

Social 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 2022 Canon Oceania Sustainability Report.

Canon has reported the information in this Fact Book for the period 1 January 2022 to 31 December 2022 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



MATERIAL ISSUE

Building an authentic diverse and inclusive culture

GRI 103 Management Approach

The Canon Oceania Sustainability Report highlights the fact 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. Through this principle of respect for humanity that has formed part of Canon's corporate DNA since its establishment, Canon has cultivated a corporate culture to support the motivation, pride and happiness 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 for Canon is the Guiding Principle of the Three Selves (San Ji Spirit). San Ji Spirit has been an important part of Canon's culture since its founding and all Canon employees are encouraged to embrace the principle.

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.

Diversity and Equal Opportunity

GRI 405 Diversity and Equal Opportunity

405-1 Diversity of governance bodies and employees

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

Our diversity policy is supported by active diversity and inclusion programs in each region and these are described in detail in the Sustainability Report.

Diversity 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.

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

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 level 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's Diversity 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 strategy 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.

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.

Workforce data by age, gender and region

GRI 401 Employment

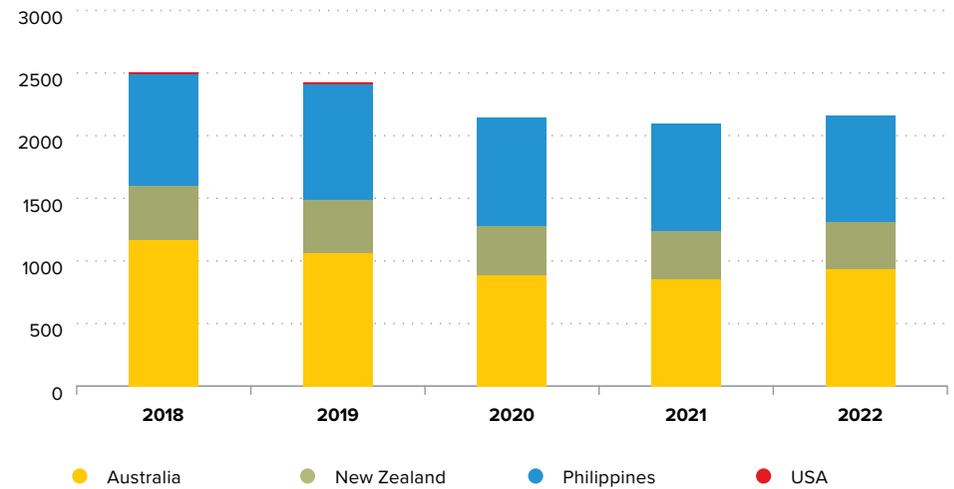
401-1	New employee hires and employee turnover
401-3	Parental Leave
403-4	Worker participation, consultation and communication on occupational health and safety

Canon Australia Board

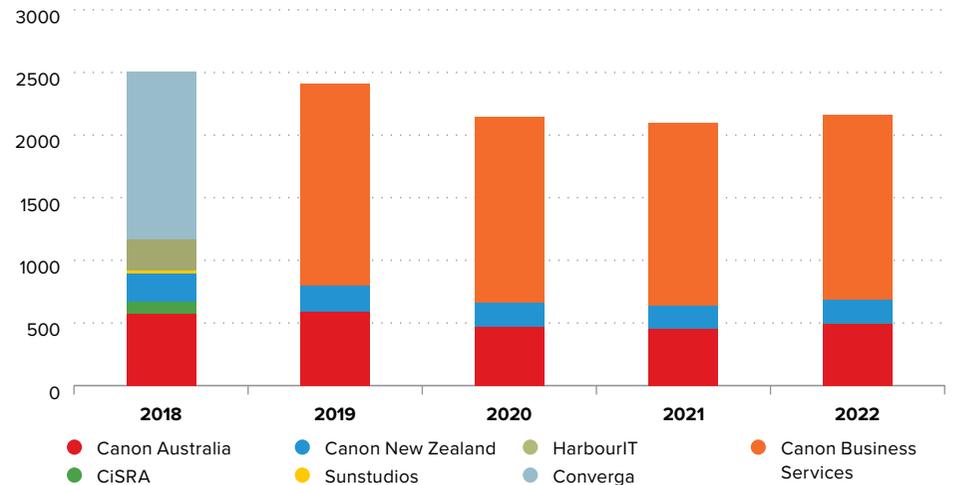
The Canon Australia Board is the governing body for the Canon Oceania Group Companies. Members of the Board during 2021 and the group governance structure are described in the Economic and Governance Fact Book. Further details of Canon's global governance structure are outlined in the Canon Inc Sustainability Report. Composition of the Canon Australia Board is as follows:

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

Canon Oceania Total Permanent Employees by Country



Canon Oceania Total Permanent Employees by Company



Workforce Data

Description	Canon Australia (note 1)				Canon New Zealand (note 2)				Canon Business Services (note 3)															
	2022	2021	2020	2019	2022	2021	2020	2019	2022				2021				2020				2019			
									AU (Note 5)	NZ	PH	Total	AU	NZ	PH (note 4)	Total	AU	NZ	PH (note 4)	Total	AU	NZ	PH (note 4)	Total
Total number of permanent employees	495	454	467	589	185	184	190	207	439	187	855	1481	401	202	856	1459	417	205	866	1488	473	215	928	1616
Workforce by age group																								
Under 30	29	15	19	30	21	15	18	19	60	47	307	414	41	48	275	364	51	60	370	481	85	75	438	598
30 to 50	246	223	253	336	97	99	111	127	274	93	521	888	255	102	553	910	267	91	474	832	297	89	478	864
Over 50	220	216	195	223	67	70	61	61	105	47	27	179	105	52	28	185	99	54	22	175	91	51	12	154
Workforce by gender																								
Female	160	147	144	190	63	61	66	70	177	117	394		176	124	403	703	193	127	404	724	212	138	428	778
Male	334	307	323	399	119	122	124	137	260	67	461	788	224	75	451	750	224	78	462	764	261	77	500	838
Other or Non disclosed	1				3	1			2	3	0	5	1	3	2	6								
Workforce by region																								
ACT	5	5	4	4					55			55	53			53	63			63	70			70
NSW	358	320	330	422					183			183	191			191	203			203	229			229
VIC	73	74	75	93					138			138	134			134	127			127	145			145
QLD	28	25	25	30					18			18	11			11	11			11	14			14
SA	11	12	13	16					11			11	7			7	8			8	6			6
WA	20	18	20	24					32			32	5			5	5			5	9			9
Employee type																								
Full time	452	428	436	536	178	173	170	194	366	149	855	1370	341	149	856	1346	361	153	866	1380	413	174	928	1515
Part time	19	18	17	28	5	9	14	8	78	27	0	105	45	35	0	80	46	36	0	82	51	29	0	80
Fixed term contractors	24	8	14	25	2	2	6	5	11	11	0	22	15	18	0	33	10	16	0	26	9	12	0	21
Turnover																								
Total number of new permanent hires	56	40	29	79	28	32	30	33	90	35	238	363	77	67	310	454	38	30	133	201	106	62	362	530
Total Employee Turnover (note 4)	51	61	27	85	35	42	48	58	122	66	309	497	132	72	273	477	80	46	214	314	94	63	186	343
Employee turnover (Percentage rate)	10%	13%	6%	15%	19%	23%	25%	28%	28%	35%	36%	33%	33%	36%	32%	33%	19%	22%	25%	23%	20%	28%	21%	21%
Parental Leave																								
Total number of employees entitled to parental leave, by gender (notes 1, 2)	All	All	All	All	All	All	All	All	All	All	24F 6M	0	All	All	NA		All	All	NA		ALL	ALL	NA	
Total number of employees that took parental leave by gender (f-female, m-male)	7F 2M	5F	3F	5F	3F	2F	6F 1M	2F	4F	5F	24F 6M	33F 6M	9F	6F	17F 9M	32F 9M	2F	2F	NA	4F	10F	5F	NA	15F
Worker Representation																								
Percentage of employees covered by collective bargaining agreements (%)	14%	18%	note 5	13%	NA	0%	0	0	NA	11%	NA		NA	68%	NA		NA	67%	NA		NA	71%	NA	
Percentage of workforce represented in formal joint management - worker health and safety committees	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%		100%	100%	NA		100%	100%	NA		100%	100%	NA	
Work Related Fatalities	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 2 Canon New Zealand does not include CBS NZ

Note 3 In Philippines the maternity leave provisions are as follows: 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. There is also solo parent leave of 7 days per year for those who are raising children alone.

Note 4 Includes permanent and fixed term terminations only

Note 5 Includes Satalyst employees

Customer Privacy

GRI 418 Customer Privacy

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

Canon Oceania's Privacy policy is 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, international 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 Group's global [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 web site](#). 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 recognized Health and Safety Management Systems standards in place since 2008. The system has gradually been extended to cover all operations of Canon Oceania. Our Australian and New Zealand operations, with the exception of newly acquired Satalyst, are independently certified to the international benchmark AS NZS ISO 45001. In 2020 was extended to Canon New Zealand and Certification is planned for Canon Business Services Centre Philippines and Satalyst in 2024. 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 Oceania Board.

Training

Canon's health and safety training program provides a mixture of on-line 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.

COVID-19

One of the most significant hazards facing the company during the past three years has been COVID-19. We have had a cross functional team working daily to keep our employees, visitors and customers as safe as possible. The team has managed compliance with the constantly changing legal requirements across the full range of jurisdictions in Australia, New Zealand and the Philippines as well as implementing appropriate controls including working from home, masks and other protective equipment, social distancing contact tracing, and education about the Virus and about the benefits of vaccination. COVID-safe plans remain in place for all activities and particularly for customer-facing activities including servicing of Canon equipment, and events.

We also implemented a strong program of on-line training and information as well as events and activities designed to support employees' mental health during this period of high stress and long periods of isolation. Further information about this training is covered in the Sustainability Report in the Social section.

Worker participation and Consultation

All employees in Australia and New Zealand are represented by regionally-based health safety and environment committees. We do not have any formally appointed health and safety representatives, but the committees include management and employee representatives as well as representatives from most business units operating in a particular location. Employees in the Philippines are not currently represented by health and safety committees but there is consultation on health and safety matters through business unit meetings and also through the Canon Oceania Health and Safety Committee.

The Oceania committee comprises the Chairs of each regional committee together with management representatives and Canon Business Services Centre Philippines health and safety team members. Establishment of one or more health and safety committees will be considered as part of the implementation of ISO 45001 in our Manila and Pampanga offices. 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, complexity and operate according to standard agendas which include among other things:

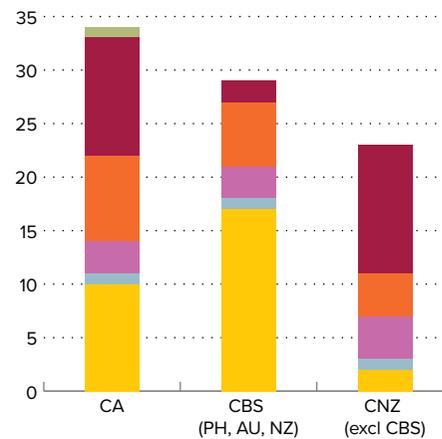
- review of hazard and incident reports and evaluation of trends
- review of any proposed changes to the organisation or processes that might have health and safety implications
- organisation of site health and safety inspections
- review of the effectiveness of corrective actions taken in response to hazard and incident reports as well as site audits and inspections
- 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 Canon's system for reporting health, safety and environmental hazards and incidents Canon Health, Environmental System (CHES). Online training is provided for employees in what and how to report and managers also receive training in how to assess risk. Monitoring of the effectiveness of corrective actions is undertaken by Canon's corporate Quality Safety and Environmental team.

Reports by Company 2022

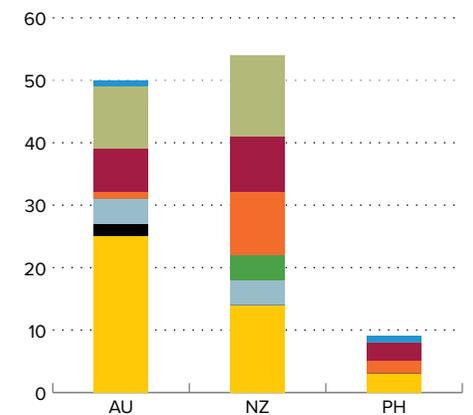


- Injury to Employee
- Injury to Non-Employee
- Property Damage
- Environment
- Near Miss
- Hazard
- Vehicle Damage
- Quality

- Notes:** The three most frequent reports in 2021 were:
- COVID-19 cases (we recorded positive cases and also cases where a person was unable to work due to being a close contact and required to isolate)
 - Injury to Employees
 - Vehicle damage while driving for work.

The CHES system is to keep Managers informed of the day to day health and safety risks identified throughout the company, (through weekly reports) and also to evaluate trends on a quarterly basis. The following data is from the CHES system and shows hazards, injuries and incidents reported during 2021.

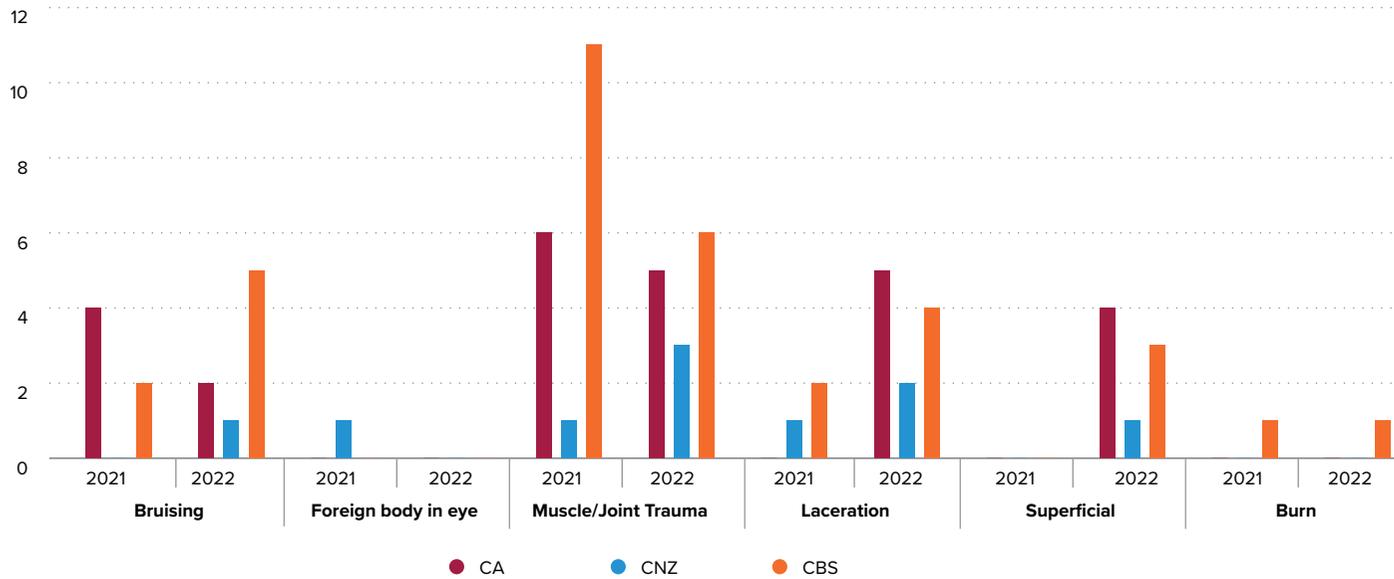
Reports by Country 2022 (Excluding COVID)



- Injury to Employee
- Injury to Non-Employee
- Property Damage
- Environment
- Near Miss
- Hazard
- Vehicle Damage
- Quality

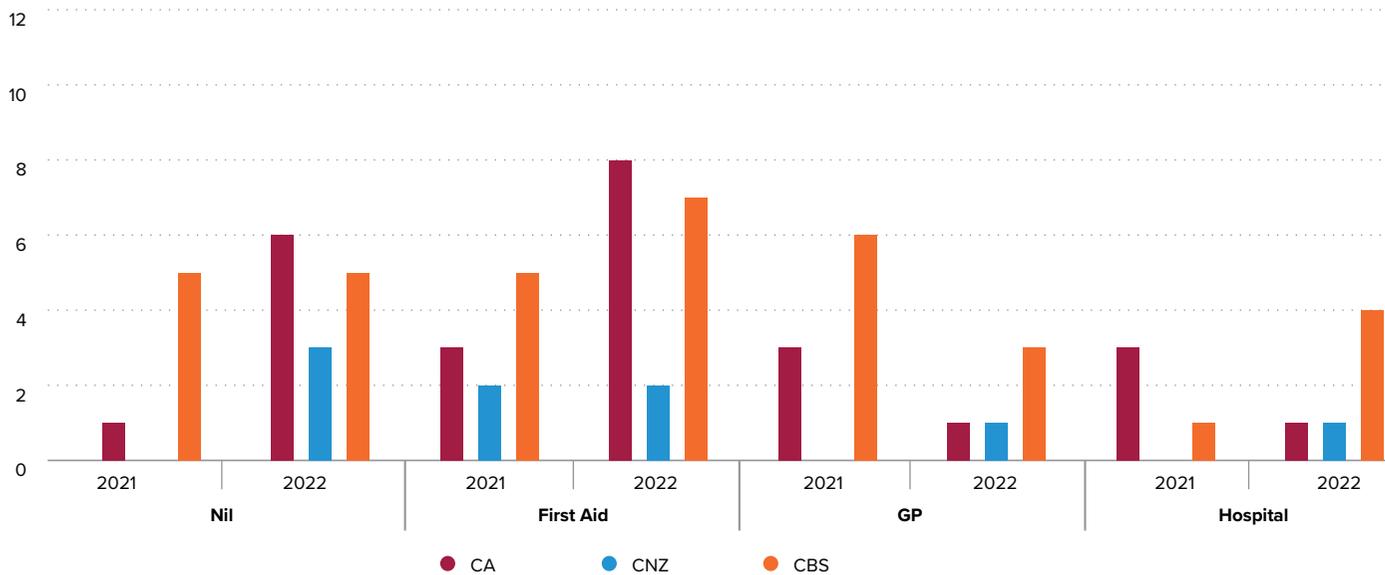
- Notes:** For this report COVID-19 cases were excluded. For Canon Australia and Canon New Zealand the most frequent reports were:
- Vehicle damage
 - Injury to employee
- For Canon Business Services the most frequent reports were Injury to Employee. These trends were similar to 2020. In both years the number of reports was less than in previous years due to the impact of COVID-19 and office closures.

Injuries by Type 2021-2022



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.

Injuries by Treatment Type (Severity) 2021-2022



Notes: Most hospital visits related to illness that was 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. Based on its [Basic Policy on Product Safety](#), the company has established its own safety standards (for substantial safety*) for all Canon products, which take into account customer safety as well as legally stipulated product safety standards. For example, Canon's safety-conscious standards call for the use of plastics that are more flame resistant than the law requires, and we implement double protection schemes for important safety-related components. We regularly revise these standards in light of technological advances as well as changes in how customers use our products, and changes in customer demands regarding safety.

Canon uses its proprietary safety standards to apply rigorous quality controls to all products within a framework for checking quality across product commercialization 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 lifecycle 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.

* 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.