Canon

Delighting You Always

CANON HONGKONG COMPANY LIMITED

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2025

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About this Report

Overview

Canon Hongkong Company Limited ("Canon Hong Kong" or "We") is pleased to present the Environmental, Social and Governance Report 2025 (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 Code as set out in Appendix C2 to the Rules Governing the Listing of Securities and 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 Disclaimer

This Report provides an overview of the environmental, social and governance practices of Canon Hong Kong for 2025 for stakeholders' general information. This Report covers the operations of Canon Hong Kong within the stated reporting boundary only. Where references are made to policies, frameworks or initiatives introduced by Canon Inc. or other group entities ("Group"), such references are included for context and alignment. Unless expressly stated, these disclosures do not imply that the subsidiary has sole control over or independently implements any Group level activities. Information in this Report is generally based on internal records and, where relevant, Group data. While care has been taken to present information in a balanced and accurate manner, the disclosures reflect information available at the time of preparation and may be updated as practices, systems and data evolve. This Report may include forward-looking statements regarding ESG initiatives or priorities which reflect current expectations and are subject to change. This Report should be read together with the Group's other public disclosures where relevant. Canon Hong Kong makes no representation or warranty regarding the completeness, accuracy, or timeliness of the information and, to the fullest extent permitted by law, accepts no liability for any loss or damage arising from the use of or reliance on such information.

Report Approval

This Report was approved by the President and CEO of Canon Hong Kong in July 2026.

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

The rapid advancement of AI and digital technologies is reshaping the global business landscape. Canon Hong Kong continues to focus on developing intelligent business solutions that help enterprises enhance operational efficiency and accelerate digital transformation. By integrating deep learning into imaging and printing technologies, we deliver breakthrough performance in professional products and further strengthen our leadership in the industry.

Confronted with extreme weather and resource challenges, we actively embed environmental considerations into our business operations, implementing energy-saving measures while adopting digital workflows to create a paperless workplace. At the same time, we carry out a range of recycling initiatives including cartridges, toner, multi-functional devices and parts, printers, and scanners, to help ease the landfill burden. We firmly believe that technological innovation and improved resource management are essential to safeguarding precious natural resources for future generations.

In terms of corporate social responsibility, we uphold the principle of "Imaging for Good" and leverage our imaging expertise to give back to society. We maintain close partnerships with various charitable organizations and support diverse community, educational, and philanthropic activities. Since its establishment in 2015, our corporate volunteer team has accumulated nearly 12,000 service hours. In 2025, we introduced the "1-Staff-1-Service" initiative, enabling employees to participate in volunteer service during work hours, reflecting our long-term commitment to society.

Our commitment to corporate social responsibility has been widely recognized, earning us the "Caring Company" logo for 21 consecutive years. In the 2024-2025 assessment, our overall performance ranked above the average among enterprises of similar scale. Notably, our contributions in the areas of economic sustainability, environmental sustainability, and partnership stood out, leading to our recognition at the "Advanced Performance" level.

Our dedication has once again been recognized in 2025. We received the "Green Office Awards Labelling Scheme" and "Eco-Healthy Workplace" logos from the World Green Organisation for 12 consecutive years, the TVB ESG Award for 2 consecutive years, and the Ming Pao ESG Award for 3 consecutive years. These honors reaffirm our achievements in environmental preservation, social responsibility, and corporate governance.

Looking ahead, Canon Hong Kong will continue to embrace the corporate philosophy of "Kyosei", driving meaningful progress through innovation and working hand in hand with stakeholders to build a sustainable, inclusive, and low-carbon future for the next generation.

Gary Lee

President & CEO
Canon Hongkong Co., Ltd.

PERFORMANCE HIGHLIGHT

Canon Group endeavours to achieve our corporate philosophy “Kyosei” by integrating sustainability elements into our operational activities.

This year, Canon Group is honoured to receive several awards and accreditations from the most credible international organizations.

The ONLY
Manufacturer

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

23rd straight year of

NO.1

share of global interchangeable-lens digital camera market[1]

Global net sales

29.5
BILLION (US$)

(as of 31 December 2025)[2]

Number of U.S. patent ranking among Japanese firms

NO.1

share for 20th years[3]

[1] Based on a Canon survey.
[2] Based on figures published in Canon Sustainability Report 2026.
[3] Numbers of patents based on figures released by IFI CLAIMS Patent Services (as of 15 January 2025).

Canon Hong Kong Key Awards & Performance

Environmental Contribution

Carbon Emission[4]

2025: **2.59** tonnes CO_2e/employee

13.2% compared to FY2024[5]

380% compared to FY2024[6]

Recycling Performance

2025: **457.88** tonnes of Recycled Material

13.1% compared to FY2024

Energy Intensity

2025: **77.07** kWh/m²

2.4% compared to FY2024

Paper Consumption

2025: **2.6** reams/employee

30% compared to FY2024

Community Engagement

Total Training Hours

2025: **3,320** hours

6.3% compared to FY2024

Total Training Participants

2025: **2,051**

6.2% compared to FY2024

Volunteer Service Hours

2025: **1,492** hours

33.9% compared to FY2024

[4] The Reporting Scope has been expanded to include Scope 3 GHG emissions, covering emissions from waste generated in operations (paper consumption and recycling, fresh-water consumption and waste-water discharge), business travel (including air travel) and employees' regular commuting.

[5] The data reflects the change between FY2024 and FY2025 based on Scope 1, 2, and 3 emissions. For the purpose of comparability, this data for both years covers Scope 3 emissions from waste generated in operations (paper consumption and recycling, fresh-water consumption and waste-water discharge) only.

[6] The data reflects a significant increase, as the Scope 3 GHG emissions boundary covered in the FY2025 data has been expanded to additionally include business travel (including air travel) and employees' regular commuting.

ABOUT CANON

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Kyosei

Living and working together for the common good

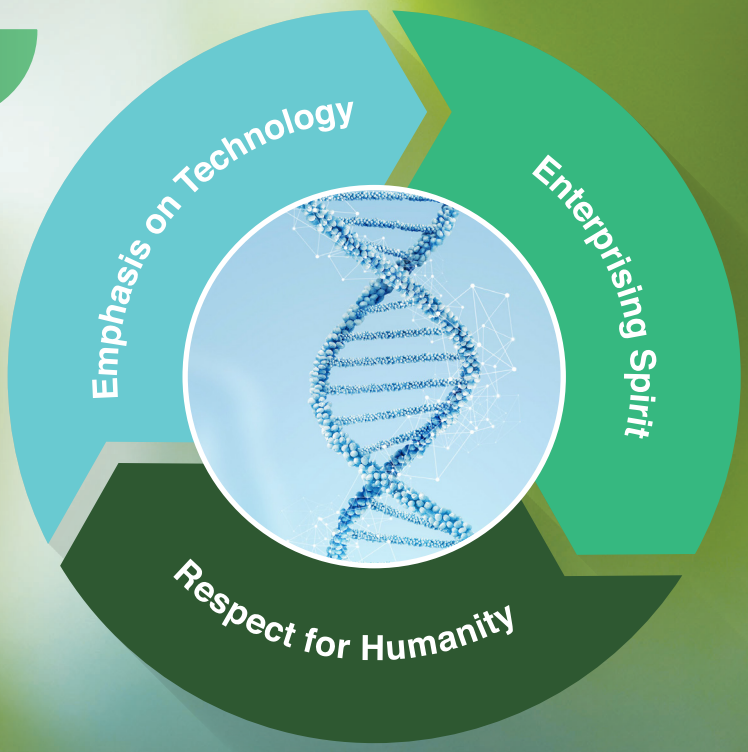
Corporate Philosophy

Canon Group's corporate philosophy is Kyosei, which means 'to live and work together for the common good'. This is what Canon Group does every day with its corporate activities. Canon Group understands that our business is supported by the development of society as a whole. This is why, as a Good Corporate Citizen, Canon Group aims to contribute to the realization of a better society by engaging in sound and fair business activities. In addition, Canon Group recognizes its 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.

The sales companies of Canon Group in Asia abide by the basic CSR statement of the Canon Group. In addition, they 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 operating countries and regions. Besides reinvesting business profits into local communities, Canon Group is also committed to addressing social issues, as such activities are essential to sustainable development, including education, community care, environment, and cultural improvement. In times of need, Canon Group provides humanitarian support to people facing harsh conditions and natural disasters. Under the umbrella message "Imaging for Good", Canon Group aims to do our part in creating a better and sustainable society with fair chances for all, creating and capturing smiles.

Value Creation Process

The Canon Group commenced the five-year management plan – Phase VII of the Excellent Global Corporation Plan in 2026. 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.



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 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.

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

2004 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 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.

2023 Recognized by the Ming Pao ESG Awards with the "Excellence in ESG Innovation Award" and the "Elite of Sustainability Performance Award".

2024 Honoured with 20 Years + Caring Company Logo and supported "Orbis World Sight Day" for 20 consecutive years.

Attained the Gold Award of the Hong Kong Association for Customer Service Excellence Award in Customer Service Training - Team Award for the first time. This recognition honors our "PASSION of Customer Delight Training Program" for driving service excellence.

UNITING AS ONE SUSTAINABLE SOCIETY

In line with our corporate philosophy Kyosei, Canon Group 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”. Applying these strategies to Canon Hong Kong, 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 2025 and integrated the SDGs that are closely related to our business activities in Hong Kong. Canon Group has identified eight material topics in 2025, including climate change, chemical substance management, biodiversity and ecosystems, circular economy, own workforce, supplying trusted products to contribute to society, supply chain management and business conduct.

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
• 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	• 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	• Promotion of energy conservation • Reuse and recycling of used product • Reduction of waste/ Prevention of water and soil pollution

Based on the result of Canon Group's 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:

8 DECENT WORK AND ECONOMIC GROWTH

Relevant Target	Our Initiatives and Achievements (Excerpt)
8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	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. Besides, 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. We have introduced an Employee Assistance Programme that offers a range of activities, including wellness seminars and a Care Express Hotline, to assist employees in dealing with personal issues that may adversely affect their health, well-being, and work performance. In addition, Canon Hong Kong promotes a "Red Hot Passion" corporate culture with dedicated committee team to arrange and launch a series of activities to elevate employee happiness, well-being and cohesion.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Relevant Target	Our Initiatives and Achievements (Excerpt)
9.4 Upgrade all industries and infrastructures for sustainability.	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 Hong Kong aims to help customers achieve more advanced, efficient operations. Accredited as Hong Kong Authorized Economic Operator (HKAEO) since 2015 to demonstrate our qualified supply chain management, typically in security and safety. We also regularly conduct vendor assessments to review our service provider's environmental and social performance.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Relevant Target	Our Initiatives and Achievements (Excerpt)
12.2 By 2030, achieve the sustainable management and efficient use of natural resources.	Canon Hong Kong operates an Environmental Management System (EMS) that is covered by the Canon Group's ISO 14001 certification.
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.	Canon Group 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). Canon Hong Kong aligns the Group's vision and promotes responsible resource use and waste management across the product lifecycle, including reuse and recycling where appropriate. We have been organizing extensive recycling programs and actively supporting recycling initiatives organized by NGOs to help reduce landfill burden and contribute to resources efficiency by facilitating the recycling of the products through qualified third-party recyclers. For details of Canon Hong Kong's recycling programs, please refer to page 31 of this report.
12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse.	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 lai see, mooncake boxes and used clothes recycling programs and organizing food and mooncake donations during Chinese New Year and Mid-Autumn Festival.

Our Sustainability Strategic Partner

We firmly believe that maintaining continuous and sincere dialogue with different stakeholders is an important bridge to promoting mutual understanding and building trust. Canon Hong Kong has always valued maintaining transparent communication channels with all sectors, with a view to effectively conveying the company's corporate philosophy and values.

In the course of advancing sustainable development, we have consistently upheld the corporate philosophy of "Kyosei", joining hands with important stakeholders, including employees, suppliers, customers, community partners, NGOs, and educational institutions to move together towards a more sustainable future.

To strengthen the accuracy and reliability of our ESG reporting, Canon Hong Kong engaged Riskory Consultancy Limited (Riskory) to provide independent assurance on Scope 1 and Scope 2 greenhouse gas emissions, and intensity of electricity consumption contained in the Report for the year ended 31 December 2025. Regarding Riskory's assurance report, including the scope, methodology, and conclusions of the engagement, please refer to page 50 of the Report.

Beyond providing independent assurance, Riskory continuously supports Canon Hong Kong's sustainability efforts, including but not limited to calculating its Scope 3 emissions and providing Carbon Neutral Event Management (CNEM) service.

Canon Hong Kong remains committed to continuously upholding and implementing the Group's global sustainable development strategy, deepening our partnership with Riskory, pooling both parties' professional expertise and resources, and jointly creating new value aligned with the concept of the Sustainable Development Goals ("SDGs"), making a meaningful contribution 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

Sustainable Development Goals

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

自 Self-Awareness 覚

自 Self-Management 治

自 Self-Motivation 発

The San-ji Spirit

The foundation of Canon Group's guiding principles is The San-ji (Three Selfs) Spirit, which have been inherited over generations since founded. The Three Selfs include: self-motivation, self-management, and self-awareness. Canon Hong Kong incorporates The Three Selfs into our 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

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 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
• Contribution to Society • Fair Business Activities	• Compliance with Corporate Ethics and Laws • Management of Corporate Assets and Property • Management of Information • Conflict of Interest / Separation of Personal and Company Matters • Maintenance and Improvement of Working Environment

Management Structure of Canon Hong Kong

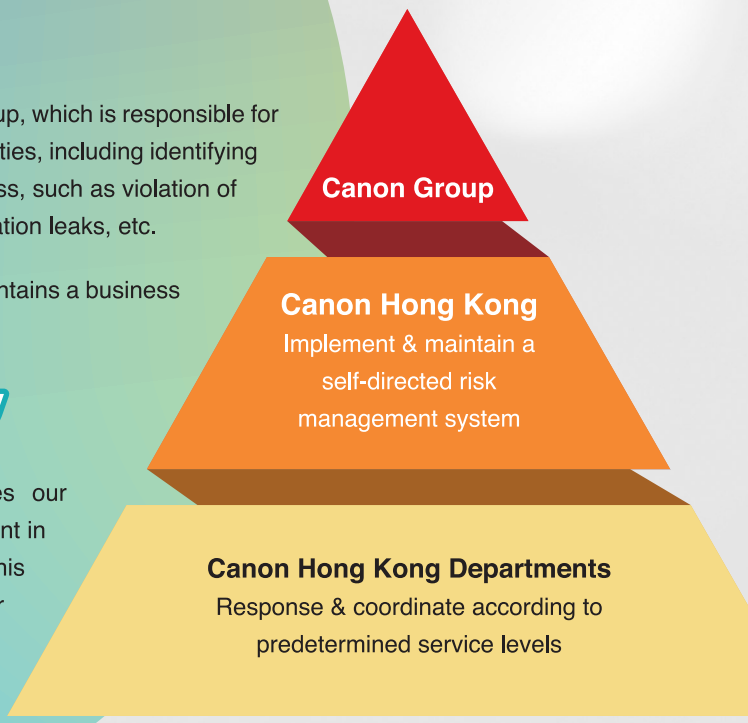
Risk Management

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.

Adopting the group-level established 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

- Educate and develop employees to be competent
- Comply with Canon Group's requirements on Environmental Management
- Provide a safe and healthy workplace
- Fulfil compliance obligations
- Conserve resources, minimize waste & prevent pollution
- Harmonize environmental and economic interests
- Set up and periodically review objectives & targets
- Communicate and maintain close relationships with stakeholders
- Meet and exceed customer requirements
- Give priority to products with lower environmental burden

Promoting Anti-fraud Culture and Zero Dishonesty (ZD)

Canon Group 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 Group. 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 Group 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 Group.

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 Group'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 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

Sustainable Development Goals

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Business Portfolio

Business Service & Solution

- AI Document Management
- Print Management
- Intelligent Document Capture
- Human Resources Management
- Video Analytics
- Room Booking and Visitor Management
- Asset Management
- Business Process Outsourcing

Imaging System

- EOS Digital Interchangeable Lens Camera
- RF and EF Lens
- EOS VR System
- Digital Compact Camera
- Cinema EOS Camcorders and Lenses
- Professional Camcorders
- Broadcast Lenses
- Inkjet, Laser and Compact Photo Printers

Office Equipment

- Multi-function Devices
- Laser Printers
- Document Scanners
- Fax Machines

Professional Printing Systems

- Large Format Printers
- Production Printing Systems
- Commercial Printing Systems

Service Excellence

Achieving Customer Success as Our Ultimate Goal

Canon Hong Kong 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.

We were honored with the Large Enterprise Award at the Hong Kong SME Innovation Award 2025, organized by The Hong Kong Greater China SME Alliance Association. As a trusted partner in SMEs' transformation journey, Canon Hong Kong has consistently listened attentively to SMEs' needs, supporting their transformation challenges through innovative technology. This recognition underscores our commitment to helping SMEs remain resilient, competitive, and future-ready in challenging business environments.

Customer Experience

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

Address: Unit 2003 & 2005-2009, 20/F., Tower 1, Grand Century Place, 193 Prince Edward Road West, Mongkok, Kowloon, Hong Kong

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 excellent service.

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.

3 Features Zones in Canon Image Square

The Cine Lab - Cinema Camera and PTZ Experience Zone

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

Address: 3/F., Tower A, China Life Center, 18 Hung Luen Road, Hunghom, Kowloon, Hong Kong (By Appointment Only)

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 printing lines, will all help optimize corporate potential and efficiency.

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 Serivce 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.

THINK BIG - Automate. Optimize. Innovate.

Canon Hong Kong hosted the "THINK BIG - Automate. Optimize. Innovate." business solutions and products exhibition, debuting the new multi-function devices, imageFORCE series and showcasing innovative solutions for diverse industries. Multiple professionals and business leaders were invited to provide in-depth analysis of AI-powered digital transformation trends, exploring the new normal brought by Agentic AI and Model Context Protocol (MCP), empowering enterprises to tackle future challenges.

Over 600 honorable guests participated and witnessed the versatile applications of innovative solutions spanning all industries.

Continuous Improvement in Operation 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 Hong Kong's basic quality concept is to ensure that customers have "no claim, no trouble". We are committed to ensuring that all products and services meet the "Canon Quality" and embody the quality motto of "Safety + Smartness + Satisfaction" set by Canon Group. Through this commitment, we strive to ensure that customers can use our products safely while enjoying a satisfying user experience.

The Canon Group CSR Basic Statement includes a commitment to "provide safe and secure products and services". Product safety standards are established based on customer safety considerations and legally required product safety standards. To ensure printer safety and enhance customer confidence, safety assessments are conducted on ink, toner, and other consumables. In addition, Canon Hong Kong employees are required to maintain a high level of safety awareness when carrying out repairs or replacing parts, ensuring compliance with applicable 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

Canon Hong Kong respects privacy of customers and at all times complies with the Personal Data (Privacy) Ordinance (Cap. 486 of the laws of Hong Kong). 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 promise to implement appropriate technical and organizational measures to ensure that only necessary personal data for each specific purpose of the operation is processed. The data protection impact assessment is implemented including the consideration of how personal data will be processed and for what purposes; assessment of whether the proposed processing of personal data is both necessary and proportionate to the purpose(s); and assessments of risks to individuals in processing the personal data.

Protection of Intellectual Property (IP) Rights

As part of its commitment to innovation, Canon Hong Kong always respects intellectual property (IP) rights.

Canon Hong Kong adheres to 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 about 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 Hong Kong does not only monitor its own environmental and social risks, but also pays close attention to relevant risks when selecting suppliers and vendors. The Group has 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 has been accredited as Hong Kong Authorized Economic Operator (HKAEO) at Tier 2, the highest tier 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.

AEO
HONG KONG
Authorized Economic Operator
香港認可經濟營運商

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**

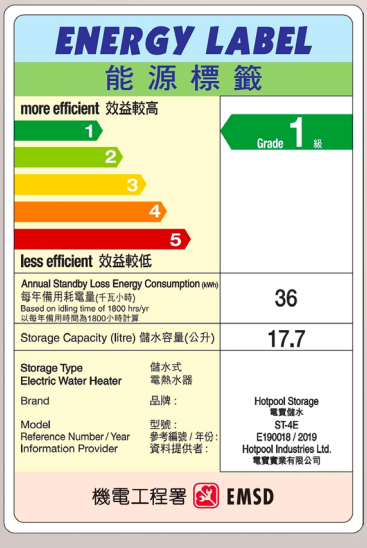
Stated in Canon Hong Kong's Procurement Policy and Principles, environmental-friendly products or services would be on top of our list. Our Vendors are required to meet the statutory requirements with respect to environmental protection and other requirements which we have communicated to them.

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 eligible external service providers help conserving the environment. All external service providers must comply with all applicable environmental laws and 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 eligible 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
- Production of sales promotional items such as camera bags and stationery with emission reduction substances

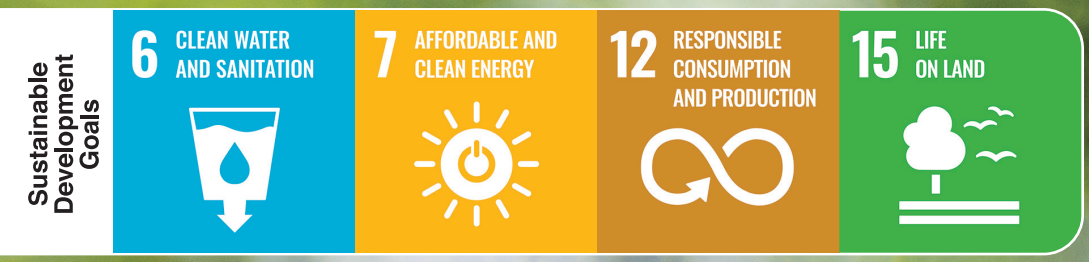
COLLECTIVE ACTIONS FOR THE ENVIRONMENT

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



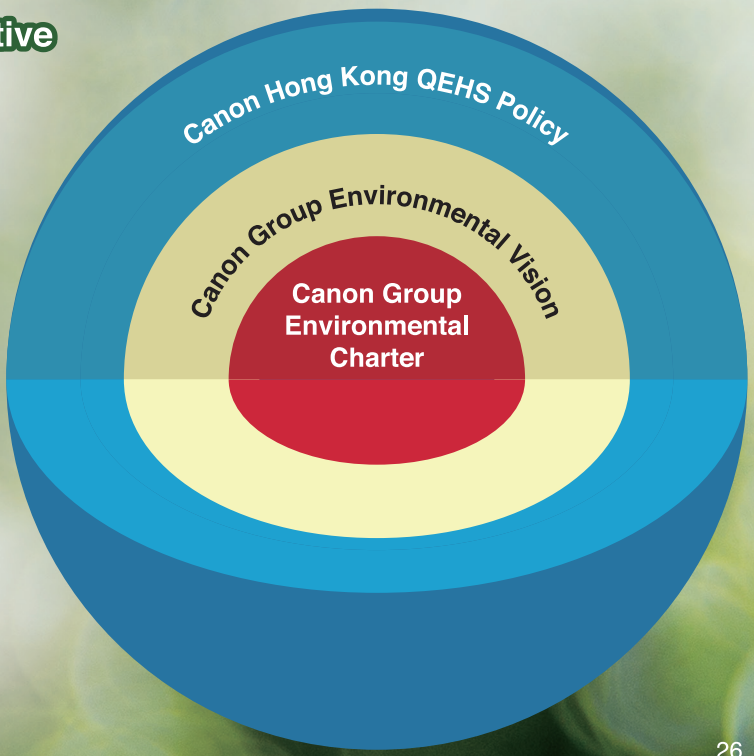
Sound Environmental Management System

Canon Hong Kong operates an Environmental Management System (EMS) that is covered by the Canon Group's ISO 14001 certification. 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 Quality Excellence (QE) 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;
- Environmental, Social and Governance Report;
- 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 2025 - 2026 school year, approximately 190 schools joined the Inter-School Ink Cartridge Recycling Competition, and we have provided environmental seminars for the participating schools.

Reducing Carbon Emissions for a Sustainable Future

To gradually advance towards the long-term goal of carbon neutrality, Canon Hong Kong is implementing environmental and carbon reduction measures in business operations. We have been conducting green intelligence office 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 carbon emission. We are highly aware of such carbon 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.

Type of Emissions	2024	2025
GHG Emissions	Tonnes CO_2e	
Scope 1 - Direct Emissions	7.52	9.14
Scope 2 - Indirect Emissions	253.01	216.89
Scope 3 - Other Indirect Emissions	0.21[7]	808.27[8]
Total	260.74	1034.30
Intensity (Tonnes CO_2e / employee)	0.54	2.59

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 [7]

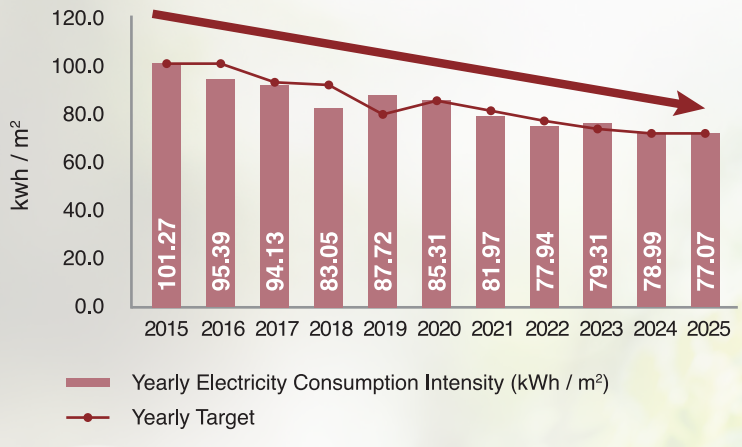
Scope 3: Paper consumption and recycling, fresh-water consumption and waste-water generation, business travel (including air travel) and employee's regular commuting [8]

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.

Electricity Consumption of Canon Hong Kong Offices



Reduce Printing Volume

Reduce Paper Usage

Save Trees

Reduce CO_2 Emission

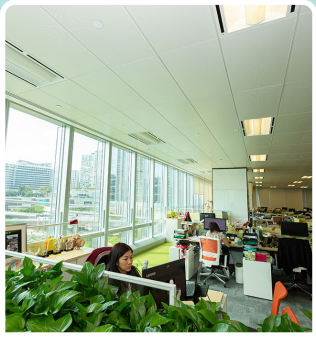
Reduce Power Consumption

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

Room Booking and Visitor Management System



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 Group's "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.

Product Design

Canon Group conducts product design using Life Cycle Assessment considering environmental impact across the whole product life cycle, from materials procurement to

Recycling

Canon Group provides extensive recycling program for customers, aiming at reducing burden to landfill and increasing resources efficiency through material recycling.

Green Procurement

Canon Group took the lead in issuing Green Procurement Standards in 1997 and is fully conscious of environmental considerations in materials and parts procurement, including the use of parts free of specified

Canon Group pursues energy-saving technologies to reduce product energy consumption.

Usage

Canon Group constantly strives toward low environmental impact manufacturing such as through energy saving and wastewater recycling at operational sites.

Manufacturing

Canon Group boosts transport efficiency by making products and packaging smaller and lighter, and is promoting the modal shift in transport which causes a lower environmental impact.

Logistics

Canon Group 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 promote responsible consumption of natural resources.

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. For example, we have arranged recycling programs to our customers covering toner bottles, toner cartridges and hard disks:

All-rounded Recycling Programs in Canon Hong Kong

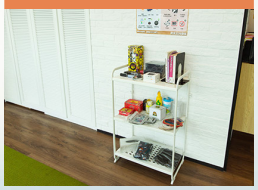
Product Categories	Our Recycling Programs / and Initiatives
Ink Cartridges	Ink Cartridge Recycling Program since 2009 with the following activities: • Inter-school Ink Cartridge Recycling Competition • Establish over 300 Ink Cartridge Collection Boxes in Hong Kong
Toner Cartridges	Canon Group introduced Toner Cartridge Recycling Program since 1990. Canon Hong Kong collects empty toner cartridges through: • Collection during the delivery of new toner cartridges • Return directly to Canon Image Square
Toner Bottles	Empty toner bottles can be collected upon delivery of newly ordered toner
Multi-functional Devices	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.
Printers and Scanners	Recycling through the “Computer and Communication Products Recycling Program” run by the Environmental Protection Department of HKSAR
Rechargeable Batteries	Recycling through the “Rechargeable Battery Recycling Program” run by the Environmental Protection Department of HKSAR

Recycled End-of-life Products and Packaging in 2025

Recycled Office Waste in 2025	Unit (kg)
Paper	4,493
Plastic Bottles	480
Other Plastic (including CD and plastic bags)	5
Aluminium Cans	275
Other Metal	0

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 global action with significant progress in addressing the climate crisis. It has successfully raised awareness among people around the world regarding the growing impacts of climate change. Canon Hong Kong has taken solid action to combat climate change. We have joined forces with our stakeholders to promote technological innovation and evaluate climate resilience within our business operations.

Topics of this section

Be Climate Ready

Sustainable Development Goals

13 CLIMATE ACTION

Governance

Canon Hong Kong has considered the key principles of the Task Force on Climate-related Financial Disclosures ("TCFD") framework as a reference for understanding climate-related risks and opportunities relevant to our operations. Given the nature of our business as a sales, service, and solutions organization, we adopt a proportionate approach to climate-related risk management while aligning our practices with the Canon Group's sustainability and environmental strategies.

Through the Canon Group's governance structure and environmental management system, Canon Hong Kong supports initiatives related to greenhouse gas reduction, resource conservation, waste management, and responsible recycling. Climate-related factors are reviewed as part of the company's ongoing environmental and operational risk management activities.

Canon Hong Kong has identified the following risks and opportunities associated with climate and environmental factors, we will be going to conduct a comprehensive risk assessment in the future to further build up environmental resilience strategy.

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, we have 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 follows the same practice and promotes various imaging and business solutions to improve operational efficiency, help the users conserve resources, and increase energy efficiency.

Risk Management

Canon Group holds a global consolidated ISO 14001 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.

Metrics and Targets

According to the target of Canon Group, 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 GHG emissions for entire product life cycle (Scope 1-3) by 2050.

At Canon Hong Kong, sustainability is guided by Canon Group's corporate philosophy of "Kyosei", living and working together for the common good. In alignment with the Group's long-term environmental vision, we have taken concrete steps to address climate change through measurable and responsible action.

We are committed to progressively advancing towards carbon neutrality. We realized that large events generate considerable greenhouse gas (GHG) emissions, and although the 2024 Paris Olympics achieved a remarkable 54.6% reduction in their carbon footprint (compared to the previous Games in London and Rio), the United Nations Framework Convention on Climate Change (UNFCCC) emphasized the urgent need for events to reduce their carbon footprints. Therefore, as a company based in Hong Kong, the Events Capital of Asia, we have decided to embark on our journey towards carbon neutrality by beginning with offsetting the carbon emissions generated from our major corporate events, such as the annual dinner, product launch events and volunteer service events, during the Reporting Period. In addition, we offset our transportation-related emissions from regular staff commuting and business travel (including air travel).

The carbon credits were sourced from Hebei ChengAn Biomass Cogeneration Project (Project ID: 3797), Hunan Sanjiangkou 50MW Hydropower Expansion Project (Project ID: 2899) from the United Nations Clean Development Mechanism ("CDM"), and Microfinance for Clean Energy Product Project (GS ID: 2685) from the Gold Standard for the Global Goals ("Gold Standard"). The selected projects deliver tangible and verified emissions reductions, while incentivizing investment in cleaner technologies and environmentally responsible practices. Their impacts align closely with our broader commitment to addressing complex social issues, including climate change, affordable and clean energy, and responsible consumption and production, as reflected in the SDGs.

Through the retirement of carbon credits under the CDM and Gold Standard, Canon Hong Kong has offset 1,074 tonnes of CO2e greenhouse gas emissions generated during the Reporting Period. In recognition of this achievement, we will receive official certificates issued by the carbon offsetting platform, as well as a Carbon Neutral Event Certification presented by Riskory Consultancy Limited, certifying that the relevant emissions have been fully offset through verified carbon credits.

This milestone underscores Canon Hong Kong's proactive climate leadership and our unwavering commitment to driving meaningful environmental impact while creating shared value for society that aligns with the overarching concept of the SDGs.

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

Sustainable Development Goals

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, monthly townhalls, 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 "ifeedback" and "ithanks" are available to share thoughts and gratitude towards colleagues' good work.

Canon Hong Kong Corporate 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 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

96%
Training Satisfaction

3.5%
Online Delivery

46
Total Training Courses

2,051
Total No. of Participants

3,320
Total Training Hours

6.3% VS 2024

Training Mechanism

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

In addition to technical expertise, we believe strong customer service skills are essential for delivering a truly customer-centric experience. In 2024, we were honored with the Gold Medal from Hong Kong Association of Customer Service Excellence (HKACE) for our in-house "PASSION of Customer Delight Training Program". This tailored program, designed to meet the specific needs of our engineers, shares best practices in customer service training and reinforces our commitment to excellence.

"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 overseas branches of Canon Group, such as the US, Europe and Japan, 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.

eMaintenance Remote Maintenance Service

Canon Hong Kong actively leverages the eMaintenance Remote Maintenance Service, part of the Smart eServices Device Lifecycle Management Platform, to enhance the efficiency and support capabilities of engineers. When customers subscribe to eMaintenance, device information is automatically transmitted to the cloud, enabling engineers to remotely monitor device conditions and perform remote diagnostics and analysis. With timely and accurate device information, engineers can plan service arrangements more effectively and prepare the necessary parts and technical support, thereby improving diagnostic efficiency and reducing service resolution time. eMaintenance helps engineers identify potential issues at an early stage and minimize downtime, also enables more efficient resource allocation and service workflow optimization, supporting continuous improvements in service quality and customer experience.

Skill Enhancement and Continuous Learning

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 implemented a structured training framework to ensure the professional competence of our engineers. This framework provides step-by-step development covering areas from network fundamentals to advanced software support, fully addressing the evolving needs of our engineering teams. By collaborating with highly recognized professional certification courses in the market, we strengthen engineers' technical expertise and confidence, enabling them to deliver comprehensive, efficient, and high-quality services to our customers.

To further enhance engineering professionalism, we also offer continuous development opportunities, including annual overseas on-the-job training. These initiatives encourage engineers to stay abreast of the latest technological trends and industry knowledge while fostering a global perspective, ensuring sustained professional growth and service excellence.

Comprehensive Compensation System

A performance-based compensation system for all levels of employees at Canon Hong Kong 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 2020, Canon Hong Kong acquired the ISO 45001:2018 Occupational Health and Safety Management System Certificate.

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 arranged regularly on topics related but not limited to healthy diet, physical health, mental well-being, etc. 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 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 depot and Canon Image Square in 2025.

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.

Human Rights Policy

To align with the Group's Human Rights Policy, we promise to promote diversity, respect the freedom of association and the right to collective bargaining. Additionally, we strictly prohibit discrimination, harassment, or violence based on factors such as race, nationality, gender, religion, creed, child labor, forced labor (including human trafficking), and unreasonable restrictions on movement.

Work-Life Balance

Red Hot Recreation Committee

Our Red Hot Recreation Committee 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

Hairy Crab Banquet and King of Mahjong Contest

Participants not only had the chance to win prizes but also get to enjoy an 8-course hairy crab feast.

Bowling Fun Night

Staff enjoyed team competitions, professional tutorials, and leisure lanes in Kowloon's largest bowling centre at Kai Tak Sports Park.

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.

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 initatied 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 2025, we contributed 1,492 service hours and were honored with “Corporate - Volunteer Hour Certificate of Appreciation” under “Hong Kong Volunteer Award 2025” by The Agency for Volunteer Service.

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 “Social Sustainability”, “Economic Sustainability”, “Environmental Sustainability” and “Partnership” for 21 years consecutively. Our overall score far exceeded the industry average for companies of similar scale and we were proud to be recognized with the 'Advanced Performance' level.

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”.

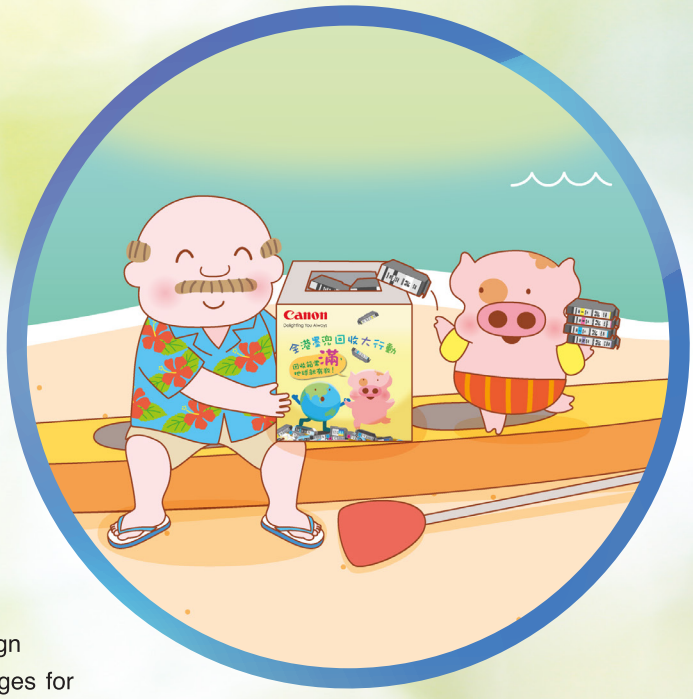
IMAGING FOR GOOD 影像公益

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 our business decisions. Canon Group has adopted the 'Nature Positive' initiatives which seek not only to conserve but also restore biodiversity. In response to this initiative, we have collaborated with different stakeholders to organize environmental conservation activities in line with local needs.

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 2025, we have successfully collected over 290,000 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 6,500 pieces of red packets were collected in 2025 as part of waste reduction efforts.

During the Mid-Autumn Festival, we supported the waste reduction and recycling initiatives organized by Food Grace and Greeners Action, including food donation, mooncake and mooncake boxes recycling. We encouraged colleagues to turn their care into meaningful festive gifts, delivering warmth to more people in need.

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 2025, we have organized 36 green intelligence office tours for 213 enterprises.

Protecting Local Habitats

We are thrilled to highlight our collaboration with Greeners Action, The Green Earth and WWF-Hong Kong in organizing volunteer services to address ecosystem imbalances. Through these initiatives, we have focused on ecological conservation activities such as tree planting, beach cleaning, and traditional rice paddy harvesting to preserve the Mai Po Nature Reserve, 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.

Promoting Wildlife Photography

Scan to watch the video

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.

Mr James Kwok

Ms Daphne Wong

IMAGING FOR CARE

New Community Service Program "1-Staff-1-Service"

In 2025, we proudly launched a brand-new corporate volunteer initiative — "1-Staff-1-Service", encouraging colleagues to dedicate working hours to community services. A total of 351 colleagues participated, contributing 847 service hours. Partnering with 4 local charities, we delivered diverse volunteer services to people in need. The initiative not only strengthens team cohesion, it also demonstrates our firm commitment to spreading care throughout the community.

During the service program, our corporate volunteer team visited the Food Grace center to sort and distribute supplies in Chinese New Year. At Mid-Autumn Festival, they prepared nourishing soup and delivered to seniors living alone in Kwai Chung. In partnership with Yan Chai Hospital, the team visited Chinachem Care & Attention Home, accompanying seniors for walks, chats, and indoor games. At Food Angel, volunteers supported food production centers by handling fresh vegetables and packing meal boxes. In close collaboration with Gingko House, the volunteers assisted in preparing and distributing freshly made meals and soup to those in need.

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. Canon Hong Kong has proudly hosted the Blood Donation Day for 13 consecutive years in 2025, joining hands with Canon Electronic Business Machines (H.K.) Company Limited and Canon Engineering Hong Kong Company Limited to encourage employees to actively respond to the call for blood donation.

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 2025, we participated in the “Blessing Across the City” New Year gift box and food recycling campaign. With the generous support of our warmhearted colleagues, we have successfully collected 1,000 bags of rice and over 170 various types of food, breaking past records.

Additionally, colleagues had the chance to personally deliver the collected items to nearly 400 elderly and low-income families in Kwai Tsing District, spreading love and warmth to the community and making the charitable act extraordinarily meaningful.

Fund-raising for People in Need

As a leading enterprise in the imaging industry, Canon Hong Kong 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 21st year of support and have been awarded the 3rd Runner-up of Most Participant Organization Award in 2025.

IMAGING FOR FUN

Imaging for Fun Workshop – Unleashing Possibilities

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

In 2025, we organized the largest "Imaging for Fun" workshop for students from three Shine Skills Centres, member of Vocational Training Council (VTC) group. Through tailor-made and interactive themes, the students transformed into little photographers and experienced the charm of imaging and photography.

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 21 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.

SINCE 1931

INDEPENDENT PRACTITIONER'S ASSURANCE REPORT (ABBREVIATED)

To 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 Environmental, Social and Governance Report for the year ended 31 December 2025, 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 2025 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.

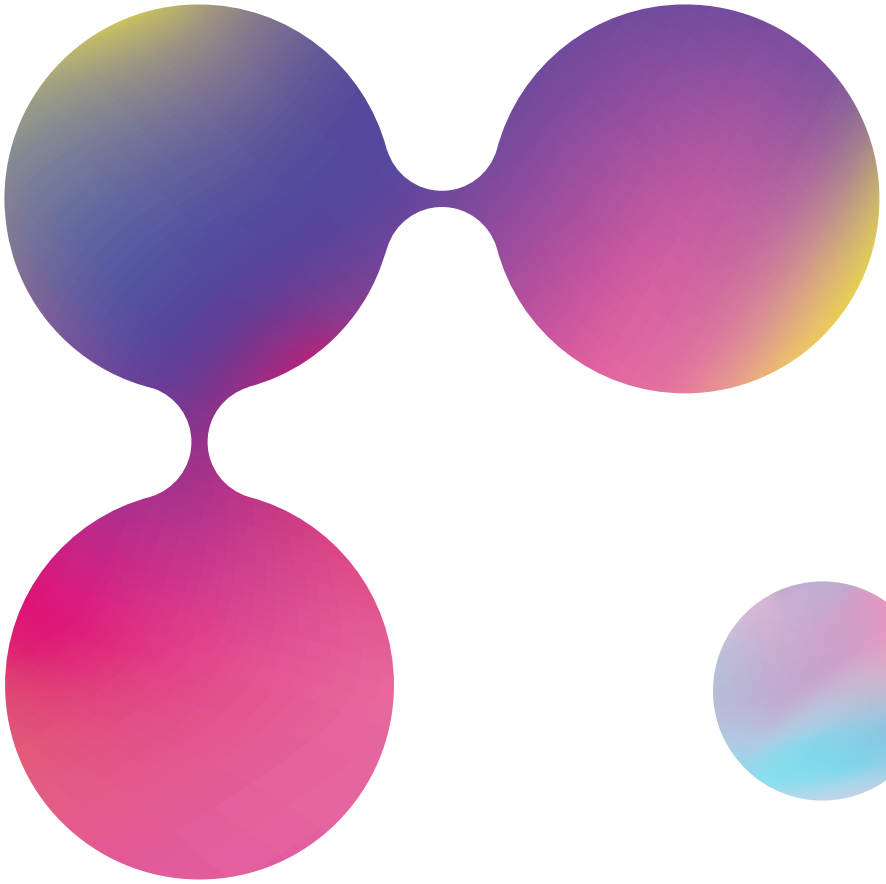
Limited Assurance Conclusion

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 2025 is not prepared, in all material aspects, in accordance with the criteria stated above.

Our report has been prepared for Canon Hongkong Company Limited and permitted for disclosure to readers of this report. We do not assume responsibility towards or accept liability to any other person for the content of this report.

Oswald Au

Certified Carbon Auditor I Trader on Carbon Emissions I ICPA
Managing Director
Riskory Consultancy Limited
Hong Kong, 23 July 2026



Canon

Delighting You Always

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