

Canon

Delighting You Always



CANON INDIA
SOCIAL RESPONSIBILITY
REPORT 2023

Table of Contents

Message from President & CEO	01	Environment	33
Overview	02	Green Products	33
About this Report	02	Climate Change Mitigation and Adaptation	35
About the Organization	02	Bio-diversity Conservation	35
About Canon India Private Limited (CIPL)	04	Ethics and Anti-corruption	37
Stakeholder Engagement	08	Fair Operating Practices	39
Corporate Governance	09	Consumer Issues	40
Governance Structure	09	Consumer Service, Support, Complaint and Dispute Resolution	40
Promoting Corporate Ethics	12	Service Network	40
Human Rights	14	Customer Feedback	40
Workplace Practices	15	Complaints Management	41
Non-Discrimination	15	Information Security	42
Labor Practices	17	Information Security Council (ISC)	42
Our People	17	Security Awareness: Education and Training	42
Employee Benefits	17	Threat and Risk Assessment	42
Statutory Requirements/Benefits	18	Information Security Incident Reporting and Handling	42
Performance Management	19	Control of Proprietary Software	43
Remuneration	19	Access Control	43
Attrition	19	Security Policy Compliance	43
Apprenticeship	19	Trade Secrets Management	44
Raising Gender Equality	20	Community Involvement and Development	45
Social Dialogue	21	Corporate Social Responsibility (CSR)	45
Health & Safety at Work	24	Canon India Involve	45
Incident Management & Business Continuity	26	Education	46
Hazard Identification and Risk Assessment	26	Eye Care	46
Offices in best-in-class building	26	Empowerment	46
Employee Safety: I am OK Portal	27	Environment	46
Internal Audits / Second Party Audit	27	Canon India Involve - Other Initiatives	49
Employee Engagement Activities at CIPL	28	Third-Party Assurance	50
People Development and Training at Workplace	28	Awards and Accolades	53
Learning and Development	28	Office Addresses	53

Acronyms

Canon Subsidiaries

CMA	Canon Asia Marketing
CINC	Canon Inc.
CIPL	Canon India Private Limited

Industry Associations

CII	Confederation of Indian Industry
MAIT	Manufacturers Association of Information Technology
JEITA	Japan Electronics and Information Technology Industries Association

Others

BCP	Business Continuity Plan	ISC	Information Security Council
BIS	Bureau of Indian Standards	MSDS	Material Safety Data Sheet
CISO	Chief Information Security Officer	PTZ	Pan-Tilt-Zoom
GEC	Global Environment Centre	STC	Security Trade Control
DSLR	Digital Single-Lens Reflex	WE@ Canon	Women Empowerment at Canon
RoHS	Restriction of Hazardous Substances	MEITY	Ministry of Electronics and Information Technology
SDS	Safety Data Sheet	CTEC	Canon-Technology Excellence Center
SOX	Sarbanes-Oxley Act		
FCPA	Foreign Corrupt Practices Act		
FIPB	Foreign Investment Promotion Board		



Dear Stakeholders,

Being a responsible Organization, an ardent sense of Social Responsibility is woven into our core identity. Our corporate philosophy of 'Kyosei' – living and working together for the common good - takes precedence in how we conduct our day-to-day operations, 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 strive to make a positive impact on society as well as the environment in which we operate.

Our endeavor involves building trust with our customers and business partners by consistently demonstrating Canon's San-ji Spirit ("Three Selves": self-motivation, self-management, and self-awareness).

2023 is the year of "Henkaku" at Canon India, which stands for 'transformation' in Japanese language. We are geared up to take a transformational leap in pursuit of significant growth, by venturing into both existing and new domains, and going further into the Tier 2, 3 and 4 cities of the country. We strive to uphold Canon's mission of enriching the Indian economy and enhancing the quality of people's lives. Along with expanding our existing business propositions, we are also propelling growth for the brand's imaging expertise by creating 'new business avenues' in India.

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 also 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 also 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 the objective of delivering insights into the various social responsibility activities undertaken by us and their impacts, we have prepared the latest edition of our social responsibility report, for your kind perusal.

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 with the objective of showcasing its unwavering commitment to sustainable development, fostering positive change for a more sustainable and responsible future, and sharing valuable information with stakeholders regarding its approach and activities towards achieving a sustainable society.

This report has been prepared in accordance with ISO 26000 – The International Standard on ‘Guidance on Social Responsibility’ and it serves as a vivid depiction of Canon India’s sustainability approach, embodying the fundamental principles of accountability, transparency, ethical behaviour, stakeholder engagement, respect for stakeholder interests, adherence to the rule of law, and compliance with international norms of behaviour. This report represents information and initiatives that have been undertaken by Canon India during the last 2 years (2021 and 2022). 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.

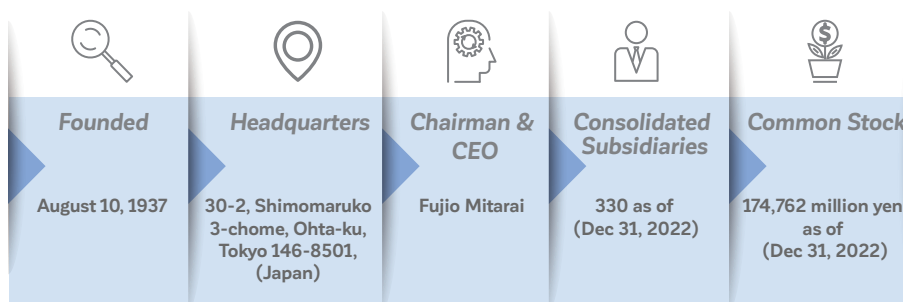
This report has been externally assured by BSI. The scope and basis of assurance is described in BSI Assurance Statement No. SRA-IND-754291-2 dated-29-August-2023 issued by BSI.

Contact Us:

Canon India Private Limited
Quality, Environment Health & Safety
Division,
 7th Floor, Tower B, Building No.5, DLF
 Epitome, DLF Phase III,
 Gurugram - 122002, Haryana, India
 Phone: 0124-4160000
 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 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 must faster good relations with customers and communities, as well 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.

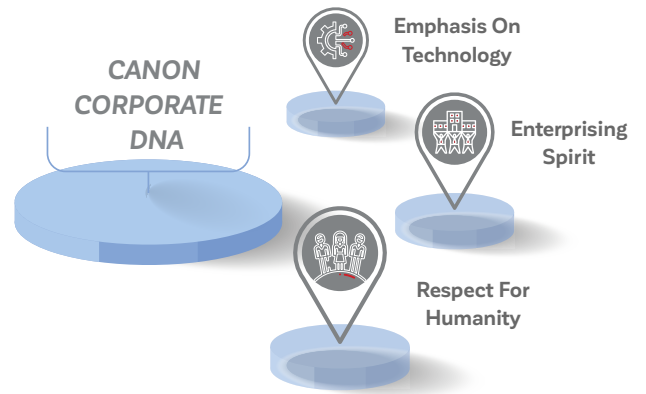
共生
KYOSEI

LIVING AND WORKING
 TOGETHER
 FOR THE COMMON GOOD

ALL PEOPLE, REGARDLESS OF
 RACE, RELIGION OR CULTURE,
 HARMONIOUSLY WORKING TOGETHER
 INTO THE FUTURE

Corporate DNA

Behind Canon's 80-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 permeated the company and have continued to provide society with new advances. These motivating factors are in turn supported by a respect for humanity, which encompasses meritocracy and emphasizes good health. Canon is committed to passing its corporate DNA on to future generations to ensure the company grows for many more years.



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.

About Canon India Private Limited (CIPL)



Canon India Private Limited (CIPL) was established in India in 1997. Last year we celebrated Canon's 25th anniversary of incorporation in India. CIPL 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 909 employees. All the employees work full time. The average age of employees is 39 years and their average longevity in the organization is 9.5 years. CIPL is an equal opportunity employer. Employees are engaged in sales & marketing, service and support functions. We have qualified professionals, including MBAs, Engineers and Chartered Accountants. 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 center 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 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 the 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 endeavour to contribute to the Indian economy and enhance the quality of people's lives.



CORE VALUES

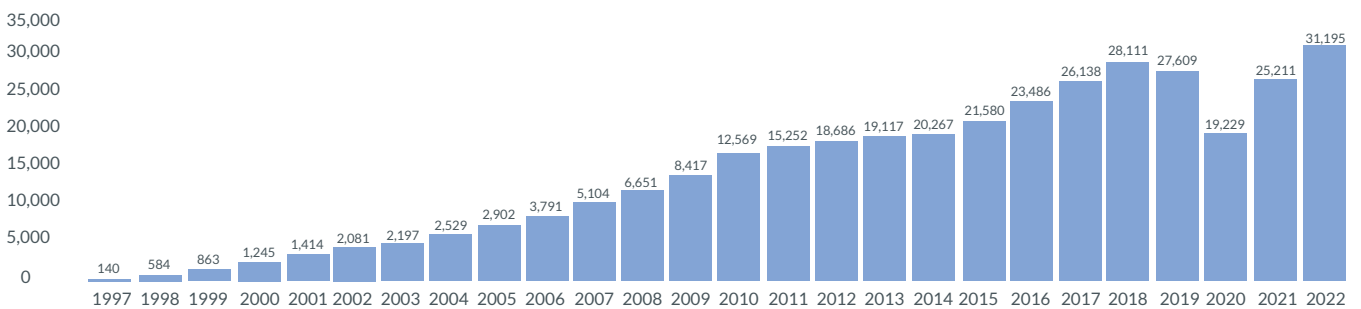
We believe and practice honesty, integrity and fairness in all our dealings.

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

We protect and nurture the environment.

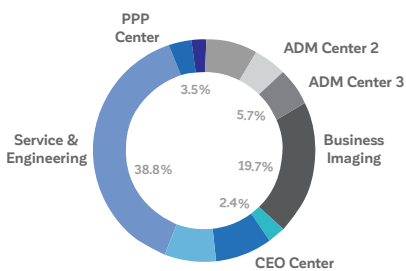
Sales Trajectory (Mn INR)

Gross Sales (Mn INR)

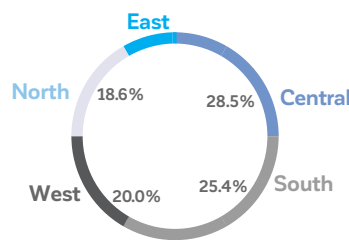


Demographics (As of Dec 2022)

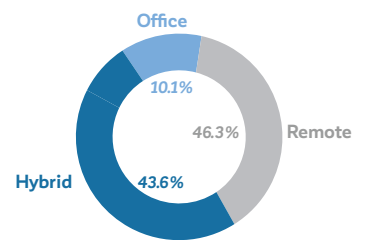
Center Composition



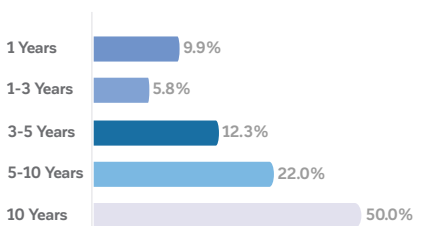
Regional Breakup



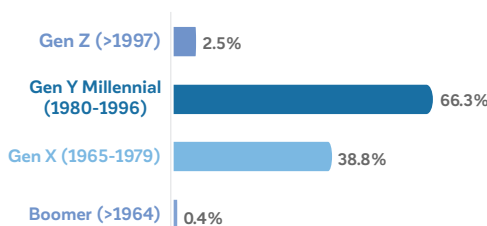
Employee Type



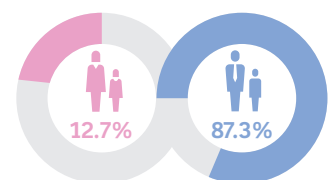
Longevity - Average : 8.7 years



Age Groups - Average Age : 38 years



Gender Diversity



Certifications

CIPL started its quality journey way back in 2001 by 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 made.

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 the environment that we operate in and incorporate these into our EHS management.

To ensure the 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 it strives 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.



CIPL has Subscribed to below 6 ISO standard



ISO 9001
Since 2001



ISO 14001
Since 2005



ISO 45001
Since 2007



ISO 27001
Since 2010



ISO 22301
Since 2010



ISO 26000
Since 2018

Canon's 25th Anniversary in India



2022 marked the year of Canon's 25 years of establishment in India. With an objective to rejoice in the legacy of Canon as one of the leading Japanese brands in India, 4-city gala celebration events were organized in November, covering Gurgaon (North), Mumbai (West), Bangalore (South) and Kolkata (East). These events were attended by 676 partners. With the theme of 'Leaders Leverage Legacy', CIPL's 25th anniversary celebrations pulled the participants into the grandiosity of the evening and made them marvel at their association with the brand.

Honouring the culture of the regions, dance performances from different regions were performed with the entry of Mr. Kazutada Kobayashi, President & COO, CMA (in the North region) and Mr. Manabu Yamazaki, President & CEO, CIPL.

Marking the 70th anniversary of establishment of diplomatic relations between Japan and India, Japanese Embassy Delegates of respective regions were invited. Mr. Fujio Mitarai, Chairman & CEO, Canon Inc attended the event virtually and shared a special video message congratulating CIPL on the milestone. Further, Mr. Howard Ozawa, Chief Representative of Canon Asia Group shared his happiness on CIPL's 25th anniversary and words of appreciation for partners, through an interesting, staged video call facilitated by Mr. Manabu.

Manabu san set the stage for 'Henkaku' (Transformation) as the key theme for 2023, along with shared key Canon's global, India trends and business potential for Canon.

The event was concluded on a memorable and cheerful note and cake cutting ceremony was performed with partners to CIPL's legacy. Post the event, a 'Thank You' photo frame was sent to all guests with the group photograph as a gratitude to their continuous support towards Canon.



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.

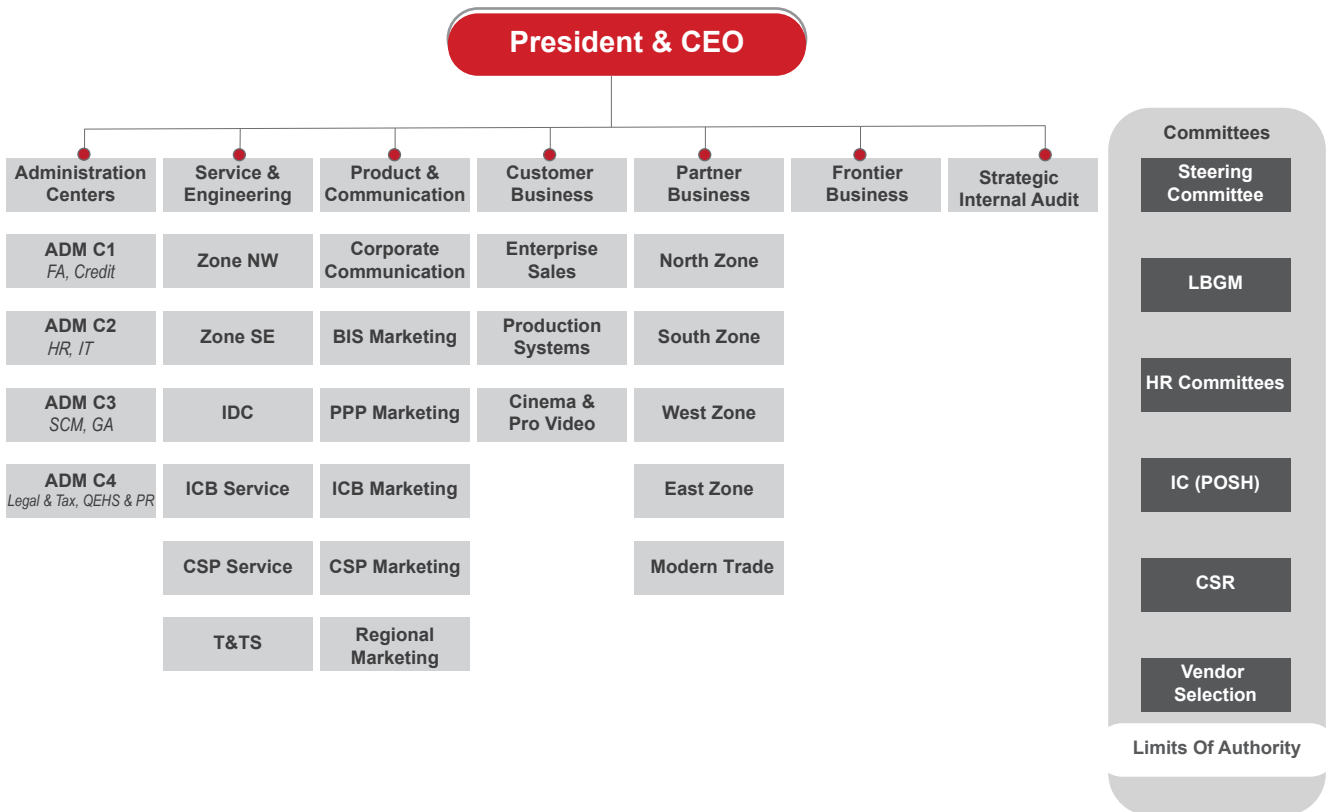
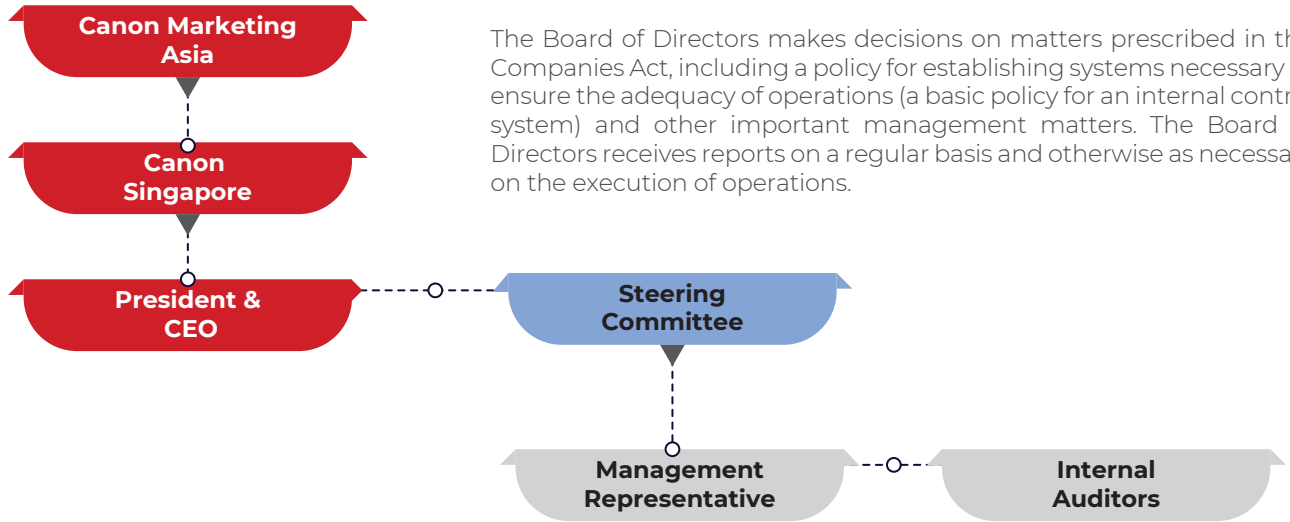
Key Stakeholder	Modes of Engagement	Key Issues and Requirements w.r.t. Social Responsibility
Parent Company	Business Reviews and Interactions	Sustainable business, compliance with applicable local, corporate rules & regulations, growth and profitability, make efforts towards realizing a better society in line with Canon's global policies
Employees	Forums like CEO Townhall, Annual Meets and Employee Satisfaction Surveys, Internal publications like Pulse, Invincible, Health 1st initiatives.	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 Interactions, 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 to make the communities a part of Canon family	Responsible actions by the organization favourable 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

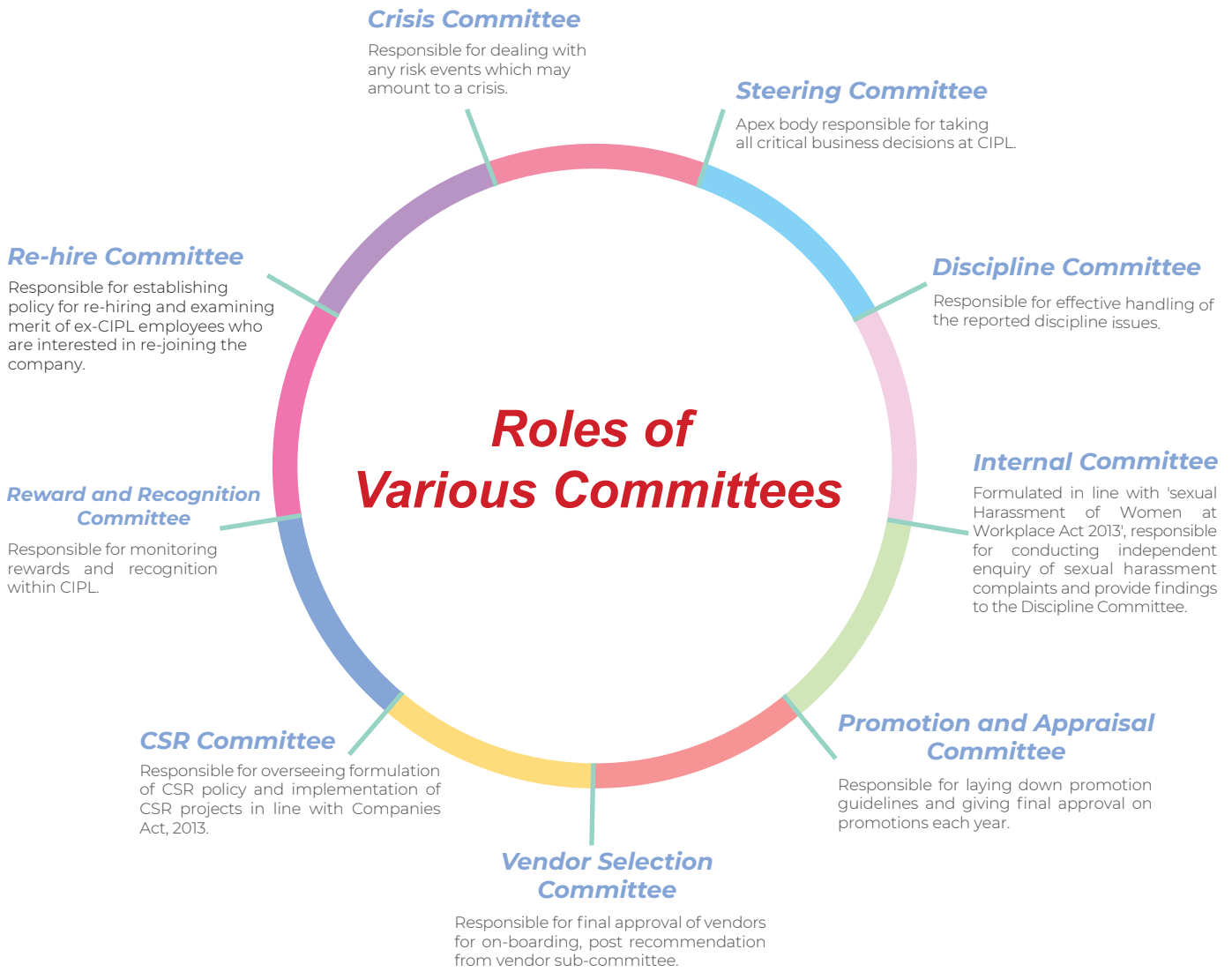
Corporate Governance

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

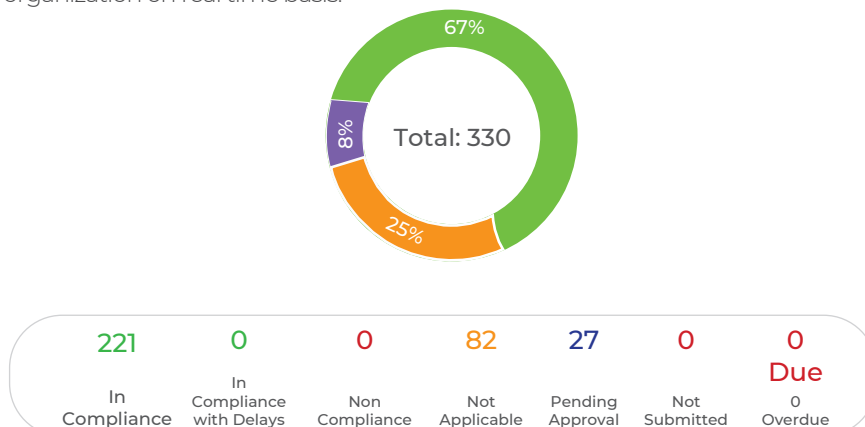
The Board of Directors makes decisions on matters prescribed in the Companies Act, including a policy for establishing systems necessary to ensure the adequacy of operations (a basic policy for an internal control system) and other important management matters. The Board of Directors receives reports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





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 a 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.



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.

Canon Inc. (CINC) is listed on the New York Stock Exchange; hence Canon India (from 2016) comes under the purview of compliance with the Sarbanes–Oxley Act. Canon India 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. Based on their assessment, the management gives a certification to CINC about the effectiveness of the controls throughout the year.

Vigil Mechanism and Whistle blowing

To promote an ethical environment, we have established a framework to report any suspected wrongdoings and have made a policy on whistle-blowing, known as vigil mechanism. We have created adequate awareness among the employees, partners and vendors. As per the process, reporters can raise their concerns even anonymously about suspected wrongdoings by visiting www.ethicspoint.com. Any such complaint is investigated by the SIA Division and put forward to the Disciplinary Committee, 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 with 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 behaviour, which is not consistent with company's rules, regulations or guidelines.

This includes: 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

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 Canon Inc., 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 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 Selfs) 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.



Compliance with Antitrust Laws

As Canon, we recognize that compliance with antitrust laws, which apply to all our business activities including sales and after-sales service, is essential. Canon Group companies worldwide with sales and service functions conduct periodic training for employees who are exposed to the risk of antitrust violations and make them aware of antitrust laws.

Ensuring Robust Information Security

Robust Information Security is one of the most important controls that CIPL has invested in towards ensuring that all our business information is adequately protected. We have various controls and measures in place to prevent any cyber-security incidents and our employees are adequately trained towards protection of confidentiality, availability, and integrity of business information at all times. Additionally, CIPL also confirms to ISO 27001 certification, the international standard for building and operating information security management systems.



Treating One and All with Respect and Dignity

At CIPL, respect the human rights of all our stakeholders. 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.

Human Rights Policy

We follow the Canon Group Human Rights Policy which expresses Canon's commitment to respect human rights and to take measures to protect human rights under the corporate philosophy of kyosei, which we embed into our operational policies and procedures.

Canon Group Human Rights Policy

Since Canon's founding in 1937, all employees have been treated the same on a fair and equal basis, without any discrimination due to status, gender, age or occupation. This stance was based on a complete respect for humanity.

Following half a century of operations, we adopted our corporate philosophy of kyosei in 1988. Kyosei is the aspiration to create a society in which all people, regardless of race, religion or culture, live and work together for the common good. It sets the goal of human happiness and prosperity above the profits earned by any single company or nation. Kyosei expresses our commitment to and global aspiration for a respect for humanity and makes clear the company's firm stance to working together with stakeholders around the world to achieve this.

This policy expresses Canon Group's commitment to respect human rights and to take measures to protect human rights under the corporate philosophy stated above, which we embed into our operational policies and procedures.

1. Respect for Human Rights

Canon commits to respect internationally recognized human rights across its business activities, as set out in the Universal Declaration of Human Rights, International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, UN Guiding Principles on Business and Human Rights, and Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises. Specifically, Canon commits to respect fundamental human rights, prohibit discrimination, harassment or violence based on such factors as race, nationality, gender, religion and creed, promote diversity, prohibit child Labour and forced labor (including human trafficking), prohibit unreasonable restriction on movement, respect freedom of association and the right to collective bargaining in accordance with the laws and regulations of each country and region, pay employees wages equal to or greater than legally mandated wages, prevent excessive overtime work and grant appropriate holidays, ensure occupational health and safety, prevent occupational injuries, protect privacy, and promote responsible minerals sourcing.

2. Human Rights Due Diligence

In accordance with the UN Guiding Principles on Business and Human Rights, Canon conducts human rights due diligence to identify adverse human rights impacts that are linked to its business activities, and to prevent or mitigate any adverse impacts. In consideration of the findings of human rights due diligence, Canon will review and update this policy, where necessary.

3. Grievance Mechanism

Canon establishes and operates an effective internal and external reporting system to understand adverse human rights impacts that are linked to its business activities. When Canon identifies that it has caused or contributed to adverse human rights impacts, Canon will take appropriate steps to remedy the situation.

4. Awareness Training

Canon conducts human rights awareness training on a continuous basis to enable its executives and employees to deepen their understanding of international initiatives relating to human rights and this policy, and to respond appropriately to human rights issues.

5. Dialogue with Stakeholders

Canon communicates its human rights approach, as stated in this policy, to stakeholders through our website and other communication channels. In a series of initiatives under this policy, Canon learns from the human rights expertise of external experts and has dialogue with stakeholders such as employees and suppliers who are or could potentially be affected by our business activities in relation to human rights. Canon seeks to contribute to our stakeholders' understanding of the international circumstances surrounding human rights. By cooperating with surveys and audits conducted by Canon, as well as with our responses to the risks uncovered through our initiatives, we encourage our stakeholders to join Canon in addressing human rights issues.

Canon seeks to contribute to our stakeholders' understanding of the international circumstances surrounding human rights. By cooperating with surveys and audits conducted by Canon, as well as with our responses to the risks uncovered through our initiatives, we encourage our stakeholders to join Canon in addressing human rights issues.



Fujio Mitarai
Chairman & CEO
Canon Inc.

Date of establishment 10/15/2021

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. Additionally, CIPL confirms to the requirements of ISO 45001, which is the international standard for ensuring adequate health and safety at work.
- ▣ **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.
- ▣ **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.
- ▣ **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.



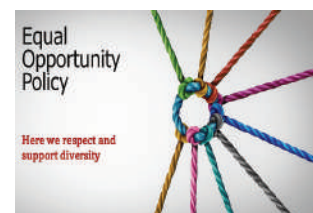
Non-Discrimination

- ▣ **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.
- ▣ **Equal Opportunity Employer:** CIPL is committed to being an equal opportunity employer. We recognize the importance of having a diverse workforce and adopting inclusive and equitable work practices for all our employees. CIPL aspires to create a workplace in which employees regardless of their race, religion, ethnicity, nationality, age, gender, sexual orientation or disability will work together collaboratively.

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.

Our Diversity, Equity, and Inclusion (DEI) framework embraces equal opportunity for all. This is in accordance with The RPwD (Rights of Persons with Disability) Act, 2016 and Transgender Persons (Protection of Rights) Act, 2019. CIPL has deputed HR head as the Liaison Officer to ensure no discrimination or harassment is experienced by colleagues with disability and different gender identity.



▣ **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 honour 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 office closure depending upon circumstances.

▣ **Economic, Social and Cultural Rights:** CIPL respects an individual's right to education, work in just and favourable 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, 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.

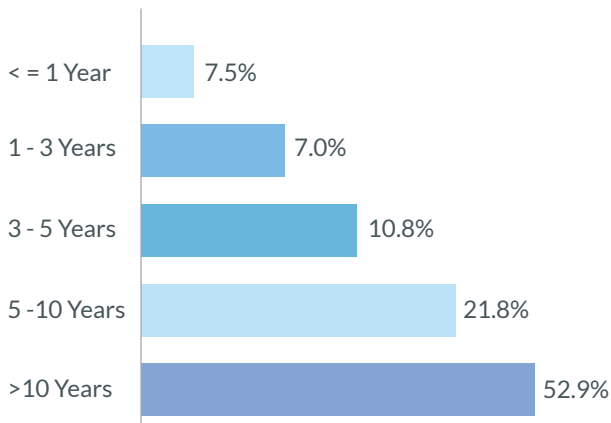
CIPL realizes the responsibility to exercise due diligence to ensure that it does not engage in activities that infringe, obstruct or impede the enjoyment of such rights.

Our People

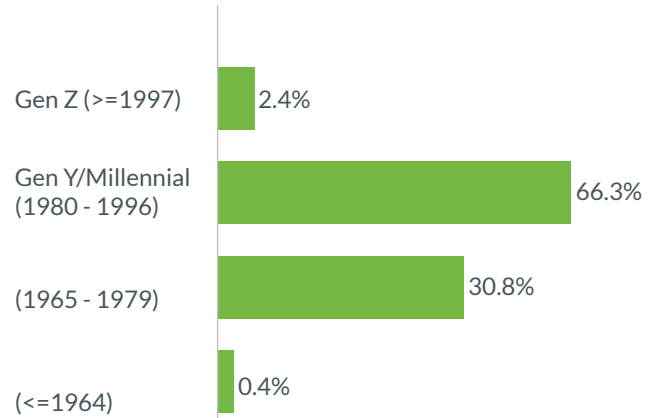
We, at CIPL, consider people as our key resources and believe that their success will enable us to make the giant leap that we are planning for. CIPL employs a diverse workforce comprising of employees with an average age of 39 years and average longevity in the organization of 9.5 years. 50% of our 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 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 also implemented a Hybrid Working policy, which gives the employees in hybrid job roles flexibility to Work from Home (WFH) 2-3 days a week.

We have a culture of celebrating 'De-Light Day' every Wednesday where employees are encouraged not to stay back in the office after working hours. We take the utmost care to keep our employees motivated and stress-free by providing a range of benefits which are explained below.

Longevity - Average : 9.5 years









Age Groups - Average Age : 39 years



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 myHealthmeter to help employees enrol in wellness programs, which in turn helps in maintaining a healthy environment at work. myHealthmeter has an accredited network of hospitals and diagnostic centers that are equipped with superior facilities. The policy 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.
 
- ▣ **Pantry Services:** Employees at all CIPL locations are provided with beverage options like tea, coffee, cold coffee, iced tea, green tea, etc.
- ▣ **Transport Services:** Employees of the 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 childbirth by way of congratulatory gifts (INR 11,000 on the occasion of marriage and INR 5,100 on the occasion of childbirth).
-  **Relocation / Transfer:** CIPL is primarily a sales & service organization 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, reimbursement of children's school admission fee, 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, etc.
-  **Home-Office Setup:** To facilitate 'Work from Home / Hybrid / Remote' working, CIPL provides its employees with one time reimbursement of Home-Office setup expenses so that employees can set up a comfortable and ergonomic home office.
-  **Day Care Benefits:** Daycare centers in 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.
-  **Retirement:** As per CIPL's internal retirement policy, all regular staff on the 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 of remaining connected with the employees who retire from the organization. The members of Canon Connect Club are entitled to benefits like an invitation to attend annual family day event, a copy of the employee quarterly newsletter (Pulse) and option to purchase Canon products at employee prices.



Statutory Requirements/Benefits

-  **Leave:** Employees are entitled to annual earned leaves, casual-cum-sick leaves, and medical leaves. Female employees get 26 weeks 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 a 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 or parents-in-law under this insurance cover. The facility of corporate floater is also available within certain limits in case of exhaustion of an employee's sum insured. Employees also have a top-up option to individually increase the hospitalization sum assured coverage.
 -  **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 25-year long history of paying salaries to employees on the 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.

Apprenticeship

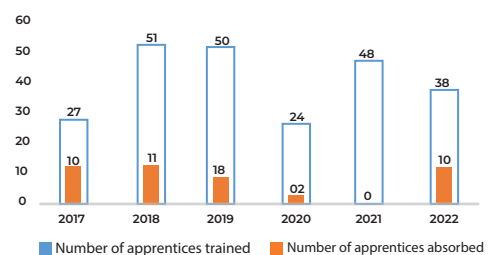
The National Apprenticeship Training Scheme in India is a one-year program with the objective to equip technically qualified youth with practical knowledge and skills required in their field of work. It also helps to meet the requirements of skilled manpower in the industry and create employable youth 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 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 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 289 apprentices based on their good performance and potential.

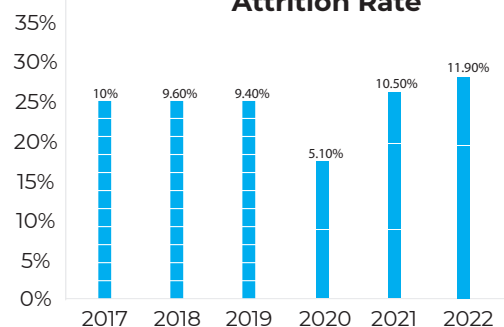
Apprentices Trained vs Absorbed



Attrition

The rate of attrition at CIPL has been significantly low as compared to others in the industry. In 2022, the attrition rate was 11.9% vis-à-vis industry rate of 20%, as per Aon India's salary increase survey 2021-2022 Report. On average, for the 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 workforces.

Attrition Rate



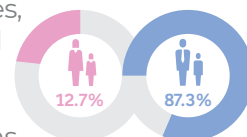
Productivity Tool for Hybrid Staff

Mesh tool has been implemented which is used for monitoring the performance of Hybrid staff. It helps with frequent check-ins with Line Manager and helps tracking the goals and performance by breaking down KPIs into action items; progress as well as sentiments can be tracked with remarks and timelines.

Raising Gender Equality

CIPL is committed and determined to be a diverse and equal opportunity employer. We make consistent efforts to achieve parity in hire, development, and retention of employees. We are constantly taking affirmative actions to create a work environment that is truly representative of the diverse community where every individual feels valued irrespective of the demography, s/he belongs to.

In our endeavour towards promoting gender diversity in the organization, 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 a positive, secure, and safe working environment for all employees. Policies are reviewed periodically to align with the Government regulations and to check relevance in the dynamic business scenario. In the mid-term CIPL aims to improve its gender diversity ratio to 20%. Our strategy to achieve this mid-term goal is based on following 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 have a KPI on promoting 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 empanelled only for female specific hiring.

Sensitize

Under its Gender Diversity Programme called 'WE@Canon' (Women Empowerment at Canon), CIPL undertakes initiatives to promote gender sensitization by means of various employee engagement activities. Under the banner of WE@Canon, CIPL provides networking opportunities with industry and internal leaders, holds sessions on promoting health and wellness, and women safety workshops, etc.



Develop & Retain

Helping employees develop interpersonal, functional and leadership skills to enable them to achieve goals and improve performance. Analysing attrition trends for understanding any unique challenges faced by women and making efforts to mitigate those. Some such initiatives are described below.

▶ 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.

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

CEO Townhall



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

Good Morning Walk



As CIPL, we organize 'good morning walks' everyday, when a certain team goes walking around the office, smiling and greeting each other 'good morning' while the Canon anthem is playing in the background. This 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 conveying unique messages.

This initiative helps the employees make bonds and connect with each other daily. Additionally, it provides an opportunity for all employees to kick-start the day on a positive and energized note.

Flash Mob Dance

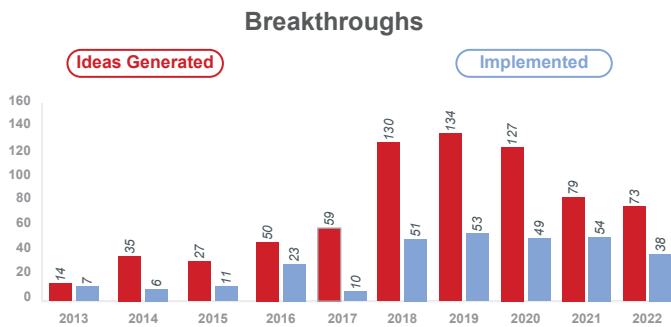


Every day at 3 PM a song plays in the office and employees do a quick 3-minute flash mob dance. This concept of doing a flash mob every afternoon has been adapted from an interesting Japanese concept that factories have been following since long for people to not just get rid of the afternoon lethargy, but also to re-energize and rejuvenate people. This acts as a stressbuster and reduces the ill-effects of over-sitting.

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 rewarded 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.

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 organizations, like MAIT (Manufacturers Association of Information Technology), CII (Confederation of Indian Industry) and JEITA (Japan Electronics and Information Technology Industries Association). 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 partner meets where the top management discusses partners' business operations, upcoming developments in their sector of operations and rewards are distributed for exceptional performance. The primary objective of these meetings is to communicate CIPL's vision, strategy and each division's tactics to the partners. During the meeting, queries raised by partners and suggestions given by them are addressed.

Partner Satisfaction Surveys

Partner surveys are done periodically with the objective of understanding the expectations of our business partners and assessing their satisfaction levels with respect to our key business processes. 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.

Employee Excellence Award 2022

CIPL has been awarded for Employee Excellence in 2022 by the Economic Times. Employee Excellence Summit 2022 was conducted by The Economic Times to acknowledge and celebrate great employers and workplaces with participation from over 20 industries and awards were given out for building and sustaining high-trust, high-performance cultures in various organizations and CIPL was one of the proud awardees.



Canon Leadership Summit

The Canon Leadership Summit is one of the most prestigious and coveted events of CIPL. The event brings together top performing partners, newly appointed partners and the Canon leadership on the same platform to facilitate an exchange of new ideas, celebrate our achievements and pave the way for a stronger and brighter future,

In 2022, the Leadership Summit was organized on the theme of 'Evolve to Excel' from July 7th to 9th, 2022 focusing on the zeal to adapt which will help us together climb newer heights and bring new opportunities in our paths. The event was attended by 62 partner organizations along with the CIPL management team.

Customer Connect Events: Henkaku

With an emphasis on technology, and an enterprising spirit, CIPL has been continuing to pursue innovation to achieve growth and success over the last 25 years.

As a gesture of gratitude and in celebration of CIPL's partnership, we organized a series of Thank You Dinner Events for our Enterprise Customers. The theme for these events was kept as 'Henkaku' which stands for Parivartan in Hindi or Transformation in English. We used these events as an opportunity to showcase how CIPL has transformed over the years and the transformative products and solutions that we are bringing forth for our customers. These events were held in 4 cities in the month of November and December in 2022, namely Gurgaon, Mumbai Bangalore, and Kolkata.

We connected with 700+ customers from 450+ organizations through these events. Key purchase influencers from organizations like CIOs, CTOs, IT Heads, Procurement Managers, Administrative Managers attended the event. The CIPL Leadership Team were present at the event to interact and connect with the customers.

CIPL Spread "Big Smile"

Comedy is one of the most popular forms of content consumed on social media, especially by millennials. Due to its relatable nature, the engagement of such content is much higher than other content. This inspired CIPL to create a five-episode fun chat series featuring Manabu Yamazaki, President & CEO of CIPL, and Anshu Mor, a famous Indian stand-up comedian. The campaign, which ran from June 12 to July 15, 2022, aimed to re-invent Canon's brand image and connect with a young and social media savvy audience. Named 'Big Smile with Canon', the campaign reflected Canon's corporate culture of 'Big Smile' and Canon's constant endeavour to spread happiness around us. Each episode emphasized Canon's corporate culture and values through fun and relatable content. The campaign received an extremely positive response from users across various platforms, reaching over 49 million people and garnering over 13.9 million views for all the videos. For the campaign, CIPL reached out to a variety of stakeholders, including Canon employees, adopted villages, customers, social media audience and media.



Health & Safety at Work

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 utilize 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 focusing on prevention of ill-health and injuries, employee well-being and provide a safe working environment for the employees.

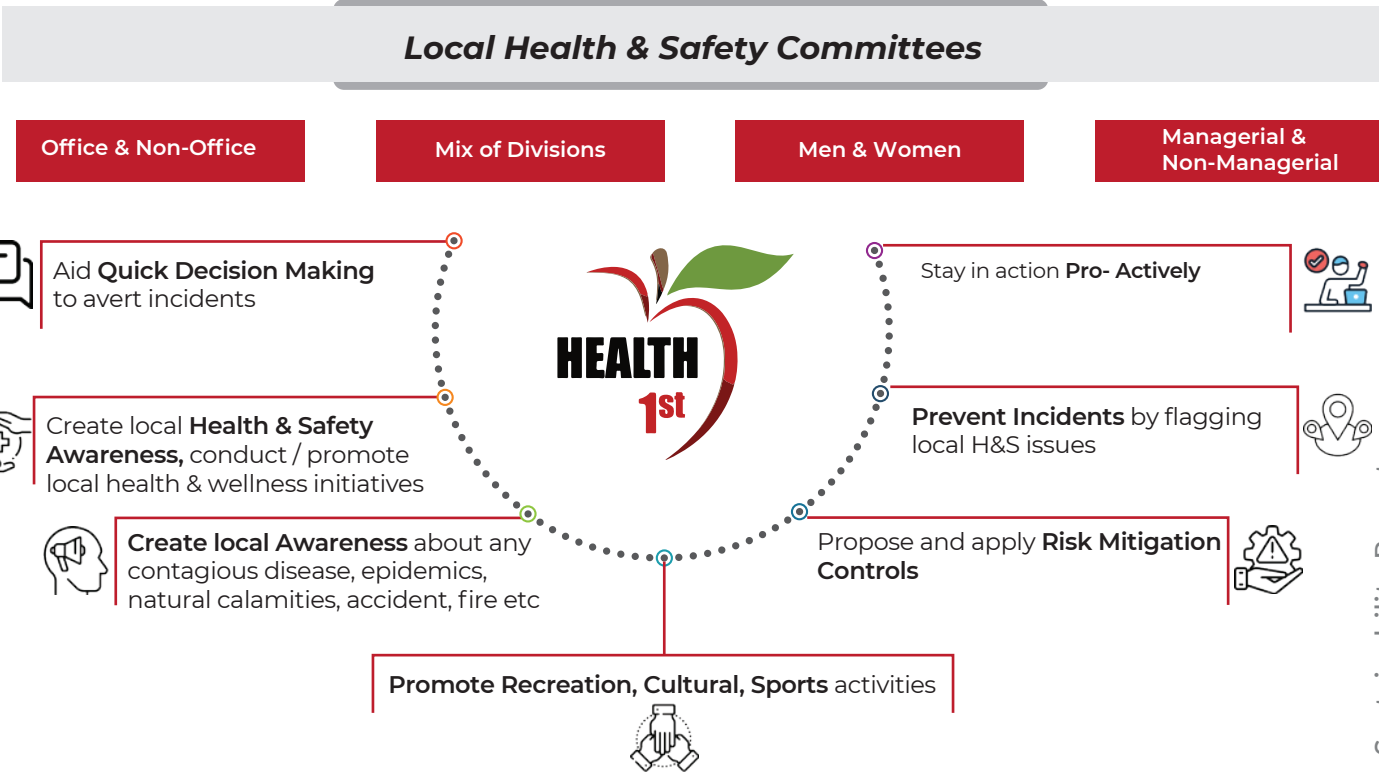
CIPL office is constructed by reputable builders adhering to all safety requirements. We conduct regular training on workplace safety, including execution of mock drills at periodic intervals steered by our trained emergency response teams.

We offer best-in-class office infrastructure, including the 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 action 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 are 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.

Health and Safety Committees

For further strengthening health & safety practices in regional and branch offices, CIPL has formed Local Health & Safety Committees in each of its offices across the country. These committees are headed by respective Location Managers and supported by committee members from various divisions. Special care is taken to ensure that these committees are formulated with inclusion of both office and non-office-based staff, both male and female staff, and both managerial as well as non-managerial staff. These committees have been made responsible to promote health & safety practices and to ensure that any health & safety related aspects are proactively taken care of.



Health & Safety Drives

CIPL undertakes health & safety drives from time to time. One such drive was conducted in 2022 called “Step It Up with Canon Walkathon”. This drive was organized for employees to enjoy the benefits of walking. This helped employees in coming out of their mundane lifestyle and join the fitness regime. Additionally, trees were planted in the names of the top 100 steppers as a thank you note for their healthy participation.

Below are the highlights of this walkathon:

400 employees participated

67 million steps walked i.e., **51,000 kms** walked

Average step count of **156,000 steps**
(5000 steps per day)

Planted **100 trees** in names of participating employees

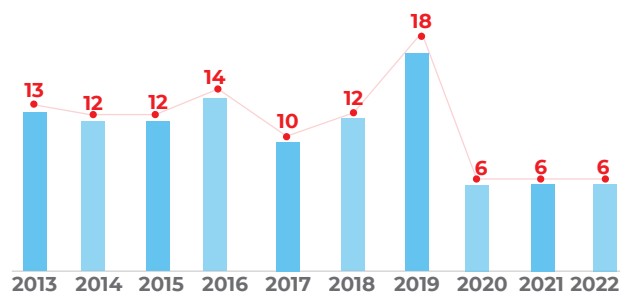
Participated in 6 Different Activities

- Stairway to health
- Sneaker Day
- Aruko to Shimomaruko
- Relay It!
- The Green Stride
- Health Webinar

Another safety drive was done when we observed the ‘Road Safety Week’. 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 Week’ was an initiative towards reminding employees especially field staff about the importance of observing road safety. Highest number of health and safety incidents at CIPL pertain to road accidents.

Keeping this in mind, we conducted road safety trainings for our field staff and were able to successfully cover 90% of our field staff in this training. We also sent out reminders to staff 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.

Number of Road Accidents



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 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 requirements. 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 is 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.

Risk of fire adequately addressed

To prevent the risk of fire in our offices, various measures have been taken in all CIPL offices. We have invested in best-in-class fire safety infrastructure like fire panels, sophisticated fire suppression systems like smoke detectors, fire sprinkler systems that can detect smoke or high temperatures, fire extinguishers, etc. We have formed Emergency Response Team in all our offices who are trained from time to time on fire safety measures and how to handle emergency situations. We hold mock drills in all our offices once every six months. These are unannounced simulation exercises which help us check the robustness of our emergency / fire preparedness. Corrective actions are taken on any gaps noticed during such drills and simulation exercises.

Offices in best-in-class buildings

Since all our offices have been taken on lease in various multi-tenanted building across the country, we have huge dependencies on respective building managements to comply with applicable statutory requirements example timely renewal of fire NOCs, lift and DG inspection by electrical inspectors, structural stability tests, obtaining air / water consents, etc. As a rule, CIPL takes leased offices only in such buildings that are compliant with laws of the land and give evidence of such compliances. Once occupied, we keep a track of such compliances and obtain periodic compliance evidence from them in a timely manner.

Indoor air quality is maintained

CIPL has 12 offices across the country. All these offices are closed, air-conditioned offices. One of the greatest EHS risks for us is improper indoor air quality in these offices could lead to various types of illnesses amongst employees. Various actions have been taken to reduce the impact of this risk. Air quality is regularly monitored in all offices and remedial actions are taken whenever the air quality is found improper. Example, 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 air-purifying indoor plants have been placed in our offices.

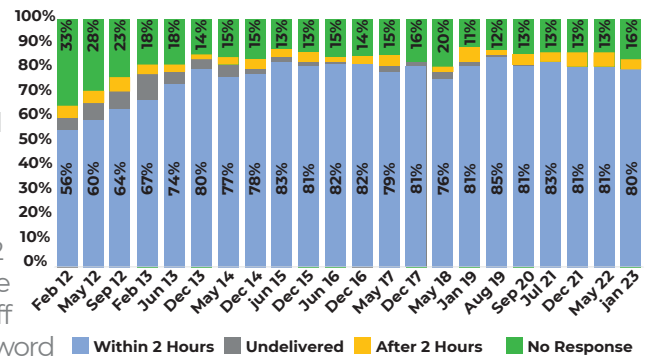
Employee Safety: I am OK Portal

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 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 Canon India back in 2012 for tracking safety of our employees in an emergency. 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 do 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.

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 emergencies 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.

Communication Cascade Drill Result (Y-O-Y)



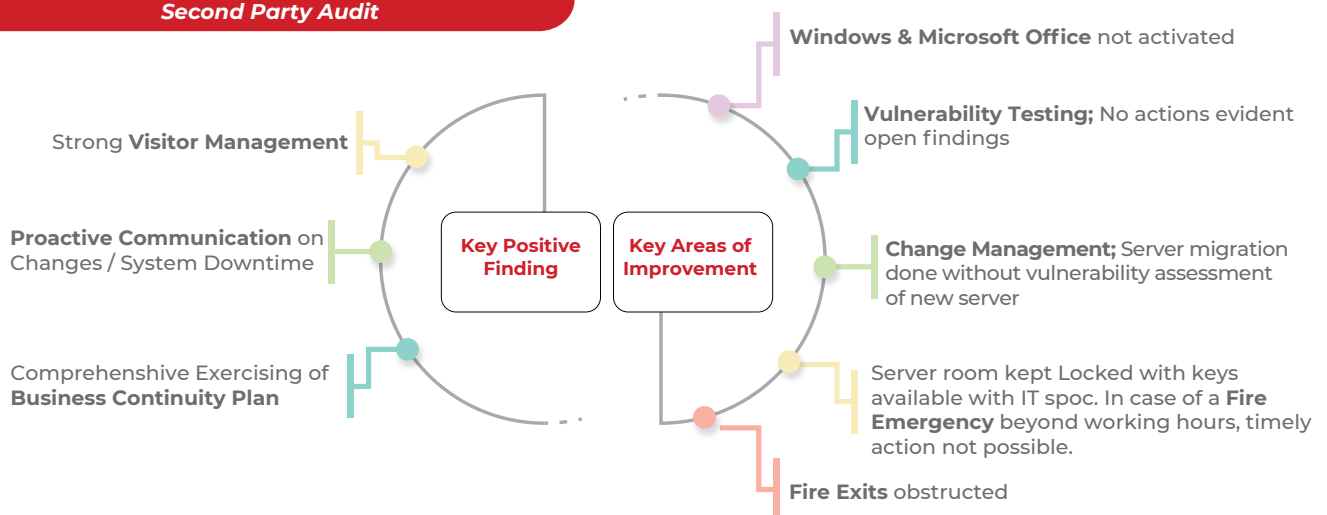
Internal Audits

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. A 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.

Second Party Audits

At CIPL we believe that it is essential to assess the preparedness of our service providers in terms of EHS for sustainability of our business relationship with them. With this objective in mind, in addition to internal audits, CIPL internal auditors also conduct second party audits upon key service providers.

Sample Audit Findings Allocated by CIPL in Second Party Audit



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 across India including events like Family Day, Diwali celebrations, Year-end party and Sports events amongst others. Additionally, we provide a range of facilities for employees, including library, transport, pantry, etc. facilities.

Family Day

This event is organized 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 the daily office routine.



Festivities and Celebrations at Offices

Various festivities and joyous occasions like Diwali and Christmas celebrations happen in all CIPL offices. Several 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.



People Development and Training at Workplace

Learning and Development

CIPL focuses on creating a learning and development environment within the organization. L&D Team 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. Support the leadership to navigate through external changes by continuously evaluating and developing their talent. Earn trust by delivering what is promised. In-house trainers conduct classroom training for employees and partners, imparting product knowledge and behavioral skills linked to competencies.

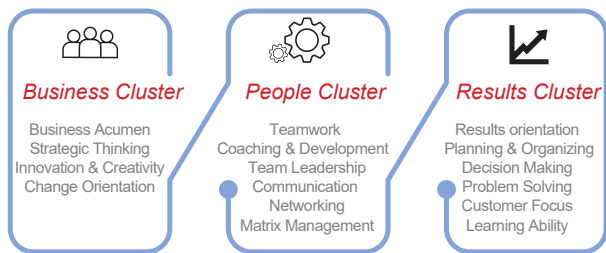
Coaching

Coaching is an intervention where people grow people and an exercise that aims to weave coaching into the cultural fabric of the Organization. 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 organization. This is being achieved by training leaders and managers to take on cross functional coaches internally. This intervention not only helped to build coaching capability within the organization, but also developed people through an extensive, personalized intervention. 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 has developed 62 internal coaches and a total of 150 coachees since 2012.

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



Organizational Development Projects

CIPL also works on Organizational Development projects which are long-term projects planning over a year, the type of projects that we work on are -

- Role & competency benchmarking
- Role transitions
- Development Centers to create a focused approach towards individual development.
- 360-degree feedbacks for Managers.

Creation and Standardization of Training Content

CIPL's Learning & Development Team works closely with stakeholders to customize the content for training, 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. Overall 60+ manuals have been 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.

Flagship Program Leadership Development Program

In 2021, we proudly announced the launch of Leadership Development Program 3, (LDP3) for all Managers of Canon Marketing Asia region. The program was conceptualized, designed and rolled out by CIPL trainers across the region. The program covers 7 key topics essential for Managers spread across 2 months.



Other programs

Other programs done for our staff in 2022 were:

Impact of Learning

For all our workshops we send individual/ group level reports. ROI is measured for all programs using the Kirk Patrick framework.



Ongoing Assessments on Product Knowledge

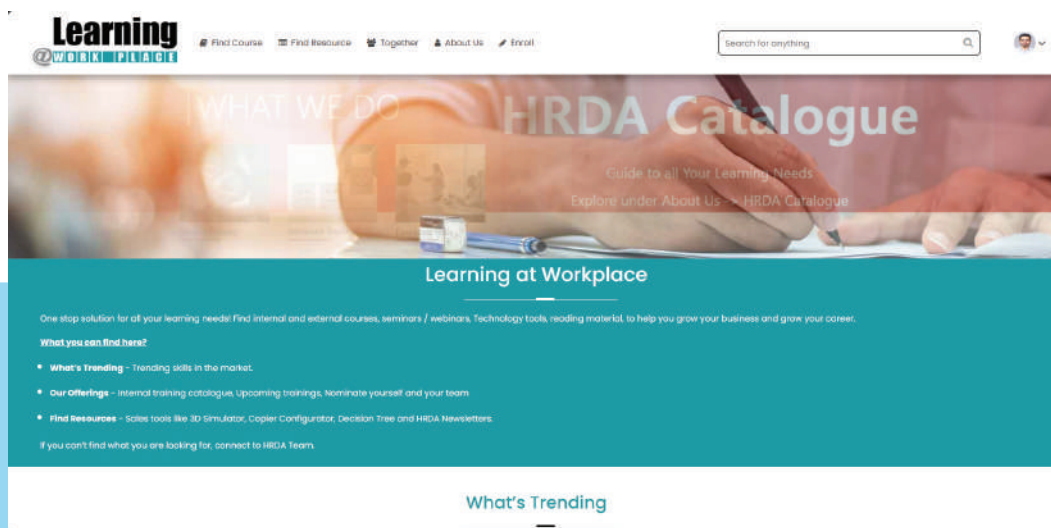
CIPL also conducts ongoing product knowledge checks for employees as well as partner staff. We conduct a Demo Challenge for our direct sales staff which is an assessment on demonstration skills and sales pitch. A case study is given to participants, and they are expected to present a solution to a panel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

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 of products, in line with customer requirements, enable better pitching strategies, product demonstration and create value for the customer. These digital tools and job aids are available on our learning portal 'Learning@Workplace', which is 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 portal has 3 main sections comprising of:

- External content like (webinars, seminars, executive education, online courses)
- Internal offerings – Training catalogue, Study materials, inhouse videos
- Tools and resources – Integrating all available tools 3D Demo Tools, Product Configurator, FAB Sheets and many other tools & job aids for learners at one place.



The site enables participants to learn at their own pace, nominate for workshops and get nominated by their Line Managers.

Digital Learning Tools

3D Demo Tools

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 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.

ICB Product and Lens Simulators

This tool helps user to learn how to use a camera without a physical camera. The tool has 33 lenses with multiple settings with which users can change settings, change lenses and experience real time image changes. The tool also has help videos and an option to assess photography skills.

Calculators – TCO, Therefore and Uniflow

Calculator tools help sales staff with complex calculations for software and hardware components, total cost of ownership of machines which can be included in customer proposals.

Fab Sheets

One pagers on Feature, Advantage, Benefits of each product which is used as a ready reckoner by Sales staff and partner staff. Fab sheets help salesperson prepare for calls and also improve their own product knowledge.

imageRUNNER Configurator

Equipped with more than 30,000 accessory combinations, this tool helps sales staff pitch the right accessory to the whilst ensuring zero errors in pitching iR products.

Decision tree

This tool enables new hires and sales staff to pitch the right product based on customers' needs and not just price. This is done through a set of questions that lead to the model.

In-house Learning Videos

Byte sized videos created for learning on the go and making product information available in remote locations.

Learning Needs Identification Tracker

This tool helps training team to track learning needs on real time basis.

Nudge

A tool to help user keep track of self-development goals. Users can set personal development goals, timelines, reminders, supporters who can help in achieving the goal.

Other learning tools and job aids available to employees

Sensei

Mobile application for learning, communication and collaboration need of employees. Offers quick reference reckoners highlighting all products specifications, significance strength in form of FAB (Feature Benefit Enhancement) sheets. It also has content on soft skills, curated product and soft skill video and chat with product expert for queries.

Prospect Validation Tool

This tool was developed with an intent to reduce time spent by sales manager on prospect validation. This helps sales prospects, thereby enabling higher accuracy of forecast.

Performance diagnostic tool

Diagnostic tool developed for sales manager in order to help them identify root causes of performance gaps of their sales staff and accordingly plan development plan.

Proposal Builder

This tool was developed to create professional and standardized proposals for sales staff without any chances of error.

Competition comparison tool

A ready reckoner for Sales staff which helps them to understand and pitch Canon products vis a vis competition.

Learning Survey

CIPL conducts learning surveys to understand the learning needs of employees. Through one such survey conducted recently, 400+ needs were expressed and 225+ 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.

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 bundled products for hazardous substances. This shows our commitment to providing only RoHS compliant products to our customers.

Energy Management

Canon globally promotes environmental assurance activities across the entire group, establishing environmental goals and an environmental action plan in order to realize 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 Canon India, 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 installed 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 3.5 Lac electricity units, thereby saving 200 MT of carbon footprint.



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.

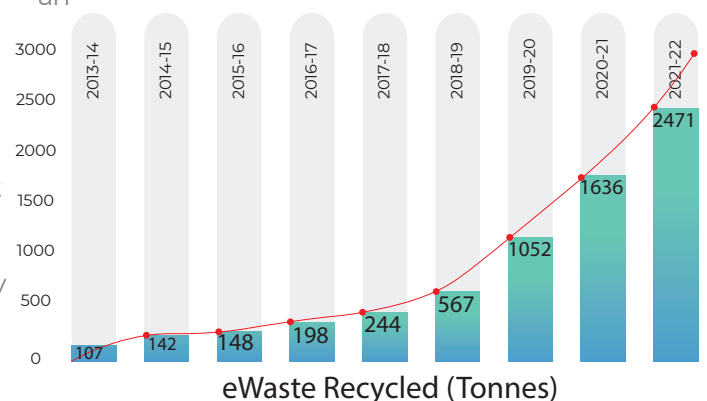


Waste Management

In line with the e-waste Rules, CIPL ensures that an effective 'collect-back mechanism for e-waste' is in place. Information about this collect-back mechanism is provided to the customers through the corporate website and through information sheet inserts in product packaging, product catalogues, etc.

CIPL collects and disposes off e-waste in an environment-friendly manner through a government authorized vendor, both as a producer and as a bulk consumer. e-waste collected from various touchpoints like our direct customers, warehouses, Canon India's re-engineering center at Noida, etc. is brought to the recycling facility of our empanelled recycler. Here it undergoes end-to-end recycling process starting from unloading, sorting, storage, dismantling and final recycling into raw materials in a safe & environmentally friendly manner.

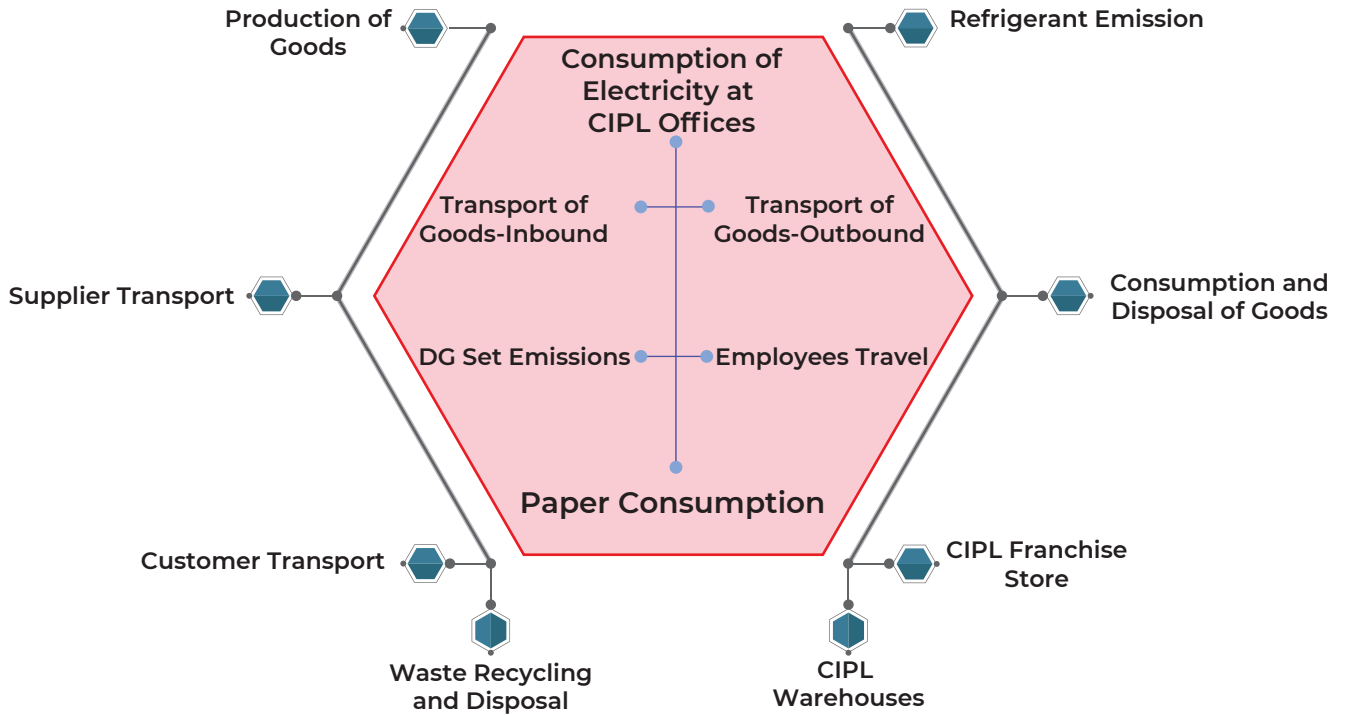
When required, we go over and above the requirements of the rules and even have a provision for recycling non-Canon brands.



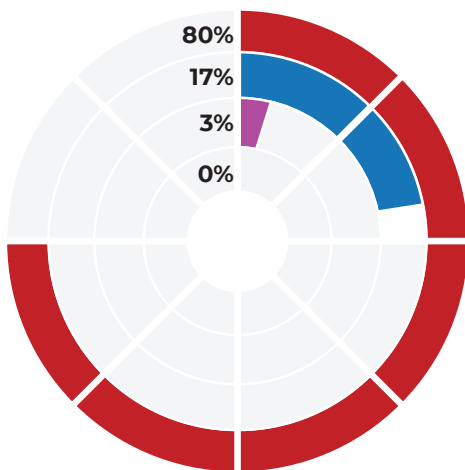
GHG Management

CIPL uses Green House Gas (GHG) Protocol Corporate Standard for estimating its carbon footprint. This standard provides guidance to the organizations 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.

Boundary for CIPL Carbon Footprint

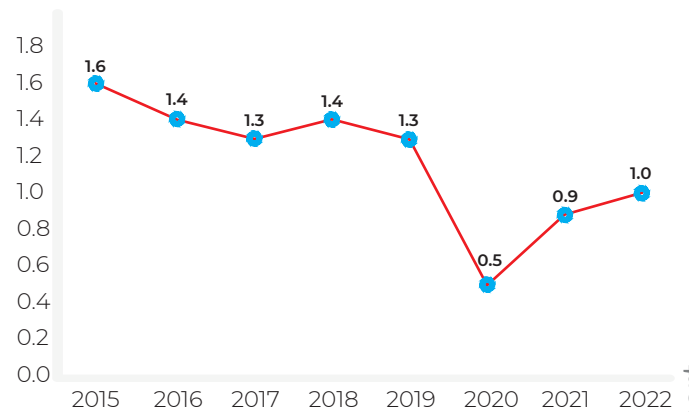


Carbon Footprint Share-2022



- Transport of goods (Inbound, Outbound)
- Travel (Local, Domestic & International)
- Purchased Electricity
- Others (Diesel Consumption, Paper Consumption)

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



Climate Change Mitigation and Adaption

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.

In 2022, CIPL scored 18.5 out of 20 and stood 2nd in rank in the entire Canon Marketing Asia region.

**Evaluation
Criteria**

Environmental Initiative, green marketing, CSR, green Procurement, GHG emission (electricity/fuel consumption, usage of renewable energy)



Earth Hour at CIPL

Earth Hour is a worldwide movement for protecting the environment, organized 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 the last fifteen 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 environmental conservation. This year on Earth Hour, CIPL released a video showing how Canon end-of-life machines are recycled in an environment friendly manner at a government authorized recycling facility.



Bio-diversity Conservation



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

In recent times CIPL has expanded its scope on biodiversity and conducted various activities under its biodiversity umbrella. In 2021 & 2022 various activities including observance of international tiger day, promotion of conservation of marine life, world animal day, etc. were done through our social media platforms. Awareness regarding the above causes was created on social media for both internal and external stakeholders.

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.

Green Environment Together (GET)


Canon India has been holding the No. 1 Market share in Copier for 17 years out of 25 years of operation in India. To retain the Market share we need to gain the continuous mindshare of customers. Positioning Canon as a brand to our customers for a long-term association thus enhancing our relationship from being just a Vendor to a Partner Relationship with the organization to meet their printing solution requirement as well as demonstrating care for the environment together. To be a differentiator in the market where everyone talks on pricing, we enhanced brand equity by promoting Canon as a responsible organization that cares for the environment as we contribute towards less carbon footprints generated from our products.



To combat this, we came up with a unique value proposition of Green Environment Together (GET) which is a Green Marketing program that has not only sustained but has been running strongly and successfully for the 5th year now helping Canon in continuously enhancing brand equity by engaging customers in this environmental initiative. As a part of this initiative, CIPL has been planting a tree for every Copier MFD sold through Direct sales (Enterprise) since 2019; the planted trees are nurtured and maintained for 2 years after which the trees become self-sustainable. To bring in complete transparency with regards to the information shared with our enterprise customers, we have introduced geo-tagging feature on our plantation sites – wherein customers see a photo of the tree planted along with exact coordinates of the site, plantation date and the variety of tree planted. Customers can share this information on their social media platforms as well. e-Certificate is shared with the customer on number of trees planted with QR Code of the location.



*Since 2019, CIPL has planted 28,755 trees. Once, these trees mature they will help absorb approx. **9,000 to 10,000 MT of CO2 (0.02 MT/tree/year)**, Thereby helping CIPL in reducing its overall carbon footprint.*



*In 2022 which was the 25th year of CIPL's incorporation in India, we achieved a milestone in our sustainability vision with this environmental initiative by planting **25,000+ trees.***

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.

Few highlights of the efforts taken to emphasize on compliance with laws and ethical business conduct are as under:

- ▣ Clear message from CEO of Canon Marketing Asia for ethical business operations
- ▣ Details of anti-bribery compliance and FCPA requirements conducted for employees
- ▣ Leaders Responsibility Statement demonstrates 'Walk the Talk'. Senior Management team submitted their statement on:
 - ▶ Their actions to create an environment which inhibits fraud
 - ▶ Clear tone from the top with respect to ethical behaviour
 - ▶ Maintenance of adequate segregation of duties and no over-reliance
 - ▶ Effectiveness of their review mechanism
 - ▶ Expectation from leaders with respect to ethical behaviour
 - ▶ Their pledge of honesty

As an ethical and compliant organization, 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 activity.

We make sure that every employee understands the need for 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 by any unethical means. We firmly believe in an honest and ethical approach. At CIPL, this ethical business behaviour is represented by the 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 organization.



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 Kickoff meetings, Altitudes, Vendor meets, monthly CEO address, etc. He emphasizes 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 organization, covering important policies, regulations like FCPA, and Canon's expected Code of Conduct.

Promotion of Zero Dishonesty

We believe that involvement makes learning more thoughtful, so to make learning and understanding even better, ZD magazines, ZD comic stories, online trainings using MS Forms platforms and ZD videos have been circulated in an informal and interesting manner which encourages the participation of every employee to eradicate every bit of non-compliance as their utmost responsibility.

At CIPL, we strive to achieve “True ZD” and we are always committed to it. In 2022, ZD promotion initiatives, “ZD Ambassador Program” was launched where an opportunity was given to employees from across CMA region to show their efforts and their route to the summit of “TRUE ZD”. To promote the ZD culture amongst our vendors and partners “ZD Letters” were disseminated. These initiatives helped strengthen partners knowledge on ethical practices and helped to understand how contribution of everyone is important and imperative to eradicate every bit of non-compliance in CIPL’s business environment.

Whistle Blowing Mechanism

In order to make a robust internal control system and to keep a sharp eye on non-compliance, we have set up our whistle blowing hotline “ethicspoint.com”. This hotline is an effective, safe and secure route to report any non-compliance related to the company or its employees. The reported cases are thoroughly investigated, and the identity of the reporter kept confidential.

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. The Company has been effectively defending all such claims before various forums. In the last 2 years, there were no cases filed or pending against Canon regarding 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 those employees of the procurement division of each manufacturing subsidiary, abide by the code's content, always maintaining compliance with all applicable laws and ordinances, 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 maximize the promotional effects of using the logo. CIPL has a Brand Management Committee (BMC) in place to authorize 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.

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.

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 strategize 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.



Safety Regulation in India – BIS Compulsory Registration

In 2012, 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.

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

Service Network

At Canon, we are committed to delivering 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 632 towns covering 19,118 pin codes across India - which comprises of 349 Camera collection points, 15 Camera repair Centre, 316 Printer repair centre, 184 Copier, Scanner and 129 Large Format Printer Sales & Service dealers.

Contact Centre Support

CIPL has a omnichannel support to engage with its customers. Customers can connect via the mobile application, scan directly to chat with an agent on WhatsApp or call our toll numbers. Additionally, they can write to the call center via email.

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.

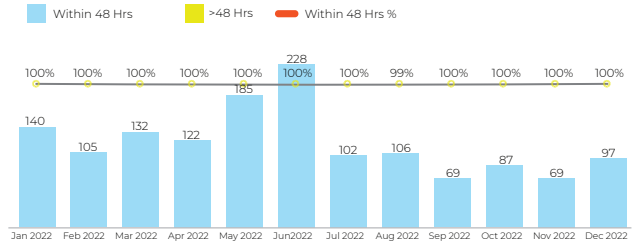
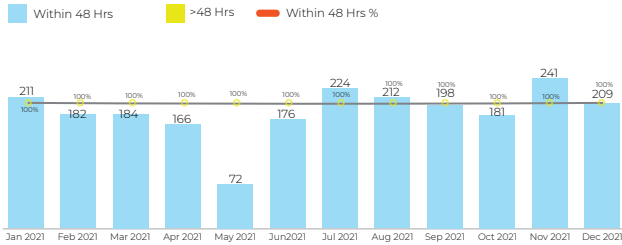
Material Safety Data Sheets

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 measures to be taken in the event of an accident involving the chemical ingredients. The MSDS are available for customers to view/download on CIPL website.

Complaints Management

Customers can send in complaints through various touch points, like call center, 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.

Complaints Management Trend



Information Security

Recognizing 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 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 organization

Threat and Risk Assessment

- ▣ The 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 prioritizes information assets based on confidentiality, integrity and availability ratings.
- ▣ Risks are identified on a continuous basis and recorded in the Information Risk Register for respective information asset. Identified risks are prioritized, based on their impact on business.
- ▣ Risk mitigation plans are also prepared as part of threat and risk assessment exercise.
- ▣ The Information Security Council approves and reviews the implementation of risk mitigation plans and ensures that necessary resources are available to the implementation team.

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 organization through:
 - ▶ IT Orientation Sessions
 - ▶ IT Awareness Tutorials
 - ▶ Internal Memos/E-mails
 - ▶ Information Security Week

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.
- ▣ The Information Security Council is briefed about such incidents and subsequent action is taken. The Information Security Council meets once in six months to review the incidents.
- ▣ Information security incidents are reported to CERT-In.

Access Control

- ▣ Access to Canon corporate network, corporate data, information processing facilities, and equipment are restricted and provided to authorized users on a 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 Canon network and computing equipment.
- ▣ Each authorized user logs on with a unique ID and password.
- ▣ All user passwords follow password guidelines.
- ▣ Access to Canon information resources and corporate network is immediately revoked in the event of employee termination or employee leaving the organization.
- ▣ 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 an external party if it involves the sharing of CIPL information. Risks 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 the 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.

Control of Proprietary Software

- ▣ The IT Division protects proprietary off the shelf as well as customized software from misuse by complying with License agreements and Copyright Act.
- ▣ All documentation related to proprietary software is safeguarded.
- ▣ The list of authorized 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.

Robust Information Security Practices

To strengthen the security practices in CIPL, a cloud-based solution **“Azure Information Protection”** has been implemented to all staff that enables staff to classify and protect the documents and emails by applying labels to content.

Introducing Information Classification Tool

Azure Information Protection (AIP)

Classify information (documents or email)
based on confidentiality level



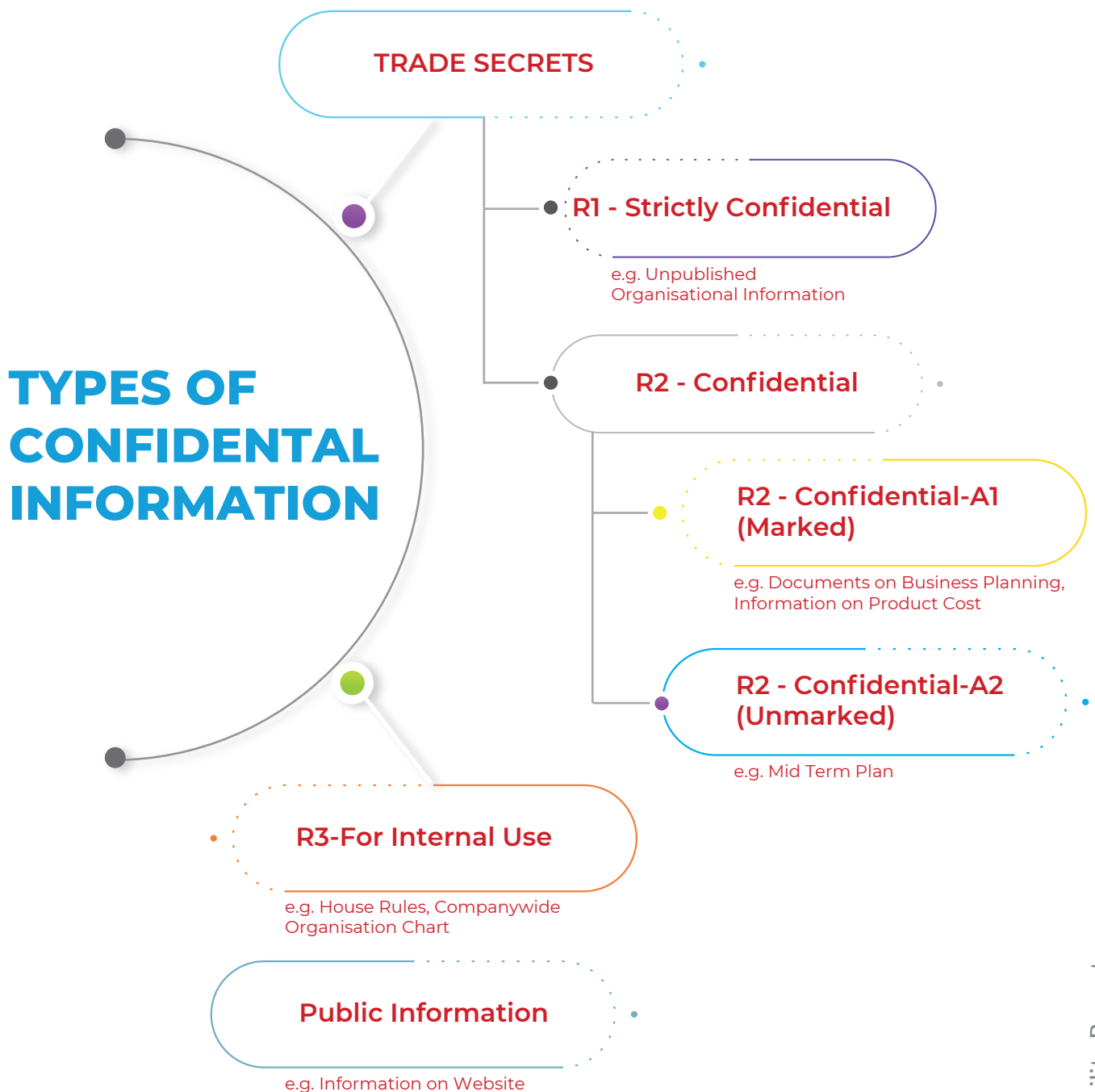
- Label confidential information
- Control viewing / modification rights (both internal and external)
- Restrict forwarding / printing / screenshot of confidential information

How to use AIP: Read the attached manual and join AIP Townhall facilitated by CIPL IT and QEHS on MS Teams platform

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 enables departments that hold trade secrets to regularly inspect and monitor how these documents are being managed. Training and audits are conducted periodically to ensure compliance to the Trade Secrets Management Rules.

Levels of Confidentiality - EXAMPLES



Corporate Social Responsibility (CSR)

CSR has been a strong pillar representing CIPL's corporate culture, playing an instrumental role in the lives of countless beneficiaries in our adopted communities. Over past many years, we have made significant changes in the lives of many in our communities. It is a matter of pride to see our CSR project come a long way in its journey of bringing smiles. Contributing to sustainability in more ways than one, we are glad to witness the positive impact that our efforts have brought in the areas of 4Es - Education, Environment, Eye Care and Empowerment.

Canon India Involve

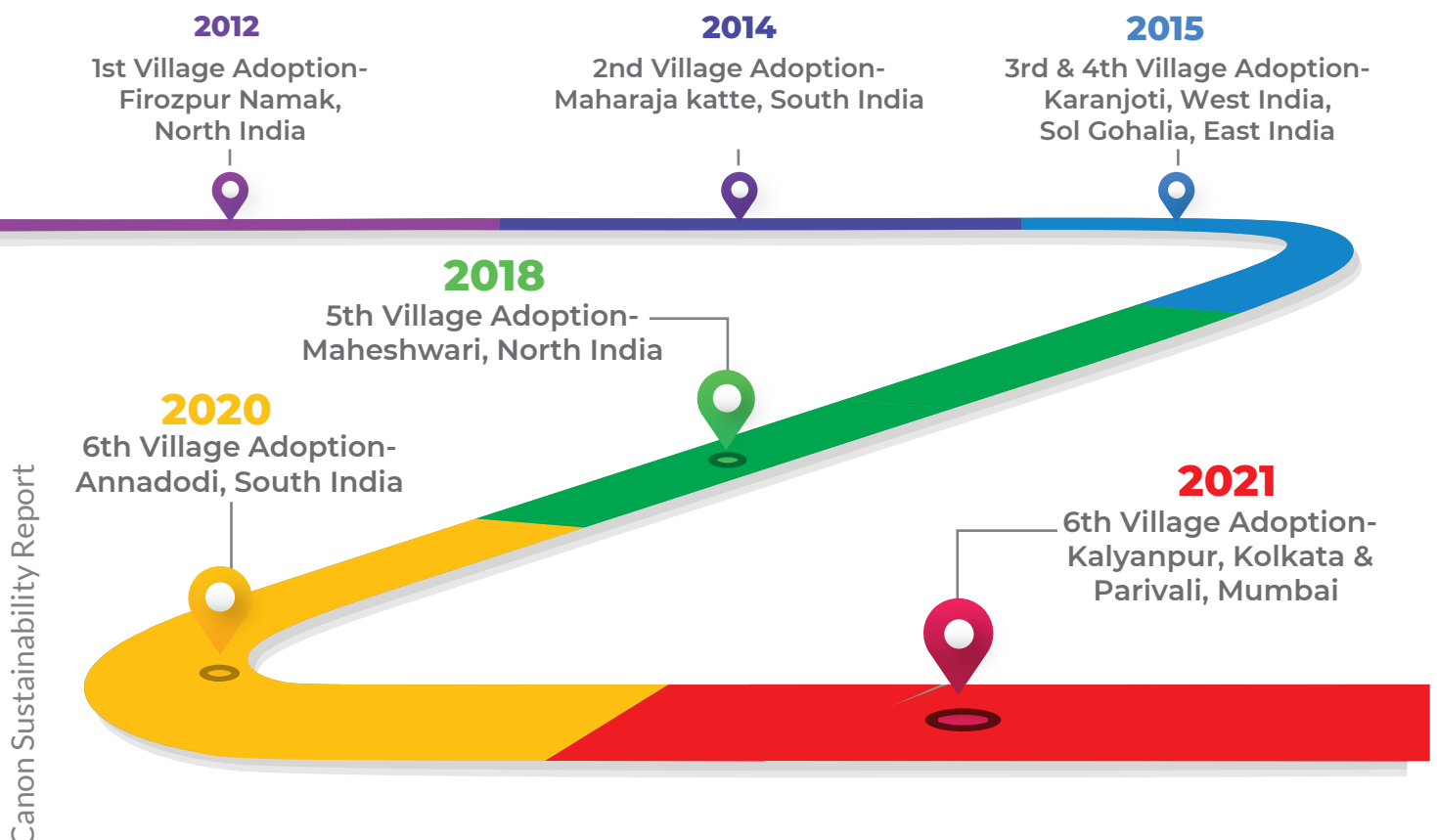
'Canon India Involve' is a continuous engagement, where CIPL employees are involved in the development of the community. The engagement between the employees and the children is based on varied subjects. All the activities are thought of and planned across all corners of the country to support the holistic development of the children. Engagement activities like this help to build a closer connection with the children and further develop a vibrant culture of social responsibility that already exists in the company. It also instils a sense of community commitment in the employees, which they carry forward with them wherever they progress. All our villages have been identified near Canon India offices; this enables increased engagement between the employees and the villagers.



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.

Adopt a Village

The flagship 'Adopt a Village' initiative was launched in 2012, through which CIPL undertook the task of overall development of the villages across North, East, West, and South India for a certain period for the holistic development of the society. The program intends to focus on the development of society along our key focus areas including Education, Eye Care, Empowerment and Environment, which also form the basic requirements of a human being. At present, CIPL has four adopted villages which includes Maheshwari in Haryana (North India), Parivali in Maharashtra (West India), Annadodi in Karnataka (South India) and Kalyanpur in Kolkata (East India).



Education

Education has been a key focus area, with the establishment of a 'Resource Centre', e-learning facility and the overall improvement of the school infrastructure across our adopted villages. Special emphasis is put on improving the student enrolment and retention figures in schools, which has significantly improved in our adopted villages. Resource centers are established in adopted village schools with 2 dedicated teachers who are responsible to impart learning through various media, tablets, TV, books etc. In 2022, 1094 children were benefited from the activities conducted in Resource Centre and SOS Children's Villages of India.



Eye Care

Eye Care primarily consists of the establishment of a 'Vision Center' in our adopted villages where community people get their eyes checked by an eye care specialist. Regular eye checkup camps are also conducted for students as well as for the community people. Patients identified with cataract and other ailments are referred to nearby government hospitals for further treatment. A Vision center has been established in the adopted villages where community people get their eyes tested free of cost. In 2022, 4795 community people benefited from the vision centre in our adopted villages.



Environment

To protect the environment, we have installed solar panels in village schools for continuous supply of electricity and solar streetlights to ensure appropriate lighting after sunset. One of our ambitious projects has been that of groundwater recharge and rainwater harvesting projects in school premises to improve ground water level. Beyond these, we have also done periodical activities including cleanliness and tree plantation drives, and establishment of kitchen gardens for village households. We aim to develop our village as environment friendly by conducting activities like tree plantation, establishing kitchen garden, solar panels, cleaning actions etc. In 2022, we planted 856 trees and established 115 kitchen garden in our adopted villages.



Empowerment

Empowerment being the key to self-sustainable living, we have set up vocational training centres to provide community youth with career opportunities. With the establishment of Canon vocational centers, we aim on providing skills to youth and community members by offering three months of basic computer training, tailoring as well as beautician course. In 2022, 920 students and youth attended computer classes and 136 women were empowered through tailoring and salon services.



Village 1: Maheshwari, Haryana (North India)

The project was inaugurated in March 2018 in Maheshwari village, Rewari district, Haryana. With an objective to increase the school enrolment ratio, our educational initiatives have led to an increase in school strength from 263 to 365.



Education

A total of 365 students participated in Resource center activities out of which 127 students were newly enrolled in e-learning module of teaching.

Activities undertaken:

- 4 cultural and sports programs were organized with children.
- Monthly parent teacher meetings were organized.
- 11 school management committee (SMCs) meetings were conducted.



Eye Care

1162 people benefitted from the eye care facility at Maheshwari village.

4 Eye camps organized in surrounding villages during the year which reached 346 community members.

Description	Number
Patients checked by Ophthalmologist	168
Number of people visited vision center	399
Patients referred to hospital for further treatment	20
Number of people provided with free spectacles	229



Environment

- 150 trees were planted with participation from 85 community members.
- 176 people participated in 4 cleaning activities undertaken in the community.
- 15 kitchen gardens were established.



Empowerment

- Three batches of basic computer courses were conducted during the year, in which 45 community youth were enrolled, successfully trained and felicitated.
- All students of resource center (365) were enrolled and trained in digital education

Village 2: Parivali, Mumbai (West India)

Parivali village was adopted in 2021 in Bhiwandi district, Maharashtra. Our focus was towards driving community driven initiatives and developing school infrastructure.



Education

124 students participated in Resource center activities out of which 44 students were newly enrolled in e-learning module of teaching.

Activities undertaken:

- 4 cultural and sports programs were organized with the children.
- 12 parent teacher meetings were organized.
- 11 School Management Committee (SMCs) meetings were conducted.
- 9 rallies were conducted on various issues of environment.



Eye Care

1422 community members benefitted from the vision center. All necessary precautions were taken to ensure the safety of the people. 4 eye camps were conducted which reached out to 222 community members.

Description	Number
Patients checked by Ophthalmologist	433
Number of people visited vision center	547
Patients referred to hospital for further treatment	53
Number of patients underwent cataract operation	14
Number of people provided with free spectacles	153



Environment

- 415 trees were planted with participation from 75 community members.
- 236 people participated in 4 cleaning activities undertaken in the community.
- 30 kitchen gardens were established.
















Empowerment

- Computer training** –3 batches of computer courses were conducted during the year, in which 45 community youth were trained on basics of computers, with all 124 children enrolled in digital class.
- Beautician training** –3 months of training was conducted where 45 community women were identified on basis of salon services and were trained.














Village 3: Kalyanpur, Kolkata (East India)

Kalyanpur village was adopted in South 24 Parganas district of Kolkata, West Bengal in 2021.

 Education	 Eye Care	 Environment	 Empowerment										
<p>A total of 106 students participated in Resource center activities out of which 20 students were newly enrolled in e-learning module of teaching.</p>	<p>During the year, 2345 community members benefited from the vision center. 4 eye camps were conducted which reached out to 293 community members.</p>	<ul style="list-style-type: none">  4 cleaning action programs were organized in which 99 people participated from the village.  30 kitchen gardens were established in the village.  Tree plantation drive was organized by involving 47 community people. Collectively they planted 150 saplings in and around the village. 	<p>Studying the need of the community, 2 vocational training courses were executed in the village.</p> <ul style="list-style-type: none">  Computer training - 3 batches of computer courses were conducted during the year, in which 46 community youth were enrolled and trained. 106 school children also attended digital class.  Beautician training – 46 women from the community successfully enrolled in a salon training course and were felicitated. 										
<p>Activities undertaken:</p> <ul style="list-style-type: none">  3 cultural and sports program were organized with the children.  Monthly parent teacher meetings were organized.  12 School Management Committee (SMCs) meetings were conducted.  10 rallies were conducted on various issues. 	<table border="1"> <thead> <tr> <th data-bbox="483 510 715 544">Description</th> <th data-bbox="722 510 810 544">Number</th> </tr> </thead> <tbody> <tr> <td data-bbox="483 544 715 589">Patients checked by Ophthalmologist</td> <td data-bbox="722 544 810 589">874</td> </tr> <tr> <td data-bbox="483 589 715 633">Number of people visited vision center</td> <td data-bbox="722 589 810 633">932</td> </tr> <tr> <td data-bbox="483 633 715 678">Patients referred to hospital for further treatment</td> <td data-bbox="722 633 810 678">24</td> </tr> <tr> <td data-bbox="483 678 715 768">Number of people provided with free spectacles</td> <td data-bbox="722 678 810 768">222</td> </tr> </tbody> </table>	Description	Number	Patients checked by Ophthalmologist	874	Number of people visited vision center	932	Patients referred to hospital for further treatment	24	Number of people provided with free spectacles	222		
Description	Number												
Patients checked by Ophthalmologist	874												
Number of people visited vision center	932												
Patients referred to hospital for further treatment	24												
Number of people provided with free spectacles	222												

Village 4: Annadodi (South India)

The project was launched in Annadodi village, Bangalore, Kanakpura district, Karnataka in 2020. Our objective in 2022 was to work on strengthening all 4Es.

 Education	 Eye Care	 Environment	 Empowerment										
<p>A total of 222 students participated in Resource center activities out of which 21 students were newly enrolled in e-learning module of teaching.</p>	<p>During the year, 1176 community members benefited from the vision center. 4 eye camps were conducted which reached out to 224 community members.</p>	<ul style="list-style-type: none">  150 trees were planted with participation from 50 community members.  171 people participated in 3 cleaning activities undertaken in the community.  40 kitchen gardens were established. 	<p>Studying the need of the community, 2 trainings were executed in the village.</p> <ul style="list-style-type: none">  Computer training - 3 batches of computer courses were conducted during the year, in which 45 community youth were enrolled and completed the workshop. 126 school children also benefitted from digital education.  Tailoring training – To create livelihood opportunities for the community women, tailoring batches was started. 3 such batches were conducted during the year with 45 community women. 										
<p>Activities undertaken:</p> <ul style="list-style-type: none">  4 cultural and sports programs were organized with the children.  12 parent teacher meetings were organized.  12 School Management Committee (SMCs) meetings were conducted.  8 rallies were conducted on various issues. 	<table border="1"> <thead> <tr> <th data-bbox="483 1375 715 1408">Description</th> <th data-bbox="722 1375 810 1408">Number</th> </tr> </thead> <tbody> <tr> <td data-bbox="483 1408 715 1453">Patients checked by Ophthalmologist</td> <td data-bbox="722 1408 810 1453">386</td> </tr> <tr> <td data-bbox="483 1453 715 1498">Number of people visited vision center</td> <td data-bbox="722 1453 810 1498">435</td> </tr> <tr> <td data-bbox="483 1498 715 1543">Patients referred to hospital for further treatment</td> <td data-bbox="722 1498 810 1543">91</td> </tr> <tr> <td data-bbox="483 1543 715 1632">Number of people provided with free spectacles</td> <td data-bbox="722 1543 810 1632">40</td> </tr> </tbody> </table>	Description	Number	Patients checked by Ophthalmologist	386	Number of people visited vision center	435	Patients referred to hospital for further treatment	91	Number of people provided with free spectacles	40		
Description	Number												
Patients checked by Ophthalmologist	386												
Number of people visited vision center	435												
Patients referred to hospital for further treatment	91												
Number of people provided with free spectacles	40												

Canon India Involve – Other Initiatives

SOS Children’s Villages of India - Family Homes

Canon India believes that every child deserves to grow up in a family where he/she feels secure, happy and loved. SOS Family Care based model fulfils this very need of orphaned and abandoned children. CIPL support to these family homes provides children with an overall development including education, health, security and lots of happiness. Such a nurturing environment will ensure that these children grow to their fullest potential and achieve their desired goals.

Empowering children through vocational center

Focusing on empowerment as a key pillar of Canon India Involve initiative, Canon India provide vocational training to the youth community in our villages. 15 youth from our adopted village Parivali in Mumbai (West India) were imparted knowledge on the basics of computers in a span of three months. To felicitate these children and boost their morale, 16 Canon India employees from Mumbai regional office visited the newly adopted village.

Spreading the joy of festivities on Diwali

Happiness doubles when it is shared with others. Hence, through our CSR initiative ‘Canon India Involve’, a fun game of ‘Tic Tac Toe’ was organized for employees during Diwali celebrations across our Head office and regional offices. While re-living childhood memories, employees got an opportunity to donate a gift while they play by making a wish on the ‘Wish Tree’. 234 employees participated and supported Canon India Involve with donation of INR 115,500 (USD 1,395), thereby bringing Big Smiles on the faces of children from adopted villages. Gifts purchased from this activity were handed over to the children during the Christmas day celebration.



‘Support a Life’ Initiative

Through the initiative, we intend to support the lives of children by taking responsibility of their education and overall development. It is a joint effort of equal contribution by CIPL and its employees. During 2021, 218 employees have supported 252 SOS Village children and in during 2022, 210 employees came forward and adopted 243 children from SOS children’s villages across the country.

Promoting the art of origami in adopted villages

To educate children about Origami, the Japanese art of paper folding, we conducted 2 fun filled and engaging sessions with children of our adopted villages. Mr. Tatsuya Urita, Director- Corporate Communication, Canon Singapore personally taught the art of paper folding to 40 children of Maheshwari village, North region, during his visit to the adopted village.

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-754291-2

Canon India Private Limited Social Responsibility Report 2021-2022

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 third Social Responsibility Report for the FY period 2021 to 2022 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 and Service operations for the years 2021 & 2022.

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.



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 2021-2022. 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, and Service operations for the years 2021 and 2022. 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.

Third-Party Assurance



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

Kumaraswamy Chandrashekara
Head - Systems Certification Operations. BSI Group India

29 Aug 2023

...making excellence a habit.™

Awards and Accolades

- 🏆 Best Large Format Printer for Line Accuracy (2022)
- 🏆 Best Environment Practices Award by CII (2022)
- 🏆 Best Inkjet Printer Brand (2022)
- 🏆 India's Best Brand & Leaders by WCRC Leaders for highest consumer trust and brand excellence in industry (2022)
- 🏆 Employee Excellence Award by Economics Times (2022)
- 🏆 Best Inkjet Printer Brand (2022)
- 🏆 Icon of Trust Award by Brand Vision (2021)



Office Address

📍 Corporate Office

Canon India Private Ltd.
7th and 8th Floor, Tower B,
Building # 5, DLF Epitome,
DLF Phase III,
Gurugram - 122002

📍 Chennai

Canon India Private Ltd.
'SKCL' Infinite Towers,
8th Floor, Plot No. A21 & A22,
Thiru-Vi-Ka Industrial Estate,
Guindy,
Chennai - 600032

📍 Noida Warehouse

Canon India Private Ltd.
A-23, Sector-59, Phase-III
Noida - 201301

📍 Mumbai

Canon India Private Ltd.
19th Floor, Commerz II, Wing
A, International Business
Park, Oberoi Garden City, Off
Western Express Highway
Goregaon (East),
Mumbai - 400 063

📍 Hyderabad

Canon India Private Ltd.
The BELVEDERE, H.No.
6-3-891 & 892,
2nd Floor, Raj Bhawan
Road, Somajiguda,
Hyderabad - 500082

📍 Noida CTEC

Canon India Private Ltd.
Plot No. H-19, Sector-63,
Noida - 201307

📍 Bengaluru

Canon India Private Ltd.
3rd Floor, Salarpuria
Windsor, No. 3,
Ulsoor Road,
Bengaluru - 560042

📍 Pune

Canon India Private Ltd.
Office No. 404 & 405, Pride
Kumar Senate,
Senapati Bapat Road (Bhambur-
da), Shivaji Nagar,
Pune - 411016

📍 Cochin

Canon India Private Ltd.
3rd Floor, Imperial Trade Centre,
MG Road,
Cochin - 682035

📍 Kolkata

Canon India Private Ltd.
6th Floor, PS Arcadia
Central, 4A,
Abandria Nath Thakur
Sarani,
Camac Street,
Kolkata - 700017

📍 Connaught Place MSC

Canon Master Service Centre
Unit No. 214 to 218, 2nd Floor,
Narain Manzil,
Barakhamba Road,
Connaught Place,
New Delhi - 110001

Notes

Notes

Canon


Delighting You Always

Canon India Pvt. Ltd.

7th & 8th Floor, Tower B, Building No. 5, DLF Epitome Building, DLF Phase III, Gurugram-122002

Ph: 0124-4160000 | Fax: 0124-4160011 | in.canon  www.facebook.com/canonindia

 www.twitter.com/Canon_India  www.linkedin.com/company/canon-india-pvt-ltd

 www.youtube.com/user/canonindiapvtltd