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About Epson Speak UP!

What are Epson Speak UP! and EthicsPoint?

Epson Speak UP! is a platform to assist Epson management, employees, business partners, and other stakeholders to work together in addressing corporate misconduct (see below) that may impact the company's operations and reputation.

Epson uses EthicsPoint, a confidential reporting system managed by Navex to facilitate Epson Speak UP!.

What is corporate misconduct?

Corporate misconduct refers to any actions, whether within or outside the workplace that are suspected to:

- break the law
- breach regulations and standards
- conflict with company values as outlined in the Epson Global Code of Conduct and Epson Business Partner Code of Conduct

that may impact the company's operations and reputation.

How are they different from one another?

- **Breaking the law:** This refers to any actions that violate domestic or foreign laws. Examples include fraud, bribery, and insider trading. Legal violations can result in severe consequences such as fines, imprisonment, and damage to the company's reputation.
- **Breaching regulations and standards:** This involves failing to comply with the company's established rules and guidelines. Examples include bypassing approval processes, misreporting expenses or retaliating against the whistleblower, all of which affect the company's operational integrity. These breaches can lead to internal disciplinary actions.
- **Conflicting with company values:** These are actions that, while they may not necessarily break the law or breach specific regulations, go against the



principles and ethical standards outlined in the Epson Global Code of Conduct and Epson Business Partner Code of Conduct. Examples include disrespectful behavior, lack of transparency, or unethical decision-making. Conflicts with company values can erode trust and morale within the organization.



Reporting – General

Can I report using either the Internet or the telephone?

Yes. With Epson Speak UP!, you can file a confidential and/or anonymous report via either the telephone or the Internet.

What type of situations should I report?

The platform is designed for employees to report corporate misconduct. For product and services related complaints/feedback and business partnership or sponsorship requests please refer to the respective customer support lines:

[Singapore](#)

[Malaysia](#)

[Indonesia](#)

[Philippines](#)

[Thailand](#)

[Vietnam](#)

If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

When you observe corporate misconduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, or other member of our management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances, you can use Epson SpeakUP!. We would rather you report than keep the information to yourself.

Why should I report what I know? What's in it for me?

We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment. Corporate misconduct can threaten the livelihood of an entire company.

Does management really want me to report?

We certainly do. In fact, we need you to report. You know what is going on in our company - both good and bad. You may have initial knowledge of an activity that may



be cause for concern. Your reporting can minimize the potential negative impact on the company and our people. Also, offering positive input may help identify issues that can improve corporate culture and performance.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals within the company who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

Isn't this system just an example of someone watching over me?

The EthicsPoint system concentrates on being a positive aspect of our overall philosophy, and allows us to assure a safe, secure, and ethical workplace. You are encouraged to seek guidance on corporate misconduct. Effective communication is critical in today's workplace and this is a great tool to enhance that communication.

We have carefully chosen the best reporting tool to meet our compliance obligations while maintaining a positive reporting environment.



Reporting Security & Confidentiality

I am concerned that the information I provide Epson Speak UP! will ultimately reveal my identity. How can you assure me that this will not happen?

The system is designed to protect your anonymity. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith..." or "In my 33 years...".

What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish.



Tips & Best Practices

I am aware of some individuals involved with corporate misconduct, but it doesn't affect me. Why should I bother reporting it?

Our company chooses to promote ethical behaviour. All corporate misconduct, at any level, ultimately hurts the company and all employees, including you. You only have to consider what happened in recent corporate scandals to see the disastrous effects that a seemingly harmless lapse in ethics can have on an otherwise healthy company. So if you know of any corporate misconduct, consider it your duty to yourself and your co-workers to report it.

What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?

Epson Speak UP! is designed so that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?

When you file a report at the Epson Speak UP! site or through the Call Center, you receive a unique username and are asked to choose a password. You can return to the system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

Can I still file a report if I don't have access to the Internet?

You can file a report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you don't have access to or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.