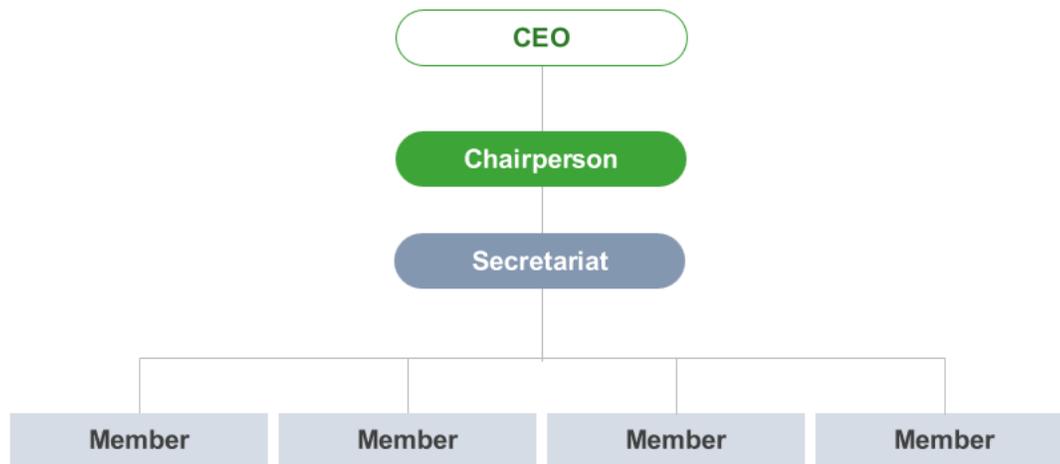


Celltrion Pharm Dispute Mediation Procedure

About Dispute Mediation Organization

- **PURPOSE:** An organization established to fairly mediate disputes with stakeholders regarding fair trade laws and essential regulations.
- **SCOPE:** All relevant stakeholders, including consumers, partner companies, and affiliates.

Organization Chart



Procedure (Within 60 days)

- ① **Submission of Application**
Direct application by a stakeholder or a request by an employee with the stakeholder's consent.
- ② **Reception & Drafting of Proposal**
The Secretariat receives the case and drafts a mediation proposal within one month.
- ③ **Dispute Mediation Organization Meeting**
Deliberations are conducted via documents; in person attendance may be required if necessary.
- ④ **Conclusion of Procedure**
Formal written notification of acceptance or rejection of the mediation proposal.
- ⑤ **Preparation of Mediation Agreement**
Finalization with the printed names and signatures/seals of the participants.

Apply & Contact

- Access Path: Celltrion Pharm Website → ESG → Governance → Compliance Reporting
- Method: Select [Request for Dispute Mediation] under the 'Category' section, then complete and submit the form

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