

A photograph of the Aurora Borealis (Northern Lights) over a dark, silhouetted landscape at night. The sky is a deep purple and blue, with vibrant green and yellow light bands from the aurora stretching across the horizon. The foreground is dark, showing the silhouettes of trees and distant lights.

**Canon**



CANON OCEANIA  
GROUP

CANON OCEANIA  
SUSTAINABILITY REPORT 2024

# ECONOMIC AND GOVERNANCE FACT BOOK

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## Statement of Use

The details contained in this Fact Book are intended to supplement the information included in the 2024 Canon Oceania Sustainability Report.

Canon has reported the information in this Fact Book for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards.

The specific disclosures under each standard are shown in the document.

Please direct any additional questions or comments relating to this Fact Book or the Canon Oceania Sustainability Report to [sustainability@canon.com.au](mailto:sustainability@canon.com.au)

## ORGANISATION GOVERNANCE

### GRI 2 General Disclosures

#### 2-9 Governance Structure and Composition

Canon Australia is a wholly owned subsidiary of Canon Inc. Details of Canon Inc's corporate governance structure are available on the Canon Inc website [Canon.com](https://www.canon.com). The operational structure of Canon Australia and its controlled entities (known as the Canon Oceania Group) is shown in the [Sustainability Report](#) under company information. The Canon Australia Board is the governing body for the Canon Oceania Group which comprises the following companies:

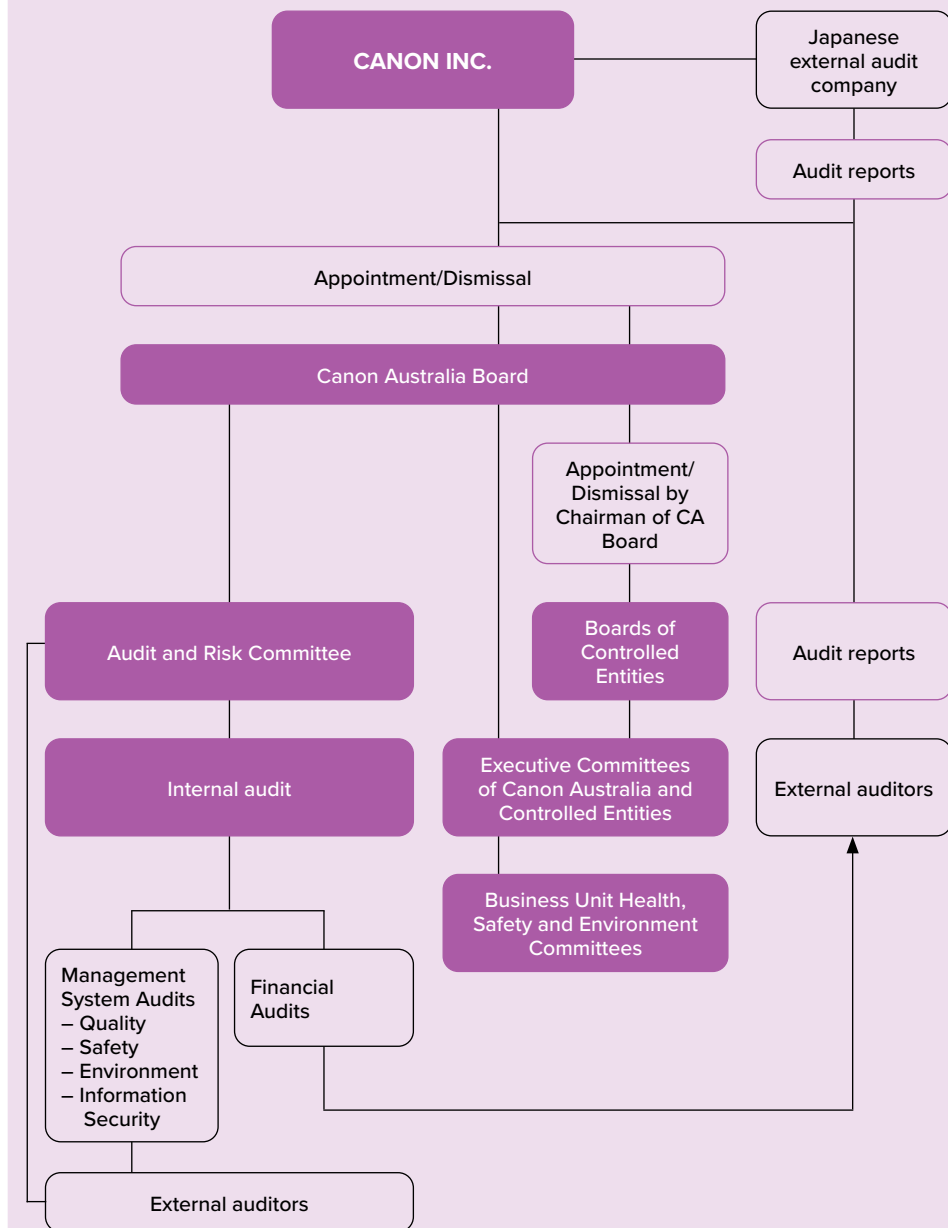
- Canon Australia Pty Ltd
- Canon Finance Australia Pty Ltd
- Canon Business Services Australia Pty Ltd
- Harbour IT Pty Ltd
- Satalyst Pty Ltd
- Canon New Zealand Limited
- Canon Business Service Centre Philippines Inc.

The Directors of Canon Australia and each company in the Group are charged with the strategic and organisational oversight and direction of the companies. The key companies, Canon Australia, Canon Business Services and Canon Business Service Centre Philippines each have an executive committee composed of Company Directors and Officers who are responsible for operational management including management of economic, environmental and social factors. Canon Australia has one non- executive director who is an executive of Canon Inc.

The Audit and Risk Committee's membership includes the Managing Director, Director People and Finance and Head of Legal, Risk management and Sustainability Services, and General Manager Budget and Group Planning. The committee's scope includes all Canon Oceania companies. Canon's global risk management system and the role of Divisions and Group companies within that structure is clearly described in Canon's global Sustainability Report in the section on Risk Management.

Canon Australia Board			
Name	Governance Role	Executive Position	Dates
<b>Kotaro Fukushima</b>	Chairman	Managing Director Canon Australia	Appointed 1 April 2022
<b>Kohei Ida</b>	Director	Senior Principal Engineer, Global Marketing Strategy Headquarters, Canon Inc	Appointed 17 November 2023
<b>Kazuhiko Nagashima</b>	Director	Executive Vice President & CFO, Canon Europe Ltd	Appointed 1 April 2018  Resigned 17 November 2023
<b>Kojiro Tonari</b>	Alternate Director	General Manager Group Planning and Audit	Appointed 30 June 2023
<b>Ken Yanase</b>	Alternate Director	General Manager - Budget and Group Planning	Resigned 1 March 2023

#### Corporate Governance Structure





GRI 201 Economic Performance

201-1 Direct economic value generated and distributed

	AUD, 000		
	2023	2022	2021
Consolidated revenue	668,129	656,841	644,416
Community investment (Note 1)	197	188	N/A
Monetary value of significant fines	0	0	0

Note 1 Includes donations of money and products (at cost) to charities and other organisations. We implemented a new governance system for community investment in 2022. Data before that time is not available.

Canon Oceania companies invest in community development activities and many of these are shown throughout the Sustainability Report but the contribution has not been assessed in monetary terms.

2-23 Policy Commitments

Canon Code of Ethical Conduct

Canon Oceania requires its employees, leaders and contractors to maintain a high standard of ethical conduct and integrity in all matters concerning their employment or contract with Canon. The Canon Oceania Code of Conduct is based on the Canon Inc. Code of Conduct. This is a summary of the Codes which provide expectations and general guidelines for conducting business at an appropriate ethical standard. Canon employees and contractors are expected to report any suspected violations of the Code of Conduct or other irregularities to their immediate manager or another senior manager, or by using the ‘Whistle Blower Hotline’ mentioned below.

Management stance

Contribution to society

- Provision of excellent products
- Protection of consumers
- Preservation of the global environment
- Social and cultural contributions
- Communication

Fair business activities

- Practice of fair competition
- Observance of corporate ethics
- Appropriate disclosure of information

Code of Conduct for Executives and Employees

1. Compliance with Corporate Ethics and Laws

- Fairness and sincerity
- Legal compliance in performance of duties
- Appropriate interpretation of applicable laws, regulations and company rules

2. Management of corporate assets and property

- Strict management of assets and property
- Prohibition against improper use of company assets and property
- Protection of the company’s intellectual property rights

3. Management of information

- Management in compliance with rules
- Prohibition against personal use of confidential and proprietary information
- Prohibition against insider-trading
- Prohibition against the unlawful acquisition of confidential information pertaining to other companies
- Appropriate use of confidential and proprietary information pertaining to other companies

4. Conflicts of interest/separation of personal and company matters

- Avoidance of conflicts of interest
- Prohibition against seeking, accepting or offering improper gifts, entertainment or other benefits
- Prohibition against acquisition of pre-IPO shares

5. Maintenance and improvement of working environment

- Respect for the individual and prohibition against discrimination
- Prohibition against sexual harassment
- Prohibition against bringing weapons or drugs to the company workplace

Human Rights Policy

Canon Oceania works under the Canon Group Human Rights Policy. For further information about Canon’s approach to human rights please see the [Canon Inc. website](#). Further information on Canon Oceania’s approach to Modern Slavery is included in the Social Fact Book and in our [Modern Slavery Statement](#).

Canon Group Human Rights Policy

Since Canon’s founding in 1937, all employees have been treated the same on a fair and equal basis, without any discrimination due to status, gender, age or occupation. This stance was based on a complete respect for humanity.

Following half a century of operations, we adopted our corporate philosophy of *kyosei* in 1988. *Kyosei* is the aspiration to create a society in which all people, regardless of race, religion or culture, live and work together for the common good. It sets the goal of human happiness and prosperity above the profits earned by any single company or nation. *kyosei* expresses our commitment to and global aspiration for a respect for humanity and makes clear the company’s firm stance to working together with stakeholders around the world to achieve this.

This policy expresses Canon Group’s commitment to respect human rights and to take measures to protect human rights under the corporate philosophy stated above, which we embed into our operational policies and procedures.

1. Respect for Human Rights

Canon commits to respect internationally recognized human rights across its business activities, as set out in the Universal Declaration of Human Rights, International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, UN Guiding Principles on Business and Human Rights, and Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises.

Specifically, Canon commits to respect fundamental human rights, prohibit discrimination, harassment or violence based on such factors as race, nationality, gender, religion and creed, promote diversity, prohibit child labor and forced labor (including human trafficking), prohibit unreasonable restriction on movement, respect freedom of association and the right to collective bargaining in accordance with the laws and regulations of each country and region, pay employees wages equal to or greater than legally mandated wages, prevent excessive overtime work and grant appropriate holidays, ensure occupational health and safety, prevent occupational injuries, protect privacy, and promote responsible minerals sourcing.

### 2. Human Rights Due Diligence

In accordance with the UN Guiding Principles on Business and Human Rights, Canon conducts human rights due diligence to identify adverse human rights impacts that are linked to its business activities, and to prevent or mitigate any adverse impacts. In consideration of the findings of human rights due diligence, Canon will review and update this policy, where necessary.

### 3. Grievance Mechanism

Canon establishes and operates an effective internal and external reporting system to understand adverse human rights impacts that are linked to its business activities. When Canon identifies that it has caused or contributed to adverse human rights impacts, Canon will take appropriate steps to remedy the situation.

### 4. Awareness Training

Canon conducts human rights awareness training on a continuous basis to enable its executives and employees to deepen their understanding of international initiatives relating to human rights and this policy, and to respond appropriately to human rights issues.

### 5. Dialogue with Stakeholders

Canon communicates its human rights approach, as stated in this policy, to stakeholders through our website and other communication channels. In a series of initiatives under this policy, Canon learns from the human rights expertise of external experts and has dialogue with stakeholders such as employees and suppliers who are or could potentially be affected by our business activities in relation to human rights.

Canon seeks to contribute to our stakeholders' understanding of the international circumstances surrounding human rights. By cooperating with surveys and audits conducted by Canon, as well as with our responses to the risks uncovered through our initiatives, we encourage our stakeholders to join Canon in addressing human rights issues.

### Procurement Policy and Suppliers Code of Conduct

Canon Oceania follows the procurement policies and practices specified by Canon Inc. In particular we comply with all applicable laws and regulations, apply ethical standards and operate in a manner that protects the environment. We are open to any and all suppliers and promote free and fair competition in accordance with principles of faith and trust. We support mutual growth with excellent and reliable suppliers that are selected through fair evaluation processes. Detailed information about Canon's global procurement requirements, including sustainability requirements for suppliers are included on the [Canon Inc. website](#).

Canon Oceania's Code of Conduct for Suppliers, which is based on the Responsible Business Alliance Code, is available on the [Canon Australia website](#).

### 2-26 Mechanisms for seeking advice and raising concerns (Whistleblower hotline)

For any concerns related to the operations of Canon Oceania or its suppliers in Australia, New Zealand or the Philippines, internal and external stakeholders can lodge a report online or call the Whistle Blower Hotline. The online form and hotlines are hosted by a third-party provider and are promoted internally through training and various policies and procedures. Externally the hotlines are hosted on our websites, and included in the supplier code of conduct. Any information received through the hotline is sent to Canon's Internal Audit team on a totally confidential basis and can be anonymous. All comments are dealt with seriously and appropriate actions are taken. The process is overseen by the Audit and Risk Committee, taking into account confidentiality requirements.

In 2023 eleven reports were received through the hotline. The reports were all from employees of Canon Australia and its subsidiaries. All reports were investigated and appropriate actions were taken. The type of reports received can be summarised as follows. The investigations revealed no serious legal or ethical compliance issues.

Issue	Number of cases
Discrimination or harassment	7
Expense claims	2
Operation management	1
Work behaviour	1
<b>Total</b>	<b>11</b>

### 2-27 Compliance with laws and regulations

Canon Oceania has a strong culture of ethical and legal compliance which is reinforced through its philosophy of *kyosei*, codes of conduct for employees and suppliers and regular training and awareness sessions. Compliance is monitored through a variety of mechanisms including internal audits, and a mixture of internal and external reporting processes, including the whistleblowing hotline mentioned previously.

During 2023 there were no significant instances of non-compliance with laws and regulations identified. There were no fines received or non-monetary sanctions incurred.

## 2-28 Membership associations

The following table shows industry associations and advocacy organisations which are important for our strategic planning and where Canon plays a significant role.

Organisation	Canon Business	Role
Australia New Zealand Recycling Platform	Canon Australia	Director
Australia and New Zealand Chamber of Commerce (ANZCHAM) (Philippines)	Canon Business Service Centre Philippines	Gold Sponsor
Australian Battery Recycling Industry Association	Canon Australia	Executive Committee Member
Australian Cinematographers Society	Sunstudios	
Australian Information Industry Association	Canon Australia	Member
Product Stewardship Working Group		Chair
Legal Working Group		Member
ESG Working Group		Member
Information Security Working Group		Member
Australian Packaging Covenant Organisation	Canon Australia	Member
Battery Stewardship Council	Canon Australia	Member
Cartridges for Planet Ark	Canon Australia	Governance Committee Member
Consumer Electronics Suppliers of Australia	Canon Australia	Director
Information and Business Processing Association of the Philippines	Canon Business Service Centre Philippines	Member
Japan Chamber of Commerce and Industry, Sydney Inc.	Canon Australia	Director
Japanese Society of Sydney Inc.	Canon Australia	Director
Standards Australia Committee TE 001-Safety of Electronic Equipment	Canon Australia	Member
Standards Australia Committee TE 003 Electromagnetic Compatibility	Canon Australia	Member
Standards Australia Mirror Committee IT-0209-01 – Local mirror committee for ISO/IEC JTC 1/SC 29/WG 1 (“JPEG”)	Canon Australia	Member
Standards Australia mirror committee IT-029-11: – Local mirror committee for ISO/IEC JTC 1/SC 29/WG 1..WG8 (“MPEG”)	Canon Australia	Member
WG2: Feature compression for video coding for machines (FCVCM)		Co-chair & Representative to ITU-T Joint co-ordination activity on machine learning (JCA-ML)
WG4: Video coding for machines (VCM)		Co-chair
WG5: Draft text and test model algorithm description editing (AHG2)		Co-chair
Techcollect New Zealand Ltd	Canon New Zealand	Director

## MATERIAL ECONOMIC AND GOVERNANCE TOPICS

### GRI 205 Anti- corruption

<b>205-1</b>	Operations assessed for risks related to corruption
<b>205-2</b>	Communication and training about anti-corruption policies
<b>205-3</b>	Confirmed incidents of corruption and actions taken

As part of the Canon global risk management process the Canon Oceania group reports annually on its compliance with the Canon global standards to prevent bribery, corruption and conflicts of interest. Canon Oceania meets the standards by:

- Regularly assessing the potential risks of bribery and corruption across the Canon Oceania Group taking into account location, activity and sector
- Training all employees in the Canon Code of Conduct which requires compliance with all applicable local, national and international laws relating to anti-bribery and anti-corruption as well as Canon policies on conflict of interest and bribery
- Employees who are identified as working in areas at higher risk of bribery or corruption undergo annual training covering the definitions of bribery and conflicts of interest, responsibilities and policies and discussion of potential scenarios that they could come across in their work activities and how to identify risky situations involving gifts, benefits or bribes
- Providing an independently operated whistleblower hotline, published on our websites where employees and others can report anonymously, if they wish, potential violations of Canon's Code of Conduct. (see 2-26 Whistleblower hotline)
- Monitoring of compliance through auditing and reporting.

During 2023 no incidents of confirmed corruption were identified.

### GRI 206 Anti-competitive behaviour

Canon's approach to anti-competitive behaviour is outlined in the Code of Conduct. In addition, all of the elements described above in relation to anti-corruption are also applied to anti-competitive behaviour.

<b>206-1</b>	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices
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There were no legal actions pending or completed during the reporting period regarding anti-competitive behaviour or violations of anti-trust and monopoly legislation in which the organization has been identified as a participant.

### GRI 207 Approach to Tax

Canon Oceania tax policy is based on the Canon Inc. policy which is that, as a multinational corporation with operations spanning the globe, the proper payment of taxes in the countries and regions where it operates is one of its most fundamental and important social responsibilities. Accordingly, Canon Group abides by the following principles with regard to tax matters.

1. Pay taxes properly in accordance with the letter and the spirit of tax-related laws and ordinances without employing tax planning for tax avoidance purposes.
2. Ensure that tax accounting and other related processes are carried out unfailingly, according to law.
3. Develop tax-related governance systems and work to raise awareness about tax compliance.

4. Adhere to common international rules on international taxation (guidelines set by the Organization for Economic Co-operation and Development and the United Nations) and ensure that actions are in compliance with the tax laws of each country.

### Risk Management Framework

In line with the Canon corporate philosophy of *kyosei*, the Canon Oceania Group companies seek to operate responsibly within the communities of which they are a part, recognising that the health and success of our businesses are inextricably linked to the health and success of those communities. As an extension of that philosophy, our shareholders, employees, customers and other stakeholders expect us to conduct our business competently, with integrity, in compliance with the law, and as good corporate citizens. By consciously identifying and managing risk in our operations, we seek to run sustainable and consistently profitable businesses that meet the expectations of the communities in which we operate. We also seek to foster a business culture where all business leaders in the Canon Oceania Group companies take clear accountability for consciously and competently managing the risks in their businesses. Conscious risk management should be a driver for continuous business improvement.

The Canon Oceania Risk Management Framework is based on the international benchmark ISO 31000, Risk management – Guidelines, and relies on the principle of 3 lines of defence.

**Table 1 – Three Lines of Defence for Risk Management across the Canon Oceania Business**

First line of defence: The business
<p>Prime accountability for risk sits with the business.</p> <p>Business managers need to plan in order to be prepared to manage their part of the business in good times and bad.</p> <p>They need to plan how their part of the business will continue in reasonably foreseeable adverse circumstances</p>
Second line of defence: Support functions
<p>Support functions including Legal, Human Resources, Sustainability, Oceania Financial Services, Information Technology and Information Security, provide frameworks, tools and expertise to assist the business to manage risk.</p>
Third line of defence: Audit
<p>An independent audit function assesses the efficacy of the first and second lines of defence and drives continuous improvement.</p>

Canon Oceania's Risk Management Framework is part of the Canon Inc. Risk Management Framework which is outlined in detail on the [Canon Inc. website](#). Under this framework Canon Oceania reports annually to the Canon Inc Risk Management team on its plan for the year to manage common risks in accordance with Canon standards, and any risks that we have identified as unique to our region or business. At the end of the year, we report on our performance against our plan including any necessary corrective actions.

## Business Continuity Management Plan

Canon Oceania's business continuity management plan is based on the international standard ISO 22301 Business Continuity Management. The plan documents the measures implemented by Canon Oceania to minimise disruption to our operations and services, and to recover as quickly as possible when an incident occurs.

The plan:

- Outlines responsibilities for business continuity
- Identifies vulnerabilities and risks to operations
- Recommends measures to prevent extended operational and service disruptions
- Outlines testing, training and review processes to ensure effective continuity measures.

The plan applies to all Canon Oceania sites, business groups, infrastructure, resources, facilities, and contractors and vendors critical to Canon's ability to operate its business and service its customers.

## Information Security Management System

Canon Oceania is committed to protecting customer information by implementing the appropriate security controls across its services and associated information technology ecosystem. We realise that effective management of cyber and information security risk is fundamental to the successful delivery, operation and management of the Group's services to customers.

Canon Oceania's Information Security Management System (ISMS) is based on the International Standard ISO/IEC 27001 Information security, cybersecurity and privacy protection — Information security management systems — Requirements. Relevant sections of the business in Australia, New Zealand and the Philippines are independently certified to the Standard. (See Management System certification system below) The system is based on the Canon Inc. Information Security Management System which is described on the [Canon Inc. website](#).

The ISMS is governed by the Information Security Forum, comprised of senior managers from each of the companies within the Canon Oceania Group and chaired by the Director Technology and Operations (a member of the Senior Leadership Team). The Information Security Forum is responsible for ensuring that the system achieves the following objectives:





- Assurance for customers, regulators and other stakeholders that information assets are protected at rest, in use and in transit
- Implementing accepted standards-based processes to provide robust repeatable outcomes that improve the organisation's security posture, through continuous improvement and independent 3<sup>rd</sup> party audits
- Supporting evolving security eco-system requirements of customers, regulators and accepted standards through ongoing ISMS certification
- Implementing standards- based risk management practices to mitigate potential compromise and exposure of information assets
- Maintaining the reputation and brand of Canon Oceania.



The ISMS is also fundamental to the effective implementation of Canon Oceania's privacy policy which is addressed in the [Social Fact Book](#).



## Management System Certification

Canon Oceania companies held the following management system certification in July 2024.

Certification	Company	Locations	Certificate No	Logo	Certified Since
Quality Management					
AS NZS ISO 9001:2015 Quality Management Systems	Canon Australia (including SUNSTUDIOS)	Australia	DNV C611732		1993
	Canon Finance Australia	Australia			1993
	Canon Business Services ANZ	Australia & New Zealand			2009
	Canon Business Services Centre	Philippines			2009
	Canon Production Printing Australia	Australia			2014
	Canon New Zealand	New Zealand			2023
Quality Management					
AS NZS ISO 14001: 2015 Environmental Management Systems	Canon Australia (including SUNSTUDIOS)	Australia	SGS JP 96/008114 Part of Canon Inc Global Certification		2007
	Canon Finance Australia	Australia			2007
	Canon New Zealand	New Zealand			2007
	Canon Business Services ANZ	Australia and New Zealand			2009
	Canon Business Services Centre	Philippines			2019
	Canon Production Printing Australia	Australia			2014
Toitū net carbonzero certification	Canon New Zealand (including Canon Finance NZ and CBS NZ)	New Zealand	2019035J		2019
Eco Choice Aotearoa	Canon New Zealand (selected business products)	New Zealand	2408036		2008

Certification	Company	Locations	Certificate No	Logo	Certified Since
<b>Health and Safety Management</b>					
ISO 45001:2018 Occupational Health and Safety	Canon Australia (including SUNSTUDIOS)	Australia	DNV C611733		2008 <sup>1</sup>
	Canon Finance Australia	Australia			2008
	Canon New Zealand	New Zealand			2020 <sup>2</sup>
	Canon Business Services ANZ	Australia and New Zealand			2021
	Canon Production Printing Australia	Australia			2014
	Canon Business Services Centre	Philippines			2024
<b>Information Security Management</b>					
ISO/IEC 27001:2013 Information Security Management Systems	Canon Business Services ANZ	Australia, New Zealand	SAIG ITGOV40073		2016
	Canon Business Service Centre	Philippines			
	Canon Australia	Australia			2021
Payment Card Industry (PCI) Data Security Standard	Canon Business Services Australia Pty Ltd	Australia	Attestation of Compliance <sup>3</sup>	N/A	2023
SOC2 Type II	Canon Business Services Australia Pty Ltd Satalyst Pty Ltd Canon Business Services New Zealand (CBSNZ) Division of Canon New Zealand Ltd	Australia New Zealand	Independent Assurance Report (upon request)	N/A	2023

1 Canon Australia was certified to OHSAS 18001 from 2008 and this certification was upgraded to ISO 45001 in 2020.

2 Canon New Zealand held ACC Workplace Safety Management Practices Certification – from 2009 until the program closed in 2018.

3 Available on request from [ITGRC@canon.com.au](mailto:ITGRC@canon.com.au)



Back cover image Rob de Jeu, Canon Oceania Group Employee. Taken on a Canon PowerShot G3 X.

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[canon.com.au](http://canon.com.au)

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