



Canon

Delighting You Always

CANON INDIA
SOCIAL RESPONSIBILITY
REPORT 2021



Cover Photo

Cover picture is picked from Canon India's Green Environment Together (GET) initiative. For more details, please refer page 31





CANON INDIA
SOCIAL RESPONSIBILITY
REPORT 2021



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Message from President & CEO



Dear Stakeholders,

Being a responsible corporate organization, Social Responsibility is embedded in the DNA of Canon India. Our philosophy of 'Kyosei' – living and working together for the common good - comes foremost in our way of working and day to day operation and it encompasses "all people, regardless of race, religion or culture, harmoniously living and working together for the common good." With the philosophy of 'Kyosei', we endeavor to continuously make a positive impact on the society and the environment in which we operate. We strive to gain the trust of customers and business partners by demonstrating Canon's San-ji Spirit ("Three Selves": self-motivation, self-management, and self-awareness).

Respect for the rights of others is an integral part of Canon India's corporate culture and we have created a working environment that is free of all forms of discrimination or harassment. Cultivation of globally competent human resources is one of our key strategies alongside ensuring conducive workplace conditions to help employees in delivering to the best of their potential.

We have also put in strong controls to ensure compliance with laws and regulations of the country. We strongly believe in demonstrating corporate ethics and Zero Dishonesty practice in all our business dealings.

We believe in addressing environmental issues from a long-term perspective and continue to promote environmental protection activities. To become a successful catalyst for positive change and creating a sustainable impact on the society, we take up various projects under our CSR program 'Canon India Involve' supported by the 4Es CSR Policy, comprising of Education, Eye Care, Environment and Empowerment.

With an objective to outline our efforts into the various social responsibility activities undertaken by us and their impacts, we have come up with our second social responsibility report for the perusal of all our interested parties.

Thank you.

Manabu Yamazaki
President & CEO
Canon India Private Limited

Overview

About this Report

Canon India Private Limited (CIPL) is publishing its Social Responsibility Report to share information with its stakeholders on its approach and activities to achieve a sustainable society. This report has been prepared in accordance with ISO 26000 – The International Standard on ‘Guidance on Social Responsibility’. It represents information and initiatives that have been undertaken during last 3 years (2018, 2019 and 2020). The scope of this report covers Canon India’s operations of Marketing, Sales, and Service Operations. The addresses of all offices covered under the scope of this report are referred to in the Appendix.

This report has been externally assured by BSI. The scope and basis of assurance is described in BSI Assurance Statement No. SRA-IND-754291-1 issued by BSI.

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Gurugram - 122002, Haryana, India

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Email: customer.delight@canon.co.in

Website: in.canon

About the Organization

Canon Inc., headquartered in Tokyo, Japan, is a Fortune 500 company, ranked 3 amongst top 10 US patent holders. Canon was founded in 1937 with a vision to make the best cameras for the world. Several decades later, Canon has made a name not only in the photography arena, but also in the digital imaging sector.



Corporate Philosophy

Canon's Corporate philosophy is 'Kyosei'. It conveys our dedication to seeing all people, regardless of culture, customs, language or race, harmoniously living and working together in happiness into the future.

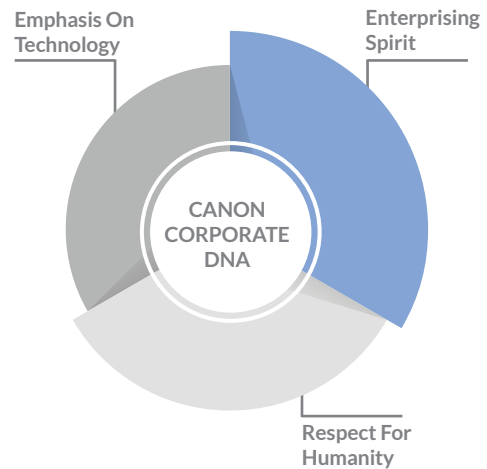
Unfortunately, current factors related to economies, resources and the environment make realizing 'Kyosei' difficult. Canon strives to eliminate these factors through corporate activities rooted in 'Kyosei'.

Truly global companies must foster good relations with customers and communities, as well as with governments, regions and the environment as part of their fulfillment of social responsibilities. For this reason, Canon's goal is to contribute to global prosperity and the well-being of mankind as we continue our efforts to bring the world closer to achieving 'Kyosei'.



Corporate DNA

Behind Canon's 84-year history and development as a business, lies its corporate DNA: a respect for humanity, an emphasis on technology, and an enterprising spirit that the company has consistently passed on since its foundation. The enterprising spirit, on which Canon had started as a venture company, and the relentless drive to distinguish itself through technology permeates the company and has continued to provide society with new advances. These motivating factors are in turn supported by a respect for humanity, which encompasses meritocracy and emphasizes on good health. Canon is committed to passing its corporate DNA on to future generations to ensure the company grows for many more years.



Self Motivation
Take initiative and be proactive in all things

Self Awareness
Understand one's situation and role in all situations

Self Management
Conduct oneself with responsibility and accountability

San-ji Spirit

The Three Selves, the foundation of the company's guiding principles that have been passed down since Canon was founded, are self-motivation, self-management and self-awareness. For Canon, which strives to be a truly excellent global corporation while maintaining the legacy of its corporate DNA, the Three Selves continue to serve as the company's most important guiding principles.

- Office Addresses
- Acronyms
- Awards and Accolades
- Third-Party Assurance
- Community Involvement and Development
- Information Security
- Consumer Issues
- Fair Operating Practices
- Ethics and Anti-corruption
- Environment
- People Development and Training at Workplace
- Health & Safety at Work
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- Human Rights
- Corporate Governance
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About Canon India Private Limited (CIPL)

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Canon India Private Limited (CIPL) was established in India in 1997. It is part of a Global conglomerate which is headquartered in Tokyo, Japan. It is a 100% owned subsidiary of Canon Singapore Pte. Ltd.

CIPL's core operations include sales, marketing and service of Canon products. CIPL employs 960 full-time employees. The average age of employees is 38 years and their average longevity in the organisation is 8.7 years. CIPL is an equal opportunity employer. Employees are engaged in sales & marketing, service and support functions. We have qualified professionals, including MBAs, Engineers, Chartered Accountants and Lawyers. Housekeeping, security, pantry services, etc. are outsourced.

CIPL markets Canon brand of products across India through a combination of channel distribution, and direct sales and services. Our B2C products (cameras and printers) are available to customers in the retail shops, Canon brand stores called Canon Image Squares, National Retail Chain outlets and through online e-commerce sites. Our direct sales teams reach enterprise customers in

metro cities and provide solutions for their printing and document management needs. With the help of sales partners, we have expanded our reach to enterprise customers across the nation.

For services too, we have direct as well as partner staff who reach customers and service the products through on-site and carry-in methods. Additionally, we have a best-in-class customer contact centre and digital platforms like mobile applications, web enquiry forms and social media handles using which the customers can contact us.

CIPL's Corporate Office is located in Gurugram, Haryana, while the regional offices are in Bengaluru, Mumbai, Gurugram and Kolkata, other offices are in Chennai, Hyderabad, Pune, and Noida. CIPL's specialized camera repair centers are in New Delhi, Mumbai, Bangalore, Kolkata, Chennai and Cochin.



Vision

We will be the leading company in digital imaging industry through innovative technologies, revolutionary marketing activities and sustainable growth.

We will be the company that is respected by people.

People who work for Canon and those related with it will take pride in their association.



Mission

We bring Canon-brand and related products to the Indian market, to delight our customers with innovative technologies and excellent service.

We endeavor to contribute to the Indian economy and enhance the quality of people's lives.



Core Values

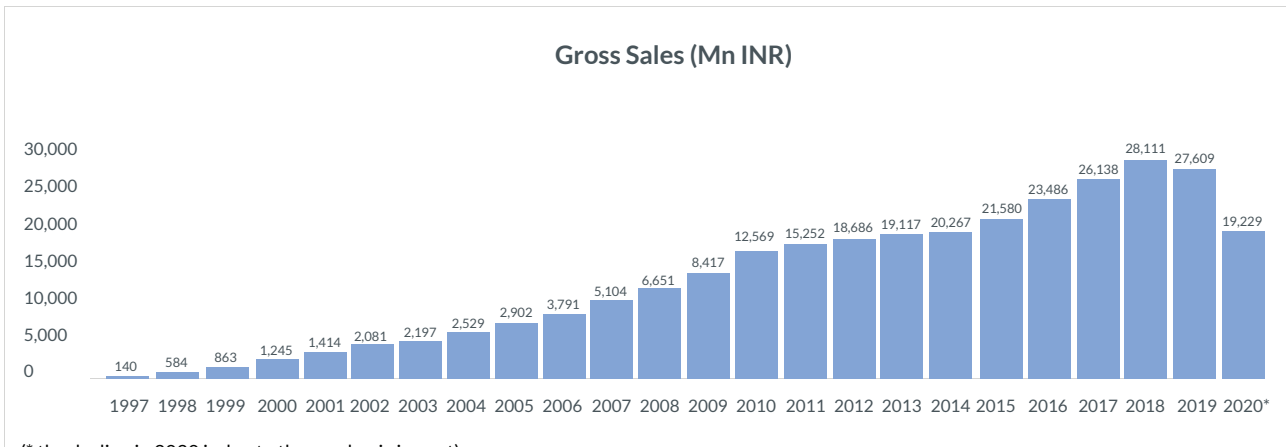
We believe and practice honesty, integrity and fairness in all our dealings.

We respect all people regardless of age, gender, race, religion and culture.

We protect and nurture the environment.

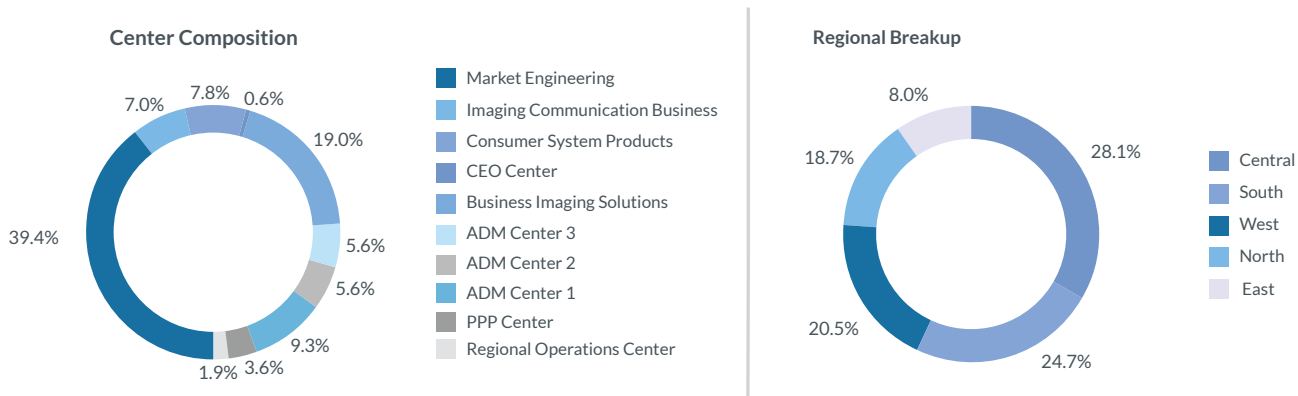
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Sales Trajectory (Mn INR)

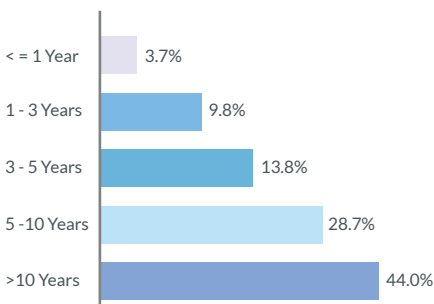


(* the decline in 2020 is due to the pandemic impact)

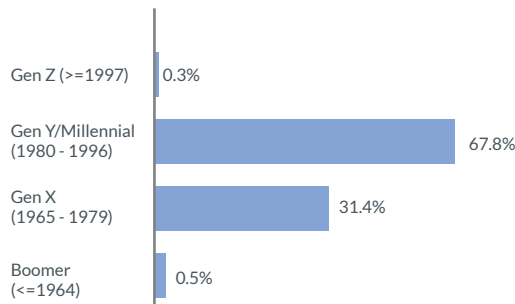
Demographics (As of Dec 2020)



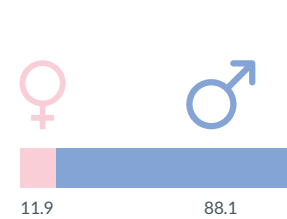
Longevity - Average : 8.7 years



Age Groups - Average Age : 38 years



Gender Diversity



Certifications

CIPL started its quality journey way back in 2000 with establishing processes meeting the ISO 9001:1994 standard. Today, CIPL is certified to **ISO 9001:2015 (Quality)**, **ISO 14001:2015 (Environment)**, **ISO 45001:2018 (Occupational Health & Safety)**, **ISO 22301:2012 (Business Continuity)** and **ISO 27001:2013 (Information Security)**.

Under its quality management system, CIPL has laid down a strong framework of processes. The business processes are aligned with the business objectives and organizational goals, which emerge from the policies and strategies based on stakeholder's expectations. KPIs that emerge out of various business processes are monitored on a monthly basis, and wherever possible, a benchmark with industry is also done.

Canon has a Global Environment Centre (GEC), which ensures that the Canon Group Companies all over the world approach environment assurance activities in a unified way. Every year, we closely monitor the progress of our initiatives throughout the product lifecycle, making steady strides toward energy conservation, resource conservation, elimination of hazardous substances and biodiversity conservation.

CIPL is also certified to ISO 45001 and ensures that all its requirements are not only met, but also continually improved. Through its OHS policy, CIPL commits to focus on prevention of ill-health and injuries, employee well-being, providing safe working environment to the employees while ensuring compliance and responsible stance towards the health & safety related needs as well as expectations of the society. At CIPL, we also identify new risks and opportunities associated with environment that

we operate in and incorporate these into our EHS management.

To ensure long-term sustainability of our business, CIPL reviews its business continuity arrangements and infrastructure from time to time. We exercise our key processes periodically and we ensure that our response time objectives are realistic and aligned to the business requirement. It is not only within CIPL that we exercise these, but we also involve external stakeholders in business continuity exercising to the extent possible.

CIPL has implemented robust information security mechanisms to ensure that the information of all stakeholders is safe. We have implemented stringent controls to safeguard the integrity, confidentiality and availability of information and we strive to ensure that our systems are secure and as per industry standards. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, CIPL has incorporated appropriate physical, electronic, and managerial procedures to safeguard and secure the information it collects.



Excellence One: CIPL's Integrated Management System

Quality	Environment	Health & Safety
 <p>ISO 9001 Since 2001</p>	 <p>ISO 14001 Since 2005</p>	 <p>ISO 45001 Since 2007</p>
Information Security	Business Continuity	Social Responsibility
 <p>ISO 27001 Since 2010</p>	 <p>ISO 22301 Since 2010</p>	 <p>ISO 26000 Since 2018</p>

Stakeholder Engagement

The success of CIPL's growth is impacted/influenced by inputs from key stakeholders. Through regular, ongoing and close contact with them, we are able to anticipate emerging trends and challenges and come up with innovative solutions. The details of engagement mode and key issues with each of the stakeholder group are provided in the below table.

Key Stakeholder	Modes of Engagement	Key Issues and Requirements w.r.t. Social Responsibility
Parent Company	Business Reviews and Interactions	Sustainable business, compliance with applicable local, corporate rules & regulations, growth and profitability, make efforts towards realizing a better society in line with Canon's global policies
Employees	Forums like CEO Address, Annual Meets and Employee Satisfaction Surveys, Internal publications like Pulse, Invincible, Health 1st initiatives, WE Network sessions	Respected brand which is compliant and responsible towards society and its needs, health and safety, fair and transparent processes for employee management and career progression
Vendors	Periodic Vendor Meet, Vendor Interaction, Vendor Portal and Feedback, Vendor Audits	Organization sensitive towards needs of society, fair procurement guidelines, appropriate management of vendors, timely payments, business security and continuity
Customers	Corporate Website, Social Media Platforms, Customer Satisfaction Surveys, Complaints Management, Product Campaigns and Engagement Programs	Brand responsible towards society, environmentally safe products, environmental consciousness in development and design that considers product lifecycles, long-term relationship and timely delivery of products & services
Business Partners	Partner Surveys and Engagement Platforms like Canon Leadership Summit, Letters and other communication on matters like non-tolerance towards non-compliance, bribery, etc.	Availability of products in the market, bringing new technologies, business continuity, return on investments and fair business practices
Community / Society	CSR Activities and Forums to Engage with Various Communities so as to make the communities a part of Canon family	Responsible actions by the organization favorable to the needs of the society and appropriate CSR initiatives
Government & Regulatory Authorities	Annual Reports and Regulatory Filing, Interaction of Government Affairs Dept., Industry Forums	Partner with industry bodies and help in putting forward industry voice to regulatory bodies and compliance to all applicable requirements

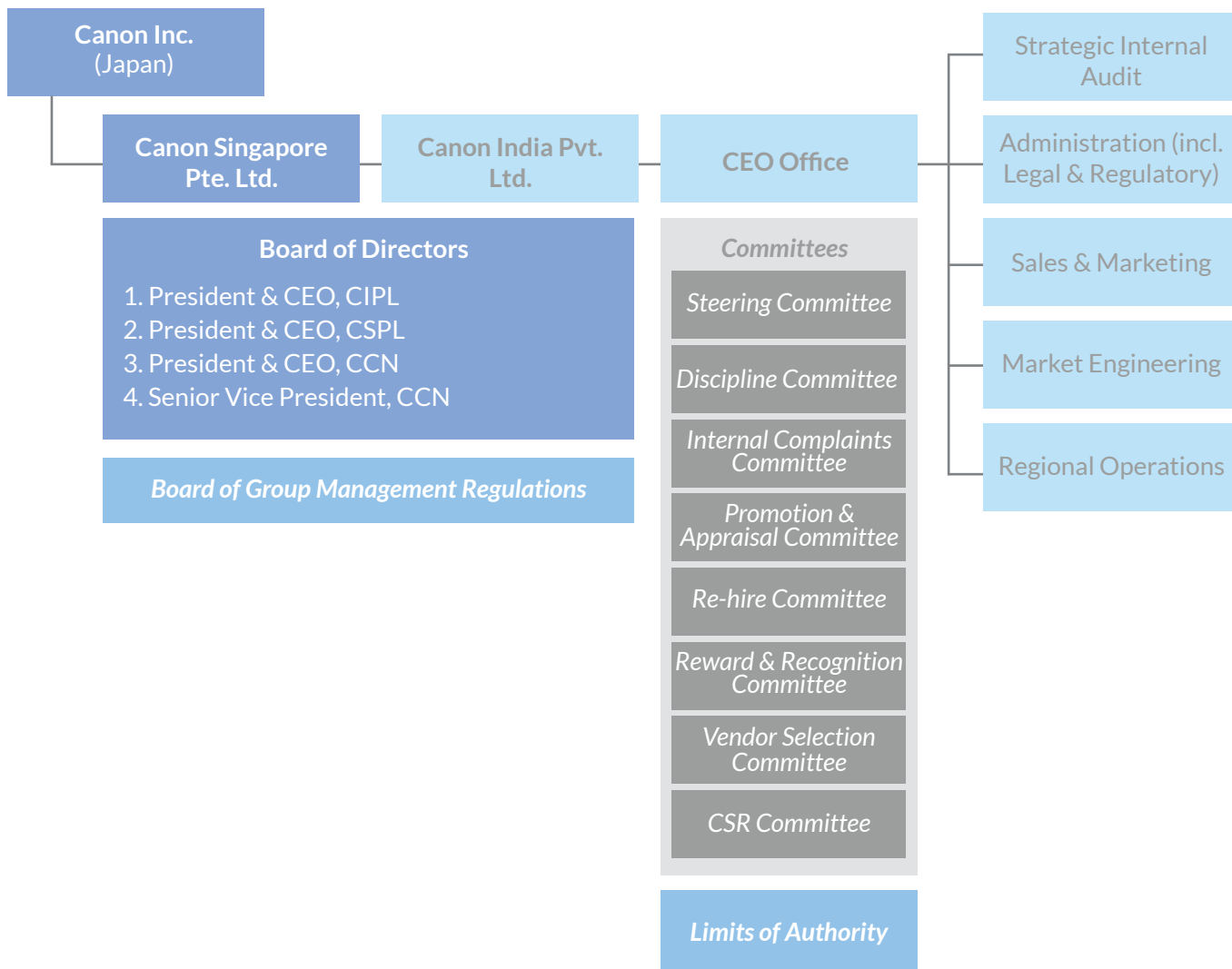
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Corporate Governance

In order to establish a sound corporate governance structure and continuously raise corporate value, the company believes that it is essential to improve management transparency and strengthen management supervising functions. At the same time, a sense of ethics and mission held by each executive and employee of the company is very important in order to achieve continuous corporate growth and development.

Governance Structure

The Board of Directors makes decisions on matters prescribed in the Companies Act, including a policy for establishing systems necessary to ensure the adequacy of operations (a basic policy for an internal control system) and other important management matters. The Board of Directors receives reports on a regular basis and otherwise as necessary on the execution of operations.



Steering Committee

Apex body responsible for taking all critical business decisions at CIPL. Responsible for effective handling of the reported discipline issues.

Discipline Committee

Responsible for effective handling of the reported discipline issues.

Reward and Recognition Committee

Responsible for monitoring rewards and recognition within CIPL.

Re-hire Committee

Responsible for establishing policy for re-hiring and examining merit of ex-CIPL employees who are interested in re-joining the company.

CSR Committee

Responsible for overseeing formulation of CSR policy and implementation of CSR projects in line with Companies Act, 2013.

Internal Committee

Formulated in line with 'Sexual Harassment of Women at Workplace Act 2013'; responsible for conducting independent enquiry of sexual harassment complaints and provide findings to the Discipline Committee.

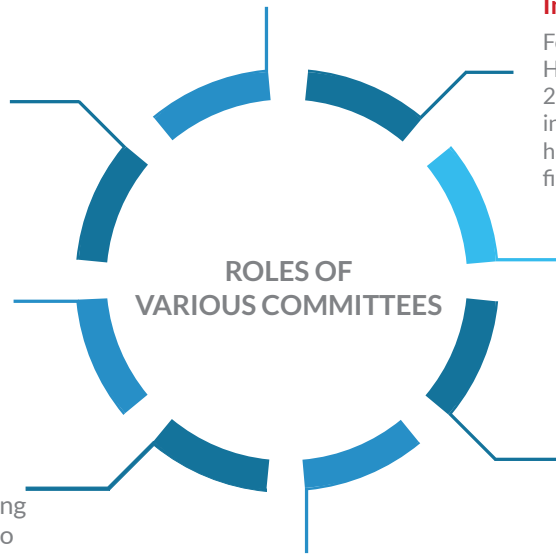
Promotion and Appraisal Committee

Responsible for laying down promotion guidelines and giving final approval on promotions each year.

Vendor Selection Committee

Responsible for final approval of vendors for on-boarding, post recommendation from vendor sub-committee.

ROLES OF VARIOUS COMMITTEES



Compliance Framework

CIPL adheres to all the legal and regulatory requisites of the law of the land and manages human resources in compliance with the laws and norms of each region in the country, as well as Canon's own regulations. iComply is CIPL's compliance management tool that has been implemented to monitor compliance to all applicable legal and regulatory requirements. This tool acts as a repository of compliances and ensures that all locations and divisions adhere to the relevant acts, rules, regulations, government orders, notifications, etc. The objective is to help CIPL develop an internal control mechanism that will ensure compliance under applicable laws, drive consistency in compliance with the actions across locations and highlight exposure areas on real time basis. The dashboard of iComply portal provides real time visibility of the organization's compliance status to the management. The dashboard consists of pie charts and bar graphs representing percentage of compliances, non-compliances, reported

non-compliances, compliances submitted with delay and compliances pending for approval across the organization on real time basis. Further, comprehensive compliance health report is sent to division / center heads.

Internal Control Mechanism

CIPL has a Strategic Internal Audit (SIA) Division, responsible for conducting internal audits within the organization. The SIA division reports directly to the CEO and CMA SIA. CIPL has on-boarded an internal audit firm, which performs internal audits under a co-sourced model. CIPL has also developed a framework for internal control over financial reporting as per the requirement of the Companies Act.

Office Addresses

Acronyms

Awards and Accolades

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Community Involvement and Development

Information Security

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Canon Inc. (CINC) is listed on the New York Stock Exchange, hence CIPL (from 2016) comes under the purview of compliance with the Sarbanes-Oxley Act. CIPL has, thus developed various risk control matrices for the identified material processes. Relevant financial and operational risks associated with the relevant processes have been identified, and against each such risk, controls have been put in place to establish a robust control mechanism. These controls are tested at design and operation level as per the requirement of SOX and reported accordingly.

In addition to process level controls, we also have entity level controls, defined by CINC, and these controls are also evaluated as per the requirement of SOX. On annual basis, CIPL management evaluates the effectiveness of the controls, established to mitigate identified risks. On the basis of their assessment, the management gives a certification to CINC about the effectiveness of the controls throughout the year.

Vigil Mechanism and Whistle-Blowing



environment, we have
 k to report any suspected
made a policy on
 n as vigil mechanism. We have
 eness among the employees,
 As per the process, reporters
 s even anonymously about
 s by visiting
 Any such complaint is
 Division and put forward to the
 e, if found valid.

While Canon's Code of Conduct defines the expectations from employees in terms of their integrity and professional conduct, the vigil mechanism defines the mechanism for reporting deviations from the standards defined in the code. The vigil mechanism is implemented not only as a safeguard against unethical practices, but is also intended to provide a mechanism for reporting genuine concerns or grievance of all stakeholders, including employees, partners, vendors, business associates, consumers, etc. It also ensures that deviations from the company's Code of Conduct and Values are dealt in a **fair and unbiased manner**, as provided in Section 177 (9) & (10) of the Companies Act, 2013 and the Companies Rules, 2014.

Discipline

A Discipline Committee has been set up in the organization to investigate and take decisions on reported disciplinary issues. A policy on disciplinary issues has been established to take appropriate actions against deliberate or unknowing behavior, which is not consistent with company's rules, regulations or guidelines. This includes:

A. Any one or more of the following Employee act(s):

Misconduct

Actual / potential breach of employment terms and / or company policies, codes, rules, regulations, practices

Actual / potential breach of statutory laws and regulations

And / Or

B. Employee act(s) that may result in one or more of the following:

Substantial adverse impact on the company's daily operations, business continuity and / or finances

Negative media coverage

Security Trade Control (STC)

CIPL follows the Security Trade Control framework, formulated by CINC, in order to ensure that civil goods or technologies are not diverted towards production of weapons of mass destruction. CINC supports Group Companies worldwide, including CIPL in the establishment of administrative structures and management rules that match their type of business. The Foreign Trade Legal Division provides templates for corporate compliance programs and guidelines, supplies educational material for employees, etc. In CIPL, STC educational material in form of learning videos has been put up on intranet portal for employees to view and understand the Security Trade Control framework.

Promoting Corporate Ethics

Canon Group Code of Conduct

The Canon Group Code of Conduct prohibits all Group executives and employees, irrespective of their position or duties, from engaging in discrimination based on race, religion, nationality, gender, age or other unfair grounds. It clarifies the Canon Group's management stance and standards that Canon Group executives and employees must comply within their duties.

Sections of the Canon Group Code of Conduct (Extract)

Management Stance

1. Contribution to Society

- ▶ Provision of excellent products
- ▶ Protection of consumers
- ▶ Preservation of the global environment
- ▶ Social and cultural contributions
- ▶ Communication

2. Fair Business Activities

- ▶ Practice of fair competition
- ▶ Observance of corporate ethics
- ▶ Appropriate disclosure of information

Code of Conduct for Executives and Employees

1. Compliance with Corporate Ethics and Laws

- ▶ Fairness and sincerity
- ▶ Legal compliance in performance of duties
- ▶ Appropriate interpretation of applicable laws, regulations and company rules

2. Management of Corporate Assets and Property

- ▶ Strict management of assets and property
- ▶ Prohibition against improper use of company assets and property
- ▶ Protection of the company's intellectual property rights

3. Management of Information

- ▶ Management in compliance with rules
- ▶ Prohibition against personal use of confidential and proprietary information
- ▶ Prohibition against insider trading
- ▶ Prohibition against the unlawful acquisition of confidential or proprietary information pertaining to other companies
- ▶ Appropriate use of confidential and proprietary information pertaining to other companies

4. Conflicts of Interests / Separation of Personal and Company Matters

- ▶ Avoidance of conflicts of interests
- ▶ Prohibition against seeking, accepting or offering improper gifts, entertainment, or other benefits
- ▶ Prohibition against acquisition of pre-IPO shares

5. Maintenance and Improvement of Working Environment

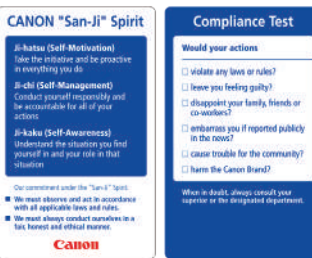
- ▶ Respect for the individual and prohibition against discrimination
- ▶ Prohibition against sexual harassment
- ▶ Prohibition against bringing weapons or drugs to the company workplace

Compliance Card

To reinforce the importance of demonstrating high ethical standards and a strict sense of compliance among employees of Group companies worldwide, Canon produced a portable Compliance Card in 17 languages and distributed it to the executives and employees of Group Companies worldwide. The card carries a reminder of the San-Ji (Three Selves) Spirit and

a test section that employees can use to check their actions and to reflect on the role of compliance in their everyday activities.

For new hires in CIPL, an email introducing the Canon Group Code of Conduct is sent to them



on the day of their joining, instructing them to follow it during their employment in Canon. Various activities are done in order to raise employee awareness with regards to ethics and honesty in the workplace, like class room trainings, awareness sessions during the annual events like Kick-off and Altitude, round table meetings, periodic messages from the CEO, banners, posters, etc.

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Human Rights

Treating One and All with Respect and Dignity

At CIPL, we actively assess and manage risks related to human rights across our business. We closely monitor the threats that are associated with human rights which raise potential concerns and proactively address challenges that arise. We take a firm stance on respecting the fundamental rights and freedom to which one and all are entitled.

Workplace Practices

- ▶ **Non-discrimination:** CIPL does not discriminate on ethnicity, gender, religion, social background, disability, political opinion or sexual orientation. We do not tolerate harassment in any form.
- ▶ **Health and Safety:** CIPL provides a safe working environment with appropriate work-related training for employees and contract staff. We encourage employees to enjoy a healthy work-life balance, e.g. five day week, adequate leaves, medical leaves, insurance, hospitalization, periodic fire drills, etc. 2020 has been an extraordinary year when most of our employees Worked From Home (WFH) owing COVID-19 pandemic. Even during these challenging pandemic times, employees are encouraged to follow same health and safety practices as before but with special focus on COVID Appropriate Behaviour.
- ▶ **Code of Conduct:** All employees are expected to comply with the Canon Group Code of Conduct. This sets out the standards expected of them, ranging from protecting confidential information to prohibiting improper conduct, such as bullying.
- ▶ **Employment Conditions:** Employment conditions are provided as per the local laws and practices, including leaves, proper working hours, maternity benefits, etc. CIPL respects the human rights of all its employees and business associates. CIPL manages human resources in compliance with the laws and social norms of the country and each state in which it operates, as well as Canon's own regulations.
- ▶ **Environmental Awareness:** CIPL trains all employees and contract staff in environmental awareness through QEHS tutorials, e-mailers, posters, intranet banners, classroom training, etc., to help them understand the importance we place on reducing our environmental impact and how it fits within their job role. Periodically, CIPL organizes environment promotion activities to involve CIPL employees and business associates, including partners, vendors and customers.

Non-Discrimination

Employment Opportunity

Employment opportunities at CIPL are purely merit-based. No discrimination is done on race, religion, nationality, gender, age or any other improper classifications, like colour, language, property, caste, economic grounds, disability, pregnancy, political affiliation, marital or family status, personal relationships and health status.

CIPL has a process of lateral hiring wherein experienced candidates are hired via various sources of recruitment, such as HR consultants, various job portals and Social Media websites like LinkedIn, etc. Also, prospective employees can apply for jobs through openings posted on the career page of CIPL's corporate website.

CIPL employees can also refer external candidates to fill-up positions that are internally notified by HR. In case of a position getting filled through this process, the referee gets a monetary reward for his/her additional effort in closing the vacant position. CIPL follows an unbiased approach and makes sure that all decisions for hiring are made without any prejudice.

Civil and Political Rights

CIPL respects all individuals' civil and political rights including but not limited to the right to life, the right to life with dignity, the right to freedom from torture, the right to security of a person and a fair hearing when facing criminal charges, freedom of opinion and expression, freedom of peaceful assembly and association, freedom to adopt and practice a religion, freedom to hold beliefs, freedom from arbitrary interference in privacy, family, home or correspondence, freedom from attacks on honor or reputation, the right to access public services and the right to take part in elections. On the day of any election, employees have the provision of arriving late to work or take a leave depending upon circumstances.

Economic, Social and Cultural Rights

CIPL respects an individual's right to education, work in just and favorable conditions, freedom of association, adequate standard of health, standard of living adequately for the physical and mental health and the well-being of self and family, food, clothing, housing, medical care and necessary social protection, such as security in the event of unemployment, sickness, disability, death of a spouse, old age or other lack of livelihood in circumstances beyond control, the practice of a religion or culture, genuine opportunities to participate without discrimination in decision making that supports positive practices and discourages negative practices in relation to these rights.

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People Development and Training at Workplace

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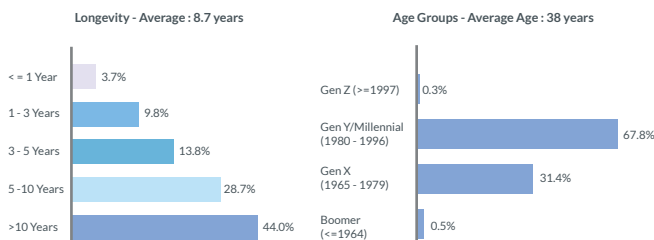
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Our People

We, at CIPL, consider people as our key resources and believe that their success will enable us to make the giant leap that we are planning for. CIPL employs a diverse workforce comprising of employees with an average age of 38 years and average longevity in the organization of 8.7 years. **40% of our employees have been with us for over 10 years**, which is a very healthy sign for a sales organization. At CIPL, employees primarily work for 5 days in a week and 8.5 hours in a day. We promote amongst employees a good work life balance and discourage extra working hours. We have a culture of celebrating 'De-Light Day' on every Wednesday where employees are encouraged not to stay back in office after working hours. We take utmost care to keep our employees motivated and stress-free by providing a range of benefits which are explained below.



Employee Benefits

Employees are eligible for a range of benefits everywhere we operate.

- ▶ **Preventive Health Checkup:** CIPL provides reimbursement for annual health checkup to employees and to encourage employees to take care of their



health and take preventive actions sooner rather than later. CIPL has tied up with My Health Meter to help employees enroll in wellness programs, which in turn

helps in maintaining a healthy environment at work. My Health Meter has an accredited network of hospitals and diagnostic centers that are equipped with superior facilities. The policy now also covers reimbursement for vaccinations of preventive nature like COVID-19, Tetanus, Hepatitis B, Hepatitis A, Typhoid and Polio, which can be claimed by employees within prescribed limit.

- ▶ **Cafeteria and Pantry Services:** Employees at all CIPL locations are provided with beverage options, like tea, coffee, cold coffee, iced tea, green tea, etc. Employees at larger offices like Corporate Office are also provided with cafeteria service at a subsidized rate.

- ▶ **Transport Services:** Employees of Corporate Office are provided with transport options for commuting to the office at a subsidized rate. Transport services are availed from best-in-class service providers; their compliance to various requirements including health & safety parameters is verified by CIPL during periodic vendor audits.

- ▶ **Loans:** Employees up to Senior Manager grade can avail interest-free loan for financial support in cases like the purchase of house, vehicle, employee's marriage, medical exigency, education fee, etc.

- ▶ **Congratulatory Gifts:** Employees are congratulated on the occasion of their marriage or child birth by way of congratulatory gifts (INR 11,000 on the occasion of marriage and INR 5,100 on the occasion of child birth).

- ▶ **Day Care Benefits:** Day care centers in close proximity of various CIPL offices have been identified and shared with the employees, which can be used by them and get the monthly fee of the center reimbursed.

- ▶ **Relocation / Transfer:** CIPL is primarily a sales & service organisation and employees are frequently moved from one location to another within India. In order to reduce any undue inconvenience to the employees due to the relocation process, the company provides the benefits like relocation allowance, salary increment based on the cost of living differentials, familiarization travel, initial stay at new city, along with family and reimbursement for packing and moving baggage.

- ▶ **Retirement:** As per CIPL's internal retirement policy, all regular staff on company's roll, can continue employment till 60 years of age. Retiring employees can opt to be a member of the 'Canon Connect Club' which has been formed with the intention to remain connected with the employees who retire from the organization. The members of Canon Connect Club are entitled to benefits like invitation to attend annual family day event, a copy of the employee quarterly newsletter (Pulse) and option to purchase Canon products at employee prices.



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Statutory Requirements/Benefits

Leave: Employees are entitled to annual earned leaves, casual-cum-sick leaves, and medical leaves. Female employees get 6 months of maternity leave and 3 months of post-maternity support to gradually resume work after the break. Adoption leave of 3 months is also provided to female employees adopting a child. Other types of leaves are marriage leaves, paternity leaves and compassionate leaves.

Provident Fund: All employees are entitled to Provident Fund with both employer and employee contribution, as per the legislation on Provident Fund. The employees can also opt for voluntary PF contribution over and above the mandatory contribution of 12% of basic salary.

Gratuity: All employees are entitled to gratuity as per the statutory requirement on their separation or retirement.

Insurance: Insurance benefits are provided to CIPL employees.

Medical Insurance: All major illnesses are covered from day one of an employee's joining. An employee can cover his/her spouse, kids and parents under this insurance cover. Facility of corporate floater is also available within certain limits in case of exhaustion of an employee's sum insured.

Life Insurance: This insurance cover is for employees and the sum insured varies with the grade of the employee.

Accident Insurance: This insurance cover is for the employee and the sum insured varies with the grade of the employee. This insurance covers permanent total/partial disability, temporary total disability and death.

Performance Management

CIPL has a performance management policy in place wherein eligible candidates are evaluated on a bi-annual basis. We follow a January to December appraisal cycle wherein goals/KPIs for all employees are set at the start of the year. This is followed by a mid-year evaluation which consists of feedback/course correction and KPI re-alignment (if required). At the end of the year, the performance of employees is evaluated against set targets and ratings are decided, which are utilized for pay reviews and promotions.

Remuneration

CIPL practices a position-based pay system to evaluate and compensate individuals fairly and impartially, regardless of gender or age. In this system, remuneration is based on roles and responsibilities. Performance during the year is evaluated to determine

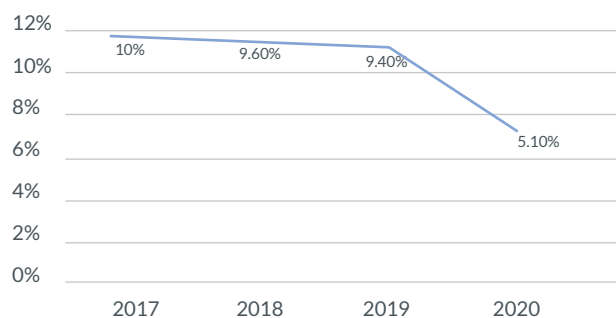
annual increment. Bonuses reflect individual achievements and company performance. An industry compensation benchmarking study is done periodically through an independent third-party agency. CIPL pegs at the median and revises the pay scale accordingly.

CIPL has a **23-year long history** of paying **salaries to employees on 25th of every month** (or before if 25th falls on a weekend or public holiday) which means that salaries are given at least 5 days in advance. The employee satisfaction survey shows this parameter consistently rated as high.

Attrition

The rate of attrition at CIPL has been significantly low as compared to others in the industry. In 2019, attrition rate was 9.4% vis-à-vis industry rate of 13%. On an average, for last 3 years, the rate has been lower than 12%. At CIPL, we make sure that we nurture talent and engage people with various professional and social initiatives, which has helped in maintaining a high retention level among our motivated workforce.

Attrition Rate



Apprenticeship

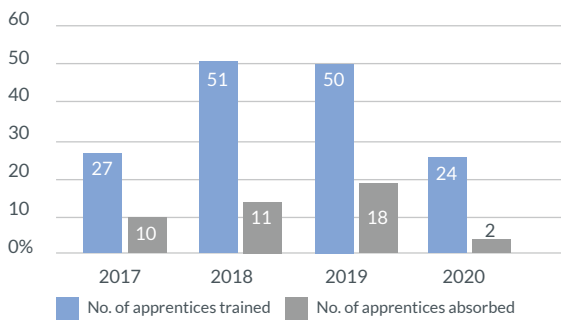
The National Apprenticeship Training Scheme in India is a one year program with the objective to equip technically qualified youth with practical knowledge and skills required in their field of work. It also helps to meet the requirements of skilled manpower in the industry and create employable youth in India.

The Government has a target of reaching 500 million people in skill development by 2022, and the apprenticeship scheme will be a key to increase the employability of youth. Apprenticeship training is considered to be one of the most efficient ways to develop skilled manpower in India where the apprentices are trained by the organizations at their workplace.

In line with the above, CIPL has taken the following steps:

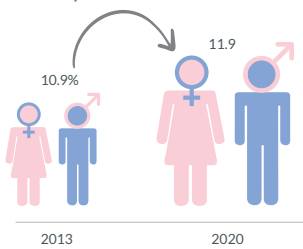
- ▶ Implemented apprenticeship scheme (effective since October 2015)
- ▶ Offered apprenticeship training in technical fields, like Market Engineering (after sales service and support) where apprentices with Diploma qualifications are taken in.
- ▶ Provision of training in the form of on-the-job training across various product lines – imaging, printing, etc.
- ▶ Since 2015 CIPL has trained and hired 178 apprentices based on their good performance and potential.

Apprentices Trained vs Absorbed



Raising Gender Equality

CIPL promotes gender diversity in the organisation. The policies and activities of CIPL have due regard for women’s rights and promote the equal treatment of women and men in the economic, social and political spheres. HR policies are formulated to provide positive, secure and safe working environment to all employees. Policies are reviewed periodically to align with the Government regulations and also to check relevance in the dynamic business scenario.



In the mid-term (3-5 years’ timeframe) CIPL aims to improve its gender diversity ratio to 20%.

Our strategy to achieve this mid-term goal is based on four pillars:

Hire - Promoting equal representation of women candidates in the recruitment and selection process; thus ensuring fair gender balance of employees at all levels and functions.

- ▶ All team members of HR Management Department have a KPI on Gender Diversity.
- ▶ Focus on Social Media hiring of female candidates.
- ▶ All job consultants have been given a target and monitored for number of female CVs sourced.
- ▶ One consultant has been empaneled only for female specific hiring.

Sensitize - CIPL has launched its Gender Diversity Programme called ‘WE@Canon’ (Women Empowerment at Canon) under which various initiatives are taken to promote gender sensitization by means of various employee engagement activities.

WE Network

CIPL has been hosting sessions under the ‘WE Network’ wherein experts from industry as well as internal experts from varied sectors were invited to motivate employees through their life experiences, challenges, learnings and professional journeys. Additionally these workshops also helped answer key questions around career building and building blocks for paving a way to a successful career



Women’s Week Celebration

In the spirit of international women’s day, the whole week is dedicated to celebrating the same through various events including registrations through HR for preventive health check-ups for women staff, online awareness on prevention of sexual harassment, distribution of an inspirational token (such as in 2019 a book titled “A thousand stitches” which touches lives of women who faced and overcame enormous challenges in their lives was gifted to all women employees.

Develop & Retain - Helping employees develop interpersonal, functional and leadership skills to enable them to achieve goals and improve performance. Analyzing attrition trends for understanding any unique challenges faced by women and making efforts to mitigate those.

Reboot Meetings

A unique initiative to touch base with returning mom and her manager to understand how they are managing work along with their new responsibilities.

Employee Assimilation

▶ Focused employee assimilation for female new hires to connect with them and identify trigger points to prevent early exit.

▶ 3 female employees retained post resignation

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Social Dialogue

CIPL has created varied channels to communicate with various stakeholders, some of which are listed below.

CEO Address

To establish a connection with employees spread across various geographies, our CEO and President, Mr. Manabu Yamazaki addresses all the employees every month in an open house on important business goals, directions, performance of the organization and health, well-being & safety of staff.

Good Morning Walks

The Good Morning Walk is an initiative to promote the culture of greeting. As a good morning greeting card is passed on from one employee to the other, groups of employees use innovative ways of greetings and convey unique messages.

Breakthrough

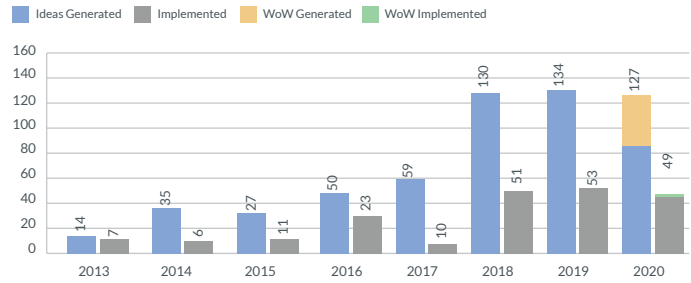


Breakthrough is a platform that is used for fostering ideation, innovation and continual improvement in the Organization. Under this initiative, employees are encouraged to come up with ideas, big or small, that would bring about improvement in CIPL's processes in line with the ISO standards that it is certified to. These projects help improve the overall quality of CIPL as an Organization.

This initiative of ideation started in CIPL more than 10 years ago when the ideas were referred to as 'Quick Hits'. Over the years, the nomenclature and methods of implementation have evolved from 'Quick Hits' to 'Kaizen' to 'Innovation' to now 'Breakthrough', however, the underlying philosophy of ideation, innovation and improvement has remained constant throughout. This concept involves every employee - from senior management to front liners. Everyone is encouraged to come up with small / big improvement suggestions on a regular basis - leading to cost effectiveness, productivity increase, customer delight, environment conservation, increasing brand visibility, tapping unexplored business opportunities, etc.

Cross-functional teams take these ideas forward and implement them. Teams are awarded after successful implementation of such breakthroughs. This works as a strong engagement tool. It encourages employees to think brilliantly and be connected in a symbiotic relationship.

Breakthroughs



Past 3 years have been symbolic years for CIPL when 100+ ideas got generated in each year and close to 50 were successfully implemented.

Vendors

Key vendors from each division are invited to an annual vendor meet wherein CIPL's policies, ethics and principles are communicated to them. Additionally, our CEO and top management deliver talks on various topics, including key methods of cost saving, quality and EHS guidelines. This forum is used as an informal method to seek feedback from vendors about their engagement and business with us and is a medium to strengthen our bond with them.

Trade/Industry Associations:

Owing to growing business complexities and government regulations long term sustainability of businesses is becoming tough and competitive. CIPL being a prominent brand in Printing & Imaging business, believes in maintaining a strong association with government/regulatory bodies, national and international trade/industry organisations, like MAIT (Manufacturers Association of Information Technology), CII (Confederation of Indian Industry) and JEITA (Japan Electronics and Information Technology Industries Association). We also collaborate with associations like The Federation of Indian Chambers of Commerce and Industry (FICCI) and Information Technology Inc. (ITI) in order to submit our suggestions, feedback, objections and challenges for making timely compliance. CIPL has been playing a pivotal role by participating in various industry issues including regulatory compliance and market surveillance issues, product certifications, taxes and customs and various environmental issues with different ministries.

Partner Meets

Partners from each marketing division are invited to annual partner meets where the top management discusses on partners' business operations, upcoming developments in their sector of operations and rewards are distributed for exceptional performance. The primary objective of these meets is to communicate CIPL's vision, strategy and each division's tactics to the partners. During the meet, queries raised by partners and suggestions given by them are addressed. Additionally, a partner survey is done with an objective to understand the expectations of our business partners. We use the survey results to maintain and strengthen those processes that are working well and to improve in those areas that get highlighted as opportunities for improvement

Customer Meets

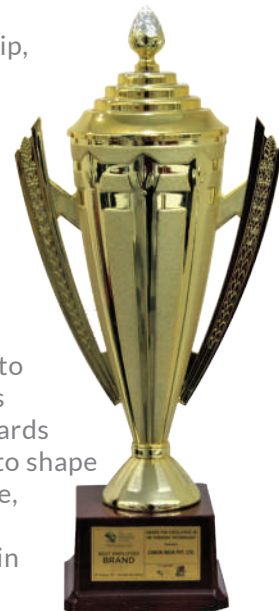
CIPL organized a series of events to thank its enterprise customers. These events are titled "Parivartan : Business Can Be Simple, wherein Parivartan stands for transformation". During these events CIPL showcased the latest range of Canon products that will transform and simplify customers businesses. CIPL Senior Management team engaged directly with the customers and delivered talks on how CIPL is bringing innovative solutions for its customers and is expanding its footprint in the Indian market. These events were attended by more than 2,200 customers from approx. 1500 organizations. In 2019 the events were organized across 7 locations including Mumbai, Chennai, Bangalore, Hyderabad Delhi, Noida and Pune.

Best Employer Certified Organization for Employee Experience 2019

CIPL has been certified as Best Employer Certified Organization for Employee Experience 2019 as a part of Aon Best Employers Study.



Aon Best Employers is a flagship, annual study that assesses organizations on their journey to become a winning workplace. The 2019 Best Employer study kick-started in 2018 with 125+ participating organizations. It included assessing employee experience, design of HR practices and their alignment to organization's vision. CIPL was recognized for the efforts towards fostering the right ecosystem to shape a positive employee experience, thus helping build an engaged workforce. This was reflected in high scores in the survey



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Health & Safety at Work

In order for a company to grow, it is essential that employees who are the life force of its operations, enjoy a comfortable work environment and are able to fully utilise their talents. At CIPL, we give due consideration to ensure adequate occupational safety and health, thus enabling employees to work in security and with peace of mind.

CIPL is **certified to ISO 45001** and ensures that all its requirements are not only met, but also continually improved. Through its OHS policy, CIPL commits to focus on **prevention of ill-health and injuries, employee well-being and provide a safe working environment to the employees.**

CIPL office is constructed by reputed builders adhering to all safety requirements. We conduct regular training on workplace safety, including execution of mock drills on periodic intervals steered by our trained emergency response teams.

We offer best-in-class office infrastructure, including provision of ergonomic furniture and infrastructure. We conduct periodic indoor air quality monitoring and illumination surveys in order to ensure that the indoor air quality and illumination in the offices are in order. We also take actions whenever improvements are required. To address the adverse air quality issues in North India, more than 100 air purifiers have been installed in our offices in North India and more than 600 indoor plants have been placed in our offices. Pollution masks are distributed to the field staff from time to time.

Employees working in the camera repair centres are given adequate training, SOPs and Personal Protection Equipment (PPE) to ensure that there is no impact on their health as a result of their exposure to cleaning chemicals and repair tools. Our field staff is given regular road safety training owing to the nature of their job, which requires extensive travel. Regular training and workshops on ergonomics are conducted for support staff who spend most of their day sitting in front of PCs. Some of the other training that are conducted to ensure a high level of occupational health and safety are women safety, wellness, emergency response, first aid, etc.

Incident Management & Business Continuity

At CIPL, we have established an Incident Management Plan (IMP) and a Business Continuity Plan (BCP). While the Incident Management Plan is a comprehensive document that guides us in making the first response to an unplanned incident, the Business Continuity Plan is more focused towards helping the business to recover from damages after the incident has occurred. It includes information on backup location for employees

to work from and recovery strategies for critical processes.

The IMP and BCP in conjunction explain in detail the structure of the Incident Management Teams, rules for incident management, criteria for invoking Business Continuity, delegation of authority, etc.

Both the IMP as well as the BCP are tested periodically to not only ensure their robustness but to also ensure that our response time objectives are realistic and aligned to business requirement. It is not only within CIPL that we exercise these, but we also involve external stakeholders in exercising to the extent possible.

CIPL's Corporate Office in Gurgaon is based in a DLF building. CIPL partners with DLF in half yearly emergency evacuation drills which an objective to raise awareness and ensure efficiency should a real emergency arise. During these drills, trained emergency handlers perform activities like dousing the fire using state-of-the-art fire equipment, making announcements on best practices to be followed during an emergency, etc. with an objective of providing tactical experience and training to corporate emergency response teams to be able to handle adverse situations. CIPL's emergency plans are reviewed once every year or earlier when major changes occur.

Hazard Identification and Risk Assessment

Hazard identification and risk assessment are done regularly (at least annually or earlier when major changes occur) by each Division of CIPL. The EHS team facilitates a detailed discussion with each division wherein hazards arising from factors like infrastructure, equipment, materials, substances and the physical conditions of the workplace, product and service design workload, work hours, victimization, harassment, the culture in the organization, human factors, etc. are evaluated considering their impact and probability. For all hazards and risks that are rated beyond the pre-decided threshold, actions are taken to bring down the risk level by implementing adequate controls. For the risks that cannot be brought down to an acceptable level are tabled to the Senior Management team for further evaluation / acceptance.



Safety and Well-being of employees during COVID-19 Outbreak

CIPL was quick to adapt to the changed business environment due to COVID-19 and was well prepared to ensure safety of all employees even before pandemic hit India in full force. Even before the lockdown was announced, CIPL made efforts to prepare employees for the upcoming pandemic through periodic awareness in form of risk advisories, restrictions on travel, more stringent workplace hygiene in form of masks, hand sanitizers in all CIPL offices and instructions to visitors on how to ensure safety within the premise. Also WFH drills were conducted in order to check preparedness of employees to work from home even before WFH got officially announced in March 2020.


During the pandemic times, the risks pertaining to health & safety of staff changed suddenly. There were newer risks that one could not have imagined before the occurrence of COVID-19 outbreak.

Several initiatives have been taken to safeguard our employees from getting infected. The office infrastructure has been made COVID appropriate by setting up touch-free hand sanitizing stations at office common areas. Thermal screening, physical markings to ensure physical distancing, strict office sanitization schedules, provision of PPEs, etc. are some of the measures taken. Various SOPs have been published and awareness campaigns have been done telling employees how they should protect themselves from getting infected. A daily health monitoring mechanism has been set up wherein employees self-monitor their health daily and mandatorily declare it on the intranet portal even before they enter the system to start off their regular activities. We, hence, have a quick snapshot of the health of our staff on any given day.

Employee Self-Declaration

Do you have any sickness symptoms?

- Your body temperature today °F
- Cough Yes No
- Difficulty in breathing Yes No



COVID-19

In these unprecedented times, when the whole nation was under lockdown, our service engineers have been on the field, supporting our customers tirelessly and diligently closing service requests on time. Several actions were taken to reduce the risk level in order to safeguard not only our staff but also customers during this time. In order to protect our customers and employees in this pandemic, we have **introduced OTP system** with the aim to reduce the risk of spread of infection and offer **contactless service to our customers**. Upon completion of service call, an OTP is sent to our B2B customers. The customer shares this OTP with the field team on successful completion of the call, thereby eliminating need of customer signatures during closure. **Comprehensive Safety Manuals** have been published explaining how machine should be sanitized to reduce the risk of infection both before and after service.

Remote methods of supporting customers using video calls and remote connectivity have been introduced. Availability of Personal Protective Equipment (PPEs) like gloves, masks, face shields and hand sanitizers have been ensured at all times.

Welfare of our employees has been our topmost priority during this difficult phase. While various measures are taken to reduce the risk of infection to our employees, we do realize our responsibility towards those employees who do get infected. To support such employees, various initiatives have been taken which are listed below:

Homecare Treatment for COVID-19 has been added under coverage of Group Health Insurance wherein treatment can be availed by our employees at home under active monitoring of health status by a medical practitioner; covering diagnostic tests, prescribed medicines, medical consultation, nursing, etc.

OPD Coverage for COVID-19: Employees can claim upto INR 50,000 per family for doctor consultation, medicine, etc. if insured person is diagnosed COVID-19 positive and is under home-quarantine.

Procurement of Oxygen Concentrators and Oximeters: Oxygen Concentrators and Oximeters have been procured for use by employees and their families as an endeavor to provide immediate assistance to the CIPL family in these unprecedented times.



Employee Assistance Program (EAP): CIPL has launched EAP in association with 1to1help.net which is a confidential service that equips and supports one as one meets life's challenges. It offers a range a reliable self-help resources as well as personalized help from professional counsellors.

Wellness Programs

We organize programs focusing on employee well-being, which include physical fitness initiatives as well as mental well-being especially in these unprecedented pandemic times. Some examples are Mental Well-being workshop, COVID awareness session by COVID Doctor for field staff, De-stressing Yoga sessions and so on.

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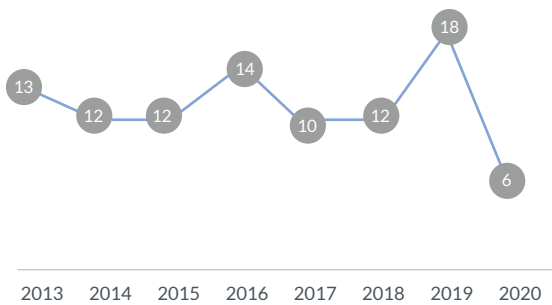
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Safety Drives

CIPL undertakes safety drives from time to time. Example, in Jan this year we celebrated the 'Road Safety Month'. Considering the nature of our operations, 60% of our staff is on field most of the time thereby being subject to various road hazards like unsafe traffic conditions, road rage, driving in extreme weather conditions, etc. 'Road Safety Month' was an initiative towards reminding employees especially field staff about the importance of observing road safety. We also conducted road safety trainings for our field staff and were able to successfully cover 75% of our field staff in this training. We also sent out reminders on days of the month to employees reminding them about the basic of safe driving and that it is important to focus on 'defensive driving' which means that one needs to be alert of other people who could make a mistake on road. Highest number of health and safety incidents at CIPL pertain to 'road accidents'

Number of Road Accidents

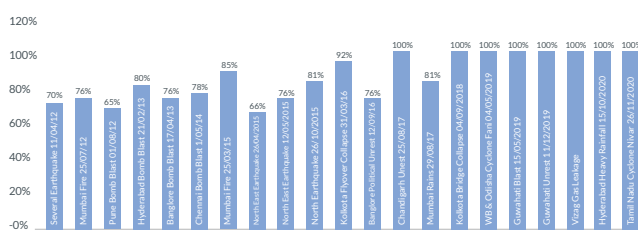


Employee Safety: I am OK Portal

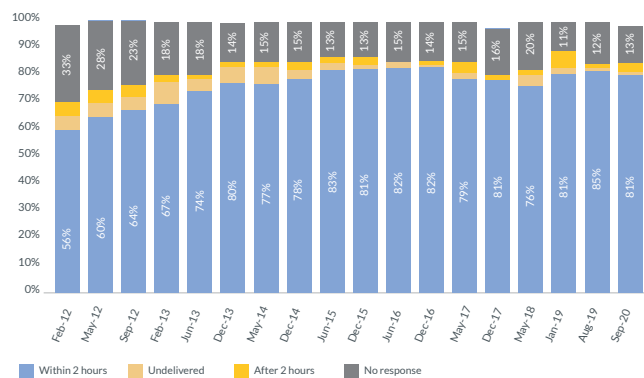
Considering the nature of operations, on a typical day around 60% of staff is in the field and 7-10% of staff is travelling from one location to another. Should an emergency situation arise, it would be extremely difficult for us to manually track the location and ensure safety of our staff. We hence wanted a tool that would help us touch base with our staff very quickly to ensure that they are safe and provide help to them if required.

'I am OK' portal was then deployed at CIPL back in 2012 for tracking safety of our employees in an emergency situation. In case of a disaster, through this web interface SMS is sent to all staff asking them to confirm their safety with a request of keyword based revert to 'I am OK' mobile number e.g. "OK" or "HELP". The revert gets recorded and a quick check is made of whether the staff is fine or needs help. In case an employee responds "HELP", it quickly triggers the organization to take some action to help the employee. For the staff who does not revert, manual telephonic calls are made - to mobile / home / emergency phone numbers to get information on respective staff's safety. The portal, thus, helps in quick compilation of employees' well-being, with minimal manual effort, considering that in times of crisis, time is the most crucial resource.

Communication Cascade - Real Emergencies
Safety Confirmed within 2 hours



Communication Cascade Drill Result



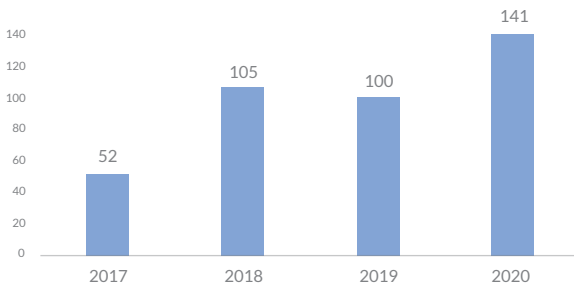
This portal has been successfully in use at CIPL since 2012 and has been used to confirm the safety of our staff successfully in various emergency situations during the last many years.

Communication cascade drills are done every half-year to ensure effectiveness and staff awareness on the functioning of this process.

Internal Audits

We have a team of 30 internal auditors. These auditors, from a mix of locations and divisions, are trained on conducting integrated EHS audits. While planning internal audits, it is ensured that auditors are independent of the division / job / function/ project / activity - as required, which they are assigned for auditing. The auditors take site rounds or conduct telephonic / video conference audits (with a verifier present at site, wherever required). They review documentation & records and interview personnel as part of the audit and record the findings. Non-conformance report is filled by the auditor and an automated e-mail alert is sent to the auditee, auditor and concerned Divisional Head. NCs are discussed with the auditees in consultation with their managers / Divisional Heads to identify the root cause and propose necessary corrections and corrective action to be implemented along with the target date. Auditees / designated responsible person implements the proposed corrections and corrective action and checks the effectiveness before confirmation to Auditor. The Auditor / QEHS verifies the effectiveness of actions taken against the NCs raised in the previous Audits in the subsequent audit or earlier depending on the criticality. A summary of NCs is prepared by MR and presented to the Top Management in the Management Review Meeting.

Number of ISO Internal Audits Conducted by cross-functional Internal Audit Team



Employee Engagement Activities at CIPL

Our Employee Engagement team creates a platform for employees and their families to interact and bond with each other. Events are held all across India including events like Family Chalo Office, Family Day, Diwali celebrations, Year-end party and Sports events amongst others. Additionally, we provide a range of facilities for employees, including library and cafeteria facilities.

Family Day

This event is organised across different locations of CIPL. It is an annual, daylong event wherein various fun activities are planned for adults, along with the kids. One minute games, musical chairs and kids' performances remain highlight events of the day. This engagement provides our employees and families with an opportunity to unwind and relax together and is a refreshing change from daily office routine.



Festivities and Celebrations at Offices

Various festivities and joyous occasions like Diwali, Christmas celebrations happen in all CIPL offices. A number of fun engagements are a part of this celebration including a special decorated photo booth for capturing beautiful moments of Canonites, a lavish food fiesta and fun games and gifts which capture our health first theme aptly are some major highlights.

Family Chalo Office

This engagement is an opportunity for employees to get their families to their workplace in events such as new office inauguration and more. It is a daylong event planned for the families where various engagement and fun activities like Origami, Ikebana workshops and colouring zone for kids are organised. It is a platform for the families to bond with each other and feel proud to be a part of Canon.



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People Development and Training at Workplace

Learning and Development

CIPL focuses on creating a learning and development environment within the organization. The HRDA (Human Resource Development Academy) Division has been formed with a mission to create a highly capable organization which can drive company growth and leadership position.

The vision for this team is to create business impact by offering innovative HR solutions to business problems, customer centric content, leveraging technology at high speed. In house trainers conduct trainings for employees and partners, imparting product knowledge and behavioral skills linked to competencies.

CIPL's Competency Framework

At CIPL, we believe that there are 16 competency behaviours, which fall into three clusters:

- ▶ Business Cluster
- ▶ People Cluster
- ▶ Results Cluster

Business Cluster	People Cluster	Results Cluster
		
Business Cluster Business Acumen Strategic Thinking Innovation & Creativity Change Orientation.	People Cluster Teamwork Coaching & Development Team Leadership Communication Networking Matrix Management.	Results Cluster Results Orientation Planning & Organizing Decision Making Problem Solving Customer Focus Learning Ability.

Coaching

Coaching is an intervention where people grow people and an exercise that aims to weave coaching into the cultural fabric of the Organisation. While the senior leadership team has been undergoing external executive coaching for many years, it was felt that the benefits of coaching should be extended to all the employees in the organisation. This is being achieved by training leaders and managers to take on cross functional coachees internally. This intervention is not only helping build coaching capability within the organisation, but also developing people through an extensive, personalised intervention based on internal coaching. To the culture, it has contributed to an organic growth of collaboration, deeper relationships based on trust and a more visible & developed talent pool. Till now CIPL had developed **65 internal coaches** and a total of **181 coachees** since 2012.

Organisational Development Projects

CIPL also works on Organisational Development projects which are long term projects panning over a year. In 2019-20, 3 such projects were done by the team which were on:

- ▶ Role & competency benchmarking
- ▶ Role transitions
- ▶ Development Centres to create a focused approach towards individual development

Creation and Standardization of Training Content

CIPL's HRDA team works closely with stakeholders to customize the content for trainings, in line with the business objectives. This content is rolled out in a uniform manner across the country for internal and partner staff with the help of training manuals.

In 2019, 34 manuals were created across product and behavioral topics. In 2020, 21 manuals were created across product and behavioral topics. This was done with an objective to maintain consistency, impart the same knowledge and content across PAN India trainings.

Ongoing Assessments on Product Knowledge

CIPL also conducts ongoing product knowledge checks for employees as well as partner staff. We conduct Demo Challenge for our direct sales staff which is an assessment on demonstration skills and sales pitch. A case study is given to participants and they are expected to present a solution to a panel of judges. In 2020, due to the pandemic we conducted the Demo Challenge virtually with live streaming to employees.

Driving Learning through Technology

In order to drive learning and make it available on the go, CIPL has created various job aids and digital tools. These tools augment understanding on products, in line with customer requirements, enable better pitching strategies, product demonstration and create value for the customer. Below are the technology tools we have to drive learning:

3D Demo tool for newly launched products - With these tools a virtual demo of the product can be shown to customers anywhere and at any time. The tools showcase, features, benefits, how to and give a virtual touch and feel of the products and its capabilities.

uniFLOW calculator - The tool helps sales staff to create proposals by answering simple questions. This adds tremendous value to customers as well as drives efficiency for sales staff.

In-house e-Learning - At CIPL, we create in-house e-learning modules for employees and partners including e-learning based on product knowledge, inductions etc.

Virtual Trainings

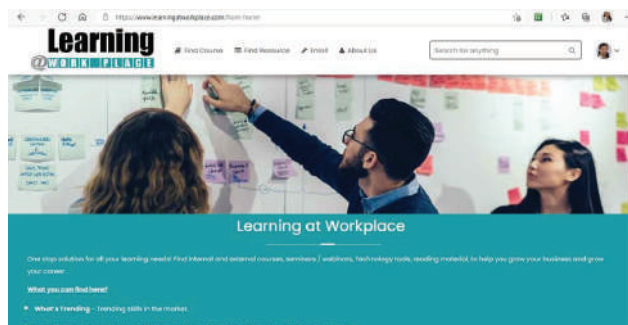
As CIPL, we use a host of virtual engagement tools to engage our participants and drive learning, when we train virtually. These tools are interactive and engaging for participants.

IR Configurator	Equipped with more than 30,000 accessory combinations, this tool helps sales staff pitch the right accessory to the customers whilst ensuring zero errors in pitching IR products.
IR 3D Simulator	This is an interactive tool which helps sales staff do a 3D demonstration of machine without a physical machine. The tool offers 360 degree product view, hotspots and detailed feature animations to sales staff
Competition comparison tool	Ready reckoner for sales staff which helps them to understand and pitch Canon products viz a viz competition.
Decision Tree	This tool enables new hires and sales staff to pitch the right product, based on customer's need and not just price. This is done through set of questions that lead to the right model.
Sensei	Mobile application for learning, communication and collaboration needs of employees. Offers quick reference reckoners highlighting all products specifications, significant strengths in form of FAB (Feature Benefit Enhancement) sheets. It also houses content on soft skills, curated product and soft skills videos and chat with product experts for queries.
In house learning videos	Byte sized videos prepared for replacing giving product demos in locations where physical products are not available. Till 2019, 48 in house videos were created with in house-scripting, shooting, employees as actors, 3D animation and editing also resulting in cost savings
Prospect validation tool	This tool was developed with an intent to reduce time spent by sales managers on prospect validation. This helps sales staff validate sales prospects, thereby enabling higher accuracy of forecasts.
Performance diagnostic tool	Diagnostic tool developed for sales managers in order to help them identify root causes of performance gaps of their sales staff and accordingly plan development steps.
Proposal builder	This tool was developed to create professional and standardized proposals for sales staff without any chances of error.

Some other key milestones include introduction of **Learning@Workplace**, a one-stop learning solution portal for CIPL's learning needs. This learning portal offers curated content like courses (both online and offline), workshops, webinars, in-house trainings, job aids, resources to help the employees learn as per their need and grow. The website has 3 main sections comprising of :

- ▶ external content like webinars, seminars, executive education, online courses
- ▶ Internal offerings
- ▶ Tools and resources – Integrating all available tools and job aids for learners at one place.

The site enables participants to learn at their own pace, nominate for workshops and also get nominated by their Line Managers. The site has also been opened up for external partner staff also to help them learn on the go.



Benchmarking

Another highlight for 2020 was Benchmarking study done with Ernst & Young and 20 other organizations with an objective to learn from direct and allied sector best practices, benchmark internal learning philosophy, processes, team structure and technology usage with the best in class and identify current gaps / areas and define a roadmap relevant for CIPL. The study provided insights to CIPL on best practices followed at present and also an idea of the areas that may be explored in the coming future to ensure growth of the team.

In 2020, CIPL conducted learning survey to understand the learning needs and check participation of employees in external webinars. Through this survey , 600+ needs were expressed and 300+ responses were received . The needs expressed by employees were centered around key topics including product knowledge improvement, management development, customer management, personal development and strategy.

Learning amidst Pandemic

During the tough pandemic times, when travel was slowing down, learning was speeding up in CIPL. HRDA team adopted various virtual platforms during the pandemic situation so that learning can reach every nook and corner of the country In 2020, 10,000+ participants were covered through 670 virtual sessions conducted, resulting in 975 training days and 210 assessments.

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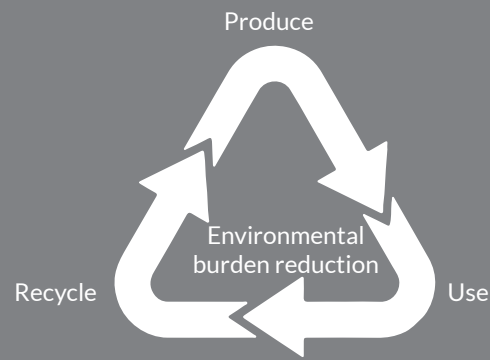
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Green Products

All products manufactured by Canon are Restriction of Hazardous Substances (RoHS) compliant. Also, any product purchased and bundled with Canon products in India or offered as promotional items are tested for compliance with Canon Inc.'s Green Procurement Guidelines. We use government certified labs to test the bundled products for hazardous substances. This shows our commitment to provide only RoHS compliant products to our customers.

Product Lifecycle

All Canon products sold in India are imported from the parent company. In India, Canon takes the responsibility to dispose-off end-of-life Canon products (and other brands also as and when collected) and other e-wastes by sending such wastes to a government approved recycling agency.



Energy Management

Canon globally promotes environmental assurance activities across the entire group, establishing environmental goals and an environmental action plan in order to realise a society that promotes both, enriched lifestyles and the global environment, as outlined in our Environmental Vision. Every year, we closely monitor the progress of our initiatives throughout the product lifecycle, making steady strides toward energy conservation, resource conservation, elimination of hazardous substances and biodiversity conservation.

At CIPL, various initiatives are taken to reduce the electricity usage at offices:

- ▶ LED lighting in offices
- ▶ Energy efficient air-conditioning
- ▶ Optimum temperature maintained in offices
- ▶ Usage of renewable sources of energy like solar energy

CIPL has invested in two solar panel systems with a capacity of 20 kWh each on the rooftop of two of our offices in NOIDA. These panels generate approx. 4,000 units of electricity monthly. So far, they have generated 1.6 Lac electricity units, thereby saving 100 MT of carbon footprint.

Waste Management



eWaste Collection Box

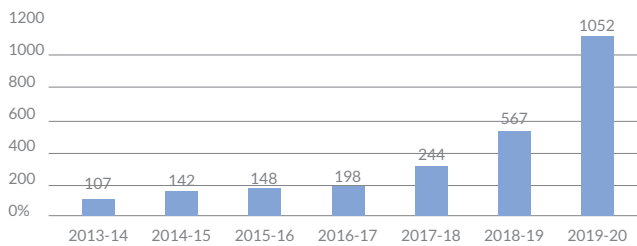
In line with the eWaste Rules, CIPL ensures that an effective 'collect-back mechanism for eWaste' is in place. Information about this collect-back mechanism is provided to the customers through the corporate website. Also, a separate queue is available at the call centre IVR for taking

requests for eWaste collection and handling enquiries on eWaste.

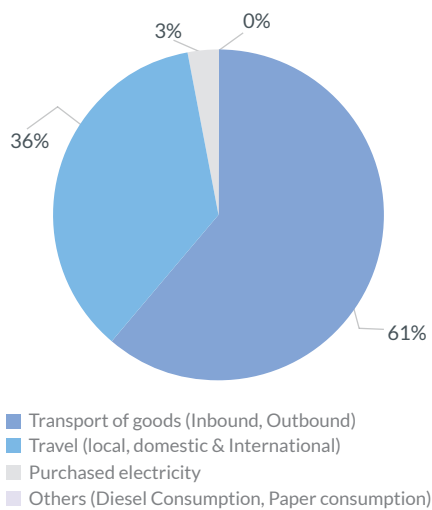
Information is also shared with the customers through information sheet inserts in product packaging, product catalogues, etc. CIPL collects and disposes off eWaste in an environment-friendly manner through a government authorised vendor, both as a producer and as a bulk consumer.

When required, we go over and above the requirements of the rules and even have a provision for recycling non-Canon brands.

eWaste Recycled (Tonnes)

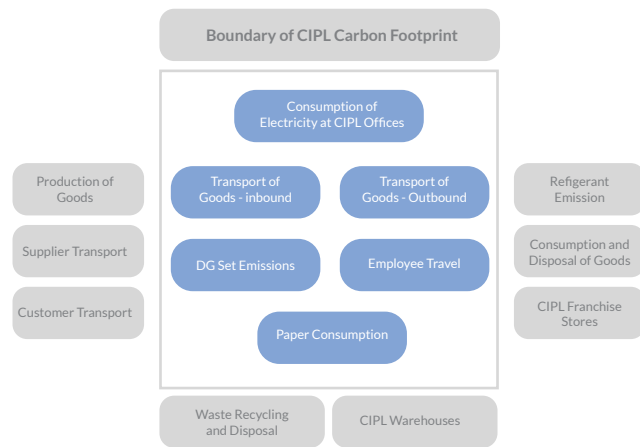


Carbon Footprint Share 2019

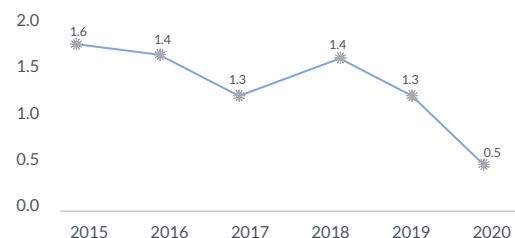


GHG Management

CIPL uses Green House Gas (GHG) Protocol Corporate Standard for estimating its carbon footprint. This standard provides guidance to the organisations preparing a GHG emissions inventory. The operation boundary of CIPL's estimation is currently confined to Scope 1 (Direct Emissions) and Scope 2 (Energy Indirect) only.



Carbon Footprint Intensity - Revenue wise (Metric Tonnes / Million INR)



The considerable reduction in CIPL carbon footprint in 2020 is due to the pandemic effect.

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Climate Change Mitigation and Adaptation

Canon believes it is vital that environmental activities such as measures for climate change are integrated into the management of its business. For instance, Canon evaluates the results of environmental activities by each member of the Canon Group (including each business unit, manufacturing subsidiary and sales companies) using a consolidated performance evaluation system. CIPL has been consistently performing well in this evaluation with a full score for last 10 years (since 2011).

Regional Sales Companies

Ranking	Company	2021 1st Half Total Score	Ref.			
			2020 Annual		2020 1st Half	
			Score	Ranking	Score	Ranking
1	C.CN	20.00	20.00	1	20.00	1
1	C.India	20.00	20.00	1	20.00	1
3	C.SPL	19.70	19.50	5	19.00	5
4	C.Canada	19.00	18.50	7	18.20	8
5	C.Italia	18.00	15.50	11	16.00	10
6	C.España	17.50	17.75	8	19.00	5
7	C.Australia	17.20	19.20	6	19.20	4
7	Axis Com.	17.20	16.70	10	17.00	9
9	C.HK	17.00	20.00	1	20.00	1
9	C.France	17.00	14.75	12	15.50	11
11	C. Marketing Thailand	16.20	20.00	1	18.70	7
12	C. Russia	16.00	12.00	19	12.00	19
13	C.UK	15.40	14.50	13	12.50	17
14	C.Deutschland	15.00	17.00	9	15.50	11
15	C.S&S	14.50	14.25	14	15.00	13
16	C. Korea Consumer Imaging	14.00	14.06	15	13.75	15
17	C. Nederland	13.50	14.00	16	14.50	14
17	C. Belgium	13.50	11.00	20	12.50	17
19	CSA	13.00	13.50	17	10.20	20
20	C.Schweiz	12.00	12.50	18	13.00	16

Earth Hour at CIPL

Earth Hour is a worldwide movement for protecting the environment, organised by the World Wide Fund for Nature (WWF). This event is held worldwide annually, encouraging individuals, communities, households and businesses to switch off lights for one hour (8:30 to 9:30 p.m.) on the last Saturday of March, as a symbol of commitment to the planet.

At CIPL, we have been supporting Earth Hour for last twelve years in a row. By switching off lights across all our offices, we not only commit towards the creation of a sustainable society, but also influence employees and associates towards environment conservation.

In 2019, we clubbed the annual Family Day event with the Earth Hour celebrations; the objective was to spread awareness not just amongst employees but also their families – especially the future generation – about importance of energy conservation and promoting the mindset of creating a happier planet. During the event lights were switched off for 60 minutes and everyone was encouraged to enjoy a candle lit dinner experience with colleagues and their families.



Earth Hour being observed at Camera Repair Center, Bengaluru

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Global Biodiversity Policy

Basic Policy

Canon fully recognises biodiversity as an important basis for a sustainable society and promotes activities that contribute to biodiversity conservation.

Action Guidelines

Canon strives to conserve biodiversity with consideration for various regional characteristics from a global perspective.

Canon actively works to reduce the impact on biodiversity associated with various business activities, and to conduct social - contribution activities that lead to biodiversity conservation.

Specific Actions

“Utilisation of Canon technology and products for biodiversity conservation” Support for biodiversity conservation activities and projects.

“Consideration for biodiversity centred on operational sites”
Ascertaining the impact of our business activities on biodiversity and conservation of animal and plant habitats around operational sites.

“Contribution to the creation of a community rich in biodiversity”
Promotion of biodiversity conservation activities and education activities in collaboration with local communities.



Bio-diversity Conservation

During the last few years CIPL has been involved in various activities related to Environment Conservation. From 2018 onwards bio-diversity taken up as a key focus areas and various activities were undertaken to promote the conservation of bio-diversity.

In recent times CIPL has expanded its scope on biodiversity and conducted various activities under its biodiversity umbrella. In 2019 various activities including celebration of international tiger day, promotion of conservation of marine life and world animal day was done through our social media platforms. Awareness regarding the above causes was created on social media for both internal and external stakeholders.

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Beautification of Wazirabad Bundh, Gurgaon

In 2019, CIPL partnered with a Not for Profit organization, "I am Gurgaon" for transformation of Wazirabad Bundh, a groundwater restoration hub on verge of extinction due to concrete encroachment into a linear biodiverse park attracting life forms like birds, insects and other mammals.



An Art structure made of plastic waste created by renowned artist Mr. Arunkumar G at Wazirabad Bundh

An art installation was built out of plastic waste in order to beautify the Wazirabad Bundh and to build awareness about this place which is being developed to enhance bio-diversity in the region.

Promotion of Bio-diversity in adopted villages

Various employees volunteered to visit to CIPL's adopted Maheswari village to spread awareness about the importance of bio-diversity. Employees spoke with the village children about importance of bio-diversity & taught them to make bird feeders with help of old plastic bottles. The awareness session involved 36 school children from the village.



All the participants discussed factors that have been affecting biodiversity in nature and threatening existence of many species on earth. The session included fun-filled activity where all the participants learned to make bird-feeder with the help of waste materials, to supply food and water to the birds during scorching heat of summers. The session was concluded by gifting jute bags to spread awareness for usage of sustainable and eco-friendly products.

Green Environment Together (GET)



Green Environment Together (GET) is a Green Marketing programme that was launched in 2019 with an objective of enhancing the mind share and customer delight by engaging customers in this environmental initiative. To offer a unique value proposition and to build an emotional quotient between Canon and its customer base, CIPL introduced the Green Marketing Initiative - called Green Environment Together (GET). As a part of this

initiative, CIPL planted a tree for every Copier MFD sold through Direct sales (Enterprise).

As a result of this initiative, CIPL has planted a total of 20,000+ trees. This initiative of planting trees for every copier sold, helped CIPL in creating customer delight by offering value-add to those buying Canon MFD. We co-branded & awarded certificates of tree plantation, thus achieving our business as well as environmental goals. This Green Marketing programme helped to promote Canon as a brand that cares not just for its customers but also the environment!

Ethics and Anti-corruption

We Actively Comply with Ethical Policies to Cancel Out the Risk of Corruption

Canon's Code of Conduct clearly mandates total compliance with corporate ethics and laws, with fairness and sincerity in the performance of all duties. Ensuring ethical business practices is the mandate that is initiated from the top. In order to cascade this important message, CIPL management continuously uses various platforms, like training, messaging, one-on-one or one-to-many communications, etc.

As an ethical and compliant organisation, we ensure that our dealers/distributors and vendors must also comply with norms of ethical business conduct while performing their roles for and on behalf of Canon. To ensure this, we have an anti-bribery and legal compliance clause of our business agreement, signed by all dealers and distributors.

We talk about Canon's mandate in relation to ethical business operations with our vendors and partners through various platforms, like vendors' meets, partners' meets, etc.

Every year, we send letters to our business associates (partner/vendor) from the desk of CEO wherein we reiterate our clear mandate for ethical business conduct and strict prohibition in the involvement of any sort of illegal business operations, including bribery or any other such activity.

We make sure that every employee understands the need and importance of ethical behaviour, the intent of the laws governing the good conduct of business operations, relevant implications of violations, Canon's mandate for ethical operations, and ways to ensure compliance in true sense.

Zero Dishonesty

CIPL does not obtain or retain business from any unethical means. We firmly believe in an honest and ethical approach. At CIPL, this ethical business behaviour is represented by term Zero Dishonesty or ZD. As a core value, CIPL believes and practices honesty, integrity and fairness in all its dealings. All Canonites understand the consequences of a dishonest act or a misconduct and they are committed to ensure compliance with all applicable laws, regulations, policies and procedures as a citizen of India and as an employee, vendor or partner of a global organisation.

Our CEO, being the flag bearer for ZD himself, takes the initiative to cascade the message of ZD in all his important addresses like the Kick off meetings, Altitudes, Vendor meets, monthly CEO address, etc. He

emphasises on the importance of ZD and role of every employee / business associate in achieving zero dishonesty.

Strategic Internal Audit (SIA) department conducts various training sessions through classroom and e-learning modules for various levels of the organisation, covering important policies, regulations like FCPA, and Canon's expected Code of Conduct.

In 2019, CIPL has further improved its framework by mandating 100% of its employees to acknowledge their commitment to ZD by signing an undertaking. Additionally different ZD trainings were organized this year on topics like ethical conduct and business practices, dilemma situations, information security from ZD point of view for frontliners, employees, managers and senior management staff. Also specialized ZD events were organized from time to time through forums like CEO address, partner and vendor meets etc. Additionally ZD team floated reminders on ethical conduct through mandatory participation in monthly polls summarizing key pointers on ZD.

At CIPL, we strive to achieve "True ZD" and we are committed to it at all times. Due to impact of COVID-19 in 2020, all our offices were confined to employees homes which brought major changes in the mode of business operations. Amidst this stressful business environment, CIPL celebrated "ZD awareness week" in August. This was done with an objective to keep employees abreast with CIPL's core values of honesty, integrity ethical business practices and spread awareness on how to resolve dilemma situations. Throughout the week various activities were done to promote importance of ZD in professional and personal life space; including crucial messages from our President and CEO, CMA SIA head, ZD quotes and slogans on CIPL's intranet portal by employees, ZD awareness quiz and various other content like informative videos on topics like conflict of interest, importance of SOX controls, anti bribery and compliances, ZD helpline was circulated. These initiatives helped strengthen employees knowledge on ethical practices and helped to understand how contribution of every Canonite is important and imperative to eradicate every bit of non-compliance in CIPL's business environment.



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Fair Operating Practices

Fair Competition

In the ordinary course of business, customers who purchase Canon's products may file claims alleging unfair trade practices under 'The Consumer Protection Act 1986'. Such claims are insignificant in number compared to the business volume of the company. CIPL has been effectively defending all such claims before various forums. In 2019, there were no cases filed or pending against CIPL in regard to anti-competitive practices.

Promoting Social Responsibility in Value Chain

CIPL's inception and existence in India is under the regulatory approval from Foreign Investment Promotion Board (FIPB) & RBI. CIPL's regular business operations are carried out under strict compliance with Export- Import Policy, Income Tax Laws, Customs & Service Tax Laws, Central Sales Tax/ VAT/Goods and Service Tax Laws, Corporate Laws including Companies Act, Competition Act, Consumer Protection Act, and the applicable Environment & Safety Laws. CIPL has established a Product Regulatory Division which is responsible for compliance under various applicable laws. It ensures proactive compliance in a systematic way, under the guidance of in-house legal department as well as external consultants and regulatory bodies.

Globally, Canon has established the Canon Group Procurement Code of Conduct to ensure fair and transparent business transactions with suppliers, and strict compliance with laws and regulations on procurement from a global perspective. This code stipulates that employees of the procurement division of each manufacturing subsidiary, abide by the code's content, maintaining compliance with all applicable laws and ordinances at all times, while upholding corporate ethics.

Intellectual Property Approach

Canon Inc. Japan, has been actively engaged in technology research and development, achieving continual growth as an R&D-oriented company. It has created markets and customer segments by developing products with proprietary technologies. At CIPL, the purpose of intellectual property activities is to support business development.

Brand Management

CIPL has published its Brand Management Guidelines with an objective to ensure appropriate usage of the Canon logo in order to prevent any damage to Canon's brand image, and to maximise the promotional effects of using the logo. CIPL has a Brand Management Committee (BMC) in place to authorise all logo usage requests. Intellectual Property Rights (IPR) on such applications/software rests with Canon Inc., Japan and such IPRs are maintained in very controlled environments. Additionally, CIPL actively supports CMA anti counterfeit activities towards the restriction of counterfeit Canon products in the market.

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Consumer Service, Support, Complaint and Dispute Resolution

CIPL can boast of being innovative and a pioneer of practices that are ahead of the times. While introducing any product or service, customer delight remains at the core. The voice of customers is captured at various touch points, so that optimum value is provided to them. In order to facilitate troubleshooting, Canon provides worldwide customer support services through its company website. Customers can access support information, including FAQs, product specifications and user manuals, and can download the latest software and drivers from our website.

Service Network

At CIPL, we are committed to deliver delight. Therefore, with an intention to multiply smiles, we keep expanding the reach of our services from time to time. Currently, CIPL's service reach extends to 634 towns covering 18,195 PIN codes across India - which comprises of 270 Camera collection points, 16 Camera repair centers, 272 Printer repair centers, 184 Copier, Scanner and Large Format Printer Sales & Service dealers.

In order to support its channel partners, dealers and authorized service centers, CIPL has come out with standard operating procedures/guidelines to be followed by service center staff during interactions with Canon customers in form of trainings and Hand Reckoners Cards for ready reference. These cards provide operational knowledge and standard guidelines to partners while dealing with customers.

Customer Feedback

In order to achieve the highest level of customer satisfaction, Canon incorporates user feedback, in addition to conducting evaluations from the customer's perspective. One method by which we do this is by collecting customer feedback through surveys and competition benchmarking. These surveys cover all segments of customers in order to gauge their satisfaction levels and to make systemic improvements, based on the feedback received. The benchmarking surveys are done to benchmark Canon's performance against competition. The results of these surveys are used to bring about improvements in processes. Additionally, we gather customer feedback on closed service tickets to identify the areas of improvement and strategise ways to turn around customer experience. An sms is sent to the customers once their service call is closed, seeking their feedback on their experience with Canon.

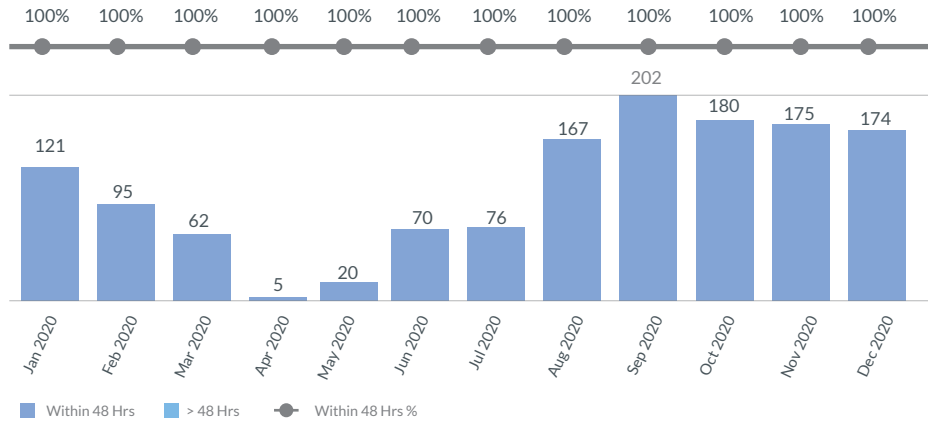
Contact Centre Support

CIPL has a robust contact centre system to engage with its customers. The contact centre serves all type of queries through voice (toll-free number) and email (customersupport@canon.co.in) channel.



Complaints Management

Customers can send in complaints through various touch points, like call centre, website, phone, letters, sales/service personnel visits, etc. Employees across the country have access to 'Complaints Module of Excellence One' where they log the customer's voice. A defined workflow of allocation, actioning, closure, and corrective & preventive action ensures proper handling of complaints. The time taken to execute the action and close complaints is monitored as a quality KPI.



Consumer Issues

Responding to Product Safety and Quality Issues

Although Canon strives to prevent product hazard and quality issues, but in case a safety or quality problem does arise, we have a framework in place that ensures a prompt and appropriate response, including causal investigation, free repairs, and information disclosure. We keep our customers informed about product safety, quality issues, and remedial procedures by placing product advisory statements on our website

Safety Regulation in India – BIS Compulsory Registration

In 2012, Department Ministry of Electronics and Information Technology (MeitY) came up with 'Electronics and Information Technology Goods (Requirement for Compulsory Registration) Order, 2012', mandating various categories of electronics items under the Compulsory Registration Scheme of Department of Consumer Affairs, based on their compliance with Indian safety standards. This scheme has come into effect on 3rd July, 2013.

Canon's products, covered in the scope, comply with the requirements of compulsory registration order of BIS.

Material Safety Data Sheets

For the benefit of all customers, Canon provides the Material Safety Data Sheet (MSDS) / Safety Data Sheet (SDS) to enable safe use of products at workplace and home. The MSDS / SDS is a reference document of chemical ingredients found in Canon products which contains information on their chemical and physical properties. It also contains information on the handling of these ingredients and first aid or corrective measure to be taken in the event of accident involving the chemical ingredients. The MSDS are available for customers to view/download on CIPL website.

Consumer Data Protection and Privacy

Recognising that information security is a vital management task, Canon has globally established an appropriate management system for the entire Group and carries out training to raise employee awareness and to prevent external threats and leaks of confidential internal information.

CIPL is certified by ISO 27001 standard since 2010 and has implemented stringent controls to safeguard the integrity, confidentiality and availability of information.

Information Security



INFORMATION SECURITY

IS EVERYONE'S RESPONSIBILITY

CIPL is certified to ISO 27001 – Information Security Management System

Information Security Council (ISC)

CIPL management has established an Information Security Council (ISC) to review, approve and monitor implementation of all security initiatives in the company.

Primary responsibilities of ISC are to:

- ▶ Monitor threats to information assets
- ▶ Review security incidents
- ▶ Approve security initiatives
- ▶ Review threat and risk assessment reports
- ▶ Review and approve risk mitigation plans
- ▶ Promote Information Security Awareness within the organisation

Security Awareness: Education and Training

- ▶ Information security policy has been made available to all concerned.
- ▶ Access to technical guidelines and standards is limited to IT team only.
- ▶ Awareness of information security is promoted in the organisation through:
 - a. IT Orientation Sessions
 - b. IT Awareness Tutorials
 - c. Internal Memos/E-mails

Threat and Risk Assessment

- ▶ Information Security Council ensures that appropriate risk assessment for IT assets is carried out by Chief Information Security Officer (CISO).
- ▶ CISO compiles Information Asset register and prioritises information assets based on confidentiality, integrity and availability ratings.
- ▶ Risks are identified on a continuous basis and recorded in Information Risk Register for respective information asset. Identified risks are prioritised, based on their impact on business.
- ▶ Risk mitigation plans are also prepared as part of threat and risk assessment exercise.
- ▶ Information Security Council approves and reviews the implementation of risk mitigation plans and ensures that necessary resources are available to the implementation team.

Information Security Incident Reporting and Handling

- ▶ All information security incidents are reported, logged and investigated through the online Incident Management portal.
- ▶ CISO is responsible for spearheading Information security incident investigation and ensures that required action is taken to plug any loopholes detected in the system during investigations.
- ▶ Experts advise and/or help in investigating security incidents may be solicited from external agencies, if needed.
- ▶ Information Security Council is briefed about such incidents and subsequent action is taken. Information Security Council meets once in six months to review the incidents.

Control of Proprietary Software

- ▶ IT Division protects proprietary off the shelf as well as customised software from misuse by complying with License agreements and Copyright Act.
- ▶ All documentation related to proprietary software is safeguarded.
- ▶ List of authorised software for use on computers is published by IT and complied with by all users. Exceptions are explicitly approved and are subject to risk assessment by CISO.

Access Control

- ▶ Access to CIPL corporate network, corporate data, information processing facilities, and equipment are restricted and provided to authorised users on need basis.
- ▶ Access to corporate information is governed by its owners and complies with information classification policy.
- ▶ Anonymous access is disabled for all devices, services and applications on CIPL network and computing equipment.
- ▶ Each authorised user logs on with a unique ID and password.
- ▶ All user passwords follow password guidelines.
- ▶ Access to CIPL information resources and corporate network is immediately revoked in the event of employee termination or employee leaving the organisation.

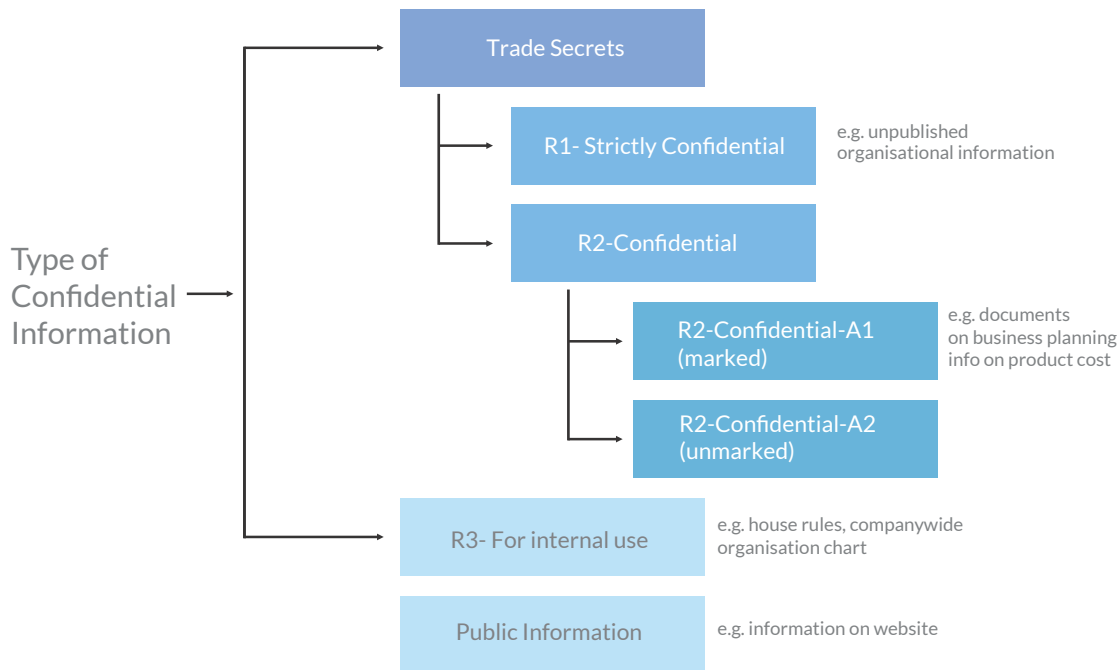
- ▶ Access to external parties is granted only on the condition that CIPL Information Security Policy, associated procedures, information security controls and rules will be complied with. Information security requirements have been documented as part of the contract with external party if it involves sharing of CIPL information. Risks because of any deviations are assessed and documented by CISO and submitted to Information Security Council for approval.

Security Policy Compliance

All Canon employees are responsible for complying with Information Security Policy and other applicable policies, guidelines, standards and procedures. Failure to do so may result in disciplinary action up to termination of employment and legal action.

Trade Secrets Management

Canon Inc. and its Group companies around the world have established a management system for trade secrets in accordance with its Trade Secret Management Guidelines released in 2004. The purpose of this system is to prevent the leakage of trade secrets, such as new product plans, production plans, product costs and drawings. Specifically, this entails the implementation of a system for registering confidential documents that enable departments that hold trade secrets to regularly inspect and monitor how these documents are being managed. Trainings and audits are conducted periodically to ensure compliance to the Trade Secrets Management Rules.



Community Involvement and Development

Corporate Social Responsibility (CSR)

Being a responsible corporate organization, Corporate Social Responsibility is embedded in the DNA of CIPL. CIPL's CSR strives to make a long term and sustainable impact on the disadvantaged/marginalized section of society by providing opportunities to them to improve their quality of life.

Background of CSR Initiatives at CIPL

CIPL's efforts and commitment to CSR continues to be communicated through 4 focus areas i.e. 4Es - Education, Environment, Eye Care and Empowerment. CIPL effectively leverages the company's advanced technological strengths, global business deployment, and diverse, specialized human resources for implementing diverse engagements under the broad gamut of these 4Es.

Canon India Involve



'Canon India Involve' is CIPL's umbrella under CSR endeavor, through which CIPL undertakes several initiatives aimed at upliftment of society. Through

various initiatives, employees regularly interact with the children on varied subjects including hygiene, environment, awareness sessions, tree plantation, photography workshops and many others. Activities are conducted across the country to support holistic development of children. These initiatives are aligned with the CSR philosophy of 4 Es. The interactive sessions help employees connect with community and develop a sense of commitment towards the society. Through the Canon India Involve initiative, CIPL has been successful in building progressive self-reliant communities. Each Canonite is actively involved in all the CSR initiatives that are undertaken to reach out to the less-privileged community members.

Since 2015, we have touched



46,032
Lives

through our
community-driven
initiatives

With active

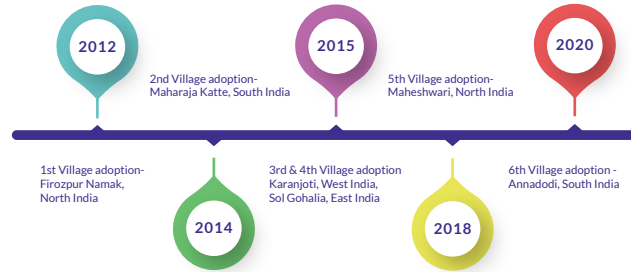


15,575
Volunteers

contribution

'Adopt a Village' is CIPL's flagship project, launched in 2012, through which CIPL undertakes the overall development of the adopted villages for 5 years with a special focus on 4Es. CIPL has 4 adopted villages at present across India, and through its involvement, CIPL aims to empower them and build sustainable communities. One of the most important parameters that we follow while selecting a village is its proximity to our office

location, to ensure constant engagement between employees and the adopted villages.



Education

CIPL believes in Right to Education for every child and proactively promotes this right by implementing following interventions in their adopted villages.

Fully equipped Resource Centers, libraries with trained full-time teachers to improve the quality of education provided in CIPL adopted villages are set up. Additionally E-learning modules have been introduced for various subjects, which are taught through animated videos on screen. Also all resource centers are equipped with read books, newspapers, puzzles, indoor and outdoor games and musical instruments. Children are constantly encouraged to improve both their educational and vocational skills through use of aids above.

Additionally further efforts have been made to upgrade school infrastructure by undertaking repair work, providing benches, mats, fans and access to fully sanitized toilets for girls and boys separately. Another important provision is provision of safe drinking water at all times to school children.

Over the past few years different creative activities such as drawing, painting, slogan writing, English writing, science experiments and learning tables in mathematics etc. were carried out with a focus on enhancing cognitive and psychological development of students.

Eye Care

Owing to nature of its business in imaging industry, CIPL believes in right for better vision for every person. To enable this CIPL has established Canon Vision centers in its adopted villages to provide all necessary facilities for eye-checkups. In these centers patients get their eyes tested by the vision technicians, who also mobilize other cluster villages to avail the services of the center. Additionally eye screening camps and distribution of spectacles was organized for CIPL adopted villages and for communities in adjoining villages

Year 2020	North	South	West	East	Total
Total visits by Ophthalmologist	24	24	11	24	83
Number of people visited the vision centre	810	440	469	1391	3110
Total patients referred to hospital for further treatment	58	15	28	64	165
Number of free operation	1	15	4		20
Number of people given free spectacles	214	34	101	25	374

Throughout past few years CIPL continues to in addition of above arrange transfer of patients in need of surgery or further investigations to local government hospitals collaborating with CIPL.

Through these vision centers CIPL continues to generate awareness among community members about eye ailments thereby ensuring early identification and management of preventable blindness, cataract, refractive errors etc.



Environment

CIPL believes in a cleaner and greener ecosystem, as a legacy to the next generation. The objective is to build a clean and green environment by teaching youth about the importance of protecting and conserving the environment. Through its Environment initiatives CIPL also aim to create a sustainable and healthy living environment for the community.

CIPL is committed towards its efforts in environment conservation and ensures that due importance is given to it while implementing its CSR activities. In past few years numerous environment initiatives have been undertaken

at CIPL including water conservation by facilitating rain water harvesting, development of green belt in and around the adopted villages, promotion of recycling of waste, cleanliness drive inspired by Swachh Bharat Abhiyan, installation of solar panel and streetlights at various locations, establishment of kitchen gardens, etc.



Year 2020	North	South	West	East	Total
Trees Planted	200	223		150	573
People participated in tree plantation	500	51		67	618
Cleanliness drives organized in community	4	4	4	4	16
People participated in cleanliness drives	111	214	327	198	850
Kitchen gardens established in village	15	35	15	15	80

Empowerment

At CIPL we endorse empowerment through promotion of holistic development of community youth. This is being done by CIPL by setting up vocational training centers in its adopted villages across India for imparting skill-based trainings to children/youth empowering them to become financially independent and choose career options as per liking and aptitude. As a part of "Support a life" initiative, CIPL has partnered with SOS village. Under this initiative, 184 employees have adopted 212 children across SOS Children's Villages in the country and taken responsibility of their well-being. CIPL's support to these family homes provides children with an overall development including education, health, security and lots of happiness. This is a way of giving back to society expressed through dedication of CIPL employees in taking up this initiative.

Canon India Involve - Other Initiatives

Building Healthy and Sustainable Communities in Association with United Nations 'World Food Programme'

Canon India Involve embarked on this project in association with the United Nations 'World Food Programme'. The project involved a two-pronged approach where CIPL employees were trained by the UN team under the concept of 'Train the Trainer'. Second, employees further trained children of our adopted village Maheshwari, Haryana (North India) so that they can become 'Ambassadors of Change' to spread awareness in their respective communities on the perils of Health and Hygiene. The first leg of the project commenced at CIPL Corporate Office with a training session on 'Health & Hygiene' for employees. During the session, 47 employees were trained on the basics of personal hygiene, food & water habits, sanitation and clean home & surroundings. Further commencing the second phase of the project, employees from Corporate Office visited Maheshwari village and conducted multiple sessions with the children on 'Health and Hygiene'. An informative booklet on the topic 'Health and Hygiene' consisting of 'Role Plays' and 'Storytelling' was developed to transmit impactful learning in the children. The booklet focused on the importance of personal hygiene, food and water habits, sanitation and clean home and surroundings.

SOS Children's Village

CIPL employees from Corporate Office volunteered and trained the children of SOS village, Faridabad in photography. Over 50 students were taught basics of photography skills on the theme 'Nature'. After clicking the photographs, children shared their comments on their best clicked photos in the photocards of Canon Image Bridge booklet and exchanged them with the students of Canon Hongkong. Canon Image Bridge is a cultural exchange program which invites students from different countries to share their culture and tradition through photographs. 31 employees from CIPL visited SOS Children's Village, Alibaug and taught the nuances of photography. This activity was organized with 80 children. The initiative aims to raise interest in the field of photography as a profession.

Media and Communications

As a milestone in its endeavor, CIPL embarked a chapter on 'Media and Communications', to enable a platform of experiential learning and providing children with career opportunities in media industry. Under this initiative, selected children from SOS Children's Village were given opportunity to visit the Head Office of Red

FM 93.5 to interact with radio jockeys, who shared the nuances of their profession with the children. In another experiential visit, children were taken to a leading PR Agency, Genesis BCW, to encourage children to explore career opportunities in Public Relations (PR). Moving forward in its endeavors, CIPL organized yet another educational expedition to a digital agency, ReplIndia, to embolden children towards career prospects in Digital media.

Empowering Women through Skill Development

Women play an equally important role in the development of a society. Currently a majority of female workforce in India is unskilled. Canon India Involve initiated a training session focused on providing life skill training to empower these unskilled women.



Adhering to our corporate philosophy of Kyosei and focusing on Empowerment as one of the significant pillars of 4Es initiatives, Canon India Involve added another feather to its initiative of inviting families of employees in our CSR initiatives calling it 'Canon India Involve - Family'. Under this initiative, two months of training was organized for 20 mothers of SOS Children's Villages of India, Faridabad, where they were provided training on the art of stitching by making a coin pouch. The training sessions were provided by wives of CIPL Senior Management employees. The training was an initiative to empower and develop these women for livelihood opportunities. Stitching kits and participation certificates were provided to the mothers after successfully completing the sessions.

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Third-Party Assurance

This report has been externally assured by BSI India. The scope and basis of assurance is described below.



INDEPENDENT ASSURANCE OPINION STATEMENT

Statement No: **SRA-IND-754291-1**

Canon India Private Limited Social Responsibility Report 2018-2020

The British Standards Institution is independent to Canon India Private Limited (herein referred to as CIPL) and has no financial interest in the operation of CIPL other than for the assessment and assurance of this report.

This independent assurance opinion statement has been prepared for CIPL only for the purposes of assuring its statements relating to its social responsibility report, more particularly described in the Scope, below. It was not prepared for any other purpose. The British Standards Institution will not, in providing this independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person by whom the independent assurance opinion statement may be read. This statement is intended to be used by stakeholders & management of CIPL.

This independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by CIPL. The review does not extend beyond such information and is solely based on it. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this independent assurance opinion statement or matters relating to it should be addressed to CIPL only.

Scope

The scope of engagement agreed upon with CIPL covered the second Social Responsibility Report for the period 2018 to 2020 of CIPL prepared in accordance with ISO 26000 – the International Standard on *Guidance on Social Responsibility*, that focuses on systems and activities of CIPL covering the Canon India operations of Marketing, Sales, Service operations and Systems Development for the years 2018, 2019 & 2020.

Opinion Statement

Our work was carried out by a team of sustainability/social responsibility report assurers in accordance with the ISO 26000 – the International Standard on *Guidance on Social Responsibility*. We planned and performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that Canon India Private Limited's (CIPL) description of their self-declaration of compliance with ISO 26000 were fairly stated.

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Third-Party Assurance



We conclude that the CIPL's Social Responsibility Report Review provides a fair view of the CIPL's CSR programmes and performances for the periods of 2018-2020. We believe that the economic, social and environment performance disclosures are fairly represented. The social responsibility performance disclosures disclosed in the report demonstrate CIPL's efforts recognized by its stakeholders.

Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- A top-level review of issues raised by external parties that could be relevant to CIPL's policies to provide a check on the appropriateness of statements made in the report
- Discussion with senior executives on CIPL's approach to stakeholder engagement. We had no direct contact with external stakeholders
- Interview with staff involved in social responsibility management, report preparation and provision of report information were carried out
- Review of key organizational developments
- Review of supporting evidence for claims made in the reports

Conclusions

A detailed review against the principles of social responsibility as outlined in the ISO 26000 Guideline is set out below:

This report has reflected a fact that CIPL is seeking the engagement of its stakeholders through various channels. CIPL has limited its engagement primarily to its internal stakeholders while also considering the feedbacks received from its external stakeholders over the last few years.

This report focuses on the activities undertaken by Canon India operations of Marketing, Sales, Service operations and Systems Development for the years 2018, 2019 & 2020. The report covers the fair reporting and disclosures for economic, social and environmental information. In our professional opinion, the report covers the CIPL's inclusivity issues; however, the future report should be further enhanced by detailing more information on the major and prioritized stakeholders.

CIPL has set out processes for the following:

- For accounting the impacts of its decisions and activities on society, the environment and the economy, especially significant negative consequences; and the actions taken to prevent repetition of unintended and unforeseen negative impacts
- standards and criteria against which the organization evaluates its own performance relating to social responsibility
- developing and using governance structures that help to promote ethical behaviour within the organization, in its decision making and in its interactions with others
- comply with legal requirements in all jurisdictions in which the organization operates; and respect international norms of behaviour

CIPL publishes social responsibility information that enables its stakeholders to make informed judgments about the company's management and performance. In our

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professional opinion the report covers CIPL's material issues that are suitably addressed under the relevant clauses such as human rights, labour practices, fair operating practices, environment, consumer issues, community development and people development.

SR-reporting

CIPL provided us with their social responsibility report self-declaration of compliance to ISO 26000.

Based on our verification review, we are able to confirm that social responsibility and sustainable development disclosures under the clauses such as human rights, labour practices, fair operating practices, environment, consumer issues, community development and people development are reported in line with the guidance on social responsibility.

In our professional opinion the self-declaration covers CIPL's social responsibility and sustainability issues, however, the future report could be improved through the involvement and consultation of a larger group of the identified stakeholders than the current levels.

Competency and Independence

The assurance team was composed of Lead auditors experienced in industrial sector, and trained in a range of sustainability, environmental and social standards including GRI Standard, AA1000, ISO10002, ISO 14001, ISO 45001, ISO 9001 etc. BSI is a leading global standards and assessment body founded in 1901. The assurance is carried out in line with the BSI Fair Trading Code of Practice.

Responsibility

It is the responsibility of CIPL's senior management to ensure the information presented in the Social Responsibility Report is accurate. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

For and on behalf of BSI:

A handwritten signature in black ink, appearing to read "Kumaraswamy Chandrashekara".

Kumaraswamy Chandrashekara
Head - Systems Certification Operations. BSI Group India

25 Oct 2021

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Awards and Accolades



- ▶ Best Mirrorless Camera award to Canon EOS R5 (2020)
- ▶ Award by CINC (Japan) - Global Environment & CSR Evaluation (2020)
- ▶ Environmental Award by CINC (2020)
- ▶ Best Employer Certified Organization for Employee Experience (2019)
- ▶ Best printer award in A3 category (2019)
- ▶ Best all in one printer award to Canon Pixma G2010 at the Asian Photography awards (2019)
- ▶ Best mirrorless full frame camera at Asian Photography Awards (2019)
- ▶ Inkspell Digital Award (2019)
- ▶ Reliance Digital Exhibit Tech Award (2019)
- ▶ Best marketing campaign Digital award (2019)
- ▶ Brand Excellence in Consumer Durables (2019)
- ▶ Sammie Best Brand on Social Media (Consumer Durables) (2019)
- ▶ Digies Digital award (2019)
- ▶ Mahatma Gandhi Award for CSR Excellence (2019)
- ▶ National Geographic Green Award (2019)
- ▶ Appreciation for EHS practices by CII Northern Region (2019)
- ▶ 3-star rating in recognition of good EHS practices by CII Southern Region (2019)
- ▶ CSR Leadership Award (2018)
- ▶ UBS Transformance "Future Woman Leader of the Year" (2018)
- ▶ Best printer award in A3 category (2018)
- ▶ Best printer award to Canon Pixma G2010 (2018)
- ▶ Best photocopier award in A3 category (2018)
- ▶ 3rd Prize in Service Sector (Large Industry) by CII Western Region (2019)
- ▶ 3-star rating for recognition to its EHS practices (2018)

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CMA	Canon Asia Marketing
CINC	Canon Inc.
CIPL	Canon India Private Limited
CII	Confederation of Indian Industry
BCP	Business Continuity Plan
MAIT	Manufacturers Association of Information Technology
JEITA	Japan Electronics and Information Technology Industries Association
BIS	Bureau of Indian Standards
CISO	Chief Information Security Officer
GEC	Global Environment Center
ISC	Information Security Council

MEITY	Ministry of Electronics and Information Technology
DSLR	Digital Single-Lens Reflex
FCPA	Foreign Corrupt Practices Act
FIPB	Foreign Investment Promotion Board
MSDS	Material Safety Data Sheet
RoHS	Restriction of Hazardous Substances
SDS	Safety Data Sheet
SOX	Sarbanes-Oxley Act
STC	Security Trade Control
WE@Canon	Women Empowerment at Canon

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Mumbai

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Rustomjee, 194, Junction of Western
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Road, Andheri East,
Mumbai - 400069

Bengaluru

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Ulsoor Road,
Bengaluru - 560042

Kolkata

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4th & 6th Floor, PS Arcadia Central, 4A,
Abandria Nath Thakur Sarani,
Camac Street,
Kolkata - 700017

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Hyderabad

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Pune

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Pune - 411016

Noida Warehouse

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Noida - 201301

Noida CTEC

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Connaught Place

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Barakhamba Road, Connaught Place,
New Delhi - 110001



Canon

Delighting You Always

Canon India Pvt. Ltd.

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