

Supply Chain

We will build a sustainable supply chain by engaging our suppliers.

Epson wants to help solve societal issues and achieve sustainable growth through sustainability initiatives based on the idea of building social trust, the concept that underlies Epson's Management Philosophy. We are building social trust by complying with local laws and regulations in the countries and regions where we operate, as well as by honoring international sustainability initiatives such as the Sustainable Development Goals (SDGs) and the Responsible Business Alliance's Code of Conduct. Furthermore, as outlined in the United Nations Guiding Principles on Business and Human Rights, Epson's responsibility extends to its value chain. To attain our goal of achieving sustainability and enriching communities, we are working to ensure socially responsible supply chains and sustainable procurement from the standpoints of human rights and sustainability. In addition, with the cooperation of our business partners and the collaboration of our suppliers, we will proactively take on new challenges, including initiatives meant to solidify business continuity management, transit to 100% renewable electricity, and reduce greenhouse gas (GHG) emissions on our way toward building a green supply chain.

Epson will strengthen its partnerships based on the fundamental stance of fairness, equity, and mutual prosperity with business partners, while working to build a responsible supply chain.



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Executive Officer
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Vision

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Supply Chain CSR Vision

Epson aspires to be an indispensable company, one that seeks to build mutually beneficial relationships with all its business partners, including suppliers. Toward this end, we ask our suppliers to uphold the highest standards of integrity and ethics while, at the same time, respecting their autonomy and independence.

In 2021, Epson identified four materialities (priority issues) that it should address to help solve societal issues and advance toward its aspirational goal of achieving sustainability and enriching communities. Epson selected 12 Key Sustainability Topics that it will act on to achieve these. Realizing responsible supply chains is listed as a Key Sustainability Topic for fulfilling our social responsibility.

We are working to achieve the key performance indicators (KPI) that have been set for each of the Key Sustainability Topics, which have been mapped to the 169 targets of the 17 Sustainable Development Goals (SDGs) of the United Nations. The entire Epson Group will contribute to achieving the SDGs targets.



- [Contributing to the SDGs](#) ➔
- [Key Sustainability Topics](#) ➔

As a means to enhance CSR in its own supply chains, Epson joined Responsible Business Alliance (RBA), an industry coalition comprised of electronics, retail, auto and toy companies dedicated to responsible business conduct in global supply chains. We support RBA's mission and code of conduct, which consists of internationally recognized, ambitious CSR requirements covering human rights, health and safety, the environment, and ethics. The RBA Code of Conduct is regularly reviewed and revised to establish common requirements that the electronics industry should work toward together.

As a Regular Member of the RBA, Epson is expected to observe the RBA Code of Conduct and meet its supply chain due diligence obligations at a high level. Accordingly, in addition to ensuring compliance in our own operations, we ask our suppliers to observe the requirements and promote CSR across the entire supply chain.

[RBA Code of Conduct](#)

[RBA member obligations](#)

[Comparison of the SDGs and RBA requirements \(PDF, 210KB\)](#)



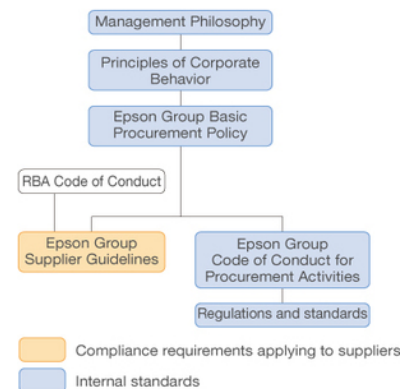
Sustainable Procurement Policy

In Principles of Corporate Behavior, Epson describes principles of conduct that must be practiced in order to achieve the goals stated in Epson's Management Philosophy. Building and maintaining mutually beneficial relationships with suppliers is one of these principles, as are CSR-related issues such as respect for human rights, environmental impact mitigation, compliance, and responsible sourcing of minerals.

The Epson Basic Procurement Policy sets forth fundamental procurement practices. We engage in procurement activities that comply with international rules and the laws and regulations of all nations, fulfilling our social responsibilities, including those related to human rights and the environment. We build sustainable supply chains by forging partnerships of mutual trust with our suppliers based on fairness and mutual benefit. We also work with our suppliers to stabilize and optimize quality, prices, and delivery times to deliver products and services of value to our customers. Under these overarching policies, we have established the Epson Group Supplier Guidelines. We provide our suppliers with the Guidelines to familiarize them with the fundamental procurement requirements to which we ask them to adhere.

The Epson Group Supplier Guidelines include a Code of Conduct pertaining to labor(human rights), health and safety, environment, ethics, and management systems. This Code of Conduct is based on the Code of Conduct of the Responsible Business Alliance (RBA), a coalition dedicated to supply chain CSR.

CSR Procurement Policies



[Principles of Corporate Behavior](#)

[Basic Procurement Policy](#)

[Supplier Guidelines](#)

Supply Chain CSR Strategy

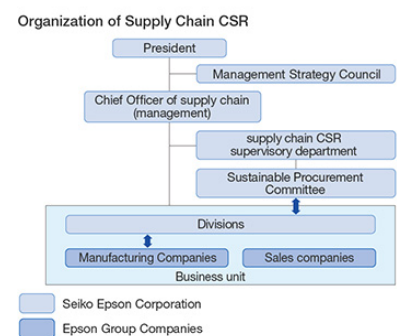
Epson aims to help solve societal issues and achieve sustainable growth through sustainability initiatives that are aligned with the Principles of Corporate Behavior, which is based on the idea of building social trust, the concept that underlies Epson's Management Philosophy. Not only do we comply with local laws and regulations in the countries and regions where we operate, but we also respect international sustainability initiatives such as the Sustainable Development Goals (SDGs) and the RBA code of conduct. Furthermore, as stated in the United Nations Guiding Principles, our responsibility extends to our supply chain. Based on the company policy "to achieve sustainability and enrich communities", we have strategically defined key mid- to long-term supply chain CSR action items from the perspective of "human rights" and "sustainability". These actions will also lead to the achievement of the SDGs by the 2030 target year.

[Promoting decent work](#)[Ensuring work safety](#)[Responsible mineral sourcing](#)[Environmental impact mitigation](#)[Comparison of the SDGs and RBA requirements \(PDF, 210KB\)](#) [Epson Group Human Rights Policy](#) ➔[Respect for Human Rights](#) ➔[Supply Chain Initiatives](#) ➔[Responsible Sourcing of Minerals](#) ➔[Environment](#) ➔

Organization

The chief officer of supply chain management (SCM), a member of Seiko Epson's management leadership team, promotes social responsibility in supply chains in conjunction with all entities within the Epson Group.

Targets and action plans are discussed by the CSR Procurement Committee, a cross-organizational body consisting of members from all business divisions and procurement departments of Epson Group companies, with administrative support provided by the Head Office department responsible for supply chain CSR. The committee ensures that the plans are communicated and implemented throughout the Group. The head of Supply Chain Management (SCM) regularly reviews the progress of these activities and reports to the Sustainability Strategy Council, a corporate management body that includes board members. Important matters are also submitted to the Council for deliberation.



Key Goal Indicators (KGI) and Key Performance Indicators (KPI)

To realize our vision for socially responsible supply chains, we have positioned this initiative as one of Epson's key sustainability themes. We set mid-term goals (KGI) and annual targets (KPI), and actively promote related activities across the organization.

Mid-Term Goals (to be achieved by March 31, 2026)

Socially responsible procurement: Ensure that all major suppliers are ranked low risk in terms of CSR.

Responsible mineral sourcing: Make products conflict-free¹ and disclose product information.

¹ Use only conflict-free smelters and refiners certified under the RMI's Responsible Minerals Assurance Program (RMAP).

FY2024 Action Items and Results

	Action Items and KPI	Result
1	Maintain and improve the supply chain CSR 1) Return rate of Supplier Guidelines Agreement Letter: 95% (2500 companies) of Major suppliers of direct materials ¹ and indirect materials ² 2) CSR SAQ risk level: Zero (0%) Major suppliers of direct and indirect materials rated high risk ³	1) 94.4% (2,916 companies / 3,089 companies) 2) No Major direct material suppliers were rated high-risk (0 sites / 676 sites), and no Major indirect material suppliers were rated high-risk (0 sites / 438 sites).
2	Strengthening conflict mineral surveys 1) Survey return rate: 100% 2) Provision of smelter or refiner (SOR) information to suppliers: monthly	1) Survey return rate: CMRT(3TG) 99.6% EMRT(cobalt) 99.1% 2) Once a month, 12 times a year
3	Strengthening supply chain BCM ⁴ Impact on sales from supply chain disruptions: zero (0)	1) Impact on sales from supply chain disruptions: zero (0)

¹ Direct materials: raw materials and parts required in product assembly, subcontracting of processing, etc.

² Indirect materials: factory supplies that are not direct materials, machinery and equipment, public relations and advertising, logistics, outsourcing, temporary staffing, etc.

³ High risk is defined as a score below 60 points when assessed using RBA-Online, or below 65 points when assessed using Epson's own Self-Assessment Questionnaire (SAQ).

⁴ BCM: business continuity management

FY2025 Action Items and KPI

	Action Items	KPI
1	Maintain and improve the supply chain CSR	1) Supplier CSR risk level: No high-risk ² Major direct material ¹ suppliers 2) Supplier CSR risk level: No high-risk ² on-site service providers and staffing agencies 3) Survey return rate: 100%
2	Strengthening conflict mineral surveys	1) Survey return rate: 100% 2) Provision of smelter or refiner (SOR) information to suppliers: monthly (12 times/year)
3	Strengthening supply chain BCM ³	1) Impact on sales from supply chain disruptions: zero (0)

¹ Direct materials: raw materials and parts required in product assembly, subcontracting of processing, etc.

² High risk is defined as a score below 60 points in the SAQ, or the presence of unresolved Priority non-conformances identified through audits, including RBA's Validated Assessment Program (VAP).

³ BCM: business continuity management

External Recognition

Supply chain CSR is evaluated by many rating agencies as part of the "S" (Social) component of ESG (Environmental, Social, and Governance) assessments. Among the supply chain CSR topics examined are policies, human rights due diligence, and responsible sourcing of minerals.

Epson's efforts and achievements in supply chain CSR have received recognition from various ESG rating agencies. Seiko Epson Corporation has continued to earn high ratings in sustainability assessments by France-based EcoVadis. In 2024, EcoVadis awarded Seiko Epson a Platinum medal. The Platinum medal¹ was established for the top 1% of the companies assessed worldwide in 2020 and approximately 130,000 companies were assessed in 2024. Seiko Epson was awarded Platinum medal for three consecutive years from 2020 to 2022. In addition to an overall score, EcoVadis provides scores for Environmental, Labor and Human Rights, Ethics, and Sustainable Procurement Performance. Seiko Epson received its highest score in Sustainable Procurement, an evaluation theme that includes supply chain human rights initiatives, environmental initiatives, and responsible minerals sourcing.

EcoVadis Sustainability Assessment Results Trend					
	2020	2021	2022	2023	2024
Overall rating					
Sustainable Procurement Score	80/100	80/100	90/100	90/100	80/100

¹ Platinum medal: A new rating established in 2020 in the EcoVadis sustainability assessment. Recipients must be in the top 1% and earn a certain score. (The minimum score for Platinum was 75 from 2020 to 2022, 78 in 2023, and then raised to 80 from January to June 2024 and then to 81 from July 2024.)

[Click here for details.](#) ➡

Supplier Guidelines

Epson Group Supplier Guidelines / Epson Supplier Code of Conduct

Epson believes that it is essential for our business partners, including suppliers, to understand our management philosophy and support our procurement activities to realize that philosophy. For this reason, the Epson Group Supplier Guidelines include a code of conduct that we ask suppliers to follow.

We established our Group Procurement Guidelines in April 2005, intending to promote understanding of our procurement activities and cooperation in the promotion of CSR activities. In April 2008, we established the Epson Supplier Code of Conduct based on the Code of Conduct created by the Electronic Industry Citizenship Coalition (EICC), now called Responsible Business Alliance (RBA), as part of the Epson Group Guidelines, and have been revising it in line with revisions to the RBA Code of Conduct. The Supplier Guidelines stipulate the basic quality (Q), price (C), and delivery (D) requirements for transactions, trade control measures that satisfy the requirements of the international community, and measures to ensure security in the supply chain. The Epson Supplier Code of Conduct (the RBA Code of Conduct) included in the Guidelines covers corporate social responsibility (CSR) requirements in such areas as labor, health and safety, environment, and ethics, with the aim of maintaining socially responsible business practices along with our business partners. More than 20 years have passed since the first edition of the guidelines was established, and in order to gain the understanding of suppliers located around the world, the Guidelines have been made available in multiple languages, with the current version 8.0 available in seven languages. We have asked all suppliers to comply with the requirements and have asked our Major suppliers to sign a formal written agreement. Regarding Version 8.0 of the Supplier Guidelines revised in April 2024, of the companies (accounts) that were notified of the revisions, 2,916 (94.4%) agreed in writing to comply with the Guidelines. We also notify prospective suppliers about our Supplier Guidelines and ask them to pledge to observe the Guidelines prior to doing business with us. As a member of the RBA, Epson is working to improve CSR across the supply chain.

Epson Group Supplier Guidelines (Group standard version) Ver8.0

Japanese ver. 8.0 (906KB) 	English ver. 8.0 (378KB) 
Chinese ver. 8.0 (797KB) 	Spanish ver. 8.0 (405KB) 
Portuguese ver. 8.0 (391KB) 	Thai ver. 8.0 (578KB) 
Indonesian ver. 8.0 (394KB) 	

Hotline information is available here 

The Epson Supplier Code of Conduct, which is part of the Epson Group Supplier Guidelines, is based on the RBA Code of Conduct. It specifies requirements in the areas of labor, health and safety, environment, ethics, and management systems.

The RBA Code of Conduct requires not only compliance with local laws, but also with the requirements and standards of the RBA when they are more stringent than local laws. This idea ensures a certain level of management regardless of the legal requirements and standards of the countries and regions in which the supplier is located, and regardless of the labor practices of the area.



Responsible Business Alliance

A. LABOR (Human rights)	B. HEALTH AND SAFETY
A1 Prohibition of Forced Labor A2 Young Workers (including prohibition of child labor) A3 Working Hours (maximum working hours, holidays, voluntary overtime) A4 Wages and Benefits A5 Non-Discrimination/Non-Harassment/Humane Treatment A6 Freedom of Association and Collective Bargaining	B1 Occupational Health and Safety B2 Emergency Preparedness B3 Occupational Injury and Illness B4 Industrial Hygiene B5 Physically Demanding Work B6 Machine Safeguarding B7 Sanitation, Food, and Housing B8 Health and Safety Communication
C. ENVIRONMENT	D. ETHICS
C1 Environmental Permits and Reporting C2 Pollution Prevention and Resource Reduction C3 Hazardous Substances C4 Solid Waste C5 Air Emissions C6 Materials Restrictions C7 Water Management C8 Energy Consumption and Greenhouse Gas Emissions	D1 Business Integrity D2 No Improper Advantage D3 Disclosure of Information D4 Intellectual Property D5 Fair Business, Advertising and Competition D6 Protection of Identity and Non-Retaliation D7 Responsible Sourcing of Minerals D8 Privacy
E. MANAGEMENT SYSTEMS	
E1 Company Commitment E2 Management Accountability and Responsibility E3 Legal and Customer Requirements E4 Risk Assessment and Risk Management E5 Improvement Objectives E6 Training	E7 Communication E8 Worker/Stakeholder Engagement and Access To Remedy E9 Audits and Assessments E10 Corrective Action Process E11 Documentation and Records E12 Supplier Responsibility

Supply Chain Initiatives

Supply Chain Management ▼

Human Rights Initiatives ▼

Supplier Evaluation Program ▼

Supply Chain Environmental Initiatives ▼

Socially Responsible Procurement Program ▼

Partnerships with External Organizations ▼

Supply Chain Management

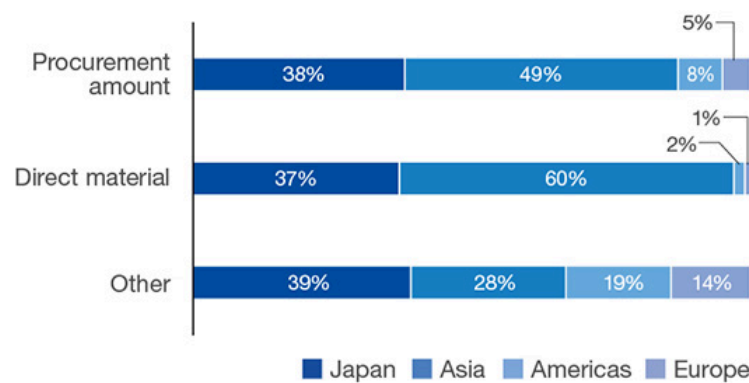
Epson considers suppliers to be important partners in its business activities. As such, our procurement activities are designed to develop mutually beneficial trusting relationships with our business partners based on fairness, transparency, and respect.

Epson procures goods from around the world. Domestic Japanese procurement accounts for about 38% of our total procurement spend. Asia accounts for the large majority of the remaining 62%.

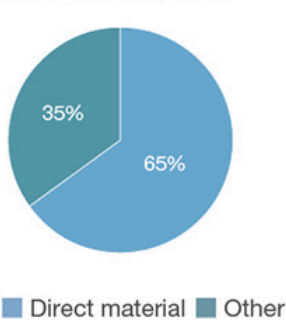
Our procurement spend for direct materials (production materials and outsourced manufacturing) accounts for about 65% of the spend and indirect materials (including factory consumables, machinery, public relations, logistics, and staffing) for about 35%.

Epson has business with 1,700 direct material suppliers mainly in Asia where our main manufacturing sites are located, and about half of our indirect materials spend is in Japan.

Procurement Over View



Procurement material



Supplier Evaluation Program

Epson conducts multifaceted evaluations of all suppliers.

Epson Group Supplier Evaluation Program	Evaluation Frequency
Indirect evaluation Evaluation using information from external credit reporting agencies Evaluation of credit score, business history, capital composition, business size, profit/loss, financing status, management, etc.	Once per year
Direct evaluation (annual evaluation) Evaluation items: Quality control (Q), cost control (C), delivery date management (D), environmental management (E), management system including business continuity management (M), information security (S)	Once per year
Detailed CSR evaluation Evaluation of compliance with the Epson Group Supplier Code of Conduct (RBA Code of Conduct) Evaluation of labor (human rights), health and safety, environment, ethics, and management systems	Once per year
Evaluation of emergency response capabilities Self-assessment of ability to respond in the event of a natural disaster, fire, or other emergency. Evaluation of BCM system development, BCM delivery date management, BCM supply response	Once per year
Safety management evaluation Self-assessment of response to fires and other emergency risks Evaluation of compliance with the Electricity Business Act, Fire Service Act, etc.	Once per year

Socially Responsible Procurement Program

Epson's socially responsible procurement program is an annual cyclical activity. It consists of steps in which we ask suppliers to comply with Epson's Supplier Guidelines and complete self-assessment questionnaires (SAQ). Epson then analyzes and evaluates risks, verifies the facts on-site or audits certain high-risk suppliers, and supports and works with suppliers on corrective actions.



Direct Evaluation (Annual Evaluation)

Epson generally evaluates all suppliers directly every year. There are questions about quality (Q), cost (C), and delivery (D) as well as about the environment and management systems. In the management systems section, we check whether the company has put in place an effectively functioning business management and operational framework for managing risk and maintaining compliance. In addition, we now also evaluate information security due to the recent global increase in cyber attacks and information leaks.

Category	Number of questions
Q. Quality	12
C. Cost	5

If a supplier does not meet Epson's minimum standards in the annual direct

evaluation, Epson asks them to correct deficiencies and provides them with support. If they do not improve within a certain period of time, Epson will decline to continue doing business with them. In 2024, one supplier did not meet Epson's minimum standards and was asked to take corrective action to address issues.

D. Delivery	5
E. Environment	5
M. Management systems	19
S. Information security	25
Total	71

Direct Evaluation Results

		2022	2023	2024
Number of suppliers		937	900	897
Number of sites		1,582	1,425	1,435
% of suppliers who completed the self-assessment	Goal	100%	100%	100%
	Result	100%	100%	100%
Suppliers asked to take corrective action (number of sites)		16	14	1

Evaluation of Prospective New Suppliers

We require prospective new suppliers to agree to abide by the Epson Group Supplier Guidelines and the RBA Code of Conduct (with requirements covering human rights, health and safety, the environment, and ethics) as a condition for starting business with us. We also conduct indirect and direct evaluations* based on standards that set out supplier selection procedures.

* Self-assessments equivalent to the annual evaluations that are used to assess a supplier's quality control, cost control, delivery date control, environmental management, management systems, including business continuity management, and information security

Detailed CSR Evaluation

The detailed CSR evaluation is a part of Epson's supplier CSR due diligence program. We are endeavoring to improve the level of CSR across our global supply chains. Toward this end, we have revised the scope, frequency, and some other aspects of our program to meet our obligations¹ as a Regular Member of the Responsible Business Alliance (RBA). Every year, Epson evaluates supplier compliance with the Epson Supplier Code of Conduct (RBA Code of Conduct) based on a detailed self-assessment questionnaire (SAQ). Suppliers are asked to take corrective action, depending on the results of the SAQ. We also have a process for verifying supplier answers via audits, site observations, and interviews. Suppliers can choose to answer either an online SAQ provided by the RBA or an SAQ prepared by Epson that is based on the RBA's Validated Audit Program (VAP) audit criteria. The Epson SAQ is designed to thoroughly check the human rights situation at suppliers' sites and thus has many questions in the labor section as well as questions about the protection of the rights of indigenous peoples and foreign immigrants. Epson's SAQ form is available in multiple languages² to ensure that local suppliers of Epson's overseas manufacturing sites understand the questions on the SAQ and provide accurate answers. Suppliers who are deemed high risk are audited in accordance with RBA criteria and are asked to take corrective action as needed.

¹ Summary of RBA Regular Member obligations [↗](#)
² The SAQ for direct material suppliers is available in five languages and that for other suppliers is available in six languages.

Composition of Questions on the 2024 Epson SAQ

Category	Scope & number of questions

	Direct material supplier	Other suppliers
A. Labor (human rights)	44	39
B. Health and safety	32	12
C. Environment systems	16	-
D. Ethics	14	8
E. Management systems	16	9
O. Protection of the rights of indigenous peoples and foreign migrant workers	5	5
Total	127	73

Epson SAQ Scores and Risk Ranks (FY2024)

Risk rank	Score	Remarks
Low risk	More than 85 pts.	Suppliers who comply with the requirements of the RBA Code of Conduct
Medium risk	65-85 pts.	Suppliers who do not comply with some of the requirements of the RBA Code of Conduct but are expected to take corrective action themselves
High risk	Less than 65 pts.	- Suppliers who do not comply with many of the requirements of the RBA Code of Conduct and need to be monitored based on a corrective action plan - Suppliers who are asked to undergo an RBA (VAP) audit

* The risk rank of suppliers who complete RBA's online SAQ is determined in accordance with RBA's risk ratings.

2024 SAQ

In 2024, we conducted a detailed CSR evaluation (SAQ and corrective actions) for the following major suppliers:

Scope of 2024 SAQ

		Selection Criteria
Direct materials	Major suppliers	Suppliers who account for 80% of the value of Epson's procurement spending ¹
	Other key suppliers	Key suppliers designated by each business line. Single source suppliers, etc.
Other suppliers	On-site service vendors ²	Vendors on Seiko Epson and Epson Group manufacturing
	Staffing and recruitment agencies	Operators that Seiko Epson and Epson Group manufacturing sites employ
	Logistics warehouse companies	Operators that Seiko Epson and Epson Group manufacturing sites employ
	Call center contractors	All call center service providers that the Epson group uses

¹ Epson's first-tier (direct) suppliers are arranged in descending order based on transaction amounts and selected until 80% of the total spend is reached.

If a first-tier supplier is a trading company, the manufacturer that supplies the trading company is asked to complete an SAQ.

² Contractors who provide security, food service(canteen), and other services at Epson Group sites.

Direct material suppliers

We asked 267 first-tier direct material suppliers to complete the 2024 SAQ. All 547 manufacturing sites/ facilities responded. Other key suppliers, such as single-source suppliers, were also asked to complete the SAQ. In cases where the first-tier supplier was a trading company, we also asked the second-tier suppliers (the manufacturers) to complete the SAQ.

The number of suppliers using RBA-Online has been increasing each year and now accounts for about 36% of all Epson suppliers. For reference, the facility SAQ in RBA-Online has been updated and is now called the "Risk SAQ." It was optional in 2023 but was made mandatory starting in 2024. The changes to the SAQ tended to result in lower scores for the newly included Country Risk and Product Risk (business risk) questions in RBA-Online, with about half of the sites receiving a medium risk rating. The latest SAQ has new questions on Country Risk and Product Risk (business risk). Scores in these areas tend to be lower, resulting in about half of facilities receiving a medium-risk rating. Epson communicated directly with suppliers that received a high-risk rating on RBA-Online or that failed to provide adequate answers, asking them to take corrective action.

All suppliers who completed the Epson SAQ were notified of their results. In addition to their SAQ scores, we prepared a feedback sheet that included advice on correcting identified issues. We also monitored the formulation and progress of the corrective action plans for addressing failures to comply with high-priority requirements related to human rights¹ and provided assistance as needed. No high-risk suppliers were identified in either the RBA-Online SAQ or Epson SAQ.

¹ Representative high-priority requirements related to human rights:

- Prohibition of child labor (not detected)
- Prohibition of slave labor and forced labor (conclusion of appropriate employment contracts, freedom of movement, limits on company loans)
- Proper management of working hours (no more than six consecutive work days and a limit on working hours of 60 hours/week)
- Proper payment of wages (payment of at least the legal minimum wage and overtime, and timely payment of wages)
- Prohibition on charging workers recruitment fees
- Humane treatment (prohibition of harassment)
- Evacuation drills (enterprise-wide participation, with nighttime and dormitory drills, etc.)
- Provision of suitable personal protective equipment at no cost to workers
- Provision of safety measures for pregnant and nursing mothers, and provision of a clean room for expressing breast milk.

Evaluation Results for Direct Material Suppliers

	2022		2023		2024	
Number of suppliers evaluated	164 ¹		270 ¹		267 ¹	
	Epson SAQ (338 sites)	RBA SAQ (111 sites)	Epson SAQ (401 sites)	RBA SAQ (146 sites)	Epson SAQ (433 sites)	RBA SAQ (243 sites)
Mid-term targets (KPI)	Target set in FY2021: All major suppliers are ranked low risk in terms of CSR by 2025.					
Low risk ²	91% (407 sites)		96% (524 sites)		78% (530 sites)	
	91% (306 sites)	91% (101 sites)	94% (378 sites)	100% (146 sites)	60% (406 sites)	18% (124 sites)
Medium risk ²	9% (42 sites)		4% (23 sites)		22% (146 sites)	
	9% (32 sites)	9% (10 sites)	6% (23 sites)	0% (0 sites)	4% (27 sites)	18% (119 sites)
High risk ²	0% (0 sites)		0% (0 sites)		0% (0 sites)	

¹ Corporate group

² Risk assessment criteria

	RBA-Online		Epson SAQ	
	Through 2023	From 2024	Through 2024	From 2025
Low risk	> 85 pts	> 80 pts	> 85 pts	> 80 pts
Medium risk	65-85 pts.	60-80 pts.	65-85 pts.	60-80 pts.
High risk	< 65 pts.	< 60 pts.	65-85 pts.	< 60 pts.

Other suppliers

Epson is also working to ensure that its other suppliers, who are essential partners in its business operations, understand the RBA's requirements and are working to improve their operations in accordance with them.

Since 2019, we have been asking our major suppliers, including on-site outsourcing companies, temporary staffing and recruitment companies, and logistics warehouse companies, to complete the SAQ and take corrective action depending on the results. We expanded the scope of the SAQ in 2022 based on findings from a risk assessment.

At manufacturing sites, we conduct audits in addition to the SAQ to check the working environment and employment conditions of employees of companies stationed on the premises. We provide them with support until verifying the correction of issues that were identified, including issues involving long working hours, the granting of days off, consecutive working days, and appropriate payment of overtime wages. These efforts have helped to raise SAQ scores.

In 2024, we received completed SAQs from all 149 companies that have a permanent presence on Seiko Epson's business sites and major Epson Group manufacturing sites. We also received completed SAQs from all 102 temporary staffing and recruitment companies. Additionally, all 37 logistics and warehousing companies and all 27 call centers at sales companies also completed the SAQ. As with direct material suppliers, we ask these companies to create corrective action plans and correct any issues found in key areas related to human rights, and we confirm that the corrections have been completed.

Examples of confirmed corrective action

- Refunds to workers for expenses (for Japanese language education, visa acquisition, etc.) incurred in the sending country by foreign workers employed by contract manufacturing companies.

Other supplier evaluation results

Supplier category		2022	2023	2024
		Completed SAQs	Completed SAQs	Completed SAQs
Staffing/recruitment agencies		91	93	102
On-site service vendors	Security	19	24	24
	Canteen	13	16	18
	Cleaning	17	19	19
	Facility maintenance	17	17	16
	Other Support	67	75	72
	(Sub-total)	(133)	(151)	(149)
Logistics warehouse companies ¹		8	8	57 ²
Call centers ¹		15	25	27

Risk rank	Low risk (> 85 pts.)	203	242	398
		82%	87%	91%
	Medium Risk (65-85 pts.)	44	35	40
		18%	13%	9%
	High risk (< 65 pts.)	0	0	0
		0%	0%	0%

¹ As a result of risk assessment, SAQs were conducted on logistics warehouse companies and call center contractors in 2022, 2023, and 2024.

² Includes 37 companies used by sales companies

Audits, on-site verification, and corrective action support

Epson schedules field audits and on-site verification of suppliers, mainly of Epson group's major manufacturing sites because it believes that it is important, as part of the detailed CSR evaluation due diligence process, to understand the situation. We provide assistance for corrective action taken by suppliers who are found to be at risk.

Third-Party Audits

The number of suppliers undergoing RBA (VAP) audits is increasing. The initial audit results revealed many issues in areas such as A Labor (human rights) and B Health and Safety. Epson is monitoring the progress of corrective actions through CAP (Corrective Action Plan) and closure audits, and is rolling these out as a means to strengthen Epson's supplier CSR efforts.



On-site verification and support for correction and improvement

Members of Epson's manufacturing sites visit suppliers to conduct on-site verification and support corrective actions. For on-site service vendors, second-party audits were conducted by Epson employees, and they were asked to make improvements to the working environment, such as reducing and managing working hours, providing holidays, paying overtime wages appropriately, and prohibiting employees from having to bear expenses when they start working.

Audit and On-Site Verification (number of sites, Japan and other areas)

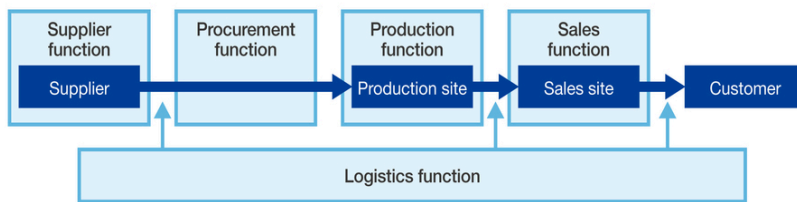
		2022	2023	2024
Third-party audit [RBA (VAP) audit]	Initial audit	23	26	50
	Closure audit	12	12 ¹	32 ¹
Second-party audit and on-site verification	Direct material suppliers	216	217	231
	Other Suppliers (On-site service vendors, etc.)	64	55	54 ²
	Total	280	272	367

¹ Includes Priority Closure Audit

² Includes 10 staffing and recruitment agencies.

Supply Chain Business Continuity Management

Epson drives business continuity management (BCM) programs across the supply chain so that it can resume supply within the target period and fulfill its supply responsibilities in the event of a disaster, accident, pandemic, or other contingency in the supply chain.



See [here](#) ➔ for more information about Epson's business continuity management.

Business Continuity Management

Epson requires its suppliers to implement business continuity management (BCM) initiatives in the Epson Group Supplier Guidelines. Epson monitors the progress of suppliers' initiatives through regular evaluations, providing feedback on the results and supporting improvement activities as needed.

Safety management evaluation

Epson assesses the safety management of suppliers to verify compliance with relevant laws and regulations (such as the Fire Service Act). In fiscal 2024, Epson also added safety management assessments to the conditions for starting new transactions.

Supplier support through site safety inspections

To improve the effectiveness of its supplier safety management assessments, Epson has been sending safety management specialists to supplier sites since 2017 to conduct safety inspections and provide support for improving management.

Human Rights Initiatives

Epson has declared in its Human Rights Policy that human rights should be respected not only by Epson but also by its suppliers. As stated in the Human Rights Policy, Epson is committed to respecting internationally recognized human rights as stated in the Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights, and as a member and supporter of the RBA, we are committed to ensuring that our suppliers also comply with the RBA Code of Conduct. Through these efforts, we aim to ensure that human rights are respected throughout the entire supply chain of Epson products.

See [here](#): [Human](#) ➔ Rights Due Diligence in the Supply Chain.

Supply Chain Environmental Initiatives

Epson is pursuing ambitious environmental initiatives under the Epson 25 Renewed corporate vision. We are looking to decarbonize and close the resource loop. We are also developing environmental technologies and providing products and services that reduce environmental impacts. Reducing the environmental impact early in the life cycle, at the procurement stage, is a particularly important issue, and one that Epson is addressing in cooperation with suppliers.



Environmental Requirements in the Supplier Guidelines

Epson's Supplier Guidelines include a code of conduct that suppliers are required to adhere to. In addition to requests related to quality, cost, delivery (QCD), and compliance, the Supplier Guidelines set forth the Supplier Code of Conduct on CSR (aligned with the RBA Code of Conduct). Regarding the reduction of environmental impact, Epson requires its suppliers not only to comply with the RBA Code of Conduct (covering pollution prevention and resource conservation, hazardous substances, solid waste, and air emissions, etc.) but also to address environmental issues such as reducing greenhouse gas emissions, promoting resource circulation, managing water resources, managing chemicals, and preserving biodiversity. Additionally, Epson requests that suppliers manage chemical substances contained in products and ensure compliance with environmental regulations at their factories.

[Click here for Supplier Guidelines](#) ➔

[See here for](#) ➔ more information about Epson's Supplier Guidelines.

Initiatives for Reducing Greenhouse Gas Emissions

Epson has established specific short- and long-term greenhouse gas (GHG) reduction targets, as well as a net-zero target for 2050, in line with the scientific target-setting methodology proposed by the Science Based Targets initiative (SBTi). These targets are based on the GHG emissions data for scopes 1, 2, and 3 that Epson has gathered in accordance with the GHG Protocol. In addition, Epson has joined the international initiative [RE100](#). ➔ The company committed to achieving [100% renewable electricity at its sites worldwide¹ by 2023](#). ➔ This transition was successfully completed in December 2023. ➔ This change will reduce Epson's GHG emissions by approximately 400,000 tonnes per year.

Going forward, we will work to reduce emissions throughout our supply chain in order to achieve our total emissions reduction target in line with the high target of the 1.5°C scenario.

*1Excluding some leased properties where the amount of electricity cannot be specified, such as sales offices.

Epson Green Supply Chain

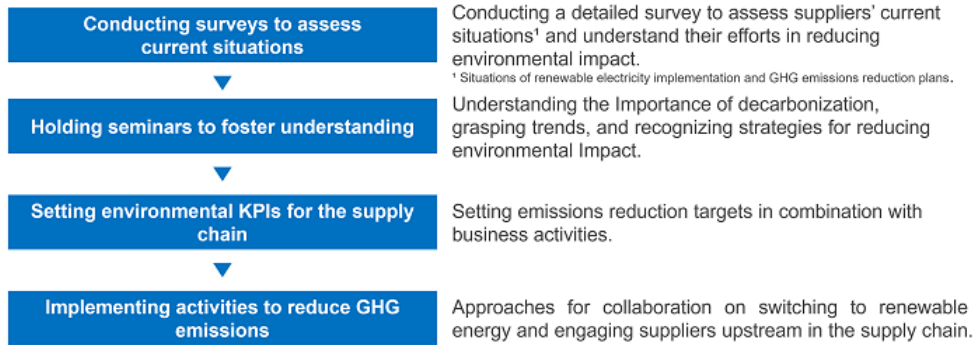
Epson's transition to renewable electricity in 2023 shows its significant first step in addressing the urgent global need for climate change action. However, a substantial portion of Epson's GHG emissions originates from its supply chain, necessitating strengthened collaboration between Epson and its suppliers to promote decarbonization across society.

Drawing on its experience and achievements in successfully completing the transition to renewable electricity early among manufacturers, Epson launched the Epson Green Supply Chain project in 2024. This project aims to foster understanding and encourage cooperation through workshops and seminars, while also implementing decarbonization target setting and providing support for the adoption of renewable



electricity among suppliers. Through these activities, Epson seeks to increase the number of business partners who share its vision and to engage the entire supply chain in the challenge of reducing environmental impact.

Steps for Building the Epson Green Supply Chain



Main Initiatives

Implementation period		Description	For
FY2024	April	Procurement Policy Briefing for Business Partners	221 companies
	June	Epson Green Supply Chain Conference	115 companies
	July	Decarbonization Seminar	1,271 participants in total
FY2025	April	Procurement Policy Briefing for Business Partners	218 companies
	May	Introduction of an environmental survey system for GHG visualization using SaaS (Japan)	Approx. 250 companies
	August~	Seminars (domestic and overseas) in accordance with supplier initiatives • Basic ecarbonization Seminar (for executive management) • Scope 1 and 2 Calculation Practice Seminar • Scope 3 Calculation Practice Seminar • Emissions Reduction Seminar	Scheduled 18 times in total
	2nd half~	Started discussions with suppliers about joint procurement of renewable electricity.	Global



FY2025 meeting to brief suppliers on procurement policy

Strengthening Engagement to Reduce Environmental Impact

Epson uses supplier conferences and other opportunities to ask its suppliers for cooperation in reducing the environmental impact of business activities across its supply chains. We also periodically evaluate our suppliers' environmental programs and the results of their environmental impact mitigation efforts. We assist them as needed to improve.

Direct Evaluation (Annual Evaluations) and Detailed CSR Evaluations for Suppliers

Suppliers are asked to complete direct evaluations (annual evaluations) and detailed CSR evaluations that include questions about the environment. We collect and analyze their answers and provide feedback on the detailed CSR evaluations. Suppliers whose scores put them in the high-risk category are visited for on-site verification or audits and are aided to correct issues.

Environmental Impact Survey

In addition, we survey the suppliers who account for 80% of the value of Epson's procurement spending to find out about their policies and status on renewable electricity initiatives, use of recycled materials, water usage, and awareness of biodiversity, etc.

Response to Climate Risk

As part of activities to mitigate climate change, it is essential to promote the use of renewable electricity and supplier engagement. At the same time, it is urgent to address the physical risks posed by the increasingly visible effects of climate change. Epson has suppliers across Asia, including in Thailand, where severe floods are a regular occurrence, and in China, where there is high potential water risk. Epson recognizes that interrupted or delayed deliveries from suppliers due to floods and droughts, two typical climate risks, could seriously impact the manufacture and sale of Epson products and need to be addressed to avoid inconveniencing customers.

Biodiversity Conservation Initiatives and TNFD Recommendations

Epson believes that preserving healthy biodiversity is essential to sustaining both our business activities and the lives of our employees. We are steadily addressing factors that threaten biodiversity—such as climate change and pollution—through initiatives that include climate action, resource conservation and recycling, and the prevention and management of pollution and chemical substances.

We will continue to organize and disclose our activities, in line with the Taskforce on Nature-related Financial Disclosures (TNFD). Through these efforts, we aim to minimize our impact on nature and biodiversity, foster greater harmony with local ecosystems, and contribute to the realization of a sustainable society.



Related information: [Response to TNFD recommendations](#) ➔

Click here to learn more about Epson's environmental activities

Related Information: [Epson's Environmental Activities](#) ➔

Partnerships with External Organizations

In addition to our own initiatives, Epson supports and actively participates in alliance activities in order to resolve CSR issues, including human rights issues in the supply chain. We have joined the RBA and JEITA to work on solving societal issues around the

world and improving supply chain CSR through industry collaboration.

Global initiatives

[Responsible Business Alliance \(RBA\)](#)  Regular member

Number of member companies: 266 (as of 6/2025)

[Participation in External Initiatives](#) 



Domestic Japanese industry initiative

[The Japan Electronics and Information Technology Industries Association \(JEITA\)](#),  CSR Committee

Member companies: 30 (as of 6/2025)

Example activities:

- General CSR support (e.g., tracking and sharing information on regulations in various countries)
- Streamlining of socially responsible procurement (e.g., develop guidance on responsible corporate conduct, educate and build awareness in the supply chain)
- Utilization and development of grievance mechanisms
- Correspondence with government and CSR-related organizations and institutions

Communication & Training

[Communications with Suppliers ▼](#)[Whistleblowing System for Suppliers ▼](#)[Internal Training ▼](#)

Communications with Suppliers

Epson considers suppliers to be indispensable business partners, and we believe that it is our responsibility to not only deliver quality products but also to ensure that all suppliers in the supply chain respect human rights, provide a safe working environment, and maintain environmentally-sound practices.

Epson communicates with suppliers throughout the year in many forms and at many different levels.

Procurement Policy Orientation

A procurement policy orientation conference is held every year in Japan as a top-level event at which we explain our procurement policies and provide an overview of our operations. Epson's president and chief operating officers explain the company's strategies and business policies, and the director in charge of supply chains requests cooperation with Epson's Basic Procurement Policy and sustainable procurement practices. Many suppliers attend this event every year.

In 2025, we again held an orientation conference in Japan, where we explained Epson's management policies and long-term strategies. We also confirmed the following key policies regarding sustainable procurement with suppliers.

1. Visualization and reduction of GHG emissions, including those in scope 3. (To achieve carbon neutrality, Epson asked its suppliers to expand their use of renewable energy and create or improve a framework for calculating and reporting scope 3 emissions.)
2. Respect for human rights (e.g., improving the effectiveness of human rights due diligence)
3. Responsible mineral sourcing (e.g., enhancing due diligence)
4. Upgrading of business continuity management (e.g., strengthening resilience and the ability to respond to disasters and geopolitical risks)

Supplier Conference for CSR

At an annual supplier conference for CSR (held since 2016), we talk about CSR trends and our socially responsible procurement activities. We also ask our suppliers to engage with us in our efforts. Suppliers attend the conferences held at Epson production sites in Japan, China, the Philippines, Indonesia, and other areas.

At the conference, we ask suppliers to comply with our Sustainable Procurement Policy and the Epson Supplier Guidelines. We provide guidance for completing self-assessment questionnaires (SAQ) used to evaluate suppliers' CSR efforts and emergency response capabilities. We also ask suppliers to cooperate in conflict mineral surveys.

Supplier Participation

	Area					Total number of attended companies
	Japan	China	Philippines	Indonesia	Others ¹	
FY2022	969	80	81	30	35	1,195
FY2023	603 (693 people)	417 (473 people)	20 (57 people)	60 (441名) ²	6 (20 people)	1,106 (1,684 people)
FY2024	— ³	372 (430 people)	23 (46 people)	43 (90 people)	28 (46 people)	466 (615 people)

¹ "Others" includes Singapore, Thailand, and Malaysia, where Epson production sites are located.

² PT. Indonesia Epson Industry (IEI), a major production site located in Indonesia, held a conference for employees of service suppliers who work on-site, and 346 people attended.

³ Ten briefing sessions were held in response to the revision of the Supplier Guidelines, with 1,193 participants. In addition, an environmental seminar was also held, so the CSR procurement supplier conference for Japanese suppliers was canceled.

Seminars for Suppliers

In addition to explaining social demands and Responsible Business Alliance (RBA) requirements at supplier conferences for CSR, we also hold seminars and conferences to provide further details. Many suppliers attend these events. We also survey suppliers to understand their needs and incorporate that information in our seminars and conferences.

Epson believes that it is important for suppliers to understand the underlying purposes for CSR programs and to take the initiative to launch their own. We see that focused efforts are needed for human rights and one in which the expectations of society are rapidly evolving. We therefore hold seminars by outside consultants to provide suppliers with expert information.

In addition, we hold conferences to foster understanding and enlist supplier support for the building of the "Epson green supply chain." We also hold a seminar by an outside consultant about reducing environmental impact.

In FY2024, Epson also held a briefing session for suppliers in response to the revision of the Epson Group Supplier Guidelines in conjunction with the revision of the RBA Code of Conduct. Held in Japanese and Chinese, the conferences, which were attended by more than 1,000 suppliers, were used to explain Epson's procurement policies as well as the purpose of the RBA Code of Conduct and the changes made in the latest revision.

FY2023	Human rights seminar, Environment seminar, SAQ briefing ¹ , responsible mineral sourcing conference
FY2024	Human rights seminar, environment seminar, SAQ briefing, responsible minerals sourcing conference, Epson Group Supplier Guidelines briefing (including an explanation of the changes to the RBA Code of Conduct)
FY2025 (plan)	Human rights seminar, environmental seminar, SAQ briefing, responsible mineral sourcing conference

¹ The SAQ briefing is used to explain the self-assessment questionnaire and environmental survey.

Whistleblowing System for Suppliers

Epson has established compliance hotlines as grievance mechanisms that suppliers can use to report or discuss violations or potential violations of legislative requirements and the Epson Group Supplier Guideline. These hotlines are being used to further promote ethical corporate conduct, so we encourage their use. Reports may be made anonymously, and whistleblowers shall be protected, including by strictly handling their personal data and prohibiting any form of retaliation in accordance with applicable laws and Epson's internal regulations.

- Suppliers can use the hotlines to report:
 - actions that violate or may violate laws, regulations, or the "Supplier Code of Conduct (human rights, health and safety, environment, ethics, and management systems)" ;
 - ideas or complaints relating to health and safety; and
 - concerns relating to conflict minerals surveys
- How to report:
 - For suppliers of domestic Japanese Epson Group companies: [Link](#) ➔
 - For suppliers of Epson Group companies outside Japan: Use the reporting channel of each company. [Link \(PDF,380kb\)](#) ➔You may also use a comments/opinions box located in the Epson facility.
In addition, you may also use the Engagement and Remedy Platform provided by the Japan Center for Engagement and Remedy on Business and Human Rights (JaCER) to consult or lodge grievances related to human rights. [Link](#) ➔

Internal Training

Epson Group's Management Philosophy advocates respect for the individual and the utilization of comprehensive capabilities. Principles of Corporate Behavior, meanwhile, outlines conduct for creating a corporate culture by fostering employee independence and confidence through professional development. We believe it is particularly important to understand legal and other requirements regarding compliance in procurement and CSR procurement. For this reason, Epson has created a multi-level program to provide employees and partners with training.

Mandatory Internal Training (Japan)

Epson provides basic online training for all employees, as well as procurement compliance training for procurement staff.

Procurement Compliance Training (In Japan)

Course	Description	For		FY2022	FY2023	FY2024
Procurement compliance training			Training completion rate ¹	96%	98%	115%
Basic online training	1. CSR/SDGs/RBA and procurement 2. Code of conduct for procurement 3. Laws and regulations 4. Procurement rules 5. Case studies on violations of procurement-related laws and regulations	New procurement staff	Target			
			Persons	903	700	1,000
			Result			
			Persons	903	892	867
Refresher procurement	1. CSR/SDGs and procurement	Procurement staff, every 5 years	Target			

compliance training	2. Code of conduct for procurement		Persons	3,468	1,273	1,400
	3. Laws and regulations		Result			
	4. Case studies on procurement rules violations					
	5. Key points of rules changes		Persons	3,299	1,037	1,894

¹ Attendance rate = Actual number of attendees / Target number of attendees

Procurement Compliance Training (Worldwide)

The procurement staff and managers at our overseas production sites are given compliance training that covers procurement fraud prevention, bribery prevention, and socially responsible procurement.

Online Training (in Japan)

Description	For		FY2022	FY2023	FY2024
1. Ethical conduct 2. Subcontract Act & procurement management (Laws & regulations, case studies)	All domestic Epson Group company employees & partners	Actual completion rate (Number of course takers)	88%	92%	94.3% (17,299 people)

* The ethical conduct and the Subcontract Act are covered in alternate years.

RBA (Supply Chain CSR) Professional Training (Worldwide)

Epson has specialized training programs for procurement personnel who deal directly with suppliers. These programs are based on the RBA Code of Conduct and the RBA (VAP) audit standard, including A. Labor, B. Health and Safety, C. Environment, D. Ethics, and E. Management Systems. Some programs are conducted by outside professional consultants.

Course	Contents
Basic RBA training (online course)	General overview of the basics of the RBA and its requirements related to labor, health and safety, environment, ethics, and management systems. This course is mandatory for all Epson group employees, including members of the procurement staff.
RBA advanced training	Professional training course regarding the detailed requirements of the RBA (labor, health and safety, environment, ethics and management systems)
Workshop for RBA (VAP) audits	Workshop-style training for personnel in preparation for RBA (VAP) audits
CSR auditor training for supplier audits	Internal auditor training in preparation for supplier on-site audits
Responsible sourcing of minerals training	Professional training on the outline requirements and the surveys of D7 in the RBA Code of Conduct (responsible sourcing of minerals).

Practical Training in Minerals Surveys	Training for personnel on understanding and creating forms used in the minerals surveys (CMRT & EMRT ¹)
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¹ The Conflict Minerals Reporting Template (CMRT) for 3TG (tin, tantalum, tungsten & gold) and the Extended Minerals Reporting Template (EMRT) for other minerals, including cobalt and mica, provided by the Responsible Minerals Initiative (RMI)

* [RBA Code of Conducts](#)[RBA Code of Conduct](#)  [RBA \(VAP\) audit](#) 

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Responsible Mineral Sourcing

[Responsible Minerals Sourcing Policy and Principles](#) ▼[Responsible Minerals Sourcing Initiatives](#) ▼

Responsible Minerals Sourcing Policy and Principles

It is known that there are cases where profits from the extraction and sale of minerals such as tin, tantalum, tungsten, and gold (3TG) in conflict-affected areas such as the Democratic Republic of the Congo (DRC) and neighboring countries are used as a source of funding for armed groups and anti-government forces carrying out atrocities and human rights abuses. Furthermore, it has been pointed out that cobalt mines in the southern part of the DRC have become breeding grounds for child labor. Mineral mining and trade carry social and environmental risks.

It is Epson's corporate policy to avoid engaging in any form of human rights violations or environmental destruction. Epson does not tolerate human rights abuses in the procurement of minerals used in Epson products. We will not engage in business relationships with any party involved in human rights abuses, nor will we support operations that result in the degradation of social, economic and environmental conditions.

Based on management's recognition that responsible mineral sourcing is a social issue that needs to be resolved, Epson has incorporated initiatives for "responsible mineral sourcing" into the Principles of Corporate Behavior and designated it as a key theme under the materiality category of "Fulfilling Social Responsibility." Additionally, we support the missions and initiatives of the Responsible Business Alliance (RBA) and the Responsible Minerals Initiative (RMI), and are a member of the organizations. As mentioned above, we will work towards realizing responsible minerals sourcing by establishing a system for responsible minerals sourcing, participating in initiatives, and obtaining the cooperation of our suppliers.

[Principles of Corporate Behavior](#) ➔[Materiality](#) ➔[Responsible Mineral Initiative \(RMI\)](#) 📄

Responsible Minerals Sourcing Initiatives

To responsibly source minerals used in Epson products, our program follows a five-step framework according to the Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas issued by the Organization for Economic Co-operation and Development (OECD).

The five-step framework and Epson's initiatives

Step 1: Establish strong company management systems.

Epson establishes a Group-wide policy, implements a supply chain due diligence program, concludes written agreements with suppliers, and establishes a grievance mechanism.

Step 2: Identify and assess risks in the supply chain.

Epson identifies and assesses risks in its supply chain by conducting surveys.

Step 3: Design and implement a strategy to respond to identified risks.

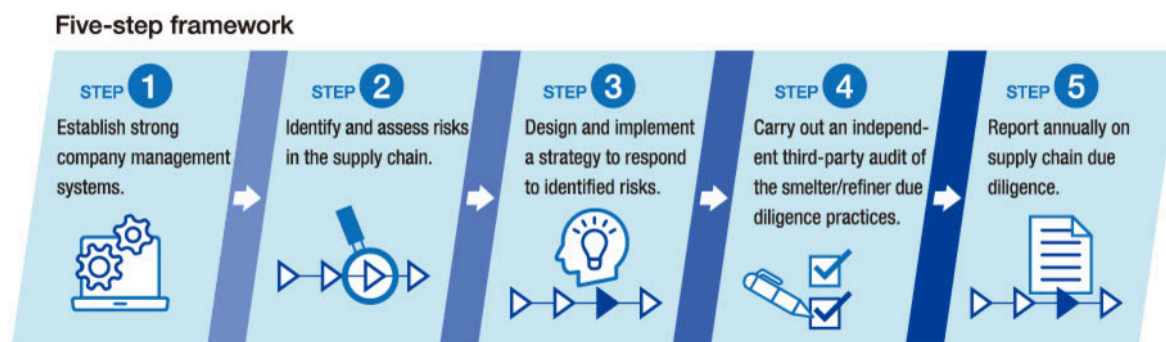
Epson reports the results of risk assessments to the management, establishes risk mitigation plans, and monitors the performance.

Step 4: Carry out an independent third-party due diligence audit at specific points within the supply chain.

Epson supports audits conducted by RMI using the Responsible Minerals Assurance Process (RMAP).

Step 5: Report on chain supply due diligence.

Epson discloses its due diligence status on the company's official website, in its annual integrated report, and in other media formats.



1. Establish strong company management systems (step 1 in the five-step framework).

(1) Policy

Epson recognizes that the responsible sourcing of minerals is an important societal issue that it should address. Principles of Corporate Behavior, our top-level corporate code of conduct, describes the values and principles that Epson expects all officers and employees to embrace and demonstrate based on the Management Philosophy. It calls for the creation of an investigative system as a matter of company policy. Principles of Corporate Behavior are periodically reviewed to reflect social expectations and other factors. Revisions are approved by resolution of the board of directors. We also set forth initiatives and set targets for "key sustainability themes". Policies and results are discussed and reported at meetings of the Management Strategy Council, a corporate management meeting that is attended by members of the board of directors.

Principles of Corporate Behavior Principle 5: Ensuring effective governance and compliance

We institute effective corporate governance and internal controls, and we observe laws, regulations, and other rules and maintain the highest ethics in all activities.

5.7 We will establish a system to investigate the source of minerals used in our products and supply chain and will take actions to responsibly source minerals to avoid using any minerals that could be involved in human rights abuses, conflicts or environmental degradation.

(2) Survey Program

The Epson Group Responsible Minerals Survey Standard was established as a procedure for investigating mineral sourcing. It applies and is being used across the entire Epson Group. This standard conforms with the Due Diligence Guidance for Responsible Supply Chains of Minerals from "Conflict-Affected and High-Risk Areas" issued by the Organization for Economic Co-operation and Development (OECD Due Diligence Guidance). The survey program covers all parts and materials remaining in Epson products. The surveys are conducted using the Conflict Minerals Reporting Template (CMRT_3TG) and the Extended Minerals Reporting Template (EMRT_for other minerals, including cobalt and mica), provided by the Responsible Minerals Initiative (RMI). They enable us to identify upstream smelters and refiners of conflict minerals (3TG and cobalt) with the cooperation of suppliers of parts and materials. We also check the country of origin by obtaining answers about the supply chain.

We ask our suppliers to source minerals only from conflict-free smelters/refiners (CFS) certified by RMI's Responsible Minerals Assurance Process (RMAP). If suppliers indicate that they are unable to determine whether the source smelter is a CFS, Epson tries to avoid or mitigate risk by asking them to do additional checking or to source minerals from a different supply chain.

Epson holds supplier conferences for CSR at our manufacturing sites around the world. We use these conferences as well as other opportunities to promote understanding of Epson policies, ask suppliers to improve survey accuracy, and share information about trends in response to conflict minerals. We also endeavor to educate suppliers about survey templates and foster understanding about the surveys. We work in partnership with suppliers to ensure the responsible sourcing of minerals.

[Responsible Minerals Assurance Process \(RMAP\)](#) 

(3) Agreements with Suppliers

We request our suppliers to support our responsible mineral sourcing policies and also to comply with the Epson Group Supplier Guidelines and the Epson Supplier Code of Conduct (RBA Code of Conduct). In addition, we require our direct material suppliers to provide us with a written pledge to observe the Epson Supplier Code of Conduct (RBA Code of Conduct) and to cooperate with our mineral surveys.

(4) Grievance Mechanism

We have implemented a supplier whistleblowing system that our business suppliers can use to report mineral-related risks.

2. Identify and assess risks within the supply chain (step 2 in the five-step framework).

(1) Risk identification and assessment

Epson conducts surveys using the reporting templates (CMRT and EMRT) provided by the Responsible Minerals Initiative (RMI). The surveys are conducted in accordance with the Epson Group Responsible Minerals Survey Standard, which is compliant with OECD Due Diligence Guidance. The CMRT and EMRT allow users to select one of three declaration scopes: (1) Company-wide, (2) Products, or (3) User-Defined. However, Epson asks that suppliers select Product and answer with respect to specific products that are delivered to Epson so that we can surely verify the smelters/refiners of the minerals included in parts and materials used in Epson products. We believe that conducting the survey in this way will enable us to identify where we should mitigate risk and will result in effective due diligence.

Epson uses the certification status of the Responsible Minerals Assurance Process (RMAP), an RMI program that verifies the absence of risks in smelters and refiners, along with risk information obtained from customers and data on companies subject to transaction restrictions in various countries, to assess risks.

(2) Survey Results

In 2024, Epson covered both 3TG and cobalt in its survey across all its business operations. We asked 1,041 suppliers to complete the 3TG survey and received 2,728 reporting forms from 1,037 of them (99.6%). We asked 939 suppliers to complete the cobalt survey and received 2,291 reporting forms from 930 of them (99.1%). We analyzed suppliers' answers and provided them with individual feedback based on the results within about a month or two. Suppliers with identified risks were asked to submit a corrective action plan and mitigate those risks.

Examples of identified risks

- There are smelters/refiners that cannot be identified.
- There are smelters/refiners that have not been certified as conforming to RMAP (including smelters/refiners in high-risk areas).

3TG Survey Results

	FY2022	FY2023	FY2024

			Total	Tin	Tantalum	Tungsten	Gold
Number of identified smelters/refiners	349	357	386	95	46	58	183
Number of certified conformant smelters/refiners ¹	229	234	243	74	40	37	92
Number active smelters/refiners ²	16	5	4	1	0	1	2
Supplier response rate	99%	100%	99.6%	-	-	-	-

¹ Smelters and refiners certified as being Conformant under RMI's Responsible Minerals Assurance Process (RMAP).

² Smelters and refiners certified as being Active under RMI's Responsible Minerals Assurance Process (RMAP).

* For detailed product-specific information, please contact your local Epson sales company.

Cobalt Survey Results

	FY2022	FY2023	FY2024
Number of identified smelters/refiners	69	80	98
Number of certified conformant smelters/refiners ¹	35	46	54
Number active smelters/refiners ²	7	4	8
Supplier response rate	97%	98%	99.1%

¹ Smelters and refiners certified as being Conformant under RMI's Responsible Minerals Assurance Process (RMAP).

² Smelters and refiners certified as being Active under RMI's Responsible Minerals Assurance Process (RMAP).

* For detailed product-specific information, please contact your local Epson sales company.

3TG survey results (on products and procured parts basis)

As we aim for our products to be conflict-free and the information we provide to customers to be as accurate as possible, Epson also manages information on the basis of procured parts that are tied to products. By product, the results of the FY2024 survey confirmed that only RMI-certified smelters/refiners are used for products such as semiconductors^{*}. Epson found that, by component category, around 30,000 of the approximately 58,000 parts and materials covered by the 3TG survey (roughly 50%) used minerals sourced exclusively from smelters/refiners certified by the RMI or classified as active.

^{*} For information (name, country, etc.) on identified smelters/refiners associated with semiconductor products, see the

"List of the Smelters or Refiners identified in Seiko Epson IC products supply chain which were known by RMI List of the Smelters or Refiners identified in Seiko Epson's supply chain which were known by RMI (PDF300KB)." [☞](#)

For information (name, country, etc.) about identified smelters/refiners related to fine alloy powder, see the

"List of the Smelters or Refiners identified in the Seiko Atmix supply chain which were known by RMI (PDF180KB)." [☞](#)

For detailed product-specific information, please contact your local Epson sales company.

3. Design and implement a strategy to respond to identified risks (step 3 in the five-step framework).

Epson mitigated risks by asking relevant suppliers to address risks identified by the surveys.

Risk management plan

- Explained and proposed possible risk mitigation measures to suppliers.
- Asked suppliers to submit a plan for addressing identified risks.

Tracking and monitoring of suppliers' risk mitigation efforts

- Meetings were held with individual suppliers to ascertain whether they have mitigated identified risks in their parts and supply chains.
- The results of surveys from suppliers who were asked to resubmit them were re-analyzed.

Concrete examples of risk mitigation

- We asked suppliers that were unable to identify smelters/refiners used for multiple minerals, including gold, to try again. After receiving their resubmitted data, Epson checked the smelters/refiners used in components delivered to it.
- A supplier of components using tin that was unable to verify whether some smelters/refiners were risk-free was asked to either undergo an RMAP audit or use a different source (or supply route). It was found as a result that those smelters/refiners were not used.

4. Information sharing and education for suppliers

Epson believes that responsible sourcing of minerals is an important societal issue that needs to be addressed, and since supplier understanding and cooperation are essential for achieving this, Epson strives to inform and educate its suppliers.

Throughout the year, we provide the following tools and information to ensure that suppliers always have up-to-date and easily accessible information:

- Excel Check Tool to check a smelter or refiner's RMAP certification information
- RMAP certification renewal information on smelters and refiners

In addition, we analyze the answers of suppliers who complete the surveys and provide them with detailed feedback on results, indicating what might have been missing and where improvements are needed. The feedback, which is issued on each reporting template, is intended to clearly indicate where a supplier needs to exercise due diligence.

We also explain the reporting templates and provide individual support for completing them in response to requests from suppliers.

We hold annual supplier conferences around the time we ask suppliers to complete the survey. At these conferences, we talk about responsible minerals sourcing, global trends in mineral issues, Epson's policies, and the OECD's due diligence guidance. We also provide ongoing education on survey methodology and on how to answer survey questions. In 2024, a total of 1,047 individuals participated.

Since 2023, Epson has been conducting reviews to ensure that supplier's systems and initiatives for responsible mineral sourcing align with the OECD Due Diligence Guidance framework. Through these reviews, Epson examines suppliers' survey policies, survey programs, and the processes used to provide answers on surveys submitted to Epson. When deficiencies or gaps are identified, Epson requests corrective action and provides support. With this type of communication with suppliers, we strive to strengthen their internal systems and improve their investigative capabilities.

5. Third-party audits

(1) Epson undergoes RBA Validated Assessment Program (VAP) audits at its manufacturing sites.

All sites that underwent a VAP audit between 2023 and 2024 were found to be in conformity with RBA's criteria for the responsible

sourcing of minerals (D7 in the RBA Code of Conduct and E3 in the RBA VAP audit standard).

Manufacturing Site	Country	Main Products Manufactured
PT. Indonesia Epson Industry	Indonesia	Printers
PT. Epson Batam	Indonesia	Printers
Epson Engineering (Shenzhen) Ltd.	China	Printers Projectors Robots
Epson Precision (Philippines), Inc.	Philippines	Printers Projectors
Epson Precision (Thailand) Ltd.	Thailand	Device Products
Epson Precision Suzhou Co., Ltd.	China	Device Products
Epson Precision Malaysia Sdn. Bhd.	Malaysia	Device Products

* D7 in the RBA Code of Conduct: Responsible Sourcing of Minerals (Excerpt)

Participants shall adopt a policy and exercise due diligence on the source and chain of custody of the tantalum, tin, tungsten, gold, and cobalt in the products they manufacture to reasonably assure that they are sourced in a way consistent with the Organization for Economic Co-operation and Development (OECD) Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas or an equivalent and recognized due diligence framework.

[See here for details on RBA audits.](#) 

(2) Epson had an independent, third-party auditing firm conduct a review of its systems and initiatives for the responsible sourcing of minerals to verify that Epson sources minerals responsibly in line with the OECD Due Diligence Guidance framework. The audit firm, in a written opinion following the review, stated that it had not found any discrepancy between Epson's efforts including the conflict minerals survey policy, the survey program and reporting, internal system development, or the implementation of the survey according to the plan and Epson's disclosure of the information on the efforts on Epson's website.

[2024 Third Party Review Report on Responsible Mineral Sourcing \(PDF,250KB\)](#) 

[2023 Third Party Review Report on Responsible Mineral Sourcing \(PDF,150KB\)](#) 

6. Partnerships with External Organizations

The conflict minerals problem is a global issue that we cannot solve alone. We, therefore, support and actively participate in the programs of the Responsible Minerals Initiative (RMI), which was established to address responsible mineral sourcing issues, and of JEITA, a domestic Japanese industry association. We also contribute to RMI's audit fund, believing that it is the responsibility of downstream companies to shoulder the costs of smelter and refiner audits.

Through alliance and group activities, Epson is working to resolve the issue of conflict minerals around the world and to improve conflict mineral investigation activities in the supply chain through industry collaboration.

Global initiative

[Responsible Minerals Initiatives\(RMI\)](#) 

Number of member companies: 530+

Some of RMI's activities

- [Due diligence](#) 
- [Certification program](#) 
- [Development and provision of standardized reporting templates \(survey forms\)](#) 



Domestic Japanese industry initiative

Japan Electronics and Information Technology Industries Association (JEITA) , Responsible Minerals Trade Working Group

Number of member companies: 50+

Some of the activities of JEITA

- Participating in the RMI and collaborating with international initiatives such as GeSI
- Monitoring and sharing information on the regulatory situation in various countries and regions
- Educating and raising awareness among suppliers
- Pressuring smelters that are not RMI-certified to undergo audits

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Green Purchasing

Epson is committed to green purchasing, which prioritizes the procurement of parts and materials that are free from hazardous substances and have a low environmental impact. This approach helps minimize the effects of chemicals in products on human health and ecosystems. Green purchasing is promoted throughout the supply chain, based on the basic principles of product substance assurance, as outlined below.

Basic Principles of Product Substance Assurance ▼	Green Purchasing Standard ▼	Surveys on Substances in Products ▼
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Basic Principles of Product Substance Assurance

Epson procures production materials on the basis of the following five principles:

1. Comply with applicable laws and regulations.
2. Procure materials from suppliers that can comply with conditions specified in this standard regarding banned substances (e.g., thresholds, parts and locations where substances are present, uses).
3. Procure materials from suppliers who can guarantee that banned substances are not present in their products.
4. Procure materials from suppliers who can provide data on target substances present in their products.
5. Accept goods that have been guaranteed by the supplier.

Green Purchasing Standard

This document outlines the Epson's basic principles of product substance assurance, along with the specific standards and operational procedures.

The Epson Group Green Purchasing Standard for Production Materials, Rev. 11
(The latest version: Revised on September 1, 2025 and enacted on December 1, 2025)

- [English \(PDF, 1.3MB\)](#) PDF
- [Chinese \(PDF, 1.6MB\)](#) PDF
- [Japanese \(PDF, 2.2MB\)](#) PDF

The Epson Group Green Purchasing Standard for Production Materials, Rev. 10

- [English \(PDF, 700KB\)](#) PDF
- [Chinese \(PDF, 1.0MB\)](#) PDF
- [Japanese \(PDF, 1.5MB\)](#) PDF

Surveys on Substances in Products

Epson conducts two types of surveys on substances in products: the Epson Standard Survey and division-specific Operations Division Surveys. The following pages provide the input format and detailed instructions for completing each survey.

[Information about Product Substances \(Epson Standard Survey\) ➔](#)

[Surveys and Submissions \(Operations Division Surveys\) ➔](#)

Related link

[Management of Chemical Substances in Products ➔](#)

[Home](#) > [Sustainability](#) > [Supply Chain](#) > [Green Purchasing](#)

Paper Products Procurement

The illegal logging of forests is a very serious issue for those seeking to protect the environment on the global scale and practice sustainable forest management. Around the world, greater efforts are being made to ensure legality and sustainability during the procurement of wood products.

Epson thus manages its entire supply chain from the immediate supplier all the way back to the forest to ensure the legality, sustainability and environmental safety of the paper products we procure. We ask that suppliers understand the intent and nature of these initiatives and give us their full support.

Stance on Procurement of Paper Products

Epson has established a procurement policy for paper, the major forest product we procure. Under this policy, we adhere to the practices below that support the social, economic and environmental sustainability of forests.

1. We make effective use of used paper and other recycled pulp.
2. When virgin is used as a raw material in paper goods we procure, we confirm its
 - legality
 - sustainability
 - chemical safety
 - environmental management

Scope of Application

At Epson, the Procurement Policy applies to the procurement of specialty paper for use in Epson printers.

Content of Conforming Procurement Management

Suppliers are asked to provide a Certificate of Conformity to Epson Paper Products Procurement Policy to confirm their compliance with the Procurement Policy.

Epson Paper Products Procurement Standard (PDF,130KB) 

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