

Customer Rights Protection Policy

1. Purpose

SK ecoplant established and implemented the Customer Rights Protection Policy ("the Policy") in 2026 to continuously strengthen its relationship of trust with customers. The Policy sets forth the Company's objectives, direction, and framework for protecting customer rights and interests by considering risk factors that may affect customer rights, including customer complaints and the safety of products and services. It aims to prevent customer complaints in advance and to ensure prompt and effective remedies when complaints arise.

2. Scope

All employees of SK ecoplant shall fully understand and comply with the Policy to protect customer rights and interests. All business partners that conduct business with SK ecoplant are also expected to respect and comply with the Policy.

3. Basic Principles

- 1) We place the highest priority on customer value and experience, providing optimal products and services tailored to their needs.
- 2) We ensure transparent communication regarding our products and services and remain attentive to the voices of our customers at all times.
- 3) We honor our commitments to customers and build trust through exceptional service, always working toward enhancing customer satisfaction.
- 4) We handle customer complaints and damages promptly and fairly, while continuously innovating to prevent recurrence.
- 5) We implement robust security measures to safeguard customer information, comply with applicable laws and regulations, and do not use collected data for purposes beyond its intended scope.

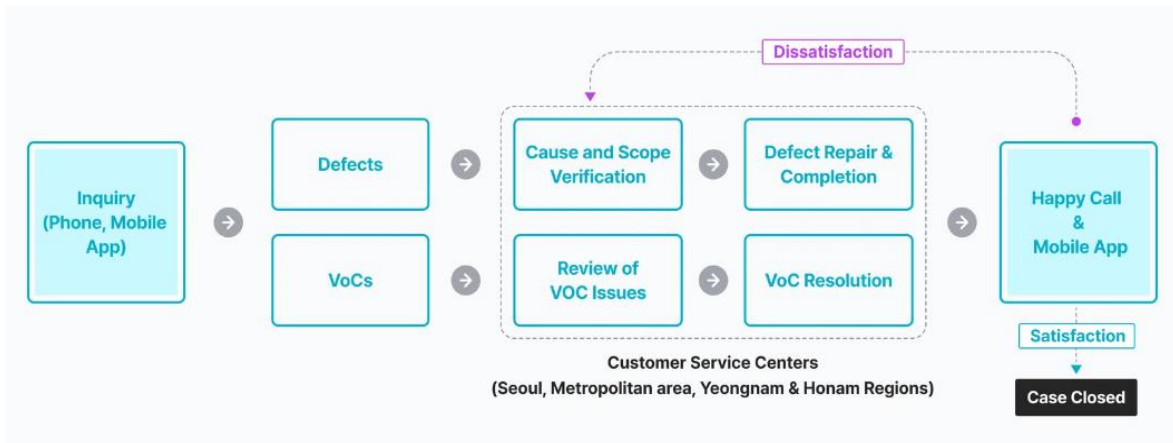
4. Identification of and Response to Risks Related to Customer Rights Protection

The CS Team, SK ecoplant's dedicated organization for protecting customer rights and interests, conducts mobile surveys with customers on overall move-in services and defect repair services. When dissatisfaction is identified through survey results, the Company immediately takes corrective actions and actively responds to prevent the recurrence of

the same issue.

In addition, for consultations and complaints received through the Customer Happiness Center, website, and mobile application, relevant departments directly participate from the root-cause analysis stage to provide prompt and accurate feedback and ensure a systematic response.

5. Customer Complaint Resolution Procedure



1) Receipt of Complaints

· SK ecoplant receives customer inquiries and defect-related requests through various channels, including telephone, mobile application, and website.

- (1) Telephone : Customer Happiness Center (Toll-free number 080-890-7114)
- (2) Mobile App : DE'FINE & SK VIEW App > My page > 1:1 Inquiry
- (3) Website
 - SK VIEW website > Customer Service > Customer Support > Standard Customer Support Procedure
 - DE'FINE website > MEMBERSHIP > Q&A or A/S Request

2) Notification to Customers

· Customer inquiries and defect-related matters are reviewed jointly by the relevant departments and Customer Happiness Center, and responses are provided to customers accordingly.

3) Review and Analysis of Received Cases

· After defect repair is completed, SK ecoplant conducts a customer survey through the mobile application, including Happy Call.

- When dissatisfaction is reported, the Company protects customer rights and interests by conducting root-cause analysis and taking appropriate actions in cooperation with relevant departments.

4) Identification and Reflection of Improvements

- Improvements identified through received inquiries and complaints are reflected in the planning of products and services.

First Established: April, 2026