

# Processing steps for reports

## Receipt/ Examination

After receiving your report, the reporting form will be examined appropriately by dedicated staff of the Sustainability Bureau in charge for the reported contents and details of harm. After the examination, accepted cases will proceed to investigation.

\* After receiving a report, the Expo Association will, in principle, contact the reporting party within five business days on whether or not the case will proceed to investigation. However, if it becomes clear that a longer review period is required due to the content or nature of the report, the reporting party will be promptly notified. In case that the case will not proceed to investigation, the fact and the reasons will be communicated to the reporting party.

## Investigation

Factual matters will be investigated properly, involving experts as necessary, depending on the case.

## Remedy· Corrective Measures

Based on the investigation results, we will take appropriate measures and/or responses as necessary.

\* Depending on the nature of the case, the Expo Association may take direct measures, or it may encourage resolution between the parties involved.

## Case Closure

We will notify the reporting party of the investigation and processing results of the case.

\*\*The standard processing period from the receipt of a report to the conclusion of the investigation is approximately two months.

