

Sustainability Performance & Plan

Talent Management



- 2010**
- Set up diversity task force and strategy
- Performance**
- Expanded great workplace project to the entire company
 - Global employees reached 50%
 - All Korean business sites designated as no-smoking zones
- 2011 Plan**
- Introduce work-at-home/telecommuting scheme for married personnel
 - Increase percentage of female executives
 - Set up idea proposal system at overseas research centers
 - Hire new recruits with disabilities

Green Management



- 2010**
- Eco-product development ratio reached 91%
- Performance**
- Reduction in GHG emission (relative to sales) by 31% from the level in 2008
 - Eco-partner certification: 1,899 companies (100%)
 - Environmental certification obtained for 2,210 products
 - LCD Business SF₆ reduction initiative received UN certification
- 2011 Plan**
- Eco-product development ratio of 96%
 - GHG emissions relative to sales: 4.62 tons of CO₂/KRW100 million
 - Set mid/long-term targets for water management
 - Build global environmental management system
 - Support for overseas partners' environment management system

Partner Collaboration



- 2010**
- Devised seven key initiatives for mutual growth
- Performance**
- Partner firm VOC resolution ratio reached 99%
 - Sent out pledge to ban on minerals from conflict-ridden regions
- 2011 Plan**
- Sign agreement for mutual growth
 - VOC resolution ratio of 100%
 - Conduct monitoring on progress in mutual growth
 - Assess partner companies' CSR

Integrity Management



- 2010**
- Set up a compliance team
- Performance**
- Established global compliance operation system
 - Operated Compliance Program Management System
- 2011 Plan**
- Strengthen compliance/ethics and promote ethical corporate culture
 - Enhance compliance program and related capabilities
 - Declare compliance management
 - Signing of the compliance agreement by employees

Social Contribution



- 2010**
- Prepared and distributed global social contribution guidelines
- Performance**
- Strengthened social contribution activities in Africa
- 2011 Plan**
- Introduce new regional social contribution activities based on global social contribution guidelines (Samsung Hope for Children)
 - Develop tools to assess impact of social contribution programs

Products & Services



- 2010**
- 97% of Korea-based CS staff acquired CS qualification
- Performance**
- Introduced ceilings on repair fees
 - Received Korea and international awards for customers satisfaction
- 2011 Plan**
- Expand overseas service centers and have more subsidiaries adopt CCMS certification
 - Receive Korea and international certifications/awards for products and services

Performance Highlights

Talent Management	2008	2009	2010
Ratio of overseas employees(%)	47.8	46.0	49.8
Ratio of female employees(%)	40.9	39.3	39.0
Education hours per person(Hours)	109	90	87
Education costs per person(KRW 1,000)	1,120	950	1,100
Samsung Electronics accident rate(%)	0.063	0.040	0.035

Integrity Management	2008	2009	2010
Integrity classroom training (persons)	7,718	8,347	19,981
No. of reports filed	323	417	472
Compliance training (persons)*	-	-	59,227

Green Management	2008	2009	2010
GHG emissions relative to sales (tons of CO ₂ /KRW100 million)	7.44	5.83	5.11
GHG emissions [Scope 1, 2] (1,000 tons of CO ₂)	9,226	9,121	9,910
GHG emissions [Scope 3] (1,000 tons of CO ₂)	-	40,587	45,706
Energy consumption relative to sales [Korea] (TOE/KRW100 million)	4.39	3.50	2.78
Ratio of Eco-Product(%)*	-	69	91
Ratio of Eco-Device(%)*	-	-	72
No. of external environmental certification marks	-	1,729	2,210
Water use(1,000 tons)	78,856	85,964	96,076
Wastewater discharge(1,000 tons)	67,107	78,745	87,639
Toxic substance use(tons)	253,700	228,959	251,990
Waste products recycling(tons)	219,492	250,209	308,506
Waste discharge(tons)	452,136	466,941	520,917
Waste recycling rate(%)	83	92	94

Social Contribution	2008	2009	2010
Social contribution expense(KRW billion)	191	146.6	239.9
Total volunteer hours	821,590	656,851	860,563
Average man hour	9.7	7.8	9.2
No. of volunteer teams	1,532	1,300	1,181
No. of people participating in volunteering annually	246,485	187,553	270,221

Partner Collaboration	2008	2009	2010
Support for suppliers' HR development (persons)	4,182	5,397	5,357
No. of partners that received CSR education	430	211	378 (including 331 overseas partners)

Products & Services	2008	2009	2010
CS qualification rate (%)	94.1	97.2	97.4
No. of subsidiaries that obtained CCMS accreditation	7	14	45
Service quality index by the Korean Standards Association Ranked top in computer, home appliance and mobile phone			

* Reporting is as of the date of data management; therefore performance prior to the said date is not included.