



The LGE USR mark symbolizes the Labor Union's vision as an eco-friendly leader through harmony and equilibrium between humanity and the environment.

USR of LGE Labor Union

# Special issue

## ADVANCING LABOR-MANAGEMENT RELATIONS

LGE is leading the advancement of labor-management relations by giving it a new definition where the workers and management do their part based on mutual respect and trust rather than confrontation and hierarchy.

The LGE Labor Union declared Union Social Responsibility(USR) on January 28, 2010, based on a value creating win-win labor relations, and pledged to comply with the provisions of the USR. This social responsibility declaration by LGE's Labor Union signifies responsible future-oriented action to ensure ethical and transparent union activities as the labor union of a major corporation. Such activities include efforts to promote the rights and compensation of union members, and to perform its obligations throughout all areas of society including the economy, the community, and the environment as a responsible member of society.

Through this unprecedented USR charter, LGE's Labor Union has pledged to seek a sustainable partnership with management, and pre-

# Repay the customers' love and fulfill our corporate social responsibilities

LG Electronics' Labor Union, currently making efforts to build an advanced win-win labor relations based on mutual trust between both parties, is striving to overcome the traditional labor campaign paradigm and create a new labor culture. To repay the customers' love and to fulfill our corporate social responsibilities, LG Electronics' Labor Union made the Union Social Responsibility charter declaration in January, 2010. This was the first ever by any company in the world and this declaration was made to reiterate our social responsibility.



sented a new paradigm of labor culture in which the Labor Union leads efforts to create value for customers. In total, the LGE Labor Union pledged to comply with four provisional guidelines as follows:

### Social Responsibility Guidelines of LG Electronics' Labor Union

1. Respect the coexistence of life within communities and make efforts to protect and maintain the ecosystem
2. Protect the weak and contribute to a harmonious global community
3. Improve Labor Union and promote ethical and transparent management of the company
4. Lead initiatives for management innovation at the work site as the management transparency, and actively participate in such efforts



**DIVERSIFIED AND SYSTEMATIC ACTIVITIES**

The LGE Labor Union has made a detailed plan to implement 7 core areas—Organization Governance, Human Rights, Labor, Environment, Public Beneficial Practice, Consumer Issue, Local Community Involvement and Development—as set forth in ISO26000, and has been taking action systematically according to the plan.

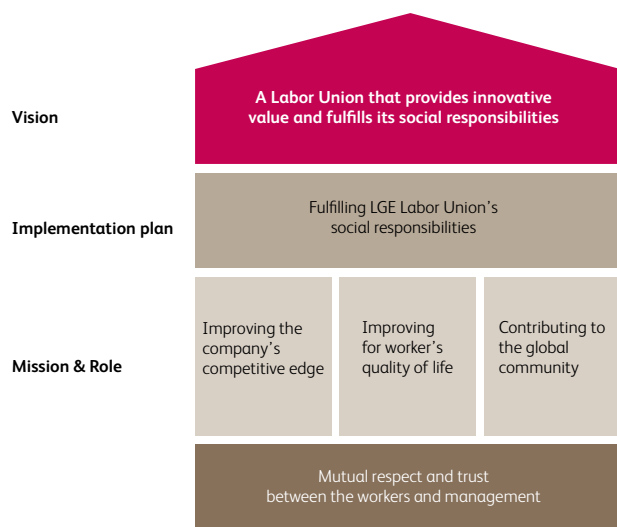
After the declaration of the USR charter in January 2010, LGE's Labor Union held a launching event for USR TDR(Tear Down and Redesign) program in March, launched the USR Supporters, participated in international relief activities in May, and hosted a corporate-wide Global Volunteer Day event and the USR Academic Seminar, jointly held with the Labor Economy Society in June.

2010 was the founding year for the USR. It was the year for the Labor Union to strengthen its own capabilities and transform its awareness. Accordingly, the Labor Union suppliers' transparent management, supported activities for the labor rights of the partners, operated advisory unions, launched low-carbon campaigns, promoted activities for anti-corruption and observance of the law, supported multi-culture scholarship, and poverty alleviation programs' and built its own capabilities and transformed its awareness.

**FUTURE-ORIENTED VISION OF THE LABOR UNION**

The LGE Labor Union presented a new vision for "A Labor Union that provides innovative values to fulfill its social responsibilities" and an implementation guideline to achieve this vision. In addition to the Labor Union's main role of improving the quality of life of the laborers and the company's competitiveness, the LGE Labor Union included the additional mission of contributing to the global community, and has set a goal to achieve its new vision by implementing USR based on the mutual respect and trust between workers and management. By advancing from a "value creating win-win labor relations" which simply portrays a short-term relationship between the workers and LGE management, to future-oriented "socially responsible win-win labor relations", the Labor Union has reached a significant turning-point for labor movement, which was previously dominated by negative viewpoints, strikes, and hostility.

**LG Electronics' USR vision**



**DECLARATION OF LGE LABOR UNION'S CODE OF ETHICS**

Following the declaration of the USR, the LGE Labor Union released the Labor Union Code of Ethics on January 20, 2011. LGE's Labor Union Code of Ethics was established to ensure that the Labor Union will fulfill its social roles and responsibilities in accordance with the USR charter as the Labor Union of a major multi-national conglomerate. All the members of the Labor Union signed LGE's Labor Union's Code of Ethics, which is composed of 7 core actions: These are the standard actions and values which all the Labor Union members have pledged to abide by.

**Code of Ethics of LG Electronics' Labor Union**

1. Transparent Management of the Union
2. Maintaining Respectability
3. Fair Work Practice and Compliance with Relevant Laws
4. Maintaining Confidentiality of Information
5. Not Abusing the Position to Ask Favors
6. Developing a Sustainable Society
7. Protecting the Socially Vulnerable Population and Contributing to the Global Community

**Sang Ho Bae**

Chairman of LG Electronics Labor Union

To repay customers' loyalty and to fulfill the obligations as a corporate citizen, the LGE Labor Union has established a future-oriented direction of "Win-Win Labor Relations" based on social responsibilities. I believe that the mutual growth of LGE and its Labor Union is the starting point of sustainability management. LGE's Labor Union will perform its obligations based on USR and make every effort to lead advanced labor-management culture in the industry.



**2011 USR QUALITY ASSURANCE POLICY**

For 2011 USR implementation plan, the LGE Labor Union has given the highest priority to strengthening the basic fundamental role of LGE, which is to create customer value by strengthening quality competitiveness. The Labor Union is planning to establish the "USR quality assurance policy" for all the customers throughout the world and is continuously strengthening its efforts to acquire product leadership. In addition, USR activities will not be limited to the Labor Union members in Korea. The Labor Union is planning to spread USR to the overseas subsidiaries and establish a global network to ensure that USR activities are customized and implemented according to local conditions.