



Your Logistics Guide to the World, We are *lg*



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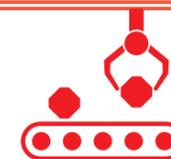
# Connecting World Enrich Life



# LOTTE

# GLOBAL

# LOGISTICS



**Connecting World,  
Enrich Life**

Through Continuous Challenges and Innovations, more Closely and Tightly,  
We **CONNECT** People to People and Place to Place

LOTTE Global Logistics never stops.  
Creating new and useful logistics waves,  
we are LOTTE GLOBAL LOGISTICS.

Beyond simple transport,  
our featured services deliver new experience and value to customers  
then make their lives more convenient and enriched.

**A Single Delivery can Change a Day of Customer's.**

Our logistics lead to every path through land, sea, and air.  
Our domestic and global networks rapidly and exactly bridge all over the world as well as nationwide,  
and bring the world connected to enhance our customers' competitiveness.

**There is Nowhere We can Reach.**

We provide stable and efficient services to our customers wherever they need,  
whether in a logistics center or on customers' doorsteps, with entirely transformed logistics environment  
by innovation and internalization of digital and automation-based logistics technology.

**Logistics Evolves, and We Lead that Evolution.**

Making all Connections to the world &  
Creating Tomorrow one step ahead,  
We are *lgf*.

**Connecting World,  
Enrich Life**



Scan QR code to discover *lgf*.

**I.  
Company Overview**

Brand Story  
Mission & Vision  
History  
Business Overview

**II.  
Services**

**TLS**  
Domestic Logistics  
International Logistics

**Lastmile**

Domestic Parcel Delivery  
Fulfillment  
CBE (Cross-Border E-Commerce)

**LIST**

Logistics Automation  
Logistics Consulting

**III.  
Network**

Domestic Network  
Global Network

**IV.  
ESG**

ESG Management

# Brand Story

Your Logistics Guide to the World  
We are *lGgl*!



**Business Objectives**

Embodied by the cursive script that naturally flows, Pursuing customer value with the rapid and seamless global one-stop services.

**Corporate Culture**

Using *Pacifico* fonts that convey freedom and proactive energy, Seeking an innovative and dynamic culture that breaks away from rigid and conservative practice.

# Mission & Vision



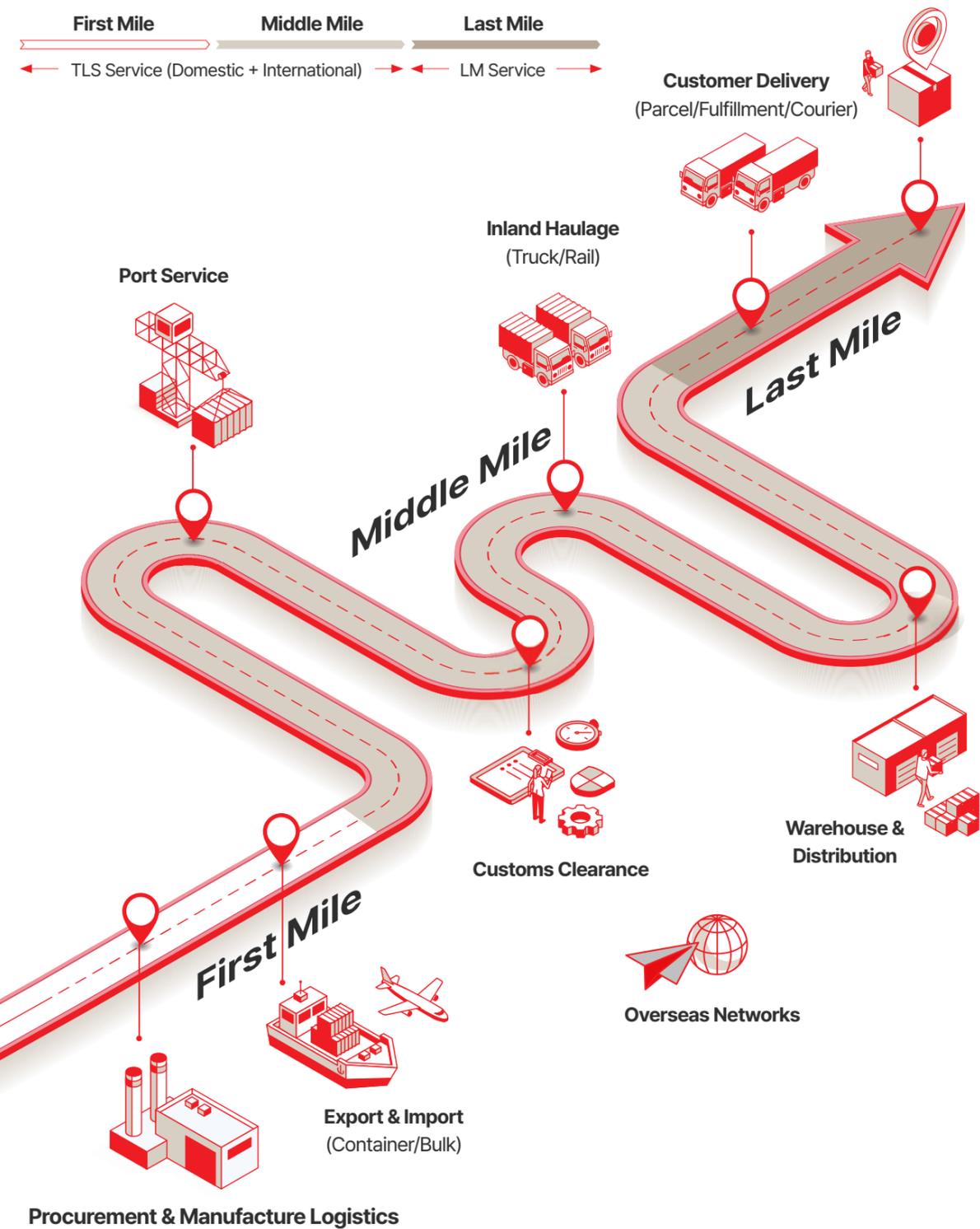
Internal Culture flexibly responding to business environment changes & maximizing organizational synergies.

# History

- 1988** • **Founded Hyundai Logistics**
- 1993** • Entered Parcel Delivery Business
- 1996** • **Founded LOTTE Logistics**
- 2007** • Expanded logistics for group's food, chemical, and manufacturing sectors
- 2009** • Established overseas bases
- 2010** • Invested Large-scale logistics infrastructure
  - Acquired and Opened anew Icheon Center
  - Built Gimpo Online-Mart Center
- 2016** • **Acquired Hyundai Logistics**
  - Launched a new brand "LOTTE Parcel"
  - Expanded overseas networks
- 2017** • Established LOTTE Logistics Research Institute
- 2019** • **Established merged LOTTE Global Logistics**
- 2020** • Signed MOU with Ministry of Environment for expanding electric freight vehicle adoption
- Listed as 'Best Company for Quality Management System', twice consecutively, first in the industry
- Listed as '2020 Top Safety and Health Workplace' in Service Sector
- Listed as '2020 Korea Best Job Creating Company'
- Held the framing-completion ceremony for Jincheon Mega-Hub Terminal
- Recognized with Commendation from Minister of the Interior and Safety on the 58th Fire and Safety Day
- Acquired Compliance Management System (ISO19600) & Anti-bribery Management System (ISO37001) Certifications
- Listed as '2020 Best Human Resources Developer Institution'
- Started to operate Eco-Cold Chain by electric freight vehicles, officially first in Korea

- 2021** • Awarded 'Best Transport Company of Achieving 100 Accident-Free Days for Commercial Freight Vehicles'
- Recognized with 'ICN Awards in Logistics'
- Signed 'Green Ammonia Maritime Transportation & Bunkering Consortium Agreement'
- Issued global ESG bonds first in the logistics industry
- Succeeded to transport a 3,400-ton- heavy cargo of to Indonesia by sea
- Acquired Compliance & Anti-bribery Management System (ISO37301&37001) Certifications at the same time, first in the industry
- 2022** • **Launched Central Region Mega-Hub Terminal / Yangsan Automation Center**
  - Built entire automated process in Icheon Automation Center
  - Recognized with 'Minister of Employment and Labor Award' at Fair Recruitment & Best Practice Competition
  - Launched 'LOTTE Parcel Direct-GO', online parcel contract service
- 2023** • Central Region Mega-Hub Terminal Achieved the highest grade (Grade 1) for Smart Logistics Center from Ministry of Land, Infrastructure and Transport
- Ranked No. 1 in Parcel Service Sector for 'National Customer Satisfaction Index (NCSI)'
- Acquired 'Lithium Battery Air-Transport Quality' certification
- Yangsan Automation Center Acquired 'Fire Safety Management Excellent Building' certification
- Ranked No. 1 in Parcel Service Sector for 'Korea Service Quality Index'
- Acquired 'Consumer-Centered Management (CCM)' certification**
- 2024** • **Selected as No. 1 in parcel services for '2024 Brand Customer Loyalty Awards'**
  - Published 2023 Sustainability Management Report featuring ESG management achievements
  - Awarded, industry-first, 'Brand of the Year 2024' in CEO category**
  - Won No. 1 for 'Brand of the Year 2024' in Parcel Service category
  - Acquired 'Human Rights Management System' certification

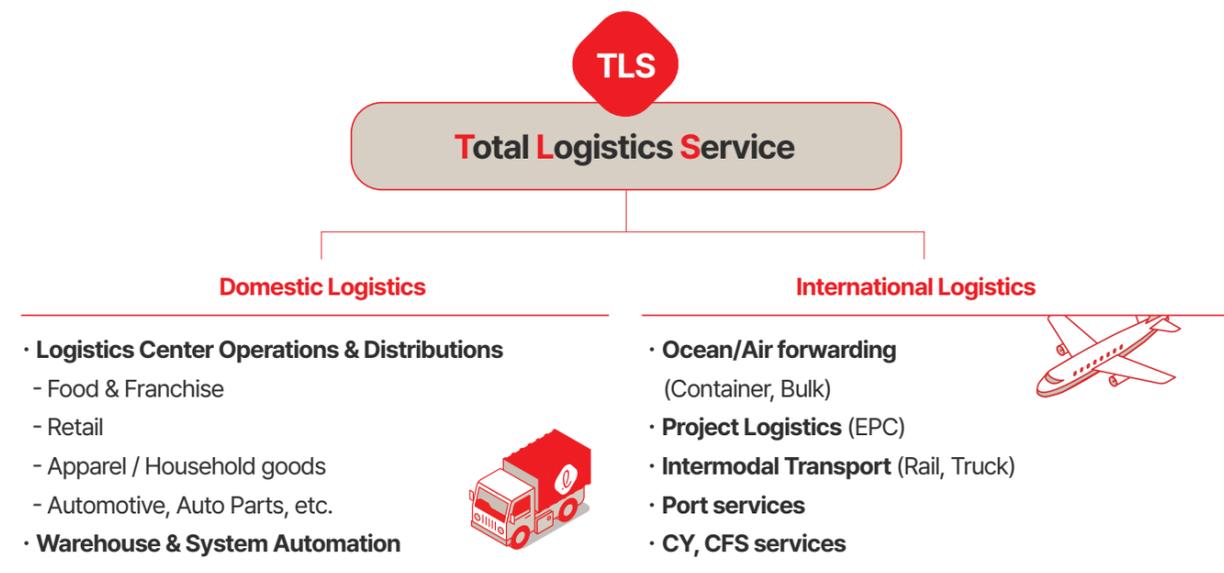
# Business Overview



# TLS(Total Logistics Service)

TLS stands for Total Logistics Service, which provides comprehensive logistics service rapidly and efficiently in all scopes of logistics from domestic to international.

## Service Portfolio



## Major Infrastructures

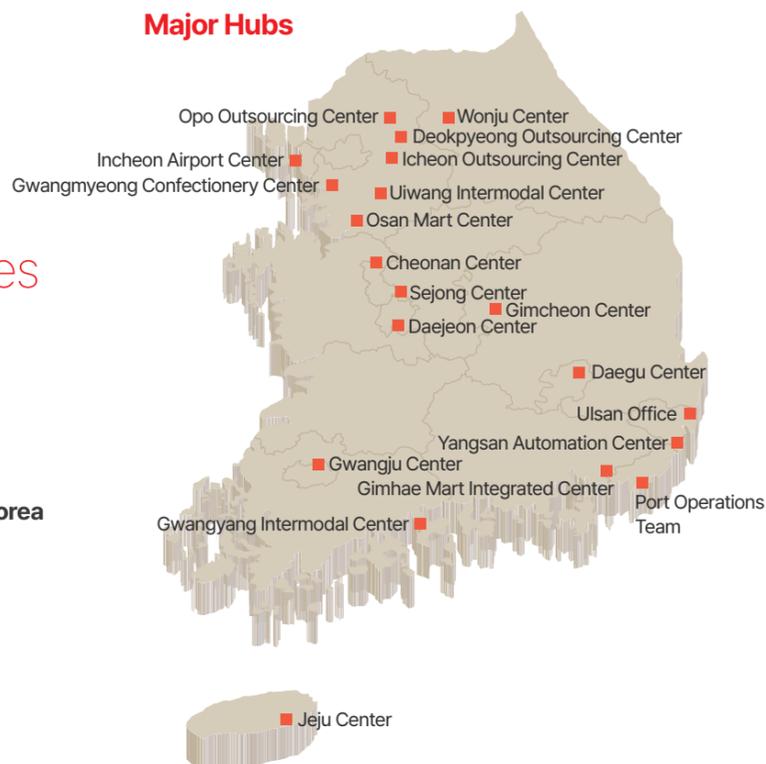
Nationwide  
**181 centers**

**176,800** delivery spokes

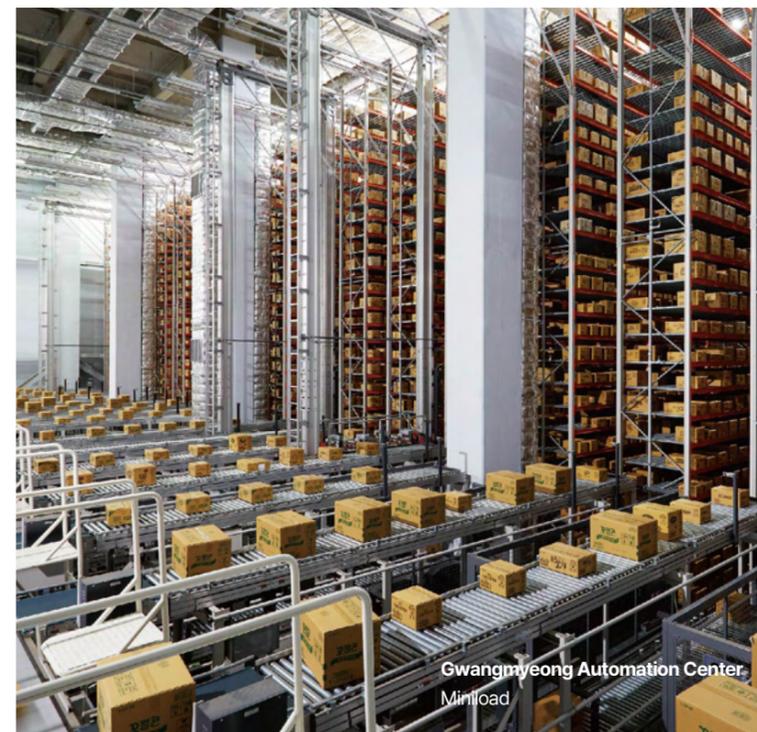
Forklifts  
**1,181** units in service

Running the largest number of vehicles in Korea  
**4,455** vehicles / day

## Major Hubs



## Domestic Logistics

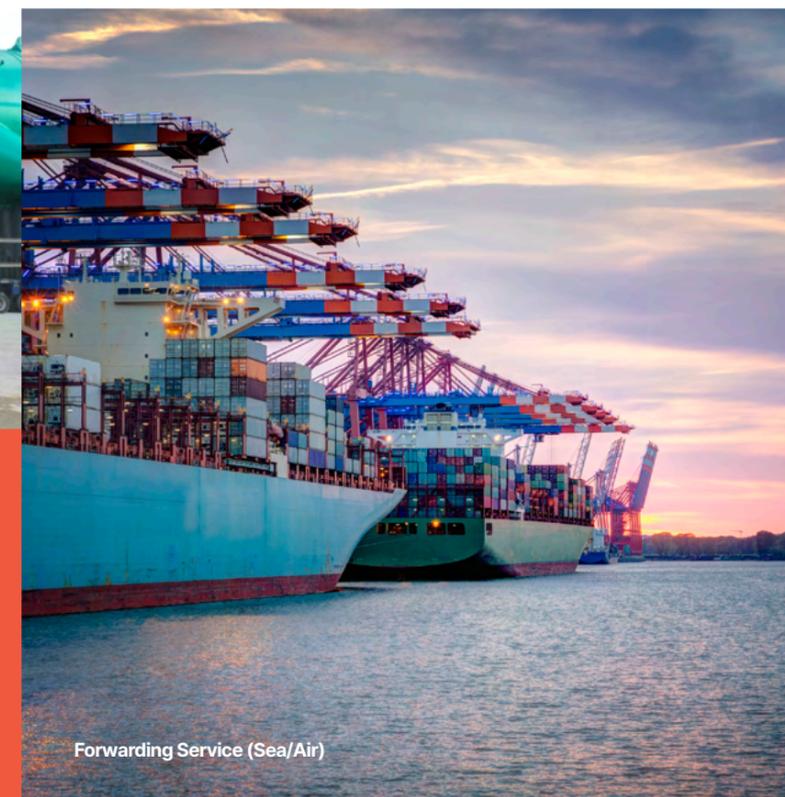


We optimize logistics centers for customers' various needs and product features, and continuously apply automation and develop IT system to improve logistics efficiency.

## International Logistics



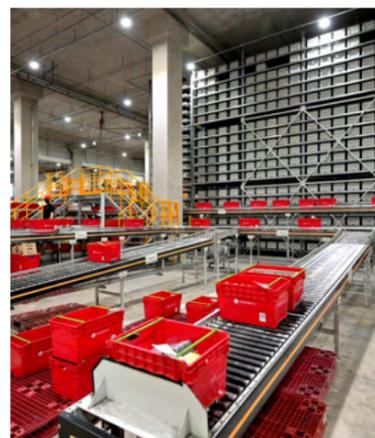
With accumulated experiences and knowledges in forwarding, we safely transport customers' cargo all over the world, also increase performances in EPC. We provide one-stop service, encompassing port operations, inland haulage, and middle-mile logistics.



**Food & Franchise** | Domestic Logistics

We offer W&D service for fresh groceries utilizing our regional hubs and delivery spokes throughout the country.

**Customized Logistics Centers**



- Product-specific temperature and humidity control
- Picking by high-tech sorting equipment (robot picking systems, etc.)

**Cold Chain Delivery Infrastructure**



- Refrigerated / frozen fleets
- Cold-chain packaging

**Expertise in Franchise**

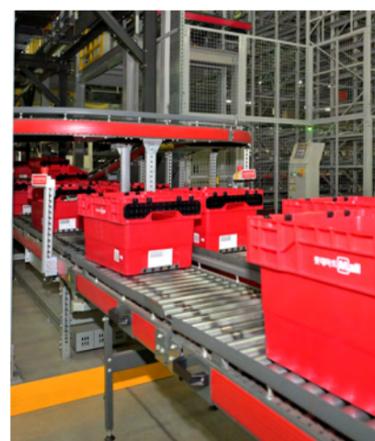


- Ambient/Cold temperature facilities for food stuff
- Know-how for each franchise such as delivery-time setting by stores

**Retail** | Domestic Logistics

We provide rapid service for both offline and online retail with specialty.

**Convenient Stores /LOTTE Mart /LOTTE Super**



- Ambient/Cold temperature-controlled centers (broader Seoul area and major cities nationwide)
- Know-how in handling diverse SKUs

**Short-haul Networks**



- for B2B and B2C customers
- Same-day delivery in the broader Seoul area
- Vehicles equipped with GPS & Temperature-control System

**E-Commerce**



- Fulfillment services
- Automation solutions
- Order cut-off open till 24:00

**Apparel** | Domestic Logistics

We provide customized solutions for each client through a distinctive fashion-specialized infrastructure and expertise. Customers will experience differentiated services through VAS (Value Added Services).

**Special Automation Equipment for Apparel**



- Operating apparel-dedicated automation equipment (hanger racks, RFID, sorters, etc.)

**Apparel-Specialized Delivery**



- Apparel-specialized delivery for B2B
- Quality Inspection and inter-store transfer service

**Value Added Service**



- Alterations, cleaning, tagging, etc.
- Unpacking, hanger replacement
- Returns, shoes inspection, etc.

**Household Goods** | Domestic Logistics

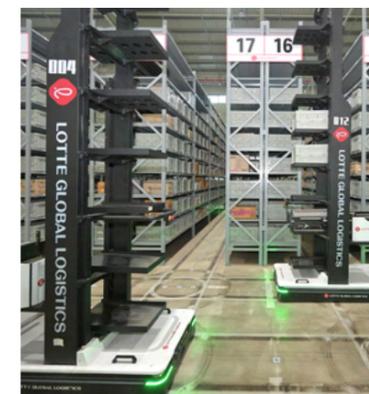
We hygienically manage customers' daily necessities and provide convenience for daily life. Our diverse delivery routes and transportation efficiency enable you to save logistics cost.

**Factory Logistics Expertise**



- Logistics management within production facilities (inbound, material supply, outbound, etc.)
- Logistics cost reduction proposals through integrated warehouse operations

**Household Goods Dedicated Centers**



- HUB and SUB centers
- Cross Dock Area assignment

**Pursuing Transportation Efficiency**



- Direct management organization for transportation efficiency improvement
- Line-haulers in-between hubs
- B2B, B2C delivery

**Automotive & Parts** | Domestic Logistics

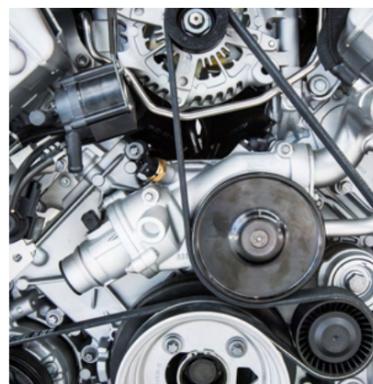
We provide comprehensive logistics services for automakers, including depot operation, vehicle transportation, and repair components storage. We cover all vehicle-related logistics, not only simple delivery.

**Finished Vehicle Logistics Services**



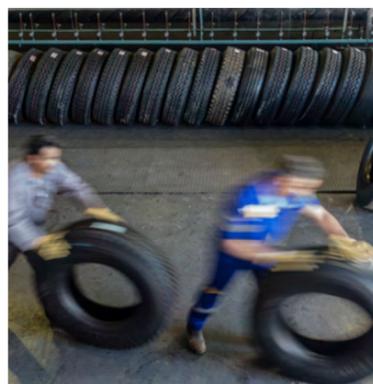
- Finished vehicle transport (Road, Car Carrier)
- Depot operations

**Auto Parts Storage/Delivery**



- Auto parts inbound / outbound / inventory management and VAS
- Dealer delivery services

**Tire Supply Chain Management**



- Tire-exclusive RDC (Regional Distribution Center)
- Dealer supply services

**Freight Forwarding** | International Logistics

We provide comprehensive logistics services to customers, encompassing import/export transportation, stevedoring, and customs clearance. We also possess the capability to provide professional procurement logistics services for large construction projects.

**Sea/Air Freight**



- Container (FCL, LCL) / Bulk Cargo
- Rate Competitiveness by Pricing Team

**Customs Clearance and Bonded Warehouse**



- Support for customs clearance, packaging, etc.
- Bonded warehouse and Bonded transportation (Incheon, Bubal, etc.)

**Project Cargo**



- EPC Expert Team, Extensive Experience in project cargo
- Special cargo (heavy / oversized cargo)
- Oil, petrochemical cargo, etc.

**Intermodal Transport for Export / Import Cargo (by Rail / By Truck / Container Inland Haulage)** | International Logistics

We transport customers' cargo safely and efficiently, utilizing a variety of modes by rail, truck, trailer, and others. We operate inland depots nationwide for the optimal inland haulage.

**Intermodal Inland Haulage**



- Inland transportation of export/import container cargo
- Intermodal haulage by truck, rail, and trailer, etc.
- Stable & reliable haulage connected to railway transport (with 42 private railcars)

**CY & CFS**



- CY & CFS operation
- Container storage and maintenance, chassis supply, etc.
- 10 regional hubs – inland depots, sales & operation offices nationwide

**Port Operation** | International Logistics

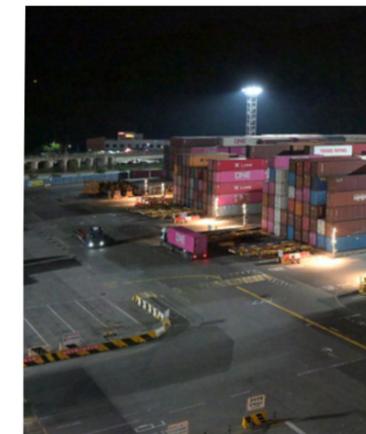
We provide accurate and rapid services at Busan New Port, Korea's largest port terminal. We handle overwhelming volume of loading/unloading containers compared to other terminals.

**Container Loading / Unloading**



- Container stevedoring
- Sorting and storage

**Port Hinterland Operation**



- Container Stuffing / Devanning / Sorting
- Customs Inspection Support

**Advanced System-Based Operations**



- RFID Processing
- Automation systems

## IT System

We computerize logistics center operations and distribution to optimize logistics processes, pursuing operational stability and transportation efficiency through a unified logistics system.

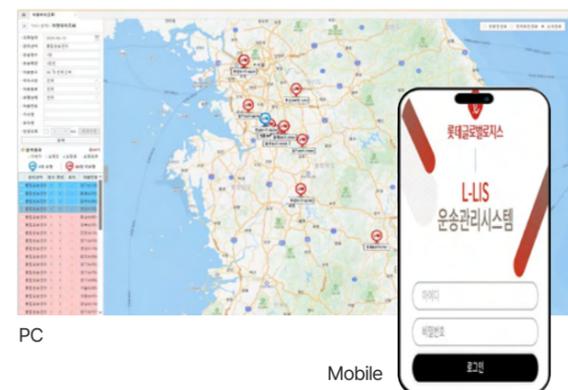
### WMS (Warehouse Management System)

- Optimization by logistics center type and management of all operational processes
- Inbound/outbound automation, real-time inventory management, returns management
- Other VAS and cross-dock management



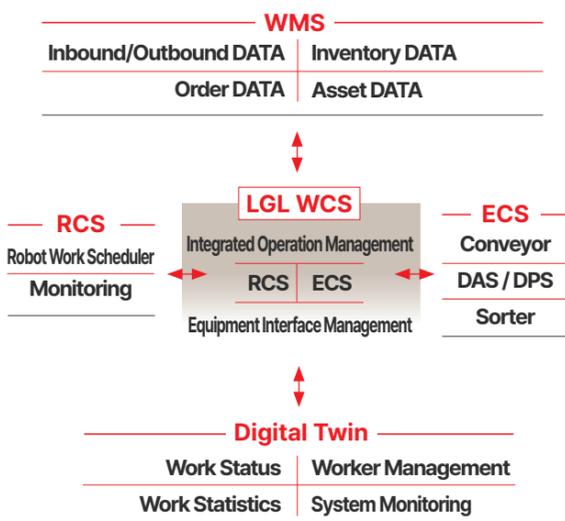
### TMS (Transportation Management System)

- Entire transportation process control from order management and dispatch planning to revenue & cost settlement
- Optimal route recommendations, real-time delivery monitoring, etc.



### WCS (Warehouse Control System)

- Automation equipment control system and WMS interface
- Seamless integration of different equipments and order processing
- Patented Self-developed WCS



### FIS (Forwarding Information System)

- Sea/Air Forwarding Operation Support
- Real-time vessel location tracking (AIS-based)
- Customer communication through portal services



## Warehouse Automation

We operate various service type of automation centers – Yangsan, Icheon, etc., which maximize operational efficiency by eliminating picking errors and increasing outbound and storage capacity

### Key Application Sectors

- Retail Logistics
- Franchise Logistics
- Convenience Store Logistics
- Food Logistics (Beverages/Liquor, etc.)
- Apparel Logistics
- Tobacco Logistics



### GTP (Goods to Person)

- System that shuttle-type AMRs pick products and convey to workers
- Reduces picking errors and work fatigue



### Robot Sorter

- Lift and sort products with robot-arms
- Enable to handle heavy cargo in a safe work environment



### De-Palletizer

- Multi-joint robot arm separates boxes from pallets and bring to conveyors
- Feasible to handle various size and shape of products through vision camera recognition



### Pallet AS/RS

- Stacker crane automatically places/retrieves pallets in high-rise racks
- Increases inventory storage efficiency / inter-level movements



### Multi-Shuttle

- System that box shuttles automatically store product boxes
- Enhances outbound productivity and secures inventory accuracy



### Layer Picker

- Picks boxes by layer and proceeds palletizing
- Reduces work intensity by handling heavy cargo

## Major Automation Centers

Center	Yangsan Automation Center	Icheon Outsourcing Center	Gwangmyeong Confectionery Center	Deokpyeong Outsourcing Center
Clients	Multi	LOTTE Super, GRS and 3PL clients	LOTTE Confectionery/Chilsung	Multi
Area (m2)	41,000 m <sup>2</sup>	94,500 m <sup>2</sup>	19,100 m <sup>2</sup>	129,200 m <sup>2</sup>
Products Handled	Dairy products, beverages, apparel, etc.	Fresh food, apparel, etc.	Beverages only	Apparel, tobacco, etc.
Major Equipment	AS/RS, Layer Picker, GTP, etc.	ODS, OCR, Sequence-Buffer, etc.	PLT AS/RS	3D PLT Shuttle, CTU, GTP, etc.
OPEN	May, 2022	January, 2012	January, 2010	May, 2016



#### A Better Way to Connect with the World

LOTTE Global Logistics offers end-to-end logistics services that seamlessly integrate domestic and international logistics.

Through close coordination between domestic and overseas networks, we swiftly operate, reduce logistics costs, and maximize operational efficiency.

The synergy of domestic SCM infrastructures and international logistics experiences resolves logistics complexity and enables our customers to secure global competitiveness.



# Last Mile

**Last Mile establishes abundant nationwide infrastructure and advanced mobile-based digital environments to deliver heartfelt experiences that keep customers happy to the very end.**

Based on our last-mile network, which includes the Central Region Mega-Hub Terminal, 20 terminals in major regions nationwide, 206 collection and delivery networks, and over 1,000 agencies, we provide customer satisfaction services through approximately 10,000 parcel delivery staff nationwide who have received excellent customer service training.

We enhance our clients' competitiveness by offering a diverse range of last-mile services, including fresh delivery and in-time delivery.



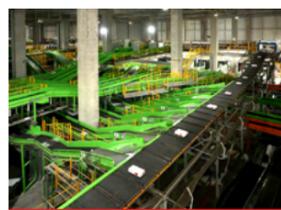
in major regions nationwide  
**20 Terminals**



Agencies  
Over **1,000** agencies



Central Region  
**Mega-Hub Terminal**



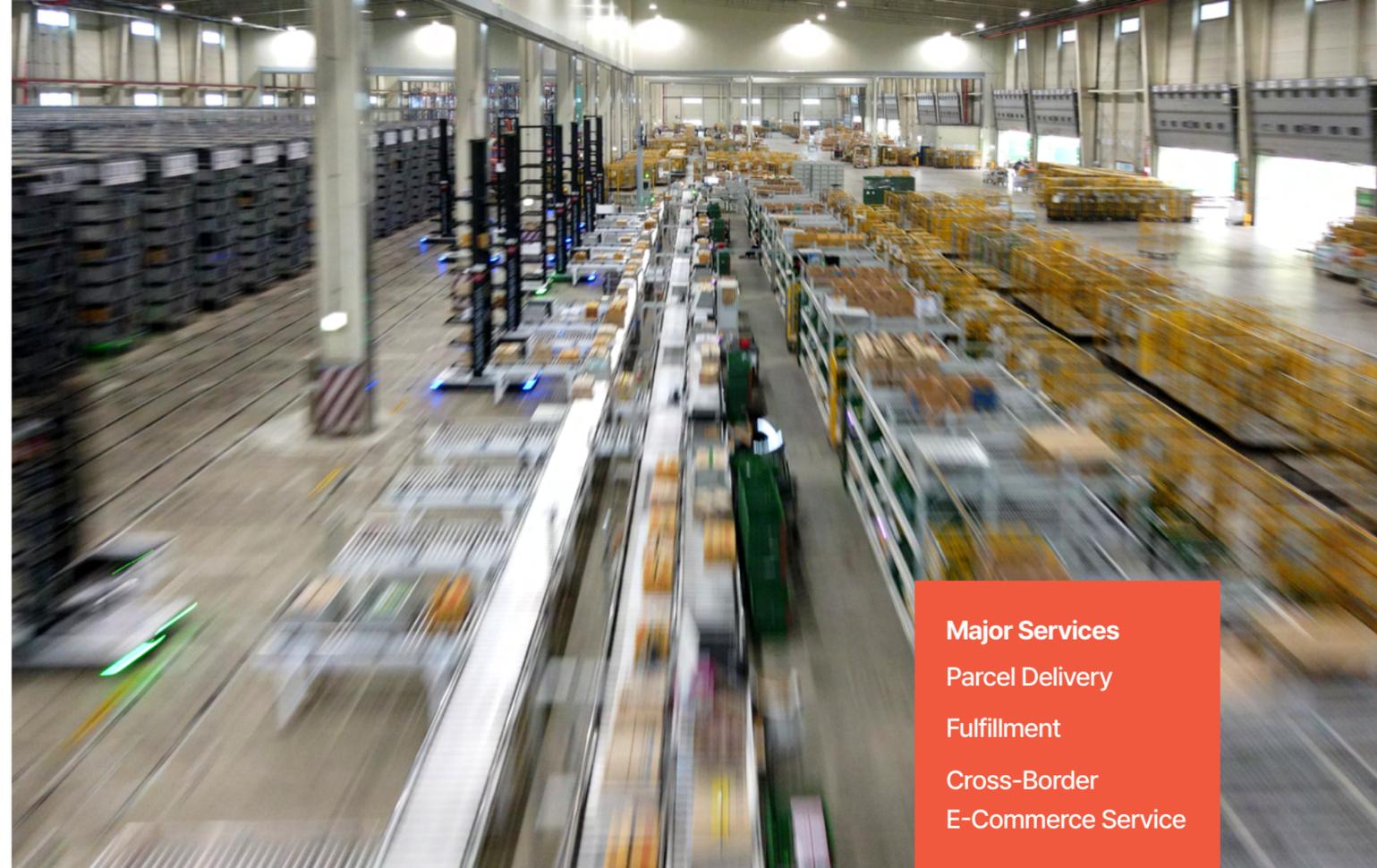
Collection and delivery network  
**206 Networks**



Well- trained  
**Approximately 10,000**  
parcel delivery staff **nationwide**

### Awards

- 2023 No. 1 in NCSI (National Customer Satisfaction Index)
- 2023 Acquired CCM (Consumer-Centered Management) certification, the only in the parcel delivery industry.
- 2021~2023 No. 1 in KS-SQI (Korea Service Quality Index) for 3 consecutive years
- 2023~2024 No.1 in Korea Brand Customer Loyalty-Parcel Sector for 2 consecutive years
- 2024 No.1 in Brand of the Year-Parcel Sector
- 2024 Recognized with 'Excellent Operator in the parcel industry' by the Consumer Complaint Resolution Business Council



- Major Services**
- Parcel Delivery
  - Fulfillment
  - Cross-Border
  - E-Commerce Service



### Parcel Service

- Provide rapid and accurate delivery services based on distinctive digital systems and solid networks
- Pursue safe delivery and customer satisfaction through customized delivery suited to features of items
- Provide convenient parcel services through parcel handling venues available at approximately 10,000 locations nationwide

### Fulfillment Service

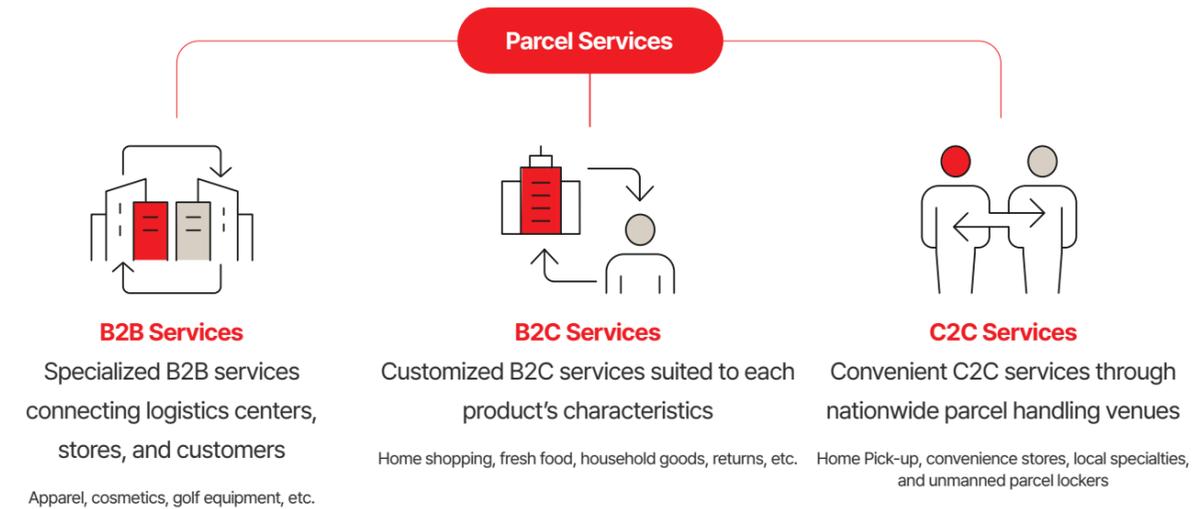
- Integrated Logistics, One-stop service: apparel, beauty, household goods, merchandise, etc.

### Cross-Border E-Commerce Service

- Provide swift customs clearance and accurate delivery services for import/export goods in major cities of the world : overseas e-commerce goods, personal parcels, samples, etc.

## 1. Parcel Services

We provide more convenient and rapid last-mile solutions utilizing LOTTE Global Logistics' own IT systems for Customers.



## 2. New services ★ Services indicate new premium services provided by LGL only

### 1 ★ Promise Delivery

LOTTE Parcel's special service that delivers at the time slots customers prefer.

<b>Dawn Promise</b> 00:00-07:00	<b>Morning Promise</b> 07:00-12:00	<b>Afternoon Promise</b> 12:00-18:00	<b>Night Promise</b> 18:00-24:00	<b>Same-Day Promise</b>   Same-day delivery for the orders received before 14:00! Order Today & Receive Same day  <b>Sunday Promise</b>   Promise Delivery that never rests, even on weekends! Delivery even on Sundays of what you need

### 2 ★ Urgent Service



A service that provides same-day delivery anywhere nationwide at fast and affordable rates by connecting various transportation modes, by rail (KTX, Mugunghwa), aviation, and motorcycles.

- Express: Nationwide priority same-day delivery service connecting with KTX or aviation (immediate response upon order)
- Rapid: Same-day delivery service from Busan to Seoul utilizing economy trains, Mugunghwa.

### 3 Non-Standard Parcel Delivery

A new service that enables seamless delivery of bulky, oversized, or heavy cargo by establishing a separate network dedicated to non-standard products that hinder parcel network efficiency, aimed at strengthening sales competitiveness and operational efficiency.

### 4 Arrival Guarantee Service

We provide fulfillment services, parcel service, and same-day delivery services at Gunpo NFA Center.

- We provide priority parcel service connections exclusively for NFA tenant sellers.
- Real-time inventory monitoring is possible through our WMS.

### 5 Direct-Go

From quote to contract in one go, Direct-GO!

Korea's first parcel rate quotation service that enables to get through from quotation to electronic contract signing in one step.

Process: Parcel rate quote query&acceptance → Signing-up electronic contract → Handling branch(or agent) assignment and pick-up date agreement → Review Invoice& Payment

Get a Quote



### 6 ★ LUGGAGE LESS (Easy Drop Service)

The start of light travel in Korea! LUGGAGE LESS is a new brand of service launched by LOTTE Global Logistics for travelers' convenience. In addition to luggage delivery and parcel services, we provide Easy Drop service – a one-stop luggage delivery service where you drop off your luggage at our city service centers and we safely deliver to your destination airports overseas. Customers can complete airline & luggage check-in at the city center hubs (including boarding pass printing), and then leave empty-handed with luggageless to conveniently collect the luggage at the destination airport. We provide 'Fast Track' advantage to service users, enabling them to enjoy convenient travel with faster immigration procedures.



#### Usage Guide

Service Center	Samsung-dong	Myeong-dong	Hongdae	Hotel Paradise City	Hotel Inspire
<b>Location</b>	2F, City Airport Terminal, 22 Teheran-ro 87-gil, Gangnam-gu	41 8ga-gil, Jung-gu, Seoul	1F Lobby, Holiday Inn Express Hongdae	B1 Lobby, Paradise City Hotel	1F Lobby, Inspire Resort Casino
<b>Services Provided</b>	Easy Drop, luggage keeping, domestic/international parcel	Easy Drop, luggage keeping, domestic/international parcel, business (fax, printing, etc.)	Easy Drop	Easy Drop	Easy Drop
<b>Eligible Users</b>	Korean Air, Asiana Airlines, Jeju Air, T'way Air, Jin Air passengers (same-day departure from Incheon Airport)				
<b>Service Routes</b>	All international routes, except the Americas routes (Guam/Saipan/Canada/Hawaii, etc.)				

## 3. Customer-Oriented Differentiated Services

### Delivery Location Photo Transmission

We send photo of the delivery location to ensure customer's valuable purchase items delivered safely and accurately.

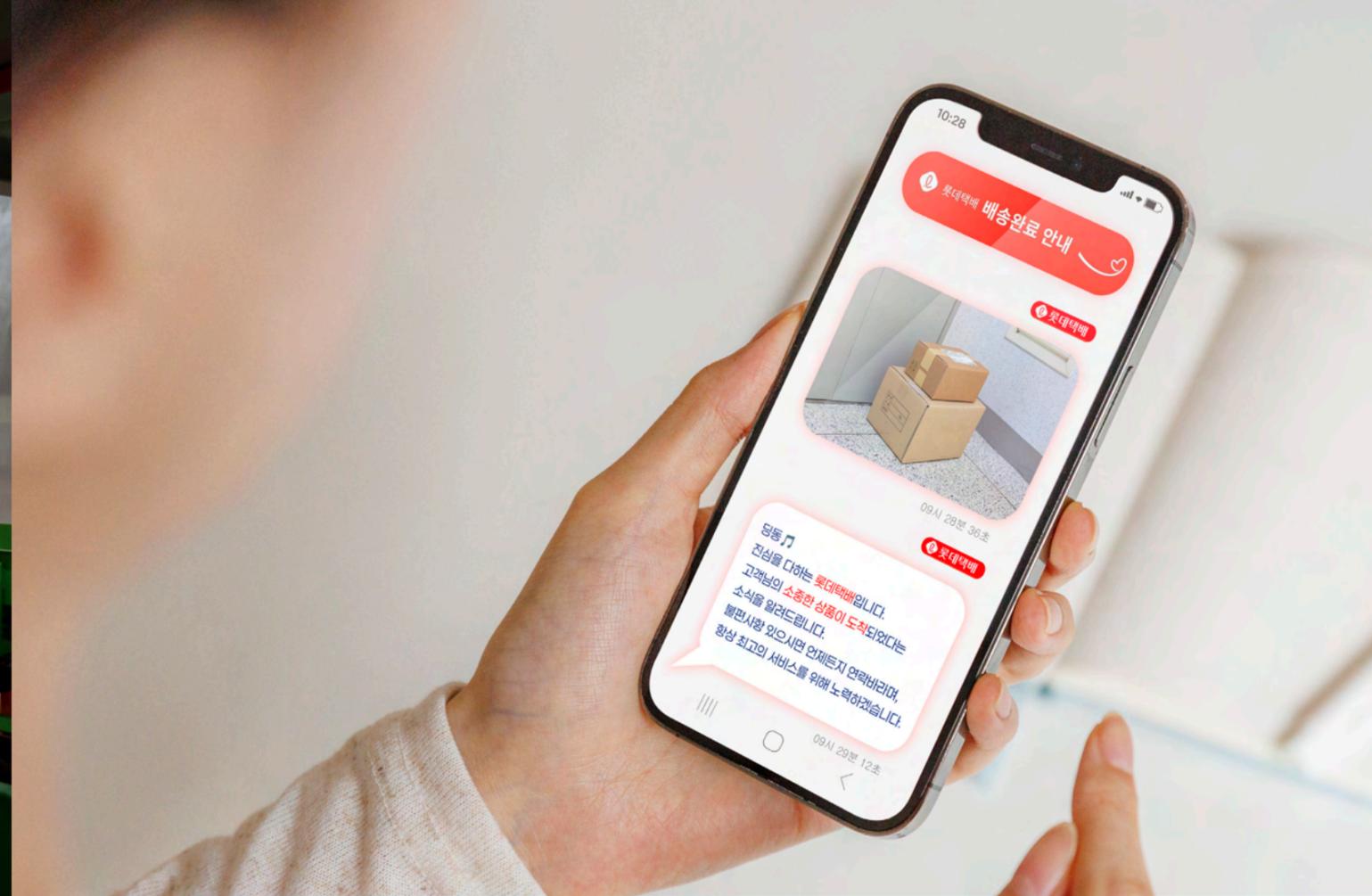
### 24-Hour Customer Center

We run a 24-hour customer center that can respond to your inquiries swiftly and accurately at any time, utilizing industry-first AI counselors that incorporate STT/TA technology. \*STT: Speech To Text (converting consultation recordings to text) / TA: Text Analysis (analyzing converted text)

### Claim Compensation Lead Time

When a parcel incident occurs, we promptly pay compensation to customers.

We have innovated the compensation process by introducing inspection centers, which have established more efficient procedures. Through this process, we pay compensation within 5 business days on average.



**Last-Mile Leader**

LOTTE Global Logistics stays ahead of the rapid changes in the last-mile market, offering a range of last-mile services, including fresh delivery and just-in-time delivery, to help our clients enhance their competitiveness. We will continue various customer service innovations in order to provide any delivery services our customers need.



# Fulfillment

We guarantee optimal e-Commerce fulfillment services that connect domestic and international consumers with markets by linking order data with delivery.

We provide fulfillment services that can efficiently handle 'personalized consumption' and 'multi-variety, small-quantity logistics' through automation and digitalization of the entire process, including order acceptance, distribution processing, packaging, delivery, and CS handling.

## Key Features



### 1 Integrated Logistics One-Stop Service

- Provide integrated logistics services from order receiving and delivery to after-sales management

### 2 Entire Process Digitalization and outbound line connected to parcel service terminal

- Order cutoff time extension
- Minimize inbound/outbound lead time with layout of outbound line directly connected to a hub terminal



### 3 Latest Logistics Systems

- Proprietary WMS system (API integration)
- In-time shipping and minimization of picking/shipping errors with the latest automation equipment
- Flexible responses to shipping volume fluctuations during peak seasons, etc.

### 4 Delivery Services

- Next-day delivery possible for orders received by 24:00
- Next-day Delivery, Promise Delivery, Arrival Guarantee (for NFA), Quality Inspection and inter-stores delivery

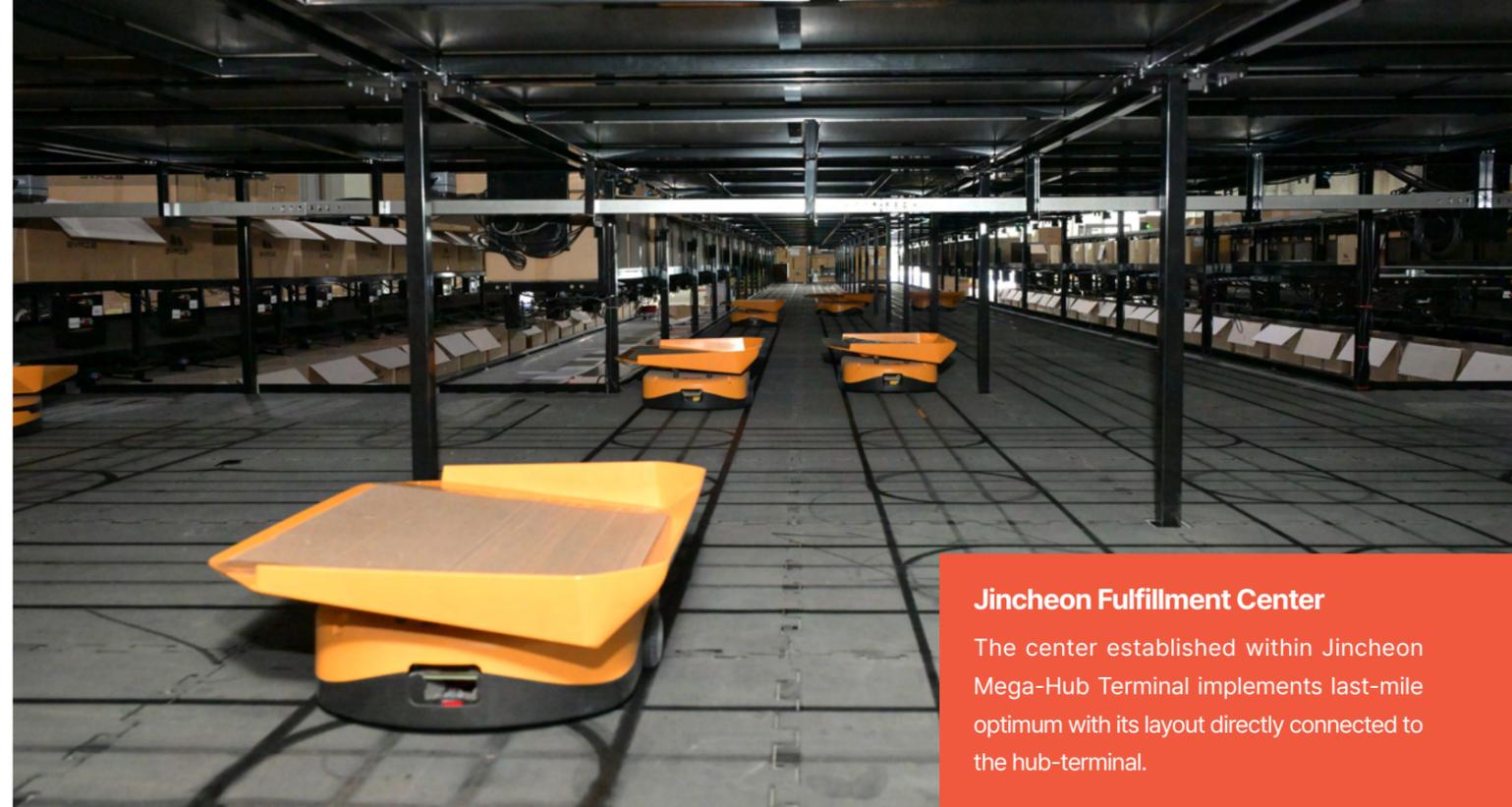


\*NFA: Naver Fulfillment Alliance



### 5 Competitive Logistics Costs

- Logistics cost reduction through optimal pricing based on LOTTE infrastructure
- Minimize labor costs by sharing work-resources within large-scale centers



### Jincheon Fulfillment Center

The center established within Jincheon Mega-Hub Terminal implements last-mile optimum with its layout directly connected to the hub-terminal.



### Jincheon Mega-Hub Terminal

- World-first, Korea-first introduction of AI 3-way sorter
- Asia's largest scale entire process digitalized and connected parcel terminal and outbound lines
- Order cutoff time extended
- Site area of 145,200 m<sup>2</sup>, Processing Volume of 1.5 million boxes/day

### Key Features

**Vehicle Docks** : Independent operation without interference from other floors due to vehicles' direct access to docks via ramp.

**Direct Connection to Terminal** : Direct outbound process through the conveyor lines connected to the parcel terminal located above the center enables order cutoff time extension upto 24:00.

### Main Equipment

B2B sorter, 3D sorter, AutoStore, automatic packaging line, auto-bagger, DPS, DAS



### Innovative Smart Logistics

LOTTE Global Logistics is gaining attention for its intelligence and automation-based smart logistics services. We are expanding our robot-based automation centers for distribution logistics, and continuously develop and implement new technologies, solutions, equipment and processes for application to automation and smart logistics systems.

We will provide customers with more efficient and smart logistics experiences, utilizing cutting-edge technology and innovative solutions, and establish ourselves as an industry leader.



## Cross-Border E-Commerce

We provide swift customs clearance and accurate delivery services for import/export e-commerce goods, personal parcels, samples, and other items from major regions worldwide.

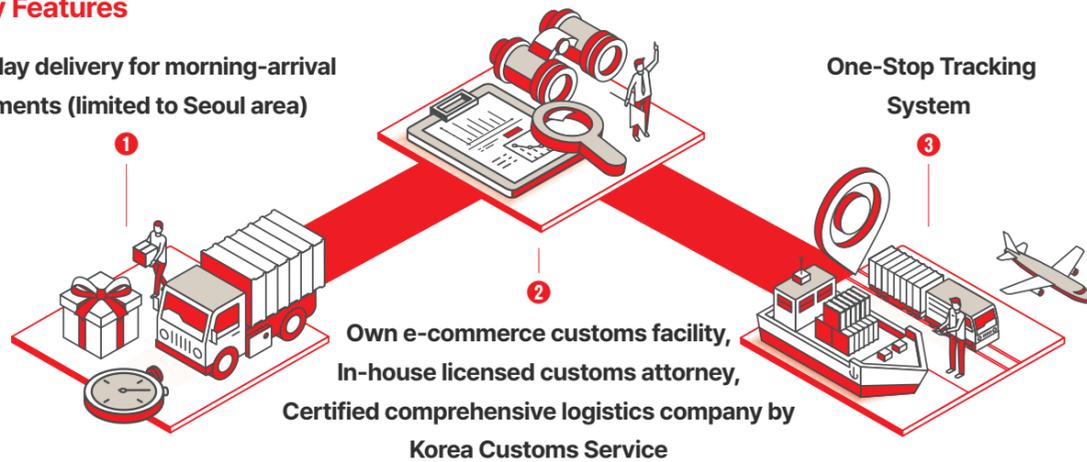
Notably, we operate a GDC (Global Distribution Center) at Incheon Airport to provide one-stop express services, including product receiving and storage, import/export declaration, X-ray screening, quarantine, inspection, also custom-sorting & repackaging for personal orders from the third-countries

### Overseas Import and Domestic Delivery Services



### Key Features

Same-day delivery for morning-arrival shipments (limited to Seoul area)



### Export Process (Overseas Delivery Process)



### In-House System Operations

We operate convenient in-house systems HAEZLE and LED from order-upload to waybill printing.



## Incheon Airport GDC



### Center Introduction | Warehouse Overview

**Address** Airport Logistics Complex C3, Jayumuyeok-ro 67, Jung-gu, Incheon

**Total Floor Area** 10,291.6m<sup>2</sup>

**Building Area** 4,665.37m<sup>2</sup>

**LOTTE Global Logistics Incheon Airport GDC**

**Incheon International Airport**

Office	CBE Export GDC Fulfillment	4F
		3F
Office Sales Support/Safety & Health Management	CBE Import General Customs / Manifest Customs	2F
		1F



## LIST (Lotte Innovation, Solution&Synergy, Technology)

### Strategic Partner for Customer Value Maximization

As a strategic logistics partner that uncovers customer needs and steps ahead, we create synergy with customers based on innovation, total logistics solutions, and unmanned-automation capabilities.



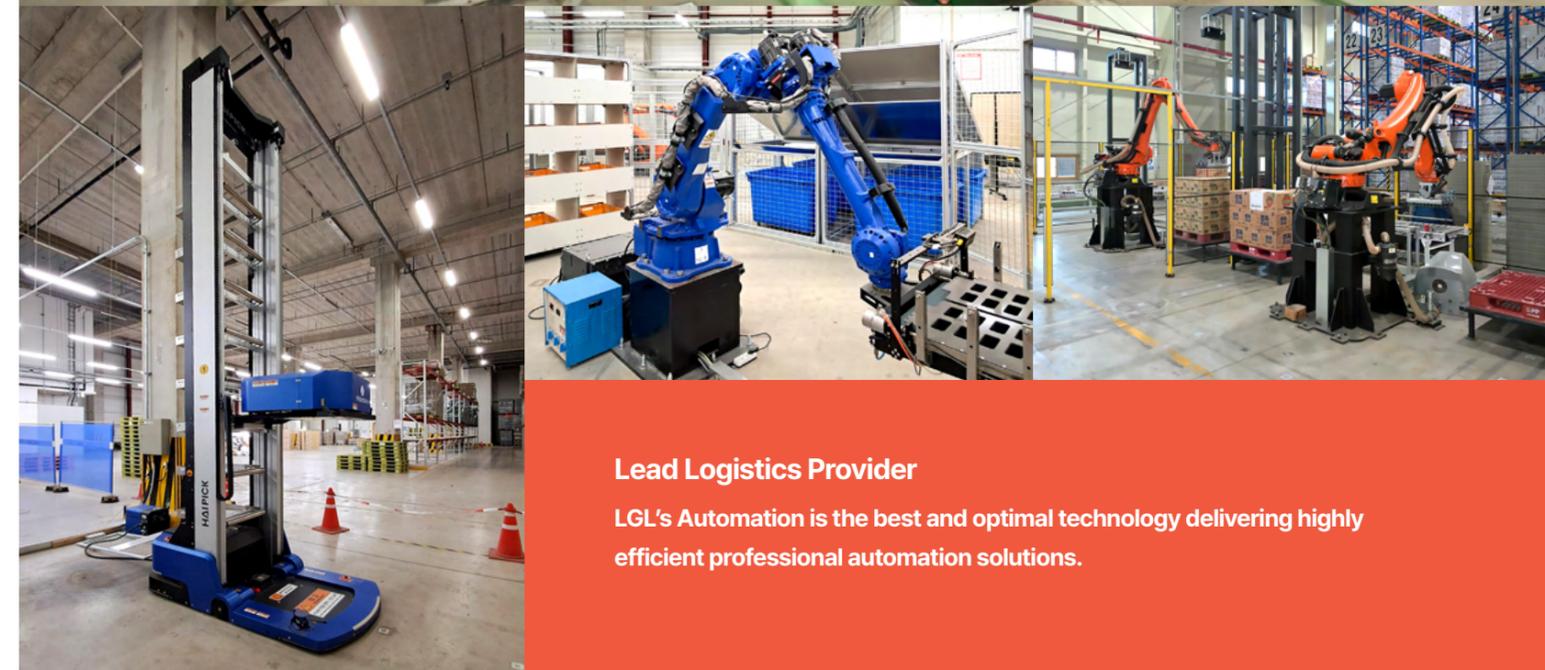
We expand business areas based on company-wide growth strategies and develop new businesses in the logistics field. Based on various simulation tools and  $\alpha$ PL business models, we provide systematic and comprehensive logistics consulting from hub network design to logistics master plan establishment.



We build customized total solutions tailored to customer needs, enhancing customer value. We improve logistics services quality, offer new logistics experiences to customers, and foster synergy within the supply chain. We support to advance customer logistics, focusing on hub establishment-design-operations, distribution optimization, and logistics service solutions.



We elevate logistics operational efficiency based on digital technology and automation, and create faster and more flexible logistics services through data and systems. Through digital transformation and the automation of all logistics processes, we elaborate operational efficiency and data-driven decision-making, leading to technology-centered logistics innovation.



### Lead Logistics Provider

LGL's Automation is the best and optimal technology delivering highly efficient professional automation solutions.

### Logistics Automation

We provide customer-oriented automation that ensures competitive costs and quality services through the internalization of various automation technology development, operational planning analysis, and simulation.

# Logistics Consulting

## Customized Logistics Consulting

As customers' strategic logistics partner, we provide logistics consulting services, including logistics assessment, process improvement, and network operation design to optimize our customers' supply chains and create synergies.

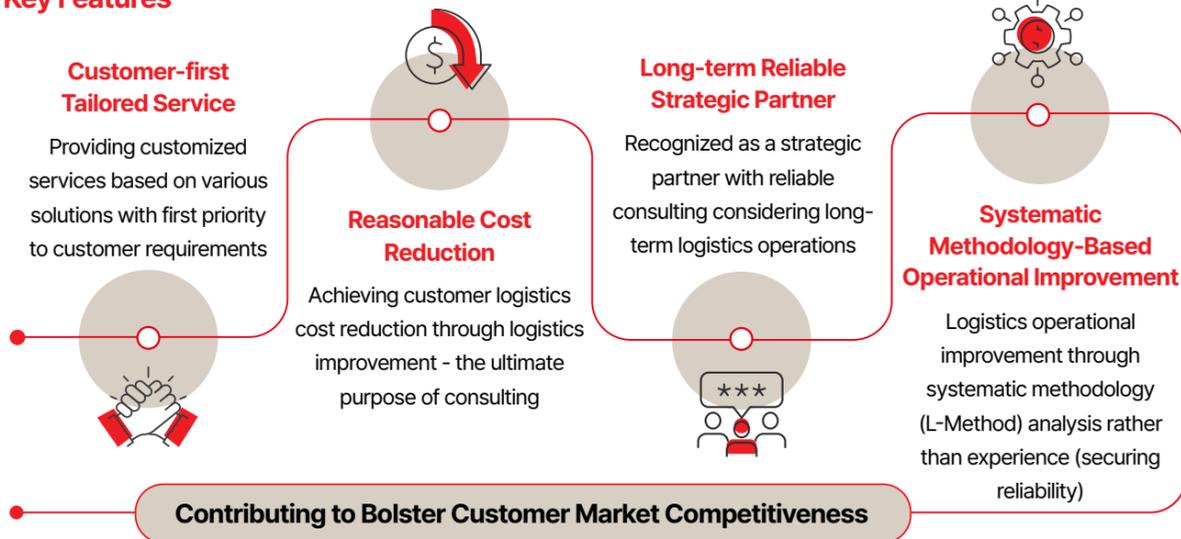
## Consulting Scope

LOTTE Global Logistics' logistics consulting services are structured across Levels 1 to 4, and designed in a modular format to perform at each level to respond flexibly to customer requirements.

<b>LV.1</b> <b>Mid to long-term Logistics Strategy</b>	<b>Trend Analysis</b> Analysis of relevant industry and overall business	<b>Environmental Forecasting</b> Analysis and forecasting of mid to long-term change drivers	<b>Benchmarking</b> Analysis of domestic and international leading companies and similar operational cases
<b>LV.2</b> <b>Logistics Network</b>	<b>Current Status Analysis</b> Hub adequacy evaluation, hub operation status analysis	<b>Scenario Development</b> Optimization scenario development and analysis	<b>Expected Effects</b> Expected effects analysis by scenario (qualitative/quantitative)
<b>LV.3</b> <b>Storage Loading/Unloading Transportation</b>	<b>Operations Design</b> Structure, layout, workflow design and work standardization	<b>Automation</b> Review on measures to improve loading/unloading, storage efficiency	<b>Optimal Dispatch</b> Establishment of optimal dispatch plans and freight rate system restructuring
<b>LV.4</b> <b>Performance Evaluation Organization/System</b>	<b>Performance Evaluation</b> Appropriate logistics KPI development and implementation review	<b>Logistics Organization</b> Advice on organization composition based on benchmarking	<b>Logistics System</b> WMS, TMS, OMS implementation review

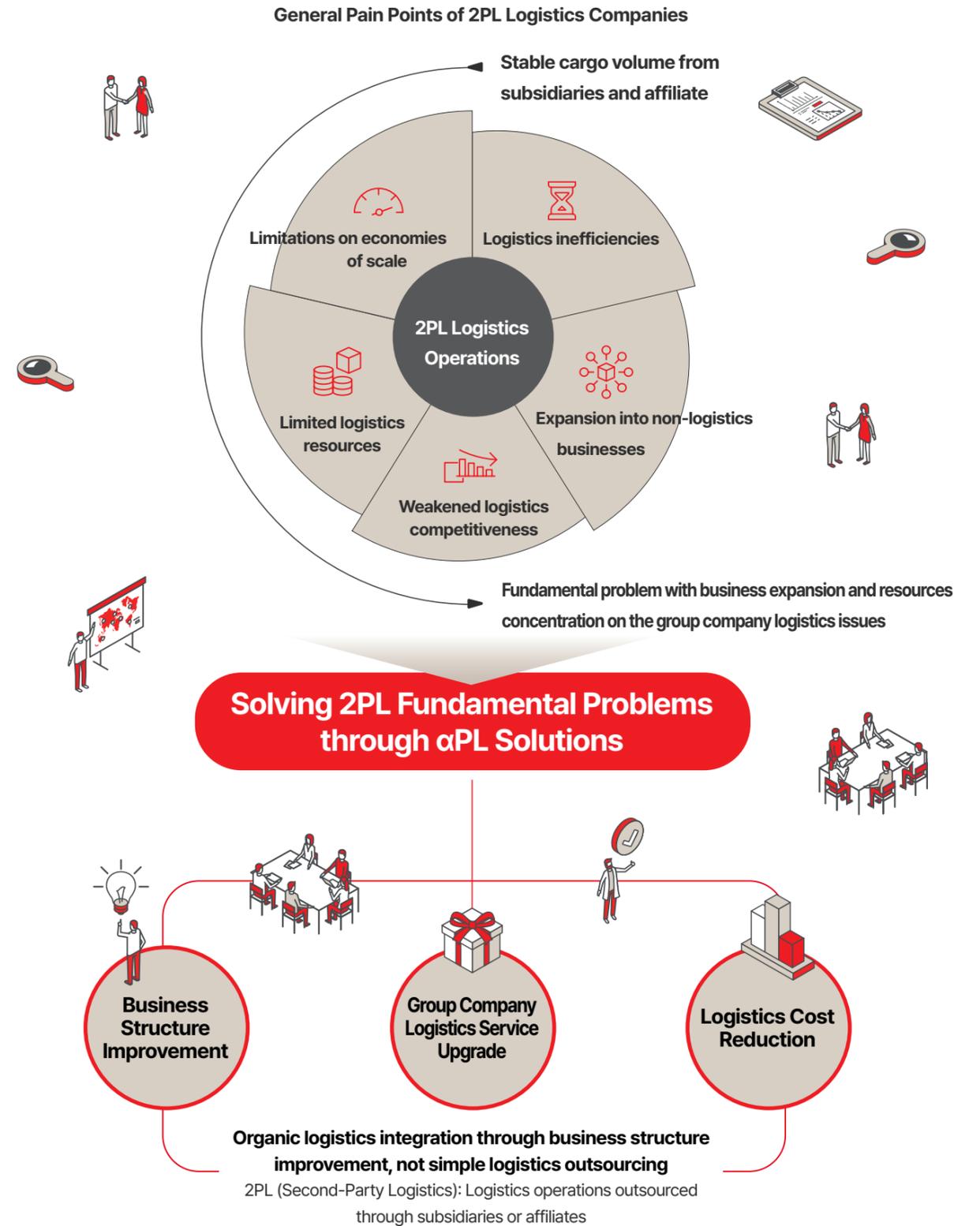
**Providing Customized Optimal Solutions Based on Simulation Tools**

## Key Features



# αPL

## "Logistics Integration Solution to Improve 2PL Business Structure"



# Domestic Network

**TLS** : 181 networks (174 logistics centers, 7 global centers)

## Major Logistics Centers

- **Yangsan Automation Center** +82-55-912-4507
- **Icheon Outsourcing Center** +82-31-634-1920
- **Gimhae Mart Center** +82-55-310-2600
- **Gimpo Online-Mart Center** +82-31-900-9050
- **Osan Mart Center** +82-31-378-3548
- **Deokpyeong Outsourcing Center** +82-31-631-5974
- **Gwangmyeong Confectionery Center** +82-2-861-4127
- **Opo Outsourcing Center** +82-31-768-1486
- **Jeju Center** +82-64-712-9251

## Major Global Centers

- **Incheon Airport Center** +82-32-745-9400
- **Incheon Airport GDC Center** +82-32-745-9451
- **Uiwang Intermodal Center (Uiwang-Daesan)** +82-31-461-4114
- **Busan Intermodal Center (Busan-Noksan)** +82-51-660-3113
- **Gwangyang Intermodal Center** +82-61-794-7503
- **Ulsan Office** +82-52-289-2907
- **Port Operations Team** +82-51-290-1953

**LM** : 37 parcel branches, 226 delivery facilities (20 terminals, 82 collection&delivery centers, 124 sorting sites)

# 37 Parcel Branches

- |   |  |
|---|--|
| • <b>Seoul Guro Branch</b> +82-2-866-3355       | • <b>Cheongju Branch</b> +82-43-271-3355     |
| • <b>Seoul Seobu Branch</b> +82-2-3158-3374     | • <b>Gwangju Branch</b> +82-62-952-3355      |
| • <b>Bucheon Branch</b> +82-32-552-9915         | • <b>Mokpo Branch</b> +82-61-284-3355        |
| • <b>Incheon Branch</b> +82-32-888-3355         | • <b>Suncheon Branch</b> +82-61-723-3355     |
| • <b>Ilsan Branch</b> +82-31-976-3315           | • <b>Jeonju Branch</b> +82-63-261-3355       |
| • <b>Suwon Branch</b> +82-31-297-3355           | • <b>Gunsan Branch</b> +82-63-443-5984       |
| • <b>Gunpo Branch</b> +82-31-460-7390           | • <b>Jeju Branch</b> +82-64-744-4855         |
| • <b>Pyeongtaek Branch</b> +82-31-664-3387      | • <b>Dong-daegu Branch</b> +82-53-381-3355   |
| • <b>Gangwon (Wonju) Branch</b> +82-33-733-3392 | • <b>Seo-daegu Branch</b> +82-53-585-3352    |
| • <b>Gangwon (Gangneung)</b> +82-33-652-3355    | • <b>Gumi Branch</b> +82-54-464-3355         |
| • <b>Chuncheon Branch</b> +82-33-263-1785       | • <b>Andong Branch</b> +82-54-843-3359       |
| • <b>Seoul Nambu Branch</b> +82-2-554-3355      | • <b>Ulsan Branch</b> +82-52-260-3355        |
| • <b>Seoul Jongno Branch</b> +82-2-454-3355     | • <b>Pohang Branch</b> +82-54-278-5901       |
| • <b>Seoul Dongbu Branch</b> +82-31-281-3355    | • <b>Busan Seobu Branch</b> +82-55-381-8999  |
| • <b>Seoul Bukbu Branch</b> +82-31-529-9321     | • <b>Busan Jungbu Branch</b> +82-51-914-3355 |
| • <b>Icheon Branch</b> +82-31-631-3355          | • <b>Busan Dongbu Branch</b> +82-51-528-3355 |
| • <b>Yongjin Branch</b> +82-31-276-4766         | • <b>Changwon Branch</b> +82-55-298-3355     |
| • <b>Daejeon Branch</b> +82-42-635-3355         | • <b>Jinju Branch</b> +82-55-761-3355        |
| • <b>Cheonan Branch</b> +82-41-558-3355         |  |
| • <b>Dangjin Branch</b> +82-41-681-4135         |  |

# 20 Terminals

- **Central Region MEGA-HUB Terminal**
- **Seoul Bukbu Terminal**
- **Gunpo Terminal**
- **Incheon Terminal**
- **Seoul Guro Terminal**
- **Southeast Terminal**
- **Seoul Dongbu Terminal**
- **Apparel Dedicated Terminal**
- **Gwangju Terminal**
- **Dong-daegu Sub Terminal**
- **Busan Seobu Terminal**
- **Paju Sub Terminal**
- **Yongjin Sub Terminal**
- **Busan Jungbu Mini Sub Terminal**
- **Busan Dongbu Mini Sub Terminal**
- **Hwaseong Sub Terminal**
- **Gimpo Sub Terminal**
- **Pocheon Sub Terminal**
- **Daejeon Sub Terminal**
- **Cheonan Sub Terminal**

# 82 Collection&Delivery Centers

# 124 Sorting Sites

# Global Network

■ Corporation ■ Branch Office

- |  |  |  |  |
|--|--|--|--|
| <p><b>Europe</b></p> <ul style="list-style-type: none"> <li>• <b>Germany</b><br/>Hamburg +49-40-285-305-09-1~2<br/>Frankfurt</li> <li>• <b>Hungary</b><br/>Budapest +36-20-538-5356</li> </ul> | <p><b>Asia</b></p> <ul style="list-style-type: none"> <li>• <b>China</b><br/>Shanghai +86-21-6350-6649<br/>Wuxi, Dongguan, Tianjin</li> <li>• <b>Vietnam</b><br/>Ho Chi Minh 070-4686-6300<br/>Long An +84-28-3873-4193<br/>Hanoi</li> <li>• <b>Indonesia</b><br/>Jakarta 070-7880-1002, 1006</li> </ul> | <ul style="list-style-type: none"> <li>• <b>India</b><br/>New Delhi +91-98711-42895</li> <li>• <b>Kazakhstan</b><br/>Almaty +7-778-335-2427</li> <li>• <b>Uzbekistan</b><br/>Tashkent +998-71-256-5200</li> <li>• <b>Philippines</b><br/>Manila +63-2-8541-7897</li> </ul> | <p><b>Americas</b></p> <ul style="list-style-type: none"> <li>• <b>United States</b><br/>Dallas +1-972-373-3200<br/>LA, Chicago, New York, Houston</li> <li>• <b>Mexico</b><br/>Monterrey +1-965-270-2880</li> </ul> |
|--|--|--|--|



# ESG Management (Environment, Social, Governance)

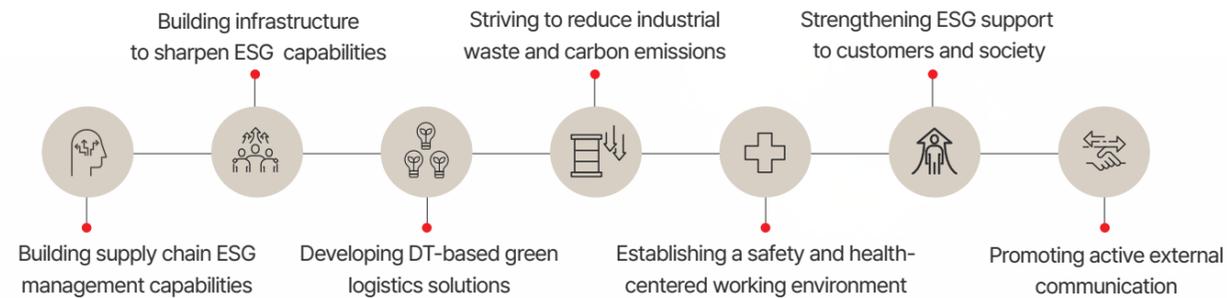
LOTTE Global Logistics has established a sustainable management system with various stakeholders and is positioning itself as an ESG management leader that achieves the ESG vision of 'delivering sustainable value to future generations' through strengthening eco-friendly logistics capabilities, practicing social responsibility, and transparent management.

## ESG VISION

**Delivering Sustainable Values to Future Generations**



## 7 ESG Key Tasks



## Environment

### E Solar Renewable Energy Introduction at Logistics Centers Eco-Friendly Management Efforts Eco-Friendly Management Certifications



Jincheon Mega-Hub Terminal Yangsan Automation Center



Hydrogen Electric Air-Suspension vehicles for Semiconductor Equipment



ISO 14001 (Environmental Management System)

Excellent Green Logistics Practice Company



Dong-daegu Terminal Incheon Airport Center



Industry-first 'Waybill-free Parcels' printing Delivery Information Directly on Boxes

## Social

### Human Rights Management System



2022 Human Rights Management Declaration



Certified Human Rights Management System

### CSR Activities



Borderline intelligence awareness campaign



Used-toy donations to disadvantaged children

### Safety and Health Management for Industrial Accident Prevention



Autonomous prevention system establishment



Workplace environment improvement



Safety and health management system advancement



Safety and health partnership establishment

### Information Security & Protection Efforts



ISMS (Information Security Management System) certification  
Partner company security check

### Customer Value Enhancement

- Industry's only Consumer-Centered Management (CCM) certification acquisition
- Dedicated organization and consumer-centered management system establishment



## Governance

### Global ESG Initiative UN Global Compact Membership



- Global ESG initiative in human rights, labor, environment, and anti-corruption

### Sustainability Management Report Publication



- Annual publication of sustainability management reports containing ESG management activities for stakeholder communication

### Supply Chain Management



- Establishing ESG management systems for partner companies to secure a sustainable supply chain

### Compliance System



- Compliance monitoring, education, due diligence and other related activities (under ISO 37301 and ISO 37001)



**Food**

- LOTTE Wellfood
- LOTTE Chilsung Beverage
- LOTTE GRS
- LOTTE R&D Center
- LOTTE Asahi Liquor
- LOTTE People Networks
- LOTTE International

**Retail**

- LOTTE Department Store
- LOTTE Mart
- LOTTE Super
- LOTTE e-Commerce
- LOTTE Homeshopping
- Korea Seven
- LOTTE Hi-Mart
- LOTTE GFR
- FRL Korea
- Samantha Thavasa LOTTE

**Chemical**

- LOTTE Chemical
- LOTTE Fine Chemical
- LOTTE INEOS Chemical
- LOTTE MCC
- LOTTE Chemical Titan
- LOTTE Chemical USA
- LOTTE Aluminum (Infracell / Packaging Solutions)
- LOTTE Energy Materials

**Hotel**

- LOTTE Hotel & Resort
- LOTTE Duty Free
- LOTTE World

**Construction-Rental-Infrastructure, etc.**

- LOTTE JTB
- LOTTE E&C
- LOTTE CM Division
- LOTTE Property & Development
- LOTTE Global Logistics
- LOTTE Innovate
- LOTTE Biologics
- LOTTE Ventures
- LOTTE Capital
- LOTTE Cultureworks
- Daehong Communications
- Canon Korea
- Fujifilm Korea
- LOTTE AMC
- LOTTE Giants
- LOTTE Institute of Future Strategy
- LOTTE Scholarship Foundation
- LOTTE Welfare Foundation
- LOTTE Samdong Welfare Foundation
- LOTTE Foundation for Arts
- LOTTE Members



Scan QR code to discover  
**the various benefits that  
LOTTE Global Logistics provides!**

**Now we**

to come to you at the time you need  
not to keep you wait, cause we are always  
on your side and will tailor to you

**promise**

to deliver on Sundays, same-day, even at  
dawn to receive parcels by LOTTE Parcel's  
Promise Delivery

Your parcel friend,  
**LOTTE Promise Delivery**

