach, we are building a foundation for sustainable growth alongside our employees, business partners, and local communities. To respond to the AI-driven transformation, we are actively building our employees’ AI capabilities and cultivating a strong learning culture. In addition, we are strengthening trust-based relationships with a wide range of stakeholders through occupational safety and health management for our employees and business partners, as well as sustainable supply chain management.

Talent Management	89
Human Rights Management	100
Safety and Health for Employees and Business Partners	105
Sustainable Supply Chain Management	113
Community Engagement and Social Contribution	119



Talent Management

Governance : Who Leads Our Sustainability

Roles and Responsibilities

Our executive management holds ultimate decision-making authority over talent management, regularly reviewing and approving plans and performance outcomes related to talent development and work-life balance initiatives. From an execution perspective, the CHRO (Chief Human Resources Officer) oversees overall operations, with the ER (Corporate Culture & Labor Relations) and HR (Company-wide HR Policy Development and Operations) functions managed separately to clearly define roles. This structure enables fast, expertise-driven decisions and close coordination with on-the-ground execution. Through regular CHRO-chaired meetings, the two functions share key initiatives, manage talent development, organizational culture, and labor relations issues in a coordinated way, and update policies as needed to reflect regulatory and market changes. This governance structure ensures close alignment between strategy and execution, from talent development initiatives to work-life balance policies, enabling a stable virtuous cycle of policy development, implementation, and feedback. Building on this framework, we will continue to strengthen organizational capabilities and enhance the employee experience.

Strategy : What Drives Our Pursuit

Value Chain Affected

	Upstream	Own Operation	Downstream
Media / Wired Communication	✓	✓	✓
Data Centers	✓	✓	✓

Low Mid High



Risks

- Rising recruitment costs due to intensified competition for skilled professionals in AI and other specialized fields
- Higher costs for improving compensation and benefits to retain talent
- Reputational damage and response costs from labor-management disputes



Opportunities

- Advancing new business initiatives and strengthening competitiveness by securing skilled professionals in future growth areas such as AI
- Strengthening employee trust and engagement through fair performance evaluation and compensation systems
- Improving productivity through enhanced workforce capabilities

Key Strategies

AI Talent Development

Employee Capability Development

Fair Human Resource Management

Organizational Culture and Stable Labor-Management Relations

Talent Management

Strategy : What Drives Our Pursuit

AI Talent Development

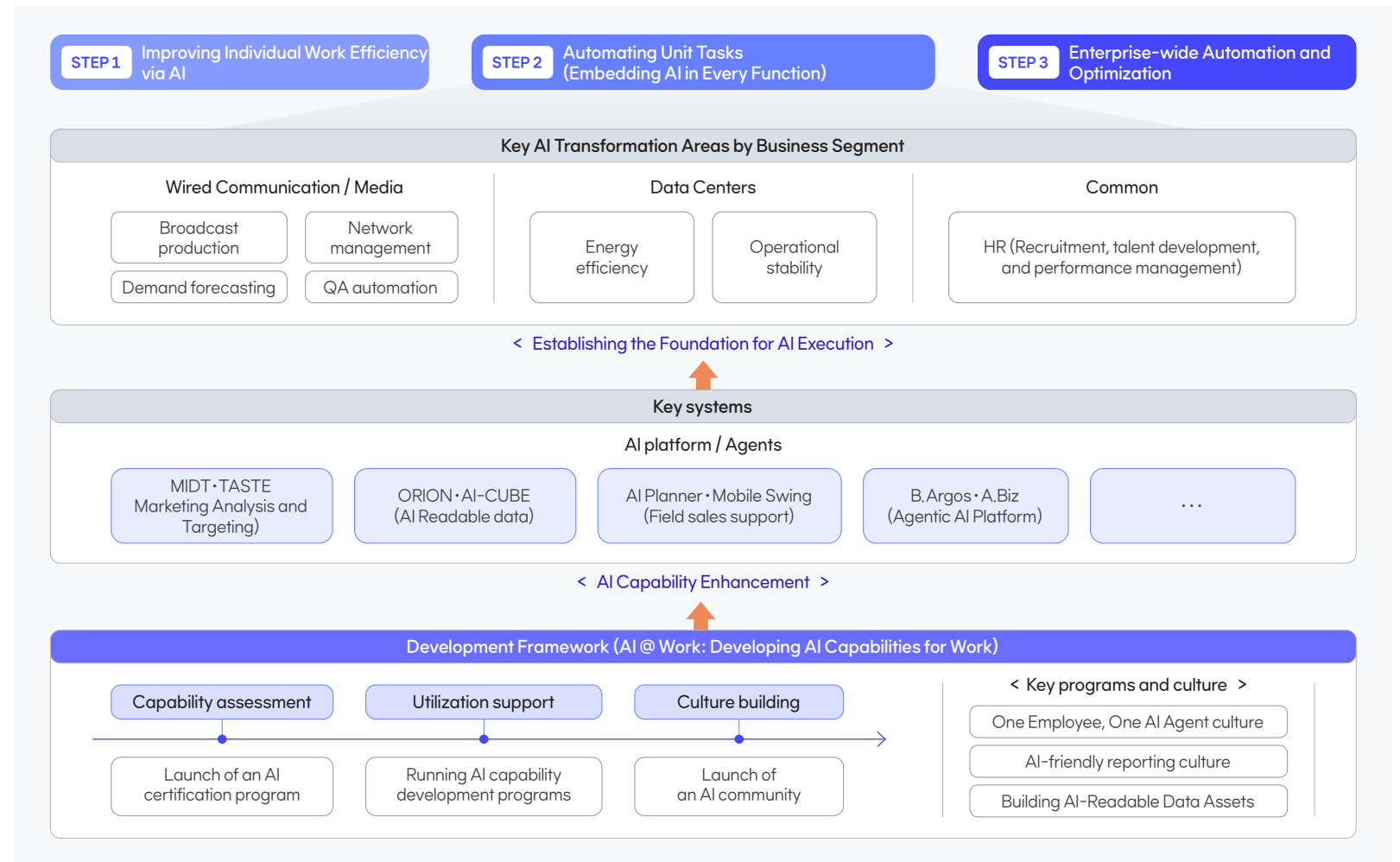
AI Transformation Roadmap

To accelerate AI transformation, SK broadband is driving company-wide change through two strategic pillars: building AI Native infrastructure and management systems, and strengthening AI capabilities.

On the infrastructure and management systems front, we have deployed both general-purpose AI tools—such as AI meeting minutes and AI agents for legal, tax, and HR functions—and SK broadband-specific solutions including MIDT and TASTE, driving meaningful gains in operational productivity.

To strengthen AI capabilities, we have established a company-wide AI talent development framework centered on “AI @ Work.” Following a phased approach—capability assessment, utilization support, and culture building—we are embedding AI into day-to-day work across the organization. We are also fostering a “One Employee, One AI Agent” culture, encouraging employees to develop and utilize their own AI agents. In addition, AI-readable documentation for individual tasks provides a foundation that enables AI to understand business context and effectively support day-to-day operations. We are also reshaping how we work through company-wide process reviews and the adoption of an AI-friendly reporting culture.

SK broadband AI Transformation Roadmap



Talent Management

Strategy : What Drives Our Pursuit

AI Talent Development

Capability Assessment

At SK broadband, we manage employees’ AI capabilities based on consistent standards through our AI certification program. Employees’ AI capabilities are assessed across three levels: AI Learner, AI Performer, and AI Expert. The certification program is integrated with myCareer, our employee development platform. Through myCareer, employees can view a consolidated picture of their AI skills and competency levels and access tailored development opportunities based on their certification level. This empowers employees to chart their own AI growth paths, while giving the company a solid foundation for systematic talent development based on organization-wide skills data.

AI Certification Program



Utilization Support

To strengthen AI capabilities, we offer tailored training programs matched to each employee’s role and competency level, so employees can systematically build the practical skills needed for AI-related work. In 2025, we enhanced our AI learning framework to ensure that AI education goes beyond conceptual understanding and can be applied effectively in day-to-day work. We offer tailored programs reflecting job and organizational characteristics, alongside specialized tracks by leadership level (executives, team leaders, high-potential employees, and team members), with a curriculum that lets employees choose courses based on their own job relevance. To cultivate AI specialists, we operate the AI Agent Lab. throughout the year and provide the practice-oriented AI Innovation Academy program. Our AI training program focuses on practical, hands-on tool applications and project-based learning where participants execute tasks to deliver final project outcomes. This program is designed to empower employees with the capabilities to independently and proactively apply AI their day-to-day work.

AI Capability Development Training Programs

	Program Description	Training Programs	Expected Outcomes
Role-Based Programs	Tailored training by role (Executives, Team Leaders, High-potential Employees, and Team Members)	- Foundational and hands-on training program - Practical problem-solving program	- Executives: Strengthening AI strategy and decision-making capabilities - Team Leaders: Strengthening leadership for AI-driven team management and adoption - Team Members: Strengthening AI application capabilities for day-to-day work
Employee Programs	Job- and organization-specific training		- Development teams: Strengthening AI development expertise - Business and operations organizations: Strengthening AI application capabilities

Talent Management

Strategy : What Drives Our Pursuit

AI Talent Development

Culture Building

In 2025, we launched the AI Community to foster an AI-driven work culture and create a space for mutual learning and experience sharing. Within the community, employees freely share best practices and practical know-how across job functions. An employee-authored AI Magazine also shares the latest application experiences and insights. In addition, through employee-led learning groups, AI Study Mate, and the On-site AI Class for Smart Workers across different locations, we support the rapid dissemination of practical capabilities and hands-on experience throughout the organization.

AI Culture Building Programs

AI Community	> An internal platform for sharing AI success stories by team and AI projects tackling real-world business challenges
AI Study Mate	> Employee-led AI learning groups
AI Magazine	> An online magazine where employee columnists share their personal perspectives and approaches to working with AI
On-site AI Class for Smart Workers	> An offline AI capability development program for employees across regional offices

Employee Capability Development

Training and Support Programs

Through SK Group’s online learning platform, mySUNi, we provide an ecosystem for continuous, anytime-anywhere learning that fosters a culture of self-directed growth across the organization. To strengthen technological and business competitiveness, we offer courses covering the latest R&D technology trends and specialized job functions, as well as personalized training tied to the mandatory qualification requirements of each role. In addition, we systematically support long-term capability building and career development by sponsoring specialized degree programs and professional certifications. To enhance workforce agility, we encourage job rotation for employees who have been in the same role for five years or more, while placing talent strategically in key growth areas to serve both organizational and individual career goals. Furthermore, six months prior to retirement, we provide pre-retirement preparation programs, including entrepreneurship and career transition training, to actively support employees in preparing for their next career stage.

Key Learning Programs

Category	Description	Performance
Professional Certification Support	• Support for job-related certifications, conferences, forums, and other learning opportunities	• External training support: KRW 161 million • Employees supported: 497
mySUNi	• SK Group’s online learning platform	• Average learning hours per employee: 53.2 hours

E

S

G

Talent Management

Strategy : What Drives Our Pursuit

Employee Capability Development

Leadership Capability Development

At SK broadband, we operate a consistent talent development framework centered on our company-wide talent pipeline, ensuring leadership capabilities are systematically built at every stage of career progression. For executives, we provide the AI Security Leadership Program, a specialized course covering AI-driven innovation, information security, and leadership responsibilities. In addition, we operate a Learning Account system designed to develop leadership and organizational management competencies tailored to executives’ roles and positions. For team leaders, regular workshops in the first and second half of the year provide timely updates on business performance and evaluation criteria. We also provide customized coaching based on performance and leadership assessment results, helping team leaders identify specific improvement areas. Additionally, we provided hands-on training tailored to the essential AI capabilities required for leadership roles. Furthermore, we select a core talent pool consisting of executive candidates, team leader candidates, and junior high-potential employees. Through differentiated programs aligned to each growth stage—building enterprise-wide capabilities, deepening professional expertise, and developing leadership—we support both performance and capability growth simultaneously.

Fair Human Resource Management

Recruitment

Through year-end workforce demand analyses grounded in our business plan, we identify staffing needs across teams and job functions and determine the appropriate balance between internal staffing and external recruitment. The entire recruitment process is conducted in compliance with the Fair Hiring Procedure Act, ensuring fair and equal opportunities for all applicants who meet the qualifications specified in the job postings. In addition, recruitment procedures for each hiring category are disclosed on the company’s website, enhancing transparency throughout the recruitment process and strengthening trust with applicants.

Evaluation and Compensation

We operate a performance evaluation and compensation system grounded in fairness, transparency, and employee buy-in. All employees participate in semiannual multi-rater evaluations that include assessments by both supervisors and peers. We continuously review the fairness of our evaluation process and whether compensation gaps are appropriate. Employees who disagree with their evaluation results may request a re-evaluation through the formal Petition process. Finalized results feed into salary increases and performance bonuses through a Performance-Compensation Matrix linked to team performance evaluations. In addition, ESG-related metrics are incorporated into the performance evaluations of key executives, embedding ESG management into the performance management framework.

Talent Management

Strategy : What Drives Our Pursuit

Organizational Culture and Stable Labor-Management Relations

Employee Benefits

We provide an integrated employee benefits program designed to promote work-life balance through life stage-based benefits, flexible work arrangements, and support for leisure and daily life. In addition to core benefits such as family healthcare, housing assistance, and support for family events, we provide practical caregiving support through family care and relationship programs for employees during pregnancy and child-rearing stages. In line with the three maternity protection laws that took effect in 2025, we have extended parental leave by a conditional maximum of six months and expanded paid paternity leave to 20 days. Our work environment is built for flexibility through activity-based workspaces (office spaces, Focus Rooms, and Project Rooms), flexible start and end times, and a monthly discretionary work hours system. We also provide operating guidelines tailored to team and job characteristics, enabling employees to balance autonomy with effective collaboration. In addition, we encourage employees to take sufficient rest and recharge through initiatives such as We-fresh Day (two recommended leave days per month), vacation encouragement before and after public holidays, and the Life On (PC Off) policy. We also enhance employee well-being and engagement by supporting in-house clubs, leisure and hobby activities, and a shared company vehicle service. We regularly monitor participation, utilization, and satisfaction across our employee benefit programs, identify improvement opportunities, and continuously update our benefits portfolio based on employee feedback, fostering a work-life balance-oriented organizational culture.

Key Employee Benefits

Life Stage-Based Support	Flexible Work Environment	Leisure and Lifestyle Support
• Support for family health, housing stability, and family events • Family care program • Family relationship program	• Every other Friday off program (We-fresh Day) • Staggered work hours system • Monthly discretionary working hours system • Flexible workspaces	• Support for employee clubs and leisure activities • Company vehicle sharing service for commuting and weekend leisure

Communication- and Execution-Oriented Organizational Culture

Guided by SK Group’s management philosophy of SKMS and the pursuit of SUPEX, we aspire to build a “Dynamic Broadband” organizational culture. To realize this vision, we continue to strengthen our organizational culture by fostering leaders who lead by example, employees who embody VWBE (Voluntarily, Willingly, Brain Engagement), and teams that break down silos to collaborate effectively. In 2025, we also launched team-building programs tied to team-based Can Meetings to reinforce a culture of teamwork. These programs focus on enhancing communication and problem-solving. Effectiveness analyses of participating teams showed significant improvements in mutual understanding and communication levels compared with pre-program levels.

Employee Engagement and Satisfaction

We conduct annual surveys to assess employees’ work-life balance satisfaction and work engagement, and use the results to continuously improve our policies and programs. In 2025, we upgraded our employee engagement assessment by going beyond conventional metrics to also measure employees’ overall sense of happiness and confidence in our management philosophy. Through this approach, we foster an environment where employees take ownership of their own well-being and engage voluntarily and willingly with brain engagement (VWBE), while using the findings as a foundation for meaningful organizational culture transformation. The findings are further translated into phased initiatives to build a healthier workplace culture.

Sound Labor-Management Relations

We operate regular labor-management council meetings based on the principles of mutual trust and shared growth, strengthening communication on key issues such as the company’s strategic direction and employee grievances. We respect and protect employees’ rights across all workplaces. When changes in employment status or working conditions are expected due to business circumstances, we provide advance notice and consultation to ensure employees are fully informed and their views are heard. In addition, we continue to strengthen both formal and informal communication channels to maintain a sustainable and ongoing communication framework.

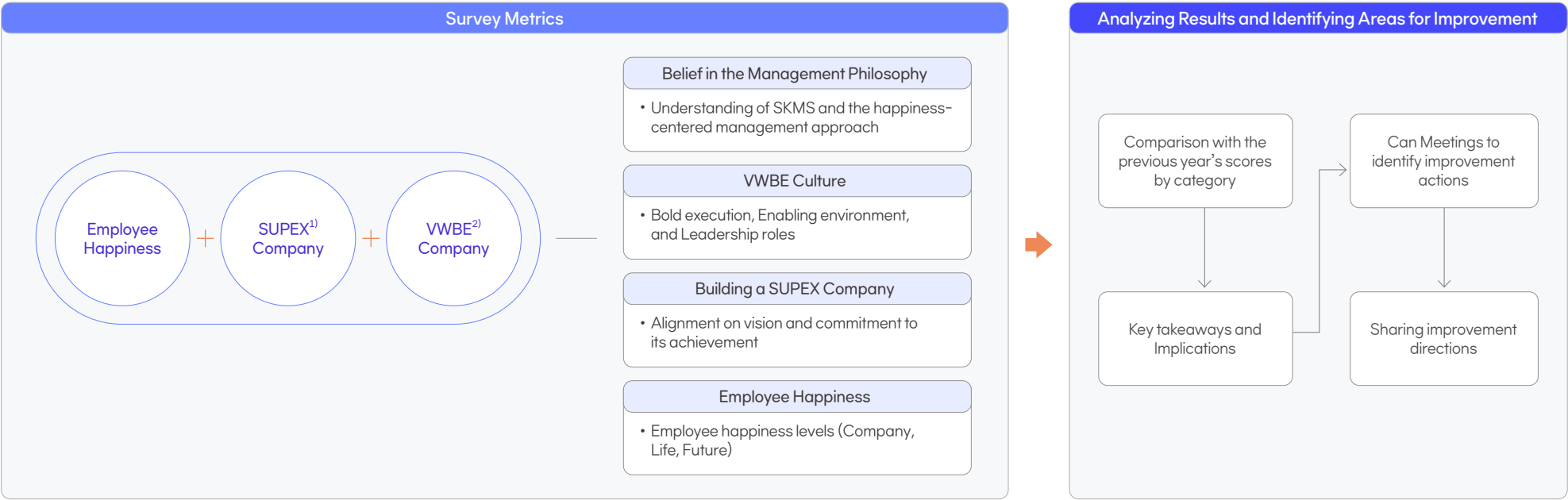
Talent Management

Risk Management : How We Manage Challenges

Organizational Culture Risk Assessment

We conduct the Culture Survey on a regular basis to foster an SKMS-based organizational culture, providing a comprehensive assessment of employees’ understanding, alignment, and practice. To systematically measure the maturity of our organizational culture, the survey evaluates four key areas: alignment with the management philosophy, perception of the VWBE culture, commitment to pursuing SUPEX, and employee happiness. To ensure reliability and consistency, we track a fixed set of common items over time and analyze results by employee group—including organizational unit, job function, and tenure—to draw meaningful insights. We share the results transparently with all employees, along with score breakdowns by area and clear directions for improvement, so all employees have a clear picture of where the organization is headed and what its cultural priorities are. Through this continuous improvement cycle, we are strengthening cross-organizational communication and fostering a healthy corporate culture.

Culture Survey



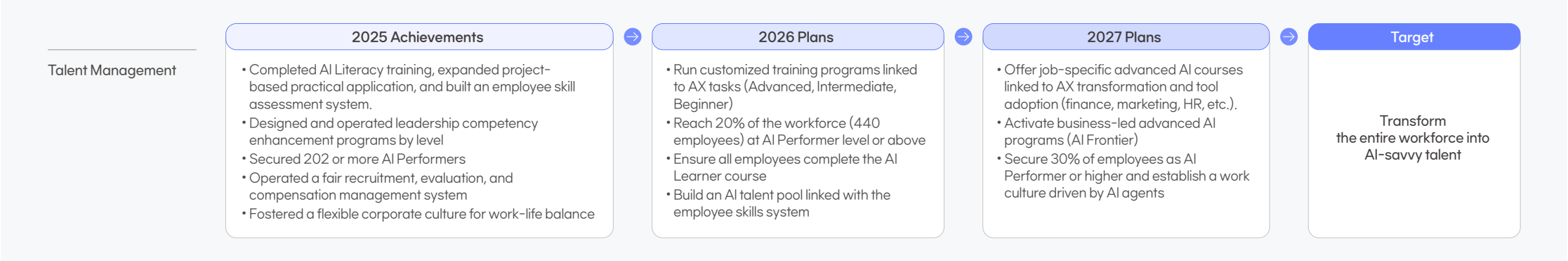
1) SUPEX: Super Excellent
2) VWBE: Voluntarily, Willingly, Brain Engagement



Talent Management

Metrics & Targets : Where We’re Heading

Implementation Roadmap



Metrics

Workforce Overview

Category		Unit	2023	2024	2025
Total Headcount ¹⁾		Persons	2,618	2,604	2,472
By Age	Under 30	Persons (%)	221 (8)	188 (7)	169 (7)
	Ages 30–49	Persons (%)	1,305 (50)	1,186 (46)	1,088 (44)
	50 or Older	Persons (%)	1,092 (42)	1,230 (47)	1,215 (49)
By Gender	Female	Persons (%)	475 (18)	481 (18)	478 (19)
	Male	Persons (%)	2,143 (82)	2,123 (82)	1,994 (81)

1) Based on employee headcount in the annual business report; excludes registered executives and covers only directly hired employees.

Category			Unit	2023	2024	2025
By Employment Type	Directly Hired Employees	Permanent Employees ¹⁾	Persons (%)	2,481 (95)	2,464 (95)	2,328 (94)
		Temporary Employees ²⁾	Persons (%)	137 (5)	140 (5)	144 (6)
	Non-Directly Hired Employees	Dispatched Workers	Persons	130	110	72
		Contractors	Persons	14	14	14
		Apprentices	Persons	0	0	0
		Remote Workers	Persons	0	0	0
		Interns	Persons	0	0	0
		Self-Employed	Persons	0	0	0
		Subcontractors	Persons	0	0	0
By Business Site	Employees at Domestic Business Sites		Persons	2,618	2,604	2,472
	Employees at Overseas Business Sites		Persons	0	0	0

1) Permanent employees include non-registered executives.
2) Zero-hour contract workers (a form of contract that does not guarantee minimum working hours and pays only for hours worked) are not employed.

Talent Management

Metrics & Targets : Where We’re Heading

Metrics

Diversity

Category			Unit	2023	2024	2025
Gender Balance	Female Talent (by position)	Total Female Managers	Persons (%)	34 (7.8)	32 (8.5)	34 (10.2)
		Female Executives	Persons (%)	1 (1.6)	2 (3.7)	4 (6.6)
		Female Team Leaders	Persons (%)	15 (6.3)	12 (5.6)	17 (8.5)
		Female Junior Managers	Persons (%)	18 (13.2)	18 (16.7)	13 (18.3)
	Female Talent (by function)	Female Managers in Revenue-Generating Departments	Persons (%)	9 (4.1)	9 (4.8)	11 (7.3)
		Women in STEM Roles ¹⁾	Persons (%)	63 (12.3)	83 (15.0)	71 (13.5)
Employment of Employees with Disabilities ²⁾	Number of Employees with Disabilities		Persons (%)	56 (3.4)	56 (3.6)	56 (3.8)
Employment of National Veterans	Number of National Veteran Employees		Persons (%)	74 (2.8)	71 (2.7)	66 (2.7)
Employment of Foreign Nationals	Number of Foreign Employees		Persons	0	0	0

1) STEM: Employees who utilize knowledge of Science, Technology, Engineering, and Mathematics in their work.
2) Based on the regular workforce count (excluding registered executives, dispatched workers, and those employed for less than 16 days), the number of employees with disabilities reflects the actual headcount, while the percentage applies a double-weighting factor for employees with severe disabilities.

Training¹⁾

Category		Unit	2023	2024	2025
Training Costs	Total Training Costs	KRW million	7,568	6,602	6,441
	Training Costs per Employee	KRW million	2.9	2.5	2.6
Training Satisfaction		Points	4.7	4.8	4.7

1) The data collection criteria changed starting from 2024.

Category		Unit	2025
Courses	Number of Training Courses Offered	Training Courses	3,032
	Number of Course Participants	Persons	74,606
Training Hours per Employee		Hours	72

Category			Unit	Training Hours per Employee ¹⁾
By Gender	Female		Hours	59
	Male		Hours	76
By Age	Under 30		Hours	61
	Ages 30–49		Hours	66
	50 or Older		Hours	79
By Job Position	Executives		Hours	25
	Team Leaders		Hours	80
	Non-Managerial Positions		Hours	73

1) As of 2025

Talent Management

Metrics & Targets : Where We’re Heading

Metrics

Recruitment

Category		Unit	2023	2024	2025
Total Number of New Hires		Persons	162	104	81
By Gender	Female	Persons	111	70	56
	Male	Persons	51	34	25
By Age	Under 30	Persons	99	55	41
	Ages 30–49	Persons	59	42	33
	50 or Older	Persons	4	7	7
Percentage of (Open Position) ¹⁾ Filled by Internal Candidates		%	59.3	72.5	118.2

1) Positions are counted at the team level. Since multiple employees can move into a single position, the total percentage may exceed 100%.

Employee Turnover (Resignation)

Category			Unit	2023	2024	2025
Employee Turnover (Permanent Employees)	Total Turnover		Persons	33	41	272
	By Gender	Female	Persons	5	3	14
		Male	Persons	28	38	258
	By Age	Under 30	Persons	2	0	1
		Ages 30–49	Persons	15	8	19
		50 or Older	Persons	16	33	252
Reasons for Turnover	Voluntary Turnover		Persons	12	6	202
	Voluntary Turnover Rate ¹⁾		%	0.46	0.23	8.2
Years of Service	Average Tenure (All Employees)		Years	15.3	16.1	16.1
	By Gender	Female	Years	7.4	8.1	8.5
		Male	Years	17.0	17.9	17.9

1) Voluntary turnover rate = Number of voluntary turnovers / Total number of employees

Performance Evaluation

Category		Unit	2023	2024	2025
Overall Performance Evaluation Completion Rate		%	100	100	100
Performance Evaluation Methods	Multi-Rater Assessment Completion Rate	%	100	100	100
	Goal-Setting Process Completion Rate	%	100	100	100
	Ranking through Same-Level Peer Comparison Analysis	%	100	100	100

Remuneration

Category			Unit	2023	2024	2025
Average Salary	All Employees ¹⁾		KRW million	116	125	129
	By Gender	Female	KRW million	76	84	88
		Male	KRW million	125	134	139
Highest Salary	Ratio of Highest Salary to Median Employee Salary ²⁾		Times	3	10	12

1) Based on the annual business report
2) Highest-paid individual’s salary / Median salary of employees excluding the highest-paid individual

Category		Unit	Executive positions	Team Leaders	Non-managers
Equal Pay ¹⁾	Base salary	%	88	95	79
	Base salary + Incentive	%	69	92	78

1) Based on permanent employees in 2025. Gender pay ratio = Average female salary / Average male salary. Excludes non-permanent employees and employees who departed mid-year. Pay differences may reflect variations in years of service between male and female employees.



Talent Management

Metrics & Targets : Where We’re Heading

Metrics

Welfare Benefits

Category		Unit	2023	2024	2025
Family Life Support	Family Medical Expense Support	Persons	2,282	2,355	2,378
	Family Cancer Coverage Support	Persons	18	29	20
	Children’s Education Support (Elementary /Middle/High School/University)	Persons	2,435	2,412	2,306
	Support for Children with Disabilities	Persons	21	19	17
	Childcare Center Support	Persons	21	23	21
	Congratulatory and Condolence Event Support	Persons	706	781	738
Flexible Working Participation Rate ¹⁾		%	100	100	100
Long-term Refresh Leave Users		Persons	577	423	225

1) Flexible working programs include: discretionary working hours system and flexible working hours system.

Childbirth and Childcare

Category			Unit	2023	2024	2025
Maternity/ Paternity Leave	Users	Total	Persons	35	40	46
		Female	Persons	10	15	16
		Male	Persons	25	25	30
	Return-to-Work Rate after Parental Birth Leave		%	100	97	98
Parental Leave Users ¹⁾	Users	Total	Persons	38	38	72
		Female	Persons	19	18	37
		Male	Persons	19	20	35
Return from Parental Leave	Return-to-Work Rate After Parental Leave ²⁾		%	73	87	96
	12-Month Retention Rate After Returning from Parental Leave ³⁾		%	91	91	100

- 1) Number of employees (permanent and contract) who used parental leave for at least one day during the reporting year
- 2) Number of employees returning from parental leave / Number of employees expected to return from parental leave × 100
- 3) Number of employees who remained employed for 12 months or more after returning from parental leave / Number of employees expected to complete 12 months of service after returning from parental leave × 100

Employee Satisfaction and Engagement ¹⁾

Category	Unit	2025
Employee Engagement	Points	73
Work-Life Balance Satisfaction	Points	84
Employee Participation Rate in Satisfaction & Engagement Survey ²⁾	%	75

- 1) Starting in 2025, the engagement and satisfaction survey items were revised as part of metric enhancement efforts.
- 2) Formula: (Number of respondents / Total eligible employees) × 100. Eligible employees: Permanent employees (excluding dispatched and on-leave employees).

Labor-management Relations

Category		Unit	2023	2024	2025
Labor union	Union Membership Rate	%	91	92	86
	Eligible Employees	Persons	2,027	2,040	2,015
	Union Members	Persons	1,843	1,877	1,740
Coverage Rate of Collective Bargaining Agreements		%	100	100	100



Human Rights Management

Governance : Who Leads Our Sustainability

Roles and Responsibilities

Through our Human Rights Policy Statement and Human Rights Management Guidelines, we clearly define our decision-making structure and individual roles and responsibilities. Our dedicated team conducts annual Human Rights Impact Assessments based on these guidelines, reporting the results to senior management for regular review and feedback. Items requiring improvement are managed as formal action items through a structured cycle: establishing action plans, monitoring progress, and confirming completion. Our Human Rights Management Council operates as a consultative body to review key implementation tasks and discuss improvement measures, while senior management oversees and manages the implementation and performance of our overall human rights strategy and activities.

Management Framework

We amended our Human Rights Policy Statement and Human Rights Management Guidelines in 2026 to strengthen our human rights governance structure and implementation foundation. Grounded in major international frameworks—including the UN Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, and the ILO Declaration—our policy is built on 15 core principles, including the prohibition of employment discrimination, forced labor, and child labor. Our Management Guidelines specify actionable conduct standards and procedures for daily operations, covering all employees—including those at subsidiaries and temporary workers—as well as stakeholders across our business relationships. This serves as our practical standard for embedding a culture of respect for human rights throughout the organization.

Human Rights Policy Statement

Human Rights Management Guidelines

Core Principles of the Human Rights Policy Statement

- ① Prohibition of employment and workplace discrimination

② Guarantee of freedom of association and collective bargaining

③ Prohibition of forced labor

④ Prohibition of child labor and protection of juvenile workers

⑤ Provision of a safe working environment

⑥ Responsible supply chain management

⑦ Information security and data protection
- ⑧ Protection of local community human rights

⑨ Guarantee of environmental rights

⑩ Consumer protection

⑪ Humane treatment

⑫ Commitment to remedial measures

⑬ Guarantee of fair wages and working conditions

⑭ Prohibition of workplace sexual harassment and bullying

⑮ Responsible procurement

Strategy : What Drives Our Pursuit

Value Chain Affected

	Upstream	Own Operation	Downstream
Media / Wired Communication	✓	✓	✓
Data Centers	✓	✓	✓

Low Mid High



Risks

- Reputational damage if human rights issues arise
- Potential loss of business opportunities due to human rights violations in the supply chain



Opportunities

- Mitigation of legal and reputational risks through proactive human rights risk management
- Enhanced workplace productivity through a harassment-free work environment

Key Strategies

Human Rights Risk Management

Human Rights Remedy Process

Human Rights Training and Awareness Raising

Protection for Emotional Labor Workers

Human Rights Management

Strategy : What Drives Our Pursuit

Human Rights Risk Management

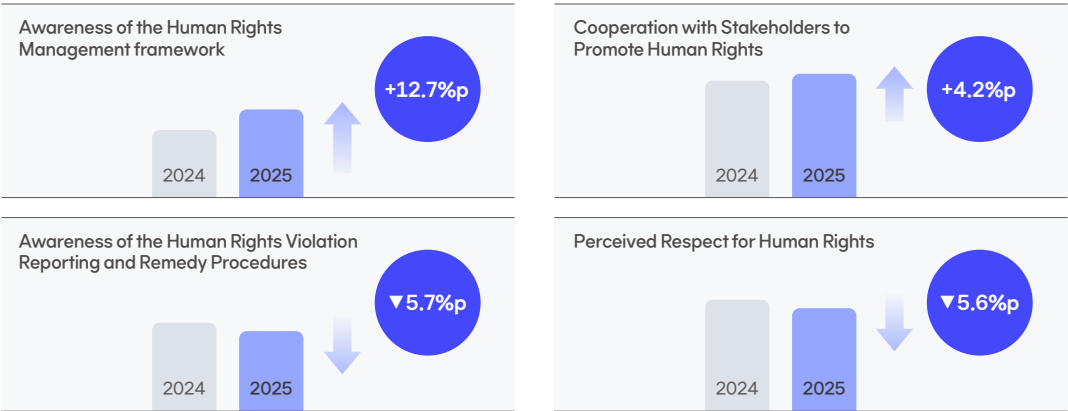
At SK broadband, we conduct an annual Human Rights Impact Assessment for all employees to identify areas for improvement and develop action plans. In 2025, we assessed 26 key issues through an employee survey while reviewing progress on improvement tasks identified in the previous year’s assessment. The results showed an overall improvement in our employees’ awareness of human rights management, with notable gains in “awareness of the human rights management framework” and “stakeholder cooperation.” Conversely, awareness of the “human rights violation reporting and remedy procedures” and the “perceived respect for human rights” declined. We have designated these as core focus areas for 2026 and will actively pursue targeted improvement activities. We will continue to address high-priority tasks through regular assessments and ongoing monitoring, steadily raising our human rights management standards.

Key Findings of the 2025 Human Rights Impact Assessment

Trend in the Positive Perception of Human Rights Management Activities



Trend in Positive Perception by Area



Human Rights Risk Assessment Items

Human Resources Management Processes Recruitment, job/department transfers, performance evaluation and compensation, promotion, and work assignment upon return from maternity or parental leave	Discrimination and Inclusion Gender, age, university background, region of origin, disability, and employment type (permanent and temporary employee status)
Inhumane Treatment Workplace sexual harassment (verbal, physical, etc.) and workplace bullying (verbal abuse or profanity, insults, ridicule/defamation, unreasonable work instructions, etc.)	Improvement of Working Conditions Management of employee working hours, reduced working hours for pregnant employees, employee health management, employee safety and occupational accident management, and stress and mental health management
Protection of Employee and Customer Information Collection, use, and disposal of employee and customer personal information and consent procedures at each stage, lawful analysis and use of personal information, operational stability of the company’s security programs, monitoring of system stability and personal information leakage risks, and management and improvement of personal information leakage incidents	Business Partners Abuse of superior bargaining power over business partners and business partners’ working conditions
	Local Communities Factors directly affecting local communities and workers, communication with local community stakeholders

Key Activities in 2025

Employee Awareness Raising	• Provided guidance on responding to workplace bullying • Signed the human rights management pledge
Protection of Stakeholders’ Human Rights	• Distribution of letters to business partners to strengthen human rights practices • Conducted in-person workshops on human rights practices
Monitoring and Assessment	• Implementation of the human rights impact assessment

Human Rights Management

Strategy : What Drives Our Pursuit

Human Rights Remedy Process

We operate a swift and fair human rights remedy process to respond to potential workplace violations, including verbal abuse, physical assault, sexual harassment, ostracism, work exclusion, and the assignment of personal tasks. All cases are received through online and offline channels, with reports accepted at any time, inside or outside working hours, for ease of access. From the intake stage, we apply strict anonymity and identity protection procedures to ensure that whistleblowers face no retaliatory disadvantages for reporting legitimate concerns.

As a rule, we initiate investigations into reported cases within three business days of receipt and complete them within seven business days. Following fact-finding and a review of applicable internal regulations, we implement follow-up actions including personnel measures, system improvements, and enhanced training, alongside necessary support to protect victims and restore a safe working environment. Furthermore, to prevent similar incidents, we establish corrective measures and regularly monitor their outcomes. The insights gained are incorporated into relevant policies and training materials to continuously build our prevention capabilities in the field.

Human Rights Violation Reporting Process



Human Rights Training and Awareness Raising

We continuously raise employee awareness of human rights by conducting mandatory human rights training every year, including sexual harassment prevention and disability awareness training. In 2025, we designated workplace bullying and sexual harassment, identified as high-priority areas in the previous year's human rights survey, as core focus areas and distributed targeted response guidelines. In 2026, we plan to actively support the practice and dissemination of our human rights management through participatory programs such as human rights improvement workshops and a human rights quiz challenge.

Protection for Emotional Labor Workers

We take seriously the human rights risks faced by our customer service counselors and operate a robust protection framework in accordance with the Emotional Labor Protection Provisions. Our counselor protection policy and manual explicitly outline types of misconduct such as verbal abuse, sexual harassment, threats, and insults as well as response measures for each stage, which are integrated into regular training. In the event of an incident, we grant counselors the authority to terminate calls immediately and guarantee sufficient rest periods for recovery. Furthermore, we support employee well-being through ongoing psychological counseling and regular mental health checkups. Feedback from our organizational culture and leadership satisfaction surveys is used to improve working conditions and foster a culture of mutual respect.

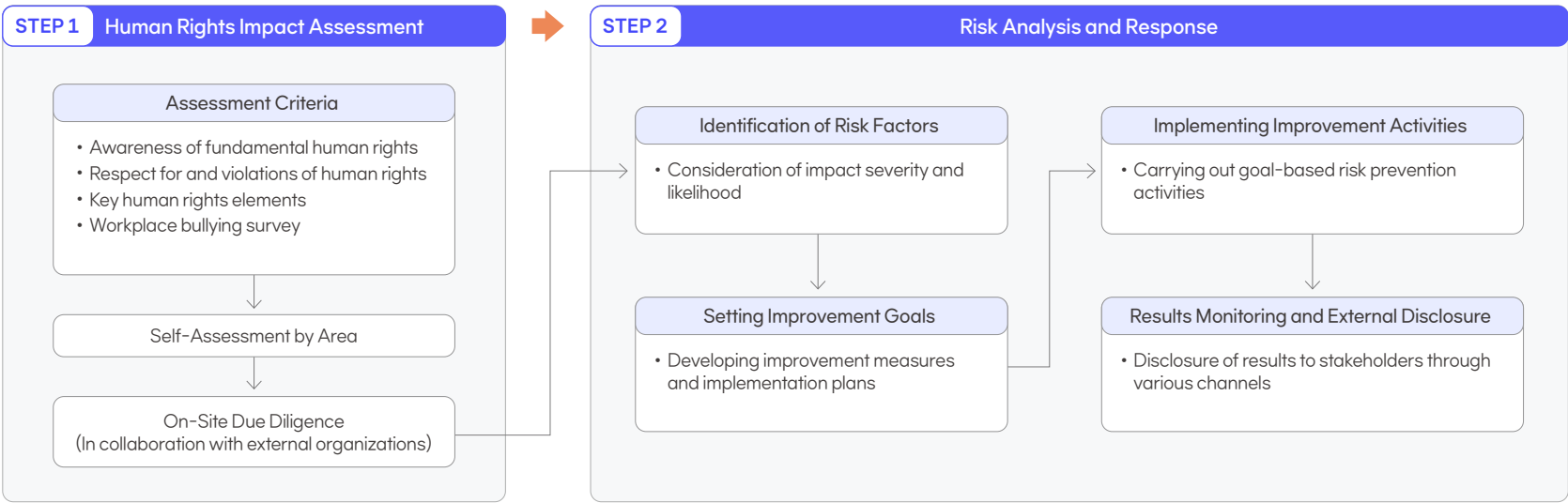
Human Rights Management

Risk Management : How We Manage Challenges

Human Rights Impact Assessment

We conduct an annual Human Rights Impact Assessment to comprehensively assess human rights impacts across our stakeholders, including employees, business partners, and local communities, and integrate the results into our human rights management strategies and action plans. This assessment covers our overall human rights management system, alongside employment and labor rights, occupational safety, supply chain, and community issues, with the goal of proactively preventing potential human rights violations. Based on the assessment outcomes, we select priority areas requiring improvement, develop detailed action plans, and track our progress through regular monitoring. In particular, we operate a separate, targeted assessment for vulnerable groups who face a relatively higher risk of human rights violations, to detect early warning signs and strengthen tailored preventive measures.

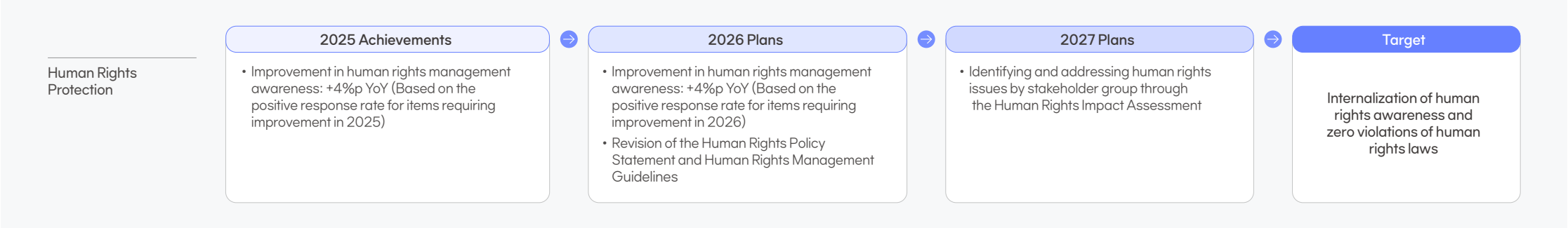
Human Rights Impact Assessment Process



Human Rights Management

Metrics & Targets : Where We’re Heading

Implementation Roadmap



Metrics

Grievance and Resolution

Category		Unit	2023	2024	2025
Human Rights Grievances	Number of Human Rights Grievances	Cases	1	2	1
	Number of Human Rights Cases Resolved	Cases	1	2	1
Human Rights Law Violations	Number of Human Rights Law Violations	Cases	0	0	0
	Number of Monetary Sanctions for Human Rights Law Violations	Cases	0	0	0
	Number of Non-Monetary Sanctions for Human Rights Law Violations	Cases	0	0	0
	Monetary Sanctions	Penalties for Human Rights Law Violations	KRW million	0	0
		Fines for Human Rights Law Violations	KRW million	0	0

Human Rights Training

Category		Unit	2023	2024	2025
Sexual Harassment Prevention	Training Time per Employee	Minutes	90	59	65
	Training Completion Rate	%	100	100	98
Disability Awareness Training	Training Time per Employee ¹⁾	Minutes	85	62	66
	Training Completion Rate	%	99	100	99
Workplace Bullying Prevention	Training Time per Employee	Minutes	35	42	67
	Training Completion Rate	%	99	100	99

1) 2023 data revised due to changes in the calculation methodology

E

S

G

Safety and Health for Employees and Business Partners

Governance : Who Leads Our Sustainability

Roles and Responsibilities

Our board of directors and senior management review and approve our safety and health management policies and annual plans and play a pivotal role in establishing management systems needed to prevent serious industrial accidents. Under our Chief Safety & Prevention Officer (CSPO), we operate a dedicated safety and health organization as a control tower to oversee the full cycle of policy development, implementation, and review, and designate safety and health management officers and supervisors at each workplace to enhance on-site execution. In particular, we conduct close supervision of high-risk contracted work through a separate, dual management system. Furthermore, we strengthen executive accountability for safety and health by tying key quantitative performance metrics to executive evaluations and compensation.

Consultative Bodies

Through our regular consultative bodies, we discuss key issues and systematically track follow-up implementation: the Occupational Safety and Health Committee and the TBOH Safety and Health Consultative Body¹⁾. The Occupational Safety and Health Committee, composed of labor and management representatives, meets quarterly to discuss core issues and improvement directions. Meanwhile, the TBOH Safety and Health Consultative Body shares monthly site inspection results and develops practical action plans. The TBOH Consultative Body has covered topics including safety and health plans, implementation progress, industrial accident case reviews, and identification of synergy opportunities. It also plans to broaden its collaboration over time, including the joint development of training materials and the joint operation of safety experience training centers.

1) TBOH Safety and Health Consultative Body: A joint meeting involving four companies (SK Telecom, SK broadband, SK O&S, and Home&Service)

Key Discussion Topics of the Committee

Occupational Safety and Health Committee

- Deliberation and approval of the occupational safety and health plan
- Alcohol abstinence and moderation campaign for employee health
- Launch of the fitness-for-work assessment system
- Enhanced health checkup participation

TBOH Safety and Health Consultative Body

- Measures to strengthen safety management for contractors and subcontractors
- Elimination of blind spots in building safety management
- Sharing accident cases and analyzing key lessons learned

Management Framework

Under our safety and health management policy, we prioritize the safety and health of our customers, employees, and workers above all else, and pursue “Zero Serious Industrial Accidents” through active participation and implementation. We keep our safety and health policies and goals visible through the company intranet and safety bulletin boards across all office buildings, ensuring organization-wide awareness and commitment. All of our data centers, with the exception of the Pangyo Center, which was acquired in the second half of 2025, have obtained ISO 45001 certification, and our employees have also obtained ISO 45001 auditor qualifications to support systematic operational improvements. Our subsidiary, Home&Service, has also obtained ISO 45001 certification, strengthening the foundation to systematically manage risk factors in the working environment and protect the safety and health of its members.

Safety and Health Management Principles

- ① Management recognizes safety and health as the foremost priority across all business activities.
- ② The company and its employees establish and implement systematic plans to eliminate risks and prevent accidents.
- ③ The company and its employees uphold and practice the fundamentals and principles to create a safe and healthy workplace as a part of daily practice.
- ④ The company and its employees cultivate a Safety Culture that keeps safety and health at the forefront of everything they do.

Safety and Health for Employees and Business Partners

Strategy : What Drives Our Pursuit

Value Chain Affected

	Upstream	Own Operation	Downstream
Media / Wired Communication	✓	✓	✓
Data Centers	✓	✓	✓

Low Mid High



Risks

- Major safety accidents may result in casualties, asset losses, and compensation costs
- Non-compliance with safety regulations by business partners or within the supply chain may result in accident liability and contractual risks



Opportunities

- Reduced accident response costs through enhanced safety management
- Reduced absenteeism and improved business continuity through lower accident and injury rates

Key Strategies

Enhancement of
On-Site Management Systems

Safety Awareness
and Capability Building

Employee Health
and Wellness Management

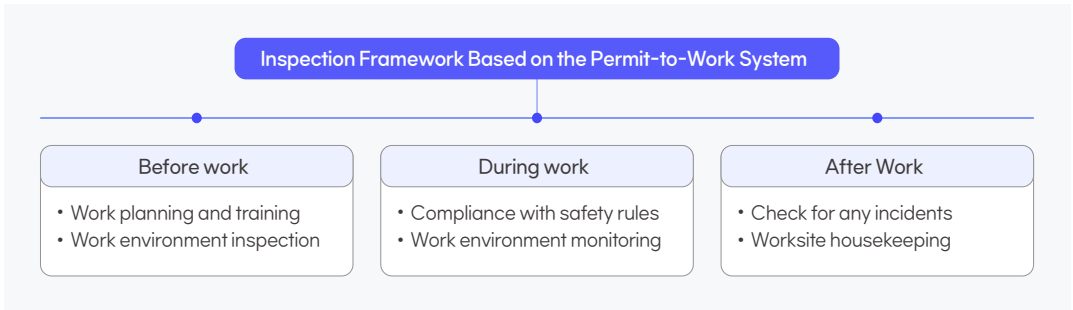
Strengthening External Cooperation

Enhancement of On-Site Management Systems

Strengthening High-Risk Work Processes

We operate a permit-to-work system and pre-job safety briefings to raise the standards for high-risk operations. Risk assessment results must be reviewed at the work approval stage, and key hazards are checked at each phase of the work—before, during, and after. Furthermore, in 2025, we updated and supplemented on-site safety procedures and detailed inspection manuals for 10 high-risk operations with a high probability of serious accidents, reinforcing our preemptive control over high-risk work. In parallel, we expanded our unannounced on-site “Safety Patrol” to outlying areas, focusing intensively on identifying and mitigating hazards and risk factors at workplaces and sites that were previously subject to relatively less oversight.

Safety and Health Framework



Safety and Health for Employees and Business Partners

Strategy : What Drives Our Pursuit

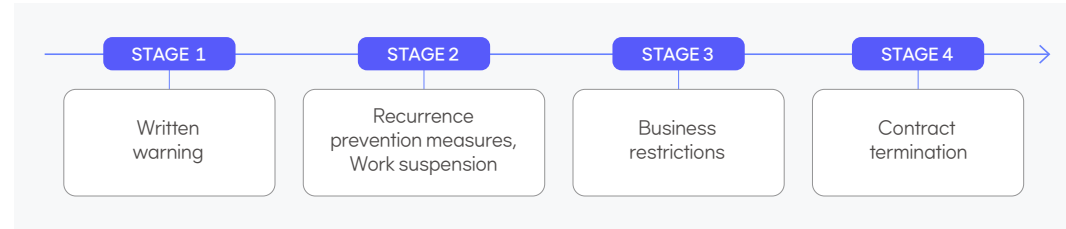
Enhancement of On-Site Management Systems

Identifying and Addressing Hazards and Risk Factors in the Field

We continually strengthen our on-site safety management to more effectively identify and address hazards and risk factors. Through risk assessments and various inspections and diagnostics, we preemptively identify potential risks and operate a response framework centered on accident prevention. Furthermore, starting in 2025, we tightened enforcement of our S.G.R (Safety Golden Rules)¹⁾ to promote safer working conditions for business partners and reinforce compliance with safety regulations.

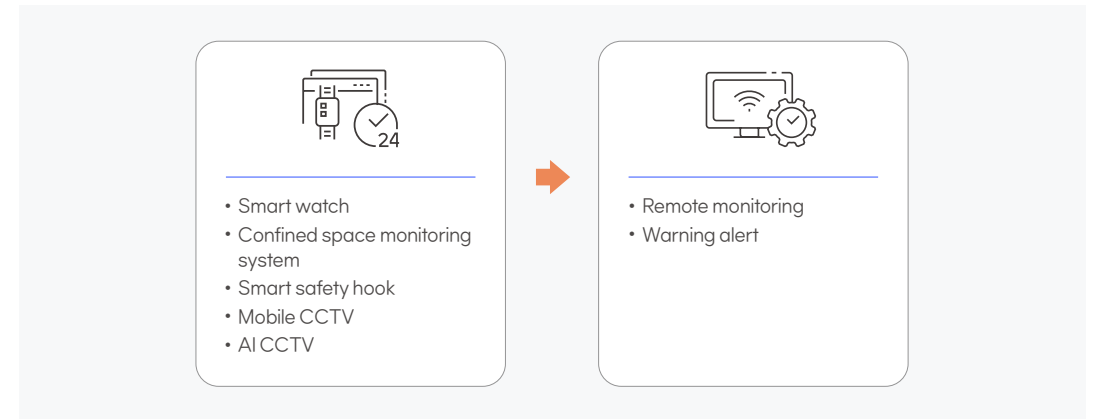
1) S.G.R (Safety Golden Rules): The 9 mandatory requirements established by SK Group that suppliers must strictly follow during operations to prevent industrial accidents.

S.G.R Sanctions by Stage



Expanding the Adoption of Smart Safety Equipment

We leverage AI and DT-based smart safety equipment to proactively manage on-site risks. To protect night-shift workers, we introduced smartwatches alongside a 24-hour monitoring system, so that emergency contacts can be alerted immediately upon a distress signal, with the system verified through regular simulation drills. In confined spaces, such as septic tanks and oil storage facilities, we installed IoT-based sensors to measure oxygen and hazardous gas concentrations in real time, with immediate alarms triggered when anomalies are detected to prevent suffocation accidents. For work-at-height operations, we enhanced both efficiency and safety by implementing an aerial work platform scheduling system that automatically determines and assigns deployment needs. Additionally, we adopted smart safety hooks that detect in real time whether safety hooks are properly fastened, mitigating fall risks. To prevent oversights in high-risk work management, we introduced mobile CCTVs and deployed AI CCTVs in high-risk zones. Together, these create a system that detects anomalies in real time—including missing protective gear, collisions, fires, and worker collapse—and sends immediate warning alerts. In 2026, we will expand the application scope of solutions whose effectiveness has been proven on-site, while actively discovering and implementing new AI safety solutions to further advance our overall safety management system.



Safety and Health for Employees and Business Partners

Strategy : What Drives Our Pursuit

Safety Awareness and Capability Building

Safety Training and Campaigns

We conduct occupational safety and health training alongside daily life first aid training to strengthen the safety capabilities of our employees. Through our T-B Safety Training Center, we offer immersive, field-relevant courses including personal protective equipment impact simulations and VR-based experiences. We also run a range of campaigns to help employees make safety and health part of their everyday lives.

Occupational Safety and Health Campaign

Safety and Health
New Year’s Wish Event

> • Sharing 2025 safety wishes paired with AI-generated images

Introduction to
Occupational Safety and
Health Products

> • Introduction to various occupational safety and health products and guidance on their proper use

Development of
Occupational Safety and
Health Posters

> • Development of AI-generated posters on workplace safety rules

Driving
Behavior Improvement

> • Improving safety scores using a driving behavior analysis app

Strengthening the Safety and Health Capabilities of Business Partners

In pursuit of shared growth, we continuously run programs to strengthen the safety and health capabilities of our business partners. By participating in the government-led safety and health win-win cooperation program for large and small-to-medium enterprises for two consecutive years, we have solidified our collaborative foundation with business partners. We also provide tailored on-site consulting to help partners strengthen their safety management systems. We have also enhanced leadership accountability and execution capabilities by operating safety and health workshops for partner executives, together with customized, sector-specific training tailored for their working-level staff.

Occupational Safety and Health Training for Business Partners

Training name	Target	Description
Leadership Development Training for Business Partner Executives	Executives of business partners with fewer than 50 employees	Compliance with the Serious Accidents Punishment Act, methods for establishing an OSH management system, and strengthening executive safety and health leadership
Win-Win Cooperation Consulting for Large and Small-to-Medium Enterprises	Ten business partners, including LK Technet	Consulting and training provided by the government (Ministry of Employment and Labor (MOEL)/KOSHA) and large enterprises to strengthen occupational safety and health capabilities and prevent serious accidents at SMEs
Advanced Safety Training by the Seoul Regional Headquarters of Korea Occupational Safety and Health Agency (KOSHA)	T-B-O-H business partner managers, supervisors, site managers, and business directors	Advanced safety training conducted in cooperation with SK Telecom and the Seoul Regional Headquarters of KOSHA (occupational safety and health management system establishment and risk assessment techniques)

E

S

G

Safety and Health for Employees and Business Partners

Strategy : What Drives Our Pursuit

Employee Health and Wellness Management

Health Promotion Programs

We prevent occupational diseases through physical and mental health programs tailored to the needs of both office-based and field workers. Regardless of employment type, we offer comprehensive health support to all employees through healthy walking initiatives, smoking cessation programs, metabolic syndrome management, on-site health counseling, personalized health reports, job stress assessments, and psychological counseling. In 2026, we will conduct work environment measurements and musculoskeletal hazard surveys, implementing subsequent corrective actions to ensure a comfortable working environment.

Strengthening External Cooperation

Promotion of Safety Culture

We have signed MOUs with the Seoul Regional Employment and Labor Administration and KOSHA to launch public awareness campaigns. Through our own infrastructure—including B tv, local channels, and billing statements—we broadcast safety and health content on serious accident prevention, risk assessments, and building workplace safety management systems. Furthermore, in collaboration with both agencies, we co-produced and distributed safety and health educational webtoons featuring government policies such as the “12 Core Safety Rules.” We also executed the “Zero Heat Illness” campaign to effectively propagate amendments to the Occupational Safety and Health Act, and distributed bottled water and vitamins to outdoor workers. In 2026, we further strengthened public cooperation to expand the safety culture by signing an MOU with the Seoul Metropolitan Fire and Disaster Headquarters. In addition, collaboration among Korea’s four major telecom carriers includes sharing and co-developing safety and health training materials, helping raise industry-wide safety standards.

SK broadband

Awarded the Minister of Employment and Labor Commendation for Industrial Accident Prevention

We were awarded the 2025 Minister of Employment and Labor Commendation in the field of industrial accident prevention, in recognition of our on-site accident prevention efforts and our contributions to promoting a broader safety culture through MOUs signed with the Seoul Regional Employment and Labor Administration and KOSHA. This commendation is awarded to enterprises that have made significant contributions to preventing industrial accidents while engaged in occupational safety and health duties.



Safety and Health Webtoons



Zero Heat Illness Campaign



MOU with the Seoul Metropolitan Fire and Disaster Headquarters

Safety and Health for Employees and Business Partners

Risk Management : How We Manage Challenges

Accident Prevention and Response Process

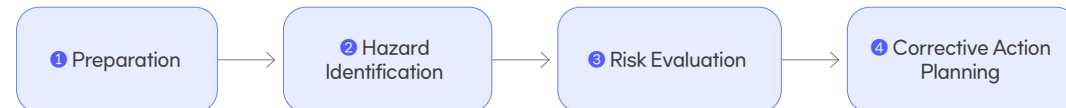
Workplace Safety and Health Compliance Inspection

We conduct semi-annual compliance inspections across all our business sites to systematically manage our adherence to safety and health legislation. We meticulously verify compliance with key legislation, including the Serious Accidents Punishment Act, item by item. Results are shared transparently through safety and health bulletin boards and consultative bodies, with follow-up improvement tasks identified accordingly. In 2025, we conducted inspections covering 371 regulatory requirements across nine business sites. Identified deficiencies and recommendations are promptly resolved through corrective action plans and follow-up reviews.

Risk Assessment

We conduct regular risk assessments across all business sites to proactively identify hazards and potential risks, to prevent workplace accidents. Based on the assessment outcomes, we prioritize issues to develop and implement corrective measures, with progress reported to relevant departments and personnel. To prevent the recurrence of similar risks, we implement recurrence prevention measures while periodically reviewing task-level risk assessments to support continuous improvement.

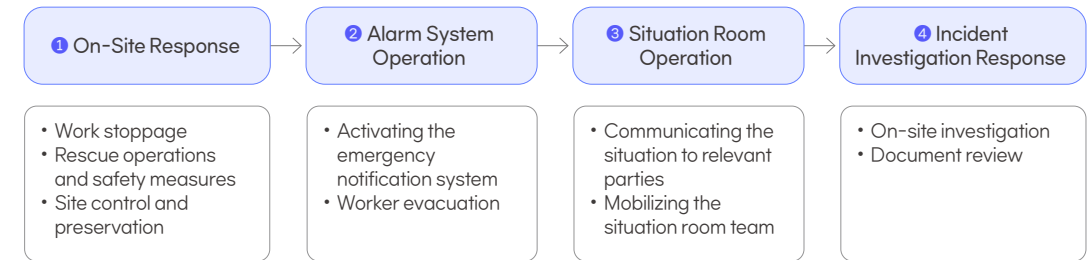
Risk Assessment Process



Emergency Response Training

We operate an emergency response process and regularly conduct simulations based on real-world scenarios to enhance the speed and accuracy of our response to serious accidents. The training follows four stages: on-site response, alarm system operation, situation room management, and investigation and follow-up, steadily building our on-site response capabilities.

Emergency Response Training Scope



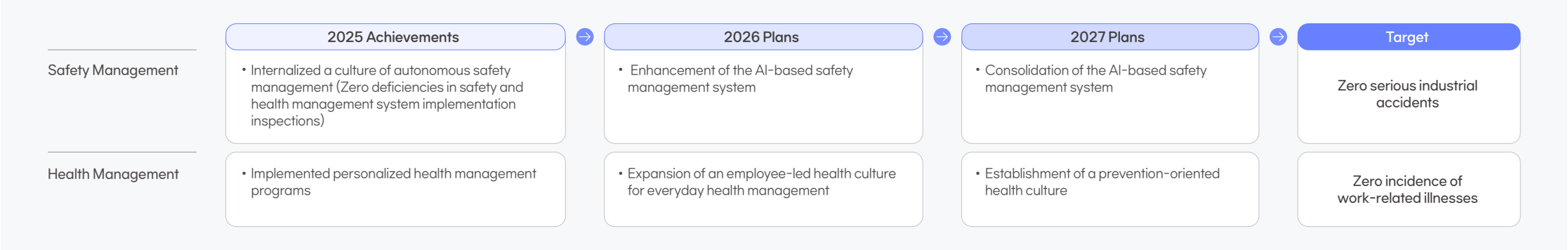
Incident Response

We maintain a serious accident response manual that covers standards for the entire response process, including on-site response, situation communication, situation room operation, and accident site investigation, reporting, and resolution in the event of a serious accident. When an accident occurs, swift response and recovery are our top priorities, and we develop and implement corrective measures based on investigation findings to prevent similar incidents from recurring.

Safety and Health for Employees and Business Partners

Metrics & Targets : Where We’re Heading

Implementation Roadmap



Metrics

Occupational Accidents

Category			Unit	2023	2024	2025
Lost Time Injury (LTI)	Number of Lost Time Injuries (LTI)	Employees and Business Partners	Cases	65	62	40
		Employees	Cases	0	0	1
		Business Partners	Cases	65	62	39
	Lost Time Injury Rate (LTIR) ¹⁾	Employees and Business Partners	Per 200,000 hours	0.41	0.39	0.26
		Employees	Per 200,000 hours	0.00	0.00	0.04
		Business Partners	Per 200,000 hours	0.49	0.47	0.30

1) Lost Time Injury Rate (LTIR) = Number of lost time injuries (one or more days lost) / Total hours worked × 200,000

Category			Unit	2023	2024	2025
Fatalities	Number of Fatalities	Employees	Cases	0	0	0
	Fatality Rate	Employees	%	0	0	0
Serious Accidents ¹⁾	Number of Serious Accidents	Employees	Cases	0	0	0
		Business Partners	Cases	0	0	0
Occupational Illnesses	Number of Occupational Illness Cases	Employees	Cases	0	0	0
	Occupational Illness Frequency Rate (OIFR) ²⁾	Employees	Per 200,000 hours	0	0	0

1) A serious accident is an accident resulting in at least one fatality, two or more injured persons simultaneously requiring medical treatment for three months or longer, or ten or more injured persons or persons with occupational illnesses simultaneously.
2) Occupational Illness Frequency Rate (OIFR) = Number of occupational illness cases / Total hours worked × 200,000

Safety and Health for Employees and Business Partners

Metrics & Targets : Where We’re Heading

Metrics

Safety and Health Training

Category		Unit	2023	2024	2025
Participation in Training	Number of Participants	Persons	2,401	2,119	1,796
	Training Completion Rate	%	100	100	100
Training Hours	Total Training Hours	Hours	57,624	25,428	21,552
	Training Hours per Employee ¹⁾	Hours	24	12	12

1) Based on the absence of industrial accidents in the previous year, a 50% reduction in required training hours applies for the following year only (Article 27, Paragraph 1 of the Enforcement Rule of the Occupational Safety and Health Act)

Violations of Occupational Safety and Health Laws and Regulations

Category		Unit	2023	2024	2025
Number of Violations		Cases	0	0	0
Monetary Sanctions	Total	KRW million	0	0	0
	Penalties	KRW million	0	0	0
	Fines	KRW million	0	0	0
Non-monetary Sanctions		Cases	0	0	0

Health Support

Category		Unit	2023	2024	2025
Health Checkup Support		Persons	2,552	2,574	2,558
Medical Expense Support		Persons	1,747	2,269	2,262
Vaccination Support		Persons	966	947	936
Smoking Cessation Clinic Support		Persons	18	15	33
Club Activity Support		Persons	1,219	1,293	1,127
‘Bom-gil’ Health Walking Program		Persons	1,090	1,550	2,250
Health Challenge Program		Persons	932	935	1,106
Health Consultation Program		Persons	570	634	708
Psychological Counseling Program (Mind Care)		Persons	76	86	70

Hazards and Risk Factors

Category			Unit	2023	2024	2025
Identification ¹⁾			Cases	1,520	1,439	1,504
Actions Taken	Total		Cases	1,520	1,439	1,504
	Type	Elimination ²⁾	Cases	171	533	492
		Ongoing Management ³⁾	Cases	1,349	906	1,012

1) Identification: The number of hazards and risk factors identified through risk assessments conducted at each business site
2) Elimination: Among the identified hazards and risk factors, the number of cases in which they were eliminated through measures such as installing safety guardrails and protective devices for live electrical parts
3) Ongoing Management: Among the identified hazards and risk factors, the number of cases in which ongoing management measures were implemented through manuals, guidelines, training, and others



Sustainable Supply Chain Management

Governance : Who Leads Our Sustainability

Roles and Responsibilities

We clarify roles and responsibilities through our shared growth governance structure. Our senior management reviews and approves shared growth strategic plans for business partners, while the CFO, as the executive in charge, manages and oversees all matters regarding shared growth and business partner support. The dedicated department develops and operates shared growth programs to support on-site execution, while conducting ESG assessments and monitoring the results. Furthermore, we link key shared growth achievements to executive performance evaluations to strengthen executive accountability for sustainable partner management.

Management Framework

We have established the Business Partner ESG Code of Conduct covering four key areas, Environment, Safety and Health, Labor and Human Rights, and Ethics, to apply to all our business partners. Compliance with the Code is a mandatory requirement when entering into a contract, ensuring that responsible trade principles are embedded from the outset. We also maintain a management process that enables us to require corrective actions in cases of non-compliance. These measures enable us to drive shared growth and enhance our competitive edge, while reinforcing the foundation for sustainable partnerships.

Business Partner ESG Code of Conduct

 Pledge to Comply with the Business Partner ESG Code of Conduct

Environmental Management	Safety and Health Management	Labor and Human Rights Management	Ethical Management
• Establishing environmental management goals • Eco-friendly products/ services • Climate change response • Pollution prevention and waste management • Protection of natural capital	• Occupational safety • Prevention of industrial accidents and diseases • Hygiene • Food and housing • Safety and health communication	• Prohibition of forced labor • Prohibition of child labor • Compliance with working hours • Wages and benefits • Humane treatment • Prohibition of discrimination and harassment • Freedom of association	• Integrity • Fair trade • Information security • Information disclosure • Protection of intellectual property • Whistleblower protection • Prohibition of conflict minerals and responsible mineral sourcing

Sustainable Supply Chain Management

Strategy : What Drives Our Pursuit

Value Chain Affected

	Upstream	Own Operation	Downstream
Media / Wired Communication	✓	✓	✓
Data Centers	✓	✓	✓

Low Mid High



Risks

- Reputation damage and financial losses resulting from supply chain disruptions
- Customer churn and declining brand trust arising from service quality issues involving business partners



Opportunities

- Enhanced competitiveness and expanded market share through stable supply chain operations
- Maintaining financial stability through long-term collaboration based on strategic partnerships

Key Strategies

Strengthening the Shared Growth Framework and Competitiveness

Business Partner ESG Risk Management

Business Partner Communication Enhancement

Strengthening the Shared Growth Framework and Competitiveness

We provide tailored support across various areas including finance, technology, education, and communication. In particular, we have enhanced on-site management capabilities through the Shared Growth Team Leader School and strengthened communication channels with partner executives through the Shared Growth CEO Seminar to enhance collaboration. In addition, we cooperate with financial institutions to alleviate the financial burden on our business partners and improve their financial stability, thereby laying a strong foundation for long-term and sustainable growth.

Shared Growth Program

Category			Description
Strengthening the Shared Growth Framework	Finance	Shared Growth Fund	• Establishment of the fund in partnership with financial institutions to provide low-interest loans to small and medium-sized business partners for facility purchases and operational expenses (KRW 500 million contributed)
		Immediate Payment System	• Early payment of invoices to support the cash flow of small and medium-sized business partners, including full payment in advance before major holidays such as Lunar New Year and Chuseok
	Technology	Technology Escrow System	• A system that enables small and medium-sized enterprises to place their technologies in escrow with the Korea Foundation for Cooperation of Large & Small Business, Rural Affairs to reduce the risk of technology leakage. In the event of bankruptcy or business closure, the escrowed technologies are made available for use by the large enterprise
		Communication	• Hosting ESG assessment results briefings and award events
Competitiveness Enhancement	CEO Seminar		• Breakfast seminars providing business partner CEOs with insights
			• Expert lectures on management, economics, AI, and leadership, along with networking opportunities
	Training	Executive Coaching	• Held four times in 2025 with participation from three companies
			• Leadership development and business issue resolution support through expert coaching by former SK executives
	Shared Growth Team Leader School		• Five sessions held in 2025 with one participating company
			• Comprehensive leadership development program for mid-level managers of business partners
	Online Training Platform		• Online and offline training across three areas: performance management, people management, and self-management
			• One cohort (two-month program) held in 2025 with two participating companies
			• Training content delivery through mySUNI
			• About 350 online courses in six areas, including ESG, AI, and leadership
			• Open enrollment available for all interested business partners

Sustainable Supply Chain Management

Strategy : What Drives Our Pursuit

Business Partner ESG Risk Management

We conducted ESG assessments for 49 business partners subject to priority management in 2025, and the ratio of low-risk partners increased steadily from 60% in 2023 to 94% in 2024 and reached 100% in 2025. To incentivize participation in these assessments, we linked the process with tangible support including priority access to shared growth programs and recommendations for participation in the Shared Growth Fund. For business partners with outstanding assessment results, we provide benefits such as additional points for non-price indicators in competitive bidding and the replacement of contract performance guarantee insurance policies with written payment pledges to promote continuous ESG improvement. For partners nearing the high-risk category, we provide ESG consulting to support early improvement. In 2025, we provided these consulting services to 18 business partners.

Business Partner ESG Capacity-Building Program

ESG Consulting	>	• Briefings on ESG assessment results and guidance on implementing improvement actions
Safety and Health Training	>	• Industry-specific training and safety and health workshops for business partner executives
Personal Data Protection Training	>	• Practical training on each stage of personal data processing, including the collection, use, and destruction of personal data
Ethics Management Training	>	• Case-based online training reflecting real work situations, including fair trade, improper solicitation, and the acceptance of money or valuables

Business Partner Communication Enhancement

At SK broadband, we operate a reporting, investigation, and corrective action process through our ethical management website to ensure fairness and trust across the supply chain. Business partners can report instances of misconduct and unfair trade at any time, including corruption, abuse of power, acceptance of money or entertainment, personal requests, equity investments, improper directives, and verbal or physical abuse. We manage each report through a rigorous process, from fact finding and the application of regulations to corrective actions. Along with these measures, we strictly uphold the principles of whistleblower identity protection and non-retaliation to ensure that legitimate reports can be submitted in a safe environment.

 Ethical Management Website

SK broadband

Recognition of Outstanding Partners in the 2025 ESG Management Assessment

We held an event to reward partners that actively participated in the 2025 ESG management assessment and demonstrated outstanding performance. This event was designed to recognize outstanding business partners and enhance partnership loyalty while strengthening motivation for continuous shared growth and ESG practices among key partners. During the event, we shared the results of the 2025 ESG management assessment and presented our 2026 strategic direction, outlining key priorities and the implementation roadmap. By presenting certificates and awards that formally recognized each partner’s achievements, we laid the foundation for promoting the sharing of best practices. A total of 45 working-level ESG representatives from our partners attended the event to share feedback on the assessment results and discuss future tasks, further strengthening the ESG cooperation ecosystem built on shared growth.

Sustainable Supply Chain Management

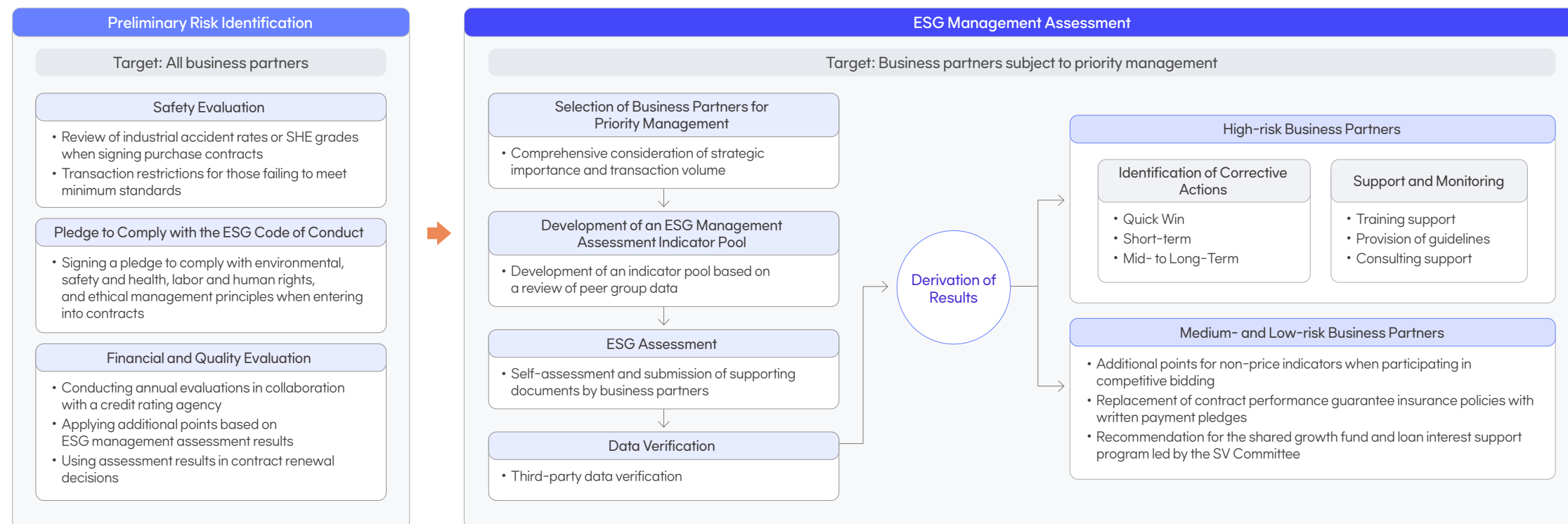
Risk Management : How We Manage Challenges

Business Partner Management

To manage ESG risks across the procurement lifecycle, we conduct both preliminary risk identification and ESG management assessments. During the contracting stage, we conduct a business partner safety evaluation to verify whether basic safety standards are met. We restrict transactions if the minimum criteria are not fulfilled. All contracting partners must submit a signed pledge to adhere to the Business Partner ESG Code of Conduct, which outlines principles related to environment, safety and health, labor and human rights, and ethical management.

Even after contracts are signed, we review our business partners' management conditions through annual financial and quality evaluations. We also select companies subject to priority management by comprehensively considering factors such as strategic importance and transaction volume, and conduct ESG management assessments in collaboration with third-party organizations. Based on the assessment results, we require high-risk business partners to implement improvement actions and provide support and monitoring. For medium- and low-risk business partners, we offer incentives such as additional points for non-price indicators in competitive bidding and the option to replace contract performance guarantee insurance policies with written payment pledges, encouraging continuous improvement.

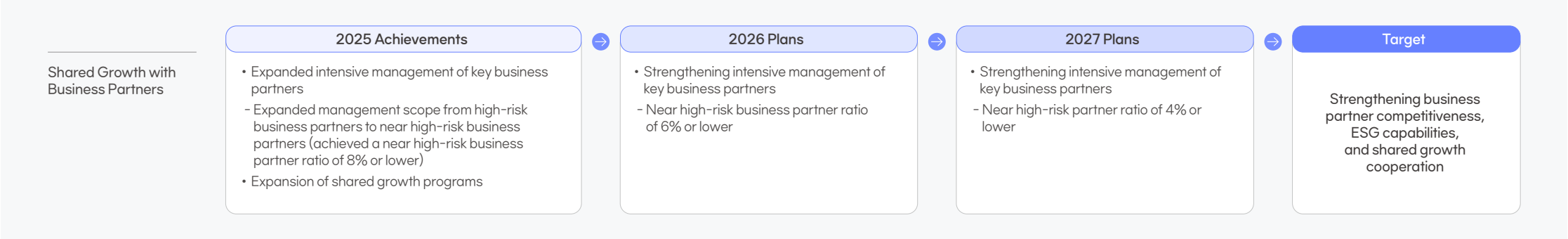
Management Process



Sustainable Supply Chain Management

Metrics & Targets : Where We’re Heading

Implementation Roadmap



Metrics

Business Partner Status

Category		Unit	2023	2024	2025
Total Business Partners	Total	Companies	638	610	595
	Tier 1	Companies	638	610	595
	Non-Tier 1	Companies	0	0	0
Key Business Partners	Tier 1	Companies	50	50	50

Pledge to Comply with the Business Partner Code of Conduct

Category		Unit	2023	2024	2025
Pledge to Comply with the Business Partner ESG Code of Conduct	Number of Business Partners That Signed the Pledge	Companies	638	610	595
	Pledge Signing Rate	%	100	100	100

Sustainable Supply Chain Management

Metrics & Targets : Where We’re Heading

Metrics

Procurement

Category	Unit	2023	2024	2025
Share of Construction and Service Procurement	%	65	57	72
Share of Equipment and Materials Procurement	%	35	43	28

Business Partner Capacity-Building Program

Category	Number of Participating Business Partners (Companies)	Number of Employees from Participating Business Partners (Persons)
Capacity-Building Program ¹⁾	26	676
ESG Capacity-Building Program ²⁾	1,184	11,321

1) Business partners and employees who participated in capacity-building programs in 2025, including training, seminars, and workshops; counted multiple times if they participated in more than one program

2) Business partners and employees who participated in ESG consulting and safety and health, information security, and ethics management training in 2025; counted multiple times if they participated in more than one program

ESG Assessment

	Category	Unit	2023	2024	2025
ESG Assessment	Number of Business Partners That Underwent Assessment	Companies	50	50	49
	Assessment Rate ¹⁾	%	100	100	98
Total Corrective Actions	Number of Business Partners Assessed as Having Significant Actual or Potential Negative Impacts	Companies	20	3	0
	Number of Business Partners Suspended Due to Significant Actual or Potential Negative Impacts	Companies	0	0	0
	Number of Business Partners with Agreed Corrective Actions and Improvement Plans	Companies	20	3	0
	Rate of Business Partners with Agreed Corrective Actions and Improvement Plans ²⁾	%	100	100	-
	Number of Business Partners Supported in Implementing Corrective Action Plans	Companies	12	13	18
	Rate of Business Partners Supported in Implementing Corrective Action Plans ⁴⁾	%	60	100	-

1) Number of business partners subject to assessment in 2025: 50 companies

2) Percentage of business partners with agreed corrective actions or improvement plans among those assessed as having significant actual or potential negative impacts

Not calculated, as there were no business partners with significant actual or potential negative impacts in 2025

3) Support is also provided upon request to business partners whose actual or potential negative impacts are not significant

4) Percentage of business partners supported in implementing corrective action plans among those assessed as high-risk

Not calculated, as there were no business partners with significant actual or potential negative impacts in 2025

Community Engagement and Social Contribution

Governance : Who Leads Our Sustainability

Roles and Responsibilities

To fulfill our responsibilities to local communities, we design and operate tailored programs for various target groups and measure and manage program performance from a social impact perspective. Our CEO and CFO manage program activities and performance, while the CFO serves as the executive responsible for the final approval and regular review of implementation plans. We also operate social enterprise support programs under the same governance structure. Our dedicated department plans and operates these programs, measures their environmental and social impacts, and uses the results to drive continuous improvements.

Management Framework

We operate a social contribution framework that creates positive impact through Collective Impact based on cooperation with various stakeholders. Through partnerships with NGOs and government agencies, we focus on addressing three major social issues (an aging population, child and youth education, and community disparities). Beyond mere donations, we are committed to building a sustainable problem-solving model by promoting public discussion and participation.

Spreading Positive Impact Through Collective Impact

Social Issues	Aging Population - Growing social isolation among seniors - Physical and mental health issues	Challenges in Educational Settings for Children and Youth - Declining youth well-being - Nurturing and caring for future generations	Community Disparities - Technology and information gap - Challenges facing local economies - Educational and emotional gaps among multicultural children	Employee Participation in and Contribution to Solving Community Issues
Goals	• Senior Well-being	• Youth Development and Care	• Community Well-being	
Key Policies	• Senior Health	• Support based on Collective Impact with key stakeholders, including NGOs and government agencies	• Support through Local Media • Promoting Cultural Diversity and Inclusion	• Employee Volunteering
Partnership	• Guro-gu Office	• LOVE FNC • Dreamus Company • Makeus Company (Dingo Music)	• The National Association of Community Mediacenters • Community Media Foundation • Korea Agro-Fisheries & Food Trade Corporation • Anyang Beomgye Rodeo Merchants Association • Uiwang Small Business Owners Association • Daegu Merchants Association • Daegu Traditional Market Promotion Foundation • Seoul Nambu District Office of Education • LOVE FNC	• Happynarae • Happiness Alliance • Korean Red Cross
UN SDGs	1 NO POVERTY 2 ZERO HUNGER 3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS

Community Engagement and Social Contribution

Strategy : What Drives Our Pursuit

Value Chain Affected

	Upstream	Own Operation	Downstream
Media / Wired Communication	✓	✓	✓
Data Centers	✓	✓	✓

Low Mid High



Risks

- Reputational damage and business disruptions due to conflicts with local communities
- Increased operating costs from implementing community programs with limited business alignment



Opportunities

- Strengthening community relations through business-related social contribution programs
- Attracting customers and investors and building a foundation for long-term growth amid growing demand for social responsibility

Key Strategies

Building Social Safety Nets (Seniors)

Nurturing Future Generations (Children and Youth)

Shared Growth and Local Economic Revitalization (Local Communities)

Encouraging Employee Social Engagement

Building Social Safety Nets (Seniors)

Safety Net: Heartfelt Meal Delivery

We operate the Safety Net program to help address the issue of skipped meals among vulnerable seniors. Through this initiative, we provide free meals to vulnerable seniors who have difficulty preparing meals on their own. Following our participation in Suwon City’s Happy Meal Sharing initiative, we expanded the program to Guro-gu, Seoul, in 2024.

We deliver meals and provide well-being check-ins for vulnerable elderly individuals outside the reach of public welfare services under agreements with the Guro-Gu Office and the Guro Hope Welfare Foundation. As part of this commitment, we are supporting 100 seniors annually by contributing a total of KRW 100 million over three years from 2024 to 2026. In recognition of these contributions, we were honored with an induction into the Guro Heroes Hall of Fame hosted by the Guro-Gu Office.

SK broadband

Improving Seniors’ Quality of Life and Bridging the Digital Divide through B tv On-Ad

We are expanding our smart senior center project in collaboration with local governments to improve the quality of life for the elderly and bridge the digital divide. B tv On-Ad, the core service of our smart senior center, combines B tv and digital signage to allow seniors with limited mobility to easily enjoy various leisure and welfare programs including educational courses, health exercises, and singing classes.

This service also enables local governments to conveniently schedule and broadcast municipal promotions or emergency announcements without requiring users to operate a remote control, helping the elderly who may be isolated from information easily access up-to-date news and stay connected. To date, we have successfully completed the installation of B tv On-Ad at senior centers in Hapcheon-gun, Changwon City, and Namwon City.



E

S

G

Community Engagement and Social Contribution

Strategy : What Drives Our Pursuit

Nurturing Future Generations (Children and Youth)

Blossom Youth Music Festival

We host the Blossom Youth Music Festival annually to promote happiness among youth and discover new talent. In this program, young participants submit original music created under the theme of happiness and finalists strengthen their musical capabilities through mentoring and training from renowned artists. In 2025, approximately 300 young people from 141 teams nationwide participated in the program. To support the wider reach of their creative works, we released all winning songs as digital tracks on FLO, a music streaming platform.

Even after the festival, we continue to operate mini concerts and talent-sharing programs to help young participants gain stage experience and continue expressing their voices. In 2026, we welcomed Makeus Company (Dingo Music) as a new alliance partner and are expanding the program's reach through social media channels preferred by younger generations.



2025 Blossom Youth Music Festival

Shared Growth and Local Economic Revitalization (Local Communities)

Spreading Positive Impact through Regional Channel Programming

We serve as a community-based social monitoring channel by identifying and reporting on local community issues through B tv's regional channels, contributing to resident safety and the resolution of social issues. We provide timely disaster information through captions displayed at the top of the B tv screen while delivering story-driven, in-depth news coverage. A notable example occurred in 2025, when B tv Gyeonggi News reported on Suwon City's policy supporting a 10 a.m. start time for parents of first-grade elementary school children who work at small and medium-sized businesses. Following our report, public inquiries surged and interest in the policy grew significantly, leading to an increase in the related budget to KRW 1 billion. Recognizing its success, the government later adopted the policy as a best practice and developed it into the Ministry of Employment and Labor's "10 a.m. Start Time Incentive for Working Parents with Young Children" in 2026. In addition, we updated our disaster broadcasting manual in 2025 to respond more swiftly to severe weather disasters such as heavy rainfall and typhoons. We streamlined the response levels for natural disasters from five to four stages and those for social disasters from four to three stages, while testing operational readiness through simulation drills at each regional production center.

Happy Market: Regional Channel Commerce

We operate Happy Market, a regional channel commerce program on B tv, to directly connect local producers with consumers and increase awareness and sales opportunities for local specialties and products. Through the program, we provide a stable direct-to-consumer sales channel for local merchants with high-quality products who face challenges in market access. By doing so, we help increase their revenue, reduce distribution costs, and contribute to the revitalization of local economies. In 2025, Happy Market achieved cumulative sales of KRW 2.28 billion.

SK broadband

SK broadband and Sejong City Launch Local Economy Support Project for Small Business Owners

We signed a business agreement with Sejong City and the Sejong Job and Economic Promotion Agency to revitalize the local economy and build an ecosystem for shared growth. As part of this effort, we donated KRW 100 million in Onnuri gift certificates to support various initiatives for small business owners, including developing local commercial districts into community hubs, promoting local consumption, and helping small businesses increase sales.



E

S

G

Community Engagement and Social Contribution

Strategy : What Drives Our Pursuit

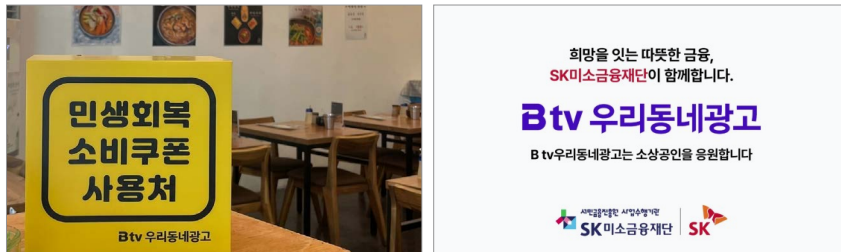
Shared Growth and Local Economic Revitalization (Local Communities)

Free Advertising Support for Small Businesses

B tv Town Ad is a locally targeted advertising platform that enables small business owners to select the neighborhoods of their choice and run TV advertisements at an affordable cost. Anyone—from local small shops and small business owners to young entrepreneurs—can easily create TV advertisements through the website by simply uploading photos and entering text.

Leveraging the capabilities of this platform, SK broadband supports small business owners who face difficulties in promoting their businesses. Since 2025, we have partnered with SK Smile Microcredit Bank to provide B tv Town Ad free of charge to 20 small businesses nationwide.

We also contribute to revitalizing local small businesses through initiatives such as distributing 60 “Sangsaeng (Win-Win) Boxes”—display boxes placed in or outside stores to let customers know that “Livelihood Recovery Consumption Coupons” can be used at the location.



Advertising Support for Small Business Owners in 2025

Shared Growth through Support for Social Enterprises

Since 2011, we have partnered with Foundation HappyGreenRecycling, a social enterprise specializing in the refurbishment¹⁾ of terminal equipment. Foundation HappyGreenRecycling contributes to vocational training and employment opportunities for people with disabilities. To support the well-being of its employees, we sponsored a wellness program for long-serving employees and continued to develop shared growth programs in collaboration with the foundation.

1) Refurbishment: A process that restores used equipment—collected from customers—by inspecting, repairing, and reconditioning it for reuse

K-POP Culture and Arts Class

In line with our commitment to promoting cultural diversity and inclusion, we have operated the “K-POP Culture and Arts Class” since 2026 at elementary schools in areas with a high concentration of children from immigrant backgrounds, in collaboration with the Seoul Nambu District Office of Education and the public foundation LOVE FNC. The program offers dance and cultural education led by professional instructors as a regular semester-based curriculum (once a week, a total of 16 sessions). By expanding access to arts and physical education activities and providing more opportunities for self-expression and collaboration, we help reduce educational gaps and support students’ emotional growth. Through K-POP, a shared medium that transcends language and cultural barriers, we also help strengthen peer bonds, promote multicultural acceptance, and contribute to community integration. Building on our experience to date, we will continue to improve and stabilize the program while expanding its impact.



K-POP Culture and Arts Class

E S G Community Engagement and Social Contribution

S

G

Strategy : What Drives Our Pursuit

Shared Growth and Local Economic Revitalization (Local Communities)

Installation of EMF Monitoring Board

Data centers support national competitiveness in the AI era, but they may also raise concerns among some local residents about electromagnetic fields (EMFs). To alleviate local community anxiety and build trust, we launched a pilot installation of EMF monitoring displays at the Gasan Data Center in 2025. These displays measure EMFs generated during data center operations in real time and immediately disclose the results on electronic display boards, enabling anyone to check safety levels. In particular, we monitor not just extremely low frequency (ELF, 60Hz) emissions from power facilities, but mobile communication bands, including 3G, 4G, and 5G, as well as Wi-Fi bands. According to the November 2025 measurements, all items showed extremely low levels at a maximum of 2.34% of the human exposure limits (Grade 1, the highest safety rating¹⁾). For the 60Hz band in particular, the measured level remained at less than approximately 0.16% of the standard value of 833mG, confirming that it remains at a safe level lower than that of everyday household products such as hair dryers and bidets.²⁾

- 1) Grade criteria: In accordance with the Criteria for Electromagnetic Field Grades, Items Subject to Labeling, and Labeling Methods (Ministry of Science and ICT Public Notice No. 2017-20), EMF measurement results are divided into four categories: Grade 1, Grade 2, Caution, and Warning. Grade 1 indicates that the measured EMF intensity is 50% or less of the standard set for the general public.
- 2) Source: 2024 Research Project on EMF Environment in Daily Life (Conducted by the National Radio Research Agency)



Encouraging Employee Social Engagement

Volunteer Activities

We continue to carry out employee-led volunteer activities nationwide. In Busan, our “Bridge of Love” volunteer group has continued its activities for 20 years since 2006, including serving meals to seniors living alone, holding holiday events and kimchi-making events, and providing regular sponsorship for children who head their households. In Daejeon, we operate the “Happiness Precinct” volunteer group, whose members participate each year in volunteer activities at welfare centers, tree planting on Arbor Day, and cleanup activities at the National Cemetery. To further encourage voluntary participation, we also operate a Cheer-up program for 116 members of volunteer groups nationwide, including those in Daejeon, Anyang, and Busan.

SK Pro Bono

SK Pro Bono is a professional volunteer program that provides free management consulting to social enterprises, drawing on the expertise and work experience of SK Group employees. SK broadband employees provide consulting mainly on proposal writing, one of the key challenges faced by social enterprises. We are also expanding the program’s reach by moving beyond the existing one-on-one consulting format to a training-based consulting model for multiple social enterprises.

SK broadband

Support for Residents Affected by Wildfires in the Yeongnam Region

In response to the large-scale wildfires in the Yeongnam region in 2025, we operated emergency response rooms at each headquarters and provided swift support in accordance with our resident support protocol. Led by our Daegu and Busan headquarters, we urgently supplied communication infrastructure, including TVs, IPTV, and Wi-Fi, to shelters in the affected areas, helping displaced residents stay informed and connected. We also established a dedicated support center for affected customers. For customers with confirmed damage, we extended the maximum service suspension period to one year and waived fees for the period of non-use.

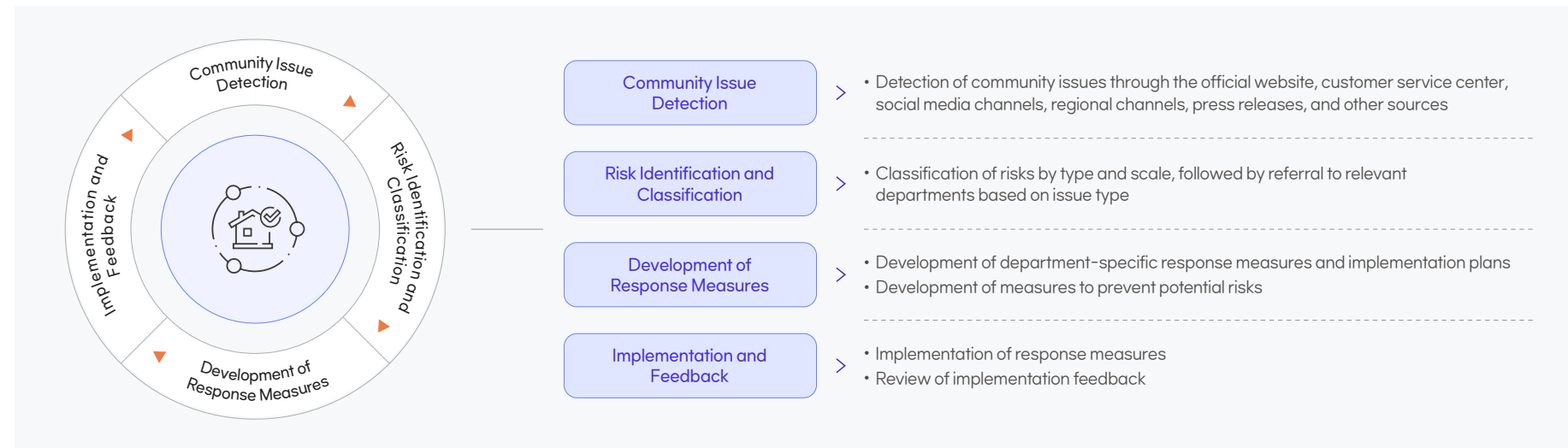
Community Engagement and Social Contribution

Risk Management : How We Manage Challenges

Community Engagement and Communication

We operate a range of communication channels to facilitate open dialogue with local communities and protect the rights and interests of local residents. In addition to our official website and customer service center, we actively manage social media channels such as our blog, Instagram, and YouTube to collect community feedback on an ongoing basis. When inconveniences or complaints arise, we promptly refer them to the relevant departments for resolution. We also monitor media coverage related to SK broadband every day, enabling us to identify emerging social issues early and respond proactively.

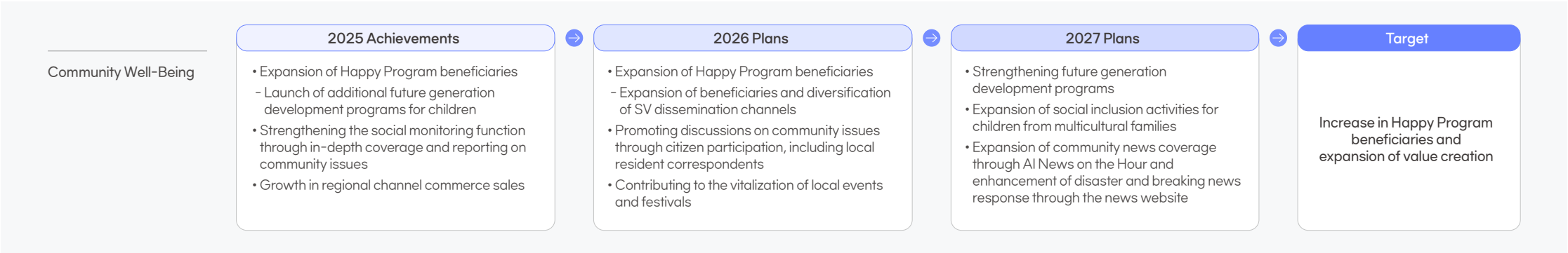
Community Issue Detection and Response Process



Community Engagement and Social Contribution

Metrics & Targets : Where We’re Heading

Implementation Roadmap



Metrics

Social Investment

	Category	Unit	2023	2024	2025
Social Investment Amount	Total	KRW million	530	534	752
	Cash	KRW million	530	534	752
	In-kind	KRW million	0	0	0

Volunteer Activities

	Category	Unit	2023	2024	2025
Volunteer Participation	Volunteer Participation Rate ¹⁾	%	16.5	21.4	15.0
	Number of Participating Employees	Persons	433	556	372
	Proportion of Professional Volunteering	%	0.6	0.8	1.5
Volunteer Hours	Total Volunteer Hours	Hours	1,124	1,656	1,097
	Volunteer Hours per Employee	Hours	0.4	0.6	0.4
	Estimated Value of Volunteer Hours	KRW million	266	323	361

1) Number of Participating Employees / Total Number of Employees × 100

Transparent Governance	127
Ethics and Compliance	131

GOVERNANCE

We have built an effective decision-making system grounded in the diversity, expertise, and independence of the Board of Directors. Guided by the principles of ethical and compliance management, we continue to strengthen our internal audit and risk management systems. We also operate a prompt and transparent process for addressing violations of our Code of Ethics. We will further reinforce the foundation for a sound corporate culture and transparent governance by enhancing ethical awareness across the organization and embedding responsible management principles.

06



Transparent Governance

Governance : Who Leads Our Sustainability

Board of Directors

As of June 30, 2026, our Board of Directors, the highest decision-making body of SK broadband, is composed of five members. The Board reviews and makes decisions on key agenda items with the goal of achieving our sustainable growth, while considering the interests of stakeholders.

Composition of the Board of Directors

Category	Name	Gender	Appointment Date	Career Highlights
CEO (Chair of the Board)	Seong Soo Kim	Male	2026.03.25	(Current) CEO & President, SK broadband (Former) Head of Wireline and Media Business Division, SK broadband
Executive Director	Jin Soo Seong	Male	2025.03.31	(Current) CSPO & Head of Network Center (Former) Head of Infra Service CT, SK Telecom
Executive Director	Jong Ho Lee	Male	2026.03.25	(Current) Head of Corporate Center, SK broadband (Former) Head of Strategic Support Team, Strategy & Global Committee, SK SUPEX Pursuit Council
Non-Executive Director	Myung Jin Han	Male	2026.03.25	(Current) Head of MNO CIC, SK Telecom (Former) CEO & President, SK Square
Non-Executive Director	Jong Seok Park	Male	2026.03.25	(Current) Head of Corporate Center, SK Telecom (Former) Head of Corporate Center, SK broadband

Strategy : What Drives Our Pursuit

Value Chain Affected

	Upstream	Own Operation	Downstream
Media / Wired Communication	✓	✓	✓
Data Centers	✓	✓	✓

Low Mid High



Risks

- Decline in corporate value in the event of governance risks arising from arbitrary management practices and a lack of expertise



Opportunities

- Increased investor trust and corporate value through transparent governance
- Reduced cost of capital through the establishment of a reliable decision-making system

Key Strategies

Board Transparency and Expertise

Board Operations

Evaluation and Remuneration of Directors and Management

Shareholder-Oriented Management

Transparent Governance

Strategy : What Drives Our Pursuit

Board Transparency and Expertise

Director Appointment Process

We appoint directors fairly and transparently in accordance with relevant laws, including Article 382 of the Commercial Act, and the company’s Articles of Incorporation. The Board of Directors recommends candidates after a comprehensive review of their expertise, capabilities, potential to contribute to corporate growth, and possible conflicts of interest. Final appointments are made through a resolution at the General Meeting of Shareholders.

Board Principles

Diversity

>

- No discrimination based on gender, race, ethnicity, religion, or nationality in the appointment of directors

Expertise

>

- Director candidates must have extensive knowledge or experience in areas such as management, finance & financial services, specific industries under the Global Industry Classification Standard (GICS), and ESG
- Directors are provided with ongoing information necessary for understanding the business and making informed decisions

Independence

>

- Directors with a special interest in a given Board resolution are prohibited from exercising voting rights on that matter

Board Competency

SK broadband’s Board of Directors consists of leaders with extensive expertise and hands-on experience across core domains including management, finance and financial services, industries classified under the Global Industry Classification Standard (GICS), and ESG.

Board Skills Matrix

Category	Name	Seong Soo Kim	Jin Soo Seong	Jong Ho Lee	Myung Jin Han	Jong Seok Park
Leadership	Expertise in operating large-scale organizations	●	●	●	●	●
Core Industry Expertise	Expertise in related industries	●	●		●	●
Finance	Financial and accounting expertise for company management and supervision			●		●
M&A & Capital Markets	Expertise in investment activities such as M&A				●	
Global Affairs	Expertise in international political dynamics and regional risks			●		
ESG	Expertise in key ESG areas including safety and health, information security, customer satisfaction, and product and service quality	●	●			

E

S

G

Transparent Governance

Strategy : What Drives Our Pursuit

Board Operations

The Board holds regular meetings once every quarter and convenes extraordinary meetings as needed. In 2025, the Board held a total of eight meetings, during which it reviewed, approved, or received reports on 22 agenda items. As a matter of policy, we maintain a minimum attendance rate of 75% for Board members, and the average attendance rate in 2025 was 96%. To improve attendance, we notify directors of the date, time, venue, and agenda items at least three days in advance and allow directors to participate remotely. In accordance with the Articles of Incorporation, Board resolutions require the attendance of a majority of directors and the approval of a majority of those present. The Board also receives reports on, deliberates on, and approves agenda items related to ESG and business growth to enhance sustainability, while regularly monitoring implementation progress.

Evaluation and Remuneration of Directors and Management

The Board of Directors determines director remuneration within the remuneration limit approved by the General Meeting of Shareholders. Base salary is set in accordance with our executive remuneration standards, considering each executive's role and position, leadership, expertise, contribution to the company, and business performance. Performance-based pay reflects a balanced mix of quantitative indicators, such as revenue and operating profit, and qualitative indicators, such as progress toward strategic goals and leadership. For individuals whose remuneration is KRW 500 million or more, we disclose the payment amount as well as the criteria and methodology used to determine it in our annual business report to ensure transparency. Furthermore, ESG considerations, including improvements in ESG management and Net-Zero implementation plans, are incorporated into the performance evaluations of executive directors and senior management, and progress toward goals is assessed annually.

Shareholder-Oriented Management

We maintain a shareholder return policy to protect shareholders' rights and interests and enhance shareholder value in a sustainable manner. Decisions regarding shareholder returns are made based on a comprehensive assessment of business performance, mid- to long-term investment plans, financial position, and future outlook, and returns are provided in cash or shares in accordance with the Articles of Incorporation. We also hold an Annual General Meeting of Shareholders and encourage active shareholder participation in voting through electronic voting and proxy voting systems. At least two weeks before the meeting, we provide sufficient information by notifying shareholders of the date, time, venue, and agenda items in writing or electronically. We do not grant multiple voting rights to any specific class of shares.



Transparent Governance

Metrics & Targets : Where We’re Heading

Metrics

Board Operations

Category		Unit	2023	2024	2025
Number of Board Meetings Held		Sessions	10	8	8
Reports and Resolutions	Items Reported	Cases	5	6	3
	Items Resolved	Cases	24	17	19
Resolution Outcomes	Total	Cases	151	99	95
	Approved	Cases	126	90	88
	Opposed	Cases	0	0	0
	Abstained	Cases	0	0	0
	Absent	Cases	25	9	7

Shareholding Status¹⁾

Category	Unit	Shares Held	Ownership Ratio (%)
Total	Shares	402,045,445	100
SK Telecom Co., Ltd.	Shares	398,595,779	99
Treasury Shares	Shares	383,168	0
Others	Shares	3,066,498	1

1) As of December 31, 2025

Ethics and Compliance

Governance : Who Leads Our Sustainability

Roles and Responsibilities

To safeguard our business from brand damage, litigation costs, and public distrust triggered by unethical or non-compliant conduct, we have established and operate under a Code of Ethics and Code of Conduct rooted in SKMS, which is SK Group’s management philosophy. This framework integrates anti-corruption policies and a code of conduct designed to proactively assess, prevent, and address anti-corruption risks across all business operations, including fair trade, safety, the environment, improper solicitation, and corruption. Their scope of application covers all stakeholders including our customers, employees, shareholders, and society.

To ensure independence and autonomy, we have placed our ethics management organization directly under the CEO. The Ethics Management Committee guarantees the independence, objectivity, and fairness of our internal audits. The CEO and the Committee review and approve key agendas concerning ethical management and internal audit. Through the 3C (Code, Compliance, and Consensus) ethics management system, we continue to foster a culture of ethical practice across the organization.

 Code of Ethics

 Code of Conduct



3C Ethics Management System

01 Code

Defines corporate ethics standards and stakeholder responsibilities and provides formalized codes and practical guidance for employees (including the Code of Ethics, Code of Conduct, and Ethics Management Practice Guide)

02 Compliance

Operates dedicated ethics organizations and systems to ensure implementation (e.g., ethics management team, whistleblower reporting and investigation process, audit procedures for unethical conduct, and self-inspections)

03 Consensus

Enhances employee commitment to ethical management through structured education and engagement programs (including CEO messages, training programs, Ethics Pledges, and campaign activities)

Ethics and Compliance

Governance : Who Leads Our Sustainability

Operation of the Ethics Management Committee

In accordance with the Ethics Management Committee Operating Standards, we operate the Committee as a three-member body composed of a non-standing auditor, the executive responsible for legal affairs, and the executive responsible for HR. To ensure expertise and reliability, the Committee includes at least one member with expertise in accounting and finance. The Operating Standards define the Committee’s core role as the review and approval of matters related to internal audits. Accordingly, the Committee reviews and approves the annual internal audit plan, assesses the adequacy of the internal audit department’s organization, staffing, and budget, and evaluates its activities. The Committee also verifies the implementation of corrective and improvement measures based on audit results, and reviews and approves the operation of the ethical management system and non-financial risks. In addition, the Committee performs management and supervisory functions by reviewing and approving the performance evaluation of the head of the internal audit department and exercising its right to consent to the appointment and dismissal of the department head. The ethics management organization supports the systematic operation of the Committee by serving as its secretariat. In 2025, the Committee convened three times in total.

Composition and Operation of the Ethics Management Committee

Organization	Category	Details
Ethics Management Committee	Members	Non-standing Auditor, Legal Affairs Executive, HR Executive
	Regulation Name	Ethics Management Committee Operating Standards
	Defined Roles in Regulation	Review and approval of matters related to internal audits
	Oversight Responsibilities	- Review and approval of internal audit plans - Assessment of the adequacy of the internal audit department’s organization, staffing, and budget, and evaluation of its activities - Confirmation of corrective actions on internal audit findings - Oversight and approval of ethical management systems, activities, and non-financial risk - Review and approval of performance evaluations for the head of the internal audit department - Authority to consent to appointments and dismissals of the head of the internal audit department
	2025 Key Reporting Agenda Items	- Report, review and approval of the 2025 audit plan - Report on the 2nd regular audit of 2024 and follow-up action plan - Report on wholesale agency issues in the Connectivity/Media Business Division - Report on the 1st and 2nd regular audits of 2025 - Report on self-inspection results - Report on effectiveness of ethical management activities and improvement plans - Report on ethical management system evaluation results - Report on ethical practice survey and workshop results
Dedicated Organization	Department Name	Internal Audit Office
	Roles	- Support operations of the Ethics Management Committee (independent audit function) - Conduct SK Group-wide assessments and internal audits - Report risk management activities to the Ethics Management Committee - Conduct investigations and improve related processes - Manage ethical management policies and systems - Provide ethics management training and enhance the ethical management system

Ethics and Compliance

Strategy : What Drives Our Pursuit

Value Chain Affected

	Upstream	Own Operation	Downstream
Media / Wired Communication	✓	✓	✓
Data Centers	✓	✓	✓

Low Mid High



Risks

- Reputational damage, financial penalties, and loss of business relationships resulting from regulatory non-compliance
- Escalation of organizational risks due to weakened internal controls and unclear employee standards of conduct resulting from deficiencies in the ethical management system



Opportunities

- Securing supply chain stability and cultivating trust-based partnerships through strong ethical management
- Building stakeholder trust through strengthened internal controls and proactive risk mitigation

Key Strategies

Prompt and Transparent Violation Response System

Internal Audit and Risk Assessment

Ethical Awareness and Cultural Embedding

Promoting Ethical Management Among Business Partners

Prompt and Transparent Violation Response System

When a violation of the Code of Ethics occurs, we classify the case by type and respond promptly and systematically. Where necessary, we conduct additional investigations to clearly establish the facts, and take action based on fair and consistent standards in accordance with relevant internal regulations. In the follow-up stage, we share the case and assessment criteria with the relevant departments and employees, and provide feedback and guidance for improvement to prevent recurrence, strengthening organizational learning and ethical awareness. Furthermore, we continue to promote prevention-oriented ethical management activities, such as regularly conducting face-to-face training for business units based on the findings of periodic audits.

Investigation Process

Receipt of Reports

- Reports are received through various channels including the group-level and internally operated Ethics Counseling Center



Preliminary Investigation

- Evaluating the credibility and materiality of the reported issue



Formal Investigation

- Assembling a dedicated investigation team to verify facts and investigate compliance violations



Result Reporting

- Reporting investigative findings along with subsequent corrective action plans



Follow-Up Measures

- Referral for HR or disciplinary action and optimization of operational processes based on findings

E

S

G

Ethics and Compliance

Strategy : What Drives Our Pursuit

Internal Audit and Risk Assessment

Audit and Evaluation Framework for Risk Prevention

To enhance the effectiveness of ethical management, we proactively identify and systematically manage risks related to unethical conduct. Based on internal and external environmental analyses, we identify and assess key risks, and establish and implement a three-year mid-term audit plan covering all business areas, including subsidiaries. In addition, we conduct an annual Risk Reassessment to review audit priorities and operate a continuous risk management system based on risk pools by business areas. During audits, we review overall management activities, including compliance with ethics management and the effectiveness and efficiency of business operations. Based on audit results, we implement improvement recommendations and follow-up measures, and review their implementation each year to enhance management efficiency and competitiveness. The audit plan and the results of management system assessments are reported to the Ethics Management Committee on a quarterly basis. In 2025, we operated the Ethics Management Self-Reporting Program to provide opportunities for voluntary correction of violations of company regulations and to prevent potential risks in advance. To prevent anti-competitive conduct, including internal transactions, subcontracting issues, and collusion, we require prior review by the legal and compliance departments before entering into any contract. We also conduct regular corruption risk assessments to identify high-risk areas across our operations at an early stage. Material risks identified during the assessment process are tracked and managed through improvement recommendations and follow-up measures until they are fully resolved, with the goal of achieving zero compliance risk.

Key Activities & Response Measures

Internal Audits

- Implementation of first and second regular audits and issuance of improvement recommendations
- Group-led compliance audits
- Assessment of internal control status through review of the Self-Inspection System
- Special inspections of potential risks

Corruption Risk Assessment

- Employee education on fair trade laws and the Improper Solicitation and Graft Act
- Review of e-commerce, agency transactions, and subcontracting transactions
- Employee education on collusion and the Fair Transactions in Subcontracting Act

Operation of Reporting Channels

At SK broadband, we operate internal and external whistleblowing channels to monitor unethical conduct among employees. These channels are accessible not only to employees but also to business partners, customers, shareholders, and other stakeholders. Reports can be submitted either anonymously or by name and may concern violations, including acceptance of money or valuables, improper solicitation, and the provision of entertainment. Upon receiving a report, we conduct a fact-finding investigation, and if a violation is confirmed, we take appropriate follow-up action in accordance with applicable regulations. In accordance with our whistleblower protection policy, the independent audit organization strictly protects whistleblowers' identities, statements, and submitted materials. Any disadvantageous treatment or discrimination against legitimate whistleblowers is strictly prohibited, and violations are addressed in accordance with relevant regulations. In 2025, we updated our reporting reward system to encourage the reporting of unethical conduct. As part of this update, we adjusted reward amounts to better reflect current conditions and clarified the reward criteria and approval process.

Reporting Channels for Violations

Whistleblower Protection Policy

- ① No one will be subject to any form of discrimination or disadvantage for making a legitimate report.
- ② If a whistleblower suffers any disadvantage due to their report, they may request corrective measures and protection from the ethics management department, which will take all necessary measures to minimize such disadvantages.
- ③ The whistleblower's identity and the contents of the report will be kept strictly confidential and will not be disclosed without their consent.
- ④ The same level of protection applies to individuals who cooperate in the investigation through testimony or providing materials.
- ⑤ If an individual involved in unethical or illegal conduct voluntarily reports their involvement, sanctions may be reduced or waived.

SK broadband

Ethics Management Self-Reporting Program

In 2025, we implemented the Ethics Management Self-Reporting Program to provide employees with an opportunity to voluntarily correct violations of regulations and proactively prevent potential risks. Under this program, employees are not held responsible for past mistakes or improper practices, provided that their self-reports are accurate and follow-up measures are implemented. This initiative encouraged employees to come forward, fostering a healthy culture of ethical management.

Ethics and Compliance

Strategy : What Drives Our Pursuit

Ethical Awareness and Cultural Embedding

To embed and execute ethical management, we operate a structured, full-cycle framework that seamlessly connects four strategic pillars: Training, Engagement & Cultural Embedding, Knowledge & Support, and Assessment & Evaluation. For training, we regularly provide company-wide online ethics management training and achieved a completion rate of 99.5% in 2025. We also conduct customized in-person training that reflects the specific characteristics of each organization's work, along with compliance training to raise employees' awareness of fair trade. For engagement and cultural embedding, we identify and implement discussion-based action tasks through organization-specific ethical practice workshops. We also promoted the "Eliminating Improper Practices" campaign across five key areas to improve awareness and encourage behavioral change. Furthermore, we reinforced a culture of shared empathy and voluntary action through our employee-led "Ethics 4-Cut Contest". For knowledge and support, we produce and distribute the "Ethical Management Practice Letter," which regularly shares ethics guides by topic, and the "Ethics Management Practice Guide," which systematizes practical standards for different situations. We also operate an AI chatbot for ethics management based on internal regulations to respond promptly to questions on regulations and ethical dilemmas in the field. For assessment and evaluation, we regularly conduct the "Ethical Practice Survey" to assess the level of ethical management practices. By converting organization-specific feedback into enterprise-wide improvement tasks, we continuously advance a virtuous cycle that links training, engagement, support, and evaluation.

Key Activities for Internalizing Ethical Management

▶ Training	▶ Engagement and Cultural Embedding	▶ Knowledge and Support	▶ Assessment and Evaluation
- Online Ethics Management Training - Customized In-Person Training - Compliance Training	- Ethical Practice Workshop - Eliminating Improper Practices Campaign - Ethics 4-Cut Contest	- Ethical Management Practice Letter - Ethics Management Practice Guide - Ethical Management AI Chatbot	Ethical Practice Survey

SK broadband

CEO Declaration on Fair Trade Compliance

In March 2026, our CEO issued a Declaration of Commitment to Fair Trade Compliance to reinforce trust in SK broadband, and the declaration was published on our website. The declaration sets out our compliance obligations and responsibilities, including the strict prohibition of improper intra-group support, cartel activities, and unfair trade practices, as well as shared growth with stakeholders and the promotion of a culture of compliance. Building on this declaration, we will establish fair trade compliance as a fundamental principle of management, while further strengthening a transparent and fair transaction culture by advancing our prior review system and strengthening implementation at the operational level.

SK broadband

"Eliminating Improper Practices" Campaign

In 2025, we conducted the "Eliminating Improper Practices" campaign to foster an environment for practicing ethical management based on fundamentals and principles. We selected five key focus areas: proper budget use, an honest reporting culture, responsible attendance management, sound external activities, and zero tolerance for workplace harassment and sexual harassment. For each area, we shared actual violation cases together with relevant company regulations to raise employees' awareness.

In 2025, we shared key case studies on six occasions, covering non-compliance with company processes, violations related to concurrent employment, additional positions, and external activities, as well as workplace harassment. This helped raise employees' awareness and deepen their understanding of company regulations.



Sample internal ethics campaign material for "Eliminating Improper Practices"

Ethics and Compliance

Strategy : What Drives Our Pursuit

Promoting Ethical Management Among Business Partners

At SK broadband, we continue to strengthen our partnership network based on shared growth and trust, focusing on enhancing our business partners' ethics and compliance capabilities. In 2025, we conducted an online ethics management training for the CEOs and working-level employees of our partner companies. The curriculum covered key topics including fair trade, improper solicitation, acceptance of money or valuables, and personal data protection. To ensure practical application in the field, we designed the content using real-world case studies. During the Chuseok (Korean Thanksgiving) holiday, we distributed an Ethical Management Practice Letter to prevent improper solicitation and acceptance of money or valuables, providing key guidelines and a behavioral checklist to help business partners take action.

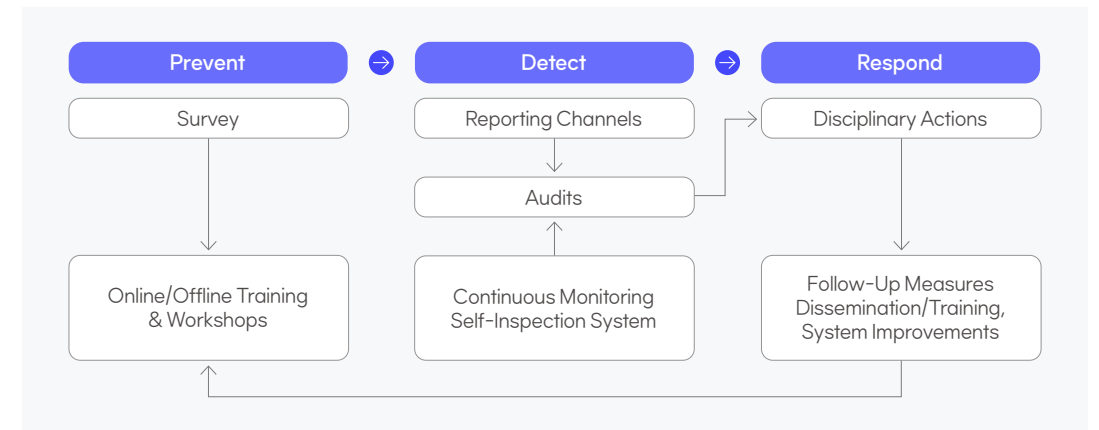
In addition, we provide fair trade guidelines and maintain a continuous reporting channel for our business partners to foster a transparent and responsible partnership environment. Moving beyond a simple transactional relationship, we share our culture of ethical management and fair trade, helping business partners enhance their independent risk-prevention capabilities. Furthermore, through regular communication and feedback, we continuously improve our programs to ensure stable, long-term shared growth.

Risk Management : How We Manage Challenges

Ethical Management Framework

We have established an ethical management framework grounded in our Code of Ethics, which operates a virtuous cycle of Prevent – Detect – Respond. Employees build awareness of unethical risks and strengthen their ability to proactively prevent such risks through ethics management training and organization-specific ethical practice workshops. Simultaneously, we continuously detect unethical practices through the SK Reporting System and Ethical Management Website, and identify risks early via internal reviews and assessments. Identified issues are handled swiftly and transparently. We then share the outcomes company-wide and reflect them in our training and policy improvements to steadily enhance the maturity of the overall ethical management system.

SK Ethical Management Framework



Ethics and Compliance

Metrics & Targets : Where We’re Heading

Implementation Roadmap



Metrics

Ethics Management Training

Category		Unit	2023	2024	2025
Total Ethics Management Training Hours ¹⁾		Hours	2	2	2
Online Ethics Management Training	Training Hours per Employee	Hours	1	1	1
	Completion Rate	%	100	100	99.5
Ethical Practice Workshops	Workshop Duration	Hours	1	1	1
	Progress Rate	%	100	100	100
Ethics Pledge	Participation	Participation Rate	%	100	100
		Number of Respondents	Persons	2,714	2,759

1) Data for 2023–2024 has been revised due to changes in the scope of ethics management training data collection.

Fair Trade Training

Category		Unit	2023	2024	2025
Number of Training Completers		Persons	2,130	1,716	1,701
Training Hours per Employee		Hours	1	1	1

Ethics and Compliance

Metrics & Targets : Where We’re Heading

Metrics

Reporting & Action

Category			Unit	2023	2024	2025
Reports and Consultations	Cases Received	Total	Cases	76	70	92
		Ethics Reporting and Counseling	Cases	33	17	12
		Customer Complaints	Cases	33	46	59
		Routine Operational Issues	Cases	10	7	12
		No Issues ¹⁾	Cases	0	0	9
	Completed	Completed Cases	Cases	76	70	92
		Completion Rate	%	100	100	100
Occurrence of Code of Ethics Violations			Cases	4	6	7
Actions Taken for Code of Ethics Violations	Total		Cases	4	6	7
	By Type	Breach of the Duty of Diligence	Cases	0	0	3
		Misuse of Company Assets or Authority	Cases	3	4	3
		Sexual Harassment and Workplace Conduct	Cases	1	2	1

1) Beginning in 2025, we have tracked cases reported as ethical management violations that were subsequently closed after being determined to be unfounded or invalid.

Policy-Related Expenditures

Category	Unit	2023	2024	2025
Political Contributions ¹⁾	KRW million	0	0	0

1) In compliance with Article 31 of the Political Funds Act and SK broadband’s Code of Ethics, SK broadband does not make political contributions or provide any other funds for lobbying purposes.

ESG FACT BOOK

ESG Data	140
Subsidiary ESG Data	153

07

ESG Data

Environmental

Location-Based Greenhouse Gas Emissions (Scope 1, 2)¹⁾

Category			Unit	2023	2024	2025
Greenhouse Gas Emissions (Scope 1 + 2)	Total Emissions ²⁾		tCO ₂ eq	423,633	455,962	627,682
	Emissions Intensity		tCO ₂ eq/KRW billion	98.9	103.3	138.2
Direct Greenhouse Gas Emissions (Scope 1)	Total		tCO ₂ eq	1,917	1,677	1,424
	By Emission Source	Stationary Combustion	tCO ₂ eq	1,162	997	835
		Mobile Combustion	tCO ₂ eq	755	680	589
Indirect Greenhouse Gas Emissions (Scope 2)	Total		tCO ₂ eq	421,752	454,327	626,298
	By Emission Source	Electricity	tCO ₂ eq	421,705	454,306	625,580
		Steam	tCO ₂ eq	46	21	718

1) Based on the greenhouse gas inventory statement

2) Differences may arise between total greenhouse gas emissions and the sum of direct and indirect emissions due to the government’s methodology of truncating figures at the facility level before aggregation

Market-Based Greenhouse Gas Emissions (Scope 1, 2)

Category			Unit	2023	2024	2025
Greenhouse Gas Emissions (Scope 1 + 2)	Total Emissions ¹⁾		tCO ₂ eq	405,486	435,656	601,151
	Emissions Intensity		tCO ₂ eq/KRW billion	95	99	132
Direct Greenhouse Gas Emissions (Scope 1)	Total		tCO ₂ eq	1,917	1,677	1,424
	By Emission Source	Stationary Combustion	tCO ₂ eq	1,162	997	835
		Mobile Combustion	tCO ₂ eq	755	680	589
Indirect Greenhouse Gas Emissions (Scope 2) ²⁾	Total		tCO ₂ eq	403,605	434,021	599,767

1) Calculated as location-based greenhouse gas emissions (Scope 1 and 2) minus emissions offset through Green Premium procurement, with figures truncated at the facility level before aggregation

2) Reflects emissions offsets through Green Premium procurement

Greenhouse Gas Emissions (Scope 3)

Category			Unit	2023	2024	2025
Other Indirect Greenhouse Gas Emissions (Scope 3)	Total		tCO ₂ eq	939,437	827,899	889,912
	Upstream Activities	Total	tCO ₂ eq	665,258	524,351	621,593
		Cat.1 Purchased Goods and Services	tCO ₂ eq	451,683	350,685	406,078
		Cat.2 Capital Goods	tCO ₂ eq	130,264	89,104	105,745
		Cat.3 Fuel- and Energy-related Activities (not included in Scope 1 or Scope 2)	tCO ₂ eq	65,305	70,295	96,864
		Cat.4 Upstream Transportation and Distribution	tCO ₂ eq	15,602	11,840	10,679
		Cat.5 Waste Generated from Operations	tCO ₂ eq	261	124	61
		Cat.6 Business Travel	tCO ₂ eq	823	696	756
		Cat.7 Employee Commuting	tCO ₂ eq	1,320	1,607	1,410
		Cat.8 Upstream Leased Assets	tCO ₂ eq	0	0	0
	Downstream Activities	Total	tCO ₂ eq	274,179	303,548	268,319
		Cat.9 Downstream Transportation and Distribution	tCO ₂ eq	0	0	0
		Cat.10 Processing of Sold Products	tCO ₂ eq	0	0	0
		Cat.11 Use of Sold Products	tCO ₂ eq	271,919	301,402	263,534
		Cat.12 End-of-life Treatment of Sold Products	tCO ₂ eq	0	0	0
		Cat.13 Downstream Leased Assets	tCO ₂ eq	0	0	0
		Cat.14 Franchises	tCO ₂ eq	0	0	0
		Cat.15 Investments	tCO ₂ eq	2,260	2,146	4,785

ESG Data

Environmental

Energy Consumption

Category			Unit	2023	2024	2025
Total Energy Consumption	Total Energy Consumption (GJ) ^{1) 2)}		GJ	8,810,000	9,485,000	13,081,000
	Total Consumption (MWh) ²⁾		MWh	927,347	997,280	1,374,631
	Consumption Intensity (GJ/KRW billion)		GJ/ KRW billion	2,057	2,148	2,881
	Consumption Intensity (MWh/ KRW billion)		MWh/ KRW billion	217	226	303
Non-renewable Energy Consumption	Total Consumption		GJ	8,845,044	9,521,703	13,115,935
	Direct Energy	Total	GJ	31,377	27,691	23,688
		City Gas (LNG)	GJ	12,862	12,093	10,901
		Diesel	GJ	9,015	6,810	5,172
		Heating Kerosene	GJ	44	7	29
		Jet Kerosene	GJ	0	0	0
		Gasoline	GJ	9,334	8,675	7,477
		LPG	GJ	123	105	109
	Indirect Energy	Total	GJ	8,813,667	9,494,012	13,092,247
		Electricity ²⁾	GJ	8,812,099	9,493,340	13,072,323
		Steam	GJ	1,568	672	19,924
Renewable Energy Consumption	Total Consumption		GJ	967	1,843	2,937

1) Differences may arise between total energy consumption and the sum of individual energy sources due to the government’s methodology of truncating figures at the facility level before aggregation

2) 2023 and 2024 data were recalculated due to calculation errors

Renewable Energy and Green Premium Procurement

Category			Unit	2023	2024	2025
Renewable Energy Procurement Volume	Total Procurement Volume		MWh	269	512	816
	By Type	Solar	MWh	269	512	816
		PPA	MWh	0	0	0
		REC	MWh	0	0	0
		Other Renewable Energy	MWh	0	0	0
Green Premium Procurement Volume	Total Procurement Volume		MWh	39,500	44,200	57,750
Total Electricity Consumption (MWh) ¹⁾			MWh	918,196	989,401	1,362,516
Renewable Energy and Green Premium Procurement Ratio ²⁾			%	4.3	4.5	4.3
Grid Electricity Share of Total Electricity Consumption			%	99.97	99.95	99.94

1) Total electricity consumption = Electricity from indirect energy sources + self-generated solar power

2) Renewable energy procurement ratio = (Renewable energy procurement volume + Green Premium procurement volume) ÷ Total electricity consumption × 100.

As total electricity consumption increased due to the addition of new data centers during the year, the renewable energy usage ratio decreased compared with the previous year. This decline reflects a temporary effect of business expansion.

The renewable energy procurement ratio, excluding newly added data centers, was 5.4% in 2025.

ESG Data

Environmental

Waste¹⁾

Category			Unit	2023	2024	2025
Waste Generation	Total Generation (General + Designated)		ton	2,440	2,171	2,232
	General Waste	Total	ton	2,185	2,062	2,077
		Incineration	ton	630	0	0
		Landfill	ton	0	15	17
		Recycling	ton	1,397	1,889	1,911
		Unknown Disposal Method	ton	159	159	149
	Designated Waste	Total	ton	255	109	155
		Incineration	ton	0	0	0
		Landfill	ton	0	0	0
		Recycling	ton	255	109	155
		Unknown Treatment Method	ton	0.34	0	0
	Waste Generation Intensity		ton/ KRW billion	0.57	0.49	0.49
Waste Recycling	Amount Recycled ²⁾		ton	1,651	1,998	2,066
	Recycling Rate		%	67.7	92.0	92.6
Collection Program	Amount of Resources Collected	Total ³⁾	Units	2,610,176	2,851,799	3,654,303
	Treatment ⁴⁾	Reuse	%	50.7	41.3	44.2
		Recycling	%	35.5	47.4	45.9
		Landfill ⁵⁾	%	0.0	0.0	0.0

1) Waste data cover telecommunications equipment assets such as cables and set-top boxes, as well as office buildings subject to environmental information disclosure.

2) After introducing third-party verification of waste treatment data in 2024, the recorded amount of waste recycled increased, as waste treatment methods registered in the Allbaro System were used as the basis for aggregation.

3) Major terminal devices: Set-top boxes, routers

4) The total may not equal 100% due to timing differences between the receipt of collected resources and their refurbishment processing.

5) Terminal devices that cannot be reused are sold to recycling companies. Therefore, no recovered devices are disposed of in landfills.

Water¹⁾

Category			Unit	2023	2024	2025
Water Withdrawal	Water Withdrawal Volume	Total	ton (m ³)	497,674	567,505	785,889
		Municipal Water	ton (m ³)	497,674	567,505	785,889
		Industrial Water	ton (m ³)	0	0	0
		Groundwater	ton (m ³)	0	0	0
		Surface Water	ton (m ³)	0	0	0
		Produced Water	ton (m ³)	0	0	0
	Water Withdrawal Intensity		ton (m ³) / KRW billion	116.2	128.5	173.1
	Water Withdrawal in High Water Stress Areas ²⁾		ton (m ³)	2,880	4,008	3,244
Usage	Total Water Usage		ton (m ³)	497,674	567,505	785,889
Reuse	Water Reuse Volume		ton (m ³)	0	0	1,851
	Water Reuse Rate		%	0	0	0.24

1) Covers 14 sites subject to environmental information disclosure as of 2025.

2) Areas classified as High water stress or above according to the Water Risk Atlas (WRI).

Environmental Regulation Violations

Category		Unit	2023	2024	2025
Number of Violations of Environmental Laws		Cases	0	0	0
Expenditures Related to Environmental Regulatory Violations	Total	KRW million	0	0	0
	Penalties	KRW million	0	0	0
	Fines	KRW million	0	0	0

ESG Data

Social

Network Failures

Category		Unit	2023	2024	2025
Number of Major Network Failures ¹⁾		Cases	0	0	0
Regulations ²⁾	Violations	Cases	0	0	0
	Monetary Sanctions	KRW thousand	0	0	0
	Non-monetary Sanctions	Cases	0	0	0
Voluntary Code Violations		Cases	0	0	0

1) Network disruptions at or above the “Alert” level under the telecommunications disaster classification defined by the Ministry of Science and ICT, or disruptions of equivalent severity. SK broadband systematically classifies and manages disruptions based on their scale. Under these internal standards, no major network failures were reported to the CEO in 2025.

2) Refers to compliance with laws and regulations related to telecommunications service safety, including the Framework Act on Broadcasting and Communications Development, the Telecommunications Business Act, and the Framework Act on the Management of Disasters and Safety.

Subscribers and Traffic

Category		Unit	2023	2024	2025
Subscribers	Wireless Subscribers ¹⁾	Persons	0	0	0
	Wired Subscribers (Fixed Line Telephone)	Persons	3,464,124	3,363,748	3,268,796
	Broadband Subscribers ²⁾	Persons	6,925,798	7,156,402	7,238,327
Traffic	Network Traffic ³⁾	petabytes/day	72	85	97

1) SK broadband does not operate a wireless telecommunications business

2) Includes resale services

3) Based on average daily internet usage

Customer Personal Data Breaches

Category		Unit	2023	2024	2025
Number of Personal Data Breach Incidents		Cases	0	0	0
Fines and Penalties ¹⁾		KRW	0	0	0

1) Number of customer personal data breaches and penalties (Personal Information Protection Committee)

Information Security Training

Category		Unit	2023	2024	2025
Privacy & Information Security Training	Training Hours per Employee	Minutes	100	66	82
	Training Completion Rate	%	100	100	100
Number of Business Partners Completing Privacy Training		Persons	11,708	10,416	10,174

Receipt of Information and Advertising Communications

Category		Unit	2023	2024	2025
Information and Advertising Consent Status	Number of Customers Eligible for Consent	Persons	6,966,307	6,683,199	6,675,039
	Number of Consenting Customers	Persons	3,899,519	3,859,189	3,902,697
	Number of non-consenting customers	Persons	3,066,788	2,824,010	2,772,342
Information and Advertising Consent Rate		%	56	58	58

Assessment and Remediation

Category		Unit	2023	2024	2025
SK broadband	Number of Assessments and Inspections ¹⁾	Cases	1	1	1
	Number of Actions Taken	Cases	30	29	35
Business Partners	Number of Assessments and Inspections ²⁾	Cases	784	819	877
	Number of Actions Taken ³⁾	Cases	60	57	50

1) ISMS certification audit criteria

2) On-site inspection criteria

3) Cases of non-compliance classified as caution level (Levels 1–2)

ESG Data

Social

Data Privacy

	Category	Unit	2023	2024	2025
Subscriber Identification Data ¹⁾	Disclosure Rate	%	100	100	100
	Number of Requests	Cases	29,387	42,637	50,166
	Number of Disclosures	Cases	29,387	42,637	50,166
Telecommunications Confirmation Data ¹⁾	Disclosure Rate	%	100	100	100
	Number of Requests	Cases	6,210	13,636	16,106
	Number of Disclosures	Cases	6,210	13,636	16,106

1) Refers to the number of personal data disclosures requested by law enforcement agencies.
SK broadband cooperates in providing relevant information in accordance with legal provision standards and methods when data requests are made by government agencies under Article 83 (3) of the Telecommunications Business Act and Articles 2 and 13 of the Protection of Communications Secrets Act.

Customer Satisfaction

	Category	Unit	2023	2024	2025
NCSI ¹⁾	Broadband Internet	Ranking	1	1	1
	IPTV	Ranking	1	1	1
KS-SQI ²⁾	Broadband Internet	Ranking	1	1	1
	IPTV	Ranking	1	1	1
User Protection Performance Evaluation		Grade	Very Excellent	Very Excellent	Excellent
SK broadband Periodic CSI Results		Score	81	80	80

1) Ranked No. 1 in the IPTV and broadband internet categories of the NCSI (National Customer Satisfaction Index) for 16 consecutive years as of 2026.
2) Ranked No. 1 in the broadband internet category of the KS-SQI (Korean Standard-Service Quality Index) for 11 consecutive years and in the IPTV category for 7 consecutive years as of 2025.

Workforce Overview

Category			Unit	2023	2024	2025
Total Headcount ¹⁾			Persons	2,618	2,604	2,472
By Age	Under 30		Persons (%)	221 (8)	188 (7)	169 (7)
	Ages 30–49		Persons (%)	1,305 (50)	1,186 (46)	1,088 (44)
	50 or Older		Persons (%)	1,092 (42)	1,230 (47)	1,215 (49)
By Gender	Female		Persons (%)	475 (18)	481 (18)	478 (19)
	Male		Persons (%)	2,143 (82)	2,123 (82)	1,994 (81)
By Employment Type	Directly Hired Employees	Permanent Employees ²⁾	Persons (%)	2,481 (95)	2,464 (95)	2,328 (94)
		Temporary Employees ³⁾	Persons (%)	137 (5)	140 (5)	144 (6)
	Non-Directly Hired Employees	Dispatched Workers	Persons	130	110	72
		Contractors	Persons	14	14	14
		Apprentices	Persons	0	0	0
		Remote Workers	Persons	0	0	0
		Interns	Persons	0	0	0
		Self-Employed	Persons	0	0	0
		Subcontractors	Persons	0	0	0
By Business Site	Employees at Domestic Business Sites		Persons	2,618	2,604	2,472
	Employees at Overseas Business Sites		Persons	0	0	0

1) Based on employee headcount in the annual business report; excludes registered executives and covers only directly hired employees.
2) Permanent employees include non-registered executives.
3) Zero-hour contract workers (a form of contract that does not guarantee minimum working hours and pays only for hours worked) are not employed.

ESG Data

Social

Diversity

Category		Unit	2023	2024	2025
Gender Balance	Female Talent (by position)	Total Female Managers	Persons (%)	34 (7.8)	34 (10.2)
		Female Executives	Persons (%)	1 (1.6)	4 (6.6)
		Female Team Leaders	Persons (%)	15 (6.3)	17 (8.5)
		Female Junior Managers	Persons (%)	18 (13.2)	13 (18.3)
	Female Talent (by function)	Female Managers in Revenue-Generating Departments	Persons (%)	9 (4.1)	11 (7.3)
		Women in STEM Roles ¹⁾	Persons (%)	63 (12.3)	71 (13.5)
Employment of Employees with Disabilities ²⁾	Number of Employees with Disabilities		Persons (%)	56 (3.4)	56 (3.8)
Employment of National Veterans	Number of National Veteran Employees		Persons (%)	74 (2.8)	71 (2.7)
Employment of Foreign Nationals	Number of Foreign Employees		Persons	0	0

1) STEM: Employees who utilize knowledge of Science, Technology, Engineering, and Mathematics in their work.

2) Based on the regular workforce count (excluding registered executives, dispatched workers, and those employed for less than 16 days), the number of employees with disabilities reflects the actual headcount, while the percentage applies a double-weighting factor for employees with severe disabilities.

Training¹⁾

Category		Unit	2023	2024	2025
Training Costs	Total Training Costs	KRW million	7,568	6,602	6,441
	Training Costs per Employee	KRW million	2.9	2.5	2.6
Training Satisfaction		Points	4.7	4.8	4.7

1) The data collection criteria changed starting from 2024.

Category		Unit	2025
Courses	Number of Training Courses Offered	Training Courses	3,032
	Number of Course Participants	Persons	74,606
Training Hours per Employee		Hours	72

Category		Unit	Training Hours per Employee ¹⁾
By Gender	Female	Hours	59
	Male	Hours	76
By Age	Under 30	Hours	61
	Ages 30-49	Hours	66
	50 or Older	Hours	79
By Job Position	Executives	Hours	25
	Team Leaders	Hours	80
	Non-Managerial Positions	Hours	73

1) As of 2025

ESG Data

Social

Recruitment

Category		Unit	2023	2024	2025
Total Number of New Hires		Persons	162	104	81
By Gender	Female	Persons	111	70	56
	Male	Persons	51	34	25
By Age	Under 30	Persons	99	55	41
	Ages 30–49	Persons	59	42	33
	50 or Older	Persons	4	7	7
Percentage of (Open Position) ¹⁾ Filled by Internal Candidates		%	59.3	72.5	118.2

1) Positions are counted at the team level. Since multiple employees can move into a single position, the total percentage may exceed 100%.

Employee Turnover (Resignation)

Category		Unit	2023	2024	2025
Employee Turnover (Permanent Employees)	Total Turnover	Persons	33	41	272
	By Gender	Female	Persons	5	3
		Male	Persons	28	38
	By Age	Under 30	Persons	2	0
		Ages 30–49	Persons	15	8
		50 or Older	Persons	16	33
Reasons for Turnover	Voluntary Turnover	Persons	12	6	202
	Voluntary Turnover Rate ¹⁾	%	0.46	0.23	8.2
Years of Service	Average Tenure (All Employees)		Years	15.3	16.1
	By Gender	Female	Years	7.4	8.1
		Male	Years	17.0	17.9

1) Voluntary turnover rate = Number of voluntary turnovers / Total number of employees

Performance Evaluation

Category		Unit	2023	2024	2025
Overall Performance Evaluation Completion Rate		%	100	100	100
Performance Evaluation Methods	Multi-Rater Assessment Completion Rate		%	100	100
	Goal-Setting Process Completion Rate		%	100	100
	Ranking through Same-Level Peer Comparison Analysis		%	100	100

Remuneration

Category		Unit	2023	2024	2025
Average Salary	All Employees ¹⁾		KRW million	116	125
	By Gender	Female	KRW million	76	84
		Male	KRW million	125	134
Highest Salary	Ratio of Highest Salary to Median Employee Salary ²⁾		Times	3	10

1) Based on the annual business report

2) Highest-paid individual’s salary / Median salary of employees excluding the highest-paid individual

Category		Unit	Executive positions	Team Leaders	Non-managers
Equal Pay ¹⁾	Base salary		%	88	95
	Base salary + Incentive		%	69	92

1) Based on permanent employees in 2025. Gender pay ratio = Average female salary / Average male salary. Excludes non-permanent employees and employees who departed mid-year. Pay differences may reflect variations in years of service between male and female employees.

ESG Data

Social

Welfare Benefits

Category		Unit	2023	2024	2025
Family Life Support	Family Medical Expense Support	Persons	2,282	2,355	2,378
	Family Cancer Coverage Support	Persons	18	29	20
	Children’s Education Support (Elementary /Middle/High School/University)	Persons	2,435	2,412	2,306
	Support for Children with Disabilities	Persons	21	19	17
	Childcare Support	Persons	21	23	21
	Congratulatory and Condolence Event Support	Persons	706	781	738
Flexible Working Participation Rate ¹⁾		%	100	100	100
Long-term Refresh Leave Users		Persons	577	423	225

1) Flexible working programs include: discretionary working hours system and flexible working hours system.

Childbirth and Childcare

Category			Unit	2023	2024	2025
Maternity/ Paternity Leave	Users	Total	Persons	35	40	46
		Female	Persons	10	15	16
		Male	Persons	25	25	30
	Return-to-Work Rate after Parental Birth Leave		%	100	97	98
Parental Leave Users ¹⁾	Users	Total	Persons	38	38	72
		Female	Persons	19	18	37
		Male	Persons	19	20	35
Return from Parental Leave	Return-to-Work Rate After Parental Leave ²⁾		%	73	87	96
	12-Month Retention Rate After Returning from Parental Leave ³⁾		%	91	91	100

- 1) Number of employees (permanent and contract) who used parental leave for at least one day during the reporting year
- 2) Number of employees returning from parental leave / Number of employees expected to return from parental leave × 100
- 3) Number of employees who remained employed for 12 months or more after returning from parental leave / Number of employees expected to complete 12 months of service after returning from parental leave × 100

Employee Satisfaction and Engagement¹⁾

Category	Unit	2025
Employee Engagement	Points	73
Work-Life Balance Satisfaction	Points	84
Employee Participation Rate in Satisfaction & Engagement Survey ²⁾	%	75

- 1) Starting in 2025, the engagement and satisfaction survey items were revised as part of metric enhancement efforts.
- 2) Formula: (Number of respondents / Total eligible employees) × 100. Eligible employees: Permanent employees (excluding dispatched and on-leave employees).

Labor-management Relations

Category		Unit	2023	2024	2025
Labor union	Union Membership Rate	%	91	92	86
	Eligible Employees	Persons	2,027	2,040	2,015
	Union Members	Persons	1,843	1,877	1,740
Coverage Rate of Collective Bargaining Agreements		%	100	100	100

ESG Data

Social

Grievance and Resolution

Category			Unit	2023	2024	2025
Human Rights Grievances	Number of Human Rights Grievances		Cases	1	2	1
	Number of Human Rights Cases Resolved		Cases	1	2	1
Human Rights Law Violations	Number of Human Rights Law Violations		Cases	0	0	0
	Number of Monetary Sanctions for Human Rights Law Violations		Cases	0	0	0
	Number of Non-Monetary Sanctions for Human Rights Law Violations		Cases	0	0	0
	Monetary Sanctions	Penalties for Human Rights Law Violations	KRW million	0	0	0
		Fines for Human Rights Law Violations	KRW million	0	0	0

Human Rights Training

Category		Unit	2023	2024	2025
Sexual Harassment Prevention	Training Time per Employee	Minutes	90	59	65
	Training Completion Rate	%	100	100	98
Disability Awareness Training	Training Time per Employee ¹⁾	Minutes	85	62	66
	Training Completion Rate	%	99	100	99
Workplace Bullying Prevention	Training Time per Employee	Minutes	35	42	67
	Training Completion Rate	%	99	100	99

1) 2023 data revised due to changes in the calculation methodology

Occupational Accidents

Category			Unit	2023	2024	2025
Lost Time Injury (LTI)	Number of Lost Time Injuries (LTI)	Employees and Business Partners	Cases	65	62	40
		Employees	Cases	0	0	1
		Business Partners	Cases	65	62	39
	Lost Time Injury Rate (LTIR) ¹⁾	Employees and Business Partners	Per 200,000 hours	0.41	0.39	0.26
		Employees	Per 200,000 hours	0.00	0.00	0.04
		Business Partners	Per 200,000 hours	0.49	0.47	0.30
Fatalities	Number of Fatalities	Employees	Cases	0	0	0
	Fatality Rate	Employees	%	0	0	0
Serious Accidents ²⁾	Number of Serious Accidents	Employees	Cases	0	0	0
		Business Partners	Cases	0	0	0
Occupational Illnesses	Number of Occupational Illness Cases	Employees	Cases	0	0	0
	Occupational Illness Frequency Rate (OIFR) ³⁾	Employees	Per 200,000 hours	0	0	0

1) Lost Time Injury Rate (LTIR) = Number of lost time injuries (one or more days lost) / Total hours worked × 200,000
2) A serious accident is an accident resulting in at least one fatality, two or more injured persons simultaneously requiring medical treatment for three months or longer, or ten or more injured persons or persons with occupational illnesses simultaneously.
3) Occupational Illness Frequency Rate (OIFR) = Number of occupational illness cases / Total hours worked × 200,000

ESG Data

Social

Safety and Health Training

Category		Unit	2023	2024	2025
Participation in Training	Number of Participants	Persons	2,401	2,119	1,796
	Training Completion Rate	%	100	100	100
Training Hours	Total Training Hours	Hours	57,624	25,428	21,552
	Training Hours per Employee ¹⁾	Hours	24	12	12

1) Based on the absence of industrial accidents in the previous year, a 50% reduction in required training hours applies for the following year only (Article 27, Paragraph 1 of the Enforcement Rule of the Occupational Safety and Health Act)

Violations of Occupational Safety and Health Laws and Regulations

Category		Unit	2023	2024	2025
Number of Violations		Cases	0	0	0
Monetary Sanctions	Total	KRW million	0	0	0
	Penalties	KRW million	0	0	0
	Fines	KRW million	0	0	0
Non-monetary Sanctions		Cases	0	0	0

Health Support

Category		Unit	2023	2024	2025
Health Checkup Support		Persons	2,552	2,574	2,558
Medical Expense Support		Persons	1,747	2,269	2,262
Vaccination Support		Persons	966	947	936
Smoking Cessation Clinic Support		Persons	18	15	33
Club Activity Support		Persons	1,219	1,293	1,127
‘Bom-gil’ Health Walking Program		Persons	1,090	1,550	2,250
Health Challenge Program		Persons	932	935	1,106
Health Consultation Program		Persons	570	634	708
Psychological Counseling Program (Mind Care)		Persons	76	86	70

Hazards and Risk Factors

Category			Unit	2023	2024	2025
Identification ¹⁾			Cases	1,520	1,439	1,504
Actions Taken	Total		Cases	1,520	1,439	1,504
	Type	Elimination ²⁾	Cases	171	533	492
		Ongoing Management ³⁾	Cases	1,349	906	1,012

1) Identification: The number of hazardss and risk factors identified through risk assessments conducted at each business site
2) Elimination: Among the hazardous and risk factors identified, the number of cases in which they were eliminated through measures such as installing safety guardrails and protective devices for live electrical parts
3) Ongoing Management: Among the identified hazards and risk factors, the number of cases in which ongoing management measures were implemented through manuals, guidelines, training, and others

ESG Data

Social

Business Partner Status

Category		Unit	2023	2024	2025
Total Business Partners	Total	Companies	638	610	595
	Tier 1	Companies	638	610	595
	Non-Tier 1	Companies	0	0	0
Key Business Partners	Tier 1	Companies	50	50	50

Pledge to Comply with the Business Partner Code of Conduct

Category		Unit	2023	2024	2025
Pledge to Comply with the Business Partner ESG Code of Conduct	Number of Business Partners That Signed the Pledge	Companies	638	610	595
	Pledge Signing Rate	%	100	100	100

Procurement

Category		Unit	2023	2024	2025
Share of Construction and Service Procurement		%	65	57	72
Share of Equipment and Materials Procurement		%	35	43	28

Business Partner Capacity-Building Program

Category	Number of Participating Business Partners (Companies)	Number of Employees from Participating Business Partners (Persons)
Capacity-Building Program ¹⁾	26	676
ESG Capacity-Building Program ²⁾	1,184	11,321

1) Business partners and employees who participated in capacity-building programs in 2025, including training, seminars, and workshops; counted multiple times if they participated in more than one program

2) Business partners and employees who participated in ESG consulting and health and safety, information security, and ethics management training in 2025; counted multiple times if they participated in more than one program

ESG Assessment

Category		Unit	2023	2024	2025
ESG Assessment	Number of Business Partners That Underwent Assessment	Companies	50	50	49
	Assessment Rate ¹⁾	%	100	100	98
Total Corrective Actions	Number of Business Partners Assessed as Having Significant Actual or Potential Negative Impacts	Companies	20	3	0
	Number of Business Partners Suspended Due to Significant Actual or Potential Negative Impacts	Companies	0	0	0
	Number of Business Partners with Agreed Corrective Actions and Improvement Plans	Companies	20	3	0
	Rate of Business Partners with Agreed Corrective Actions and Improvement Plans ²⁾	%	100	100	-
	Number of Business Partners Supported in Implementing Corrective Action Plans ³⁾	Companies	12	13	18
	Rate of Business Partners Supported in Implementing Corrective Action Plans ⁴⁾	%	60	100	-

1) Number of business partners subject to assessment in 2025: 50 companies

2) Percentage of business partners with agreed corrective actions or improvement plans among those assessed as having significant actual or potential negative impacts
Not calculated, as there were no business partners with significant actual or potential negative impacts in 2025

3) Support is also provided upon request to business partners whose actual or potential negative impacts are not significant

4) Percentage of business partners supported in implementing corrective action plans among those assessed as high-risk
Not calculated, as there were no business partners with significant actual or potential negative impacts in 2025

ESG Data

Social

Social Investment

Category		Unit	2023	2024	2025
Social Investment Amount	Total	KRW million	530	534	752
	Cash	KRW million	530	534	752
	In-kind	KRW million	0	0	0

Volunteer Activities

Category		Unit	2023	2024	2025
Volunteer Participation	Volunteer Participation Rate ¹⁾	%	16.5	21.4	15.0
	Number of Participating Employees	Persons	433	556	372
	Proportion of Professional Volunteering	%	0.6	0.8	1.5
Volunteer Hours	Total Volunteer Hours	Hours	1,124	1,656	1,097
	Volunteer Hours per Employee	Hours	0.4	0.6	0.4
	Estimated Value of Volunteer Hours	KRW million	266	323	361

1) Number of Participating Employees / Total Number of Employees × 100

Governance

Board Operations

Category		Unit	2023	2024	2025
Number of Board Meetings Held		Sessions	10	8	8
Reports and Resolutions	Items Reported	Cases	5	6	3
	Items Resolved	Cases	24	17	19
Resolution Outcomes	Total	Cases	151	99	95
	Approved	Cases	126	90	88
	Opposed	Cases	0	0	0
	Abstained	Cases	0	0	0
	Absent	Cases	25	9	7

Shareholding Status ¹⁾

Category	Unit	Shares Held	Ownership Ratio (%)
Total	Shares	402,045,445	100
SK Telecom Co., Ltd.	Shares	398,595,779	99
Treasury Shares	Shares	383,168	0
Others	Shares	3,066,498	1

1) As of December 31, 2025

ESG Data

Governance

Ethics Management Training

Category		Unit	2023	2024	2025
Total Ethics Management Training Hours ¹⁾		Hours	2	2	2
Online Ethics Management Training	Training Hours per Employee	Hours	1	1	1
	Completion Rate	%	100	100	99.5
Ethical Practice Workshops	Workshop Duration	Hours	1	1	1
	Progress Rate	%	100	100	100
Ethics Pledge	Participation	Participation Rate	%	100	100
		Number of Respondents	Persons	2,714	2,759
				2,717	

1) Data for 2023–2024 has been revised due to changes in the scope of ethics management training data collection.

Fair Trade Training

Category		Unit	2023	2024	2025
Number of Training Completers		Persons	2,130	1,716	1,701
Training Hours per Employee		Hours	1	1	1

Reporting & Action

Category			Unit	2023	2024	2025
Reports and Consultations	Cases Received	Total	Cases	76	70	92
		Ethics Reporting and Counseling	Cases	33	17	12
		Customer Complaints	Cases	33	46	59
		Routine Operational Issues	Cases	10	7	12
		No Issues ¹⁾	Cases	0	0	9
	Completed	Completed Cases	Cases	76	70	92
		Completion Rate	%	100	100	100
Occurrence of Code of Ethics Violations			Cases	4	6	7
Actions Taken for Code of Ethics Violations	Total		Cases	4	6	7
	By Type	Breach of the Duty of Diligence	Cases	0	0	3
		Misuse of Company Assets or Authority	Cases	3	4	3
		Sexual Harassment and Workplace Conduct	Cases	1	2	1

1) Beginning in 2025, we have tracked cases reported as ethical management violations that were subsequently closed after being determined to be unfounded or invalid.

Policy-Related Expenditures

Category		Unit	2023	2024	2025
Political Contributions ¹⁾		KRW million	0	0	0

1) In compliance with Article 31 of the Political Funds Act and SK broadband’s Code of Ethics, SK broadband does not make political contributions or provide any other funds for lobbying purposes.

Subsidiary ESG Data

Home&Service

Home&Service, a subsidiary of SK broadband, provides high-speed internet and IPTV installation and maintenance services, guided by its core value of connecting people and the world while putting people before technology.

With the vision of creating a better daily life by connecting people with the digital world, the company is expanding into various lifestyle partnership businesses, including security services, AI, and IoT. Moving beyond traditional wired communication, it aims to grow into the New ICT sector.

Supported by a nationwide infrastructure of 113 teams and branches, Home&Service ensures convenient access to services anytime for customers. The company prioritizes customer-perceived quality by continuously enhancing its management systems based on precise quality diagnostics.

Key Information¹⁾

Company Name	Home&Service Co., Ltd.
Headquarters Address	7th floor, Booyoung Taepyeong Building, 55 Sejong-daero, Jung-gu, Seoul, Republic of Korea
Year of Establishment	June 2017
Number of Employees	5,245

1) As of December 31, 2025

Environmental Data

Greenhouse Gas Emissions

Category	Unit	2023	2024	2025
Total GHG Emissions (Scope 1+Scope 2)	tCO ₂ eq	24,746	24,330	23,279
Direct GHG Emissions (Scope 1)	tCO ₂ eq	12,307	11,883	10,697
Indirect GHG Emissions (Scope 2)	tCO ₂ eq	12,439	12,447	12,582

Energy

Category	Unit	2023	2024	2025
Total Energy Consumption (Direct+Indirect)	TJ	443	436	422
Direct Energy Consumption	TJ	183	176	159
Indirect Energy Consumption	TJ	260	260	263
Total Renewable Energy Consumption	MWh	0	0	0

Water

Category	Unit	2023	2024	2025
Total Water Usage	m³	26,470	20,284	19,357

Waste

Category	Unit	2023	2024	2025
Total Generation	Ton	1,332	1,334	1,453
General Waste	Ton	169	177	173
Other Waste	Ton	1,163	1,157	1,280
Total Recycled	Ton	0	0	0

Subsidiary ESG Data

Home&Service

Environmental Data

Environmental Regulation Violations

Category	Unit	2023	2024	2025
Number of Violations of Environmental Laws	Cases	0	0	0
Penalties and Fines	KRW million	0	0	0

Social Data

Workforce Overview¹⁾

Category		Unit	2023	2024	2025
Total Headcount		Persons	5,443	5,358	5,245
Domestic		Persons	5,443	5,358	5,245
Overseas		Persons	0	0	0
By Employment Type	Permanent Employees	Persons	5,346	5,268	5,169
	Temporary Employees	Persons	97	90	76
By Gender	Male	Persons	4,680	4,610	4,534
	Female	Persons	763	748	711

1) Based on the disclosure standards for the status of large corporate groups. 2024 data corrected according to the standards.

Diversity

Category	Unit	2023	2024	2025
Employees with Disabilities	Persons	145	143	141
National Veteran Employees ¹⁾	Persons	126	122	121

1) The number of national veterans is calculated based on the number of employees who have submitted a veterans' number issued by the Ministry of Patriots and Veterans Affairs.

New Hires

Category		Unit	2023	2024	2025
Total Number of New Hires ¹⁾		Persons	657	38	27
By Gender	Male	Persons	590	28	19
	Female	Persons (%)	67 (10.2)	10 (26.3)	8 (29.6)
By Employment Type	Permanent Employees	Persons	605	3	5
	Temporary Employees	Persons	52	35	22

1) A total of 601 employees were onboarded due to large-scale workforce transfer following business area expansion in 2023.

Home&Service

Production of Upcycled Eco-bags Using Discarded Work Uniforms

As part of Home&Service’s commitment to resource circulation and ESG management, the company upcycled discarded work uniforms into eco-bags. Rather than simply recycling the uniforms, Home&Service transformed them into stylish and practical eco-bags and distributed them to employees for use in their daily work. Through this initiative, the company helped employees better understand the importance of resource circulation and encouraged them to practice ESG in their daily lives.



Subsidiary ESG Data

Home&Service

Social Data

Turnover

Category		Unit	2023	2024	2025
Total Turnover		Persons	223	140	131
Number of Permanent Employee Turnover		Persons	143	105	92
Voluntary Turnover Rate		%	2.1	1.1	0.9

Childbirth and Childcare

Category		Unit	2023	2024	2025
Parental Leave Users		Persons	95	82	159

Training

Category		Unit	2023	2024	2025
Training Hours	Total Training Hours	Hours	218,385	240,835	240,037
	Training Hours per Employee	Hours	40.1	44.9	45.8
Training Costs	Total Training Costs	KRW thousand	1,529,525	1,982,073	1,587,356
	Training Costs per Employee	KRW thousand	281	370	303

Lost Time Injury (LTI)

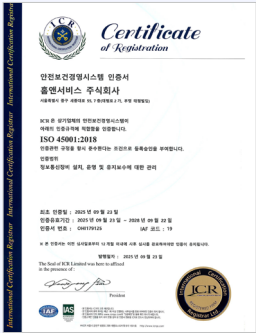
Category		Unit	2023	2024	2025
Number of Lost Time Injuries (LTI)		Cases	62	57	34
Lost Time Injury Rate (LTIR)		Per 200,000 hours	1.14	1.06	0.65

Home&Service

Acquisition of ISO 45001 Occupational Health and Safety Management System Certification and Implementation of Smart Safety Hooks

Through its continuous efforts to operate a systematic occupational health and safety management system and prevent industrial accidents, Home&Service obtained ISO 45001 certification, the international standard for occupational health and safety management. The company strengthened its foundation for occupational health and safety management by building and operating an effective health and safety system through risk factor inspections and improvements, occupational health and safety training, and prevention-oriented management activities.

Furthermore, to enhance safety during aerial work platform operations, Home&Service partnered with SK broadband to develop and introduce Smart Safety Hooks, which detect in real-time whether the safety hook is properly fastened and provide voice guidance. Following pilot operations at 20 branches, the company conducted three rounds of demonstrations and training sessions before rolling out the Smart Safety Hooks across the organization to help prevent workplace accidents involving aerial work platform operators.



Subsidiary ESG Data

Home&Service

Social Data

Privacy Protection / Information Security Training

Category	Unit	2023	2024	2025
Training Hours per Employee	Hours	1	1	1
Participation Rate	%	99.4	100.0	100.0

Information Security Breaches

Category	Unit	2023	2024	2025
Number of Incidents	Cases	0	0	0
Fines and Penalties	KRW	0	0	0

Social Investment

Category	Unit	2023	2024	2025
Cash Donations	KRW	0	0	0

Business Partner Overview

Category	Unit	2023	2024	2025
Total Number of Business Partners	Companies	1,445	1,114	892
Total Number of Key Business Partners	Companies	10	10	8

Purchasing Amount

Category	Unit	2023	2024	2025
Total Purchase Amount	KRW 100 million	824.0	890.7	897.1
Total Purchase Amount from Key Business Partners	KRW 100 million	31.4	62.6	122.7
Ratio of Total Purchase Amount	%	100	100	100
Ratio of Total Purchase Amount from Key Business Partners	%	4	7	14

Home&Service

Privacy Protection Pledge & Personal Information Protection Training

Home&Service collected the Privacy Protection Pledge from all employees. Additionally, the company held four group training sessions for 125 privacy officers across its nationwide teams and branches, focusing on the Personal Information Protection Act, improving risk awareness, case studies, and hands-on training with management tools. It also expanded its activities to enhance personal information protection management capabilities by launching a training program for on-site inspectors.



Subsidiary ESG Data

Home&Service

Governance Data

Ethics Management Training

Category	Unit	2023	2024	2025
Completion Rate of Ethics Managment and Fair Trade Training	%	99.8	99.8	99.9
Completion Rate of Sexual Harassment Prevention Training	%	99.9	100.0	100.0

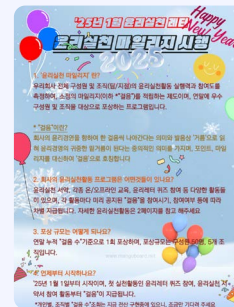
Compliance

Category	Unit	2023	2024	2025
Number of Violations of Fair Competition Regulations	Cases	0	0	0
Financial Losses from Violations of Fair Competition Regulations	KRW	0	0	0

Home&Service

Strengthening Ethical Management Practices

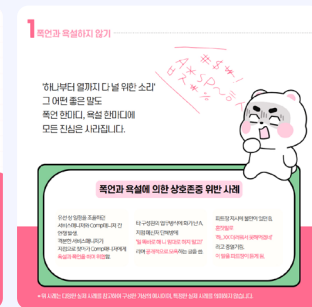
Home&Service implemented various programs to enhance ethical management practices. The company operates the Ethical Practice Mileage program, which tracks and rewards employee participation in ethical practices, and conducts semi-annual Ethical Practice Surveys to assess the level of ethical management practices. Home&Service also provided online ethics management training for all employees and held Ethical Practice Workshops, where each organization identified key action items through training and discussion and developed implementation plans. Additionally, the company regularly publishes the Ethical Management Practice Letter, covering topics such as mutual respect, to foster a culture of ethical management.



Ethical Practice Mileage



Ethical Management Practice Letter_mutual respect



POLICY BOOK

08

Policy Book

Articles of Incorporation



Environmental

Environmental Policy



Social

Human Rights Policy Statement



Human Rights Management Guidelines



Business Partner ESG Code of Conduct



Privacy Policy



Governance

Code of Ethics



Code of Conduct



CEO Commitment on Fair Trade Compliance



APPENDIX

Financial Information	161
Integrated Risk Management	163
Sustainability Management Guidelines	166
Sustainability Management Initiatives	171
Social Value Creation	173
Independent Assurance Statement	174
GHG Emissions Verification Statement	176

Financial Information

Summary of Consolidated Financial Information

29th Fiscal Year (as of December 31, 2025)				29th Fiscal Year (January 1, 2025 - December 31, 2025)			
28th Fiscal Year (as of December 31, 2024)				28th Fiscal Year (January 1, 2024 - December 31, 2024)			
27th Fiscal Year (as of December 31, 2023)				27th Fiscal Year (January 1, 2023 - December 31, 2023)			
(Unit: KRW million)				(Unit: KRW million)			
Category	FY29	FY28	FY27	Category	FY29	FY28	FY27
[Current Assets]	1,346,612	1,661,633	1,388,965	Revenue	4,533,171	4,408,858	4,274,747
Trade and Other Current Receivables	527,960	560,476	551,813	Operating Income	288,821	352,409	313,665
Cash and Cash Equivalents	337,993	434,296	354,161	Profit (loss) from Continuing Operations	162,946	249,837	206,517
Current Inventories	14,822	17,034	14,911	Profit (loss) from Discontinued Operations	-	5,903	(3,626)
Other Current Assets	465,837	649,827	468,080	Profit (loss)	162,946	255,740	202,890
[Non-current Assets]	5,528,970	5,160,314	5,084,443	Profit (loss) Attributable to Owners of Parent	162,946	255,740	202,890
Long-term Trade and Other Non-current Receivables, Gross	97,998	86,080	82,577	Basic and Diluted Earnings per Share (KRW)	406	637	506
Property, Plant, and Equipment	3,633,659	3,369,451	3,310,745	Number of Consolidated Companies	2	2	2
Intangible Assets and Goodwill	633,416	642,445	709,146				
Other Non-current Assets	1,163,897	1,062,338	981,975				
Total Assets	6,875,582	6,821,947	6,473,408				
[Current Liabilities]	1,390,825	1,640,046	1,388,317				
[Non-current Liabilities]	2,666,107	2,155,737	1,971,849				
Total Liabilities	4,056,932	3,795,783	3,360,166				
[Issued Capital]	2,010,227	2,010,227	2,010,227				
[Capital Surplus and Other Capital Adjustments]	483,703	668,839	667,054				
[Retained Earnings]	325,061	357,826	443,731				
[Reserves]	(341)	(10,728)	(7,770)				
Total Equity	2,818,650	3,026,164	3,113,242				

Financial Information

Summary of Separate Financial Information

29th Fiscal Year (as of December 31, 2025)

28th Fiscal Year (as of December 31, 2024)

27th Fiscal Year (as of December 31, 2023)

(Unit: KRW million)

Category	FY29	FY28	FY27
[Current Assets]	1,322,034	1,624,130	1,342,047
Trade and Other Current Receivables	520,928	546,510	537,717
Cash and Cash Equivalents	321,901	411,914	322,592
Current Inventories	14,065	16,086	13,984
Other Current Assets	465,140	649,620	467,754
[Non-current Assets]	5,502,007	5,182,150	5,100,564
Long-term Trade and Other Non-current Receivables, Gross	96,848	82,197	80,319
Property, Plant, and Equipment	3,626,254	3,362,340	3,305,687
Intangible Assets and Goodwill	629,941	629,062	692,560
Other Non-current Assets	1,148,964	1,108,551	1,021,998
Total Assets	6,824,041	6,806,280	6,442,611
[Current Liabilities]	1,371,438	1,622,722	1,376,697
[Non-current Liabilities]	2,640,230	2,137,704	1,946,459
Total Liabilities	4,011,668	3,760,426	3,323,156
[Issued Capital]	2,010,227	2,010,227	2,010,227
[Capital Surplus and Other Capital Adjustments]	483,676	668,812	667,054
[Retained Earnings]	318,811	377,543	449,944
[Reserves]	(341)	(10,728)	(7,770)
Total Equity	2,812,373	3,045,854	3,119,455

29th Fiscal Year (January 1, 2025 - December 31, 2025)

28th Fiscal Year (January 1, 2024 - December 31, 2024)

27th Fiscal Year (January 1, 2023 - December 31, 2023)

(Unit: KRW million)

Category	FY29	FY28	FY27
Revenue	4,540,603	4,415,269	4,281,932
Operating Income	300,588	362,835	320,341
Profit (loss)	141,489	263,967	213,905
Basic and Diluted Earnings per Share (KRW)	352	657	534

Integrated Risk Management

Risk Prevention and Post-Incident Response

The Corporate Strategy Office, which oversees overall risk management, monitors the likelihood of risk occurrence through key management and support departments designated for each risk type. Through this structure, we maintain a system that enables rapid information sharing and response. When a risk occurs, we immediately share relevant information with the departments concerned. If necessary, the matter is reported to the CEO, and we operate a Company-wide Crisis Response Center or the CM Integrated Situation Room to coordinate the response. After the situation has been resolved, we establish follow-up plans to prevent similar incidents from recurring. We also share relevant cases across the company so that they can serve as opportunities for organizational learning and improvement.

Proactive Management

- Identification and classification of potential risks
- Materiality analysis of potential risks (urgency, importance, and impact severity)
- Development of risk-specific response measures and designation of responsible departments
- Strengthening risk detection through continuous monitoring

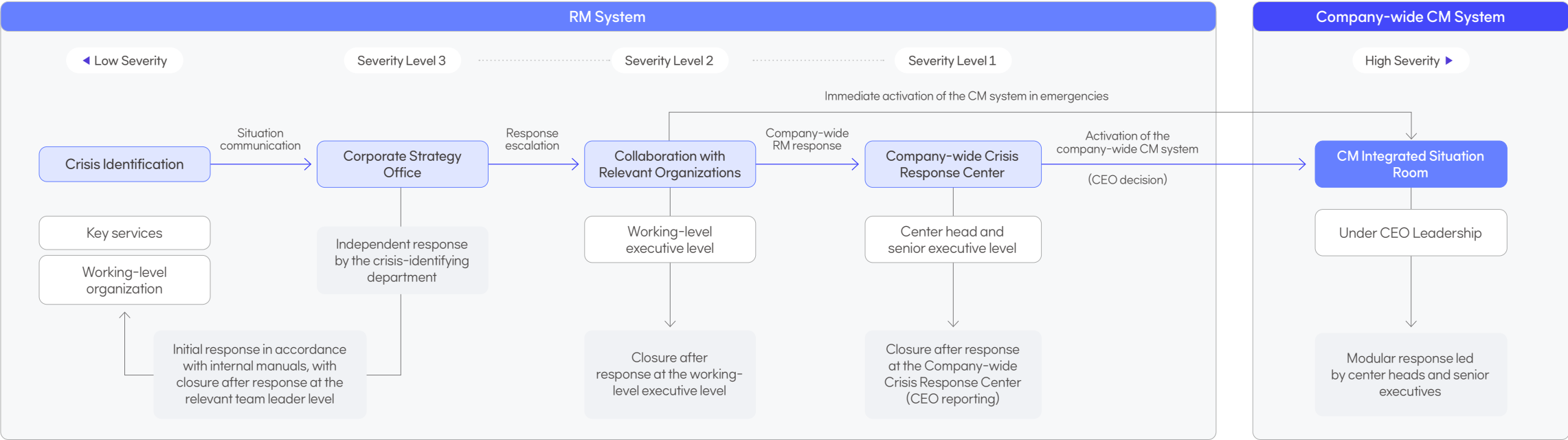
Risk Occurrence

- Rapid reporting and communication in accordance with the risk management system
- Establishment of a Company-wide Crisis Response Center or CM Integrated Situation Room
- Prompt decision-making and response

Follow-up Management and Recovery

- Development and implementation of measures to prevent recurrence
- Sharing of lessons learned to strengthen preventive risk response
- Revision of the risk management process

Corporate Risk Management System



Integrated Risk Management

Risks by Type

When any of the following risks occur, each organizational unit communicates the situation to the Corporate Strategy Office upon identification of the risk and takes emergency measures within 24 hours after the CM Integrated Situation Room is activated. Our goal is to identify the root cause and initiate recovery within 48 hours, and complete recovery measures within seven days.

Category	Subcategory	Key Risk Type	Risk Factors and Potential Impacts	Response Measures
RM	Business	Communication and Service Failures	• Customer inconvenience caused by failures in communication, media, IT, and other services • Contract termination, penalties, and claims for damages resulting from service interruptions for major B2B customers • Reduced productivity caused by failures in internal business systems	• Fostering an organizational culture that reinforces adherence to operational fundamentals, including the establishment of the Network Red organization • Operation of a preventive system for network errors and active traffic management • Strengthening network stability through the operation of CM meeting bodies
		Finance	• Large-scale revenue decline or losses, or increased likelihood thereof, due to changes in market or industry structure • Instability in financial structure due to exchange rate fluctuations, interest rate changes, or deterioration in liquidity • Increased political and economic uncertainty	• Maintaining financial flexibility by holding sufficient cash and cash equivalents and conducting active business operations within appropriately committed credit limits • Managing foreign exchange risk through forward exchange transactions and other hedging measures when necessary • Implementation of the most appropriate financing option by reviewing various measures, including refinancing, renewal of existing borrowings, alternative financing, and hedging, to minimize interest rate fluctuation risk
	Customer	Customer Complaints	• Spread of customer complaints triggered by specific issues • Increased likelihood of compensation payments, customer claims, and other issues due to inadequate response to customer complaints and grievances	• Monitoring of customer complaints and proactive customer care • Regular monitoring of Voice of Customer (VoC) and Net Promoter Score (NPS) indicators and implementation of improvement tasks
		Customer Information Protection	• Actual or potential leakage of subscribers' personal data, loss of customer trust, and legal risks resulting from information security incidents	• Review of information security regulations based on the latest laws and regulations and advancement of operational processes • Establishment of an intelligent integrated security monitoring system
	Governance Relationship	Regulatory and Policy Changes	• Business impact from amendments to laws and systems or changes in policy direction • Business restrictions due to stronger regulations or the introduction of new regulations	• Continuous monitoring of and response to changes in domestic laws and government policies
		Possibility of Legal Violations	• Violations of laws and regulations related to fair trade, personal data protection, and telecommunications • Possibility of administrative sanctions, penalty surcharges, and business restrictions	• Strengthening compliance, including improvements to systems and processes for key vulnerable areas • Compliance training for all executives and employees

Integrated Risk Management

Risks by Type

Category	Subcategory	Key Risk Type	Risk Factors and Potential Impacts	Response Measures
RM	Business Relationship	Risk of Legal Violations by Business Partners	• Damage caused by negative issues involving business partners in the supply chain	• Provision of the Business Partner ESG Code of Conduct and incorporation of compliance requirements into contracts • ESG assessments for key business partners • Ethics management training for employees and business partners
	Public Relationship	Spread of Controversy through Media Coverage, Online Channels, Social Media, and Other Channels	• Spread of negative public opinion related to the company	• Strengthening online reputation management and monitoring systems • Enhancing corporate credibility through ethical management and social responsibility activities
	Employees	Ethics and Misconduct	• Risks of ethics and human rights violations	• Embedding ethical management based on three elements • Establishment and operation of the Ethics Management Committee • Human rights protection and awareness-raising activities and human rights impact assessments
		Safety and Accidents	• Occurrence of work-related accidents and occupational injuries • Spread of infectious diseases within the company and other threats to employee safety and health	• Workplace safety and health compliance inspections • Safety training and campaigns for employees and business partners
	Disasters	Natural Disasters	• Damage to people and facilities caused by natural disasters, including typhoons, heavy rainfall, heavy snow, and earthquakes	• Physical risk assessments to respond to climate change • Development and implementation of advance communication plans for expected natural disaster periods • Emergency response drills
		Facility Accidents	• Damage to company facilities caused by fire, explosion, collapse, and other incidents • Service interruptions caused by damage to communication and IT facilities at company buildings	• Regular fire safety inspections and safety checks • Investments in redundancy to ensure service continuity
Company-wide CM		National Emergencies (war, declaration of martial law, terrorism, and other events)	• War, declaration of martial law, terrorism, economic collapse, large-scale epidemics, and other events equivalent to a national emergency	• Establishment of the company-wide CM Integrated Situation Room to concentrate company-wide resources, control the situation, and achieve early stabilization • Activation of the network operation contingency plan and strengthening safety and security at telecommunications facilities to prepare for looting and riots
		Breakdown of the Information Security Framework (state-sponsored hacking, database hacking, and other incidents)	• Information leakage, loss of trust, and financial risks resulting from personal data leakage	• Establishment of a cybersecurity incident response framework • Establishment and operation of a continuous penetration testing system
		Serious Industrial Accidents	• Criminal and legal liability, administrative penalties, and business restrictions resulting from major industrial accidents	• Enhancement of the management system for high-risk worksites • Emergency response drills

Sustainability Management Guidelines

GRI Contents Index

Foundation

Statement of use	SK broadband reports in accordance with the GRI Standards 2021 for the reporting period from January 1, 2025, to December 31, 2025.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standards	Not Applicable

General Disclosure

GRI Standards	Disclosures		Page
GRI 2 : General Disclosures 2021	2-1	Organizational details	8
	2-2	Entities included in the organization’s sustainability Reporting	178
	2-3	Reporting period, frequency and contact point	178
	2-4	Restatements of information	Indicated on each page
	2-5	External assurance	174-175
	2-6	Activities, value chain and other business relationships	10-14
	2-7	Employees	96
	2-8	Workers who are not employees	96
	2-9	Governance structure and composition	127
	2-10	Nomination and selection of the highest governance body	128
	2-11	Chair of the highest governance body	127
	2-12	Role of the highest governance body in overseeing the management of impacts	127, 129
	2-13	Delegation of responsibility for managing impacts	129
	2-14	Role of the highest governance body in sustainability reporting	129
	2-15	Conflicts of interest	128-129

GRI Standards	Disclosures		Page
GRI 2 : General Disclosures 2021	2-16	Communication of critical concerns	129
	2-17	Collective knowledge of the highest governance body	128
	2-18	Evaluation of the performance of the highest governance body	129
	2-19	Remuneration policies	129
	2-20	Process to determine remuneration	129
	2-21	Annual total compensation ratio	98
	2-22	Statement on sustainable development strategy	4-5
	2-23	Policy commitments	100, 131
	2-24	Embedding policy commitments	100, 131
	2-25	Processes to remediate negative impacts	102, 134
	2-26	Mechanisms for seeking advice and raising concerns	102-103
	2-27	Compliance with laws and regulations	104, 112, 138
	2-28	Membership associations	8
	2-29	Approach to stakeholder engagement	8
	2-30	Collective bargaining agreements	99

Sustainability Management Guidelines

GRI Contents Index

Material Topics

GRI Standards		Disclosures	Page
GRI 3 : Material Topics 2021	3-1	Process to determine material topics	20
	3-2	List of material topics	21
Service Quality and Network Stability			
GRI 3 : Material Topics 2021	3-3	Management of material topics	22
Non-GRI	-	-	-
Customer Data Protection and Cybersecurity			
GRI 3 : Material Topics 2021	3-3	Management of material topics	22
GRI 418 : Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	47

GRI Standards		Disclosures	Page
AI-Driven Customer Experience Innovation and Operational Optimization			
GRI 3 : Material Topics 2021	3-3	Management of material topics	22
Non-GRI	-	-	-
Climate Change Response and Energy Management			
GRI 3 : Material Topics 2021	3-3	Management of material topics	22
GRI 201 : Economic Performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	60-66
GRI 302 : Energy	302-1	Energy consumption within the organization	76-77
	302-2	Energy consumption outside of the organization	Information unavailable/ Incomplete
	302-3	Energy intensity	76
	302-4	Reduction of energy consumption	68-71
	302-5	Reductions in energy requirements of products and services	68-71
GRI 305: Emissions	305-1	Direct (Scope 1) GHG emissions	75
	305-2	Energy indirect (Scope 2) GHG emissions	75
	305-3	Other indirect (Scope 3) GHG emissions	76
	305-4	GHG emissions intensity	75
	305-5	Reduction of GHG emissions	75
	305-6	Emissions of ozone-depleting substances (ODS)	Not Applicable
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not Applicable

Sustainability Management Guidelines

GRI Contents Index

Non-Material Topics

GRI Standards		Disclosures	Page
GRI 101 : Biodiversity 2024	101-1	Policies to halt and reverse biodiversity loss	81
	101-2	Management of biodiversity impacts	83, 85
	101-8	Ecosystem services	83, 85
GRI 201 : Economic Performance 2016	201-1	Direct economic value generated and distributed	6, 161-162
GRI 204 : Procurement Practices 2016	204-1	Proportion of spending on local suppliers	118
GRI 205 : Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	134
	205-2	Communication and training about anti-corruption policies and procedures	135-136
	205-3	Confirmed incidents of corruption and actions taken	138
GRI 206 : Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	169
GRI 303 : Water and Effluents 2018	303-3	Water withdrawal	87
GRI 306 : Waste 2020	306-1	Waste generation and significant waste-related Impacts	82
	306-2	Management of significant waste-related impacts	82
	306-3	Waste generated	86
	306-4	Waste diverted from disposal	86
	306-5	Waste directed to disposal	86
GRI 308 : Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	118
	308-2	Negative environmental impacts in the supply chain and actions taken	116
GRI 401 : Employment 2016	401-1	New employee hires and employee turnover	98
	401-3	Parental leave	99
GRI 402 : Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	94

GRI Standards		Disclosures	Page
GRI 403 : Occupational Health and Safety 2018	403-1	Occupational health and safety management system	106
	403-2	Hazard identification, risk assessment, and incident investigation	110
	403-3	Occupational health services	109
	403-4	Worker participation, consultation, and communication on occupational health and safety	105
	403-5	Worker training on occupational health and safety	108
	403-6	Promotion of worker health	109
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	108
	403-8	Workers covered by an occupational health and safety management system	105
	403-9	Work-related injuries	111
	403-10	Work-related ill health	111
GRI 404 : Training and Education 2016	404-1	Average hours of training per year per employee	97
	404-2	Programs for upgrading employee skills and transition assistance programs	90-93
	404-3	Percentage of employees receiving regular performance and career development reviews	98
GRI 405 : Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	97
	405-2	Ratio of basic salary and remuneration of women to men	98
GRI 406 : Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	104
GRI 407 : Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	94
GRI 408 : Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	100-101
GRI 409 : Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	100-101
GRI 413 : Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	120-123
GRI 414 : Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	118
	414-2	Negative social impacts in the supply chain and actions taken	116
GRI 415 : Public Policy 2016	415-1	Political contributions	138

Sustainability Management Guidelines

SASB Index

Sustainability Disclosure Topics & Accounting Metrics (SICS: Telecommunication Services)

Category	Topic	Code	Page
Environmental Footprint of Operations	(1) Total energy consumed, (2) percentage grid electricity and, (3) percentage renewable	TC-TL-130a.1	76-77
Data Privacy	Description of policies and practices relating to targeted a advertising and customer privacy	TC-TL-220a.1	38-46
	Number of customers whose information is used for secondary purposes	TC-TL-220a.2	48
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	TC-TL-220a.3	47
	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	TC-TL-220a.4	48
Data Security	(1) Number of data breaches (2) percentage that are personal data breaches, (3) number of customers affected	TC-TL-230a.1	Annual Business Report, p.223
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-TL-230a.2	45-46
Product End-of life Management	(1) Materials recovered through take back programs, percentage of recovered materials that were, (2) reused, (3) recycled, and (4) landfilled	TC-TL-440a.1	86

Category	Topic	Code	Page
Competitive Behavior & Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TC-TL-520a.1	Annual Business Report, p.223
	Average actual sustained download speed of (1) owned and commercially-associated (2) non-associated content	TC-TL-520a.2	SK broadband does not disclose download speed data segmented by content type (owned, commercial, or unaffiliated). However, we do not differentiate download speeds based on content type.
	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	TC-TL-520a.3	SK broadband complies with the “Guidelines on Net Neutrality and Internet Traffic Management” issued by the Ministry of Science and ICT.
Managing Systemic Risks from Technology Disruptions	(1) System average interruption duration, (2) system average interruption frequency and (3) customer average interruption duration	TC-TL-550a.1	35
	Discussion of systems to provide unimpeded service during service interruptions	TC-TL-550a.2	25-34

Activity Metric

Category	Code	Page
Number of wireless subscribers	TC-TL-130a.1	35
Number of wireline subscribers	TC-TL-220a.4	35
Number of broadband subscribers	TC-TL-230a.1	35
Network traffic	TC-TL-440a.1	35

Sustainability Management Guidelines

TCFD Index

Category	Topic	Linked CDP Question ¹⁾	Page
Governance	a. Description of the board’s oversight of climate-related risks and opportunities	4.1.2	59
	b. Description of management’s role in assessing and managing climate-related risks and opportunities	4.3, 4.3.1	59
Strategy	a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	2.1, 3.1, 3.1.1, 3.6, 3.6.1	60-61
	b. Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning	3.1.1, 3.6.1, 5.1.2, 5.2, 5.3.1, 5.3.2	62-66
	c. Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	5.1, 5.1.1, 5.1.2	67-72
Risk Management	a. Describe the organization’s processes for identifying and assessing climate-related risks	2.1, 2.2.1, 2.2.2	73-74
	b. Describe the organization’s processes for managing climate-related risks	2.1, 2.2.1, 2.2.2	73-74
	c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management	2.1, 2.2.1, 2.2.2	73-74
Metrics and Targets	a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	7.52, 7.54, 7.54.1, 7.54.2	75-77
	b. Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks	7.6, 7.7, 7.8, 7.8.1	75-76
	c. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	7.53, 7.53.1, 7.53.2, 7.54, 7.54.1, 7.54.2	75

1) Based on the 2026 CDP Questionnaire

UN SDGs (UN Sustainable Development Goals)

UN SDGs (UN Sustainable Development Goals)

UN SDGs	SK broadband Activities	Reporting Page
 Good Health and Well-Being	• Operate physical and mental wellness programs tailored to job characteristics • Provide personalized health challenge programs for employees based on data from health checkups, surveys, and consultations • Conduct public safety and health campaigns by leveraging owned infrastructure, such as B tv and billing statements • Operate the “Safety Net” program to provide free meals to isolated seniors, contributing to solving elderly hunger issues	109, 120
 Quality Education	• Operate professional training programs to enhance business expertise (e.g., latest technology trends, job-specific training) • Host the annual “Blossom Youth Music Festival” to promote youth happiness and discover new talent • Run K-POP culture and art classes for elementary school students under the Seoul Nambu District Office of Education to nurture future generations • Participate in “SK Pro Bono” activities to provide free management consulting for social enterprises	92, 121-123
 Gender Equality	• Provide equal opportunities to all applicants who meet the qualification criteria in job postings • Operate an unbiased performance evaluation and compensation system that ensures gender equality	93
 Decent Work and Economic Growth	• Operate regional channel programs to revitalize local economies • Provide high-quality education for talent development. - Offer core competency development training through “mySUNI” (SK Group’s online learning platform) to foster a voluntary learning culture - Run customized AI training programs tailored to different organizational levels and capabilities to nurture AI talent • Establish work-life balance policies and programs. - Implement Family Care and family-strengthening programs for employees during pregnancy and childcare stages - Provide ample rest time through “We-fresh Day” (every other Friday off) - Enhance scheduling flexibility by allowing employees to design their own working hours • Empower local small business marketing by providing the B tv Town Ad platform service	90-94, 122-123

UN SDGs	SK broadband Activities	Reporting Page
 Industry, Innovation and Infrastructure	• Secure network stability by diversifying core networks and building redundancy into subscriber networks • Enhance overall infrastructure defense by establishing a multi-layered penetration testing system	26, 44
 Climate Action	• Join RE100 as the first in Korea and pursue Net Zero by 2045 • Reduction of greenhouse gas emission demand • Transition to renewable energy • Low-carbon technology and product innovation • Advancement of the climate risk management system	67-72, 75

UN SDGs (UN Sustainable Development Goals)

UNGC (UN Global Compact)

The UN Global Compact is a voluntary international initiative that encourages companies to align their strategies and operations with ten universal principles in the areas of human rights, labor, environment, and anti-corruption. Since declaring our support and joining the UNGC in 2021, SK broadband has continued to make active efforts to fulfill its social responsibilities.

UNGC 10 Principles		Reporting Page
Human Rights	① Businesses should support and respect the protection of internationally proclaimed human rights.	100-104
	② Businesses should make sure that they are not complicit in human rights abuses.	100-104
Labor	③ Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	94, 99
	④ Businesses should uphold the elimination of all forms of forced and compulsory labor.	100
	⑤ Businesses should uphold the effective abolition of child labor.	100
	⑥ Businesses should uphold the elimination of discrimination in respect of employment and occupation.	100
Environment	⑦ Businesses should support a precautionary approach to environmental challenges.	59-87
	⑧ Businesses should undertake initiatives to promote greater environmental responsibility.	59-87
	⑨ Businesses should encourage the development and diffusion of environmentally friendly technologies.	59-87
Anti-Corruption	⑩ Businesses should work against corruption in all its forms, including extortion and bribery.	131-138

Social Value Creation

We implement SK Group's Double Bottom Line (DBL) management approach, which pursues both Economic Value (EV) and Social Value (SV) at the same time. We measure our performance across economic, environmental, and social areas and convert the results into social value using formulas.

Economic indirect contribution performance refers to outcomes through which corporate activities indirectly contribute to the national economy. Environmental performance includes the environmental impacts arising from product and service delivery and operational processes. Social performance refers to outcomes related to improving quality of life, improving the work environment, and contributing to local communities, while governance performance¹⁾ refers to performance related to protecting the rights of minority shareholders and practicing transparent and ethical management.

As of 2025, our total social value creation reached KRW 854.4 billion. Our economic indirect contribution performance decreased compared to the previous year due to the absence of dividend payments. Environmental process performance also declined year-on-year as greenhouse gas emissions increased due to higher utilization of data center operations. Conversely, the environmental performance of our products and services increased from the previous year, driven by the growth in subscribers using low-power set-top boxes. Social performance also improved compared to the prior year due to voice phishing prevention efforts, such as blocking smishing through business messaging, as well as increased income generation for vulnerable groups and higher social contribution performance. Moving forward, we will continue to measure, manage, and enhance the social value we create.

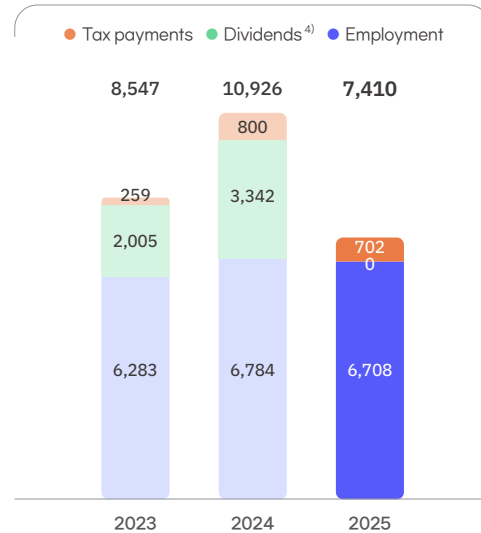
Social Value Creation Performance²⁾

Indirect Economic Contribution Performance

- Employment: Employee earned income
- Dividends: Dividends paid to shareholders
- Tax payments: Corporate tax, national tax, and local tax

KRW 741.0 billion

Down KRW 351.6 billion YoY

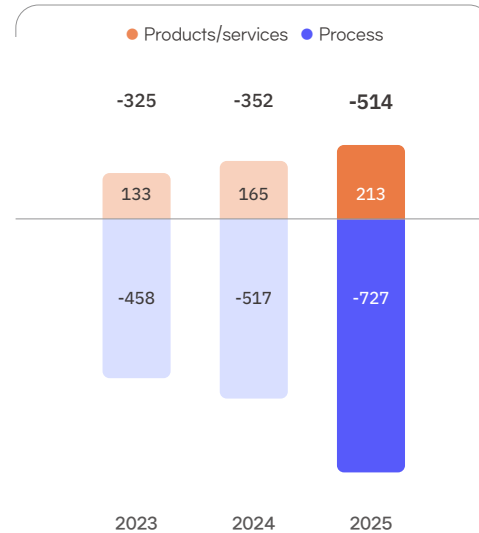


Environmental Performance³⁾

- Products/services (positive impact): Performance from improving environmental impacts through products and services
- Process (negative impact): Performance generated within the company, including product manufacturing processes and internal operations for service provision

KRW -51.4 billion

Down KRW 16.3 billion YoY

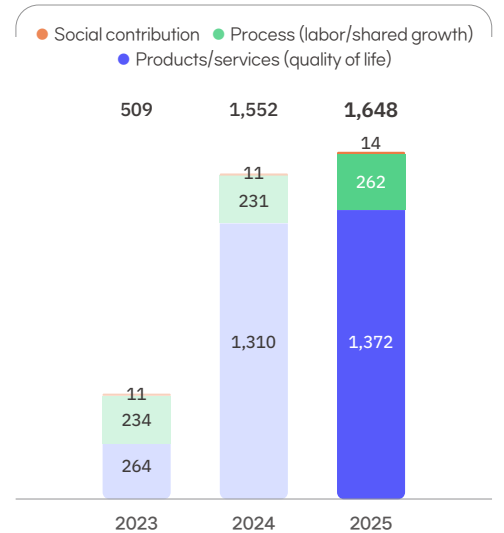


Social Performance³⁾

- Products/services (quality of life): Performance from improving users' quality of life through products and services
- Process (labor/shared growth): Performance from improving the work environment and promoting shared growth across the industrial ecosystem
- Social contribution: Performance from donations, volunteer activities, and social contribution programs

KRW 164.8 billion

Up KRW 9.6 billion YoY



(Unit: KRW 100 million)

1) Governance indicators are disclosed as non-monetary performance

2) Calculated in accordance with the measurement principles and formulas of the SK DBL Social Value Measurement Guidelines. Any changes in measurement criteria are applied retrospectively to data for the previous two years

3) Environmental and social performance data for 2024 were restated due to changes in measurement criteria from the previous period

4) 2024 data were restated due to changes in measurement criteria from the previous period, including the addition of interim dividend amounts

Independent Assurance Statement

To readers of 2025 SK broadband Sustainability Report

Introduction

Korea Management Registrar (KMR) was engaged to conduct an independent assurance of 2025 SK broadband Sustainability Report for the year ending December 31, 2025. The preparation, information and internal control of the report are the sole responsibility of SK broadband’s management. KMR’s responsibility is to comply with the agreed engagement and express an opinion to SK broadband’s management.

Subject Matter

The reporting boundaries included the performance and activities of sustainability-related organizations as described in SK broadband’s report:

- 2025 SK broadband Sustainability Report

Reference Standard

- GRI Standards 2021

Assurance criteria

KMR applied the quality management system in accordance with ISO 17029 and KMR EDV 01, and carried out the verification in accordance with the assurance criteria of AA1000AS v3 and KMR’s proprietary SRV1000. Under AA1000AS v3, we assessed the adherence to the four principles presented in AA1000AP:2018—Inclusivity, Materiality, Responsiveness, and Impact—and evaluated the reliability and quality of the data and information. Under SRV1000, we conducted a multidimensional review aimed at zero data errors, applying expert judgment to determine the materiality criteria.

- ISO 17029 : 2019, ISO 14065 : 2020, AA1000AS v3 : 2020 (AccountAbility), AA1000AP : 2018 (AccountAbility), SRV 1000 : 2022 (KMR), KMR EDV 01 : 2024 (KMR)
- Levels of assurance/materiality: AA1000AS v3 – Type 2/moderate, limited/ not set

Scope of assurance

The information subject to verification in the sustainability report is as follows.

- GRI Standards 2021 reporting principles
- Universal Standards
- GRI 2 General Disclosures 2021 – GRI 3 Material Topics 2021

- Topic Specific Standards
- GRI 101: Biodiversity(101-1, 101-2, 101-8),
- GRI 201: Economic Performance(201-1, 201-2), GRI 204: Procurement Practices, GRI 205: Anti-corruption, GRI 206: Anti-competitive Behavior,
- GRI 302: Energy, GRI 303: Water and Effluents(303-3), GRI 305: Emissions, GRI 306: Waste, GRI 308: Supplier Environmental Assessment,
- GRI 401: Employment(401-1, 401-3), GRI 402: Labor/Management Relations, GRI 403: Occupational Health and Safety, GRI 404: Training and Education, GRI 405: Diversity and Equal Opportunity, GRI 406: Non-discrimination, GRI 407: Freedom of Association and Collective Bargaining, GRI 408: Child Labor, GRI 409: Forced or Compulsory Labor, GRI 413: Local Communities(413-1), GRI 414: Supplier Social Assessment, GRI 415: Public Policy, GRI 418: Customer Privacy

As for the reporting boundary, information external to the organization was excluded from the scope of assurance.

KMR’s Approach

Our Assurance Team undertook the following activities for the agreed scope of assurance using the standard outlined above:

- Evaluating the appropriateness of the reference standard used as a basis for preparing sustainability information and the reliability of the materiality assessment process and its findings;
- Conducting inquiries to understand the data management and control environment, processes, and information systems (the effectiveness of controls was not tested);
- Evaluating the appropriateness and consistency of the methodology for estimation (note that the underlying data was not tested and KMR has not made any estimates);
- Visiting the headquarters, determining visit sites based on the site’s contribution to sustainability and the possibility of unexpected changes since the previous period and sampling data, and carrying out due diligence on a limited number of source records at the sites visited;
- Interviewing people in charge of preparing the report;
- Considering whether the presentation and disclosures of sustainability information are accurate and clearly defined;
- Identifying errors through comparison and check against underlying information, recalculation, analyses, and backtracking; and
- Evaluating the reliability and balance of information based on independent external sources, public databases, and press releases.

Independent Assurance Statement

Limitations and Recommendations

The absence of generally accepted reporting frameworks or well-established practices on which to draw to evaluate and measure non-financial information allows for different measures and measuring techniques, which can affect comparability between entities. Therefore, our assurance team relied on professional judgment. In a limited assurance engagement, the scope of the risk assessment procedures and the subsequent procedures performed in response to the assessed risks are limited than in a reasonable assurance engagement. Our assurance team conducted our work to a limited extent through inquiries, analysis, and limited sampling based on the assumption that the data and information provided by SK broadband are complete and sufficient. To overcome these limitations, we confirmed the quality and reliability of the information by referring to independent external sources and public databases, such as DART and the National GHGs Management System (NGMS).

Conclusion and Opinion

Based on the document reviews and interviews, we had several discussions with SK broadband 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. We found that the report was prepared in accordance with the criteria presented by SK broadband, and nothing comes to our attention to suggest that the evidence obtained regarding its content is insufficient to provide a basis for our opinion. Our opinion on the principles is as follows:

Inclusivity

SK broadband 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

SK broadband 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

SK broadband 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 SK broadband's actions.

Impact

SK broadband 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 sustainability performance data, including economic, environmental, and social performance data. 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.

KMR's Competence, Independence, and Quality Control

Korea Management Registrar (KMR) is a verification body for the Republic of Korea Emissions Trading Scheme (K-ETS), accredited to ISO/IEC 17029:2019 (Conformity Assessment - General principles and requirements for validation and verification bodies), ISO 14067, the additional accreditation criteria ISO 14065, and ISO/IEC 17021:2015 (Requirements for bodies providing audit and certification of management systems). Additionally, KMR maintains a comprehensive quality control system that includes documented policies and procedures of the KMR EDV 01:2024 (ESG Disclosure Assurance System) based on ISO/IEC 17029 requirements and compliant with IAASB ISQM1:2022 (International Standard on Quality Management 1 by the International Auditing and Assurance Standards Board). Furthermore, KMR adheres to the ethical requirements of integrity, objectivity, professional competence and due care, confidentiality, and professional behavior in accordance with the IESBA Code:2023 (International Code of Ethics for Professional Accountants). Our assurance team consists of sustainability experts. Other than providing an independent assurance, KMR has no other contract with SK broadband and did not provide any services to SK broadband that could compromise the independence of our work.

Limitations of Use

This assurance statement is made solely for the management of SK broadband for the purpose of enhancing an understanding of the organization's sustainability performance and activities. We assume no liability or responsibility for its use by third parties other than the management of SK broadband. As this assurance statement may be subject to revision after the assurance date below, we recommend verifying whether this is the latest version.

June 16, 2026

CEO E. J. Hwang



SRV1000
Sustainability Committee Assurance



AA1000
Licensed Report
000-129/V3-473NZ

GHG Emissions Verification Statement (Scope 1, 2)

Introduction

DNV Business Assurance Korea Ltd. (“DNV”) was commissioned by SK Broadband Co., Ltd. (“Company”) to perform third party verification for the Company’s Greenhouse Gas Inventory Report for the calendar year 2025 (“the report”). Company is responsible for the preparation of the GHG emissions data on the basis set out within “the guidelines on the operation of GHG emission trading scheme (“ETS”) (Notification No. 2025-64 of Ministry of Environment)” based on ISO14064-1. Our responsibility in performing this work is to the management of Company only and in accordance with terms of reference agreed with them. DNV expressly disclaims any liability or responsibility for any decisions, whether investment or otherwise, based upon this assurance statement.

Objective and Scope of Verification

The purpose of this verification is to present an independent verification opinion on the company’s greenhouse gas emissions, and the scope of verification is as follows;

- Organizational Boundary: Domestic business sites of SK Broadband
- Reporting Boundary: Scope 1 (Direct emissions), Scope 2 (Indirect emissions)
- Reporting Period: 2025.01.01 ~ 2025.12.31

Verification Approach

The verification has been conducted in accordance with “Korean GHG and energy target management system – Verification under the Korean Emissions Trading System (Notification No. 2025-165, Korean Ministry of Environment)” based on ISO 14064-3, under a Reasonable Level of Assurance. DNV planned and conducted the verification to obtain all necessary information and explanations, ensuring sufficient evidence to support a verification opinion at a 5% materiality level. As part of the verification process, we have reviewed as follows;

- Adequacy of GHG data control, collection, emission calculation and report process for the GHG inventory report
- The GHG inventory is based on measurements and has inherent limitations that may arise from the process of calculating, estimating, and finalizing the reported data.

Conclusions

Based on the verification conducted, the information related to the GHG statement has been properly calculated and reported.

- DNV represents “unmodified” opinion on Greenhouse Gas Emissions.

(Unit: ton CO₂ equivalent)

Classification	Direct emissions (Scope 1)	Indirect emissions (Scope 2)	Total emissions
KOREA (Location-based)*		626,298	627,682
KOREA (Market-based)**	1,424	599,767	601,151

※ Total emissions might be different from the sum of direct and indirect emissions by applying the rule that emissions should be summed after truncating decimal places at the business site level.

* The location-based method reflects Scope 2 GHG emissions associated with electricity consumption from the national grid, as determined under GHG ETS.

** The market-based method is applied in accordance with the GHG Protocol, incorporating the company’s Scope 2 GHG emissions based on renewable electricity (generated from July to December 2024) purchased through Green Premium program by IDC Ilsan 2 center. Due to the absence of a government-published residual mix emission factor as defined by the GHG Protocol, the emission factor from GHG ETS has been used.



2026. 6. 05
Lee, Jang Sup
Country Representative
DNV Business Assurance Korea Ltd.

This Assurance Opinion is valid as of the date of the issuance. Please note that this Assurance Opinion would be revised if any material discrepancy which may impact the Greenhouse Gas Emissions of the Company is subsequently brought to our attention.

GHG Emissions Verification Statement (Scope 3)

Introduction

DNV Business Assurance Korea Ltd. (“DNV”) was commissioned by SK Broadband Co., Ltd. (here after “Company”) to perform third-party verification for the Company’s Greenhouse Gas Statement. The Company is responsible for the preparation of the GHG statement on the basis set out within ‘ISO 14064-1:2018’ and ‘The Corporate Value Chain (Scope 3) Accounting and Reporting Standard’. The Company has full responsibility of the GHG statement. According to terms of contract, DNV expressly disclaims any liability or co-responsibility for any decisions a person or an entity may make based on the verification opinion.

Objective and Scope of Verification

The objective of the verification is to present an independent verification opinion on the company’s GHG statement, and the scope of verification is as follows;

- Organizational Boundary: Company’s sites in Korea
- Reporting Boundary: Scope 3 (Other indirect emissions: Category 1, 2, 3, 4, 5, 6, 7,11,15)
- Reporting Period: 2025.01.01 ~ 2025.12.31

Verification Approach

The verification has been conducted in accordance with the verification principles and tasks outlined in the ‘ISO 14064-3:2019’, based upon a Limited Level of assurance. DNV planned and concluded our work so as to obtain all the information and explanations deemed necessary to provide us with sufficient evidence to provide a verification opinion with 5% materiality level.

As part of the verification process, we have reviewed as follows;

- Adequacy of GHG data control, collection and emission calculation and report process
- The GHG inventory is based on measurements and has inherent limitations that may arise from the process of calculating, estimating, and finalizing the reported data.

Conclusions

Based on the verification, there is no evidence that the GHG statement is not materially correct and is not a fair representation of GHG data and information.

- DNV represents “unmodified” opinion on Greenhouse Gas Emissions.

(Unit: ton CO₂eq)

Year	Upstream	Downstream	Total
2025	621,593	268,319	889,912

※ The above GHG emissions may differ by less than ± 1 tCO₂eq due to rounding to report as an integer

2026. 5. 25
Seoul, Republic of Korea

**Lee, Jang Sup**
Country Representative
DNV Business Assurance Korea Ltd.

This Assurance Opinion is valid as of the date of the issuance. Please note that this Assurance Opinion would be revised if any material discrepancy which may impact the Greenhouse Gas Emissions of the Company is subsequently brought to our attention.

Our Promise for Tomorrow

We sincerely appreciate your interest in SK broadband’s sixth Sustainability Report. Since 2021, SK broadband has published an annual Sustainability Report to transparently communicate its ESG management activities and performance with stakeholders. We will continue striving to ensure that this report serves as an effective communication channel, providing stakeholders with a clear understanding of SK broadband’s sustainability management status and future direction.

Report Overview

Reporting Principles

This report has been prepared in accordance with the GRI (Global Reporting Initiative) Standards 2021.

It also considers IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information and IFRS S2 Climate-related Disclosures, issued by the ISSB (International Sustainability Standards Board). In addition, it references the recommendations of the TCFD (Task Force on Climate-related Financial Disclosures) and the SASB (Sustainability Accounting Standards Board) Standards, while reflecting the UN Sustainable Development Goals (UN SDGs) and the UN Global Compact principles. Financial information is disclosed on a consolidated basis in accordance with Korean International Financial Reporting Standards (K-IFRS). Where separate financial information is presented, it is clearly identified as such.

Reporting Period

This report covers SK broadband’s key sustainability management activities and performance for the period from January 1 to December 31, 2025. To enhance comparability, quantitative data is presented for the three-year period from 2023 to 2025. This report also includes material information relevant to stakeholders, including information from periods prior to 2025 and through the first half of 2026.

Reporting Boundary

Unless otherwise indicated, this report covers SK broadband’s domestic operations and includes selected information on its subsidiary, Home&Service. Any exceptions to the reporting boundary are clearly indicated for the relevant data.

Verification of the Report

To enhance the reliability, completeness, and quality of this report, third-party assurance was conducted by Korea Management Register (KMR), an independent verification body. The results of the assurance are presented on pages 174–175.

Report Inquiries

Publisher	SK Broadband Co., Ltd.
Address	Namsan Sowol Tower, 24 Toegye-ro, Jung-gu, Seoul, Republic of Korea
Contact	skb_sustainability@sk.com
Website	http://skbroadband.com
Publication Date	June 2026

Disclaimer

This report has been prepared based on information and data available as of the date of publication. Some information contained in this report is based on estimates and assumptions, and the report includes forward-looking statements regarding the future business environment, business performance, and sustainability initiatives. These forward-looking statements are based on current management plans and expectations, and actual results may differ materially due to changes in market conditions, regulations and policies, technological advancements, and various other risks and uncertainties. Forward-looking statements speak only as of the date they are made, and SK broadband undertakes no obligation to publicly update or revise them to reflect new information, future events, or otherwise, except as required by applicable laws and regulations.

SK broadband