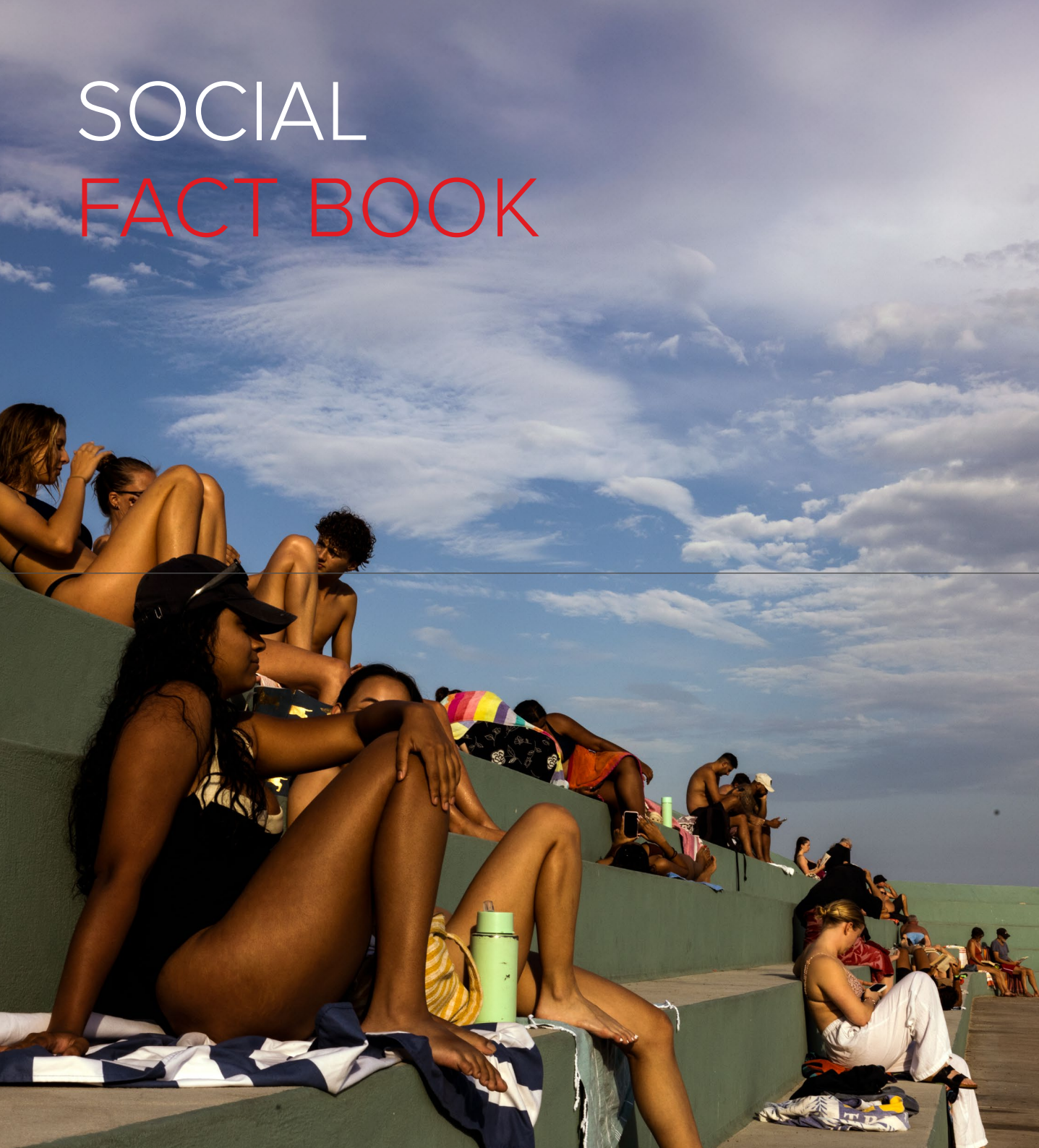


# SOCIAL FACT BOOK

**Canon**



**CANON OCEANIA**  
SUSTAINABILITY REPORT 2025



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GRI STANDARDS

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STATEMENT OF USE

The details contained in this Fact Book are intended to supplement the information included in the [Canon Oceania 2025 Sustainability Report](#).

Canon has reported the information in this Fact Book for the period 1 January 2024 to 31 December 2024 with reference to the Global Reporting Initiative (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)

ABOUT THIS REPORT

This report is structured and informed by our Canon Oceania material issues for 2024. The report is not independently assured, although our carbon data is included in the Canon Global independent verification process, with details available in the [Canon Inc. Sustainability Report](#).

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Canon welcomes feedback on the report at [sustainability@canon.com.au](mailto:sustainability@canon.com.au)

Canon Companies

"Canon" refers to all companies in the Canon Group including Canon Inc. and its consolidated subsidiaries. Canon Inc. indicates the non-consolidated parent company, from here on is referred to as Canon. Canon Oceania refers to Canon Australia and its consolidated subsidiaries Canon Finance Australia, SUNSTUDIOS, Canon New Zealand, Canon Finance New Zealand, Canon Business Services and Canon Business Service Centre Philippines. Refer to companies within the Canon Oceania Group as described in the [Canon Oceania 2025 Sustainability Report](#) (p.4).

## MATERIAL ISSUE

**BUILDING AN AUTHENTIC, DIVERSE AND INCLUSIVE CULTURE****GRI 401 Employment****3-3 Management approach**

The Canon Oceania Sustainability Report highlights that building an authentic, diverse and inclusive culture is one of our material issues. It also includes details of recent activities towards this aim.

Canon's global approach to employment throughout its value chain stems from its *Kyosei* philosophy – living and working together for the common good. Canon's respect for humanity has been part of Canon's DNA since it was established. Canon has cultivated a corporate culture to support the motivation, pride and wellness of individual employees. The company strives to ensure working conditions are appropriate, fair and based on principles of meritocracy and that they afford peace of mind to employees and other workers. In this way Canon aims to generate new value based on a diverse workforce infused with an enterprising spirit.

Canon Inc. publishes its global policies on Human Rights and Labour on its [website](#) and those policies are followed within Canon Oceania. The policies includes commitment to compliance with the applicable laws in each country and the following international standards and conventions:

- Universal Declaration of Human Rights
- International Labor Organisation (ILO) Declaration on Fundamental Principles and Rights at Work
- United Nations Guiding Principles on Business and Human Rights
- Organisation for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises.

Canon Inc. is also a member of the Responsible Business Alliance (RBA) a not-for-profit coalition of leading companies dedicated to improving social, environmental and ethical conditions in their global supply chains.

A fundamental principle all Canon employees are encouraged to embrace is the *San-Ji* Spirit, the spirit of the three selves.

**SAN-JI SPIRIT**

**Self-Motivation:** proactively taking the initiative;

**Self-Management:** conducting oneself responsibly and with accountability;

**Self-Awareness:** knowing one's position, roles and circumstances.

Monitoring compliance with Canon's labour standards and commitments is an important part of the global risk management framework which includes local assessment and reporting on identified risks and effectiveness of controls.

Part of this process is providing public access to our [Whistleblowing Hotline](#) which may be used by anyone to report any potential breaches of Canon Oceania policies.

**RESPECTFUL WORKPLACE POLICY**

The Canon Oceania Group aims to provide an environment where employees and others in the workplace are treated fairly, with respect and are free from unlawful discrimination, harassment, sexual harassment, and bullying. The purpose of the Respectful Workplace Policy is to ensure that the working environment is a positive environment for everyone and to prevent all forms of disrespectful behaviour.

The policy sets out expectations of all employees to:

- be respectful in how they act and behave towards other people,
- acknowledge that others may have different points of view and sensitivities,
- be open minded to other peoples' experiences and perspectives,
- think about the impact that their words and actions might have on other people,
- adopt a collaborative and team-focused mindset that seeks to include, not exclude, people,
- familiarise themselves with Canon Oceania Group's policies and procedures in relation to workplace behaviour,
- appropriately and respectfully call out behaviour that is not respectful or inclusive, and
- provide appropriate support to those who are concerned that they are being harassed, discriminated against or treated disrespectfully.

In addition, managers are required to treat any reports seriously and if they suspect that there may be inappropriate conduct, they must take appropriate action immediately, in conjunction with Human Resources. Canon Oceania is committed to ensuring that all complaints are dealt with promptly and in a confidential manner, and that all parties will be treated with fairness, impartiality and sensitivity. Matters will be handled in accordance with the Grievance Policy.

The policy is supported by a compulsory education and training program including both face-to-face and online learning. Issues raised under the Respectful Workplace Policy and training completion rates are monitored by the Senior Leadership Team.

The policy also applies to communications between employees and visitors, customers and suppliers, and is supported by processes to ensure that external parties are aware of their obligations in keeping Canon's working environment safe.

This statement is a summary of the Respectful Workplace Policy which includes comprehensive information on behaviours that are unacceptable in the Canon workplace as well as methods of reporting and resolving potential issues covered by the policy.

**GRIEVANCE POLICY**

The Canon Group supports and is committed to the equitable and timely resolution of grievances from employees and other parties. The purpose of the policy is to ensure that all workplace grievances are treated seriously and given prompt attention while maintaining strict confidentiality.

Employees are encouraged to resolve grievances at a departmental level in the first instance. If initial efforts to resolve the grievance are unsuccessful, or where the grievance is deemed serious enough, the policy outlines a formal grievance resolution process. In addition to the Grievance Policy, the Whistleblower Policy includes an independent hotline which can be used by employees and other stakeholders to report potential breaches of Canon's Code of Conduct including issues related to discrimination, harassment and bullying. The hotline and associated process is described in more detail in the [Economic and Governance Factbook](#).

## DIVERSITY AND EQUAL OPPORTUNITY

### GRI 405 Diversity and Equal Opportunity

#### 405-1 Diversity of governance bodies and employees

The make-up of our organisation by gender and age, including the Canon Australia Board, is shown in the workforce data tables.

Our Diversity, Equity and Inclusion Policy is supported by active diversity and inclusion programs in each region and these are described in detail in the Sustainability Report.

#### AUSTRALIAN WORKPLACE GENDER EQUALITY REPORTS

Canon Australia and Canon Business Services Australia are required to lodge annual reports under the Workplace Gender Equality Act (2012). The reports are publicly available on the website of the Workplace Gender Equality Agency as follows:

##### Canon Australia

##### Canon Business Services Australia

The reports provide comprehensive information about our Australian workforce and policies to promote gender equality. In addition they contribute to the Agency's dataset on gender equality in Australian workplaces.

## + DIVERSITY, EQUITY AND INCLUSION POLICY\*

Canon respects and values the competitive advantage of diversity and the benefit of its integration throughout the organisation. In harnessing a diverse workplace all will benefit from rich and challenging opportunities and experiences and better reflect us as employees and the customers we serve.

A workplace culture that fosters respectful inclusion, promotes diversity and embraces the unique skills and qualities of all employees creates a workplace where all can achieve to their full potential, feel that contributions are valued and work effectively and flexibly together.

#### INTRODUCTION

Workplace diversity and inclusion refers to the variety of differences between the people within our organisation. It encompasses acceptance, inclusion and respect. It is an understanding that each individual is unique and that we recognise and celebrate our individual differences.

Our goal is to ensure our culture is one which thrives on mutual respect, teamwork, diversity and inclusion. This is achieved through a workplace of people who are diverse in background, education, gender, gender identity, sexual orientation, cultural background, ethnicity, physical ability, age, religion, marital status, experience or other ideologies.

#### HOW WE SUPPORT DIVERSITY AND INCLUSION

Across the Canon Oceania Group, we are committed to providing an organisational culture and workplace that fosters diversity and inclusion across all levels of the business. This is achieved by eliminating stigmas and limitations and creating a culture of inclusion through the promotion of education, awareness and mutual understanding. Each and every one of us is responsible for embracing this culture and demonstrating behaviours consistent with our strategy.

We work to educate employees of the benefits of diversity and inclusion within the Canon Oceania Group and aim to increase understanding of unconscious bias and other barriers which may be present.

We work to integrate diversity best practice into the way we work and how we do business to ensure that our business practices, systems and processes do not prevent any person or groups of people from having an equal opportunity to thrive within the organisation.

Canon Oceania's Diversity & Inclusion Council is chaired by a member of the Senior Leadership Team and its membership comprises of a diverse range of employees from across the business and interstate locations. The Council promotes and champions diversity and inclusion initiatives across the Canon Oceania Group to inspire positive action aligned with Canon's business goals.

#### POLICY PRINCIPLES

- To treat all employees, prospective employees, contractors, consultants and suppliers fairly and equally
- To value diversity by maintaining a safe work environment and taking action against inappropriate workplace behaviour including discrimination, harassment, bullying and victimisation
- To promote an organisational culture that values diversity and tolerates differences by developing and offering work arrangements that help to meet the needs of a diverse workforce
- To promote the recruitment of employees impartially from a diverse field of suitably qualified candidates
- To provide learning and development strategies and opportunities to develop the knowledge, skills and experience of all employees

The Canon Oceania Group is committed to creating a work environment that values difference and stimulates business performance through diversity, inclusion and equal opportunity.

\* This is a slightly edited version of the policy with internal processes related to contact details and disciplinary action removed.



WORKFORCE DATA BY AGE, GENDER AND REGION

GRI 401 Employment

- 401-1 New employee hires and employee turnover
- 401-3 Parental Leave
- 403-4 Worker participation, consultation and communication on occupational health and safety
- Flexible Work

Information about the Canon Oceania workforce is included in the workforce data table on [page 5](#) and in the graphs on this page.

Canon Australia Board

The Canon Australia Board is the governing body for the Canon Oceania Group Companies. Members of the Board during 2024 and the group governance structure are described in the [Economic and Governance Fact Book](#). Further details of Canon’s global governance structure are outlined in the [Canon Inc. Sustainability Report](#). Composition of the Canon Australia Board is as follows:

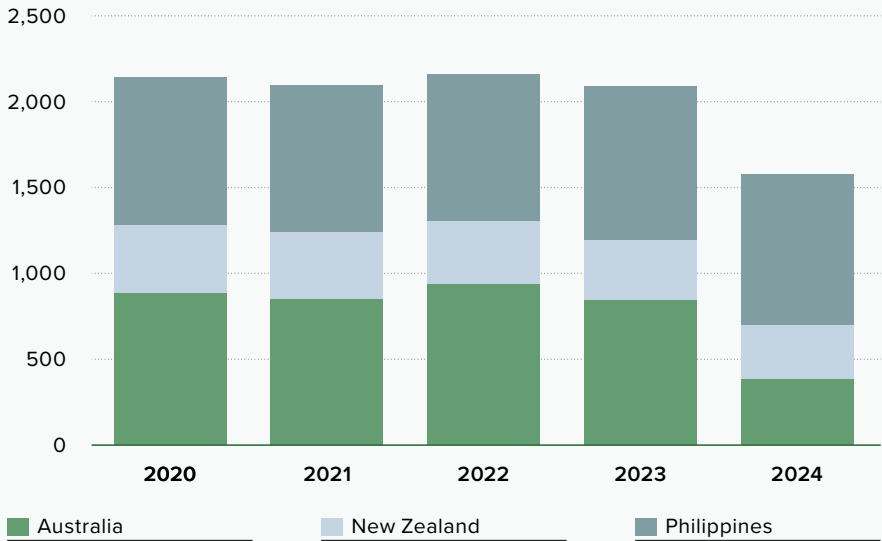
Total Members	2
Age Group Over 50	100%
Male	100%

FLEXIBLE WORKING POLICY

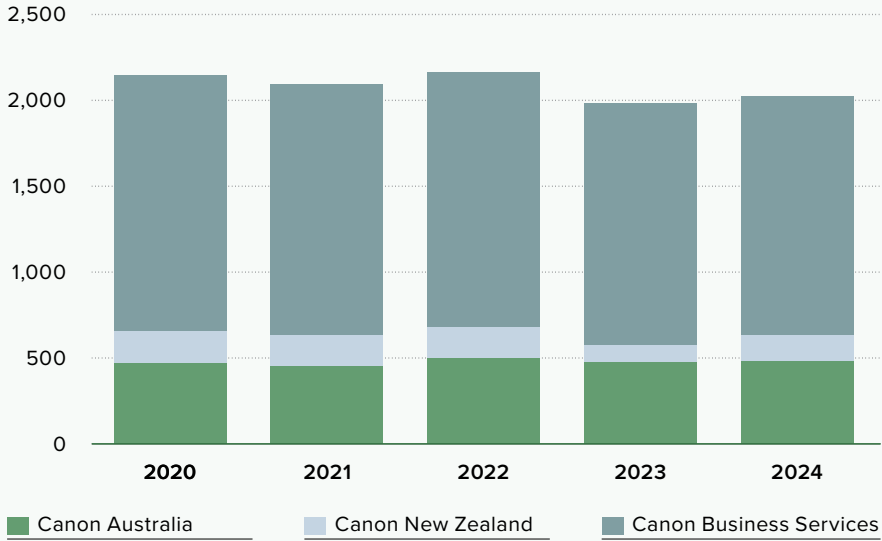
The Canon Group endeavours to assist employees to achieve their personal, family and relationship goals by facilitating flexibility in employment and working arrangements to achieve the optimum balance between work and personal responsibilities. The organisation is committed to agreeing to flexible working arrangements in accordance with local legislation and provided that the needs and objectives of both the organisation and the employee can be met.

The flexible working policy is supported by hybrid working arrangements in all Canon Oceania Group companies. The hybrid working framework aims to balance the positive aspects of working remotely and working from the office and also to attract and retain talented employees. Working from the office provides for broader team collaboration and community as well as richer in-person communications. Working from home can reduce the time and money spent on travelling, energy and transport costs and creates opportunities for greater flexibility for Canon employees. The framework includes the types of arrangement available and the specific requirements for particular roles.

CANON OCEANIA – TOTAL PERMANENT EMPLOYEES BY COUNTRY



CANON OCEANIA – TOTAL PERMANENT EMPLOYEES BY COMPANY



## WORKFORCE DATA (AT 31 DECEMBER 2024)

DESCRIPTION	CANON AUSTRALIA (NOTE 1)				CANON NEW ZEALAND (NOTE 2)				CANON BUSINESS SERVICES															
	2024	2023	2022	2021	2024	2023	2022	2021	2024				2023				2022				2021			
									AU	NZ	PH	Total	AU	NZ	PH	Total	AU (Note 5)	NZ	PH	Total	AU	NZ	PH	Total
Total number of permanent employees	479	476	495	454	156	175	185	184	353	163	875	1,391	369	174	894	1,408	439	187	855	1,481	401	202	856	1,459
<b>Workforce by age group</b>																								
Under 30	19	22	29	15	12	23	21	15	31	39	301	371	43	49	323	410	60	47	307	414	41	48	275	364
30 to 50	218	224	246	223	79	83	97	99	197	84	540	821	227	80	535	821	274	93	521	888	255	102	553	910
Over 50	242	230	220	216	65	69	67	70	125	40	34	199	99	45	36	177	105	47	27	179	105	52	28	185
<b>Workforce by gender</b>																								
Female	156	158	160	147	56	64	63	61	149	102	401	652	154	112	412	678	177	117	394	688	176	124	403	703
Male	323	318	334	307	99	111	119	122	202	60	469	731	215	62	478	755	260	67	461	788	224	75	451	750
Other or Non disclosed	0	0	1		1	0	3	1	2	1	5	8	0	0	4	4	2	3	0	5	1	3	2	6
Gender pay gap (Median Total remuneration) (Note 4)	7.2%	4.2%			NA				3.9%	NA	NA		7.4%											
<b>Workforce by region</b>																								
ACT	5	5	5	5					49			49	44			44	55			55	53			53
NSW	333	336	358	320					154			154	152			152	183			183	191			191
VIC	75	76	73	74					121			121	119			119	138			138	134			134
QLD	30	26	28	25					14			14	16			16	18			18	11			11
SA	13	12	11	12					5			5	9			9	11			11	7			7
WA	21	19	20	18					7			7	27			27	32			32	5			5
NT	2	2							0			0	0			0								
TAS									3			3	2			2								
<b>Employee by type</b>																								
Full time	458	455	454	428		172	178	173					324	152	894	1,346	366	149	855	1,370	341	149	856	1,346
Part time	21	21	21	18		3	5	9					45	22	0	62	78	27	0	105	45	35	0	80
Fixed term contractors	15	26	26	8		2	2	2					16	1	0	17	11	11	0	22	15	18	0	33
<b>Turnover</b>																								
Total number of new permanent hires (Note 4)	31	40	56	40	12	29	28	32	45	36	145	226	56	50	217	323	90	35	238	363	77	67	310	454
Total employee turnover (Note 4)	46	45	51	61	30	35	35	42	47	49	201	297	112	53	203	368	122	66	309	497	132	72	273	477
Employee turnover (Percentage rate)	10%	9%	10%	13%	19%	20%	19%	23%	13%	30%	23%	21%	30%	30%	23%	26%	28%	35%	36%	33%	33%	36%	32%	33%
<b>Parental Leave</b>																								
Total number of employees entitled to parental leave, by gender (Note 3)	All	All	All	All	All	All	All	All	All	All	All	All	All	All	All	All	All	All	All	0	All	All	NA	
Total number of employees that took parental leave by gender (f-female, m-male)	6F	5F 3M	7F 2M	5F	2F	2F	3F	2F	2F	3F	24F 12M	29F 12M	1F	2F	16F	19F	4F	5F	24F 6M	33F 6M	9F	6F	17F 9M	32F 9M
<b>Worker Representation</b>																								
Percentage of employees covered by collective bargaining agreements	12%	13%	14%	18%	NA	NA	NA	NA	NA	18%	NA	NA	NA	15%	NA	NA	NA	11%	NA		NA	68%	NA	
Percentage of workforce represented in formal joint management – worker health and safety committees	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	NA	
<b>Work Related Fatalities</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Note 1** Canon Australia includes SUNSTUDIOS from 2019.

**Note 3** In Philippines the maternity leave provisions are as follows:

**Note 4** Terminations and new hires include permanent employees only.

**Note 2** Canon New Zealand does not include CBS NZ.

All female employees who give birth are entitled to unpaid maternity leave of 60 days for normal birth and 78 days for caesarean; all male employees who are married are entitled to a 7 day paternity leave when their wives give birth; and there is also solo parent leave of 7 days per year for those who are raising children alone.

**Note 5** Median total remuneration is the difference in average earnings between women and men expressed as a percentage of men's pay for financial year 2022–23 as reported in the WGEA Report.

## CUSTOMER PRIVACY

### GRI 418 Customer Privacy

#### 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data

The privacy policies for Canon Oceania's entities are publicly available on the [Canon Australia](#), [Canon New Zealand](#) and [Canon Business Services](#) websites.

As part of the Canon global risk management process, the Canon Oceania Group reports annually on its compliance with the Canon global standards on information security risk and risk of leakage of personal information. Our compliance programs include a mix of policies and procedures in accordance with Canon global guidelines, applicable standards and local laws. The processes are supported by education and training programs that include competency assessments, incident reporting processes and regular monitoring through internal audit. Training and audit completion rates are monitored and reported regularly to Canon Inc..

Each Canon Oceania company has a privacy officer and relevant activities undertaken by Canon Australia and Canon Business Services are independently certified to ISO 27001 Information Security Management. Information about the certification is included in the [Economic and Governance Fact Book](#).

Canon Oceania has not identified any instances of unauthorised access or disclosure, or loss of information that has resulted in a risk of serious harm to an individual.

## FORCED OR COMPULSORY LABOUR

### GRI 409 Forced or Compulsory Labour

#### 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour

Canon's [Human Rights Policy](#) commits the company to respect fundamental human rights including prohibiting child labour and forced labour (including human trafficking) as well as prohibiting unreasonable restriction on movement. The company's global [Sustainability Report](#) also includes detailed information on its Human Rights Due Diligence Program and how it manages social responsibility within its supply chain.

Canon Australia is required under the Modern Slavery Act to lodge an annual Statement describing our actions to assess and address modern slavery risks in our operations and supply chains. The Statement is published through the Australian Government online central register and also on the [Canon Australia website](#). The statement covers the activities of all of the Canon Australia subsidiary companies (Canon Oceania). Because a large portion of revenue in the most recent reporting period came from the sale and servicing of Canon products and services, the Statement also includes detailed information about Canon Inc.'s operations and activities to address modern slavery risk throughout its supply chain.

Through our risk assessment process Canon Oceania has determined that the risk of modern slavery within our operations is low. However, we recognise that it is possible that we contribute to or are linked with modern slavery practices in our supply chain. We understand that we are exposed to risk through the fact that we purchase significant quantities of electronic equipment that is rated as a high risk by most modern slavery experts.

Risks in this industry occur across the supply chain including raw material sourcing, manufacturing and also the disposal of the equipment if it is not managed in accordance with global hazardous waste regulations. As our major supplier of electronic equipment is Canon Inc., we rely on its processes, described in the statement, to manage the risk. For non-Canon products, we are in the process of finding out more about their source. We also appreciate that we have some product and service risk through services that we purchase including logistics, cleaning, catering, and promotional items. We have some geographic risk in that we do not yet know the origin of many of the non-Canon products that we buy. Finally, we consider that we have low risk in our Philippines operations but do not have complete information yet about the products and services we buy locally there. Improving the quality of information that we have about our suppliers and the products and services that they provide is a key point in our action plan described in the Statement. For further information refer to our current [Modern Slavery Statement](#).

## OCCUPATIONAL HEALTH AND SAFETY

### GRI 403 Occupational Health and Safety

#### 403-1 Occupational health and safety management system

#### 403-4 Worker participation, consultation and communication on occupational health and safety

#### 403-5 Worker training on occupational health and safety

#### 403-9 Work-related injuries

The Canon Oceania Health and Safety Policy is publicly available on the [Canon Australia website](#).

Canon Australia and Canon New Zealand have had a mature health and safety management system complying with recognised Health and Safety Management Systems standards in place since 2008. The system has gradually been extended to cover all operations of Canon Oceania and all sites are independently certified to the international benchmark AS NZS ISO 45001. For certification details please see the [Economic and Governance Fact Book](#).

Through our Health and Safety management system we capture hazard and incident reports across the company as well as lead indicators such as performance against planned activities such as inspections, HSE committee meetings and drills as well as response times to actions arising from incidents and reports. These are monitored weekly by senior leaders and trends are reported periodically to the Senior Leadership Teams in each Company and to the Canon Australia Board.

## TRAINING

Canon's health and safety training program provides a mixture of online and face-to-face learning. The program includes general training on Canon's health and safety management system including how to report hazards and incidents and policies and procedures that are in place to manage potential hazards that are part of everyday work at Canon. This is supplemented with training for managers on due diligence requirements and how to communicate with employees, as well as customers and business partners to identify and manage risks arising from normal activities as well as abnormal activities and special events. Detailed training is provided for employees who are exposed to particular hazards during their work including electrical safety, chemical management, manual handling and ergonomics, and mailroom hazards.

Our contractor management system ensures that only appropriately trained contractors are employed to undertake work on Canon's behalf on our sites or our customers' sites.

## WORKER PARTICIPATION AND CONSULTATION

All Canon Oceania employees are represented by health, safety and environment committees based on their business unit. We do not have any formally appointed health and safety representatives, but the committees include management and employee representatives. The work of the committees is supplemented through regular consultation with employees on health and safety matters through business unit meetings, employee engagement surveys and other regular communication channels within the companies.

Committees meet regularly according to defined schedules based on size, risk and complexity, and operate according to standard agendas which include among other things:

- review of hazard and incident reports and evaluation of trends
- review of any proposed changes to the organisation or processes that might have health and safety implications
- organisation of site health and safety inspections
- review of the effectiveness of corrective actions taken in response to hazard and incident reports as well as site audits and inspections
- review of business-unit specific risks including the effectiveness of specified controls, and
- monitoring that site emergency response processes are maintained as planned.

The Senior Leadership Team monitors the operation of the committees as part of their oversight of the effectiveness of our health and safety management system.

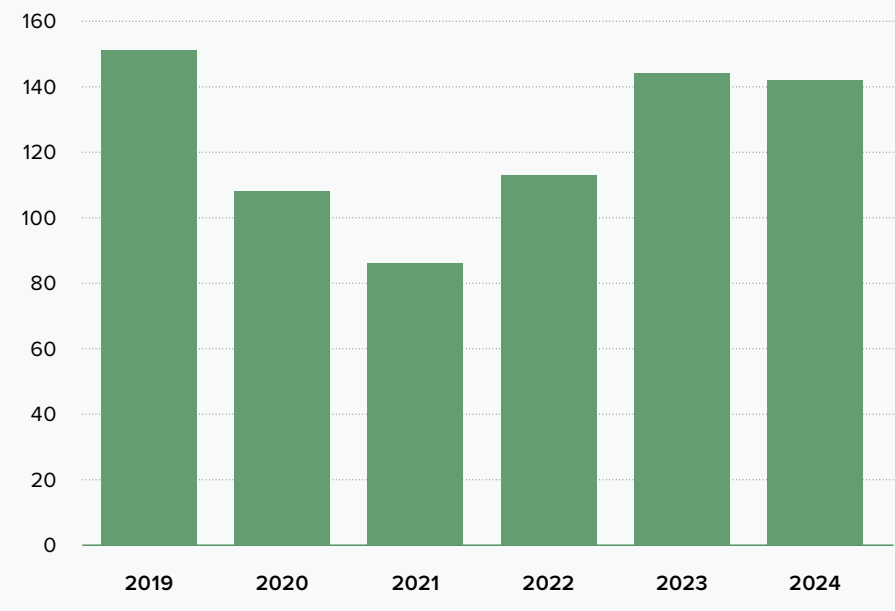
## HAZARD AND INCIDENT REPORTS

All Canon Oceania employees have access to the company's reporting system called the Canon Health, Environmental System (CHES). Online training is provided for employees in what and how to report. Managers also receive training in how to assess risk. Monitoring of the effectiveness of corrective actions is undertaken by Canon's Quality, Safety and Environmental team.

Weekly reports from the CHES system keep managers informed of the day-to-day health and safety risks identified throughout the company. Trends are evaluated on a quarterly basis. The following data is from the CHES system and shows hazards, injuries and incidents reported during 2024.

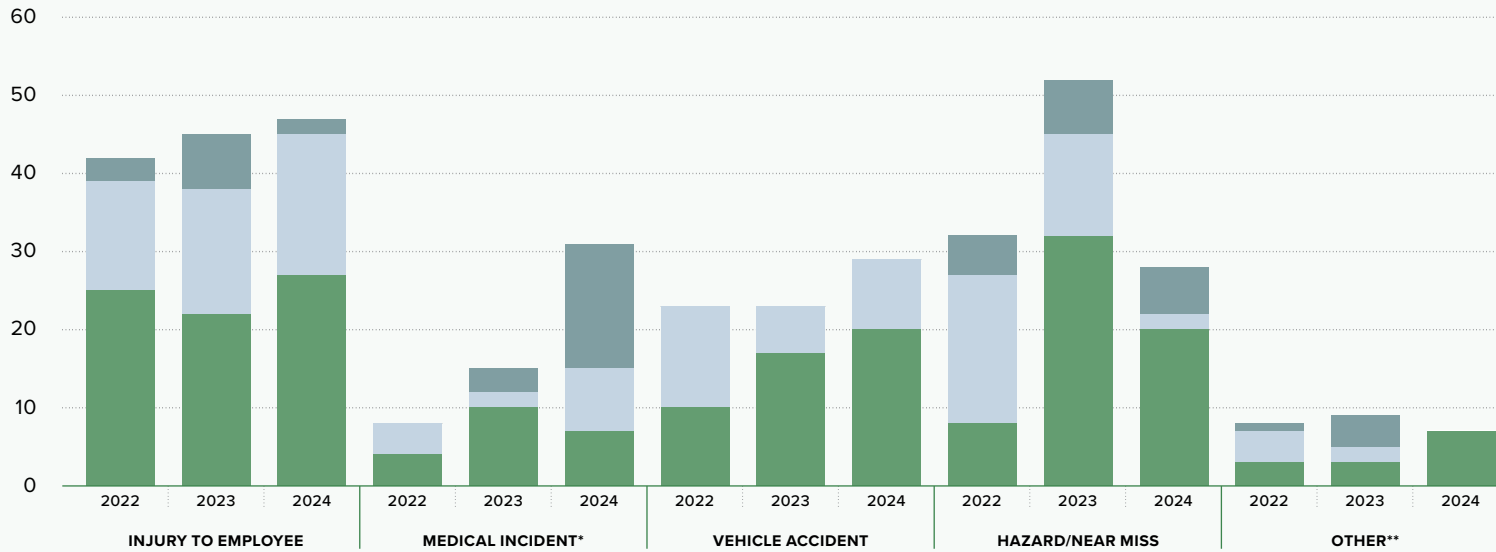


## CANON OCEANIA – TOTAL HAZARD AND INCIDENT REPORTS





### CANON OCEANIA – HAZARD AND INCIDENT REPORTS BY TYPE AND COUNTRY

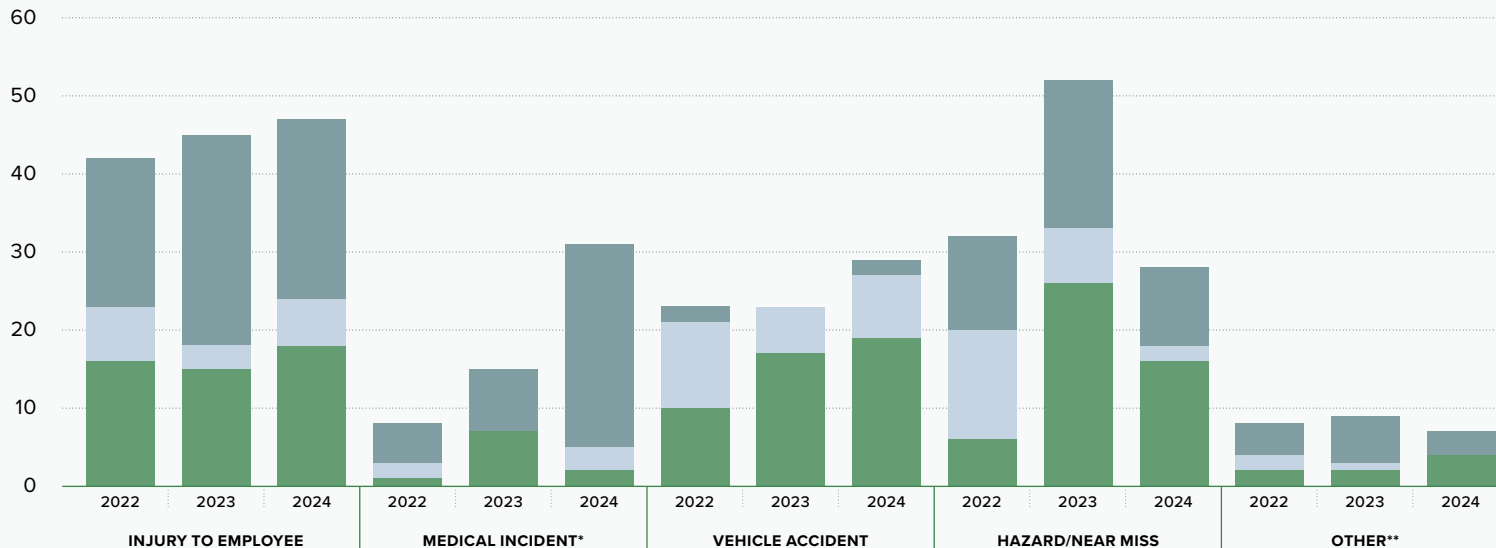


#### Notes:

\* Medical incidents that occur at work site but which may not be work related (only started reporting in 2022).

\*\* Other includes property damage, environmental, quality and injuries to non employees.

### CANON OCEANIA – HAZARD AND INCIDENT REPORTS BY TYPE AND COMPANY



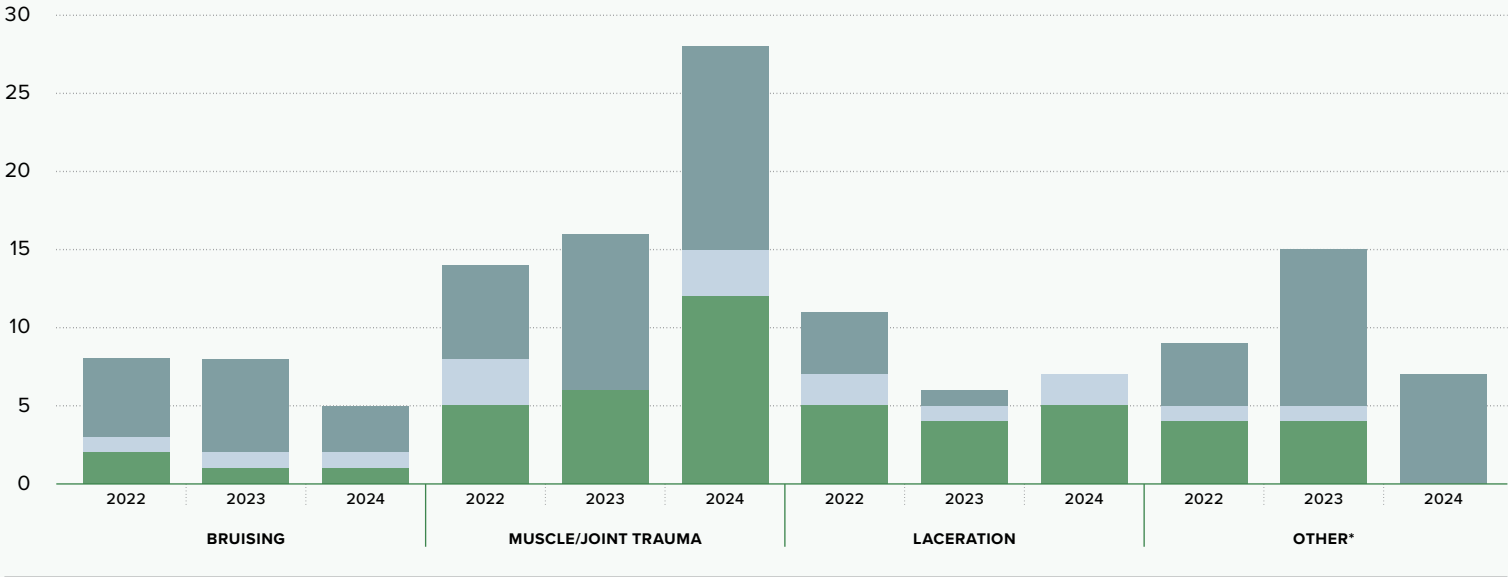
#### Notes:

\* Medical incidents that occur at work site but which may not be work related (only started reporting in 2022).

\*\* Other includes property damage, environmental, quality and injuries to non employees.



CANON OCEANIA – INJURIES BY TYPE AND COMPANY



- Canon Australia
- Canon New Zealand
- Canon Business Services  
(Australia, New Zealand and Philippines)

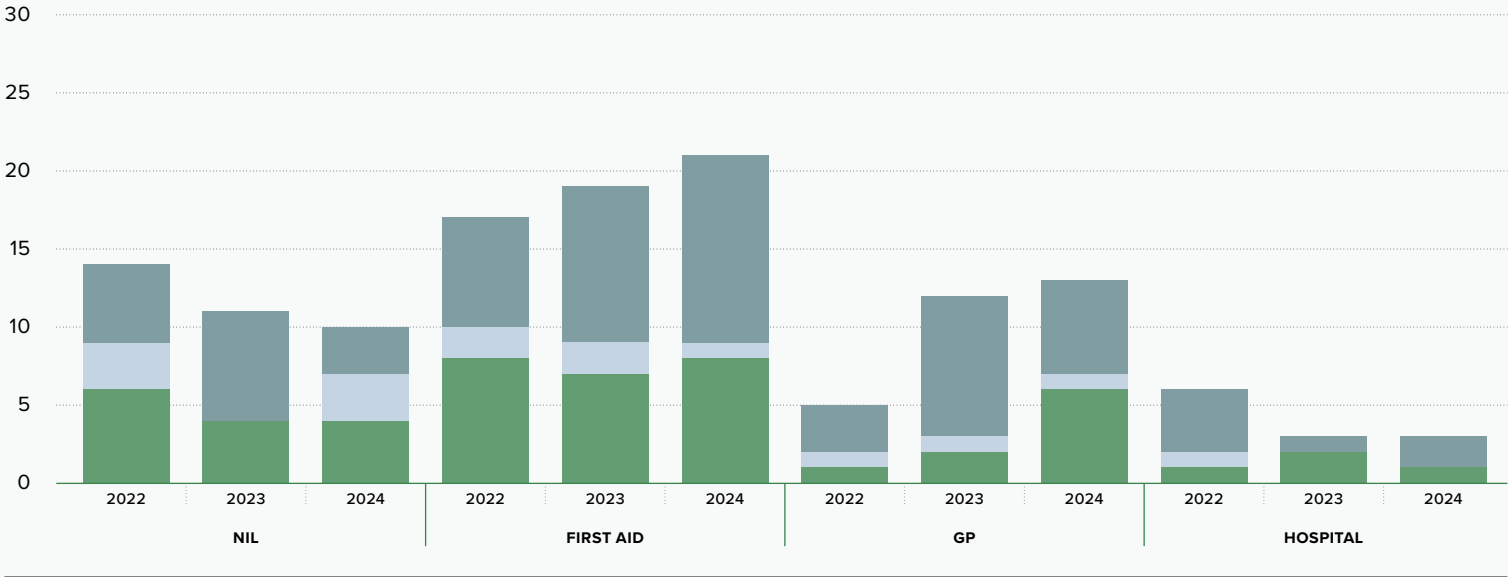
**Notes:**

The most frequent injuries are muscle/joint trauma and bruising resulting from manual handling activities in all three companies. This is an ongoing trend which we tackle through manual handling training and, wherever we can, modification of processes to eliminate or reduce the risk.

\* Other includes superficial injuries, burns and foreign body in the eye.



CANON OCEANIA – INJURIES BY TREATMENT TYPE (SEVERITY) AND COMPANY



- Canon Australia
- Canon New Zealand
- Canon Business Services  
(Australia, New Zealand and Philippines)

**Notes:**

Most hospital visits related to illness that were not related to work.

## CUSTOMER HEALTH AND SAFETY

### GRI 416 Customer Health and Safety

#### 416-1 Assessment of the health and safety impacts of product and service categories

##### GLOBAL APPROACH

Canon believes that one of its most fundamental and important missions as a manufacturer is to provide safe products for customers. Canon has developed an in-house quality management system that we follow assiduously. The system has three defining characteristics, as outlined below.

1. Fulfills all the requirements of the international quality assurance standard ISO 9001 (Note 1)
2. Incorporates the concept of *substantial safety* as the standard for quality management. (Note 2) This means safety not only in terms of what is required by laws and statutes but also any safety issue that can reasonably be expected to arise during customer use even if not regulated or mandated by law, and
3. Introduces a framework for checking quality in product commercialisation processes to ensure reliable product safety standards. This involves setting quality assurance (QA) standards that must be satisfied for each of the stages in the development of Canon products from development and design to production and shipping. At each checkpoint along the development path, the QA framework requires a decision on whether the QA standard is satisfied to ensure rigorous control of product quality.

Further information on Canon's quality management approach and its [Basic Policy on Product Safety](#) is available on its website and in the [Canon Inc. Sustainability Report](#) in the section on Product Responsibility.

Canon uses its proprietary safety standards to apply rigorous quality controls to all products within a framework for checking quality across product commercialisation processes. Ensuring that all of the company's products are safe to use, we never release to market any product not meeting the standards.

These standards and Canon's recent initiatives at a global level in relation to product safety and quality management are outlined in the [Canon Inc. Sustainability Report](#) in the section on product responsibility.

##### LOCAL ASSESSMENT OF HEALTH AND SAFETY IMPACTS

Canon's rigorous approach to ensure that our products are safe for customers and comply with relevant regional laws and regulations also extends to local Sales and Marketing companies. As part of the life cycle approach to the assessment of product impacts, Canon Oceania has a strong technical team which:

- provides support and training for sales and service employees as well as business partners and customers
- ensures that products and services comply with local regulations (including non-Canon branded products and services that we provide)
- assesses potential safety impacts of the products themselves and the installation and support processes, and
- approves service chemicals for use by Canon engineers.

Canon Oceania's hazard and incident reporting processes also includes processes for the identification and assessment of hazards associated with the installation, service and use of our products in the field. Our risk assessment process extends to services including the management of events throughout the Group.

[The Environmental Fact Book](#) goes into more detail about the management of restricted chemicals in locally-sourced products and components.

**Note 1** The in-house regulations governing Canon's quality management system are recognised by the International Register of Certificated Auditors (IRCA) as an alternative standard to ISO 9001.

**Note 2** This means safety not only in terms of what is required by laws and statutes, but also any safety issue that can reasonably be expected to arise during customer use even if not regulated or mandated by law.



[canon.com.au](https://www.canon.com.au)

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