

FUJIFILM Business Innovation Hong Kong Limited

Sustainability Report 2024



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Cover Story

The cover of this report features Hayden Lee, the lovely son of our employee Natalie Yau, in the vibrant nature. His adorable smile shone brightly in 2021, and it continues to illuminate the cover in 2024, reminding us that our efforts today will shape the future.

We strive to support local enterprises to embrace sustainable digital transformation solutions and services, delighting and empowering them through innovation for a more sustainable future, and *giving our world more smiles.*



► Our Top Priority

FUJIFILM Business Innovation Hong Kong (FUJIFILM BI HK) is proud to mark its 60th anniversary as a distinguished leader in digital transformation (DX) for every business. While the company celebrates this notable milestone under the theme of "Leap to the New Stage", we continue to act as a trusted DX partner to enable businesses to gain its competitive advantages through our extensive offering of innovative solutions and supreme customer experience.

Over the past six decades, FUJIFILM BI HK has transformed alongside the growth of Hong Kong. As a trusted DX leader for organizations in Hong Kong, we have revolutionized from pioneering printing technologies to infusing artificial intelligence (AI) and cybersecurity into digital transformation solution. For small and medium-sized businesses (SMBs), we democratize AI and cybersecurity and make them affordable and accessible. For large enterprises, we provide cost-effective and high-quality professional services to accelerate their transformation.

As new challenges and opportunities arise, we are dedicated to achieving the Fujifilm Group's new purpose – *Giving our world more smiles*. With the advancement of digital technologies that can promote sustainability, the Fujifilm Group has been actively adopting these innovations in the implementation of our Green Value Climate Strategy and the realization of key Sustainable Development Goals (SDGs), including:

- Goal 8 - Decent Work and Economic Growth via the sale of products and solutions,
- Goal 12 - Responsible Consumption and Production via product end-of-life management and green procurement, and
- Goal 13 - Climate Action by offering energy-efficient products and solutions, and launching office energy efficiency initiatives that help achieve "Carbon Neutral".

Goals in the SDGs



► Looking Backward

The fiscal year (FY) 2023 was full of challenges. As Hong Kong businesses face a myriad of changes, such as the shift towards remote workforces and distributed networks, rising security threats, and increasingly volatile and competitive markets, FUJIFILM BI HK strives to support local enterprises to develop a Smart Workstyle that accelerates business success and sustainability. To reinforce this mission, FUJIFILM BI HK relocated to a new office in February 2024 in Kwun Tong with the FUJIFILM Business Innovation Center which showcases the latest DX solutions. It is exciting that we have established our own Security Operations Center (SOC) in our new office to provide 7x24 Managed Security Services in response to the rising cyberthreats that every business is facing.

Guided by the Fujifilm Group's Sustainable Value Plan (SVP) 2030 and its climate action targets to reducing our Carbon Dioxide (CO₂) emissions across the entire product lifecycle by 50% (compared to FY2019 levels) by FY2030, FUJIFILM BI HK followed Fujifilm environmental, social, and governance (ESG) initiatives to proceed for self-assessment to the Task Force on Nature-related Financial Disclosures (TNFD) in early FY2024 aiming to support a shift in global financial flows away from nature-negative outcomes and toward nature-positive outcomes, aligned with the Global Biodiversity Framework. Locally, we continued to adopt the Task Force on Climate-related Financial Disclosures (TCFD) to review our business from the perspectives of "Governance", "Risk Management", "Metrics and Targets", and "Strategy".

► Moving Forward

It is our company mission to address customer pain points along companies' DX journey through three key technology enablers (**Hyperautomation**, **Total Experience**, and **Cybersecurity Mesh**). Building AI-enabled technology enablers, we help our customers address pain points by ramping up business process to Hyperautomation, strengthening Cybersecurity capabilities with Managed Security Services, and unifying communications across customers, employees, and users to deliver a Total Experience. We are excited in supporting our customers and other stakeholders to reduce their CO₂ emissions via our energy efficient products, solutions, and services.



Alan Chan

Managing Director

FUJIFILM Business Innovation Hong Kong Limited



Fujifilm Group's Purpose

Giving our world more smiles

We bring diverse ideas, unique capabilities,
and extraordinary people together to change the world.

FUJIFILM
Value from Innovation

Fujifilm Group's Purpose

Giving our world more smiles

We bring diverse ideas, unique capabilities, and
extraordinary people together to change the world.

Corporate Slogan

Value from Innovation

How We Act

Charter for Corporate Behavior

Based on the following six principles, the Fujifilm Group respects human rights and maintains compliance with, as well as respects, the spirit of all laws and international rules in its global business activities. Beyond this, we will take proactive action toward the realization of a sustainable society through innovation, while taking into account the impact of our activities.

1. A Trusted Company
2. Social Responsibility
3. Respect for Human Rights
4. Global Environmental Conservation
5. Vibrant Workplaces
6. Management of Various Crises

Code of Conduct

In all aspects of our corporate activities, we emphasize compliance and endeavor to create new value. If compliance requirements conflict with business profits or the demands of third parties, we give priority to compliance. An open, fair and clear corporate culture is the basis for all our activities.

- Respect for Human Rights
- Fair Corporate Activities
- Protection/Preservation of Corporate Assets and Information
- Measures Related to Environmental Issues

How We Will Fulfill Our Commitment

Long- Term CSR Plan

Sustainable Value Plan 2030 (SVP2030)

With fiscal 2030 as its long-term goal, this plan lays the foundations of the Fujifilm Group's business management strategies for sustainable growth. In this plan, we have set targets in the four priority areas of the environment, health, daily life and work style, as well as in the supply chain and governance, the basis of our business activities. These targets serve as guideposts toward our goal of contributing to the realization of a sustainable society through the dual standpoints of resolving social issues through our business activities and considering the environment and society in our business processes.

Medium-Term Management Plan

VISION2030

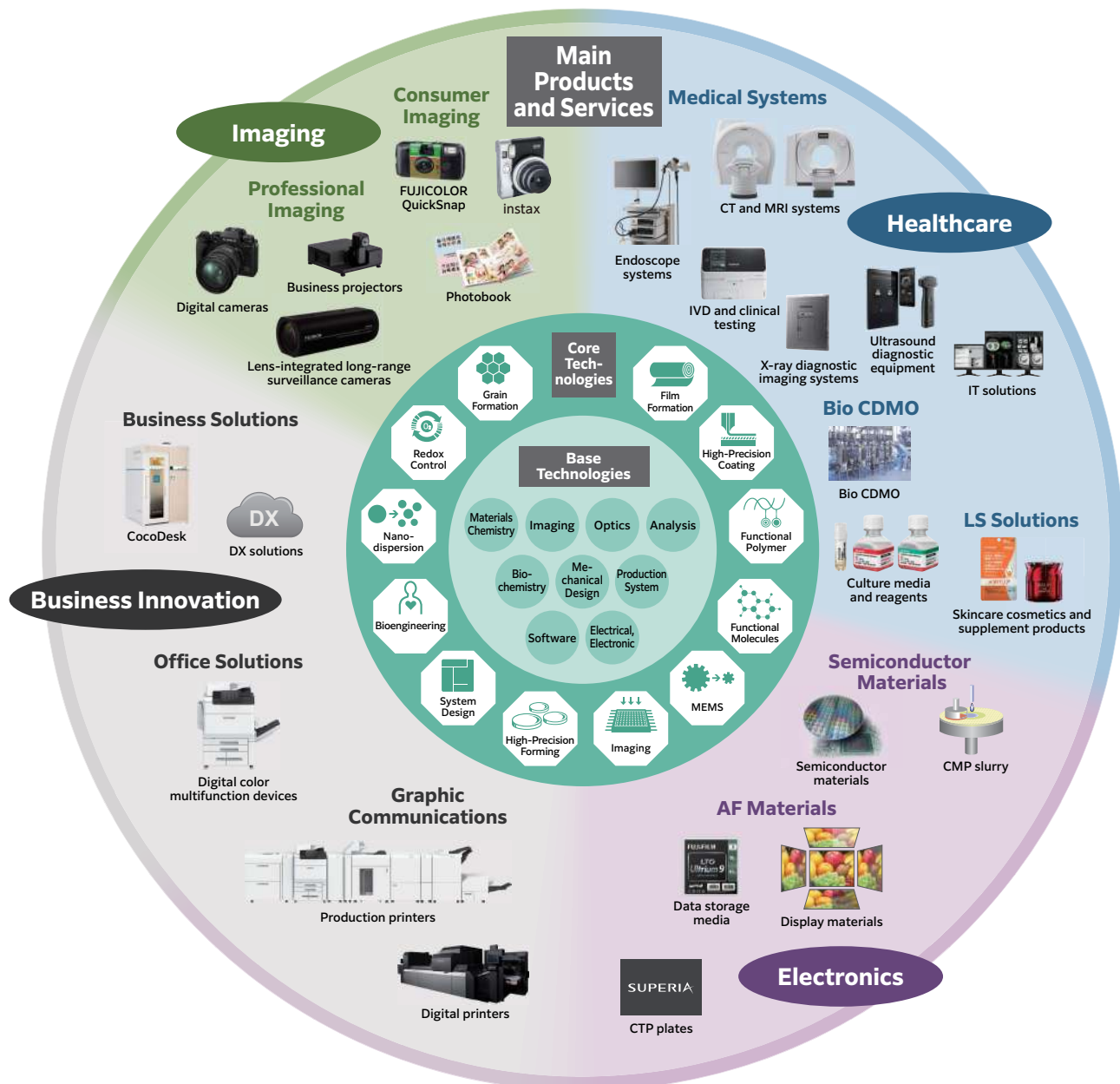
In April 2024, the Fujifilm Group formulated a specific action plan to accelerate the growth of business mainly in Healthcare and Electronics, aiming to achieve the goals set forth in the Sustainable Value Plan 2030.

Technologies and Business Fields

The Fujifilm Group applies advanced proprietary technologies cultivated through the photographic film business to a wide range of business domains. We also combine these with outside technologies through open innovation as we continue to create new value that will bring about a positive impact in society.

Proprietary Technologies of the Fujifilm Group

Since our founding, we have been accumulating the base technologies to support our business, including organic and inorganic materials chemistry, optical technologies and analytical technologies. Based on these technologies, we have honed our proprietary core technologies, which are central to continuously building up our competitive advantage. By combining these technologies, we provide a wide range of products and services.



SVP2030 and Priority Issues

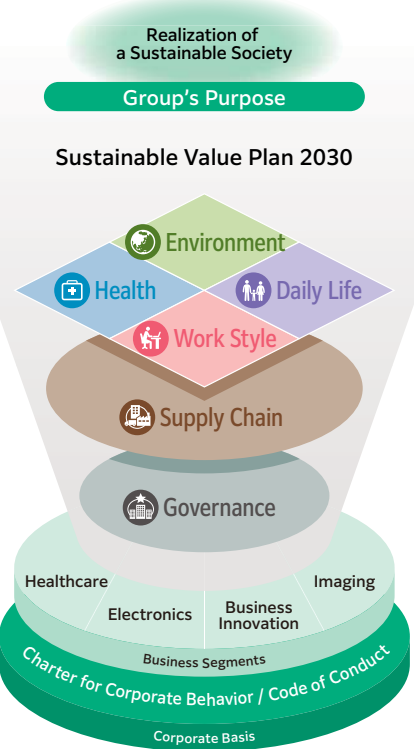
Under the CSR plan “Sustainable Value Plan 2030 (SVP2030),” which outlines our long-term vision targeting fiscal 2030, we will use leading-edge, proprietary technologies to provide top-quality products and services. By doing this, we will work to resolve social issues through our business activities and contribute to the realization of a sustainable society.

Fiscal 2017: Formulation of SVP2030



SVP2030 Priority Areas and Priority Issues (Materiality)

Targets are set in four priority areas and in the basis of our business activities via a two-pronged approach: considering society and the environment in our business processes and resolving social issues through our business activities.



	Resolving social issues through business activities Contribution (Opportunities)	Considering society and the environment in our business processes Impact (Risks)	Goals in the SDGs
Environment 1. Address climate change 2. Promote recycling of resources 3. Biodiversity conservation 4. Ensure product and chemical safety	● ● ● ●	● ● ● ●	
Health 1. Fulfill unmet medical needs 2. Improve accessibility to medical services 3. Contribute to early disease detection 4. Contribute to health promotion and beauty 5. Promote management of a healthy workplace	● ● ● ● ●	● (Employees)	
Daily Life 1. Contribute to creating a safe and secure society 2. Inheritance and development of photographic and visual culture that delivers new impressions and experiences to society Contribute to enriching humanity and relationships between people	● ●		
Work Style 1. Create environments that lead to a motivated workplace (provision of solution services) 2. Develop and utilize diverse human resources	● ●	● (Employees) ● (Employees)	
Basis of Business Activities			
Supply Chain Strengthen CSR foundations across the entire supply chain including factors of the environment, ethics, and human rights			
Governance Improve and maintain governance structures by further disseminating an open, fair and clear corporate culture			

INTEGRATED REPORT 2024







SUSTAINABILITY REPORT 2024

The FUJIFILM Business Innovation Hong Kong Sustainability Report 2024 (“this report”) is designed to be read in conjunction with the FUJIFILM Holdings Integrated Report and its Sustainability Report (“the Group’s reports”). These Group’s reports present a holistic review of the Fujifilm Group’s management performance and progress towards the achievement of our Sustainable Value Plan 2030 (SVP2030); whereas this report complements the Group’s reports by providing additional information about the action and progress specific to our operation in Hong Kong.

The FUJIFILM Holdings Integrated Report is available at:
<https://ir.fujifilm.com/en/investors/ir-materials/integrated-report.html>

The FUJIFILM Holdings Sustainability Report is available at:
<https://holdings.fujifilm.com/en/sustainability/report>

SVP2030 Major Targets and Results in FY2023

Priority Area	Priority Issues	Major Targets for FY2030	Major Results and Activities in FY2023
 Environment	<ol style="list-style-type: none"> 1. Address climate change. 2. Promote recycling of resources. 3. Biodiversity conservation. 4. Ensure product and chemical safety. 	<ul style="list-style-type: none"> • Reduce the Fujifilm Group's CO₂ emissions by 50% (compared to the FY2019 level) (achieve net zero CO₂ emissions by FY2040) • Reduce CO₂ emissions across the entire product lifecycle by 50% (compared to the FY2019 levels) • Sales percentage of Green Value Products: 60% • Contribute to a reduction in the CO₂ emissions generated in society by 90 million tons by FY2030 (accumulated value). 	<ul style="list-style-type: none"> • Announced the transition in electric power use at Fujifilm headquarters and major R&D centers to renewable energy sources effective April 2024. • Introduced the PPA scheme to all Groups sites in Denmark and North America (the U.S. and Canada), with total electric power consumption in these business sites to come from renewable energy sources effective the end of fiscal 2025. • Certified as A-list in the field of "climate change" by the international non-profit organization, CDP. • Greenhouse gas emission reduction target by 2030 certified as "1.5°C target" by Science Based Targets Initiative.
 Health	<ol style="list-style-type: none"> 1. Fulfill unmet medical needs. 2. Improve accessibilities to medical services. 3. Contribute to identifying diseases at an early stage. 4. Contribute to health promotion and beauty. 5. Promote KenkoKeiei® * KenkoKeiei (Health & Productivity Management) is a registered Non-profit Organization. 	<ul style="list-style-type: none"> • Develop new treatment solutions/ Improve accessibility to new treatment solutions. • Expand and scale up AI & IoT technology to reduce burdens on medical professionals. • Promote management of health and productivity to maintain employees' vitality. • Develop broader deployment of products and services utilizing medical AI technology. FY2026: 120 countries and regions FY2030: 196 countries and regions. • Establish the checkup centers, NURA FY2026: 30 centers FY2030: 100 centers 	<ul style="list-style-type: none"> • Introduced AMULET SOPHINITY, the digital mammography system that uses AI technology to achieve lower dosage, higher resolution and improved workflow. • Introduced CALNEO Beyond, the X-ray diagnostic imaging system that enables both video and still image photography. • FUJIFILM Cellular Dynamics and Opsis Therapeutics granted BlueRock Therapeutics a license to develop and commercialize an iPSC-derived cell therapy candidate for the treatment of human retinal diseases. • Selected for the Health and Productivity Stock Selection Program for fourth consecutive year. • Deployed products and services utilizing medical AI technology: 100 countries (target achieved by fiscal 2023). • Opening of NURA, health checkup centers: 5 sites
 Daily Life	<ol style="list-style-type: none"> 1. Contribute to creating a safe and secure society. 2. Inheritance and development of photographic and visual culture that delivers new impressions and experiences to society. Contribute to enriching humanity and relationships between people 	<ul style="list-style-type: none"> • Develop and disseminate technology for products and services contributing to growth as an ICT society. • Offering opportunities to enjoy photos that give forms to memories. 	<ul style="list-style-type: none"> • Launched the tunnel inspection DX solution designed for greater efficiency in tunnel inspection through use of cutting-edge optical technology, image processing technology and AI. • Completed acquisition of electronic chemicals business from Entegris Inc. in fact of the growth in new semiconductor demand with advances in AI/IoT, and 5G.
 Work Style	<ol style="list-style-type: none"> 1. Create environments that lead to motivated workplace (provision of solution services). 2. Develop and utilize diverse human resources. 	<ul style="list-style-type: none"> • Create environments that lead to motivated workplace (provision of solution services). • Provide 50 million people solution services that support productivity and creativity. • Increase percentage of women in managerial position. 	<ul style="list-style-type: none"> • Launched IT Expert Services as one-stop solution to customer needs from greater visibility and administration/ management of IT assets to environmental improvement and support, along with FUJIFILM IWpro, the cloud service chiefly for SMEs. • Contributed to productivity improvements for 27 million people. • Increased the percentage of women in managerial posts: 16.5% in fiscal 2023 to 17.1%.
 Supply Chain	<p>Strengthen CSR foundations across the entire supply chain including factors of the environment, ethics, and human rights.</p>	<ul style="list-style-type: none"> • Promote sustainable procurement. 	<ul style="list-style-type: none"> • CSR self-check Client companies & business sites: 995 companies & 1,493 sites / 96% Percentage of companies that score 90% or higher in compliance: 69% • Response rate in the survey of business segments regarding conflict 3TG minerals / Percentage of RMAP-conformant smelters: Electronics: 87% / 97% Business Innovation: 99% / 63% Imaging: 82% / 64% • FUJIFILM Business Innovation earned Platinum Sustainability Rating from EcoVadis while Fujifilm Electronics Materials Shizuoka Sites and FUJIFILM Manufacturing Hal Phong (Vietnam) acquired RBA Platinum Certification.
 Governance	<p>Further disseminate an open, fair and clear corporate culture.</p>	<ul style="list-style-type: none"> • Aim for zero cases of misconduct and major legal violations by further disseminating an open, fair and clear corporate culture. 	<ul style="list-style-type: none"> • Implemented training programs organized globally, including anti-corruption training for compliance with laws and regulations of various countries, as well as for the Fujifilm Group Charter for Corporate Behavior and Code of Conduct. • Implemented globally the Fujifilm Group Employee Engagement Survey that consolidated the past compliance awareness surveys to cover all executive officers and employees. • As a milestone marking our 90th anniversary, established the Group's Purpose to provide new values through groupwide action on innovation and to serve as the Group's guiding principle for all of the Group's business operations as a future aspiration.

Appraisals and Awards

Credit ratings (As of July 5, 2024)

Credit rating agency		Credit rating
Moody's	Long-term rating	A2 stable
	Short-term rating	—
Standard & Poor's	Long-term rating	A+ stable
	Short-term rating	A-1
Rating and Investment Information (R&I)	Long-term rating	AA stable
	Short-term rating	a-1*

Note: "—" indicates no credit rating available.

Main Initiatives

In order to grasp the trends and the increasing level of global CSR demands and operate our businesses in an appropriate manner, FUJIFILM Holdings participates in various initiatives.

[The main initiatives FUJIFILM Holdings participates]

- SBT Initiative (Science Based Targets Initiative)
- RE100
- TCFD Consortium (Task Force on Climate-Related Financial Disclosures Consortium)
- UN Global Compact (UNGC)

[The main Initiatives FUJIFILM Business Innovation Corp. participates]

- Responsible Business Alliance
- Responsible Minerals Initiative

Adoption of socially responsible investment (SRI)



FTSE4Good Global Index



FTSE Blossom Japan Index



FTSE Blossom Japan Sector Relative Index



S&P/JPX Carbon Efficient Index

2024 CONSTITUENT MSCI JAPAN ESG SELECT LEADERS INDEX

MSCI Japan ESG Select Leaders Index

2024 CONSTITUENT MSCI JAPAN EMPOWERING WOMEN INDEX (WIN)

MSCI Japan Empowering Women Index (WIN)

2024 CONSTITUENT MSCI NIHONKABU ESG SELECT LEADERS INDEX

MSCI Nihonkabu ESG Select Leaders

Appraisals from external organizations



CDP Climate Change A List



CDP Supplier Engagement Leader



JPX Prime 150 Index



JPX Nikkei Index 400



SX Brand 2024



Digital Transformation Certification



DX注目企業2024
Digital Transformation

Noteworthy DX Companies 2024



2024 Health and Productivity Stock



Health and Productivity Management Outstanding Organization 2024



Sompo Sustainability Index

Sompo Sustainability Index



iSTOXX MUTB Japan Platinum Career 150 index



Five Stars, seventh Nikkei Smart Work Survey 2024



Nikkei SDGs Management Survey 2023



SPORTS YELL COMPANY 2024

Please refer to our website for an explanation of each indicator. ▶ <https://holdings.fujifilm.com/en/sustainability/evaluation>

3 | Reporting Scope and Approach



► Objectives

The Fujifilm Group's approach to sustainability aims to promote the sustainable development of society through sincere and fair business practices that reflect in the latest group purpose - *Giving our world more smiles*. At FUJIFILM BI HK, we recognize our role and responsibilities at the forefront of sustainability. By incorporating fundamental sustainability values into our management strategy, we actively address sustainability issues important to our stakeholders, including customers, employees, suppliers and transaction partners, future generations, non-governmental organizations (NGOs) and local communities.

This report was prepared according to the requirements of disclosing our latest business development plans, goals, and initiatives. This is our 15th annual sustainability report prepared based on the Japanese fiscal year that ends on 31 March. As such, some projects and plans mentioned herein may still be in progress, have been completed, or be scheduled to roll out in the next fiscal year.

► Reporting Scope and Period

This report provides information on the significant ESG impacts related to our operations between 1 April 2023 and 31 March 2024 (i.e. FY2023) in the following locations:

- Hong Kong and Macau offices
- Logistics and Warehouse

Due to the different data collection systems implemented in individual offices, some performance data related to the Macau office was not included.

► Reporting Principles

This Sustainability Report is prepared in reference to:

- Global Reporting Initiative (GRI) Standards 2021
- ISO 26000:2010 Guidance on Social Responsibility
- United Nations (UN) SDGs
- ESG Reporting Guide issued by The Stock Exchange of Hong Kong Limited (SEHK)
- TCFD

► External Assurance

This report was prepared in accordance with the GRI standards with respect to the extent of coverage and the information provided. FUJIFILM BI HK appointed Hong Kong Quality Assurance Agency (HKQAA) to conduct independent verification of this report according to the GRI standards, ISO 26000:2010 Guidance on Social Responsibility, and SEHK ESG Reporting Guide. For details, please refer to the Verification Statement.

► Sustainability Management

The Group's Corporate Social Responsibility (CSR) approach aims to foster the sustainable development of the society while improving its corporate values through sincere and fair practices. To this end, the Group developed the long-term SVP 2030 with the target year aligned with the Paris Agreement and the UN SDGs.

As a company operating overseas, FUJIFILM BI HK is committed to properly disclosing the non-financial information requested by our stakeholders to create value for them and share our business performance. Although we are not a listed company in Hong Kong and are not obligated to disclose our ESG data, we believe that sustainability disclosure is a valuable means to improve stakeholder engagement. We will continue to integrate sustainability into our business practices and comply with international and local requirements under the GRI standards through proactive disclosure. Please visit our company website for more publications and historical data on our sustainability performance.

► Material Aspects and Stakeholder Engagement

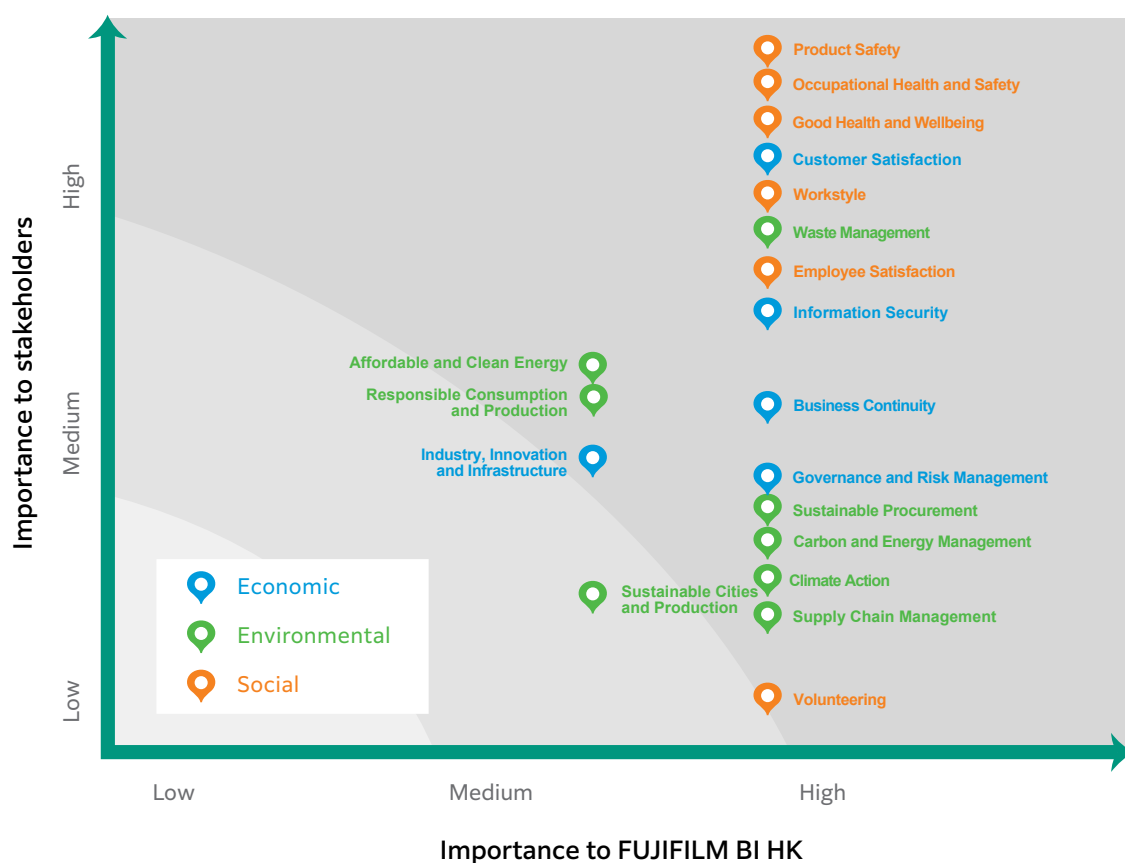
In response to the Group's SDGs-aligned SVP 2030, FUJIFILM BI HK conducted a materiality assessment to identify key issues and evaluate their relevance to our business and stakeholders in accordance with the GRI Standards and AccountAbility's AA1000 Standards.

Since the publication of the first local Sustainability Report in 2010, we have been defining the material aspects based on the feedback collected from our annual corporate CSR survey as well as the international and Japanese standards and guidelines, including but not limited to the 10 Principles of the UN Global Compact, GRI Standards and UN SDGs.

We also invited our stakeholders to provide feedback on our performance in the ESG areas and share their views and the sustainability challenges they experienced. About 67% of our external stakeholders and 85% of the responding employees rated our performance and the transparency of our ESG disclosures as "Good" or "Excellent". Based on the feedback, we learnt that stakeholders expected us to share more information, prompting us to enrich the content in the "environmental" and "social" sections.

• Materiality Matrix

From the feedback collected this year, we turned them into a materiality matrix to reflect the importance of material issues raised by various stakeholders. Issues in the "High-High" area of the Materiality Matrix Diagram are identified as material matters and will be discussed in the following sections.



• Our Response to Stakeholders' Needs

Stakeholders	Concerns	Engagement Platforms
Customers	<ul style="list-style-type: none"> Product and Service Quality Design for Environment Information Security Provision of Appropriate Information on Products and Services Customer Response and Support 	<ul style="list-style-type: none"> Customer Support Centers Customer Satisfaction Surveys ISO/IEC 27001 Information Security Management System Audits Website and Social Media Press Releases Seminars
Employees	<ul style="list-style-type: none"> Safe and Fair Working Environment Benefits and Welfare Career Development Employee Satisfaction 	<ul style="list-style-type: none"> Employee Engagement Activities Newsletters Communication Meetings Managing Director's Message Occupational Health and Safety Assessment
Suppliers and Transaction Partners	<ul style="list-style-type: none"> Economic Stability CSR Performance Management Business Ethics Fair Trade 	<ul style="list-style-type: none"> Code of Conduct Letters Supplier Assessments
Future Generations, NGOs and Local Communities	<ul style="list-style-type: none"> Low Carbon Office Eco Product Lifecycle Sustainable Procurement Business-School Partnership Program Mentoring 	<ul style="list-style-type: none"> Various Audits (ISO 14001 Environmental Management System, FSC™ Chain of Custody, etc.) CSR Events Volunteering Student Design Competitions

► Management Approach

Adhering to Fujifilm Group's purpose, we attach high importance to creating value for the defined stakeholder groups through our sustainability management practices and processes.



Engagement with Customers

As the mode of work continues to evolve dramatically, we are no longer confined by the traditional way of working in an office. Businesses are increasingly adopting remote and hybrid work models to promote work-life balance. It is essential to promote DX so that everyone can work more flexibly and creatively to fully unleash their strengths without being constrained by the location or time. With our extensive knowledge in digital technology and business process transformation, we are confident of creating an environment that maximizes the power of the organizations and supports DX for the effective utilization of knowledge and information. Ultimately, we strive to provide value-added products, solutions, and services that create a "Customer Happy Experience" (CHX).



Engagement with Employees

"Happy, Engaged Employees" (HEE) are critical in driving our business growth. We endeavor to provide them with an innovative and comfortable work environment where they can pursue personal growth, unleash their full potential and deliver value to the society. In February 2024, we relocated our local head office to Kwun Tong for a smarter work environment. In addition, a wide array of engagement initiatives has been implemented to enhance job satisfaction, strengthen the bonds in the workplace, promote workplace diversity, and provide learning and development opportunities.



Engagement with Suppliers and Transaction Partners

At FUJIFILM BI HK, we value the partnerships with our suppliers and transaction partners along the supply chain with a strong focus on sustainability. To ensure that they share the same vision with us, we actively and frequently communicate our sustainability commitments and work closely with them to pursue continuous improvement. By joining hands with them, we developed an all-round sustainable procurement strategy for our value chain and introduced a comprehensive review mechanism in partner selection.



Engagement with Future Generations, NGOs and Local Communities

We promote the sustainable development of our community by assessing and managing the social impact of our operations and supporting local community initiatives that benefit the public. We also collaborate with NGOs to address social and environmental issues, and partner with academic institutions to provide students with exciting opportunities to adopt information and communications technology (ICT) in their daily lives.



FUJIFILM BI HK is a trusted Business Innovation Partner. Established in 1964, the company is committed to providing leading-edge information and communications technology specializing in document management consultancy to every industry through a full range of solutions and services – from multifunction devices with comprehensive functions of copy, print, fax, and scan; production printing systems; document management and workflow software; to enterprise print services, document supply chain management, and business process services. With close to 1,000 employees* in Hong Kong, we commit to enhancing our customers' productivity and competitiveness and addressing their business challenges.

* Figure excludes certain external contractors performing logistic management tasks in our Logistics and Warehouse division.

► From Printers to Multi-function Printers to Smart Workstyle

We are a business innovator, building on over six decades of expertise in research and development (R&D), production, logistics, sales, and customer support. Driven by the unwavering mission of serving the society, we continue to challenge ourselves to excel further and address the customers' evolving needs through better communication.

Our multi-function printers (MFPs) and printer business began in the 1960s with the launch of Fuji Xerox 914 in Japan, the industry's first plain paper copier. Since then, we have maintained our market leadership with our xerography technology for copying printed information. In 1975, we launched the industry's first full-color copier, and released the world's first printer with both printing and copying functions in 1987. Our commitment to transforming office operations has led to more superior technological capabilities, including the world's fastest full-color electronic printing output system at that time.

Leveraging our technological excellence, we have continued to offer options tailored to our customers' increasingly diverse workstyles. With the help of MFPs equipped with robust security capabilities, we have provided a variety of solutions and services to overcome their challenges, such as optimal document management, enhanced cloud collaboration and increased operational efficiency starting with the digitization of paper documents.

Since 2000, we have successfully transformed our customers' workstyle with solutions enabling remote and hybrid work models. Customers can now retrieve their personal documents at convenience stores, enjoy personalized workspace environments that enhance the flexibility of working remotely, and adopt cloud service integration that links office and home documents via FUJIFILM BI MFPs.

With a deep understanding of our customers' business processes and our extensive experience in document management and technological innovation, especially following the launch of DocuWorks in 1996 in Japan, an electronic desk platform integrated to our MFPs, we have been providing software solutions for the efficient handling of information in the digital world. As the workstyles continue to evolve over the years, teleworking and working from home have become more common. To better support our customers, we redesigned our software applications and introduced cloud services to facilitate new business processes connecting people with information in the digital era.

Our MFPs support network has also evolved beyond MFPs to encompass new information technology (IT) services, providing one-stop support for our customers' IT environments. Given the increasing demand for robust IT infrastructure due to the diverse workstyles, such as remote working, and the shortage of IT personnel, we take on the challenge of managing our customers' work environments and enabling them to work with ease.



Enabling our customers to stay connected and flexible, the new Smart Workstyle we embraced is comprised of three technology enablers:



Hyperautomation

This is the concept of automating everything in an organization that can be automated, aiming to streamline processes across their business using technologies to run without human intervention. Hyperautomation means the technology can cope with different sources of information (no matter inbound or outbound; digital data, website, email, attachment or even paper base / image file), convert it into accurate data with auto data massage and hence fit into process insight for business operation details. Cognitive learning, process insights, and line of business integrations are the trends to enhance automation efficiency. It is important to note that hyperautomation is not meant to entirely replace humans. Rather, through automation, humans are freed from repetitive and low-value tasks to focus on ones that are of a higher-value to the organization. Together, automation and human involvement help organizations to provide superior customer experiences while reducing operational costs and boosting profitability.



Total Experience

This is based on the idea that experiences of stakeholders in a business process are not in silo. Employee experience impacts customer experience. User experience impacts employee experience, and so on. They are interconnected and interdependent. Total experience is about bringing all these experiences together as one. The critical success factor is to adopt a Unified Communication Strategy that connects customer and employee. Together as one, it can help to eliminate data silos, speed up data collection, sharing and analysis to turn data into insight and intelligence; enable straight through process to save time and resources, therefore taking action immediately to address market change.



Cybersecurity Mesh

This is a concept to prioritize potential treatments and continually refine security posture improvements. The integrated, iterative Continuous Threat Exposure Management (CTEM) program provides actionable insights, allowing security and risk leaders to truly understand, communicate, and minimize risk. By utilizing threat intelligence feeds to proactively identify emerging threats and vulnerabilities, CTEM enables an organization to take preemptive actions to strengthen their security posture and dynamically adjust their security measures.

As we strive to remain as a business innovator and a key partner of our customers, we will continue to challenge ourselves to offer outstanding products and diverse DX solutions, supporting new workstyles that enable DX for our customers.

► Striving for Excellence

We strive to excel in every aspect of our business. In FY2023, we were honored to receive 20 recognitions from leading local and regional organizations. These accolades underlined our commitment to upholding the highest standards in every process, product, solution, and service. For details, please refer to the “Awards” section on our company website.



Hong Kong Green Organization
by Environmental Campaign
Committee



Carbon Reduction Certificate
by Environmental Campaign
Committee



Wastewi\$e Certificate
by Environmental Campaign
Committee



Carbon Reduction Charter
by Environmental Protection
Department



Green Office Award for over 10 consecutive years and
Eco-Healthy Workplace
by World Green Organisation



BEC Net-zero Carbon Charter
by Business Environment Council



Social Capital Builder Awards
2022-2024 by Community Investment
and Inclusion Fund



The Caring Company for over 20
consecutive years by The Hong Kong
Council of Social Service



8+ Year Caring Certificate in the
Industry CARES Recognition Scheme
by Federation of Hong Kong Industries



Super Manpower Developer
for 11 consecutive years
by Employees Retraining Board



Silver Award for Excellence in
Training and Development by The
Hong Kong Management Association



Triple Gold Award - Web Accessibility
Recognition Scheme 2022-2023
by Hong Kong Internet Registration
Corporation



Good MPF Employer,
e-Contribution, and MPF Support
Award by Mandatory Provident
Fund Schemes Authority



Joyful@Healthy Workplace Best Practices
Award (Enterprise/Organization Category)
- Excellence Award by Department
of Health, Labor Department, and
Occupational Safety & Health Council



Mental Health Friendly Supreme Organization
Award (Enterprise/Organization Category)
- Certificate of Attainment by Department
of Health, Labor Department, and
Occupational Safety & Health Council



The Racial Diversity & Inclusion Charter
for Employers
by Equal Opportunities Commission



Supportive Family-friendly
Good Employer
by Labor Department



Good Employer Charter 2024
by Labor Department



Say Yes to Breastfeeding
by Hong Kong Committee for UNICEF



Driving a Robust Governance Structure for an Open, Fair and Clear Corporate Culture

At Fujifilm, we believe compliance goes beyond merely adhering to law or policies and should encompass acting with common sense and according to ethical standards. Our corporate code of conduct is based on four key principles:

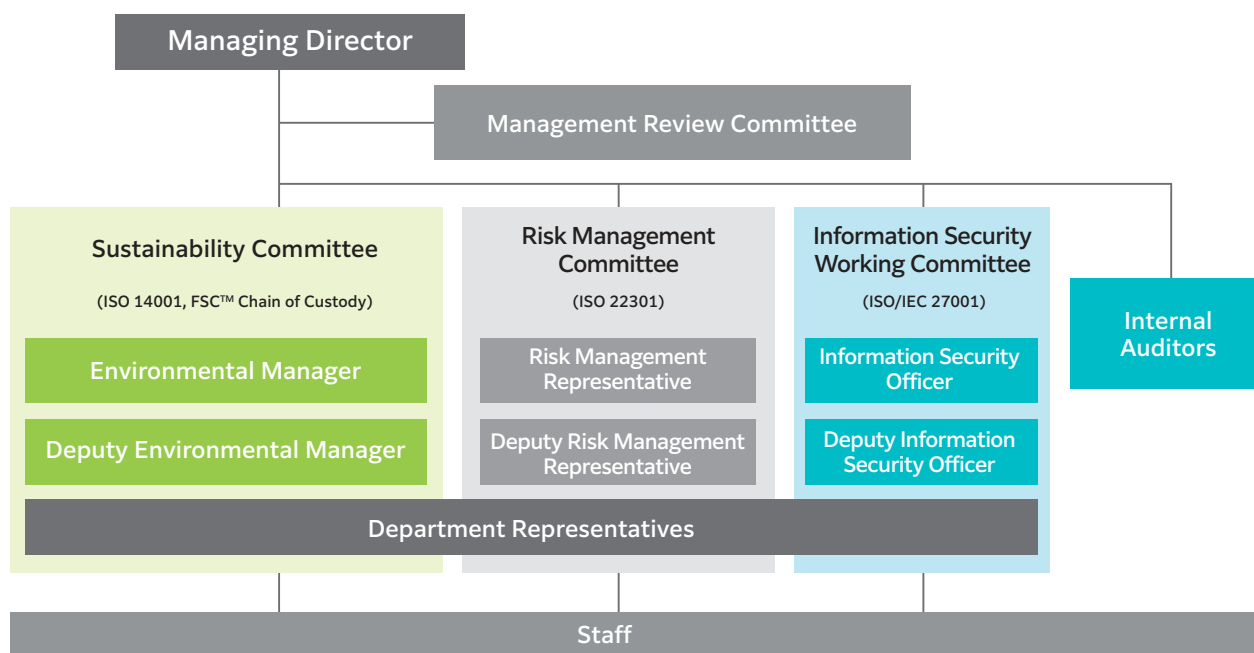
1. Respect for Human Rights
2. Fair Corporate Activities
3. Protection and Preservation of Corporate Assets and Information
4. Measures Related to Environmental Issues

► Governance Structure and Board Diversity

In line with our corporate priorities, FUJIFILM BI HK considers corporate governance a fundamental aspect of our business environment. Our sole shareholder, the Fujifilm Group, appoints a Board of Directors that comprises corporate and local management representatives to ensure a diversity of perspectives, independence and competencies. As our highest governance body, the Board is responsible for determining basic management policies and strategies, and other important matters relating to business execution while supervising the implementation of business affairs.

For local business execution, there is a clear separation of powers within the Senior Management Committee. The Managing Director and six department heads, including five males and two females from different disciplines, meet every month to discuss and review the operations and develop future business plans.

To further enhance our governance structure and facilitate the development of guidelines, policies and procedures, the Management Review Committee was established in accordance with the ISO 14001 Environmental Management System, ISO 22301 Business Continuity Management System, ISO/IEC 27001 Information Security Management System, and FSC™ Chain of Custody (CoC) Certification. The Committee regularly reviews the overall effectiveness of our systems to ensure continuous performance improvement. Meanwhile, operational-level collaborations and committees have been established to ensure the successful implementation of various management systems.



▲ The governance structure of FUJIFILM BI HK

To prevent misconduct or major violations of the law, all employees are required to read and understand the Fujifilm Group Charter for Corporate Behavior and Code of Conduct during job orientation. They are also required to attend various compliance training every year on topics including anti-bribery and corruption policy, competition ordinance, information security and personal data protection. We prioritize compliance over business profits or third-party demands and strive to create new values.

Moreover, a whistle-blowing policy and mechanism for reporting fraud and misconduct is in place, aiming to create a better work environment and prevent minor issues in our workplace from escalating into serious matters. Our guiding principle is that workplace issues should be solved within the workplace.

► Climate Change Strategy and TCFD

We align our disclosure practices with global trends and compliance requirements, including the recommendations of the TCFD. Recommendations related to "Governance", "Strategy", "Risk Management" and "Metrics and Targets" under this framework have been applied to all business units of FUJIFILM BI HK.

Key Areas	Our Approach
Governance	<p>Members of the Risk Management Committee deliberate on the risks and opportunities presented by climate change and report to the top management team. Their climate-related responsibilities include:</p> <ul style="list-style-type: none"> • Developing climate-related strategy • Considering climate-related issues when developing business strategy and risk management policies • Approval of climate-related disclosures <p>The General Manager, Internal Audit and Sustainability is responsible for overseeing our climate-related governance and coordinating our environmental initiatives. Plans and communications related to climate-related issues are reported regularly to the top management team and the regional persons-in-charge.</p>
Strategy	<p>Risks and opportunities brought by climate change are identified over the short-term (0 to 5 years), medium-term (5 to 10 years), and long-term (10 years and beyond) horizons.</p> <p>Physical Risks:</p> <p>Our operations could be directly impacted by frequent short-term business disruptions caused by severe weather or natural disasters, such as flooding and typhoons in locations where we operate. These events could undermine our ability to provide effective support services to customers, to control the operating costs and to meet the revenue and market share targets.</p> <p>As our products, spare parts and consumables are supplied by overseas manufacturing plants, our supply chain may be disrupted by severe weather events and other unexpected events.</p> <p>Transition Risks:</p> <p>Climate-related regulations and standards, either mandatory or voluntary, addressing energy use and greenhouse gas (GHG) emissions reduction are expected to be tightened in the short-term. If we fail to comply with regulations on product energy efficiency, it will lead to an increase in operating cost.</p> <p>We enjoy unique competitive advantages with our document management expertise, innovative technologies and service excellence. However, such advantages could be affected by climate-related customer behavioral changes, such as printing less and going paperless. The awareness of environmental protection and climate change has been on the rise globally, creating a higher demand for low or zero carbon products. Consumers and other stakeholders also expect businesses to minimize their carbon footprint and to help their partners reduce adverse environmental impact throughout the product lifecycle. If we fail to recognize this expectation, our reputation could be undermined, leading to deteriorated brand value, and eventually the loss of sales and market share.</p> <p>Opportunities:</p> <p>In light of the tighter regulations and standards on energy efficiency and pollution management, the higher consumer awareness created an opportunity for the Fujifilm Group to launch the “Green Value Products”, a certification program to certify its group-wide products and services, ensuring that they meet the stringent criteria on environmental consciousness. As a benchmark in the industry, this program allows us to showcase our sustainable offerings that adhere to the rigorous standards from manufacturing to end-of-life disposal as well as our leadership as an industry pioneer. It also helps us attract more environmentally conscious customers and subsequently increases our revenue.</p>

Key Areas	Our Approach
	<p>One of the most important components of our business strategy is to create value for our customers and other stakeholders by enhancing the sustainability benefits of our services through innovation. We provide more sustainable and energy-saving digital printing and document management solutions to improve our customers' environmental performance and mitigate climate change. Also, more efficient and effective business processes have helped us achieve the emissions reduction targets internally and along the supply chain. Consequently, these actions can cut down the electricity consumption and costs.</p> <p>One of our long-term strategies is to create shared value for our customers and other stakeholders through our MFPs and services. As such, we capture the strategic growth opportunities through innovations that simplify, automate, and optimize business processes using cloud and AI technology.</p> <p>Climate Scenario Planning:</p> <p>Led by the Fujifilm Group, this scenario analysis assesses the potential long-term business implications of direct and indirect transition and physical climate-related risks and opportunities. This active response to anticipated risks and opportunities has been integrated into our business strategy and enterprise risk management processes to ensure our business resilience. The analysis also covers our key locations and operations, focusing on a range of potential climate-related and long-term physical risks and transition risks.</p> <p>Since Hong Kong and Macau are more vulnerable to flooding caused by typhoons and heavy rain, our service delivery and support may be disrupted. Therefore, the analysis assessed our asset-level risk exposure to flooding and extreme weather. Resilience measures, such as a contingency supply chain plan managed under the ISO 22301 Business Continuity Management System, were implemented accordingly.</p>
Risk Management	<p>Our risk management framework establishes long-term targets in compliance with the Group's SVP 2030 to address various climate-related risks.</p> <p>In accordance with the ISO 14001 Environmental Management System, we assess the impact of our business activities from two perspectives: "compliance with laws and regulations" and "impact on the environment". In addition, we manage our supply chain and actively integrate sustainability into the procurement process, guided by the ISO 20400 Sustainable Procurement - Guidance. The adoption of various ISO management systems enables us to manage our day-to-day climate-related risks effectively.</p>
Metrics and Targets	<p>Committed to the Science Based Targets Initiative, the Fujifilm Group aims to reduce its CO₂ emissions by 50% (compared to FY2019 levels) across the entire product lifecycle by FY2030. In addition, adhering to the RE100 initiative, the Group strives to convert 100% of its purchased electric power to renewable energy so as to achieve zero CO₂ emissions by FY2040.</p> <p>In line with the Group's SVP 2030, FUJIFILM BI HK has been adopting and advocating various sustainability initiatives to address environmental issues, such as zonal lighting control. In FY2023, we reduced our CO₂ emissions by 5.96% annually and reaffirmed our commitment to carbon neutrality by purchasing 588 tonnes of carbon offsets from renewable energy projects in Asia.</p>

In early FY2024, FUJIFILM BI HK conducted the TNFD self-assessment adhering to the Fujifilm ESG initiative to evaluate the impact of our operations on natural capital such as water, soil, forests, biodiversity, and climate. This assessment is a crucial step in supporting a shift in global financial flows from nature-negative outcomes towards nature-positive outcome, prepared with reference to the Global Biodiversity Framework.



Giving Hong Kong More Smiles and Fueling Innovation with Distinguished DX Leadership

Committed to continuous innovation since 1964, FUJIFILM BI HK has been thriving with Hong Kong for the past six decades, embarking on a transformative journey from pioneering printing technology to powering DX. We continue to leverage these transformation experiences to deliver distinguished DX solutions and services to businesses, delighting and empowering them through innovation.

► Leap to the New Stage with Hong Kong

Our 60th Anniversary celebration culminated in the Grand Finale Ceremony. Themed “Leap to the New Stage with Hong Kong”, over 100 industry leaders were invited to celebrate our remarkable achievements and witness our commitments to becoming a trusted DX leader.



▲ One of the major highlights was the Kagami Biraki, a 300-year-old traditional Japanese sake barrel-breaking ceremony. Honorable guests and FUJIFILM BI executives broke open the sake barrels, signifying a new beginning and unity.



(From left to right) Mr. Norris Chan, Sales Director of FUJIFILM BI HK (Moderator), Mr. Lewis Fung, Managing Director of Asia Business Group, SenseTime Hong Kong, Mr. Otto Lee, Head of Hong Kong Computer Emergency Response Team Coordination Center, Hon. Duncan Chiu, HKSAR Legislative Council Member (Technology and Innovation Constituency), Mr. Steve Chuang, Chairman of Federation of Hong Kong Industries, and Mr. Francis Fong, Honorary President of Hong Kong Information Technology Federation, offered invaluable perspectives to help businesses navigate opportunities and threats in today's digital landscape.

Leading up to the Grand Finale Ceremony, a series of sector-specific celebration events were organized for customers from the banking and insurance sectors, SMBs and channel partners. These events allowed us to appreciate their continuous support and explore opportunities to extend our DX partnerships and realize the smart workstyle leveraging the latest AI and cybersecurity technologies.

• Give Our World Better Health

There is nothing greater than good health. On the FUJIFILM BI Health Informatics Solution Day, leaders from the medical and healthcare sectors gathered to showcase the application of new technologies in the industry, including AI, cloud computing and 3D imaging, as well as the revolutionary trends in health informatics.



Through our collaboration with hospitals, medical groups and clinics in Hong Kong, we continue to make our society healthier and happier.

• Give Our World More Colors

As graphic communication is our core business, we explored emerging trends like sustainable development and AI applications with the leaders from the printing, marketing, and creative industries.



- ▲ We were honored to have industry leaders and professionals from the Hong Kong printing industry to join us for an engaging exchange.



- ▲ We revealed the key projects of the Fujifilm Group exhibition zone at drupa, the largest printing equipment exhibition in the world held every four years in Germany.

At the “2024 New Trend in Innovation, Branding and Marketing” seminars in Hong Kong and Macau, we explored modernized printing management and local funding schemes to finance digital initiatives.

► Tackling Your Business Challenges with Innovation

Striving to help SMBs work smarter and faster, we launched FUJIFILM IWpro last year to reinforce our commitment to creating CHX. This cloud-based workspace consolidates information received via paper, email, and fax, and digitalizes the data to optimize data extraction, validation, processing, and output. With a centralized data management system and secured data sharing, customers can minimize redundant processes like sharing similar data with multiple users and systems.

On the other hand, a surge of high-profile cybersecurity incidents in the globe has alarmed businesses of all sizes to review their security strategies. Given the persistent IT talent shortage, we introduced a range of cybersecurity offerings with a managed services approach to support our customers.

- **Unified Threat Management+ (UTM+):** Unlike traditional UTM, this latest offering provides enhanced features and next-generation security technologies along with a managed services approach for optimal security and performance.
- **IT Expert Services:** This one-stop IT support service allows SMBs to access skilled IT professionals for remote monitoring and timely onsite support to minimize downtime.

• Propel Hong Kong towards Sustainability

The Food & Beverage sector is at the forefront of the evolving ESG regulatory landscape. Restaurants in Hong Kong are now banned from providing single-use plastic items for both dine-in and takeaway, and need to make a seamless transition to green food packaging.

Leveraging our JetPress machine and rich experience, we offered a green tableware solution that minimizes the impact on the environment using approved food-safe ink. This technology also allows restaurants to produce high-quality green packaging boxes in small batches with personalized printing.



▲ We were invited to share the next generation of food packaging solution at the Hong Kong International Printing & Packaging Fair 2024.

Sustainability is not just a goal. It lies at the heart of everything we do. In addition to offering sustainable products, we walk the talk by incorporating sustainability into our business practices.

Driven by the idea of treating used products as valuable resources instead of waste, ApeosPort-VI C5571 R and C3371 R were introduced last year. The two remanufactured MFPs can minimize environmental impact with an 84% parts reuse rate and reduce CO₂ emission by 56%, as compared to newly manufactured printers.

Another excellent example is the elimination of plastic lamination of our paper wrappers, making our wrappers 100% recyclable and biodegradable. These wrappers are also designed with fewer production steps, reducing the carbon footprint.



▲ ApeosPort-VI C5571 R / C3371 R



▲ New paper wrappers with less carbon footprint

► Recognition for Excellence

• Local and Global Recognitions

Printers have always been the roots of our businesses. This year marks a special milestone as IDC Asia/Pacific Quarterly Hardcopy Peripherals Tracker (2024 Quarter 1) announced that we have been ranked No. 1 for 27 consecutive years in the Hong Kong A3 color copier-based laser multi-function product market by unit shipments. This recognition is a testament to our product and service quality for almost three decades.

Committed to becoming a distinguished DX leader, our AI-driven Managed Security Services have been recognized in the Best of IT Award by PCM Magazine as voted by the public, editorial team, and judging panel.



- ▲ FUJIFILM BI HK is committed to bringing one-stop cybersecurity protection to customers by harnessing the power of AI and machine learning.

Globally, our latest Revoria Press™ PC1120 and Apeos C7070 series were recognized at the iF Design Award 2024 in Germany. Established in 1953, the iF Design Award is one of the world's most prestigious design awards. The award recognizes our concerted efforts in product innovation and excellence.



• A Testament to DX Leadership

The success of our customers is a clear validation of our unwavering commitment to DX leadership. One shining example is Hin Sang Group, an established developer and provider of traditional Chinese medicine products and herbal supplements. As the Group's long-term partner, we revamped their distribution system and implemented a seamless cloud migration journey for their enterprise resource planning (ERP) and distribution systems. This initiative successfully lowered their overall IT cost by 20%.



- ▲ "Different technology vendors have approached us to support our cloud journey. But our long-term and trusting relationship with FUJIFILM BI HK gave us great confidence to work with them on our ongoing cloud journey," said Mr. Ricky Mak, Assistant IT Director of Hin Sang Group.

► Nurturing the Next Generation Artists and Innovations

• Ignite Creativity with Sustainability

At the 3rd FUJIFILM BI Design Competition, we received support from The Walnut Shop, a local brand, to co-nurture the next generation of talents. Current full-time tertiary students studying at any local higher education institution were invited to submit product packaging and promotion poster designs for selected products from The Walnut Shop. We also expanded our supporting partner network beyond the Hong Kong Design Institute, HKU School of Professional and Continuing Education and Hang Seng University of Hong Kong, to now include HKMU Li Ka Shing School of Professional and Continuing Education, Hong Kong Design Center, PolyU Hong Kong Community College, and Polytrade Paper.



▲ Mr. Calvin Chung (2nd left, back row), Section Head of Graphic Communication Services of FUJIFILM BI HK, representatives of supporting organizations and partners, and all student winners attended the award ceremony of FUJIFILM BI Design Competition 2024.

We are also committed to supporting local and Japanese cultural activities. During this period, we sponsored the Japan Autumn Festival in Hong Kong, which included the Poster Design Competition Exhibition.



▶ The advanced technology of FUJIFILM BI HK allowed the paper print exhibits to be presented in the best condition.

• Cybersecurity Protection and Awareness

FUJIFILM BI HK supported the development of local cybersecurity professionals, including the Hong Kong Cyber Security New Generation Capture the Flag (CTF) Challenge organized by the Hong Kong Computer Emergency Response Team Coordination Center and the Hong Kong Productivity Council. This jeopardy-style online team contest was open to secondary school students, tertiary institution students, and the public.



▲ As one of the award presenters, FUJIFILM BI HK joined the awards presentation ceremony with representatives of the organizers, co-organizers, and winners of the CTF Challenge 2023.

► Your Satisfaction is Our Commitment

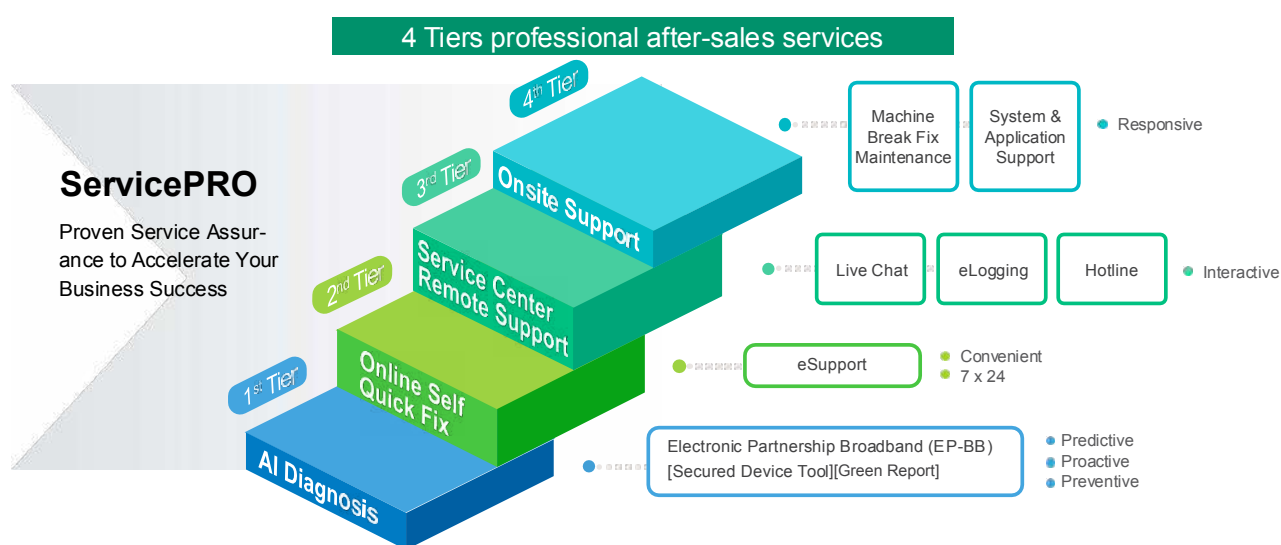
Customer satisfaction has always been the foundation of our service offerings. Our comprehensive ServicePRO is a perfect example of our dedication to service excellence. This four-tier comprehensive after-sales service aims to bring peace of mind to our customers through four different customized service requirements.

It starts with the **Electronic Partnership Broadband (EP-BB)**, a predictive and proactive remote monitoring service that ensures optimal device performance, limits significant unforeseen downtimes, and minimizes administrative tasks. When minor issues occur, customers can take advantage of our **eSupport Platform** at any time. This online self-help library provides quick guides and multimedia resources across different technologies, allowing customers to resolve the problems quickly and independently.

When professional support is needed, customers can access our highly trained specialists anytime through our **Interactive Customer Service and Technical Support**, and seek remote diagnosis and immediate assistance in a timely manner from the experts via live chat, hotline, and multiple channels. **Onsite Support with Service Assurance** supports our customers with a team of certified engineers across multiple technologies. With an average of 15 years of experience, these engineers are committed to resolving any technical problem as quickly as possible onsite.

At the 4th Tier of ServicePRO is our market-exclusive **Total Satisfaction Guarantee (TSG)**, which allows customers to replace selected devices with an identical model or an alternative with comparable features and capabilities at no cost. More than a mere promise, our guarantee extends up to five years from initial equipment installation. With full confidence in the reliability of our products, we proudly include TSG in writing in our agreements.

With a proven track record of reliability and service excellence, we always anticipate customers' needs to support our customers. During FY2023, our service uptime result reached an impressive 99.54%, demonstrating our continuous commitment to quality management and customer satisfaction. With a meticulous attention to detail, we empower our customers to focus on accelerating growth and leaping to a new stage with their DX initiatives.



- ▲ **ServicePRO - 4 Tiers Professional After-sales Services:** The comprehensive service package provides our customers with complete peace of mind, ensuring they receive professional services at all time.



We always strive to reduce our global environmental impact. Leveraging advanced technologies, we address environmental issues for a sustainable society, with a strong focus on combating climate change and promoting resource circulation.

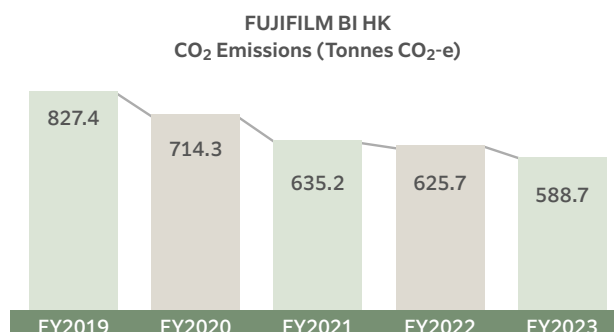
► Initiatives to Address Prioritized Environmental Issues

Adhering to the Fujifilm Group's SVP 2030, FUJIFILM BI HK has been actively exploring ways to improve our environmental performance, such as benchmarking against sustainability pioneers and international standards, aiming to achieve the climate action targets of reducing CO₂ emissions across the entire product lifecycle by 50% (compared to FY2019 levels) by FY2030.

We adopted the Environmental Management System in 2003, obtained the Forest Stewardship Council™ (FSC™) Chain of Custody certification for our paper business in 2007, and became the first company in Hong Kong to receive the ISO 14001:2015 certification in 2015. Supported by a series of interrelated processes, these systems have been delivering consistent and predictable results effectively and efficiently as a coherent system. Besides, we manage our supply chain adhering to the sustainable procurement principle. We were verified against the ISO 20400 Sustainable Procurement - Guidance in 2017, underlining our commitment to fostering strong supplier relationships that would create long-term, sustainable value.

In February 2024, FUJIFILM BI HK relocated from our Taikoo Shing office to The Millennity, Kwun Tong, taking up two floors and a total area of over 37,000 square feet. The new building not only promotes the use of electric vehicles, harnesses renewable energy and offers more green space, but also integrated innovative technologies into traditional construction procedures to create a safe and healthy work environment. The development received Leadership in Energy and Environmental Design (LEED) Platinum pre-certification by the US Green Building Council and WELL Platinum pre-certification by the International WELL Building Institute, as well as Platinum pre-certification for new buildings under BEAM Plus, issued by the Hong Kong Green Building Council.

Our new office features smart lighting using LED, lighting control by zones, and daylight sensors and lighting panels to be switched off when daylight reaches a certain level. In addition to the light color temperature control, our Innovation Center is also equipped with the dimming control that can automatically adjust the lumen output or change the brightness of the light source. Other energy efficient measures, such as grade one energy-efficient electrical appliances and external ICT data center, we adopted were well integrated into our strategic planning process, procurement, and operations, helping us reduce almost 29% of our CO₂ emissions in FY2023 compared with FY2019.



Apart from various low-carbon initiatives, we have been investing in carbon offset projects since FY2014. In FY2023, we offset 588 tonnes of CO₂ emissions, which is more than our scope 1 and 2 emissions combined, by purchasing carbon credits from Gansu Yongdeng Longlin Hydro Power Project in China. It is a new run-of-river hydropower project with two cascade power stations, each has an installed capacity of 6.4 MW (2 x 3.2 MW). The expected annual electricity generation is 58,969 MWh and the net electricity supply is 55,204 MWh. All the electricity will be transmitted to the Northwest China Power Grid, which is currently dominated by fossil fuel-fired power plants, to reduce the GHG emissions. The average annual estimated GHG emission reduction is 46,440 tonnes CO₂-e. We have not included Scope 3 emissions to avoid double counting in our parent company's carbon accounting*.

In the first quarter of FY2023, we revamped our Visible Green Initiatives to purchase additional carbon offsets of no less than 50 kg for every survey response we received. Yet, we needed more insights to determine the actions required to lower our CO₂ emissions further. One of the key moves in FY2023 was the use of the PrintReleaf Reforestation Service, the world's first platform that automatically converts paper footprint into actual trees. As a pioneer in introducing this platform in Hong Kong, FUJIFILM BI HK joined the program on 24 May 2023 and grew 71.38 trees for the 594,815 sheets of paper used in 10 months. Together with our customers, we grew 354 trees to offset the production and use of over 2.9 million pages, furthering our ongoing efforts to reduce our environmental footprint with our stakeholders.



▲ PrintReleaf's Lifetime Certificate

*According to the Corporate Value Chain Standard of the GHG Protocol, we, as an operating company of the Fujifilm Group, are not expected to account for scope 3 emissions on our own. Since the majority of scope 3 emissions from the perspective of an operating company come from the Fujifilm Group's plants and are reported as scope 1 or 2 emissions in the Fujifilm Group's report, accounting for the scope 3 emissions from the operating company will misrepresent such company's CO₂ emissions, and be inconsistent with the figures reported by the Group.

Besides, to fulfill our responsibilities to promote environmentally conscious products to our customers and stakeholders, the Fujifilm Group introduced the “Green Value Products” certification program in compliance with ISO 14021 Environmental Labels and Declarations in FY2018 to certify its products and services across all business segments, ensuring that they would meet the specific criteria for environmental consciousness. The environmental value of each product will be evaluated through an environmentally conscious design assessment. Based on their total scores, the selected products will be further reviewed and approved by the Group Certification Council and finally certified as Fujifilm Group’s “Green Value Products” that fall into one of the three categories below.



Level	Certification Criteria
Diamond	Products and services that use their respective industries’ innovative technologies to substantially contribute to reducing environmental impact
Gold	Products and services that reduce environmental impact at their respective industries’ highest level
Silver	Products and services that reduce environmental impact at a higher level than their respective industries’ standard

In FY2023, the “Gold” products (ApeosPort-VI C5571 R / C3371 R) were launched in Hong Kong, together with several “Silver” products, including Apeos C4030 / C3530, ApeosPrint C4030, Apeos 5330, Apeos C2450S, Revoria Press E1136 / E1125 / E1110 / E1100, and Revoria Press PC1120.

► Enhancing Environmental Practices and Awareness

To strengthen the awareness of environmental conservation and turn it into action for a healthier planet for our future generation, we provided related training to all new colleagues, and annual refresh training via video-taped learning platform or team collaboration platform for employees worldwide in the first quarter of FY2024.

Besides, we worked with different NGOs to support Green Campaigns, aiming to integrate environmental conversation insights into our work practices and daily life. In our pursuit of the reduction targets in line with the 1.5°C aligned science-based targets, we were proud to be a signatory of the BEC Net-zero Carbon Charter in March 2024. This charter launched by Business Environment Council contributes towards Hong Kong’s long-term decarbonization journey through the pledge to set targets and actions for a net-zero future.



▲ Our BEC Net-zero Carbon Charter

At the same month, we signed the pledge of “Earth Hour 2024” campaign in March 2024 organized by World Wide Fund for Nature (WWF) to encourage our employees, customers and other stakeholders to make small changes in our daily lives by reconsidering the way we look at food, fitness and wellness, outdoor activities, creativity, entertainment, and sustainability to create a sustainable society for our future generation. Also, we supported World Green Organisation’s “Office Paper Saving Day” in April 2024 to minimize paper cups usage and promote reusable glasses. We achieved this goal by replacing paper cups with glasses gradually in the following months.



▲ We supported the “Office Paper Saving Day”.



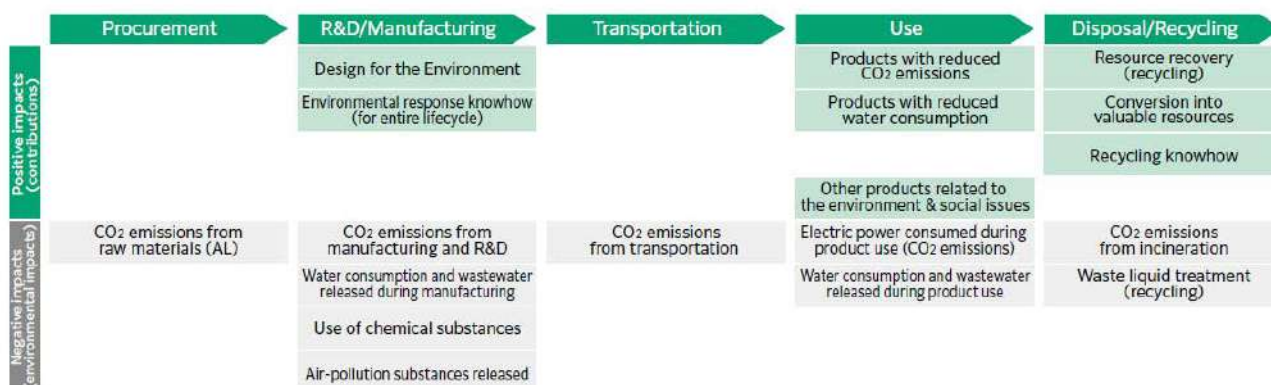
▲ We pledged to support “Give an Hour for Earth”.

While managing energy efficiency in our workplace, we encouraged our colleagues to adopt a green lifestyle by saving energy and water, and to practice the 3R principle (reduce, reuse, and recycle). We constantly delivered environmental messages internally through different channels, including Townhall Meetings, Sustainability Newsletter, and emails, demonstrating our commitment to address issues related to climate change and contribute to the achievement of a zero-carbon future.

► Managing a Green Supply Chains

Adhering to its corporate direction, FUJIFILM BI HK embraces the environmental challenges along its value chain and fully leverages its strong business model to create value for customers and other stakeholders.

Impact on Business Processes across the Value Chain (Ex. Environment)



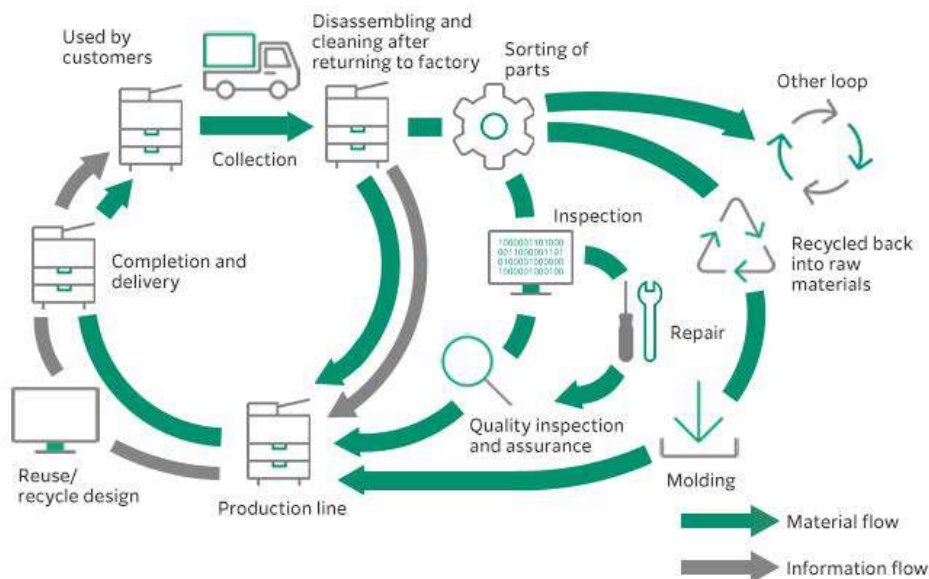
* Study of priority issues based on the SDG Compass from the viewpoints of both the negative impact of our business processes and the positive impact of our contribution to resolving social issues through our business activities

We endeavor to reduce our CO₂ emissions across the entire product lifecycle by promoting the wider use of our low-carbon products, solutions, and services. In FY2023, we launched the ApeosPort-VI C5571 R series developed based on our belief that “used products are valuable resources, not waste”. We have been developing green technologies since 1995 to recycle used machines and transform them into new products in our own factory in Japan, maximizing the utilization of reusable parts. Compared to a newly built ApeosPort-VI C5571, the remanufactured model reduces CO₂ emissions by up to 56% throughout its entire lifecycle.

Besides, we attach high importance to sustainability in our procurement process and supplier engagement. We actively engage suppliers who share the same sustainable procurement philosophy with us and encourage them to actively minimize their environmental impact. Stringent measures are also in place to manage the environmental performance throughout the product lifecycle, including the initial procurement, manufacturing, usage, and end-of-life disposal. The risk levels of suppliers are also assessed and reviewed by the procurement team regularly.

► Advocating “Circular Economy”

Waste Electrical and Electronic Equipment (WEEE) is one of the major environmental challenges worldwide. Striving to promoting resource circulation toward zero waste, FUJIFILM Business Innovation started its resource circulation system in 1995. The system covers the entire product life cycle from product planning, development, manufacturing stages to disposal. We have been reusing the best suitable parts utilized from the machines we collected from customers with our unique technology to promote the resource circulation. We will keep expanding and improving the reuse of multifunction printers, toner cartridges, spare parts and more, as well as the use of recycled materials such as recycled plastic and recycled steel.



▲ FUJIFILM Business Innovation Resource Circulation System

For the local recycling center established in 2004, we proactively collected used MFPs and sorted them into 15 categories locally before shipping them together with other spare parts and consumables to our group’s remanufacturing factory in Thailand. While the material recycling rate of this cross-border integrated recycling system had reached over 99% for some years in the 2010s, the factory was closed down in 2018 when stringent WEEE regulations were enforced by the Thai Government. Since then, regulated used printers, monitors, and scanners have been sent to the designated recycler appointed by the Environmental Protection Department for recycling, whereas unregulated used MFPs, consumables, including waste toner cartridges, and spare parts have been transferred to our licensed recycler selected by our onsite auditors appointed by the Group according to a rigorous assessment process.



Boosting Corporate Strengths with Diverse Workstyles

In driving our company towards being a distinguished leader in DX solutions and services, HEE is a source of value and will ultimately help us achieve our purpose - *Giving our world more smiles*.

► Employee Engagement

At FUJIFILM BI HK, employee engagement is the key to creating a joyful work environment. We recognize the power of our employees in driving positive change and contributing to our sustainability efforts. Employee engagement is not only a metric but also a state of being that permeates every aspect of a company, influencing its culture, performance, and reputation. It interacts with our personal lives as well. In FY2023, we focused on engaging our colleagues within the framework of “Engaged, Enabled and Energized”.

• Engaged

We hope to enhance our people’s rational, emotional, and behavioral attachment to the company in which appreciation and recognition play a pivotal role. When employees feel appreciated for their efforts and contribution, they are more likely to be emotionally invested in their work and the company. Recognition is not only about giving accolades but also creating an environment where employees feel genuinely valued, and hence leading to a higher level of engagement across the company. Recognizing those rewarding relationships with family and friends are the greatest source of satisfaction and benefit emotional health, we extend our love and care to our employees’ family members through various wellness policies and programs, such as offering marriage gift and new-born baby gift.

Besides, it is imperative to embrace Diversity, Equity & Inclusion (DE&I) to create a workplace with fair and equal opportunities and an inclusive culture where everyone is seen, heard, and supported, and has an equal chance to grow, thrive and succeed. We demonstrated our commitment to promoting racial diversity in the workplace by signing the Racial Diversity and Inclusion Charter for Employers of Equal Opportunities Commission on 29 May 2024.

We organize various employee engagement events to strengthen their sense of belonging. In response to the office relocation in February 2024, we set up an office relocation hotline to answer queries about the new office in The Millennity, Kwun Tong. Knowing that the new environment might cause anxiety and uneasiness, we regularly shared with our people the latest updates, such as the project timeline, office layout, seating arrangement, transportation, and restaurants nearby, and came up with a new design that would further facilitate collaboration and innovation. We even invited them to vote for their favorite furniture so as to create a stronger sense of engagement. As the old office at Taikoo Shing (TKS) was full of unforgettable stories and memories, we organized a farewell party on 29 December 2023, the last working day of the year, to celebrate the nine wonderful years that had shaped us as “One Team, One Family”. It was an absolute spectacle filled with joy and laughter as well as delicious food and drinks.

In order to capture these precious moments, we also presented the “Goodbye TKS, Hello Millennity” Photography Competition, inviting staff members to submit photos from both locations with a short message of around 50 words to express their feelings. The winner went to the Marketing team who demonstrated creativity and strong teamwork with their star-shaped pose.

“Goodbye TKS, Hello Millennity” Photo Competition



Our Message

A) Marketing (Submitted by Margaret Fu)

Moving from the old office to the new office was bittersweet. While we miss the memories of the old space, the new office's open layout fosters collaboration and team communication. Embracing change, we appreciate the vibrant atmosphere in our new space.

On 3 February 2024, we hosted the BBQ gala party in Ma On Shan with nearly 500 colleagues and their families, who also enjoyed the fun and exciting games. Highlights of the day were the lucky draw, and the presentation of game prizes - premium seafood and BBQ roasted pigs. It was heartwarming to see everyone enjoying themselves as one big family. The laughter and smiles underlined the fantastic atmosphere and sense of camaraderie, making it a highly successful event.



▲ Smiles from BBQ Gala Party on 3 February 2024

To take the team spirit to the next level, we also organized a wide range of activities for our employees and their families. The FUJIFILM BI HK Open Day held on 11 May 2024 invited our colleagues and their families to explore our new office and delve into the fun-filled games. We also took the opportunity to celebrate Mother's Day early with the kids and elderly. Besides, we kicked off a series of celebrations in June 2024 to celebrate the 60th anniversary of FUJIFILM BI HK. We had the 60th anniversary party for colleagues on 16 July 2024 at our Innovation Center where the event was also livestreamed online. We also offered colleagues working at our head office a \$60 drink and snack credit to be used at the vending machine, and a \$60 drink coupon for off-site colleagues.



▲ Mr. Alan Chan, our Managing Director, wrote down his blessings on an Ema at the 60th anniversary party.



▲ A Mother's Day bouquet made by the daughter of Ms. Atsuko Furuta from the Marketing team at our Open Day.



▲ Company pin

To cultivate a sense of achievement and pride at work, we distributed an exclusive and exquisite company pin to recognize the success and milestones of our people. As a reminder of their outstanding performance and dedication, this meaningful gift not only acknowledged their invaluable contribution, but also motivated them to strive for excellence.

• Enabled

We are committed to creating a local work environment that supports productivity and performance and promotes occupational safety and health. In FY2023, we introduced "Work Remotely" up to 3 days per week, allowing employees to work at home or anywhere at their convenience. This smart work style was enabled by a remote work infrastructure with seamless connectivity and collaboration regardless of location. The arrangement was highly appreciated by the team as it offered additional time for personal pursuits and family commitments while allowing our colleagues to achieve work-life balance. Perks such as leisure area and pantry provided in our new office also encouraged employees to relax and recharge.

On the other hand, having joined the “Asia Employee Wellbeing Week” for over a decade, we now extended it to a month-long event to promote the “Leave-On-Time” and “Move-Your-Body” concepts by sponsoring sports and cultural activities, such as movie nights, concerts, art tours and drama performances. We also signed the Joyful@Healthy Workplace charter initiated by the Department of Health and Occupational Safety and Health Council to reaffirm our commitment to creating a healthy and joyful workplace and organized the “10,000 Steps A Day” walking challenge as proposed by the Department of Health to encourage our people to stay active and reduce the risk of diabetes and hypertension. Initiatives to help our colleagues foster a healthy lifestyle also included giving out seasonal fruits on the Joyful Fruit Day every month. Looking forward, we will continue to provide occupational safety and health related training and assessment and organize mental health workshop to further heighten their awareness and improve their well-being.



▲ Fuji apples were distributed in April 2024.

We believe that listening to and valuing the opinions of employees are critical to building a workforce that is happy, productive, and engaged. Therefore, we encourage our employees to provide feedback via different channels, such as the annual Employee Engagement survey. Their comments and suggestions will be adopted as we plan employee engagement activities in order to ensure that their voices are heard and valued.

• Energized

We attach high importance to every member’s physical, interpersonal, and emotional well-being at work. We launched the “Blissful Leave” in 2018 to offer our employees an extra 25 days per year to enjoy and celebrate every precious moment with their family and friends, such as vehicle/home purchase, wedding anniversary, extended maternity/parental leave, their children’s graduation or wedding, the birth of grandchild, and vet visit. “Blissful Leave Blissful Life” is the slogan that highlights how much we care about our employees and forms the pillar of our “Blissful Life Road Map”.

Besides, we allocate resources to support team building sports such as dragon boat, basketball, football, and bowling. Apart from regular training, these teams also participate in external competitions. For instance, the dragon boat team participated in the Dragon Boat Competition organized by the Tourism Development Bureau on 15 and 16 June 2024, and they put on customized traditional Japanese costumes to compete in the race and for the Best Outfit Award.



▲ The energized FUJIFILM BI HK Dragon Boat Team competed in the Dragon Boat Competition organized by the Tourism Development Bureau in June 2024.

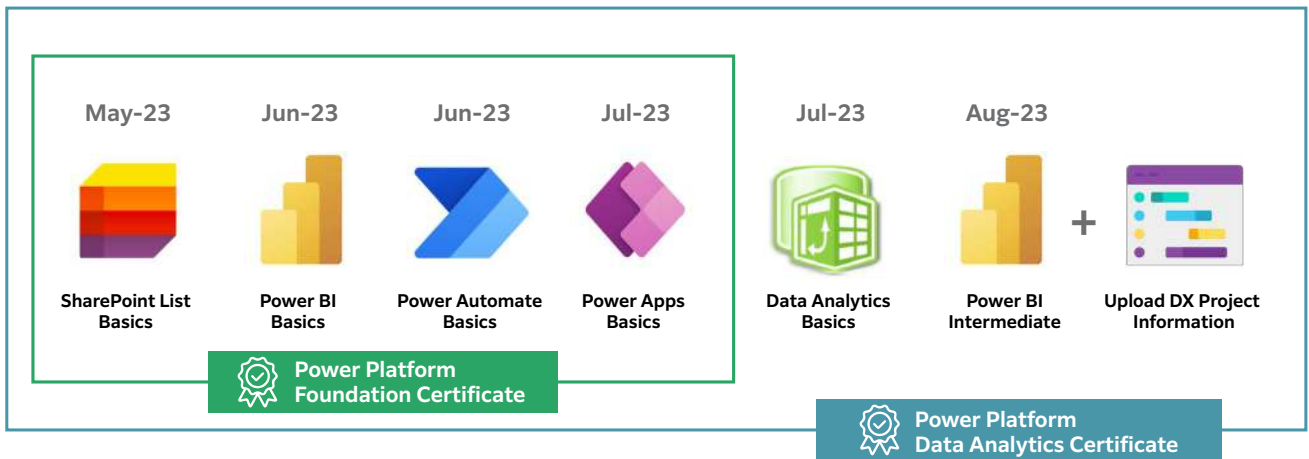
With this HEE framework, we witnessed a fruitful year with impressive progress in employee engagement. Our initiatives succeeded in creating an atmosphere where employees were excited to give their best and felt supported in their personal and professional growth. We will remain dedicated to expanding our engagement practices to ensure that our company will be a place for its team to thrive.

► Learning & Development

• From Personal Digital Maturity to Organizational Digital Transformation

DX supports sustainability by proactively making use of digital tools and technologies to enhance the productivity while reducing the carbon footprint of business processes to improve the environment performance.

FUJIFLM BI HK has a comprehensive and structured certification training program in place to equip its employees with the necessary skills and knowledge to effectively utilize the DX tools and improve their data analysis capabilities.



With our rich experience, we extended the DX training to other Asia-Pacific regions in FY2023. Our DX training engaged 310 and 1,285 participants in local and regional DX training courses respectively. They learnt to adopt an agile project management approach to facilitate the development of DX projects with frequent reviews and updates. The program led to the successful completion of nine projects, improving the overall productivity with 41.4 hours saved per month, which represented a 57.5% increment in cost savings.

The training program were divided into two phases:

- Phase 1: Upon completing the courses of SharePoint List Basics, Power BI Basics, Power Automate Basics, and Power Apps Basics, participants received the Power Platform Foundation Certificate.
- Phase 2: They continued with the Data Analytics Basics and Power BI Intermediate courses for the Power Platform Data Analytics Certificate.

Ultimately, 23 employees received the Power Platform Foundation Certificate and nine obtained the Power Platform Data Analytics Certificate. The program allowed the participants to leverage the full potential of the Power Platform, including SharePoint List management, Power BI data visualization, Power Automate workflow automation, and Power Apps development.



▲ FUJIFILM BI Regional DX Forum

We understand that it is imperative for us to ensure the quality of our training and development programs. As such, we competed for the Award for Excellence in Training and Development 2023 organized by The Hong Kong Management Association (HKMA) with our training program "Transforming Workplace for Digital Maturity", and were honored to receive the Silver Award in the Campaign Category and the Excellence Award in Cultural Change. These accolades recognized our success in evolving from a back-office vendor to a DX expert, specializing in sales operation, ESG data and service operation. Such transformation allowed us to drive the positive change and innovation within our company, and to motivate other businesses to navigate the challenges of digital transformation, streamline their operations, improve customer experience, and ultimately enhance their overall business performance.



▲ HKMA Award for Excellence in Training and Development 2023

► Community Engagement

In 2018, FUJIFILM Business Innovation planned to “visualize” its social contribution activities in order to identify the impact, results, and opportunities for improvement. The results of logic model and trial assessments on the social impact showed that we did not have any negative impact on the local community.

Given the small scale of the operation in Hong Kong, we chose to nurture future talents by offering the FUJIFILM BI scholarship under the Education Scholarships Fund set up by the Working Family and Student Financial Assistance Agency, and organized green tours for students from Wai Chow Public School (Sheung Shui) and SKH All Saints' Middle School, introducing our Recycling Center at Tsuen Wan and our decarbonization and sustainability journey.

Furthermore, striving to make a positive impact on the environment, FUJIFILM BI HK hosted a tree planting activity on 6 May 2023. Encouraged by the positive feedback of the participants, we decided to join the Country Parks Plantation Enrichment Program, a 5-year tree plantation and conservation program initiated by the Agriculture, Fisheries and Conservation Department and Environmental Association. It will involve a 0.25-hectare planting area and allow us to help reduce carbon emissions, enhance biodiversity in the country parks and increase the ecological value of vegetation cover. On 22 June 2024, Mr. Alan Chan, Managing Director of FUJIFILM BI HK, and volunteers planted 80 native trees at Pak Tam Au, Sai Kung together, and they all looked forward to the post-planting maintenance and conversation activities in late 2024.



▲ Mr. Tatsuya Nakamura, Chairman and President of FUJIFILM BI China, showed his support for the tree planting activity on 6 May 2023.



▲ Mr. Alan Chan, Managing Director of FUJIFILM BI HK, and his family enjoyed the tree planting activity with our colleagues at Pak Tam Au, Sai Kung on 22 June 2024.

Besides, we supported The Amity Foundation's "Walk for Living Water" campaign again and took part in the physical event that resumed in 2023. The campaign responds to UN World Water Day's call for public awareness of and tangible action on the global water crisis. Promoting education on water conservation and environmental protection, as well as the construction of water and sanitation facilities for deprived areas, the walk simulates the harsh conditions in which people have to travel great distances to access safe sources of water.

Through carrying heavy water buckets and finishing the 3-kilometer walk along the Ma On Shan Promenade, those participating on 24 June 2023 and 18 May 2024 were reminded of the importance of a healthy lifestyle and that of water conservation for our next generation.



▲ Walk for Living Water 2023



▲ Walk for Living Water 2024

To raise the awareness of shark conservation and reduce the consumption of related products, FUJIFILM BI HK joined the Hong Kong Shark Foundation as one of the shark-free companies in 2023 to protect the marine ecosystem and sharks. We pledge not to consume or promote any shark, ray, and skate products in our operations, demonstrating Fujifilm's commitment to preserving biodiversity and building a sustainable society.

Furthermore, we organized guided tours to T-PARK and Organic Resources Recovery Center Phase 1 (O-PARK1) on 8 July 2023 and 13 July 2024 respectively to learn more about the waste-to-energy (WtE) process. While visiting T-PARK at Tsang Tsui, Tuen Mun, we gained a better understanding of the benefits of using modern WtE facilities for waste management, and how advanced incineration technology in waste disposal can generate energy. Apart from reducing the use of fossil fuels, T-PARK also helps avoid methane generation due to waste disposal in the landfills, thus reducing local GHG emissions and combating climate change. The guided tour of O-PARK1, the first organic resources recovery center located at Siu Ho Wan of North Lantau, offered us a glimpse into the food WtE processes, inspiring us to make a behavioral change to minimize food waste at source. At the end of the tour, FUJIFILM BI HK's volunteer team received a bag of compost as a souvenir to share the benefits of food waste recycling.



▲ Guided Tour to T-PARK on 8 July 2023



▲ Guided Tour to O-PARK1 on 13 July 2024

FUJIFILM BI HK's volunteer team also participated in outdoor habitat management work at the Hong Kong Wetland Park to support conservation at the wetlands on 20 January 2024. They conducted a tree survey to assess the health and growing conditions of the trees, and had the opportunity to explore Pui Pui's Home, the Stream Walk, the Wetland Discovery Center, and the Life Zone. The activities can help the participants to know the importance of wetland conservation as wetlands provide unique ecosystem services including natural water quality improvement, flood protection, shoreline erosion control, etc.



▲ Conduct tree survey to assess the health of the plants



▲ Guided Tour to Wetland Park on 20 January 2024

Since more outdoor volunteer activities could be arranged in the post-pandemic era in FY2023, we recorded 804 volunteering hours in total, more than doubled compared to the previous year.

During the office relocation in the last quarter of FY2023, FUJIFILM BI HK donated 51 PC and laptops, 8 LCD monitors, 4 projectors and 20 boxes of computer accessories to Caritas Computer Workshop, a program that benefits approximately 2,760 families per year, to support students from low-income families. Non-reusable devices were disassembled and categorized according to the Environmental Protection Department's guidelines.



As a non-listed private organization, FUJIFILM BI HK endeavors to publish as much information as we can to enhance the transparency of our “Triple Bottom Line” performance. Some of the data below was reorganized and regrouped for easy understanding.

Environmental

Item	Data Summary	FY2021	FY2022	FY2023
1	Nitrogen Oxides (NOx) Emissions (kg) ^{*1}	16.4	15.5	12.3
2	Sulphur Oxides (SOx) Emissions (kg) ^{*1}	0.3	0.3	0.2
3	Particulate Matter (PM) Emissions (kg) ^{*1}	1.2	1.1	0.9
4	Gasoline Consumption by Vehicle (Litres) ^{*2}	23,360	22,053	16,554
5	Energy Consumption Equivalent to Gasoline Consumption (GJ) ^{*2, 3}	771	728	547
6	Electricity Consumption (kWh) ^{*4}	827,538	818,339	783,933
7	Energy Consumption Equivalent to Electricity Consumption (GJ) ^{*3, 4}	2,979	2,946	2,822
8	A3 Paper Consumption (Sheets/No. of Staff) ^{*5}	116	114	104
9	A4 Paper Consumption (Sheets/No. of Staff) ^{*5}	1,078	973	2,008
10	Recycled Paper/Environmental Paper Consumption (Sheets/No. of Staff) ^{*5}	1,197	1,088	2,112
11	Total Water Discharges (Tonnes) ^{*6}	1	1	1
12	Direct CO ₂ Emissions (Tonnes CO ₂ -e) ^{*2}	55.1	52.0	39.1
13	Indirect CO ₂ Emissions (Tonnes CO ₂ -e) ^{*4}	579.3	572.8	548.8
14	Other Indirect CO ₂ Emissions (Tonnes CO ₂ -e) ^{*5, 6, 7}	0.8	0.8	0.9
15	Total CO ₂ Emissions (Tonnes CO ₂ -e) ^{*2, 4, 5, 6, 7, 8}	635.2	625.7	588.7
16	Paper Recycled (Tonnes)	27.71	13.14	13.08
17	Aluminum Recycled (Tonnes)	0.07	0.09	0.10
18	Plastic Recycled (Tonnes)	0.18	0.14	0.12
19	Waste to Landfill or Incineration (Tonnes) ^{*9}	32.75	23.09	21.81
20	Total Number of Spills	0	0	0
21	Total Volume of Spills (m ³)	0	0	0
22	Chemical Waste Produced (Tonnes) ^{*10}	0.07	0.07	0.04
23	Waste Electrical and Electronic Equipment (WEEE) Recycled (Tonnes) ^{*11}	1,157	951	1,001.4
24	Environmental Convictions Per 100,000 Man-hours	0	0	0
25	Major Non-conformance in Integrated Management System Audits	0	0	0

Social

Item	Data Summary	FY2021	FY2022	FY2023
1	Number of Staff ^{*12}	852	769	762
2	Male : Female	537 : 315	477 : 292	465 : 297
3	Local : Non-local ^{*13}	846 : 6	764 : 5	757 : 5
4	Full Time : Part Time	835 : 17	760 : 9	751 : 11
5	Male (Permanent : Temporary) ^{*14}	-	450 : 27	434 : 31
6	Male (Full Time : Part Time) ^{*14}	-	475 : 2	462 : 3
7	Female (Permanent : Temporary) ^{*14}	-	270 : 22	268 : 29
8	Female (Full Time : Part Time) ^{*14}	-	285 : 7	289 : 8
9	Local (Permanent : Temporary) ^{*14}	-	716 : 48	698 : 59
10	Local (Full Time : Part Time) ^{*14}	-	755 : 9	746 : 11
11	Non-local (Permanent : Temporary) ^{*14}	-	4 : 1	4 : 1
12	Non-local (Full Time : Part Time) ^{*14}	-	5 : 0	5 : 0
13	Manager (Male : Female)	79 : 33	72 : 32	66 : 32
14	Non-Manager (Male : Female)	458 : 282	405 : 260	399 : 265
15	Hong Kong : Macau	776 : 76	700 : 69	694 : 68
16	Age Below 30	93	87	82
17	Age 30-50	527	458	438
18	Age Above 50	232	224	242
19	Voluntary Staff Turnover	26.0%	23.3%	19.0%
20	Staff Turnover Rate – Female	27.0%	28.4%	17.1%
21	Staff Turnover Rate – Male	26.0%	30.1%	20.2%
22	Staff Turnover Rate – Age Below 30	70.1%	49.1%	38.8%
23	Staff Turnover Rate – Age 30-50	23.7%	29.0%	17.4%
24	Staff Turnover Rate – Age Above 50	10.9%	22.8%	15.0%
25	Staff Turnover Rate – Hong Kong	26.2%	30.0%	20.0%
26	Staff Turnover Rate – Macau	27.5%	23.8%	8.8%
27	Retention Rates After Parental Leave	100%	100%	100%
28	Staff Injuries	5	3	7
29	Staff Fatalities Resulted from Work-related Injury	0	0	0
30	Accident Rate Per 1,000 Workers ^{*15}	5.87	6.50	9.19
31	Lost Days Due to Work Injury ^{*15}	43	33	215
32	Total Training Hours ^{*16}	19,980	12,198	13,486
33	Employee Trained – Male : Female (%) ^{*17}	61.9 : 38.1	61.6 : 38.4	61.3 : 38.7
34	Employee Trained – Manager : Non-Manager (%) ^{*17}	10.9 : 89.1	12.0 : 88.0	12.1 : 87.9
35	Average Training Hours – Female (Per Employee) ^{*18}	19.31	16.53	14.70
36	Average Training Hours – Male (Per Employee) ^{*18}	17.62	13.79	16.01
37	Average Training Hours – Manager (Per Employee) ^{*18}	17.72	12.80	13.64
38	Average Training Hours – Non-Manager (Per Employee) ^{*18}	18.33	15.12	15.76
39	Staff Training Cost Year-On-Year Growth ^{*19}	-48.71%	44.25%	-53.29%
40	Convicted Cases of Corruption	0	0	0
41	Anti-corruption Learning Participation Rate ^{*20}	100%	100%	100%
42	Code of Conduct Learning Participation Rate ^{*21}	100%	100%	100%
43	Volunteering Hours ^{*22}	626	384	804
44	Number of Volunteer ^{*22}	237	109	203
45	Monetary Value of Significant Fines and Total Number of Non-Monetary Sanctions for Non-Compliance with Laws and Regulations (HK\$)	0	0	0
46	Human Rights Review ^{*23}	100%	100%	100%
47	Number of Grievances Related to Human Rights	0	0	0

Economic

Item	Data Summary	FY2021	FY2022	FY2023
1	Revenue/Selling General & Administrative Expense	3.92	4.06	3.90
2	Human Resources Productivity (Revenue/Total HR cost)	3.59	3.90	3.46
3	Environmental Expenditure Year-On-Year Growth ^{*24}	-3%	-8%	4%

Remarks:






- *1 The calculation was based on "How to Prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs" issued by SEHK.
- *2 Per the report verifier's advice in August 2019, we have included the consumption data of the Managing Director's car in the calculation from FY2019 onwards. In FY2023, there was an almost 25% drop in gasoline consumption, this was due to the rearrangement of the service route among our service vans and hence 3 service vans were stopped in service.
- *3 The conversion ratio refers to the GRI Sustainability Reporting Guidelines Version 3.1.
- *4 Per the report verifier's advice in August 2019, we have included the consumption data of the Macau office in the calculation from FY2019 onwards.
- *5 Paper consumption was recorded within the scope of our document management system rather than internal orders. The increase in item 9 A4 paper consumption was caused by expanding the scope with more workplaces included. For item 10, the Recycled Paper/Environmental Paper Consumption included A3 and A4 paper.
- *6 Water consumption of our head office was excluded as it was included in the calculation of the building management fee. The water consumption of Macau office was covered from June 2023 to December 2023 due to change of ownership of the building management.
- *7 Per the report verifier's advice in August 2018, we included the amount of paper recycled in the data of Other Indirect CO₂ Emissions. Hence, the calculation included the total of (1) CO₂ emissions from the disposal of paper waste (i.e., the amount of paper consumed minus the amount of paper recycled) and (2) CO₂ emissions from total water discharges (i.e., CO₂ emissions from electricity used for freshwater processing by Water Supplies Department plus CO₂ emissions from electricity used for sewage processing by Drainage Services Department).
- *8 We have included Other Indirect (Scope 3) CO₂ Emissions in the calculation from FY2020 onwards. Hence, the total CO₂ emissions included Direct (Scope 1), Indirect (Scope 2), and Other Indirect (Scope 3) CO₂ Emissions but excluded CO₂ emissions from logistics management activities conducted by on-site contractors, refrigeration, air-conditioning, and fire extinguishers. CO₂ is the main GHG produced by FUJIFILM BI HK. The calculation was based on the "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010 Edition)" published by the Environmental Protection Department and the Electrical and Mechanical Services Department.
- *9 The decreasing trend of "Waste to Landfill or Incineration" from FY2021 to FY2023 was due to some selected models were kept and returned to the corporate for the production of remanufactured machines.
- *10 Chemical waste excluded the amount generated by activities of off-site contractors.
- *11 The figure of FY2021 was adjusted as per verified worksheet.
- *12 Included all permanent and contract staff.
- *13 "Local" employees refer to those whose employment terms and conditions meet the labor requirements of the Hong Kong Special Administrative Region (HKSAR) and Macau Special Administrative Region. The "Non-local" employees in FY2023 are from Japan, Germany, Spain and Canada.
- *14 New indicator adopted from FY2022 onwards.
- *15 The calculation of the accident rate per 1,000 workers was referenced to the definition of the Labor Department of HKSAR. The year-on-year increase of accident rate and lost days due to work injury in FY2023 indicated that the employee awareness on occupational health and safety was weakening. Hence, we revamped the related training materials and deployed accordingly.
- *16 The decrease in training hours in FY2022 was caused by the shift of focus from classroom training to new training delivery mode (i.e. function-based DX training and project support, or self-paced learning in particular those delivered by external resources).
- *17 The calculation was based on the total number of employees trained.
- *18 The calculation was based on the total number of employees in the specified category trained.
- *19 The significant drop in FY2021 was caused by the smaller number of certificates issued after the training direction review. The bounce back in FY2022 was related to the DX Contest Award and cost reallocation from the regional office. Costs were reduced in FY2023 as there were no significant one-time investment costs, unlike the previous year.
- *20 The calculation included active staff only.
- *21 All new employees joining FUJIFILM BI HK are required to complete the "Code of Conduct" training within three months of commencement of employment. For existing employees, regular reviews and/or training will be conducted according to the annual review of scope and content.
- *22 The decrease in volunteering hours and number of volunteers in FY2022 was caused by the restriction of team activities during the COVID-19 pandemic. Whereas in FY2023, the number of social contribution activities increased with more volunteers participated and hence more volunteering hours were recorded for our employee and family members.
- *23 Human rights review was conducted during the annual business risk assessment under ISO 22031 Business Continuity Management System.
- *24 The data included end-of-life management costs only (end-of-life-cycle machines storage at our warehouse).







Statement of use	FUJIFILM BI HK has reported the information cited in this GRI content index for the period 1 April 2023 to 31 March 2024 in accordance with the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021










General Disclosures

GRI 2: General Disclosures 2021		Cross-reference	SEHK ESG Guide Reference	Global Goal(s)	Page
The organization and its reporting practices					
2-1	Organizational details	Company Profile; Reporting Scope and Approach; Corporate Governance			14 – 16, 10 – 13, 18 – 21
2-2	Entities included in the organization's sustainability reporting	Top Commitment; Reporting Scope and Approach			2 – 3, 10 – 13
2-3	Reporting period, frequency and contact point	Reporting Scope and Approach; Email: shm-fbhk-sustainability@fujifilm.com			10 – 13
2-4	Restatements of information	For the Environmental Indicator - Item 15 Total CO ₂ Emissions (Tonnes CO ₂ -e) in CSR Indicators, we have included Other Indirect (Scope 3) CO ₂ Emissions in the calculation from FY2020 onwards. Hence, the Total CO ₂ Emissions include Direct (Scope 1), Indirect (Scope 2) and Other Indirect (Scope 3) CO ₂ Emissions			N/A
2-5	External assurance	Reporting Scope and Approach; Verification Statement			10 – 13, 56


Activities and workers					
2-6	Activities, value chain and other business relationships	<p>Company Profile; Reporting Scope and Approach; Environmental; Our website – Explore Our Services FUJIFILM Business Innovation Hong Kong</p> <p>Based on our Preferred Vendor List (as of May 2024), the percentage of local supplier accounted for over 85%, the others are from countries/regions like Asia Pacific, Europe and USA.</p>	<p>KPI B4.1 KPI B4.2 KPI B5.1 KPI B5.2 KPI B5.3 KPI B5.4 KPI B7.1</p>		14 – 16, 10 – 13, 30 – 34
2-7	Employees	CSR Indicators -Social	<p>KPI B1.1 KPI B3.1 KPI B3.2</p>		45
2-8	Workers who are not employees	The total number of contractor staff as of 31 Mar 2024 is 127.	<p>KPI B1.1 KPI B3.1 KPI B3.2</p>		N/A
Governance					
2-9	Governance structure and composition	Corporate Governance			18 – 21
2-10	Nomination and selection of the highest governance body				
2-11	Chair of the highest governance body	<p>The chair of the highest governance body will be a senior executive from the corporate. This arrangement follows the basic approach as stated in FUJIFILM Holdings Corporation Sustainability Report.</p> <p>To avoid conflicts of interest, the director was appointed with the receipt of a letter of declaration of interest from the director. This is pursuant with Sections 536 to 538 of the Companies Ordinance and article 98 of the Company's articles of association, a letter of declaration of interest from the director.</p>			N/A
2-12	Role of the highest governance body in overseeing the management of impacts	Top Commitment; Corporate Governance			2 – 3, 18 – 21
2-13	Delegation of responsibility for managing impacts	Corporate Governance	A4		18 – 21
2-14	Role of the highest governance body in sustainability reporting	Top Commitment; Corporate Governance			2 – 3, 18 – 21
2-15	Conflicts of interest	Besides signing declaration of conflict of interest, the company implements internal Whistle-blowing Guideline and manage respective incidents as per the Group's established mechanism. Due to FUJIFILM BI HK being a private organization, we do not disclose the information to external parties.			N/A

2-16	Communication of critical concerns	For critical concerns, the local management team will handle and escalate to respective corporate functions. We will further report formally during the half-yearly board of directors' meeting. Due to FUJIFILM BI HK being a private organization, we do not disclose the information to external parties.			N/A
2-17	Collective knowledge of the highest governance body	We leverage the implementation of ISO 14001, ISO 22301 and ISO/IEC 27001.			N/A
2-18	Evaluation of the performance of the highest governance body	The performance of local Board of Directors will be evaluated by the corporate Board of Directors. For related details, please refer to FUJIFILM Holdings Corporation Sustainability Report .			N/A
2-19	Remuneration policies	Being an operating company, FUJIFILM BI HK will follow the corporate policies in this area.			N/A
2-20	Process to determine remuneration				
2-21	Annual total compensation ratio	Due to FUJIFILM BI HK being a private organization, we do not disclose the information to external parties.			N/A
Strategy, policies and practices					
2-22	Statement on sustainable development strategy	Top Commitment			2 – 3
2-23	Policy commitments	Corporate Governance; About the Fujifilm Group	KPI B4.1		18 – 21, 4 – 9
2-24	Embedding policy commitments	Corporate Governance; About the Fujifilm Group; Economics; Environmental; Social; Our website – Sustainability Policies and Guidance Note	KPI B4.1 KPI B4.2 KPI B5.1 KPI B5.2 KPI B5.3 KPI B5.4 KPI B7.1		18 – 21, 4 – 9, 22 – 29, 30 – 34, 35 – 43
2-25	Processes to remediate negative impacts	Top Commitment; About the Fujifilm Group; Corporate Governance; Social; Our website – Sustainability Policies and Guidance Note	KPI B4.1 KPI B4.2		2 – 3, 4 – 9, 18 – 21, 35 – 43
2-26	Mechanisms for seeking advice and raising concerns	Social	KPI B7.1 KPI B7.2 KPI B7.3		35 – 43
2-27	Compliance with laws and regulations	No fines and/or non-monetary sanctions for non-compliance with laws and regulations were recorded in FY2023.	A1 KPI A1.1 KPI A1.3 KPI A1.4 KPI A1.5 KPI A1.6 A2 KPI A2.2 A3 KPI A3.1 KPI B5.3 KPI B5.4 B1 B2 B4 B6 KPI B6.3 B7 KPI B7.1		N/A

2-28	Membership associations	<ul style="list-style-type: none">• The Aberdeen Marina Club• Century 21 Club• The Clearwater Bay Golf & Country Club• Hong Kong Management Association• Hong Kong General Chamber of Commerce• Institute of Print Media Professionals (IPP)• The Hong Kong Japanese Chamber of Commerce & Industry• The Hong Kong Japanese Club• The Chinese Manufacturers' Association of Hong Kong• Hong Kong Equipment Leasing Association			N/A
Stakeholder engagement					
2-29	Approach to stakeholder engagement	Reporting Scope and Approach			10 – 13
2-30	Collective bargaining agreements	While none of our employees are covered by collective bargaining agreements, our "Managing Director's Mailbox" serves as a direct channel offering formal opportunities for two-way communications between senior management and regular employees.	B4 KPI B4.1 KPI B4.2		N/A
Materiality assessment					
GRI 3: Material Topics 2021					
3-1	Process to determine material topics	Reporting Scope and Approach			10 – 13
3-2	List of material topics				
GRI 201: Economic Performance 2016					
3-3	Management of material topics	Reporting Scope and Approach; Economic	B4 KPI B4.1 KPI B4.2 B5 KPI B5.1 KPI B5.2 KPI B5.3 KPI B5.4 B8 KPI B8.1		10 – 13, 22 – 29
201-2	Financial implications and other risks and opportunities due to climate change	Corporate Governance	A1 KPI A1.5 KPI A1.6 A2 A3 KPI A3.1 KPI B5.3 KPI B5.4		18 – 21
GRI 203: Indirect Economic Impacts 2016					
3-3	Management of material topics	Reporting Scope and Approach; Economic	B4 KPI B4.1 KPI B4.2 B5 KPI B5.1 KPI B5.2 KPI B5.3 KPI B5.4 B8 KPI B8.1		10 – 13, 22 – 29

203-1	Infrastructure investments and services supported	Reporting Scope and Approach; Social	KPI A2.1 B8 KPI B8.1 KPI B8.2	  	10 – 13, 35 – 43
203-2	Significant indirect economic impacts	Economic; Social	B8 KPI B8.1 KPI B8.2	  	22 – 29, 35 – 43
GRI 205: Anti-corruption 2016					
3-3	Management of material topics	Reporting Scope and Approach; Social	KPI A4.1		10 – 13, 35 – 43
205-2	Communication and training about anti-corruption policies and procedures	CSR Indicators -Social	B1 B7 KPI B7.1 KPI B7.2 KPI B7.3		45
205-3	Confirmed incidents of corruption and actions taken		B1 B2 B4 KPI B5.1 B6 KPI B6.3 B7 KPI B7.1 KPI B7.2 KPI B7.3		
GRI 301: Materials 2016					
3-3	Management of material topics	Reporting Scope and Approach; Environmental	KPI A1.1 KPI A1.3 KPI A1.4 KPI A1.6 A2 KPI A2.1 KPI A2.3 A3 KPI A3.1 KPI A4.1 KPI B6.1		10 – 13, 30 – 34
301-2	Recycled input materials used	We provide FSC™ recycled 100% paper (Nautilus ProCycle).	KPI A1.3 KPI A1.4 KPI A1.5 KPI A1.6	 	N/A

GRI 302: Energy 2016











3-3	Management of material topics	Top Commitment; Reporting Scope and Approach; Environmental	KPI A1.1 KPI A1.3 KPI A1.4 KPI A1.6 A2 KPI A2.1 KPI A2.3 A3 KPI A3.1 KPI A4.1		2 – 3, 10 – 13, 30 – 34
302-1	Energy consumption within the organization	CSR Indicators -Environmental	A2 KPI A2.1 KPI A2.3	   	44

GRI 303: Water and Effluents 2018







3-3	Management of material topics	Reporting Scope and Approach; Environmental	A1 KPI A1.1 KPI A1.3 KPI A1.4 KPI A1.6 A2 KPI A2.1 KPI A2.3 A3 KPI A3.1 KPI A4.1		10 – 13, 30 – 34
303-4	Water discharge	CSR Indicators -Environmental	KPI A1.1 KPI A1.3 KPI A1.4 A2 KPI A2.2 KPI A2.4 A3 KPI A3.1		44

GRI 305: Emissions 2016



3-3	Management of material topics	Top Commitment; Reporting Scope and Approach; Economic; Environmental	KPI A1.1 KPI A1.3 KPI A1.4 KPI A1.6 A2 KPI A2.1 KPI A2.3 A3 KPI A3.1 KPI A4.1		2 – 3, 10 – 13, 22 – 29, 30 – 34
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










305-1	Direct (Scope 1) GHG* emissions	CSR Indicators -Environmental	KPI A1.1 KPI A1.2 KPI A1.3 KPI A2.1	    	44
305-2	Energy indirect (Scope 2) GHG* emissions		KPI A1.1 KPI A1.2		
305-3	Other indirect (Scope 3) GHG* emissions		KPI A1.1 KPI A1.2		
305-5	Reduction of GHG* emission	Corporate Governance; CSR Indicators -Environmental	KPI A1.1 KPI A1.2 KPI A4.1	    	18 – 21, 44
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	CSR Indicators -Environmental	KPI A1.1 KPI A1.3 KPI A1.4 KPI A1.5 KPI A2.2		44








GRI 306: Waste 2020

3-3	Management of material topics	Reporting Scope and Approach; Environmental	A1 KPI A1.1 KPI A1.3 KPI A1.4 KPI A1.6 A2 KPI A2.1 KPI A2.3 A3 KPI A3.1 KPI A4.1	     	10 – 13, 30 – 34
306-1	Waste generation and significant waste-related impacts	CSR Indicators -Environmental	KPI A1.1 KPI A1.3 KPI A1.4 KPI A1.5 KPI A1.6		44
306-2	Management of significant waste-related impacts	Environmental	KPI A1.1 KPI A1.3 KPI A1.4 KPI A1.5 KPI A1.6 KPI A2.2		30 – 34
306-3	Waste generated	CSR Indicators -Environmental	KPI A1.1 KPI A1.3 KPI A1.4 KPI A1.5 KPI A1.6 KPI A2.1 KPI A2.2		44
306-4	Waste diverted from disposal		KPI A1.3 KPI A1.4 KPI A1.5 KPI A1.6 KPI A2.5		
306-5	Waste directed to disposal		KPI A1.3 KPI A1.4 KPI A1.5 KPI A1.6		

GRI 308: Supplier Environmental Assessment 2016

3-3	Management of material topics	Reporting Scope and Approach; Environmental	B4 KPI B4.1 KPI B4.2 B5 KPI B5.1 KPI B5.2 KPI B5.3 KPI B5.4 B8 KPI B8.1	     	10 – 13, 30 – 34
308-1	New suppliers that were screened using environmental criteria	We included environmental criteria in all preferred vendors' assessments.	B4 KPI B4.1 KPI B4.2 B5 KPI B5.1 KPI B5.2 KPI B5.3 KPI B5.4		N/A

GRI 401: Employment 2016					
3-3	Management of material topics	Social	KPI B3.1 KPI B3.2		35 – 43
401-1	New employee hires and employee turnover	CSR Indicators -Social	KPI B1.2 KPI B3.1 KPI B3.2	  	45
401-3	Parental leave		B3		
GRI 403: Occupational Health and Safety 2018					
3-3	Management of material topics	Reporting Scope and Approach; Corporate Governance; Social	KPI B3.1 KPI B3.2		10 – 13, 18 – 21, 35 – 43
403-9	Work-related injuries	CSR Indicators -Social	B2 KPI B2.1 KPI B2.2 KPI B2.3 KPI B3.1 KPI B3.2	  	45
GRI 404: Training and Education 2016					
3-3	Management of material topics	Reporting Scope and Approach; Social	KPI B3.1 KPI B3.2		10 – 13, 35 – 43
404-1	Average hours of training per year per employee	CSR Indicators -Social		   	45
GRI 405: Diversity and Equal Opportunity 2016					
3-3	Management of material topics	Reporting Scope and Approach; Social	KPI B3.1 KPI B3.2		10 – 13, 35 – 43
405-1	Diversity of governance bodies and employees	CSR Indicators -Social		 	45
GRI 408: Child Labor 2016					
3-3	Management of material topics	Social	B4 KPI B4.1 KPI B4.2 B5 KPI B5.1 KPI B5.2 KPI B5.3 KPI B5.4 B8 KPI B8.1		35 – 43

408-1	Operations and suppliers at significant risk for incidents of child labor	<u>Fujifilm Group Code of Conduct</u>	B4 KPI B4.1 KPI B4.2 B5 KPI B5.2 KPI B5.3 KPI B5.4	  	N/A
GRI 409: Forced or Compulsory Labor 2016					
3-3	Management of material topics	Social	B4 KPI B4.1 KPI B4.2 B5 KPI B5.1 KPI B5.2 KPI B5.3 KPI B5.4 B8 KPI B8.1		35 – 43
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	<u>Fujifilm Group Code of Conduct</u>	B4 KPI B4.1 KPI B4.2 B5 KPI B5.1 KPI B5.2 KPI B5.3 KPI B5.4	 	N/A
GRI 417: Marketing and Labeling 2016					
3-3	Management of material topics	Reporting Scope and Approach; Environmental	KPI A4.1		10 – 13, 30 – 34
417-2	Incidents of non-compliance concerning product and service information and labeling	There is no incident of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	B1 B2 B4 B6 KPI B6.3 B7 KPI B7.1 KPI B7.2 KPI B7.3		N/A
GRI 418: Customer Privacy 2016					
3-3	Management of material topics	Reporting Scope and Approach; Corporate Governance	KPI A4.1		10 – 13, 18 – 21
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No substantiated complaints regarding breaches of customer privacy and losses of customer data were recorded in FY2023.	B1 B2 B4 B6 KPI B6.2 KPI B6.3 KPI B6.5 B7 KPI B7.1		N/A

Remarks:

*The main GHG emitted by FUJIFILM BI HK is CO₂. In this context, GHG refers to CO₂.



Scope and Objective

Hong Kong Quality Assurance Agency ("HKQAA") was commissioned by FUJIFILM Business Innovation Hong Kong Limited (hereinafter referred to as "FUJIFILM Business Innovation Hong Kong") to undertake an independent verification for its Sustainability Report 2024 (hereinafter referred to as "the Report"). The scope of this verification covers the sustainability performance data and information of FUJIFILM Business Innovation Hong Kong's business for the period of 1 April 2023 to 31 March 2024, as defined in the Report. This is the 15th Report that FUJIFILM Business Innovation Hong Kong published to communicate its commitments, efforts and progress of performance towards sustainability.

The aim of this verification is to provide a reasonable assurance of the reliability of the contents. The Report has been prepared in accordance with the Global Reporting Initiative Sustainability Reporting Standards ("GRI Standards 2021"), the Environmental, Social and Governance Reporting Guide ("ESG Guide") set out in Listing Rules Appendix C2 of The Stock Exchange of Hong Kong Limited, and also made reference to ISO 26000:2010 - Guidance on Social Responsibility ("ISO 26000:2010").

Level of Assurance and Methodology

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. Our evidence gathering process was designed to obtain a reasonable level of assurance as set out in the standard for the purpose of devising the verification conclusion. The extent of this verification process undertaken covered the criteria set in the GRI Standards 2021, the ESG Guide and ISO 26000:2010.

The verification process included verifying the systems and processes implemented for collecting, collating and reporting the sustainability performance data; reviewing relevant documentation; interviewing responsible personnel with accountability for preparing the reporting contents and verifying selected representative samples of data and information. Raw data and supporting evidence of the selected samples were thoroughly examined during the verification process according to the sampling plan.

Independence

FUJIFILM Business Innovation Hong Kong is responsible for the collection and presentation of the information presented. HKQAA is not involved in calculating, compiling, or developing the Report. Our verification activities are independent from FUJIFILM Business Innovation Hong Kong.

Conclusion

Based on the verification results and in accordance with the verification procedures undertaken, HKQAA has obtained reasonable assurance and is of the opinion that:

- The Report has been prepared in accordance with the GRI Standards 2021 and the ESG Guide and made reference to ISO 26000:2010;
- The Report illustrated the sustainability performance of FUJIFILM Business Innovation Hong Kong's material aspects in a balanced, comparable, clear and timely manner; and
- The data and information disclosed in the Report are reliable and complete.

FUJIFILM Business Innovation Hong Kong has developed a stringent data management mechanism where all data and information undergo robust internal vetting, the basis of credible and transparent reporting is attained. Nothing has come to HKQAA's attention indicating that the selected sustainability performance information and data contained in the Report has not been prepared and presented fairly and honestly, in all material aspects, in accordance with the verification criteria. In conclusion, the Report provides clear information with regards to the sustainability performance of FUJIFILM Business Innovation Hong Kong in a factual, consistent, fair and truthful manner.

Signed on behalf of
Hong Kong Quality Assurance Agency

K T Ting
Chief Operating Officer
6 November 2024

Glossary

3R	Reduce, Reuse, and Recycle	ISO	International Organization for Standardization
AI	Artificial Intelligence	IT	Information Technology
BEC	Business Environment Council	IVD	In Vitro Diagnostic
CDMO	Contract Development and Manufacturing Organization	JPX	Japan Exchange Group
CDP	Carbon Disclosure Project	KPI	Key Performance Indicator
CHX	Customer Happy Experience	LED	Light-emitting Diode
CMP	Chemical Mechanical Planarization	LEED	Leadership in Energy and Environmental Design
CO ₂	Carbon Dioxide	MEMS	Microelectromechanical systems
CoC	Chain of Custody	MFPs	Multifunction Printers
COVID-19	Coronavirus Disease 2019	MRI	Magnetic Resonance Imaging
CSMA	Cybersecurity Mesh Architecture	MROS	Medical Report Output System
CSR	Corporate Social Responsibility	MSCI	Morgan Stanley Capital International
CT	Computed Tomography	NGOs	Non-governmental Organizations
CTF	Capture the Flag	NOx	Nitrogen Oxides
CTP	Computer-to-plate	PolyU	The Hong Kong Polytechnic University
DE&I	Diversity, Equity, and Inclusion	R&D	Research and development
DX	Digital Transformation	R&I	Rating and Investment Information
EP-BB	Electronic Partnership Broadband	RMAP	Responsible Minerals Assurance Process
ERP	Enterprise Resource Planning	S&P	Standard & Poor's
ESG	Environmental, Social, and Governance	SDGs	Sustainable Development Goals
FSC™	Forest Stewardship Council™	SEHK	The Stock Exchange of Hong Kong Limited
FTSE	Financial Times Stock Exchange	SMBs	Small and Medium-sized Business
FUJIFILM BI HK	FUJIFILM Business Innovation Hong Kong Limited	SOC	Security Operations Center
FY	Fiscal Year	SOx	Sulphur Oxides
GHG	Greenhouse Gas	SRI	Socially Responsible Investment
GRI	Global Reporting Initiative	SVP	Sustainable Value Plan
HEE	Happy, Engaged Employees	TCFD	Task Force on Climate-related Financial Disclosures
HKMA	The Hong Kong Management Association	TNFD	Task Force on Nature-related Financial Disclosures
HKMU	Hong Kong Metropolitan University	TSG	Total Satisfaction Guarantee
HKQAA	Hong Kong Quality Assurance Agency	UN	United Nations
HKSAR	Hong Kong Special Administrative Region	UTM	Unified Threat Management
HKU	The University of Hong Kong	WEEE	Waste Electrical and Electronic Equipment
ICT	Information and Communications Technology	WtE	Waste-to-energy
IEC	International Electrotechnical Commission	WWF	World Wide Fund for Nature

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