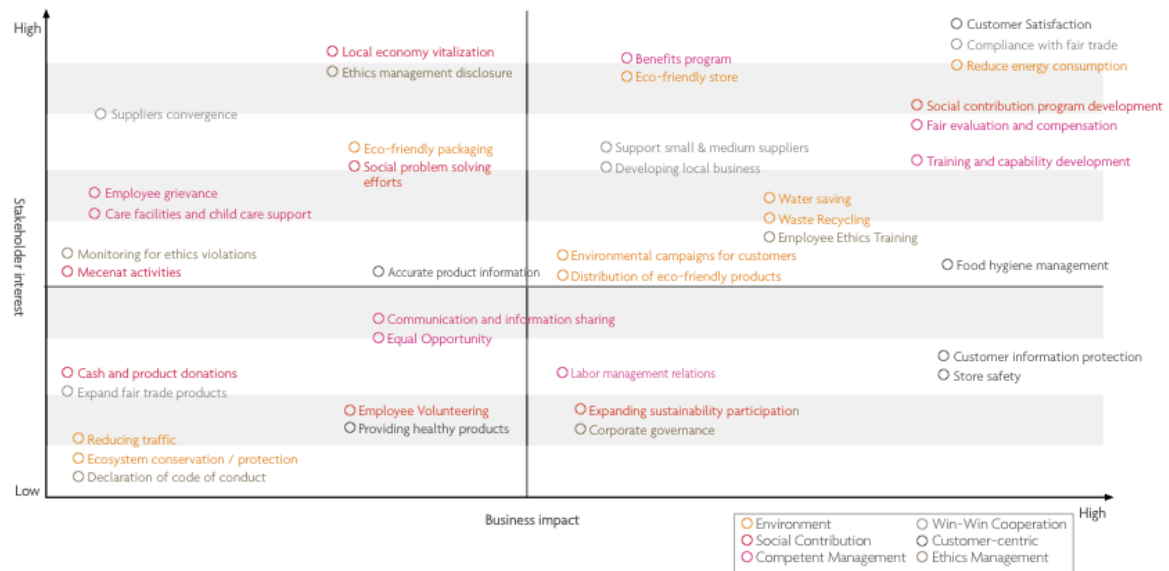


Company:	Lotte Shopping Co Ltd
Sector:	Retailing
Report Year:	2013
Headquarters:	Korea
Standard Application:	GRI 3.1, AA1000, IEA3000
Format:	Matrix

Stakeholders Communication

The sustainability management conducted by Lotte Shopping holds up the responsibility with various stakeholders and aims to provide desirable values to each stakeholder. For this, we have conducted a regular survey on the stakeholders, built up various communication channels to identify their interest and made every effort to ensure for preventing risks and creating new opportunities.

◆ Materiality Analysis of Stakeholders



◆ Communication Channels with Stakeholders

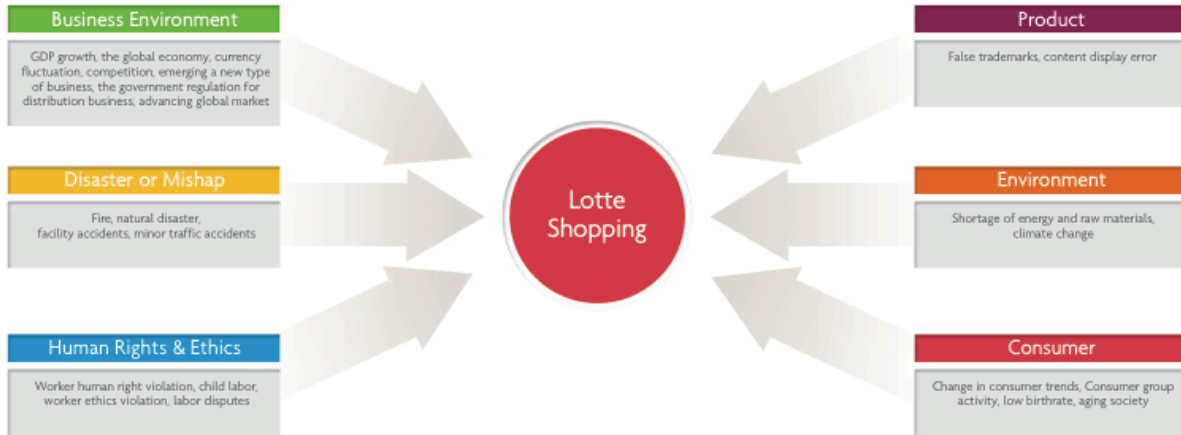




Risk Map against Business Plan

Lotte Shopping has anticipated a various internal and external risks while engaging in business activities. Lotte Shopping has defined pertinent tangible and intangible risks and has continuously analyzed a possibility and impact of each risk associated in our business and has taken proactive actions to keep them at minimum level. Lotte Shopping has categorized six major risk factors in the business environment, the product, the environment, the consumer, the human rights and ethics and disaster or mishap that have been recognized by our survey on the status of risk management.

◆ Encircled Risks in Lotte Shopping



◆ Lotte Shopping Risk Map

