

Canon

Delighting You Always



CANON HONGKONG COMPANY LIMITED

CORPORATE SOCIAL RESPONSIBILITY REPORT 2023

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About this Report

Overview

Canon Hongkong Company Limited (“Canon Hong Kong” or “We”) is pleased to present the Corporate Social Responsibility Report 2023 (the “Report”). This Report aims to disclose our diverse initiatives in environmental, social, and economic aspects to demonstrate Canon Hong Kong’s vision, which contributes to the realization of a sustainable society to our stakeholders. With an eye towards achieving our vision, this year the Report has established a formal structure for the readers to understand Canon Hong Kong’s performance holistically. It includes our management approach and progress areas. During the preparation for the Report content, we have taken the disclosure requirements of the Environmental, Social and Governance Reporting Guide as set out in Appendix C2 to the Rules Governing the Listing of Securities on the United Nations Sustainable Development Goals (“SDGs”) into consideration. To further enhance our sustainability data and performance, the accredited third party has provided the data assurance service for specific environmental data in this Report. Please refer to the section “External Assurance” for more details.

Reporting Scope and Period

This report is prepared to disclose the Canon Hong Kong material sustainability topics from 1st January to 31st December 2023 and, where specified, the latest initiatives after FY2023 as well. Our reporting scopes include but not limited to activities (development, production, and sales) at the operational sites.

Report Approval

This Report was approved by the management of the Canon Hong Kong in April 2024.

Contact Us

We welcome all your feedback as it can help us with continuous improvement. Please share any of your feedback or suggestions regarding Canon Hong Kong’s sustainability performance and this report below:

Corporate Communications Division
Email Address: corp_comm@chk.canon.com.hk

PRESIDENT & CEO STATEMENT

In an era where sustainability and the active involvement of companies in environmental and societal improvements are garnering global attention, Canon remains committed to implementing our corporate philosophy of “Kyosei”, which emphasizes the significance of harmonious coexistence and mutual prosperity among individuals, communities, and the environment. We are dedicated to embedding sustainability into our operations and leveraging technologies to foster a more efficient corporate environment while enhancing the well-being of individuals.

By integrating Artificial Intelligence (AI) technology into our expanding portfolio of document management, cloud, and mobile solutions, Canon is devoted to pushing the boundaries of innovation, which includes optimizing efficiency and productivity for enterprises and facilitating seamless collaboration and communication across various locations. Our intelligent business solutions streamline cross-border operations, empowering enterprises to capitalize on opportunities in the Greater Bay Area. Canon is committed to spearheading technological advancements and exploring the limitless possibilities of AI in optimizing synergy across various operations, enabling organizations to navigate the ever-evolving business landscape and tackle future challenges head-on.

Adhering to our philosophy of "Kyosei", Canon recognizes our essential role in addressing complex social concerns outlined in the United Nations' Sustainable Development Goals (SDGs), such as climate change, natural disasters, poverty, and inequality. We integrate sustainability elements into our operations, reinvest business profits into local communities and environmental conservation, and provide humanitarian support to people facing harsh conditions and natural disasters during times of need.

As a responsible corporate citizen, we collaborate closely with our stakeholders to pursue the goal of sustainable development. Under the umbrella of “Imaging for Good”, Canon Hong Kong contributes to the community by supporting CSR activities through our imaging expertise, including environmental conservation, youth development and caring for vulnerable groups. We also foster a healthy work environment that promotes optimal well-being for our employees and provides training opportunities to help them reach their full potential.

Canon Hong Kong is honoured to be awarded the Chief Happiness Officer Appreciation Awards 2023 “Top 10 Happy Companies to Work For. Additionally, we have received the “Excellence in ESG Innovation Award” and the “Elite of Sustainability Performance Award” in the Ming Pao ESG Award 2023 in recognition of our efforts in generating business models to meet the diverse needs and challenges of enterprises and society while developing a business ecosystem to support sustainable initiatives.

In 2024, Canon Hong Kong remains committed to upholding corporate social responsibility, supporting businesses in Hong Kong, Macau and the Greater Bay Area and brightening up people’s lives with our innovative business solutions and imaging technologies. Upholding our corporate philosophy “Kyosei”, we look forward to realizing a better society with you.



Kazuhiro Ozawa

President & CEO
Canon Hongkong Co., Ltd.



PERFORMANCE HIGHLIGHT



The ONLY Manufacturer

across the globe to offer both imaging input
and output device solutions

Canon Hong Kong endeavours to achieve our corporate philosophy “Kyosei” by integrating sustainability elements into our operational activities. This year we are honoured to receive several awards and accreditations from the most credible organizations ranging from international to local communities.



21st straight year of

NO.1

share of global
interchangeable-lens digital
camera market



Global net sales

29.44

BILLION (US\$)

(as of 31 December 2023)



Number of U.S.
patent ranking among Japanese firms

NO.1

share for 19th years



Environmental Contribution

Key Awards & Performance



Carbon Emission

2023: **0.57** Tonnes CO₂e/employee
↓ **3.4%** compared to FY2022



Resources Recovery

2023: **5,446** m³ of Recycled Material
↑ **19.1%** compared to FY2022



Energy Intensity

2023: **79.31** kWh/m²
↑ **1.8%** compared to FY2022



Paper Consumption

2023: **2.91** reams/employee
↑ **13.2%** compared to FY2022

Community Engagement

Key Awards & Performance



Total Training Hours

2023: **3,840** hours
↑ **96.9%** compared to FY2022



Total Participation

2023: **1,680**
↑ **72.0%** compared to FY2022



Volunteer Service Hours

2023: **635** hours
↑ **102.6%** compared to FY2022

ABOUT CANON

共生 Kyosei

*Living and working together for the
common good*



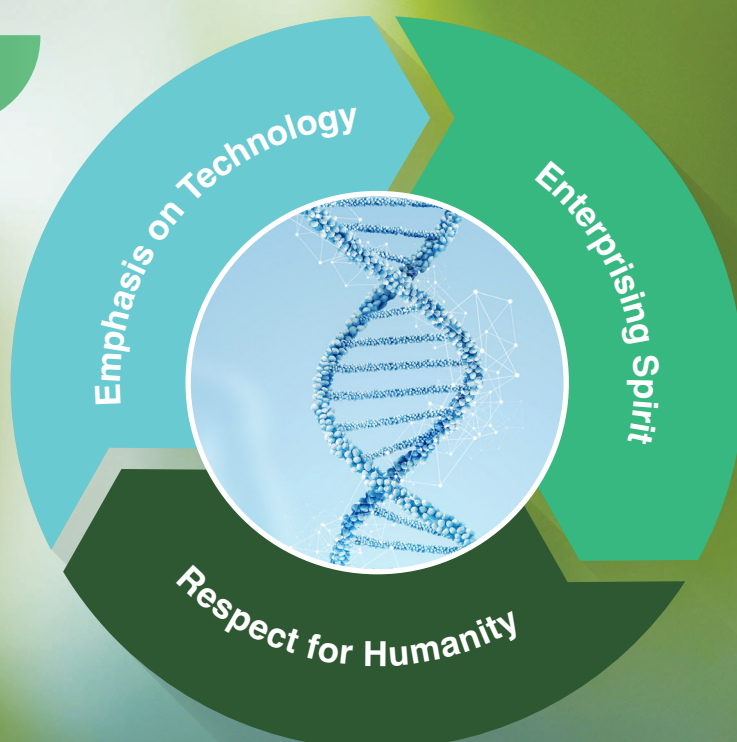
Corporate Philosophy

Canon's corporate philosophy is Kyosei, which means 'to live and work together for the common good'. This is what Canon does every day with its corporate activities. We understand that our business is supported by the development of society as a whole. This is why, as a Good Corporate Citizen, Canon aims to contribute to the realization of a better society by engaging in sound and fair business activities. In addition, we realize that we have an increasingly important role to play in addressing complex social issues that include climate change, frequent natural disasters, poverty and inequality as expressed in the Sustainable Development Goals (SDGs) adopted by the United Nations.

Canon's sales companies in Asia abide by the basic CSR statement of the Canon Group. In addition, we draw on Group resources such as advanced technological capabilities, global business deployment expertise, and diverse, specialized human resources to engage in activities tailored to characteristics and issues specific to the Asian countries and regions we operate in. Besides reinvesting business profits into local communities, we are also committed to addressing social issues, as we believe such activities are essential to sustainable development. Canon Asia's social contribution activities are focused on education, community care, environment, and cultural improvement. In times of need, we provide humanitarian support to people facing harsh conditions and natural disasters. Under the umbrella message "Imaging for Good", we aim to do our part in creating a better and sustainable society with fair chances for all, creating and capturing smiles wherever we go.

Value Creation Process

The Canon Group commenced the five-year management plan – Phase VI of the Excellent Global Corporation Plan in 2021. With inheriting our corporate DNA that is based on the philosophy of Kyosei, Canon Hong Kong continues progressing with the plan by delivering various initiatives. We aim to help build a resilient and sustainable society that provides secure, safe, comfortable, and enriched lifestyles. We will contribute using technology, products, and solution-based services to create value in ways that help to achieve the SDGs and realize an emission-free future.



Sustainability Milestones – Kyosei in Canon Hong Kong

Echoes with our corporate philosophy “Kyosei” and leading image expertise. We forge ahead together, hand in hand with Hong Kong people over 50 years.

1971



Hong Kong office was established as the first Canon office in Asia.

1992



Canon introduced the Toner Cartridge Recycling Program in Hong Kong.

2003



Canon Hongkong Co., Ltd. and Canon Marketing (HK) merged to become Canon Hongkong Co., Ltd.

2004



Canon Hong Kong launched “Hong Kong Ka Yau” Campaign to revitalize Hong Kong economy from SARS.

Bestowed the Caring Company Award, which honors the sustainable development contribution of companies.

Became Kitchee Football Team's Principal Partner by providing comprehensive sponsorship including long-term scholarship scheme to nurture talented young football players.

2008



Organized the first Canon PhotoMarathon in Hong Kong and donated all enrolment fees to Charity.

2015



Successfully verified by SGS for the greenhouse gas (GHG) accounting and reporting practices of the Year 2013 and 2014 against ISO 14064-1:2006, which is an international standard regarding the quantification and reporting of GHG emissions and removals at the organizational level.

Canon Hong Kong Corporate Volunteer Team was officially established to support community services and attained the Silver Award for Volunteer Service (Organization).

2017



Bestowed the Gold Award of the 2016 Hong Kong Awards for Environmental Excellence (HKAEE) under Servicing and Trading sector, recognizing its excellent effort in environmental management.

2018



Canon Hong Kong head office was relocated to China Life Center to create a highly collaborative working environment.



The newly opened Canon Business Experience Center provides a in-depth business solutions tour to elevate enterprises' capabilities in industry leadership, business intelligence with opportunities.

2019



Canon Hong Kong has successfully acquired the Forest Stewardship Council™ (FSC™)'s Chain-of-Custody Certificate (CoC) (FSC license code: FSC-C148225).

2021



Canon Image Square relocated to Grand Century Place to let the public experience and enjoy the brand's one-stop imaging solutions with pre-sales and post-sales services.

2022



Canon Hong Kong is pleased to be awarded the InnoESG Prize “Global ESG Impact Award” in the recognition of our co-creating global sustainable business value and constructive social impacts on the community and environment.

2023



Recognized by the Ming Pao ESG Awards with the "Excellence in ESG Innovation Award" and the "Elite of Sustainability Performance Award".

UNITING AS ONE SUSTAINABLE SOCIETY

In line with our corporate philosophy Kyosei, Canon Hong Kong implements a series of sustainability strategies, ranging from identifying aspects material to our business, mapping Sustainable Development Goals, to maintaining good corporate governance and “Canon Quality”. Through these strategies, we ensure our business is capable of operating in harmony with communities and therefore is resilient to a high variety of risks.

Topics of this section

Sustainable Development Goals and Materiality Assessment | Our Sustainability Strategic Partner

Sustainable
Development
Goals




17 PARTNERSHIPS
FOR THE GOALS





We truly understand that the Sustainable Development Goals (“SDGs”) are the fundamental cornerstone to identify the changes in societal trends and impact positively while continuing our business activities. Among these SDGs, Canon Hong Kong aligned with the materiality topics selected by the Canon Group in 2023 and integrated the SDGs that are closely related to our business activities in Hong Kong. Our Group has identified six material topics in 2023, including climate change, resource efficiency, chemical substances, biodiversity, human rights and labour and sociocultural support activities.



3 Materiality Themes in Canon Hong Kong

		
Responding to People and Society as a Good Corporate Citizen	Creating New Value and Solving Social Issues	Protecting and Conserving the Environment
<ul style="list-style-type: none"> • Respect for basic human rights/ Prevention of discrimination and harassment • Appropriate wage and working hour management • Improving quality of repair / maintenance support, as well as the ability to effectively respond to customer inquiries • Improving quality of products and services and strengthening quality control • Utilizing business activities to contribute to social welfare • Support for nurturing the students and children who will lead the next generation 	<ul style="list-style-type: none"> • Advancing security technology to contribute to the safety and security of society • Development of products and technologies that lead to affluence and delight for people in the fields of photography and imaging 	<ul style="list-style-type: none"> • Promotion of energy conservation • Reuse and recycling of used product • Reduction of waste/ Prevention of water and soil pollution

Based on the result of the materiality assessment, Canon Hong Kong has identified the following initiatives which are most relevant to our Group's CSR management strategies and on the fulfillment of the SDGs goals:

3 GOOD HEALTH AND WELL-BEING	Relevant Target	Our Initiatives and Achievements (Excerpt)
	 3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.	<p>Canon Hong Kong has implemented the Occupational Health and Safety Management System to minimize the chances of injury or illness for our employees and stakeholders. Under the management system, we have executed several measures and policies to ensure a healthy and comfortable working environment for the employee, including dental care and critical illness insurance. Canon Hong Kong has also participated in the "Indoor Air Quality Certification Scheme" and received IAQ Certificates with "Good Class" level for 2 of our offices and Canon Image Square to reduce the chronic risks aggravated by indoor air pollution.</p> <p>We have introduced an Employee Assistance Programme that offers a range of activities, including wellness seminars and a Care Express Hotline, to assist employees and their families in dealing with personal issues that may adversely affect their health, well-being, and work performance.</p> <p>In addition, Canon Hong Kong promotes a "Red Hot Passion" corporate culture with newly established committee team to arrange and launch a series of activities to elevate employee happiness, well-being and cohesion.</p>

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Relevant Target



9.4

Upgrade all industries and infrastructures for sustainability.

Our Initiatives and Achievements (Excerpt)

In 2018, Canon Hong Kong head office was relocated to a building with sustainable certifications, including BEAM Plus Final Gold Certification and the LEED Gold Award.

By providing digital printing services based on cyber-physical systems and contributing to digital transformation in office environments, Canon aims to help customers achieve more advanced, efficient operations.

Accredited as HKAEO since 2015 to demonstrate our qualified supply chain management, typically in security and safety.

Regularly conduct vendor assessments to review our service provider's environmental and social performance.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Relevant Target



12.2

By 2030, achieve the sustainable management and efficient use of natural resources.

Our Initiatives and Achievements (Excerpt)

Canon Hong Kong has established an environmental management system ("EMS") as a mechanism for continually improving the ecological assurance activities in accordance with ISO 14001 and has obtained its certification since 2006.



12.4

Achieve environmentally sound management of chemicals and all waste throughout the product lifecycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water, and soil.

We pursue the "Produce-Use-Recycle" approach to ensure our environmental sustainability, which entails managing products in ways that support a circular economy from design to End-of-Life (EoL). We have been providing extensive recycling programs for our customers and been actively supporting recycling programs organized by the community to reduce the landfill burden and increase resources efficiency through the product life cycle.



12.5

By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse.

Aside from the extensive recycling programs, we understand the waste generate on our operation is linked to our environment closely. Thus, a range of internal recycling schemes have been employed to reduce the volume of landfill waste, such as setting up recycling bins and organizing donation programs.

13 CLIMATE ACTION



Relevant Target



13.2

Integrate climate change measures into national policies, strategies, and planning.

Our Initiatives and Achievements (Excerpt)

Continuously enhance the energy efficiency in the head office by utilizing energy-saving initiatives.

Organizing Green Intelligence Office Tour to share our green practices and solutions, and to exchange the insights on being “Climate Ready” with our partners and clients.

Our Sustainability Strategic Partner

Establishing continuous dialogue with diverse stakeholders is crucial for fostering mutual understanding. At Canon Hong Kong, we place great importance on maintaining open communication channels with our stakeholders, allowing us to effectively convey Canon's corporate philosophy.

As we progress on our sustainability journey, we remain steadfast in our commitment to the principle of kyosei. We take pride in embarking on this journey alongside our valued stakeholders, including employees, suppliers, customers, local communities, NGOs, educational institutions, and others in our network.

We are delighted to have our consecutive strategic partnership with Riskory Consultancy Limited, a leading professional risk and ESG consultancy firm that shares our sustainability vision. Their enthusiastic team has obtained over 30 professional qualifications and certifications, including Certified Carbon Auditor, EEFAS Certified ESG Analyst (CESGA), CFA Certificate in ESG Investing, GRI Certified Sustainability Professional and SBTi Professional.

With over 10 years of experience, Riskory has provided consultancy services to more than 200 listed companies worldwide. Their expertise has been recognized by reputable institutions such as the World Green Organization, the International Chamber of Sustainable Development, and the IFRS Sustainability Alliance. In the past two years, Riskory Consultancy Limited has obtained more than 20 ESG-related awards and Charters, including the UNSDG Hong Kong Achievement Award for 2 consecutive years and the Hong Kong Awards for Environmental Excellence ("HKAEE") Bronze Award.

Canon Hong Kong continues to feed into the Group's global approach to sustainability by establishing partnerships with Riskory to pool our expertise and resources to create new values that cohere with the concept of sustainable development goals ("SDGs") contributing to our community.



ONE CORPORATE SPIRIT DESIGNED TO ACHIEVE OUR VISION

To establish a solid corporate governance structure and continuously raise our corporate value, Canon Hong Kong believes improving management transparency and strengthening supervising management functions is essential. At the same time, our management and employee must have a sense of ethics and mission to achieve continuous corporate growth and development.

Topics of this section

Corporate Governance

自覚
Self-Awareness

自治
Self-Management

自発
Self-Motivation



The San-ji Spirit

The foundation of Canon's guiding principles is The San-ji (Three Selves) Spirit, which have been inherited over generations since Canon was founded. The Three Selves include: self-motivation, self-management, and self-awareness. Canon Hong Kong incorporates The Three Selves into its operation and management system, ensuring our employees are aware of their responsibilities and perform their duties with a positive and forward-looking attitude.

CSR Basic Statement

The Canon Group recognizes the responsibilities of companies in a society, including product quality and safety, environmental conservation, compliance, information security, employee rights and labour management, and supply chain management. To demonstrate the Group's commitment to its corporate social responsibilities, the Canon Group CSR Basic Statement has been drafted and the Canon Group CSR Activity Policy was formulated accordingly.

The Canon Group CSR Basic Statement was drafted in accordance with our corporate philosophy of Kyosei and reiterates the Group's determination to live and work together for the common good. The statement includes our promises to provide safe and secure products, comply with laws and regulations, ensure information security, prevent corruption and bribery, and respect human rights etc.

The sustainability governance of Canon Hong Kong is guided by the Canon Group CSR Basic Statement and the Canon Group CSR Activity Policy with the aim to put into practice our core value of operating in harmony with the community and the environment.

CANON "San-Ji" Spirit

Ji-hatsu (Self-Motivation)

Take the initiative and be proactive in everything you do

Ji-chi (Self-Management)

Conduct yourself responsibly and be accountable for all of your actions

Ji-kaku (Self-Awareness)

Understand the situation you find yourself in and your role in that situation

Our commitment under the "San-Ji" Spirit:

- We must observe and act in accordance with all applicable laws and rules.
- We must always conduct ourselves in a fair, honest and ethical manner.

Canon

Compliance Test

Would your actions

- ☐ violate any laws or rules?
- ☐ leave you feeling guilty?
- ☐ disappoint your family, friends or co-workers?
- ☐ embarrass you if reported publicly in the news?
- ☐ cause trouble for the community?
- ☐ harm the Canon Brand?

When in doubt, always consult your superior or the designated department.

Canon Group Code of Conduct

Canon Hong Kong works to promote corporate ethics in accordance with the Canon Group Code of Conduct ("Code of Conduct"), to develop and regularly review our compliance system. Our executives and employees are obligated to comply with the management stance and standards listed on the Code of Conduct when performing their duties.

The Canon Group Code of Conduct

Management Stance	Code of Conduct for Executives and Employees
<ul style="list-style-type: none"> • Contribution to Society • Fair Business Activities 	<ul style="list-style-type: none"> • Compliance with Corporate Ethics and Laws • Management Assets and Property • Management of Information • Conflict of Interest / Separation of Personal and Company Matters • Maintenance and Improvement of Working Environment

CSR Management Structure of Canon Hong Kong

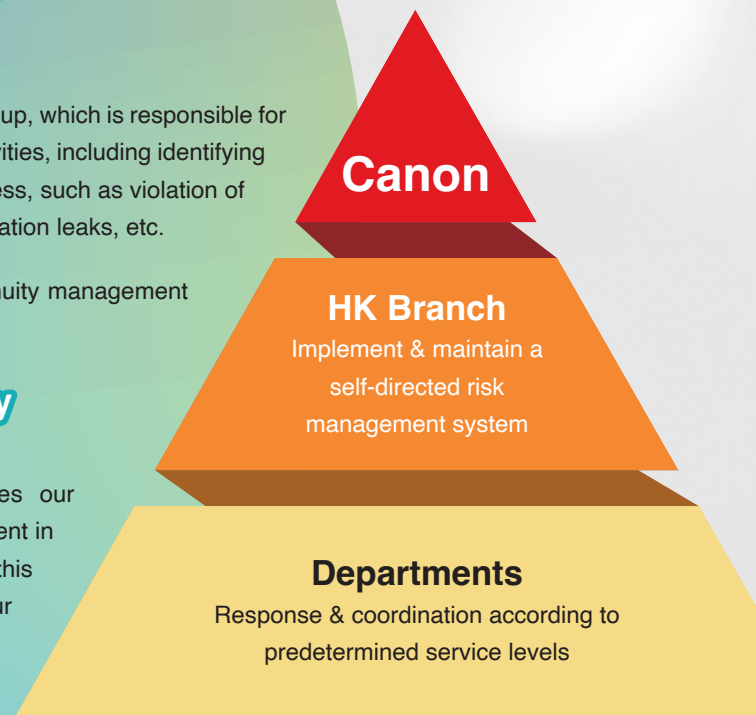
Risk Management

A Risk Management Committee has been established by Canon Group, which is responsible for developing measures to promote the Group's risk management activities, including identifying any significant risks that the Group may face in the course of business, such as violation of laws and regulations, environmental issues, quality issues or information leaks, etc.

Under this system, Canon Hong Kong maintains a business continuity management system which consists of two parts.

Canon Hong Kong's Business Continuity Management System

The business continuity system of Canon Hong Kong ensures our effectiveness in coping with risks and driving sustainable development in business. All departments of Canon Hong Kong operate in line of this system and aim at achieving sustainability and continuity of our quality service and a high level of business resilience.



Quality, Environmental, Health and Safety (QEHS) Policy



Promoting Anti-fraud Culture and Zero Dishonesty (ZD)

Canon values a honest and fair working environment which is critical to business growth. Concept of Zero Dishonesty (ZD) has been widely recognized and promoted to every member of Canon. Canon Hong Kong promotes an anti-fraud and ZD culture in line with the Group's merits through developing clear tone at the top, anti-fraud messages and control training, and case reporting and declaration channels.

Clear Tone at the Top

The Canon Group CSR Basic Statement includes "Prevent corruption in all its forms including bribery," making clear to stakeholders, both internal and external, the management stance adopted by Canon on bribery and other forms of fraud and corruption. In addition, the Canon Group Code of Conduct clearly stipulates that Group executives and employees are prohibited from receiving benefits from business partners and corporate customers in the form of gifts or entertainment, etc., that exceed the social norm, and from providing similar benefits to government agencies, business partners and corporate customers. It also clearly prohibits actions that may cause conflicts of interest and insider dealing.

Canon Hong Kong management team recognizes the importance of ZD culture and ensures that our staff comply with all the relevant laws, the Canon Group CSR Basic Statement and the Canon Group Code of Conduct.

Anti-fraud Messages and Control Training

Compliance training enables our employees to understand rules and regulations that applicable to our daily operations. Apart from requiring our employees to adopt The San-ji Spirit culture, Canon Hong Kong has aligned with the Group to execute and promote compliance at all levels. All Group policies and related training materials are available for access on both online and intranet systems. Different types of training activities are also available to ensure our employees are knowledgeable about compliance and the ZD concepts of Canon.

Besides, in order to promote our Zero Dishonesty culture outside the company, ethics letter from Canon Hong Kong's President and CEO will be sent to suppliers and business partners on yearly basis to ensure their acknowledgement of Canon's guidelines for fair trade and ethical relationship.

Case Reporting and Declaration Channels

Canon Hong Kong has designed an online whistle blow channel, "ZD Helpline" for our employees and business partners to report misconduct to Canon management. Each case will be reviewed by a designated taskforce. We ensure that:

- All cases are strictly confidential;
- Identity of the reporter will be fully protected; and
- Any improper treatment to the reporter is strictly prohibited.

Necessary corrective measures will be taken based on the investigation results in order to prevent similar case to be happened again.

Employees are required to submit conflict of interest declaration every year. They can also file independent incident involving personal interest anytime on the company's declaration platform.



DELIGHTING YOU ALWAYS

To put our company's motto of "Delighting You Always" into practice, Canon Hong Kong is committed to going the extra mile to delight customers and staff by means of high-quality products and technical support, as well as excellent customer services. The motto drives our employees to surpass our current level of service and reminds us that customers will be delighted only through the continuous provision of innovative and extraordinary services.

Topics of this section

**Business Portfolio | Service Excellence |
Product Safety and Quality Management |
Supply Chain Management**

DELIGHTING
YOU ALWAYS

Sustainable
Development
Goals

9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



Business Portfolio

Business Service & Solution

- Document Management
- Document Security
- Document Editing
- Cloud and Mobility
- Workflow Management System
- Output Management
- Resources Management
- AI Contract Management
- Electronic Signature
- Customer Communication Management
- Video Analytics
- Network Visual
- Green Office
- Education
- Scanning
- RFID Asset Management
- Line Printer Simulation System LPSS
- Canon Business Services
- One-stop IT Services



Imaging System

- EOS Digital Interchangeable Lens Cameras
- RF and EF Lenses
- EOS VR System
- Digital Compact Cameras
- Cinema EOS Camcorders
- Cinema EOS Lenses
- Professional Camcorders
- Multi-purpose Cameras
- Broadcast Lenses
- Reference Display
- Inkjet Printers
- Laser Printers
- Compact Photo Printers



Intelligence Office Products

- Multi-function Devices
- Laser Printers
- Fax Machines
- Document Scanners
- Cheque Scanners
- Flatbed Scanners
- Remote Cameras
- Network Cameras



Professional Printing Equipment

- Production Printing Systems
- Large Format Printers
- Commerical Printing Systems

Service Excellence

Achieving Customer Success as Our Ultimate Goal

Canon has always put our customer in the first place. Working proactively in partnership with our customers, we undertake our business strategy in an effort to help our customers to achieve their success. We believe the only way to excel our service strategy with the motto is to serve beyond customers' expectation.

Canon Hong Kong is honored to be awarded Smart Hybrid Office Award of the Best SME Business by Hong Kong Greater China SME Alliance Association Transformation Partner in recognizing our contribution to utilize the power of technology to digitize daily work-flow with the support of mobile platform, enhancing the efficiency and business competitiveness of cross-border collaboration and information sharing, accelerating sustainable business development.



Customer Experience

Canon Hong Kong strives to deliver a great journey for our customers to experience Canon service excellence through customer touchpoints. Our user-centered free space creates a truly personalized and tailored journey for our customers to explore their needs.

Canon Image Square: An Innovative Hub for Unleashing Creativity and Inspiration

The Canon Image Square welcomes the public to experience and enjoy the Canon's one-stop imaging solutions that infused with cutting-edge technology to meet the increasing demands for live-streaming, virtual meeting, and online seminar. We ensure seamless user experience is in place across O2O (online-to-offline) and optimize the customer journey as physical touchpoint with service excellent.

3 Features Zones in Canon Image Square



THE LIVE HOUSE - Imaging Solutions X Creative Power



THE SQUARE - The Creative Space for Inspirations



THE CLUB - The Zone for Idea Exchange X Services

Canon Business Experience Center: A Combination of Intelligence and Innovation for Potential

Featuring four experience zones based on the principles of “INTELLIGENCE”, “LEADERSHIP”, “INNOVATION” and “SUSTAINABILITY”, the Canon Business Experience Center provides enterprises with comprehensive product lines combined with intelligence and innovation. Products range from digital document management, network video solutions to comprehensive large-scale production lines, will all help optimizing corporate potential and efficiency.



Canon Virtual Business Experience Center: An Immersive Experience of the Intelligent Business Solutions and Printing Possibilities

Canon Hong Kong Virtual Business Center offers a truly immersive way for our customers to experience Canon's intelligent business solutions and unleash printing possibilities. Aiming to connect with our customers online, the platform offers a walkthrough experience with an immersive 720° and 3D imagery view. Simply click on the product, our customer could get to know more and explore the potentials of our products and solutions.



Comprehensive Service Beyond Boundaries

Canon Hong Kong's one-stop online platform fully attends to the diverse demands of customers while providing comprehensive pre-sales and after-sales services for consumer products. By electronically streamlining our services workflows, customers can check the status of the maintenance of their products by scanning the QR code on the maintenance documents. More than 80 locations are available for self-pickup, allowing customers to avoid travel and waiting. By utilizing the self-service platform, customers can enjoy the caring, convenient and instant service experience for handling maintenance arrangements anytime and anywhere.

Live Chat Service



Quotation Checking



Product Information Enquires



Delivery Service Reservation



Warranty Registration



Online Payment



Repair Status



Door-to-Door Pickup



Delighting our Customers from the Bottom of our Heart

Canon Hong Kong is dedicated to commit "Delighting You Always", we serve with "Heart" and make good use of intelligence and innovative technology to provide diversified and comprehensive solutions for different type of customers. We understand a close customer relationship underpins sustainable business growth. After understanding customers' needs, diversified activities have been launched to create initiatives on the grounds. The activities serves as a platform bringing more information of our products while collecting instant feedbacks from the customers.

AI-GEN at Work - Unleashing the Potential of Artificial Intelligence

Canon Hong Kong hosted the "AI-GEN at Work" event, showcasing a range of innovative business solutions that seamlessly integrate Artificial Intelligence (AI) technology. The event aimed to explore the boundless potential of AI and its ability to optimize synergy across various operations, empowering organizations to embrace the ever-evolving future and overcome upcoming challenges. Canon Hong Kong's dedication to unveiling the capabilities of AI alongside entrepreneurs demonstrates its commitment to staying at the forefront of technological advancements.



Mr. Kazuhiro Ozawa, the President and CEO of Canon Hong Kong greeted business leaders with our cutting-edge business solutions and encouraged guests to unveil the boundless potential of AI.

Continuous Optimization to Improve Operational Efficiency

Resource allocation is undoubtedly one of the keys for excellent customer service. To shorten the service time, every engineer is equipped with a customized mobile device to monitor the system status in real-time. It helps engineers to solve the potential problems proactively and efficiently. Meanwhile, we provide remote technical services for frequently asked questions. Hence, our engineers can focus on more complicated cases on-site that significantly shorten the waiting time of our customers for door-to-door repairing service.



Product Safety and Quality Management

Canon's basic quality concept is to ensure that customers have "no claim, no trouble". We work to maintain "Canon Quality" throughout all of our products and services. Based on this mindset, a Canon Quality Motto "Safety + Smartness + Satisfaction" was set forth to ensure our customers can use our products safely and with satisfaction.

The Canon Group CSR Basic Statement includes "Provide safe and secure products and services", demonstrating the Group's emphasis on product safety. Our own safety standards have been established for all Canon products, taking customer safety and legally stipulated product safety standards into account. The safety of ink, toner, and other consumables are assessed to raise customers' confidence when using our printers. Canon Hong Kong receives safety information, such as safety cautions from Canon Group when making repairs or exchanging parts and complies with the safety standards.

In the unlikely event that product quality issues arise, a framework for prompt response, including causal investigation, free repair and information disclosure, is in place. Canon Hong Kong will file reports to the respective quality assurance division which will then investigate the cause of issues and look into countermeasures. We also provide the Group-based tiered training to our employees to ensure our employees are capable to provide quality service.



Information Security Management System (ISMS) Policy

In accordance with "Ensure thoroughness in managing information, prevent information leaks, and protect personal information", from the Canon Group CSR Basic Statement, Canon Hong Kong is committed to preserving the confidentiality, integrity and availability of all the physical and electronic information assets to support our digital printing and scanning. Our Information Security Management System (ISMS) Policy is an enabling mechanism for information sharing, electronic operations, and reducing information-related risks to acceptable levels.

Privacy Policy

The privacy of customers is always protected at Canon Hong Kong, who complies with the requirements of Cap. 486 Personal Data (Privacy) Ordinance. All the personal data supplied by customers is retained in one or more of our databases in different formats and is secured with restricted access by our authorized personnel through appropriate security protocols for authentication and authorization.

We make promise to customers that we would implement appropriate technical and organizational measures for ensuring that only personal data which are necessary for each specific purpose of the operation is processed. The data protection impact assessment is implemented including the consideration of personal data's processing approach, purposes of obtaining those data, and risk assessments to individuals when processing the personal data.

Protection of Intellectual Property (IP) Rights

Canon has always been a research and development (R&D)-led company and has always respected intellectual property (IP) rights.

The Group conducts thorough searches of third-party patents at all stages to prevent use of IP held by others without permission. Canon Hong Kong is in line with the Basic Policy of IP Activities and ensures its business operations do not infringe the IP rights of others. Canon Hong Kong has shared information on spotting counterfeit Canon products on its company website (<https://hk.canon/en/campaign/anti-counterfeit>) to protect and educate customers of methods to distinguish genuine Canon products from counterfeit ones and the disadvantage of using counterfeit products.

Basic Policy of IP Activities



IP activities are vital to support business operations.



The fruits of R&D are products and IP.



Intellectual property rights of others should be respected and handled properly.

Supply Chain Management

Canon does not only monitor its own environmental and social risks, but also pays close attention to relevant risks when selecting suppliers and vendors. We have formulated the Procurement Policy and the Canon Supplier Code of Conduct, which is based on the Responsible Business Alliance (RBA) Code of Conduct, to ensure our procurement activities are socially and environmentally responsible.

Furthermore, Canon Hong Kong have been accredited as Hong Kong Authorized Economic Operator (HKAEO) (Tier 2) in the HKAEO Programme organized by the Customs and Excise Department (HKC&ED) since June 2015. The accreditation signifies that we have met pre-determined security standards in our international supply chain and we are recognized as a trusted partner of HKC&ED to jointly secure the global supply chain.



Eco-friendly Procurement

Canon Hong Kong is an environmentally friendly organization. We care about operating in a greener way and envision a green and sustainable future. In line with our company philosophy Kyosei, we manage our supply chain responsibly to provide our future generations with a better environment.

Canon Hong Kong's Procurement Policy and Principles



Open and Fair Competition



Quality



Safety



Information Security

Stated in Canon Hong Kong's Procurement Policy and Principles, environmental-friendly products or services would be on top of our list. Our Vendors are required to meet the statutory requirements with respect to environmental protection and other requirements which we have communicated to them.



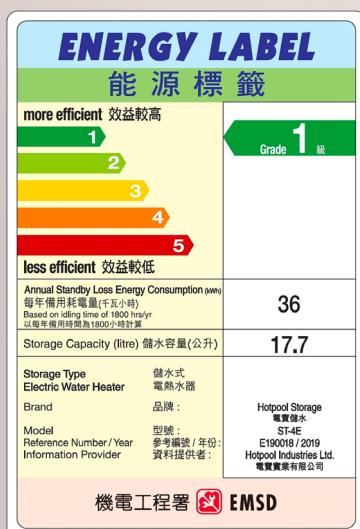
The mark of
responsible forestry
FSC™ C148225

To protect forests as carbon sinks and cradles of biodiversity, we have successfully acquired the Forest Stewardship Council™ (FSC™)'s Chain of Custody (CoC) Certificate. The CoC Certificate provides a credible assurance that products sold with an FSC claim originate from well-managed forests, controlled sources, or reclaimed materials. With CoC Certificate, our customers can rest assured that they are supporting sustainable management of forests when purchasing paper products.

Canon Hong Kong is committed to protect the environment. We care about how our external service providers help conserving the environment. All external service providers must comply with all applicable environmental laws & regulations. We have developed Environmental, Health and Safety Guidelines for External Service Providers which set out our minimum environmental standards on resource conservation, waste handling and treatment, etc. Our external service providers should review this guideline to ensure they meet the standards while working for Canon Hong Kong. Their ability to meet or exceed standards in the guideline will be taken into account when we make procurement decisions.

Green Procurement in Canon Hong Kong

Highlighted initiatives from our operations



Purchase of electrical appliances with Grade 1 Energy Efficiency Labeling



Applied the WWF sustainable seafood guide for selecting dishes in our corporate events



Use of recycled paper in premium such as the Company letterhead is made of recycled paper



Production of sales promotional items such as camera bags and stationery with emission reduction substances

COLLECTIVE ACTIONS FOR THE ENVIRONMENT

Based on our corporate philosophy of Kyosei, our approach to environmental assurance centers on maximizing resource efficiency to harmonize environmental economic activity. The Canon Group has established the vision of “Action for Green” under the foundation of the Canon Group Environmental Charter. With this vision in mind, Canon Hong Kong aims to achieve sustainable corporate growth through technological innovation and improved management efficiency throughout all our corporate activities.

Topics of this section

Environmental Management System | GHGs Emission |
Energy and Water Efficiency | Resources Management

Sustainable
Development
Goals

6 CLEAN WATER
AND SANITATION



7 AFFORDABLE AND
CLEAN ENERGY



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



15 LIFE
ON LAND



Sound Environmental Management System

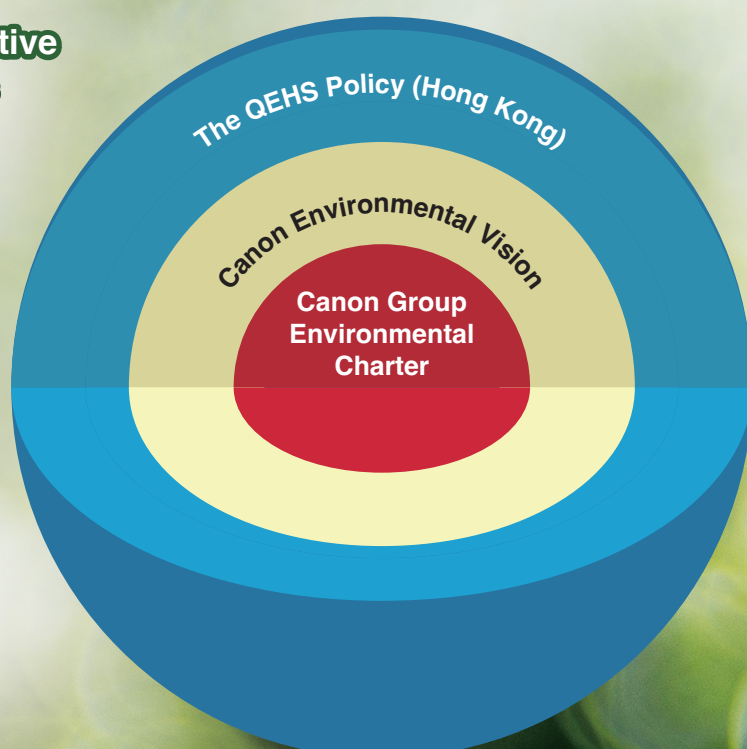
Canon Hong Kong has established an environmental management system (“EMS”) as a mechanism for continually improving the environmental assurance activities in accordance with ISO 14001 and obtained its certification since 2006. We apply the Plan-Do-Check-Act Model (“PDCA”) into our EMS. Evaluation is carried out for each environmental aspect to determine its significance, we will also consider whether the aspect is related to law, requirement of interested parties, and goals set up by the Canon Group. For reducing our potential negative impacts that are identified in the model, Canon Hong Kong will implement applicable control measures into our business operation. The QEHS Department is responsible for the implementation of both internal and external environmental programs, coordinating with our Corporate Communication Division based on the Canon Group Environmental Charter, Canon Environmental Vision, and the QEHS Policy respectively. We have standard operation procedures for handling non-compliance and an online system for managing and monitoring of non-compliance case.



Environmental Communication: A Proactive Engagement Approach for Stakeholders

Canon Hong Kong eagerly adopts a wide range of media and platforms to inform our stakeholders about the environmental activities closely related to us, including but not limited to the following channels:

- Official website;
- Official social media platforms;
- Corporate Social Responsibility Report;
- Corporate Newsletters for business partners;
- Environmental programs or campaigns; and
- Internal communications with employees.





Environmental Education: Impacting Our Community and Future Generation

Environmental education plays a crucial role in raising awareness and inspiring stakeholders to take part in preserving the environment. Canon Hong Kong is dedicated to fostering public education in the community and offers comprehensive environmental education programs for internal and external stakeholders. As part of our commitment, we have launched the Ink Cartridge Recycling Program with the local iconic cartoon character "McDull" as program ambassador. We encourage primary and secondary schools in Hong Kong to participate in this program by recycling empty ink cartridges, reducing landfill waste, and promoting sustainability. In the 2023-2024 school year, approximately 180 schools joined the Inter-School Ink Cartridge Competition, and over 10 schools participated in the environmental seminars.



GHGs Emissions: Contributing A Carbon-Neutral Community

To achieve the long-term goal of carbon neutrality, Canon Hong Kong is taking proactive actions, fully implementing environmental and carbon reduction measures in every aspect of the business. We have been conducting green office experience tours for business partners to share our green initiatives and intelligent solutions that can help companies improve work efficiency and productivity. Electricity consumption in offices and Canon Image Square is our major source of GHG emission. We are highly aware of such GHG emission would accelerate climate change. Hence, we adopt a series of measures to conserve energy, such as switching off the lights during office lunch hour, using energy-efficient electrical appliances, lighting sensors along the window sides and timer controllers, also appreciating of T5 Fluorescent Tube at the head office.

Type of Emissions	2022	2023
GHG Emissions	Tonnes CO ₂ e	
Scope 1 - Direct Emissions	15.22	4.13
Scope 2 - Indirect Emissions	252.02	246.82
Scope 3 - Other Indirect Emissions	0.48	0.49
Total	267.72	251.43
Intensity (Tonnes CO ₂ e / employee)	0.59	0.57

Scope 1: Vehicle fuel combustion, fugitive emission (refrigerant, fire extinguisher, propellant, etc.)

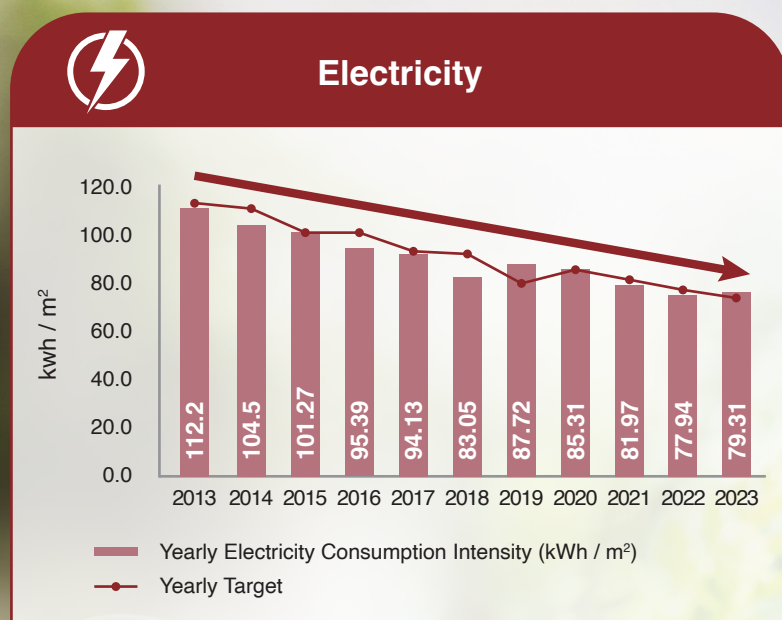
Scope 2: Electricity consumption

Scope 3: Paper consumption and recycling, fresh-water consumption and waste-water generation

Deployment of Integrated Solutions to Realize Resource and Energy Saving

Canon Hong Kong has adopted and utilized our total business solutions in our operation sites, such as Output Management System and Document Management Solution, to reduce carbon emission by reducing printing volume that indicates less power consumption.

We are committed to reducing carbon emissions not only in our operations but also in the community. We have introduced a range of "Total Imaging Solutions" to support our clients achieve sustainability.



Reduce Printing Volume



Reduce Paper Usage



Save Trees



Reduce CO₂ Emission



Reduce Power Consumption

Apart from reducing energy consumption through strategic planning and solutions integration, Canon Hong Kong also enhances the energy efficiency with the measures listed below:



Clear Light Zoning
Diagram



Utilize energy efficient
appliances, LED spot lights
and T5 fluorescent tubes



Temperature
Monitoring



Installed sensors along
the windows that auto
light off during
lunchtime or exceeding
650 lux

Water Conservation:

Our business does not require a significant amounts of water to operate. Thus, we did not produce a large amount of sewage during the Reporting Period. The water consumption in our daily operation would be office cleaning service, which is provided by the property management company. For this reason, we have no issues sourcing water that is fit for the purpose.

To conserve water resources as well as reduce the water demand, we implement measures such as:

- Display water saving tips next to taps and sinks;
- Installation of flow controller at the head office; and
- Installation of grease tanks in sink basins at pantries.



Resources Management: Promoting Circular Economy

Canon Hong Kong pursues the “Produce-Use-Recycle” approach to ensure our environmental sustainability, which entails managing products in ways that support a circular economy from design to end-of-life.



Canon Hong Kong has identified and considered the waste categories generated during the product life cycle, mainly regarded as the used machines, consumables, and the packaging materials such as multi-functional devices, toner bottles, foams, etc. Since then, we have launched various recycling programs to manage our end-of-life products which help to reduce the burden of landfills and consumption of natural resources for production.

Resources Recovery

Canon Hong Kong actively works to reduce the amount of waste originating from our operation process. Comprehensive recycling programs have been organized to reuse and/or recycling resources with our staff and customers:

All-rounded Recycling Programs in Canon Hong Kong

Product Categories	Our Recycling Programs / and Initiatives
 <p>Ink Cartridges</p>	<p>Ink Cartridge Recycling Program since 2009 with the following activities:</p> <ul style="list-style-type: none"> • Inter-school Ink Cartridge Recycling Competition • Establish over 300 Ink Cartridge Collection Boxes in Hong Kong
 <p>Toner Cartridges</p>	<p>Canon Group introduced Toner Cartridge Recycling Program since 1990. Canon Hong Kong collects empty toner cartridges through:</p> <ul style="list-style-type: none"> • Collection during the delivery of new toner cartridges • Return directly to Canon Image Square; or • Call designated hotline 31912333 for further arrangements
 <p>Toner Bottles</p>	<p>Empty toner bottles can be collected upon delivery of newly ordered toner via designated hotline 3191 2333</p>
 <p>Multi-functional Devices</p>	<p>After high standard quality inspection, collected Multi-functional Devices are sent to our technical workplace for refurbishment or to local recycling companies for proper dismantling.</p>
 <p>Printers and Scanners</p>	<p>Recycling through the “Computer and Communication Products Recycling Program” run by the Environmental Protection Department of HKSAR</p>
 <p>Rechargeable Batteries</p>	<p>Recycling through the “Rechargeable Battery Recycling Program” run by the Environmental Protection Department of HKSAR</p>

Recycled End-of-life Products and Packaging in 2023



Recycled Office Waste in 2022		Unit (kg)
	Paper	6,545
	Plastic Bottles	457
	Other Plastic (including CD and plastic bags)	78
	Aluminium Cans	343
	Other Metal	34

Wide Variety of Recycling Bins



Item Swapping Corner



Donation Programs



Encourage Our Employee to Bring Their Own Utensil



Reuse of Coffee Ground



COMBATING CLIMATE CHANGE TOGETHER

The United Nations Climate Change Conference ("COP26") has stepped up the global action with significant progress on solving the climate crisis recently. It has successfully aroused the concern of people around the world regarding the growing impacts of climate change. Canon Hong Kong has taken solid action in combating climate change. We joined forces with our stakeholders to promote technology innovation and evaluate the climate resilience in our business operation.

Topics of this section

Be Climate Ready

Sustainable
Development
Goals

13 CLIMATE
ACTION





Governance

In reference to the recommendations proposed by the Task Force on Climate-related Financial Disclosures (“TCFD”) of the Financial Stability Board, Canon Hong Kong has undertaken the following initiatives related to climate change as follows:

A comprehensive management approach is vital due to the inter-connectedness of environmental issues, particularly for climate change. Based on our Group's Global Environmental Promotion System, when an environment-related global problem arises, its impact on the Canon Group businesses will be assessed. The Global Environmental Center ("GEC") will report to the President & CEO and Executive Vice President and seek for approval on the direction in response to the associated risks, opportunities, and related measures to be taken. Canon Hong Kong has initiated and integrated the management mechanisms under the QEHS Policy. We can assess all potential risks inducing the occurrence of extreme weather for all operations and implementing appropriate response measures.



Strategy

Canon Hong Kong has identified the following risks and opportunities related climate change; we will be going to conduct a comprehensive risk assessment in the future to further build up climate resilience strategy.

Physical Risks

In short term, it is foreseen that the frequency of adverse climate activities such as typhoon and flooding in our operational sites will be increased gradually which may affect service efficiency and increase risks. Canon Hong Kong has utilized the online one-stop service to ensure our excellent service under this circumstance. Flexible working arrangements guideline has also formulated to our employees.

Transitional Risks

As the carbon neutrality goals of Mainland China and Hong Kong are expected to accelerate, our transition action may necessitate extensive policy and technologies to fulfill the stringent environmental regulations issued by the authorities. Financial risks include increasing the investment cost in research and development for legal compliance in long term. Furthermore, Canon Group has to stay ahead of both market and industry trends related to climate change so as to integrate low-carbon elements within our products.

Opportunities

Canon Group has taken the entire product lifecycle into account for carbon reduction when designing our product for office equipment, from the stage of raw material to customer use. Canon Hong Kong promotes various imaging and business solutions to improve operational efficiency, help the users conserve resources, and increase energy efficiency.





Canon Hong Kong has obtained ISO 14001 consolidated certification as an objective third-party evaluation of EMS effectiveness. The EMS implementation helps our company identify and mitigate new risks and opportunities related to climate change and further enhance our climate resilience under the management approach to environmental assurance.

Risk Management



Metrics and Targets

Based on appropriate disclosure, we will continue to utilize various proprietary Canon technologies and undertake initiatives to contribute directly and indirectly to achieving the global goal of net-zero CO₂ emissions by 2050. Our Group has broken down the overall (lifecycle) target into product and operational site targets. We have established a production target of an average 3% improvement per year in the raw materials and using CO₂ emissions improvement index per product. Canon Hong Kong has unit improvement indicators covering energy consumption, total waste generation, water usage, and emission of controlled chemical substances, which to monitor and manage regularly to contribute the overall target from our Group.

To bridge the gap between current capabilities and long-term sustainability goals, carbon offsetting emerges as an essential strategy. It serves as an immediate and pragmatic solution for mitigating the unavoidable emissions resulting from our operations. We have adopted carbon offsets to reduce the carbon emissions during the Reporting Period. The project we have utilized is the Hebei ChengAn Biomass Cogeneration Project (Project ID: 3797) from the United Nations Clean Development Mechanism (“CDM”), which focuses on generating electricity by utilizing local straw from cotton. The electricity generated from this project is sold to the Hebei Provincial Power Grid, replacing the capacity of coal-fired power plants. The project contributes to greenhouse gas emission reduction, comprehensive utilization of resources, environmental protection, and providing job opportunities and increasing income of residents. Certified Emission Reductions (CERs) from this project were also used for carbon neutrality at the 19th Asian Games Hangzhou 2022 and the 4th Asian Para Games Hangzhou 2022.



JOIN FORCES TO CARE FOR OUR PEOPLE AND SOCIETY

Kyosei is not only about the environment, but people are also an indispensable part of a harmonious community. Canon Hong Kong cares for people. As a matter of course, our team members, including our staff and employees in our supply chain are our most valuable assets. Our service quality, business development and continuity all depend on our people. Their health, welfare and satisfaction are always among our priorities. Other than our team, we recognize the importance of giving back to the society and offering help to those in need. Canon Hong Kong has always been active in organizing and participating in various community services, in hope of contributing to the harmony of our society.

Topics of this section

Our Talent | Imaging for Good: Community Care



*Corporate Philosophy
Living and working together
for the common good*



Sustainable Development Goals

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



15 LIFE ON LAND



Our Talent

Employees are the foundation of our sustainable business and values. We strive to ensure that our teams receive fair treatment and work in a comfortable environment. Guided by our principle - Familism, Canon Hong Kong highly prioritizes the diversity and inclusion of employees to strengthen trust and work together in a spirit of harmony. We promote the cultivation and development of talents by providing diverse learning and promotion opportunities for their career and professional development. In the meantime, we organise a wide range of wellness and staff-relations activities that encourage work-life balance and support our employees in maintaining a good balance of mental and physical health at work. By investing in the health and development of our team members, we anticipate them thriving and growing alongside our company.



Canon Hong Kong values the opinions of our employees by encouraging open communication that brings positive impacts. We provide two-way communication channels to collect feedback, such as employee satisfaction surveys, focus group meetings, reporting hotlines, CEO luncheons, etc. The consolidated feedback will then be communicated to related parties for addressing the feedback with appropriate approaches or actions for adjustment. What's more, the intranet tools "ifedback" and "ithanks" are available to share thoughts and gratitude towards colleagues' good work.

Canon Culture

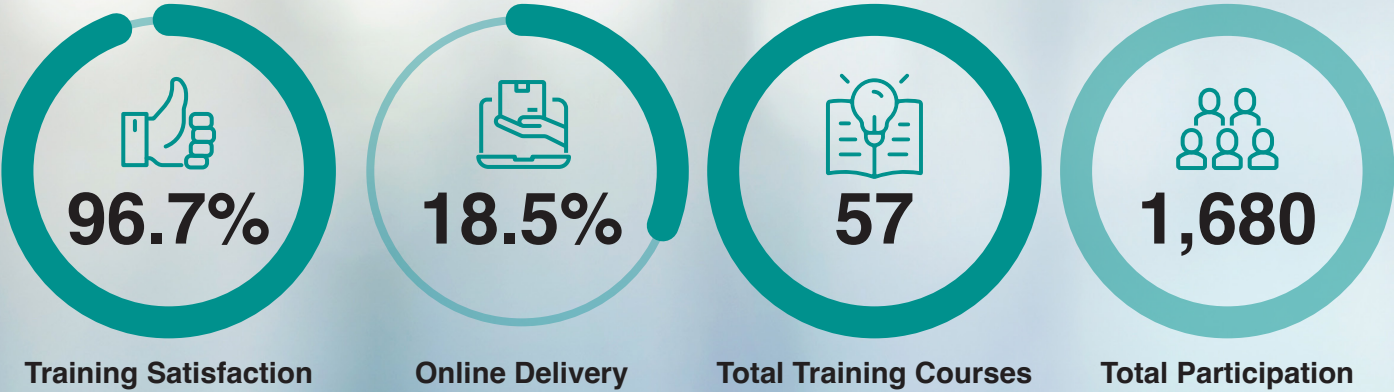
Canon Hong Kong practices "Back to Basics" policies to boost our team's morale and team spirit. We emphasize on creating a friendly working environment where employees can unleash their potentials and creativity. Our team members are reminded of proper business behavior and conduct, to appreciate the work of teammates, and to be innovative and bring services to customers' delight. We have established the "President Awards", "Long Service Awards", "6S Awards" and "Devoted Volunteer Awards" and so on to recognise their remarkable contribution to the success of the organisation.



“6S Culture” is promoted at Canon Hong Kong in order to provide a good working environment which does not only allow employees to work comfortably, but also reduces work accidents and improves work efficiency. 6S represents six workplace organization methods:



Talent Development



Training Mechanism

Position	Onboarding Training	Structured Training	Elective Training	Self-Development
Senior Management	New Staff Orientation	Canon Management School	Product Knowledge Language Training IT Training Regional / Global Rolling Stone Program Skills Upgrade Training	External Seminars & Workshops Educational Subsidy
Managerial		Global Leadership Training Leadership Development Program		
General		General/ Supervisory Training		

Plentiful resources have been invested in providing training programs to employees at Canon Hong Kong. A two-way training mechanism is promoted, either through department head nomination or self-initiation, suitable on-the-job training will be offered by our Human Resources department. With the goal of enabling employees to access the professional knowhow in an interactive way, different kinds of workplace training programs are offered, including:



Classroom Learning



Company Visit



Coaching Program



eLearning Course



Experiential Learning



Video Stimulation Trainings

Training topics include on-board orientation, supervision and leadership skills, mental health and interpersonal relationship, skill upgrade, coaching practicum, etc.

Education Subsidy is also provided to encourage our employees to attend different levels of courses, such as professional certificates, short courses, etc., which are run by external accredited institutions for their continuous development.



Tailor-designed Programs by Training Experts

Our trainers equip employees with the technical skills that can build resilience for the unpredictable commercial world with customized corporate training.

A variety of trainings are available for junior to executive level employees, from one-hour lunch time sharing session to a three-day executives training. Department heads and trainers can review the training roadmap to achieve individual growth objectives, thus cultivating a lifelong learning culture at Canon Hong Kong.

“Rolling Stone” Program

Canon Hong Kong encourages employees to make good use of the company’s vast international network to gain global perspective. Employees are given the opportunities to work in the US, Europe and Japan branches, which allows them to obtain more exposure and training, broaden the horizon for their work and promote personal career development. As a result, they can contribute diversified ways of thinking to Canon Hong Kong.

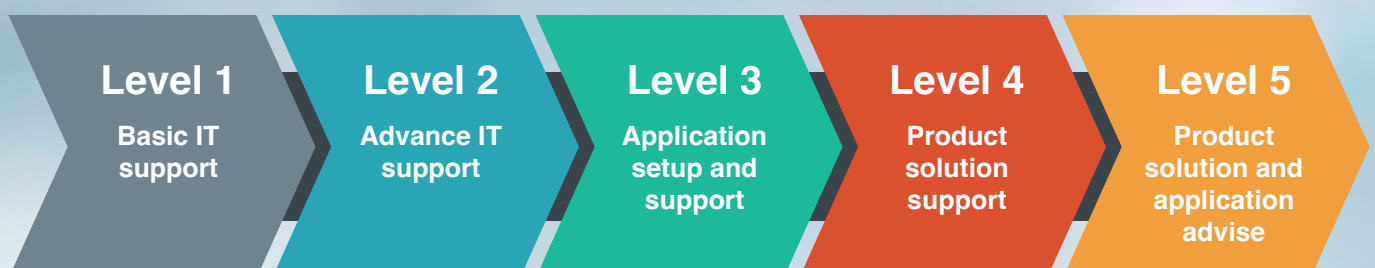
Service Meister Challenge

Canon Group organizes the Service Meister Challenge in Asia regularly, which is a technical skill competition designed to assess engineers’ behavioral troubleshooting abilities and an excellent opportunity for engineers to exchange valuable experience.

The Challenge is part of the talent management program that recognizes “the best of the best” service engineers to provide an opportunity and stage for outstanding engineers to share and challenge their technical knowledge, as well as to cultivate the best technical support culture in Canon for delivering an excellent customer service to our customer. Canon Hong Kong also organizes local "Service Meister Challenge" to motivate our engineers to strive for technical excellence.

Engineers must keep up with times and continue to equip themselves in order to become an all-round engineer who is capable of responding to the digitalization of the business ecosystem, as well as coping with the latest digital technologies and innovative solutions. We offer a series of trainings to new engineers prior to their employment duty.

Canon Hong Kong has established Certified Engineer Program since 2017 to ensure the competence of our engineers. This program provides step-by-step training ranging from network to software support, fully meeting the needs of engineers. Cooperating with highly recognized professional certification courses in the market, the program increases the confidence of engineers and help them offer customers with comprehensive and efficient service. To enhance the professionalism of our engineers, we also provide the “Engineer Development Program” that includes overseas on-the-job training organized every year. The Program encourages our engineers to keep up on the latest trends and industry knowledge with an international perspective.





Comprehensive Compensation System

A performance-based compensation system for all levels of employees at Canon has been implemented, ranging from new hires to senior management. Employees' achievements, work-related processes and performance during the year are evaluated to determine annual remuneration. Individual achievements and company performance will be used as a distribution meter of bonus. We hope to motivate our employee to achieve goals with Canon Hong Kong as a team.

Health & Safety

The provision of a healthy, safe and comfortable environment for employees and customers has always been a prime objective for Canon Hong Kong. Since the early days of the 2000s, we have invested substantially in the implementation of Occupational Health & Safety Management System (OHSMS), aiming to minimize chances of injury or illness to employees and all other stakeholders, via a series of hazard identification and risk assessment works. And the effort did not go unnoticed, in 2005, Canon Hong Kong was awarded the OHSAS18001 OHSMS certificate, recognition on its effort in promoting OHS management.

In 2020, Canon Hong Kong succeeded in migrating its OHSMS to a new standard ISO45001:2018.

Risk Assessment

We conduct risk assessment for all operations to evaluate the risk level based on the probability of occurrence and consequences of each job hazard. According to the assessment results, preventive and control measures are implemented to minimize the risk of injury and illness. The risk assessment is reviewed regularly to address the dynamic nature of business.

Emergency Response Measures

Canon Hong Kong conducts different natures of emergency drills annually to test the appropriate emergency preparedness and response procedures, ensuring effective communication and handling of emergency situation. We also have qualified first aiders for assistance when needed.



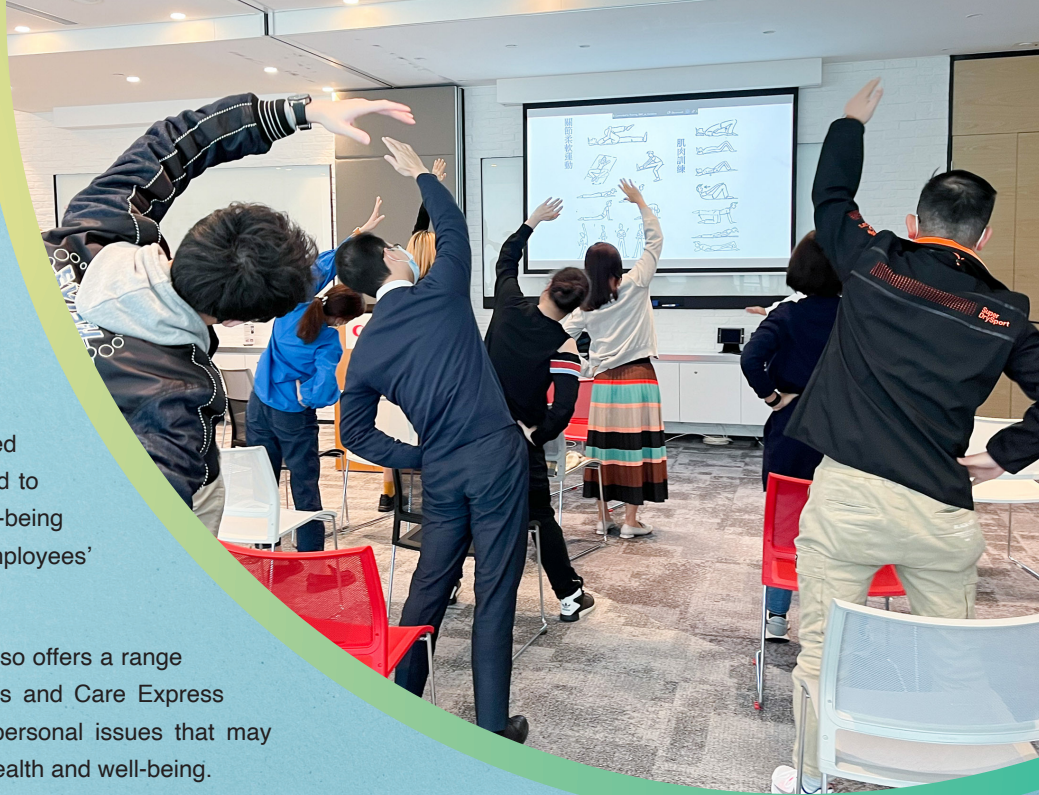
Training and Seminars

Health and safety awareness trainings, such as manual handling, are provided to every staff, aiming at enhancing their knowledge and awareness towards health and safety risks in workplace.

A variety of seminars are also arranged regularly on topics related but not limited to healthy diet, physical health, mental well-being in order to show our care towards employees' health-related habits and mental health.

Our Employee Assistance Programme also offers a range of activities, including wellness seminars and Care Express Hotline, to help employees cope with personal issues that may adversely affect their job performance, health and well-being.

Professional counselling and consultation services are also provided to employees and their immediate families to support them to overcome the challenge.



Indoor Air Quality (IAQ) Assurance



To provide a healthy and comfortable working environment, we have voluntarily joined the “Indoor Air Quality Certification Scheme” organized by the Environmental Protection Department (EPD) since 2005. Canon Hong Kong received the IAQ Certificates with “Good Class” level for our Hung Hom head office, Wan Chai office and Canon Image Square in 2023.

Comprehensive Insurance Protection

As a caring company, Canon Hong Kong offers thorough insurance protection to our employees and their immediate families, including but not limited to dental care, life insurance, and medical insurance.

Work-Life Balance

Staff Recreation Club

Our Staff Recreation Club provides a wide range of recreational activities for our employees and their families, aiming to enhance their physical and mental health to achieve work-life balance and to increase the cohesiveness between our team and the community. We organize activities including:



Leisure Workshops



Leather Passport Holder Workshop

Participants had the opportunity to create personalized leather passport holders under the guidance of an instructor.



E-sports and VR Games Experiences

Participants can fully immerse themselves in a captivating journey that merges virtual and real worlds.

Family-Friendly Employment Practices

Canon Hong Kong set up nursing rooms to support breastfeeding mothers at work. Full-paid maternity leave and paternity leaves are also provided, allowing our staff to take care of their own families.

Work Environment

Wellness facilities are available at our office for staff to take a break and recharge at work. Indoor spinning bikes make it easier for our employees to exercise at any time of the day. There are three private wellness rooms equipped with massage chairs or lounge chairs for relaxation.

Furthermore, Canon Hong Kong also organized the e-Cycling Experience Day for our employees to allow them to experience virtual reality cycling technology and to encourage them to improve their well-being.



Imaging for Good: Community Care

Canon Hong Kong upholds the corporate philosophy of "Kyosei" which emphasizes the importance of operating in harmony with the community and environment. We are committed to promoting sustainable growth within the community by prioritizing the conservation of biodiversity and supporting a fair and caring society.

We show our care for the community through our imaging expertise by action. A wide range of CSR projects has been initiated under the theme "Imaging for Good", including cultural heritage, environmental protection, education enlightenment, community care, humanitarian aid to bring positive energy to the society.

Corporate Volunteer Team

Established in 2015, the Canon Hong Kong Corporate Volunteer Team is dedicated to engaging with various segments of society through a range of social services during their leisure time. The team's initiatives include programs for children with special education needs, low-income families, the elderly, and environmental conservation. In 2023, we contributed 635 service hours across 17 service programs.



Corporate Volunteer Reward Scheme

Canon Hong Kong has initiated the Corporate Volunteer Reward Scheme in practice to encourage our employees to participate in different charitable activities, enhancing their cohesion with the environment and the society, also contributing to our communities.



Canon Hong Kong has honored with "Caring Company 20 Years Plus" logo for our continual commitment in the areas of "Caring for the Community", "Caring for the Employees" and "Caring for the Environment" for 20 years consecutively.

Under the corporate CSR's theme "Imaging for Good", there are three main focus areas: "Imaging for Green", "Imaging for Care", and "Imaging for Fun". We utilize our expertise and resources to spread and pass on our passion for "Good".

IMAGING FOR GOOD 影像公益



IMAGING FOR
GREEN

IMAGING FOR
CARE



IMAGING FOR
FUN



IMAGING FOR GREEN

Safeguarding Forests and Biodiversity

Canon Hong Kong supports green economy to take ecology and environment into consideration in its business decisions. We have acquired the FSC Chain of Custody (CoC) Certificate, which verifies that FSC-certified material has been identified and separated from ineligible and unacceptable material in the supply chain.

FSC-certified paper is harvested and produced in a responsible manner, which helps sustain forests for our future generations.

We have launched the Ink Cartridge Recycling Program since 2009, having the famous cartoon character “McDull” as the campaign ambassador, to encourage the public to collect empty ink cartridges for recycling. As of December 2023, we have successfully collected over 267,000 pieces of ink cartridges.



Educating the Concept of Sustainability

Canon Hong Kong believes that the concept of sustainability has to be spread out in the community, especially to our next generation, encouraging them to adopt a low carbon lifestyle. We invited representative from Business Environment Council to give environmental seminars to primary and secondary school students on topics such as Ecological Impacts of Climate Change.

Furthermore, we strive to instill CSR concepts in our daily life and invited our staff to participate “Lai See Reuse and Recycle Program” to promote an eco-friendly lifestyle while enjoying the New Year Tradition. Over 7,500 pieces of red packets were collected in 2023 as part of waste reduction efforts.

Promoting Sustainable Office Operation

We have been developing office solutions for greener and more sustainable operations. Different kinds of Canon business solutions were showcased in the green intelligence office tours, which co-organized with environmental organizations to help small and medium enterprises to go green in the workplace. As of December 2023, we have organized 28 green intelligence office tour for 206 enterprises.



Protecting Local Habitats

We are thrilled to highlight our collaboration with The Green Earth and WWF-Hong Kong in organizing volunteer services to address ecosystem imbalances. Through these initiatives, we have focused on activities such as tree planting, hiking trail cleanup, and removal of invasive species like mikania or excessive grass to raise awareness among the public about environmental challenges. These include the consequences of the suburban camping trend, sea-floating garbage, foam plastic, and plastic bottles, all of which have damaged coastal environments and may disrupt the ocean food chain. Furthermore, overgrown vegetation also poses a threat to wetland habitats.

By actively engaging our volunteers in these meaningful programs that promote environmental responsibility and raise awareness of the challenges faced by our ecosystems. Through our partnerships with green NGOs, we strive to make a positive impact on the environment and contribute to the preservation of our natural resources for future generations.



Promoting Wildlife Photography

Wildlife photography captures the beauty of nature and spreads environmental conservation messages to the public. To let people who love wildlife photography be well-equipped and uplift their shooting skills, we invited professional wildlife photographers Mr James Kwok and Ms Daphne Wong to launch a new episode of the #WhatsPhotography series on the Canon Hong Kong YouTube Channel.

Scan to watch the video



Mr James Kwok



Ms Daphne Wong

IMAGING FOR CARE



SEN Youth Development

Driven by our CSR initiative of "Imaging For Good", Canon Hong Kong has extended its support to the EdUHK SEN Youth Photography Program as an "Imaging Partner". By providing Canon compact digital cameras to students with special educational needs allows them to express themselves and enhance their photographic abilities. In 2023, the program has organized 24 indoor and outdoor photography workshops as a kind of support for art therapy.



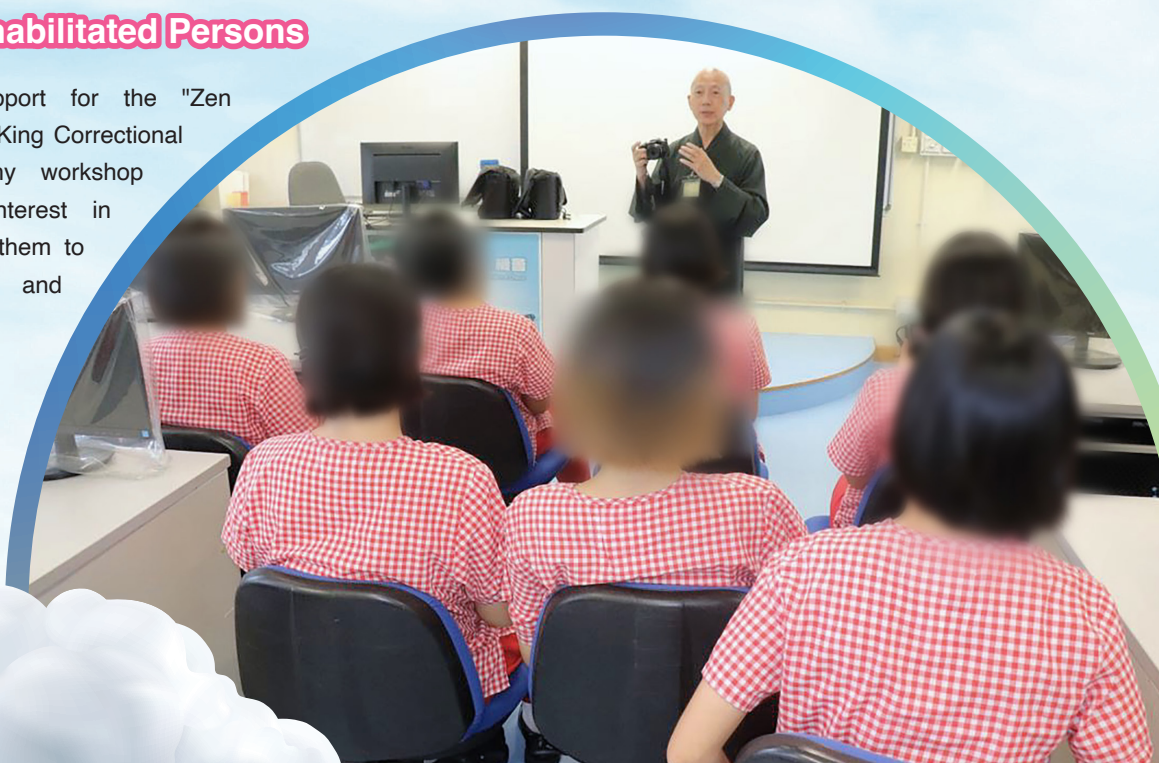
Caring and Supporting the Elderly

Canon Hong Kong collaborated with Yan Chai Hospital to offer professional instant passport photo shoots and print services for free.

Furthermore, we continued to support the Arts with the Disabled Association Hong Kong Life Enrichment Programme for the Elderly in the early stage of Dementia, assisting them to stay engaged and creative by offering photography equipment loans and supporting the A3+ photo printing for the exhibition.

Supporting the Rehabilitated Persons

We provided camera support for the "Zen Photography" Course at Lai King Correctional Institution. The photography workshop fosters young convicts' interest in photography while allowing them to express their emotions and thoughts with others.





Humanitarian Aid for the People in Need

Blood transfusions are crucial in medical procedures and save millions of lives. Every year, Canon Hong Kong collaborates with the Hong Kong Red Cross Blood Transfusion Service to organize Blood Donation Day at our head office. In 2023, our compassionate colleagues from the Canon group companies in Hong Kong successfully donated 36 packs of qualified blood to support the community.

Food Donation for the Underprivileged

For sustainable development, Canon Hong Kong strives to fully utilize its food resources by effectively distributing them to those in need. In 2023, we participated in the food donation program by St. James' Settlement's People Food Bank. With the generous support of our warmhearted colleagues, we have successfully collected and donated 514 packaged food items, including rice, noodles, canned food, cereal, and more to low-income families, unemployed individuals, and street sleepers.

In addition, Canon Hong Kong has partnered again with the social enterprise restaurant "Gingko House" to pack and distribute hot meal boxes and lucky bags to celebrate two traditional Chinese Festivals in 2023. Since the pandemic outbreaks, the Canon Hong Kong Corporate Volunteer Team has actively participated in 6 hot meal packing and distributing activities, sharing a total of 946 meals and 568 lucky bags for those in need.



Fund-raising for People in Need

As a leading enterprise in the imaging industry, Canon is dedicated to supporting and advocating eye health care, enabling people to enjoy and appreciate photographic masterpieces. That is why Canon Hong Kong has been a long-term supporter of Orbis World Sight Day. In collaborative efforts with our colleagues, we are proud to mark our 19th year of support and to have been awarded the 4th Runner-up for Most Participant Organization in 2023.



IMAGING FOR FUN

Imaging for Fun Workshop – Unleashing Possibilities

Apart from bringing convenience and enjoyment to life, Canon always believes that imaging products can also inspire our next generation to explore more possibilities of life.

Canon Hong Kong held 9 Imaging for Fun Workshops with 4 NGOs, for children to enjoy creative photo shooting and printing through a fun and interactive session called “Mini-Me Adventure”.



Supporting Local Sports

Sport is a vital enabler of sustainable development. Sport fosters tolerance and respect, empowers women and youth, and promotes health, education, and social inclusion. For the past 19 years, Canon Hong Kong has been sponsoring Kitchee, a Hong Kong Premier League soccer team, contributing to local soccer spirit by supporting the development of Hong Kong's first soccer training centre, international matches and local soccer training for the Men's Senior team, Women's Senior team, eight youth teams including two women's youth teams in different age groups. In recent seasons, the Kitchee team has performed exceptionally well, bringing thousands of fans and audiences together to enjoy the beauty of sports, and contributing to the development of the Kitchee Foundation.



INDEPENDENT PRACTITIONER'S ASSURANCE REPORT (ABBREVIATED)

To the directors of Canon Hongkong Company Limited

Riskory Consultancy Limited ("we") was commissioned by Canon Hongkong Company Limited (the "Company") to provide independent assurance of selected sustainability information within the Company's Corporate Social Responsibility Report for the year ended 31 December 2023, against the assurance criteria below to a limited level of assurance, in accordance with ISAE 3000 (Revised). This report is an abbreviated version of the full report, which is available upon request.

Our assurance engagement covered the evaluation of the accuracy and reliability of data for selected environmental indicators (the "Selected Sustainability Information"), (i) scope 1 and (ii) scope 2 greenhouse gas emissions; and (iii) intensity of electricity consumption. Our assurance was with respect to the year ended 31 December 2023 information only and we have not performed any procedures with respect to earlier periods and therefore, do not express any conclusion thereon.

The Company's Responsibility for the Selected Sustainability Information

The Company is responsible for the preparation of the Selected Sustainability Information in accordance with the criteria stated above. The responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the information that is free from material misstatement, whether due to fraud or error.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants. Our firm applies International Standard on Quality Control 1 ("ISQC 1") and accordingly maintains a comprehensive system of quality control.

Our Responsibility

The following procedures were undertaken as part of the evidence gathering process for this assurance engagement:

- Interviewed the key persons responsible for the Selected Sustainability Information;
- Understood the process for collecting and reporting the Selected Sustainability Information;
- Sampled datasets and traced activity data back to aggregated levels; and
- Considered the disclosure and presentation of the Selected Sustainability Information.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Company's Selected Sustainability Information for the year ended 31 December 2023 is not prepared, in all material aspects, in accordance with the criteria stated above.

Our report has been prepared for and only for the directors of Canon Hongkong Company Limited and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the content of this report.



Oswald Au

Certified Carbon Auditor | Trader on Carbon Emissions | ICPA
Managing Director
Riskory Consultancy Limited
Hong Kong, 30 April 2024



Canon

Delighting You Always

- **Canon Hongkong Company Limited Head Office**

5/F., Tower A, China Life Center, 18 Hung Luen Road, Hung Hom, Kowloon, Hong Kong

☎ (852) 2170 2828 🌐 <https://hk.canon>

- **Canon Hongkong Company Limited (Macau Branch)**

Avenida Doutor Mário Soares, Finance and IT Center of Macau, 12/F "D", Macau

☎ (853) 8296 4000

- **Canon Business Solutions (Guangdong) Co., Ltd.**

Unit 4, 24/F., China Life Building, No. 123, Fuhua Road, Futian District, Shenzhen, China

☎ (86) 400 930 8278