ENGINEERED FOR good

EPSON

EMBRACING A SUSTAINABLE TOMORROW,

ACCELERATING IMPACT TODAY.

EPSON SOUTHEAST ASIA
SUSTAINABILITY REPORT FY2023

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AN OVERVIEW

Opening Message from
The Regional Managing Director

"Our philosophy of efficient, compact and precise innovation enriches lives and helps create a better world."

SIEW JIN KIAT
Regional Managing Director
Epson Singapore Pte. Ltd.

Executive Officer
Seiko Epson Corporation

Sustainability: Imbibing Corporate Purpose, Driving Business Action

(GRI 2-22) At Epson, the concept of care for our habitat is a value-driven tradition embodied in our Corporate Purpose: Our philosophy of efficient, compact and precise innovation enriches lives and helps create a better world.

To this end, Epson Global is committed to being carbon-negative and underground resource-free by 2050 under Epson's Environmental Vision 2050. Epson Southeast Asia (SEA) has identified three impact areas under Epson's Corporate Vision, Epson 25 Renewed, to support the global ambitions: to achieve sustainability in a circular economy, advance the frontiers of industry and fulfil our social responsibility.

In 2023, we have established a task force to drive sustainability strategy as a region. This team, comprising regional and country stakeholders, adopts a data-driven approach to coordinate sustainability initiatives systematically. We began with a materiality assessment, surveying to identify key sustainability topics and subsequently formulating mandatory concrete actions. These actions are mapped out in our sustainability roadmap, outlining our targets through to FY2026.

Opening Message from
The Regional Managing Director

In FY2023, our initiatives are rolled out with the interest of internal and external stakeholders in mind. Internally, our employees are our key focus. When their well-being is addressed, job satisfaction, productivity and retention rates improve. We have also prioritised professional development through health and safety education, conducted compliance training and emphasised anti-corruption measures, promoted workplace safety measures, offered flexible work options and fostered a positive work culture.

Externally, our business partners are key collaborators in Epson's sustainability strategy. We collaborate with like-minded organisations such as World Wide Fund (WWF) to scale coral restoration and marine conservation in and around the coral triangle; and partnered their flagship global movement, Earth Hour, to promote energy-saving actions in FY2023. We have also launched corporate trash collection programmes in the Philippines and Malaysia, focusing on waste reduction initiatives. Through our partnership with ASEAN Fashion Designers Showcase, we hope to influence the ecosystem in the fashion industry by fostering sustainable approaches.

Going forward, we remain steadfast in pursuing our data-driven approach, ensuring that our sustainability efforts are methodically guided by the data we collect. This approach allows us to measure progress accurately and make informed objective decisions to achieve our sustainability goals.

Together with our employees and business partners, we are making meaningful strides towards a sustainable future, reaffirming our commitment to the environment and society at large.
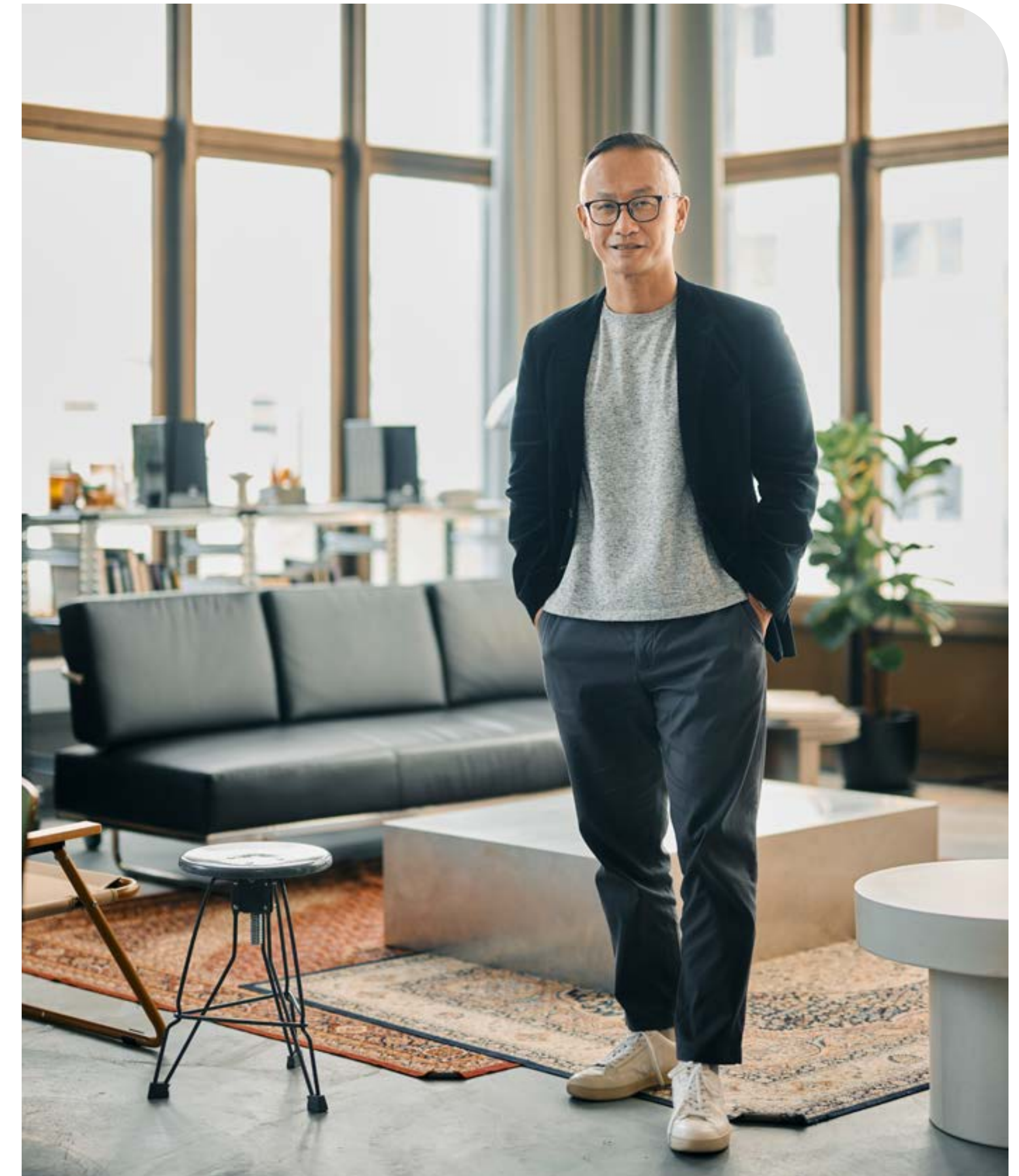
Message from the Sustainability Task Force

Building a Sustainable Momentum from the Ground Up

(GRI 2-22) In FY2022, our progress towards sustainable practices centred on a series of initiatives to enhance business excellence. Our approach focused on three pillars: how we work, the partnerships that enrich our communities and the solutions that drive our customers' businesses forward. This emphasis generated positive momentum to realign our actions with Epson's philosophy of care.

By FY2023, with CO2 levels reported to be 50% higher than pre-industrial era, as reported by World Meteorological Organisation, Epson acknowledged a need to pivot towards prioritising material topics and actions; and unifying the region to meet the goal of emissions reduction. To achieve this, we recognised that a data-driven approach was central to enabling the measurement of key indicators and the monitoring of ongoing progress. In addition, a dedicated Task Force was formed to initiate a comprehensive organisation-wide data collection effort involving multiple stakeholders across the region. The role of the Task Force was pivotal to garner regional support for granular data collection and consolidation.

Despite the best of intentions, the Task Force encountered teething challenges. One of the key obstacles was the lack of sustainability knowledge necessary to interpret the collected data. To address this, we conducted workshops led by professional sustainability consultants to educate key internal stakeholders on sustainability concepts, frameworks and global reporting standards. Collectively, organisational knowledge improved, and we agree on steps to transition out from an activity-centred approach, highlighted in Sustainability Report FY2022, to one that is robust in content and data-driven in methodology, in Sustainability Report FY2023. Currently, regional stakeholders are still managing the data collection process for various material issues. In FY2024, we will begin to see sustainability champions in various countries taking the lead on data collection and validation processes.

The next step is to refine our processes to streamline data collection. We are committed to developing automated systems and standardised processes to ensure more efficient and accurate data management. By enhancing our data capabilities, we aim to track progress effectively to achieve our targeted goals.

Our endeavour to be more sustainable in our business practices is an iterative process. To this end, we will listen to feedback from our stakeholder groups closely, observe and comply with changes in relevant global and national standards and build new capacities to keep moving forward to achieve Epson's global ambitions.

"We acknowledge the road ahead might be uncertain, but as one Epson family, we will forge ahead together with great hope."

ALVIN TAN
Lead for Country Initiatives
Epson Singapore Pte. Ltd.

TAN MAY LIN
Sustainability Task Force Leader
Epson Singapore Pte. Ltd.

About This Report

Reporting Framework

This Sustainability Report has been compiled with reference to the Global Reporting Initiative (GRI) standards for 2021.

Organisational Details

(GRI 2-1) The reporting organisation is Epson Singapore Pte. Ltd. (refers as "Epson SEA"), headquartered in Singapore with operations in Singapore, Indonesia, Malaysia, Philippines, Thailand and Vietnam. Epson Singapore Pte. Ltd. reports to Seiko Epson Corporation (SEC), its Global Headquarters, in Nagano, Japan.

Scope of Report

(GRI 2-2) The scope of this report covers all Sales & Marketing and Distribution operations, facilities and six entities (refers as "Epson Singapore", "Epson Indonesia", "Epson Malaysia", "Epson Philippines", "Epson Thailand" and "Epson Vietnam") under the direct control of Epson Singapore Pte. Ltd., unless otherwise stated.

Frequency & Period of Report

(GRI 2-3) The annual report aims to articulate the reporting organisation's Environmental, Social and Governance-related (ESG) impacts for FY2023, i.e., April 2023 to 31 March 2024.

External Assurance

(GRI 2-5) No external assurance was sought for this report.

Publication Date

14 August 2024

Feedback

(GRI 2-3) We are committed to continuously improving our reporting practices and welcome feedback from stakeholders to enhance the quality and relevance of our reports:

Ms. Tan May Lin
Sustainability Task Force Leader
Epson Singapore Pte Ltd
Email: sustainability@esp.epson.com.sg

Epson SEA at a Glance

In 1968, Epson Group established its first overseas manufacturing site in Singapore. In 1982, Epson Singapore was accorded the status of regional headquarters, Epson Singapore Pte Ltd. We have subsequently expanded our sales company network to Thailand, Malaysia, Philippines, Indonesia, Vietnam as well as to the Indo China region and Pakistan. Currently, our seven manufacturing sites in Southeast Asia span across various countries including Thailand, Malaysia, Singapore, Indonesia and Philippines.

- Epson Precision (Thailand)
- Epson Precision (Malaysia)
- Epson Precision (Johor)
- Singapore Epson Industrial
- PT. Epson Batam
- PT. Indonesia Epson Industry
- Epson Precision (Philippines)

With a presence in Southeast Asia spanning over 50 years, our regional manufacturing sites produce a range of Epson products including inkjet printers, scanners and projectors. Epson has a comprehensive infrastructure of service outlets, solution centres and manufacturing facilities supporting customers in the region. Today, the company continues to exceed customer expectations with its wide range of high-precision, energy-efficient products in the region.

Roll Over to Find Out More

Epson Global Corporate Purpose

Our philosophy of efficient, compact and precise innovation enriches lives and helps create a better world.

Epson SEA at a Glance

Certifications and Achievements

(GRI 2-28) Epson Group is dedicated to contributing to a sustainable society through our business activities, as evidenced by the numerous sustainability accolades, accreditations and awards we have received.

Entities	Certifications and Achievements
Epson Global	• MSCI ESG Ratings - AAA • CDP A-List • FTSE4GOOD • EcoVadis - Platinum rating • ISO 9001 and ISO 14001 standards • Responsible Business Alliance
Singapore	• BCA Green Mark – Gold Certification • IMDA - Infocomm Media Development Authority (IMDA) of Singapore, Certificate of Compliance • SAFETY Marks
Thailand	• Self Declaration of Conformity (SDOC)
Cambodia	• Institute of Standards of Cambodia (ISC) • Telecommunication Regulator of Cambodia (TRC)
Indonesia	• Directorate General of Resources and Equipment Standardization for Post and Informatics (SDPPI)
Malaysia	• Standards and Industrial Research Institute of Malaysia (SIRIM)
Philippines	• National Telecommunications Commission (NTC)
Vietnam	• Type Approval Certificate (TAC), Minimum Energy Performance Standards (MEPS)

Epson SEA at a Glance

Climate Goals & Impact Areas

Epson Group has set ambitious goals under the Environmental Vision 2050 and identified impact areas for the regions. Epson SEA has identified three impact areas to achieve its sustainability and climate targets.

Impact Areas

Achieve Sustainability in a Circular Economy
∞

Impact Areas

Advance the Frontiers of Industry

Impact Areas

Fulfil our Social Responsibility

Environmental Vision 2050

Reduce total emissions to achieve the 1.5°C scenario by 2030 and to be carbon-negative and underground resource-free by 2050

Epson SEA at a Glance

Sustainability Journey and Milestones

Through our history, we have demonstrated commitment to co-creating sustainable technologies and enhancing communities by addressing environmental challenges. In FY2022, our sustainability journey became more focused when we created a small internal team and engaged relevant expertise to work with the team on the way forward. Our plans are now aligned with the impact areas we have identified. Today, our actions are targeted, measurable and relevant to deliver outcomes that are impactful and systematic.

FY2022
Establishment of a Strategic Partnership

- Established a partnership with WWF Singapore to focus on coral and mangrove restoration to protect biodiversity in Southeast Asia

FY2023
Achieve Sustainability in a Circular Economy

- Launched Sustainability Task Force
- Epson Group sites have successfully transitioned to using 100% renewable electricity

Inaugural Sustainability Report

- Published first sustainability report that highlighted initiatives in FY2022

FY2024
Achieve Sustainability in a Circular Economy

- Focused on achieving Epson 25 Renewed targets
- Collaborated with partners to launch the Epson Ink Bottle and Cartridge Collection and Disposal Programme

Advance the frontiers of Industry

- Developed robust data management with analytics to manage sustainability data collection

Fulfil Our Social Responsibility

- Launched an awareness campaign to educate employees on sustainability practices

Sustainability Report

- A data focused sustainability report on FY2023 initiatives

Epson SEA at a Glance

Sustainability Performance and Target Setting

In FY2023, we took active steps to reduce our carbon footprint and improve access for our employees through improvements in our hiring, whistleblowing and training practices. However, more could have been done in workplace safety. Important lessons have since been learnt to help us achieve our targets set for FY2025.

Impact Areas

Achieve Sustainability in a Circular Economy

FY2025 Targets

- Phase out single-use plastics at all Epson SEA corporate offices
- Achieve the equivalent of BCA Green Mark (re)certification at all Epson SEA entities

FY2023 Performance
- Achieved BCA Green Mark Gold certification for Epson Singapore office
- Phased out the use of plastic bottles at all Epson SEA corporate offices
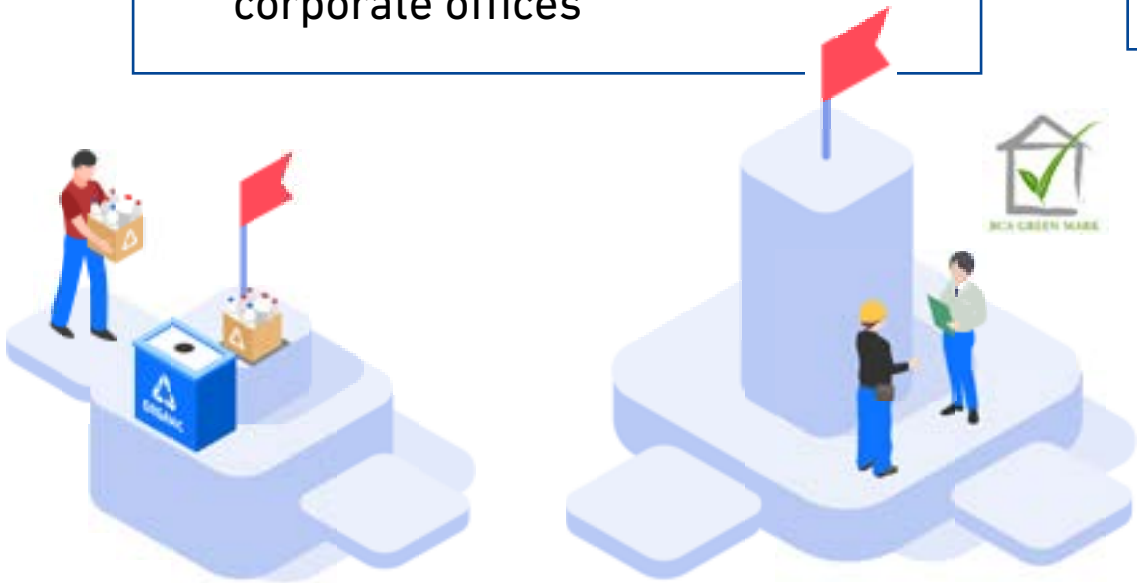
Advance the Frontiers of Industry

FY2025 Targets
- Ensure continued 24/7 access to whistleblowing channel
- Maintain "0" work-related fatalities
- Achieve "0" work-related injury

FY2023 Performance
- Instituted 24/7 access to whistleblowing channel for all employees
- Maintained "0" work-related fatalities
- Sustained 1 work-related injury

Fulfil our Social Responsibility

FY2025 Targets
- Achieve 100% completion of unconscious bias training and refresher annually

FY2023 Performance
- Conducted unconscious bias training and refresher for 99% of all employees

EMBRACING A SUSTAINABLE TOMORROW,
ACCELERATING IMPACT TODAY.

A COORDINATED SUSTAINABILITY APPROACH

Governance | A Reporting Structure with Clear Oversight

(GRI 2-9)(GRI 2-11) (GRI 2-12) (GRI 2-13) (GRI 2-14) (TCFD Governance) The Sustainability Promotion Office was established to manage global sustainability initiatives at the group level. The President and Representative Director, Chief Executive Officer of Seiko Epson Corporation, Mr. Yasunori Ogawa, is responsible for the Sustainability Promotion Office. The execution of business-related sustainability initiatives is delegated to the Sustainability Promotion Office, under the leadership of Mr. Tatsuaki Seki, Representative Director. At Epson SEA, the Sustainability Task Force was set up in 2023 to steer sustainability activities for its six entities. It reports sustainability strategies, performances, targets and activities directly to the Group's Sustainability Promotion Office regularly.

The Regional Managing Director is accountable for the Sustainability Task Force. He is supported by the Task Force Sponsors (i.e., Country Managers) in this role. This leadership team receives updates on a thrice-yearly basis from the Task Force Leader and Lead of Countries Initiatives. On the ground level, the various regional teams provide functional support in data collection and performance tracking.

Epson Global

Board of Directors **Epson Group**	Office of the President Epson Global **Mr. Yasunori Ogawa**	Sustainability Promotion Office Epson Global **Mr. Tatsuaki Seki**	Sustainability Task Force Epson SEA **Mr. Siew Jin Kiat**

Epson SEA

Regional MD & Country Managers
Task Force Sponsors

Director, Brand and Communications
Task Force Leadership
Tan May Lin

Epson SEA **Tan May Lin**	Epson SEA **Alvin Tan**
Regional Stakeholders	**Countries (x6)**

Strategy | A Roadmap Aligned with United Nations Sustainability Development Goals

We have mapped out our Sustainability Roadmap to guide our actions from FY2023 to FY2026. The roadmap groups action plans broadly under the three identified Impact Areas and more specifically under relevant material topics. The United Nations (UN) Sustainable Development Goals (SDGs) is referenced because it provides a comprehensive perspective for us to address diverse global inequality issues holistically.

Impact Areas	Material Topics	Targeted Action Plans
Achieve Sustainability in a Circular Economy	Decarbonisation Initiatives	Focus on Epson 25 Renewed Strategy
		Relocate operations to Green Buildings
		Reduce GHG emissions from purchased goods and services
		Reduce GHG emissions from transportation and distribution by increasing the number of drop shipment customers
		Reduce waste generated in operations
		Improve the quality of eco-conscious facilities and workplaces
		Reduce GHG emissions from Business-related travel
	Closed Resource-loop Initiatives	Close the resource loop through reducing waste sent to landfill (e.g. waste, paper recycling)
	Realising Responsible Supply Chain	Adopt Sustainable Procurement Policy and practices for indirect purchases
	Customer Environmental Impact Mitigation	Equip sales and marketing teams with sustainability-proof points for all product ranges to enable impactful communication with stakeholders
	Environmental Technological Development	Partner organisations to introduce and educate designers in the region on Epson's textile printing technology

Strategy | A Roadmap Aligned with United Nations Sustainability Development Goals

Impact Areas	Material Topics	Targeted Action Plans
Advance the Frontiers of Industry	Productivity Improvement	Reduce paper waste with the adoption of application-based electronic agreement enterprise systems by 2027
		Move local servers in all Epson SEA entities to Amazon Web Services (AWS) cloud-based data centre by 2027
	Strengthening Governance	Strengthen Anti-corruption policy
		Enhance compliance training for 100% of employees in all entities
	Improving the Working Environment	Enhance identified processes and initiatives under the Employee Work Health Safety framework

Impact Areas	Material Topics	Targeted Action Plans
Fulfill Our Social Responsibility	Human Rights and Diversity	Review and enhance internship programme
		Conduct unconscious bias training and refresher courses for all staff across Epson SEA
		Strengthen Community Growth under the umbrella of Corporate Social Responsibility (CSR)
	Increasing Stakeholder Engagement	Partner identified non-governmental organisations (NGOs) to improve work and economic outcomes
		Partner World Wide Fund (WWF) to elevate marine conservation and plastic reduction
		Form new partnerships with stakeholder groups to co-create sustainability initiatives
	Support Diverse Lifestyles	Partnership with national voluntary welfare organisation to embrace diversity and inclusivity

Strategy | A Roadmap Aligned with United Nations Sustainability Development Goals

To reach our goals, we will shore up organisational momentum progressively in four ways. The first step is to accelerate positive stakeholder impact by actively communicating our sustainability goals and plans purposefully. The second step is to foster deeper cross-functional ties so that collaboration and access to data are seamless. The third step is to integrate sustainability principles into business decisions. The last step is to set realistic and measurable goals.

An important stakeholder group is our employees. We will empower our employees to manage risks and opportunities judiciously and equip them with new knowledge and skillsets to perform their work in the new green economy.

Accelerate Positive Stakeholder Impact

Foster Deeper Cross-functional Engagement
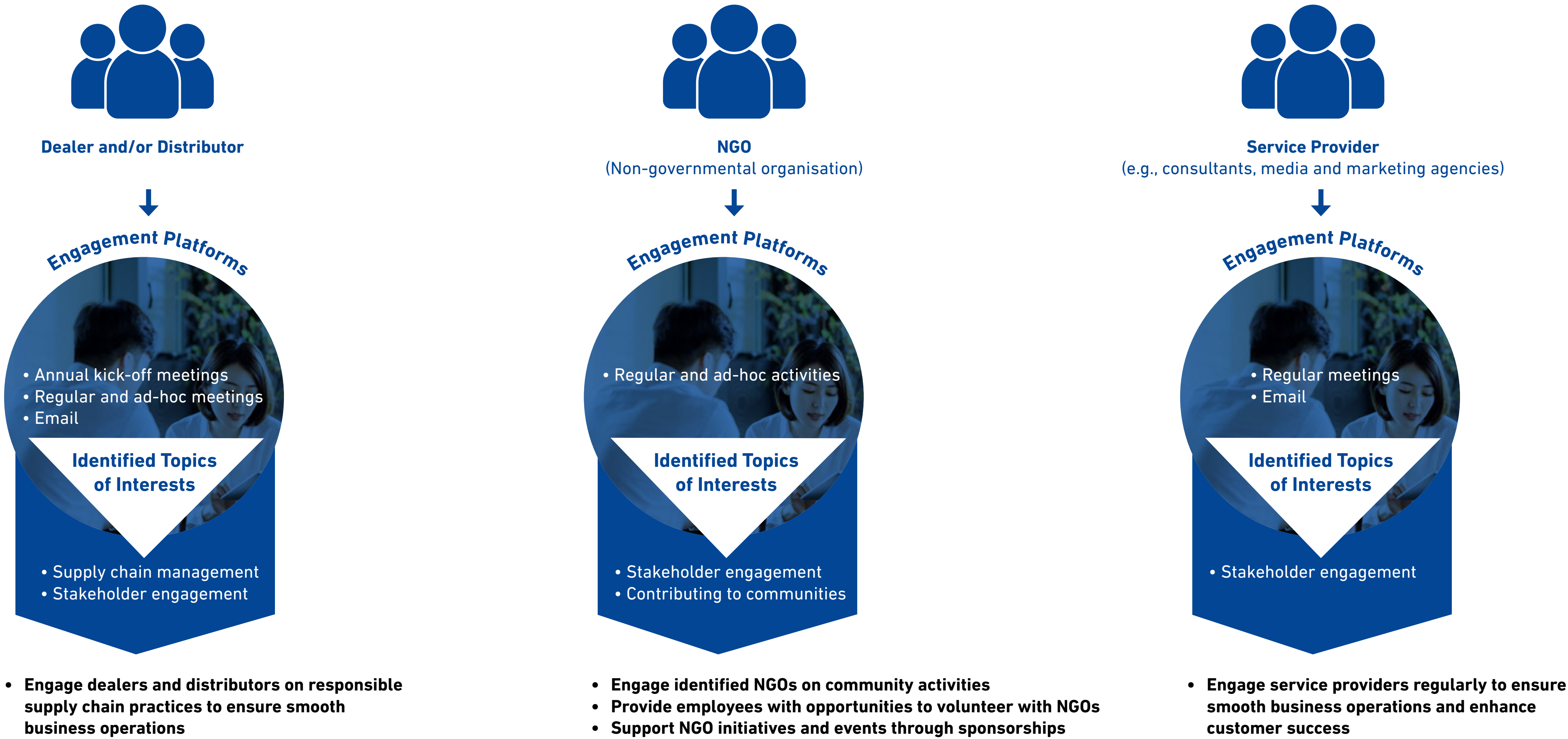
Integrate Sustainability Principles in Decision-making

Set Achievable and Measurable Targets

Stakeholder Engagement | Approach and Action Plans

(GRI 2-29) We actively engage key stakeholder groups to understand their pressing concerns through various engagement platforms. Over time, we have gained a better understanding of potential material topics through their feedback. This process has helped us formulate action plans and articulate desired outcomes.

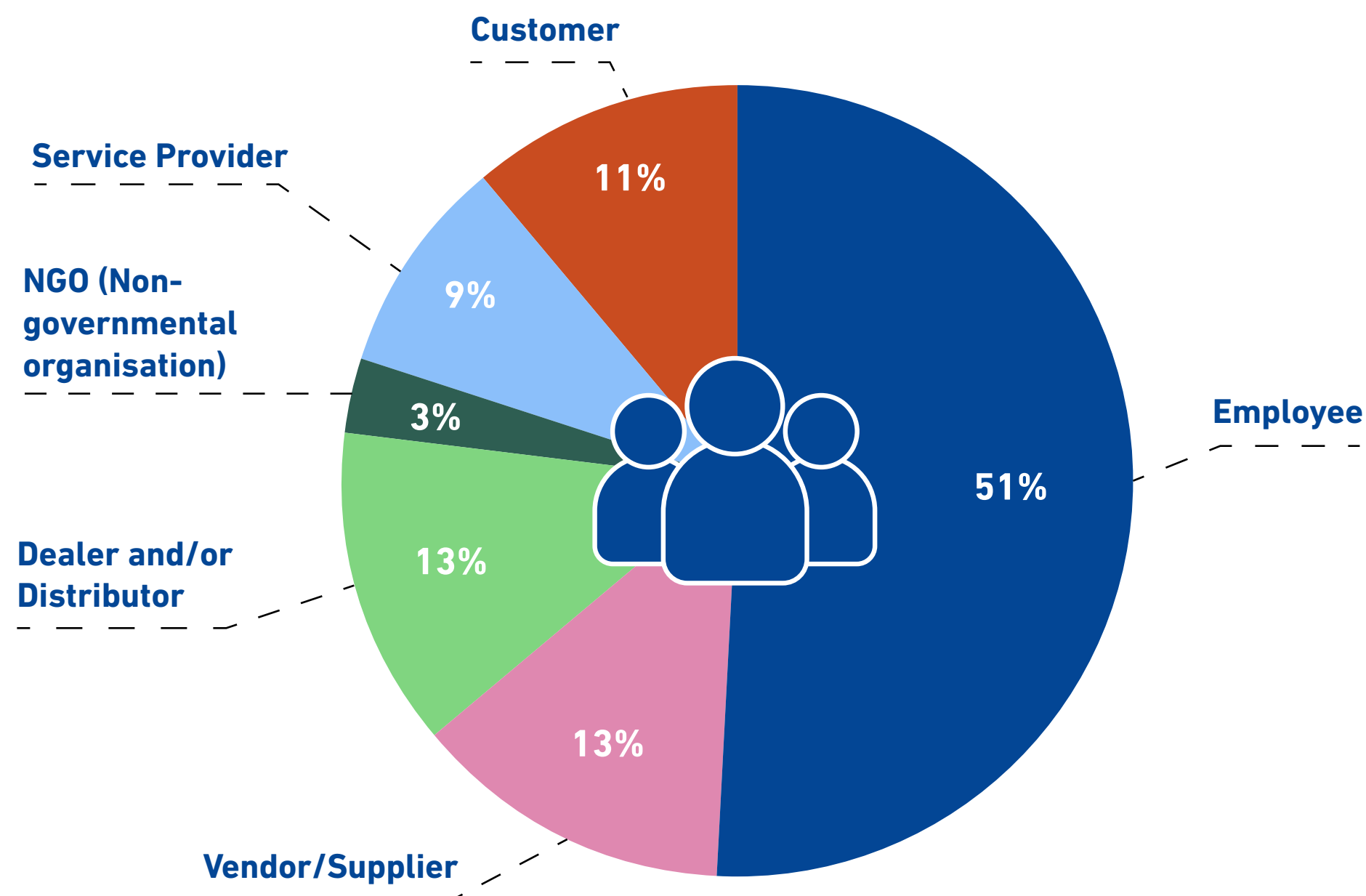| Stakeholders	Engagement Platforms	Identified Topics of Interests	Outcomes & Action Plans
Customers	• Updates through website and social media • Sustainability reports • Site visits • Industry events • Customer feedback form	• Energy and emissions • Water management • Circular economy • Diversity and inclusion • Customer environmental impact mitigation • Environmental technology development • Quality and variety of Epson's products and services	• **Maintain open communications and provide feedback avenues to better understand customers' needs** • **Identify opportunities to improve the quality of products and services** • **Consider customer feedback and provide appropriate service recovery**
Vendors/ Suppliers	• Regular and ad-hoc meetings	• Suppliers' performance and practices • Timely payment and fair contracts • Operational concerns	• **Maintain regular engagement with vendors/suppliers to ensure smooth operations in the supply chain** • **Conduct supplier assessment exercise to screen new vendors/ suppliers regularly**
Employees	• Biennial Employee Engagement Survey • Bi-annual Townhall sessions • Employee handbook • Internal communications initiatives	• Working condition • Work-life balance • Workplace safety and health • Diversity and inclusion • Learning and development	• **Engage employees on relevant topics to ensure alignment with the company's goals (e.g., sustainability awareness)** • **Provide opportunities and training for personal development and career growth** • **Promote a healthy work environment and work-life balance**

Stakeholder Engagement | Approach and Action Plans

Dealer and/or Distributor

NGO
(Non-governmental organisation)

Service Provider
(e.g., consultants, media and marketing agencies)

Engagement Platforms

• Annual kick-off meetings
• Regular and ad-hoc meetings
• Email

Identified Topics of Interests

• Supply chain management
• Stakeholder engagement

Engagement Platforms

• Regular and ad-hoc activities

Identified Topics of Interests

• Stakeholder engagement
• Contributing to communities

Engagement Platforms

• Regular meetings
• Email

Identified Topics of Interests

• Stakeholder engagement

Outcomes & Action Plans

• **Engage dealers and distributors on responsible supply chain practices to ensure smooth business operations**

• **Engage identified NGOs on community activities**
• **Provide employees with opportunities to volunteer with NGOs**
• **Support NGO initiatives and events through sponsorships**

• **Engage service providers regularly to ensure smooth business operations and enhance customer success**

Materiality | Assessment and Topics

(GRI3-1) (GRI3-2) In our materiality assessment process, surveys were sent to various stakeholder groups to gather their input. They included customers, vendors & suppliers, dealers, distributors, NGOs and service providers.

A materiality analysis of regional trends in our entities was also conducted. Thereafter, through an impact assessment, we evaluated the significance of these issues and finally confirmed 11 material topics.

% of Participation from Stakeholder Groups

- Customer — 11%
- Service Provider — 9%
- NGO (Non-governmental organisation) — 3%
- Dealer and/or Distributor — 13%
- Vendor/Supplier — 13%
- Employee — 51%

Material Topics

Impact Areas — Achieving sustainability in a circular economy

1. Decarbonisation initiatives
2. Closed resource-loop initiatives
3. Realising responsible supply chains
4. Customer environmental impact mitigation
5. Environmental technology development

Impact Areas — Advancing the frontiers of industry

6. Improving productivity through digitalisation and automation
7. Strengthening governance
8. Improving the working environment

Impact Areas — Fulfilling our social responsibilities

9. Respecting human rights and promoting diversity
10. Increasing stakeholder engagement
11. Supporting diverse lifestyles

ACCELERATING
IMPACT TODAY.

MANAGING MATERIAL IMPACTS

Achieving Sustainability in a Circular Economy

Decarbonisation Initiatives

Why should this matter?

(GRI 302-1) (GRI 302-4) (GRI 305-1) (GRI 305-2) (GRI 305-3) (GRI 305-5) (SDG 7) (SDG 12)

Epson SEA takes our duty seriously as a global corporate citizen to proactively mitigate current and potential adverse climate effects associated with our business activities.

Our commitment to improving our energy efficiency and reducing our carbon footprint aligns with our Corporate Purpose and Epson's global environmental objectives.

Key Initiatives

BCA Green Mark Gold Certification

In January 2023, Epson Singapore office achieved the BCA Green Mark Gold certification. Accredited by the Building and Construction Authority (BCA) of Singapore, the Green Mark certification scheme serves as a comprehensive framework for evaluating the environmental performance and sustainability of buildings.
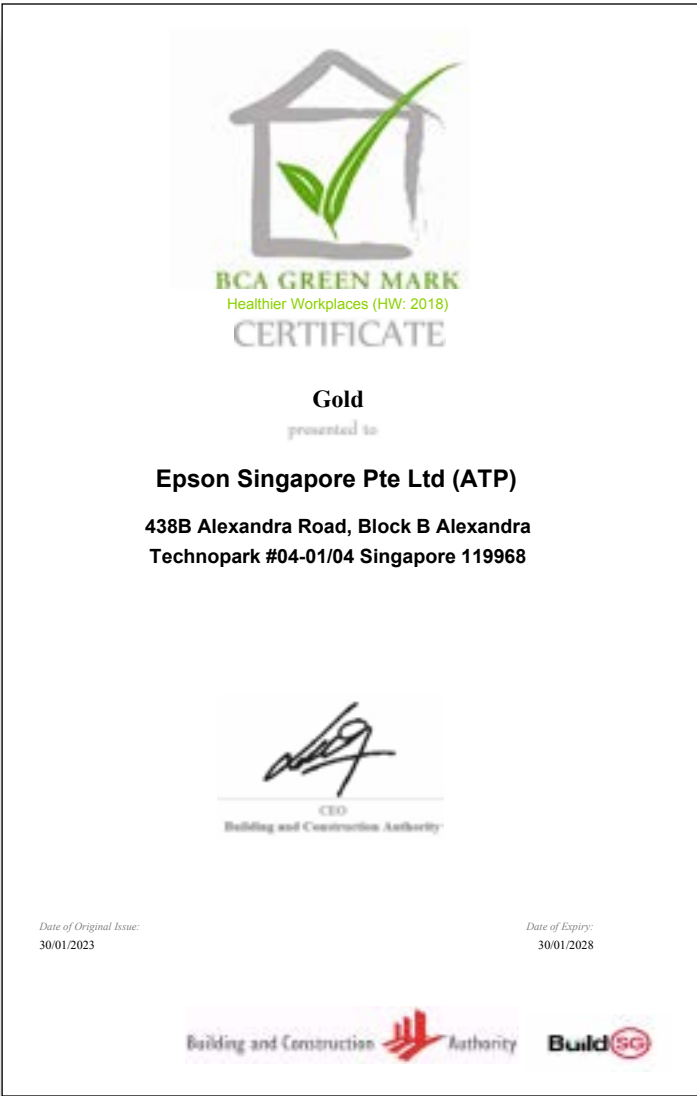
Earth Hour Partnership

On 22 February 2024, Epson Singapore office announced a partnership with Earth Hour, WWF's flagship environmental movement, becoming the international corporate partner for Earth Hour 2024. Known for its symbolic "Switch Off" moment, Earth Hour aims to raise awareness and inspire collective action on the dual crises of climate change and nature loss. Through the partnership, Epson aims to inspire millions of people to join the movement and take energy-saving action for the benefit of the planet.

On 23 March 2024, Epson Singapore office took part in the WWF-Singapore's Earth Hour Festival 2024 at Wisma Atria, where a symbolic "Switch Off" moment was held. Mr Siew Jin Kiat, Regional Managing Director of Epson Southeast Asia, also delivered a keynote address at the WWF Earth Hour Summit 2024 in April at Marina Bay Sands.

Achieving Sustainability in a Circular Economy

Closed Resource-Loop Initiatives

Why should this matter?

(GRI 306-1) (GRI 306-2) (GRI 306-3) (SDG 6)
Epson SEA's focus on resource efficiency and circularity in product life cycle management is encapsulated in Epson's global Corporate Purpose: to embrace the utility of our products from conceptualisation to removal.

Our active engagement in various forms of Closed Resource-Loop initiatives across our six entities is a testament to our resolve to enact our global citizenship in modest yet concrete ways.

Key Initiatives

Epson's Ink Bottle and Cartridge Collection and Disposal Programme

Epson believes in taking responsibility for the impact of our products on the environment. In line with this, Epson Singapore office has collaborated with the Singapore Environment Council to launch the Epson Ink Bottle and Cartridge Collection and Disposal Programme. A similar programme is carried out in Epson Malaysia and Epson Philippines with the respective department of education in these countries.

To ensure proper disposal of used Epson ink bottles and cartridges in Epson Singapore, collection bins are placed at strategic locations within the polytechnics and in selected business locations. Information on this programme in the form of posters and social media content are shared with employees, clients and other stakeholders.

Bin Locations	Address and Opening Hours
Epson Customer Care Centre	100G Pasir Panjang Road #01-09, Interlocal Centre, Singapore 118523 Mon to Fri: 9:00am to 6:00pm
Cas Technology Pte Ltd	10 Ubi Crescent #05-52, Ubi Techpark (Lobby C), Singapore 408564 Mon to Fri: 9:00am to 6:00pm
Pac Solution	150 Ubi Avenue 4 #06-02, Ubi Biz Hub, Singapore 408825 Mon to Fri: 9:00am to 6:00pm
Singapore Polytechnic	Mon to Fri: 9:00am to 6:00pm
Ngee Ann Polytechnic	
Nanyang Polytechnic	
Republic Polytechnic	
Temasek Polytechnic	

Continued

Achieving Sustainability in a Circular Economy

Closed Resource-Loop Initiatives

Corporate Trash Collection Pilot Programmes

On 1 October 2023, Epson Philippines launched a pilot of the Corporate Waste Collection Programme with selected corporate partners in Davao City. The goal was to encourage dealers to collect Epson's waste accumulated in their client companies and bring it to Envirotech, a waste recycling facility, for processing. The programme will be scaled up to more cities and Epson partners in FY2024.

Epson Malaysia has also introduced a proactive recycling programme where collection bins are placed at the premises of select Epson dealers and service partners, allowing end users to deposit used ink cartridges. An Epson affiliate will collect the waste and send it to a Department of Environment (DOE) certified agent for proper disposal. The initiative has since been expanded to all states nationwide.

Reducing Plastic Waste

(GRI 306-4) Epson SEA has phased out the use of plastic bottles in all its corporate offices and is looking to extend this to all single-use plastics by 2025.

In a separate initiative, Epson Philippines organised a plastics collection programme on 1 July 2023 as part of its 25th anniversary celebrations, to boost environmental awareness within its ranks and take a step forward in environmental stewardship. Drop-off boxes were placed in its offices across Pasig, Cebu, and Davao to collect the donated plastic waste. To encourage participation, gift certificates were presented to employees who actively contributed to the plastic collection drive. In all, 180.5 kg of plastic were collected through the programme.

Achieving Sustainability in a Circular Economy

Closed Resource-Loop Initiatives

Food Waste Composting

In FY2023, Epson Thailand introduced an initiative to transform food waste into compost. The food waste is recycled on-site and the compost is distributed to employees and the local community. Under this initiative, about 40-60 bags of compost are distributed each month.

Ecowaste Project

Epson Thailand initiated the Ecowaste project to promote the Epson Sustainability Campaign which seeks to "change waste to value" while promoting the use of genuine Epson consumables to both end users and partners. As part of the project, more than 50,000 ink bottles were collected from 144 drop points and upcycled into "Strata Plant Pots" as premiums.

Waste Generation

(GRI 306-3)(306-5) In FY2023, a total of 13,440.70kg of waste was generated. Epson strives to improve our resource efficiency and reduce our waste generation moving forward.

Waste Category	Weight (kg)
Organic: food and drink waste	563.45
Paper and board: board	140.00
Paper and board: paper	4,253.25
Plastics: average plastics	703.31
General mixed waste	7,771.39
Electronic waste	9.30
Total	13,440.70

Achieving Sustainability in a Circular Economy

Realising Responsible Supply Chains

Why should this matter?

(GRI 204-1) (GRI 308-1) (SDG 8) Epson SEA acknowledges our stewardship to manage our supply chains responsibly on behalf of our customers. Our customers expect our attention to source ethically and manage logistical arrangements efficiently for their ultimate good. More can be done in this area but we have taken the first step in the right direction.

Key Initiatives

Drop Shipping

To reduce the environmental footprint of our transportation and logistics processes, Epson SEA is committed to expanding our drop shipment operations in the region. This requires manufacturers to ship products directly to our warehouse or our distributors' warehouse, bypassing the regional distribution hub to reduce shipping distances and corresponding carbon emissions.

We have also embarked on the collection of carbon emissions data to gain deeper insights into the environmental impact of our drop shipment operations in Southeast Asia. This will enable us to establish a clear framework for measuring our progress and align our carbon reduction goals with global targets.

Achieving Sustainability in a Circular Economy

Customer Environmental Impact Mitigation

Why should this matter?

(GRI 302-5) Epson SEA's customers expect our assurance that the sustainability-related claims on our product are accurate, verifiable and clearly communicated. This calls for us to be robust in the process of product innovation, proactive in our closed-loop initiatives and transparent in communicating with our stakeholders.

Key Initiatives

Sustainability Communications and Internal Training

To help customers make informed decisions in line with their sustainability goals and strategy, we ensure that external stakeholders, including end users, understand the sustainability benefits of each Epson product. To this end, our marketing team has worked with the business units to define the sustainability proof points of each Epson product. This ensures that the benefits are communicated to stakeholders and that all sales and marketing teams are trained on this information.

We have also developed a comprehensive sustainability communications kit that outlines Epson's global sustainability goals and highlights the sustainability actions undertaken in Epson SEA. The communications kit has been rolled out to all our local offices in this region.

Reducing Carbon Footprint for Our Customers

Epson designs its products with sustainability in mind, to help our customers reduce their carbon footprint. For example, our business inkjet printers make use of Heat-Free technology that requires ultra-low power consumption, while high-capacity, replaceable ink pack systems help to minimise waste. Other products, like our mercury-free laser projectors, use 50% less power than conventional projectors.

Achieving Sustainability in a Circular Economy

Customer Environmental Impact Mitigation

Customer Story 1: Phoon Huat (Singapore)

Phoon Huat is a leading food supplier specialising in the manufacturing and supply of quality baking ingredients, tools and services for individuals and F&B businesses across Singapore. As the business grew and became more complex, Phoon Huat was not able to continue processing its documents manually.

Bizmann, a business process solutions provider for Phoon Huat, helped redesign, digitise and automate the company's processes, delivering an Internet-of-Things solution that resulted in almost 40% savings in man hours compared with manual processes. The solution incorporated Epson's business inkjet printers with Epson's innovative high-capacity replaceable ink pack system to reduce resource consumption and minimise waste.

Customer Story 2: Wings of Time, Sentosa (Singapore)

Wings of Time, an award-winning night show at Sentosa, Singapore, has been captivating audiences with its multi-sensory experience since 2015. Set in the open sea, this iconic show takes visitors on a journey through time, exploring the adventures of friends who discover a prehistoric bird-like creature named Shahbaz.

Wings of Time leverages Epson's high brightness projectors which can operate for up to 20,000 hours without having to replace the light source, minimising waste. Unlike lamp projectors, no mercury is used in the production of the laser projectors, thereby avoiding the need to dispose of harmful mercury-filled lamps. The projectors use up to 50% less power than conventional lamp projectors[1] and are delivered in carton boxes made up of 80 percent recyclable materials.

[1] Power consumption comparison between current laser models and past lamp models of Epson projectors.

Achieving Sustainability in a Circular Economy

Environmental Technology Development

Why should this matter?

Epson SEA wants to make a real difference in mitigating the effects of the climate crisis. This will always be a work-in-progress but it is clear that investment in environmental technology development is foundational in moving the needle towards this goal.

This means that we prioritise sustainability at every phase of product development including design, manufacturing, transport, usage, and recycling, and look towards reducing our carbon footprints in our production.

Key Initiatives

Heat-Free EcoTank Printers

Epson's Heat-Free technology and digital printing solutions empower our customers in the industrial and commercial sectors to make sustainable choices. Our business inkjet printers employ our original Heat-Free technology to eject ink without heat, resulting in ultra-low power consumption. By using these innovative products, customers can reduce water consumption and minimise materials wastage, lowering their overall environmental impact. We also collaborate with a wide network of business partners to extend these environmental impact mitigation efforts to the wider market.

PaperLab Paper Recycling System

Epson's PaperLab turns wastepaper into new paper without the environmental impact associated with traditional paper recycling methods, such as the use of water. Powered by Epson's unique Dry Fiber Technology, it is the world's first dry-process paper-making solution. The closed-loop system involves the collection of used paper and processing it into new paper on demand and reduces the carbon emissions and waste generated from transporting waste to recycling centres. This empowers businesses to adopt a more sustainable approach to paper usage, promoting a circular economy and reducing their environmental footprint.

Achieving Sustainability in a Circular Economy

Total Water Consumption (GRI 303-5):

2,435.19

m³

Performance Highlights

Epson SEA achieved the BCA Green Mark Gold certification for our Singapore office in January 2023. The BCA Green Mark certification is awarded to buildings or offices that demonstrates higher environmental impact and performance, and assesses the facilities' energy efficiency, water efficiency, environmental protection and indoor environmental quality. We also embarked on closed resource-loop initiatives such as phasing out the use of plastic bottles in our Southeast Asia corporate offices, corporate trash collection pilot programmes in the Philippines and Malaysia, and an Ecowaste project in Thailand to change "waste to value".

In a move towards more responsible supply chains, we expanded our drop-shipping network to reduce shipping distances and the carbon footprint for our products. We also focused on developing technologies and products that help our customers to reduce their carbon footprint while improving productivity.

Looking Ahead

As part of a wider push to reduce our scope 1 and 2 emissions by 34% by 2025, Epson will embark on the equivalent of BCA Green Mark certification for our other facilities across Southeast Asia. The initiative, which will cover Thailand, Vietnam, Malaysia, Indonesia and the Philippines, will involve retrofitting the facilities to improve overall building performance in terms of energy efficiency, lower water consumption and better waste management.
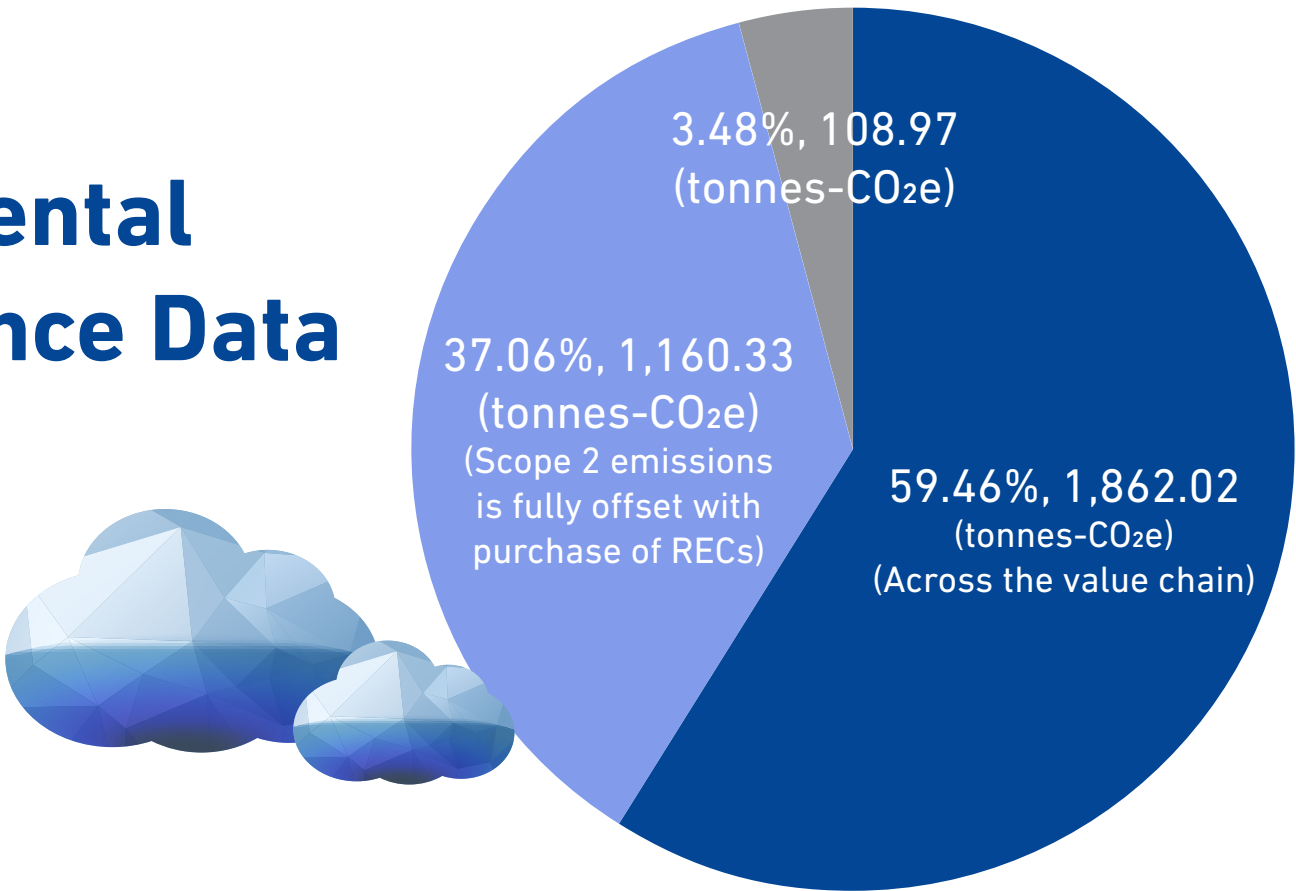
We are also committed to closed resource-loop initiatives and will continue to focus on the creation of novel technologies, products, and services that prioritise resource efficiency and circularity to help our customers mitigate their impact on the environment. At the same time, we will step up our waste reduction, re-use and recycling initiatives across the value chain.

Achieving Sustainability in a Circular Economy

Environmental Performance Data

FY2023 Gross Epson SEA Emissions
(Scope 1, 2 and 3 production)

3,131.32 (tonnes-CO₂e)

Pie chart:
- 3.48%, 108.97 (tonnes-CO_2e)
- 37.06%, 1,160.33 (tonnes-CO_2e) (Scope 2 emissions is fully offset with purchase of RECs)
- 59.46%, 1,862.02 (tonnes-CO_2e) (Across the value chain)

- ■ SCOPE 1
- ■ SCOPE 2
- ■ SCOPE 3

(GRI 305-1, GRI 305-2, GRI 305-3)
To achieve the targets set under the Environmental Vision 2050, the Group has established global targets to lower greenhouse gas (GHG) emissions across all regional markets: lower scope 1 and 2 GHG emissions by 34% and scope 3 emissions by 4% by FY2025 from FY2017. For Epson SEA, we have measured our carbon emissions according to Scope 1, 2 and 3 of the Greenhouse Gas (GHG) Protocols.

Total Electricity Consumption (GRI 302-1):

1,376,312.00

kWh

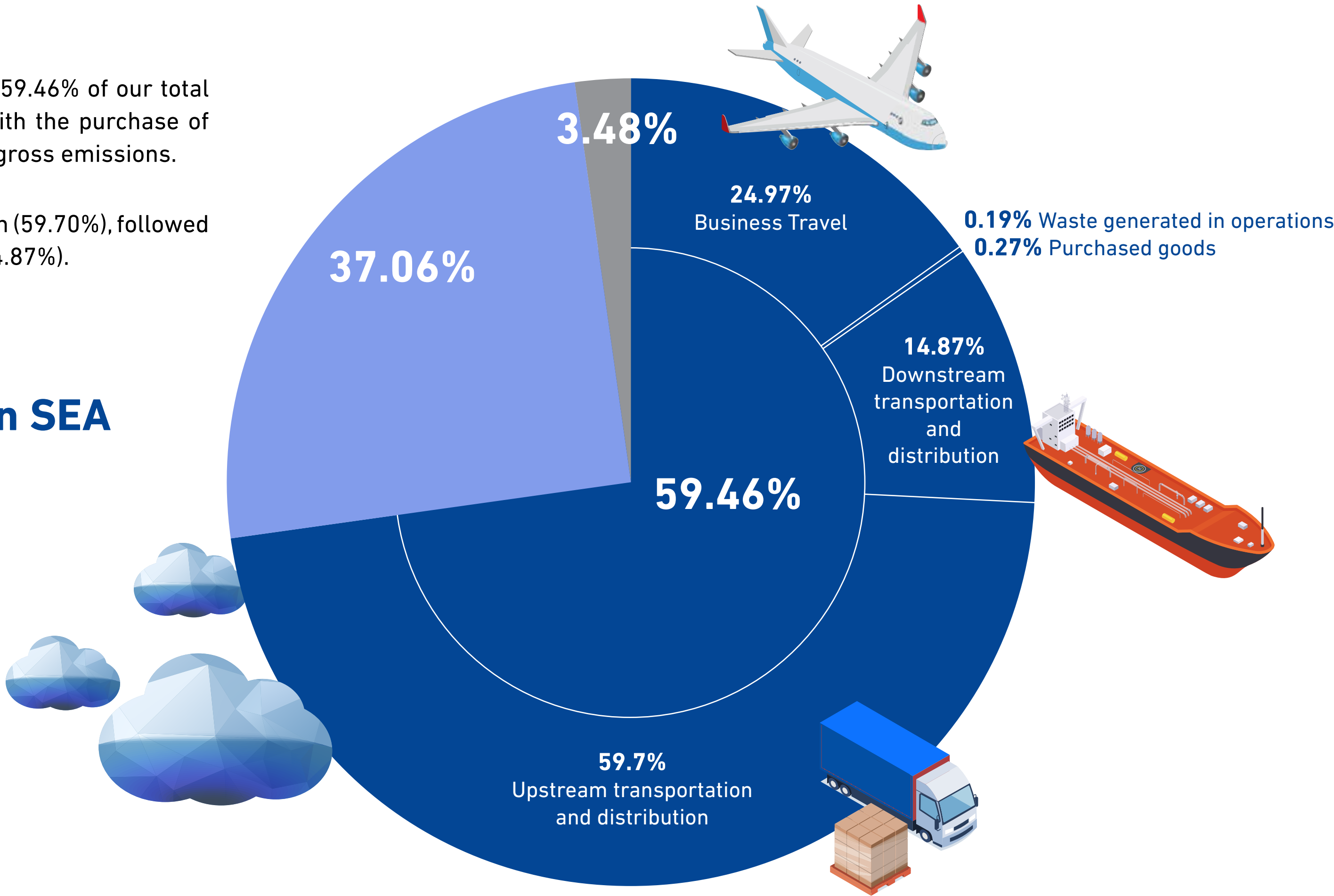| Scope	Emission Source Category		FY2023 Emissions (tonnes-CO₂e)
Scope 1 emissions (Production)	Direct emissions from stationary sources	Refrigerants	88.97
	Direct emissions from mobile sources	Passenger vehicles	3.02
		Delivery vehicles	16.98
Scope 2 emissions (Production)	Purchased electricity, heat, steam or cooling	Electricity	1,160.33
		Renewable Energy Certificates (RECs) -2,351.14 tonnes CO₂e	-1,160.33
Scope 3 emissions (Across the value chain)	Waste generated in operations	Waste	3.57
	Purchased goods	Water supplied	0.43
		Paper	4.69
	Business travel	All transportation by air only	464.92
	Upstream transportation and distribution	Freighting goods	1,111.58
	Downstream transportation and distribution	Freighting goods	276.83
Gross emissions			3,131.32
Nett emissions (After consideration of RECs purchased)			**1,970.99**

Achieving Sustainability in a Circular Economy

Scope 3 activities account for the bulk of Epson's SEA emissions, contributing 59.46% of our total emissions, followed by Scope 2 (37.06%). Scope 2 activities are fully offset with the purchase of renewable energy certificates (RECs). Scope 1 contributes to 3.48% of our total gross emissions.

Within Scope 3, the largest contributor is upstream transportation and distribution (59.70%), followed by business travel (24.97%) and downstream transportation and distribution (14.87%).

**FY2023
Gross Epson SEA Emissions**

- SCOPE 1
- SCOPE 2
- SCOPE 3

3.48%

37.06%

24.97%
Business Travel

0.19% Waste generated in operations
0.27% Purchased goods

14.87%
Downstream transportation and distribution

59.46%

59.7%
Upstream transportation and distribution

Advancing the Frontiers of Industry

Improving Productivity through Digitalisation and Automation

Why should this matter?

Epson SEA leverages automation, data analytics, and robotics to streamline processes, optimise resource allocation and enhance efficiency across our operations and that of our business customers. In today's digital-centric world, this focus on productivity enables us to be nimble in responding to the dynamic market changes and the growing demand for customised products and faster delivery.

Key Initiatives

Textile Digitalisation

Epson takes pride in being at the forefront of textile digitalisation, with our inkjet printing technologies making a significant contribution to industry transformation. The use of our inkjet technology enables the industry to reduce excess inventory and material wastage with on-demand production, and cut down on water consumption by minimising the need for extensive water-based processes.

It also helps to improve working conditions by eliminating the use of toxic chemicals involved in analogue production, which could pose risks to the environment and employee health. Epson's dye sublimation inks are Oeko-Tex Eco Passport-certified, which means that they are free from harmful substances.

Robotics in Manufacturing

By integrating robotics into their operations, companies can boost efficiency and move closer towards sustainability goals. One key advantage of using robotics in manufacturing is the ability to perform repetitive tasks with consistent accuracy. This ensures precise material measurement, reduces waste and minimises the likelihood of defective goods resulting from human error.

Epson's robotics line-up - the SCARA (Selective Compliant Articulated Robot Arm) and 6-axis robots – excel in this regard. The solutions are designed for small workspace applications that require precision, speed and cost-effectiveness. By automating tasks, they enable manufacturers to optimise resource allocation, reduce material waste, and improve overall efficiency.

Advancing the Frontiers of Industry

Strengthening Governance

Why should this matter?

At Epson SEA, stakeholders' goodwill and trust is non-negotiable. Our stakeholders look to us to govern responsibly: to manage risks astutely, drive sustainable growth diligently and fulfill our commitments to them timely. Our focus on robust governance practices therefore grounds us to the highest standards of integrity and compliance that is expected of us.

Key Initiatives

Business Partners Code of Conduct

Epson is committed to conducting our business in line with the principles of integrity, safety and sustainability. Our principles depend not only on our employees but also on business partners such as suppliers, distributors and agents who share our commitment to ethical business practices. The Epson Business Code of Conduct articulates our own commitment and our expectations of our business partners. It also reflects our support for the Code of Conduct established by the Responsible Business Alliance (RBA), the basic principles of the United Nations Global Compact, and the UN SDGs.

Conflict of Interest

(GRI 2-15) In accordance with our Business Code of Conduct, business partners must avoid any situation that may involve a conflict or the appearance of a conflict between their personal interests and the interests of Epson. Personal or friendly relationships with an Epson employee must not be used to influence the employee's business judgment. If an employee of a business partner is related to an Epson employee, and this may represent a potential conflict of interest in a transaction or business relationship, our partners must disclose this fact to Epson. Our partners do not provide financial or other support to political parties to influence transactions with or for Epson.

Advancing the Frontiers of Industry

Strengthening Governance

Anti-Corruption

(GRI 205-1) (GRI 205-2) (SDG 16) Epson's anti-corruption imperative is driven by a governance body which involves the Chief Compliance Officer at the regional level, local Country Managers, compliance personnel and owners of risk functions, with support from the Legal and Compliance department.

The annual compliance plan includes mandatory compliance training on topics like anti-bribery and anti-trust, continual identification and monitoring of compliance risks, evaluating the compliance status of entities, and advising employees on improvement actions for any compliance gaps detected. Business partners are informed and reminded of our anti-corruption policies during onboarding and at our annual kick-off meetings and business partner seminars.

Epson's Legal and Compliance department conducts regular assessments of our operations for corruption risk through an annual risk register exercise, compliance assessment exercise, compliance consideration survey and contract review. In addition, our internal audit department assesses our operations for corruption risk through the annual J-SOX assessment exercise and internal audits. In FY2023, two incidents of corruption were recorded. In both instances, disciplinary measures were meted out and the cases were duly closed. We have since learnt from the incidents to strengthen our governance practices to avoid potential recurrence.

Anti-corruption	Indonesia	Malaysia	Philippines	Singapore	Thailand	Vietnam
Corruption risk assessment						
Number of operations assessed for corruption risk	1	2	3	2	1	3
Significant risks identified	No	No	No	No	No	No
Communication of anti-corruption policies and procedures						
Total number and percentage of governance body members communicated to	3 (100%)	3 (100%)	4 (100%)	4 (100%)	4 (100%)	3 (100%)
Total number and percentage of employees (management) communicated to	12 (100%)	16 (100%)	13 (100%)	47 (100%)	15 (100%)	4 (100%)
Total number and percentage of employees (non-management) communicated to	171 (100%)	71 (100%)	129 (100%)	169 (100%)	132 (100%)	34 (100%)
Total number and percentage of business partners communicated to	1,166 (70%)	522 (100%)	458 (100%)	92 (100%)	243 (100%)	60 (100%)
Incidents of corruption						
Confirmed incidents	1	0	1	0	0	0
Incidents where employee(s) was dismissed or disciplined	1	0	1	0	0	0
Incidents where business partner contracts were terminated or not renewed	0	0	0	0	0	0
Public legal cases	0	0	0	0	0	0

Advancing the Frontiers of Industry

Strengthening Governance

Code of Conduct and Whistleblowing Channels

(GRI 2-26) Epson SEA employees or business partners who are aware of a violation of the Epson Code of Conduct or Epson Business Partner Code of Conduct must report the matter promptly to Epson using the following channels:

(1) Direct managers

(2) Human Resource department

(3) Legal and Compliance Department

(4) "Raise a Concern" channel on the Epson Speak UP! Platform at www.EpsonSpeakUP.ethicspoint.com.

Compliance Training

(GRI 404-1) As mandated in our compliance policy, all employees must complete the Compliance Orientation: Anti-Corruption training as part of Epson's onboarding training package. The training video highlights Epson's zero tolerance for corruption and introduces key points in our anti-corruption policy as well as case studies. All new employees must complete the training within seven days from the day of onboarding.

Current Epson employees must complete the annual Anti-Corruption Refresher training and Compliance Month training, which are delivered in the form of videos and quizzes highlighting key corruption areas in the workplace and new case studies. Each employee must complete the training within 14 days from the start date. The training completion rate for both new and existing employees is tracked weekly by the regional compliance executive.

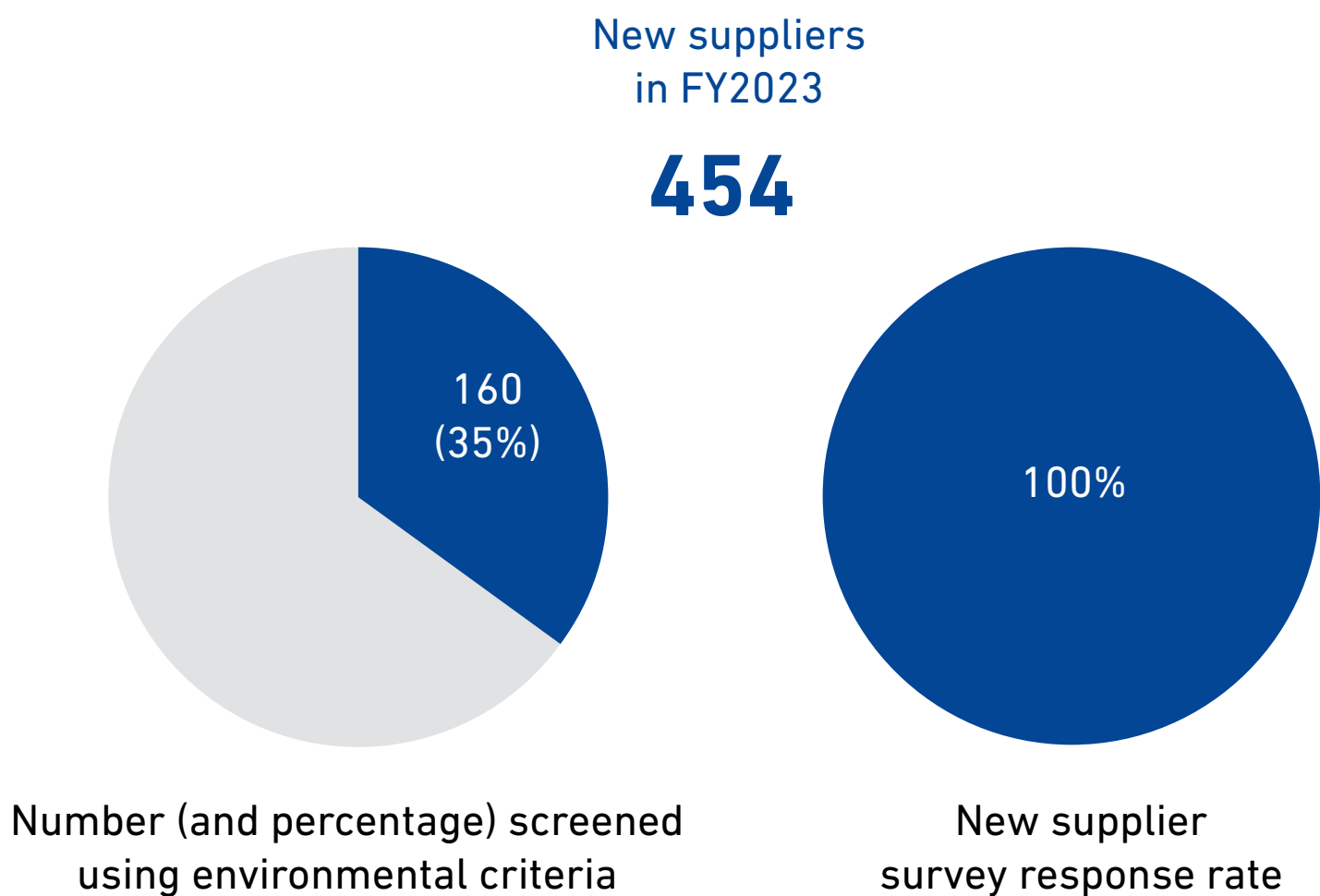| Compliance Training Attendance	Indonesia	Malaysia	Philippines	Singapore	Thailand	Vietnam
Governance Body Members	3 (100%)	3 (100%)	4 (100%)	4 (100%)	4 (100%)	3 (100%)
Management	12 (100%)	16 (100%)	13 (100%)	47 (100%)	15 (100%)	4 (100%)
Non-Management	171 (100%)	71 (100%)	129 (100%)	169 (100%)	132 (100%)	34 (100%)

Advancing the Frontiers of Industry

Strengthening Governance

Sustainable Procurement Policy and Practices for Indirect Purchases

(GRI 204-1) (GRI 308-1) (SDG 8) In 2005, Epson Global established the Epson Supplier Guidelines to outline our procurement policies and encourage cooperation in promoting CSR activities. The Supplier Guidelines stipulate basic transaction requirements in terms of quality, price, and delivery time as well as trade management and security measures in the supply chain and CSR requirements in terms of labour, health and safety, the environment, and ethics.

The guidelines are based on the United Nations Guiding Principles on Business and Human Rights and the UN SDGs. They apply not only to Epson but also to the entire supply chain, and are informed by the Code of Conduct of the RBA, of which Epson is a member.

New suppliers
in FY2023

454

160
(35%)

100%

Number (and percentage) screened
using environmental criteria

New supplier
survey response rate

Marketing and Labelling

(GRI 417-1) (GRI 417-2) (GRI 417-3) (SDG 12) (SDG 16) Epson SEA has a certification and labelling process in place for our Continuous Ink Supply System (CISS), Large Format Printer (LFP) and Visual products. This endeavour is to ensure that all applicable certifications are applied for and appropriate labels affixed prior to the import and sale of products in the market. The process ensures compliance with product certification and labelling requirements in the areas of product safety, the environment and chemical substances. The labels include regulatory labels, local language warning labels and product description labels.

Eco labels for certain CISS and Visual products in Malaysia

MyHijau is a label that certifies that a product meets the following criteria:

(1) minimises degradation of the environment or reduces GHG emissions,

(2) promotes health and improvement of environment, and

(3) conserves the use of energy, water and/or other forms of natural resources, and promotes the use of renewable energy or is able to recycle waste materials.

One of the criteria for applying for MyHijau is to have an existing recognised eco certificate/eco label such as the Japan Eco Mark or Energy Star, which Epson Malaysia has for several of our CISS and Visual products in the country.

Oeko-Tex Eco Passport-certified inks in LFPs

Oeko-Tex Eco Passport is an independent certification system for chemicals, colourants and auxiliaries used in the textile industry. The certification complies with international requirements and regulations. During a multistep process, each individual ingredient in the chemical product is analysed to determine if it meets the statutory requirements and that it is not harmful to human health. Our LFP printer inks meet the stringent test requirements and have been certified for lower environmental impact by Oeko-Tex Eco Passport.

Advancing the Frontiers of Industry

Improving the Working Environment

Why should this matter?

(GRI 403-1) (GRI 403-2) (GRI 403-5) (GRI 403-6) (GRI 403-9) (GRI 403-10) (SDG 3) Epson SEA prioritises the wellbeing of our employees for the collective good of the organisation. We invest in workplace safety practices and offer work flexibility options to foster a positive work culture. When the interests of our employees are met, job satisfaction, productivity and retention rates improve. Epson SEA, in turn, benefits as it is better able to attract top talents when we are viewed as an employer of choice.

Key Initiatives

Health and Productivity Management Declaration

(SDG 8) Epson Global first established the New Epson Safety and Health Program (NESP) and Basic NESP Policy in FY2000 to promote a coordinated approach to managing Occupational Health and Safety Activities. In April 2022, the Basic Occupational Health and Safety Policy was introduced as an updated articulation of the Group's policy framework.

Advancing the Frontiers of Industry

Improving the Working Environment

In terms of healthcare management, the Group's latest health plan, Health Action 2025, covers areas such as work reforms and health insurance. To provide a safe working environment, safety programmes have been instituted to address mental and physical health as well as workplace health. These programmes are designed to deal with changes that could impact various areas of employees' health (e.g., new work arrangements).

Professional Development through Health and Safety Education

Health and safety education is vital to Epson Group. The Group provides specialised safety education programme tailored based on the position, roles and responsibilities of employees. The programme focuses on practical techniques such as risk assessment and hazard prediction for non-management employees, while leadership programmes are provided for managers and supervisors.

Transition to Remote Work

Remote work has become a permanent aspect of Epson's work culture with the implementation of hybrid work arrangements for our employees. It is enabled by the use of team collaboration tools such as Microsoft Teams and Zoom which facilitate teamwork and meetings with our global team members while delivering cost savings, improved productivity and a reduction in emissions from business-related air travel.

Epson SEA Flexi-Time programme allows employees to adjust their working hours in the office to accommodate their work and personal commitments. We also have a Flexi-Place programme that allows employees the flexibility to work remotely one day per week. In FY2023, a new Work-Life Balance initiative was introduced, giving employees a quarterly special half-day off. These initiatives seek to help employees better manage their work life balance, ensure their wellbeing and enable them to maintain high levels of performance at work.

Mutually Related

Mental and Physical Health

- Fostering autonomy

- Harmonious balance between work and health

Workplace Health

- Attentiveness to safety

- Developing a vibrant workplace climate where there is good teamwork

Advancing the Frontiers of Industry

Performance Highlights

On the economic front, Epson continued to play a key role in industry transformation. For example, the introduction of digitalisation in textile printing enables on-demand production, cutting down on water consumption and minimising waste.

We also made significant moves to strengthen governance, instituting 24/7 access to whistleblowing channels for all employees, and delivering organisation-wide training on compliance and anti-corruption.

Within the workplace, we continued to provide supportive environment for employees and take steps to improve workplace safety. In 2023, Epson reported zero workplace fatalities and one incident of recordable work-related injury. An investigation was conducted and corrective actions applied to the incident, with key lessons shared across the organisation.

Looking Ahead

Epson will continue to harness the potential of digital technologies to streamline processes, optimise resource allocation and enhance efficiency across our operations, and we are committed to delivering these benefits to all our customers as well.

We will continue to improve standards of occupational health and safety within our organisation and share relevant information with our overseas offices through regular meetings at the executive management and operational levels and between labour and management. Steps will also be taken to enhance on-site health and safety with feedback from employees, and we will ensure that whistle-blowing channels are always available for them to raise their concerns.

As part of the overall effort to strengthen governance, we will also ensure that all our employees receive training on compliance and anti-corruption, and that our business partners and suppliers are familiar with the Business Partner Code of Conduct and Supplier Guidelines.

Fulfilling our Social Responsibility

Respecting Human Rights and Promoting Diversity

Why should this matter?

(GRI 2-7) (GRI 405-1) (SDG 5) Upholding the dignity of all human lives is the basis for Epson SEA's pursuit towards sustainable development and growth. For our employees, beyond affirming them for who they are, we wish to empower them to contribute their unique perspectives and talents to deliver positive social impact individually and collectively.

For our customers, we embrace the increasingly diverse market needs in today's globalised and multicultural economy. The shift towards greater degrees of diversity constantly propels Epson to better engage our customers to understand their changing needs. With that, we can drive innovation purposefully for them.

Key Initiatives

Committing to the RBA Code of Conduct

As a member of RBA, Epson supports the Alliance's mission and Code of Conduct, which consists of internationally recognised CSR requirements covering human rights, health and safety, the environment and ethics. We are committed to observing the RBA Code of Conduct and ensuring compliance not only in our operations but also by working with our suppliers to ensure that due diligence obligations are met across the entire supply chain.

The Epson Supplier Code of Conduct specifies supply chain requirements in the areas of labour, health and safety, environment, ethics and management systems. It is based on the RBA Code of Conduct which requires compliance with local law and/or RBA requirements, whichever is stricter. This ensures a consistent high level of control regardless of the legal requirements and standards of the countries and regions in which the supplier is located.

Continued

Fulfilling our Social Responsibility

Respecting Human Rights and Promoting Diversity

Total Employees

(GRI 2-7) Epson SEA records a total of 804 employees in FY2023 with the majority of its employees located in Singapore regional headquarters.

Recording Period	Apr-23 to Mar-24					
Country	Indonesia	Malaysia	Philippines	Singapore	Thailand	Vietnam
Total number of employees	198	97	120	206	149	34

Hiring Practices

(GRI 401-1) (SDG 5) (SDG 8) (SDG 10) Epson SEA is committed to fair hiring practices across different genders and ages to ensure diversity and to providing equal opportunities for career progression.

Hiring & Resignation by Gender & Age	Indonesia	Malaysia	Philippines	Singapore	Thailand	Vietnam
Female Employees						
New hires	8	19	7	26	8	6
< 30 years old	4	13	3	13	2	3
30-50 years old	4	6	4	11	6	3
> 50 years old	0	0	0	2	0	0
Resignations	10	8	4	20	10	4
< 30 years old	3	1	0	10	1	1
30-50 years old	7	7	1	8	9	3
> 50 years old	0	0	3	2	0	0
Male Employees						
New hires	9	12	8	20	11	5
< 30 years old	4	2	3	8	2	1
30-50 years old	5	10	5	11	7	4
> 50 years old	0	0	0	1	2	0
Resignations	11	12	9	20	7	4
< 30 years old	1	3	1	7	1	1
30-50 years old	10	9	6	10	5	3
> 50 years old	0	0	2	3	1	0

Fulfilling our Social Responsibility

Respecting Human Rights and Promoting Diversity

EPSON SOUTHEAST ASIA SUSTAINABILITY REPORT FY2023

Training Opportunities

(GRI 404-1) (SDG 4) (SDG 5)

Training Hours by Gender and Category	Indonesia	Malaysia	Philippines	Singapore	Thailand	Vietnam
Average number of training hours per employee	36	8.83	47.24	18.79	21.46	8
Management						
Female	25	12	18	16.24	30.27	8
Male	23	10.8	48	15.27	31.43	8
Non-management						
Female	40	8.7	106.84	17.53	23.28	8
Male	36	8.36	108	22.35	17.22	8

Fulfilling our Social Responsibility

Increasing Stakeholder Engagement

Why should this matter?

(GRI 2-6) (GRI 413-1) (SDG 14) Epson SEA seeks to better understand the needs, expectations and concerns of our various stakeholder groups actively and systematically. This approach fosters trust, transparency and collaboration, and lays the foundation for sustainable relationships and mutual growth.

We are also committed to making even more positive contributions to the communities in which we operate by supporting education, environmental conservation, social welfare and other initiatives.

In an increasingly interconnected world, stakeholder engagement and community involvement are integral to Epson's vision of creating a better future for all.

Key Initiatives

Partnering WWF-Singapore in Marine Conservation

Epson SEA has established a strategic partnership with WWF-Singapore to scale marine conservation and climate solutions across the region. These include marine conservation projects such as coral reef for climate resilience and mangrove restoration for carbon sequestration.

The partnership with WWF Singapore, which was announced in March 2022, is also aligned with Epson's belief that preserving biodiversity is vital to maintaining the environment we operate in, and investing time and resources in marine conservation is one step we can take to help mitigate the effects of climate change in this region.

Advocating a Shift Towards a Low-Carbon Economy

Epson supports WWF-Viet Nam in advocating for a shift towards a low-carbon economy by raising awareness and engaging with youth. Together, Epson and WWF collaborated with Hue University of Science to host a workshop that educated young people on the principles and benefits of responsible consumption. The workshops also inspired and encouraged them to take action in reducing their carbon footprint.

Epson and WWF have also collaborated with Hoa Sen University to conduct an event aimed at raising awareness about climate change and promoting a sustainable lifestyle among students. The event included hands-on activities where students could try repurposing and reusing existing products. A Climate Talk, featuring presentations and panel discussions about climate change mitigation and best practices for corporations, was also conducted, with Daisuke Hori, Managing Director of Epson Vietnam, as a speaker.

Fulfilling our Social Responsibility

Increasing Stakeholder Engagement

Food Shed Projects

An estimated 40% of Philippines residents are "food poor". In the Philippines, food insecurity remains a pressing concern, with a significant portion of the population facing involuntary hunger. There clearly is a need for comprehensive and sustainable solutions to ensure a stable and nourished future for the nation. To contribute to this, in 2022, Epson Philippines partners with WWF-Philippines to improve the resilience of local communities, improve the local food systems, and rebuild sustainable agriculture-based livelihoods in these communities.

Together with the community members, local government barangay officials, and representatives from the City Agriculturist Office, we established a food shed farming system in the barangays of San Jose de Urquico and Batang-Batang in Tarlac City, and another in Sapang Tagalog, Tarlac, which integrates climate-adaptive agriculture techniques to produce healthy, quality vegetables and poultry products within a limited area for the local community in 2023. The food sheds also provide participating households with a source of livelihood as they facilitate intra-neighbourhood access to food, where neighbours and other buyers can conveniently purchase produce during harvest days for caretakers who will manage the facility. Employee volunteers from Epson Philippines participated in seedling preparation, mulching, raising seedbeds, and the initial construction of the food sheds structure. With the two locations, Epson and WWF-Philippines aim to train facilitated the training for community members at the two locations in food production shed farming and business agro-enterprise development in order to improve access to high-quality locally-produced food, and strengthen the resilience of low-income communities against disruption caused by the pandemic and climate change.

Adopt-a-School Programme

Epson Philippines partners the Department of Education to bridge resource gaps in public schools across the country and contribute to a more technologically-equipped education environment. Epson sponsored inkjet printers, projectors, scanners, and label printers to two schools in Metro Manila, allowing their students to benefit from enhanced learning experiences as educators use these devices to create engaging visual content, facilitate interactive lessons, and improve overall teaching effectiveness.

Fulfilling our Social Responsibility

Supporting Diverse Lifestyles

Why should this matter?

Epson SEA's conviction in embracing diversity and inclusivity is action-driven. This is evidenced in our philosophy towards product innovation, one which promotes flexibility, convenience, and personalisation while conscious of minimising environmental impact. When we align ourselves better with the needs and preferences of diverse customer segments, customer satisfaction and loyalty increase, benefitting the organisation.

Key Initiatives

Massage Day with Singapore Association of the Visually Handicapped

(GRI 413-1) A total of 84 people – eight visually-handicapped masseurs from the Singapore Association of the Visually Handicapped (SAVH), 70 Epson participants and 6 volunteers – took part in Massage Day, where the exceptional skills of the masseurs helped break down barriers and challenge perceptions about the capabilities of differently-abled individuals.

Fulfilling our Social Responsibility

Performance Highlights

In FY2023, Epson demonstrated our continued commitment to internationally recognised CSR requirements in our hiring practices and employee development. We also ensured that regular training opportunities were made available to all employees across the organisation regardless of job role and gender.

Going beyond our organisation, we worked with stakeholders on CSR projects such as marine conservation in Singapore, providing support for a shift towards a low-carbon economy in Vietnam, and food shed projects in the Philippines. We also sought to embrace diversity and inclusivity with outreach to organisations like the Singapore Association of the Visually Handicapped.

Looking Ahead

Epson will continue to embrace diversity and inclusivity and remains committed to creating a workplace and society where everyone can thrive. We will deliver on this commitment through our hiring practices and by providing training opportunities that empower our employees and help them to fulfill their potential.

We will also strengthen our engagement with the communities within which we operate, by spearheading projects that resonate with them, whether it is to improve the resilience of their food systems, contributing technologies to classrooms or in nature conservation.

Statement of use

Epson Singapore Pte Ltd has reported the information cited in this GRI content index for the period 1 April 2023 - 31 March 2024 with reference to the GRI Standards.
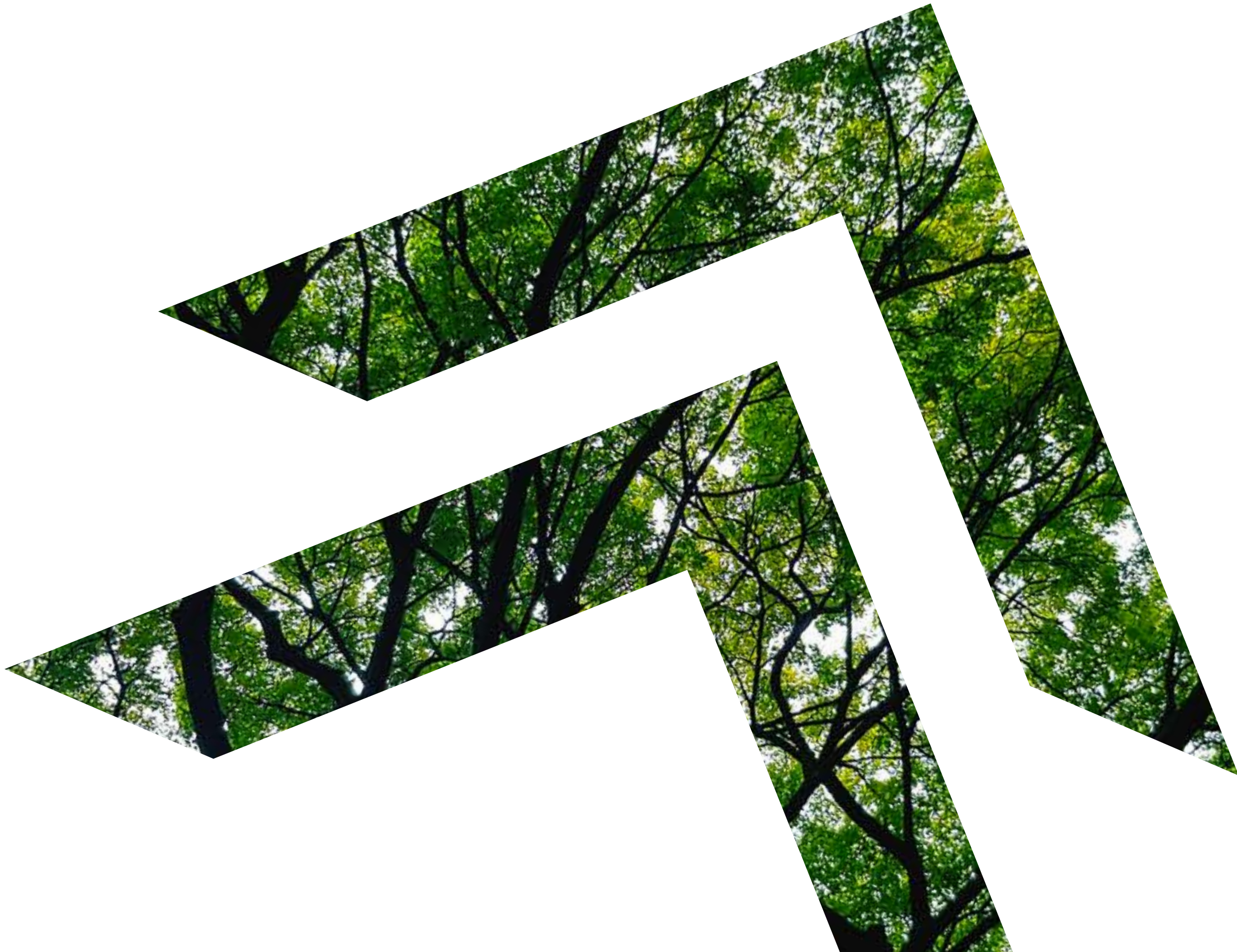
GRI 1 used

GRI 1: Foundation 2021

GRI 2: General Disclosures 2021	2-1	Organisational details	
	2-2	Entities included in the organisation's sustainability reporting	
	2-3	Reporting period, frequency and contact point	
	2-5	External assurance	
	2-6	Activities, value chain and other business relationships	
	2-7	Employees	
	2-9	Governance structure and composition	
	2-11	Chair of the highest governance body	
	2-12	Role of the highest governance body in overseeing the management of impacts	
	2-13	Delegation of responsibility for managing impacts	
	2-14	Role of the highest governance body in sustainability reporting	
	2-15	Conflicts of interest	
	2-22	Statement on sustainable development strategy	
	2-26	Mechanisms for seeking advice and raising concerns	
	2-28	Membership associations	
	2-29	Approach to stakeholder engagement	

GRI 3 Standard Requirements Disclosure	3-1	Process to determine material topics	
	3-2	List of material topics	
	3-3	Management of material topics	Refer to the respective Material Significance
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	
	205-2	Communication and training on anti-corruption policies and procedures	
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	
	302-4	Reduction of energy consumption	
	302-5	Reductions in energy requirements of products and services	
GRI 303: Water 2018	303-5	Water consumption	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	
	305-2	Energy indirect (Scope 2) GHG emissions	
	305-3	Other indirect (Scope 3) GHG emissions	
	305-5	Reduction of GHG emissions	

GRI 306 - Waste 2020	306-1	Waste generation and significant waste related impacts	
	306-2	Management of significant waste-related impacts	
	306-3	Waste generated	
	306-4	Waste diverted from disposal	
	306-5	Waste directed to disposal	
GRI 308 – Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	
GRI 401 – Employment 2016	401-1	New employee hires and employee turnover	
GRI 403 - Occupational Health & Safety	403-1	Governance structure and composition	
	403-2	Hazard identification, risk assessment and incident investigation	
	403-5	Worker training on occupational health and safety	
	403-6	Promotion of worker health	
	403-9	Work-related injuries	
	403-10	Work-related ill health	
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments and development programmes	

GRI 417: Marketing and Labelling 2016	417-1	Requirements for product and service information and labelling	
	417-2	Incidents of non-compliance concerning product and service information and labelling	
	417-3	Incidents of non-compliance concerning marketing communications	