

Canon is dedicated to offering customers products and services globally that can be used safely, with peace of mind and with satisfaction. Canon Oceania Group's vision is to be recognized for our customer focused technology and services which inspire people to achieve more than they ever thought they could.

*Canon Quality* is realised through our global quality management system, a comprehensive set of rules and guidelines that enables the Canon Group to synchronise its efforts across the whole product lifecycle from planning to final disposal. As a global leader in imaging technology with best in class IT, creative and outsourcing solutions the Canon Oceania Group is committed to engaging and supporting its people to deliver the following:

**Customer Service Excellence** – We do more than people expect.

**Customer Service Responsibility** – We do what we say we will do.

**Risk Based Thinking** – We promote a process approach to identifying and managing risks and improving performance. We ensure that we comply with all local laws, regulations, codes and customer expectations applicable to our products and services.

**Continual Improvement** – The Canon Group invests in research and development of products and processes to meet customers' future needs and sets targets to ensure that we continually improve our internal and external service delivery and management systems.

**Delivery, Timeliness and Availability** – We develop and refine performance indicators to ensure that we meet our customers' expectations and respond promptly to queries.

**Courtesy, Honesty and Fairness** – We treat customers, clients, suppliers, co-workers and management with courtesy and integrity, with proper regard for their rights and dignity. We always strive to do the right thing by our customers and we are fair and transparent in dealings with our suppliers.

**Team Spirit** – We Live the San-Ji Spirit – through self-motivation, self-management and self-awareness, each employee takes responsibility for satisfying the needs of our internal and external customers.



Akira Yoshida  
Managing Director

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