



Our future **in full colour**

IMPACT REPORT 2023/24

Epson Australia and New Zealand

EPSON



Life is richer in full colour

Epson emerged from nature's magnificence along the shores of Lake Suwa. And as we embarked on our journey as a watch manufacturer, our planet and communities have helped us thrive.

But from climate change to waste, it is clear that industry today is overstepping planetary boundaries.

Our purpose is to enrich lives and help create a better world through efficient, compact, and precise innovations. By challenging ourselves to deliver innovative products and services, we are grounded to create solutions that address global challenges while contributing to environmental conservation, cultural development, and meaningful lives.

We are working towards being carbon negative¹ and underground resource-free² in all products by 2050, while empowering our customers and communities with our technology to do the same.

Together, we can enrich lives, strengthen communities, and improve the health of our planet. By uniting our efforts, we ensure that we all get to see our future in full colour.



About this report

Celebrating our 40th anniversary of operations in Australia, we have achieved numerous milestones, including being recognised as a market-leading brand in Australia and New Zealand for projectors, large format printers, and consumer ink tank printers. Epson Australia and New Zealand (A/NZ) has laid a strong sustainable foundation by measuring our baseline emissions, assessing materiality, engaging our people and leadership, establishing sustainability governance, and setting targets.

This inaugural Impact Report details the progress of Epson A/NZ's sustainability commitments and initiatives for the financial year 2023 (FY23) period (April 2023 – March 2024).

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Epson acknowledges the Traditional Owners of the lands on which we live and work. We recognise their continuing connection to our land, skies, waterways, and pay our respects to their Elders, past and present. Artwork by Elverina Johnson, Gungganji, Wirril, 2023 Yarrabah, Queensland, Australia.

1. Carbon negative means reducing our emissions by at least 90% and then using carbon removals to neutralise more than our remaining emissions.
2. Underground resource-free means eliminating use of non-renewable resources such as oil and metals, except where such resources have been recycled.

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Message from our leadership

As Epson celebrates 40 years of operations in Australia, we reflect with pride on our journey towards a sustainable future. Our purpose, centred on the philosophy of efficient, compact, and precise innovations, has driven us to harness technology as a transformative force in solving societal issues and improving the quality of life for all of us.

Embedded in our culture is the need to conserve the planet's precious resources. At Epson A/NZ, we have made significant strides in our own efforts to combat climate change and are especially proud to have phased out almost 100% of our operational emissions, and a 38% reduction in our value chain emissions from the previous year. In 2023 we successfully transitioned our entire A/NZ offices to 100% renewable electricity and reduced our waste to landfill by 50% from prior year. These achievements underscore our commitment to reducing our overall carbon footprint and driving positive outcomes for our business, the planet, and the communities that we live in.

The Epson spirit, fostering a culture of pride, confidence, and teamwork among our employees and stakeholders, is a constant reminder of what it takes to achieve our goals and fulfil our commitments. Whether it's reducing our own environmental impact, or helping customers, partners, and industry do the same, our work is a testament to our core purpose.

Through this inaugural Impact Report, we aim to be transparent about our efforts and contribute to the collective knowledge driving the industry shift towards sustainability. By sharing our journey, we hope to inspire others to join in these efforts.

Looking ahead, we pledge to continue to address customer and societal challenges honestly and to protect our environment by working collaboratively with our customers, communities, and business partners. It takes all of us to make it happen, and we remain dedicated to our sustainability strategy, "Our Future in Full Colour". We are excited about our achievements over the past four decades and eagerly anticipate an exciting new era for Epson, with much more yet to pursue.

Craig Heckenberg,
Managing Director,
Epson Australia and
New Zealand



Photo credit to **Marley Butler**



FY2023/24

Impact Report summary

This first Impact Report not only documents our progress but also sets the stage for the ambitious goals we aim to achieve.



Environment

Take environmental action by working within planetary boundaries

We are taking decisive climate action and advancing circular economy principles. Our transition to 100% renewable electricity for our A/NZ operations, significant reduction in operational waste, and robust product recycling programs underscore our dedication to environmental responsibility and resource efficiency.



People

Demonstrate equity and inclusion by working with our people, for our communities

At Epson, we value our people and communities, striving to foster equity and inclusion. Through partnerships, volunteer efforts and community giving, we support initiatives that enhance employee wellbeing and drive community development, ensuring our impact reaches a broad spectrum of society.



Industry

Strengthen resilience by improving how industries work

We aim to enhance industry operations and build resilience through innovative solutions and strategic partnerships. This includes helping customers reduce environmental impact and improve efficiency with Heat-Free Technology, supporting the Australian Fashion Council to advance onshore manufacturing capabilities, and working with associations to expand our impact in the industry.



Governance

Strive to continuously improve our ethical business practices

We are committed to responsible and ethical business practices, and provide our people, suppliers and business partners with the resources, training, and reviews to ensure they are also equipped to lead. Rigorous compliance, data protection, risk management and anti-corruption policies are foundational to our success.



Photo credit to Simon Bond



Highlights

100%

renewable electricity at almost all Epson locations globally¹

As of December 2023, all electricity used at Epson sites in Australia, New Zealand, and worldwide comes from renewable sources. We consume around 876 GWh of electricity each year across all our global operations. By transitioning to renewables, we expect to reduce global annual emissions by approximately 400,000 tonnes.

Epson A/NZ reduced Scope 2 emissions to virtually zero²

This halved our total emissions from 2,291 tCO₂e in FY22 to 1,146 tCO₂e in FY23.³

50%

reduction in waste to landfill⁴

Our waste to landfill at major sites in Sydney has been reduced from 68% in FY22 to 33% in FY23.

517,106

cartridges and consumables recycled

6.5 million Epson A/NZ cartridges have been recycled with Cartridges 4 Planet Ark since 2003.

Set the foundation for sustainable progress

We assessed our Australian and New Zealand greenhouse gas footprint (Scopes 1, 2, and 3)³, setting FY22 as our baseline year for our journey towards net zero. We also identified the most relevant materiality issues and United Nations (UN) Sustainable Development Goals (SDGs) for our operations to address.

Launched impactful partnerships

We launched partnerships with Botanic Gardens of Sydney, First Nation Fashion + Design and Australian Fashion Council to drive environmental outcomes while also contributing to social and economic development.

76%

Mental Health Training

76% of our people have gone through Mental Health training, with 4% qualified as Mental Health First Aiders.

1. Excludes some sales sites and leased properties where the amount of electricity consumed cannot be determined.

2. We have significantly reduced our Scope 2 emissions to 0.28%. See page 12 for details.

3. The calculations do not currently include emissions from Scope 3, Category 1 – Purchased good and services; Category 11 – Use of sold products; and Category 12 – End-of-life treatment of sold products.

4. We measure and report waste at our head office and warehouse facility in Sydney.



Epson

core values

Epson's purpose and values drive advancements that align with sustainability and quality, resulting in innovative technologies that reduces environmental impacts and increases productivity. Deeply rooted in our history, these principles are essential to Epson's long-term success.

Our purpose is supported by three core pillars that inspire us every day to achieve positive outcomes for our people, our customers, and the environment. These pillars shape our strategic direction, workplace culture, and business priorities.

We never compromise on these values for convenience or short-term economic gain. They are a constant in our everyday working life.

Our core values guide our decisions as we pursue our ambitions. Our people bring our brand to life, enabling us to deliver sustainable impact now and in the future. We strengthen and support our customers by building exceptional partnerships, placing them and their needs at the heart of everything we do.

And we believe that what is good for our planet is also good for our company.

We are committed to working with organisations and individuals who share the same values and passion as we do, to create a more sustainable economy, environment, and society.

Our purpose

Our purpose is to enrich lives and help create a better world by delivering more meaningful value through efficient, compact and precise innovations.

Three core pillars



OUR PEOPLE

Exceptional people make
a positive difference



OUR CUSTOMERS

Building partnerships
for a sustainable future



OUR ENVIRONMENT

Working in harmony with
our planet & communities

Core values



ACCOUNTABILITY

We are ethical and strive to always do what is right. Our conversations are open, honest, robust, respectful and built on trust. We hold ourselves accountable for our actions and the commitments we make to our customers and each other.



CUSTOMER DRIVEN

We recognise our customers are the reason for our success and we are committed to listen and respond positively to their needs. We pride ourselves on being there when it matters and celebrate their success.



POSITIVE IMPACT

We continuously empower our team and support our customers to create positive impacts on our environment, our communities and each other.



Our future in full colour

ENVIRONMENT



Work within planetary boundaries

CLIMATE ACTION

- › Become carbon negative by 2050
- › Reduce our emissions in line with a 1.5°C future
- › Maintain 100% renewable energy across all offices

CIRCULARITY

- › Eliminate the use of non-renewable, virgin materials by 2050
- › Keep materials in use for longer through repair, refurbishment and recycling programs

NATURE

- › Understand our local nature-related impacts, and conserve biodiversity
- › Prioritise lower-impact materials and manage their environmental risks

PEOPLE



Work with our people, for our communities

INCLUSIVE WORKPLACES

- › Provide mental health training for all
- › Ensure formal DE&I training completed by all staff by 2026
- › Improve our employee happiness scores year on year

STRONG COMMUNITIES

- › Expand strategic philanthropy initiatives
- › Offer one paid volunteering day to our people
- › Implement a Reflect RAP in 2025, leveraging our technology and resources to support First Nations communities

INDUSTRY



Improve how industries work

SUSTAINABLE CUSTOMER SOLUTIONS

Transform businesses and manufacturing through energy efficient and waste-minimising technologies, digitisation, and automated solutions

IMPACT PARTNERSHIPS

Invest in and collaborate with partners to solve broader challenges

GOVERNANCE



Improve our own ways of working

ETHICAL BUSINESS

- › Maintain 100% completion of ethics and compliance training by all staff
- › Rigorous legal compliance, data protection, risk management and anti-corruption policies

RESPONSIBLE SUPPLY CHAIN

- › Enhance local supplier engagement and compliance with our responsible supplier guidelines
- › Embed diversity and sustainability principles into local procurement practices by developing clear guidelines by 2026

SUSTAINABILITY CAPABILITIES & GOVERNANCE

- › Build capabilities in climate-related risk assessment, strategy development and reporting
- › Maintain above 90% employee completion of sustainability training

Our Sustainability Strategy

Epson A/NZ drives positive change through our sustainability strategy, concentrating our efforts on areas where we can make the greatest impact ensuring we remain committed to creating a sustainable future.



Materiality assessment

A materiality assessment helps us understand how the world impacts our business, and how we, in turn, impact our world.

To align our local materialities with Epson Global's materiality themes, we identified our key local material topics based on those outlined by [Epson Global](#) and [Epson Europe](#).

Doing this shows us which sustainability issues are most significant to Epson A/NZ and our stakeholders, so that we can hone our regional sustainability strategy, direct our efforts locally, and ensure we are prioritising the most impactful interventions.

Working with an independent sustainability partner, our Epson A/NZ-focused materiality assessment in 2023 identified high priority issues that we believe are most critical to address in the Australian operations. We focused on two criteria, as defined by the Global Reporting Initiative (GRI):

- › The impact on our business.
- › The importance for our internal and external stakeholders.

We then categorised these topics into three tiers: Critical, Important and Moderate.



Tier 1: Critical

- › Quality and variety of products
- › Improving the work and education environment
- › Improving productivity through digitisation and automation
- › Energy efficiency and decarbonisation initiatives
- › Products that help customers lower their environmental impact
- › Durability, reparability and end-of-life management of products
- › Legal and customer requirements
- › Data protection and security

Tier 2: Important

- › Cooperation with partners and industry
- › Environmental awareness
- › Climate change adaptation
- › Chemical and material management
- › Protection of the biodiversity and ecosystems
- › Pandemic response and resilience
- › Anti-corruption and bribery
- › Diversity and opportunities for our employees

Tier 3: Moderate

- › Increase stakeholder engagement
- › Community contribution and co-operation
- › Due diligence and responsibility in our supply chain
- › Respecting human rights and promoting diversity across our value chain



Contributing to global goals

While our global operations, products, and services impact all 17 of the United Nations Sustainable Development Goals (SDGs), Epson A/NZ has the most direct impact on the following.



We will contribute to a better and more sustainable future as envisioned by the SDGs by using our efficient, compact, and precision technologies to connect people, things, and information, and by applying new ideas and methods to create fresh value.



Yasunori Ogawa,
President and Chief Executive Officer,
Seiko Epson Corporation

SDG

Our impact

Our ongoing actions



Create a workplace that is healthy, productive, and inclusive

- › Engage our people with activities to support their mental, physical, social and financial wellbeing.
- › Support employee engagement across the business and integrate company-wide sustainability practices.
- › Raise awareness through formal and informal discussions on various sustainability topics.



Empower industry advancement with environmentally sound technologies

- › Continue to evolve Epson's technologies in printing and visual communications.
- › Introduce Epson technology to new markets, such as offering digital textile printing to the fashion industry.



Minimise waste, maximise efficiency, embrace circularity

- › Increase accessibility and awareness of product recycling programs.
- › Optimise resource efficiency, waste reduction and the use of low-impact materials in our business activities.



Decarbonise ourselves and support our customers with their own climate change challenges

- › Use 100% renewable electricity across all Epson offices.
- › Measure and reduce our greenhouse gas footprint.
- › Contribute to reducing customers' environmental impact by using energy-efficient technology and extending the service life of products.



Increase our impact through partnerships

- › Developing and fostering strategic partnerships that contribute to sustainable value creation.
- › Collaborate with First Nations communities to promote cultural preservation, economic empowerment, and community well-being.



Environment



Photo credit to Jon Vause

Climate action

Our philosophy of efficient, compact, and precise innovation goes beyond technology. It encompasses our aspiration to use our technology to help overcome global environmental problems and other societal issues, to enrich people's lives and to help make a better world.

Our commitment

In alignment with the 2015 Paris Agreement, Epson has set global targets for reducing greenhouse gas (GHG) emissions as part of our [renewed Epson 25 goals](#). These goals create a structure for our global and localised climate actions and aim to achieve our carbon negative objectives, including the implementation of decarbonisation strategies, closing the resource loop, advancing environmental technologies, and providing products and services designed to minimise environmental impact.

In our Australian and New Zealand facilities, we are committed to maintaining 100% renewable electricity use. We actively monitor and track our emissions footprint, with a particular focus on those emissions under our direct control or influence such as energy usage, waste, and emissions related to our local business activities. We are also setting local reduction targets and an implementation plan in line with Epson's global commitments.



Acquiring renewable electricity is an investment we embrace as a strategic step toward shaping the future we envision for ourselves and in supporting renewable energy development. We do not shy away from this commitment.

Craig Heckenberg,
Managing Director,
Epson Australia and New Zealand



Our reduction initiatives will support improvements across our operations, including:



Improve
energy efficiency
within our office space



Deliver sustainable-focused products and services that
empower our customers'
decarbonisation journeys



Increase the use of
**low-carbon,
renewable energy**



Transition to
lower-carbon logistics



Reduce waste
to landfill

**Associated SDGs
within Environment**





Our pathway

Epson A/NZ is committed to our own targets while actively contributing to the broader goals set by Epson Global.



Global target



Australia/New Zealand target



Epson joins RE100, a global initiative that brings together the world's most influential businesses driving the transition to 100% renewable electricity, and reconfirms the Group's commitment to 100% renewable energy.

2021



100% renewable electricity for our Australian and New Zealand offices, purchased under electricity tracking and certification frameworks from GreenPower (Australia) and NZECS (New Zealand).

2023



Achieve a 34% reduction in our Scope 1 and 2 GHG emissions, and a 44% reduction in key Scope 3 emissions¹ intensity (emissions per 100 million Yen in profit) by FY25.^{2,3}

2025



Participate in Epson's global efforts to reduce emissions in our direct operations and global supply chain by more than 2 million tonnes, from FY17 baseline.³

2030

2022



A solar power generation system was installed in our warehouse in Yennora NSW, that supplies approximately 148 MWh of electricity a year – an amount equal to that used by about 26 average Sydney households.

2024



Conduct a carbon reduction feasibility study to explore the potential development of a net zero pathway for Epson A/NZ.

2027



Actively preparing to meet the climate-related financial disclosure (CRFD) requirements and conducting a comprehensive review of local risks and opportunities, including a gap analysis for reporting compliance.

2050



Become carbon negative and eliminate use of exhaustible underground resources such as oil and metal.⁴

1. Category 1 – Purchased good and services and Category 11 – Use of sold products

2. Compared to a FY17 baseline. Scope 1: direct emissions generated by operations; Scope 2: indirect emissions from energy purchased; Scope 3: indirect emissions from categories 1 and 11 per unit of business profit.

3. Our near-term targets are aligned with a science-based 1.5°C outcome.

4. Visit our [website](#) to learn more about our global targets.

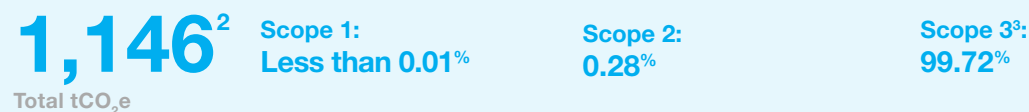
Our commitment

To support our global decarbonisation efforts, and to ensure an effective local climate action strategy, it is essential that we have a comprehensive understanding of Scope 1, 2 and 3 emissions in our Australian and New Zealand operations. To date, our efforts have concentrated on emissions from sources directly under the control or influence of Epson A/NZ.

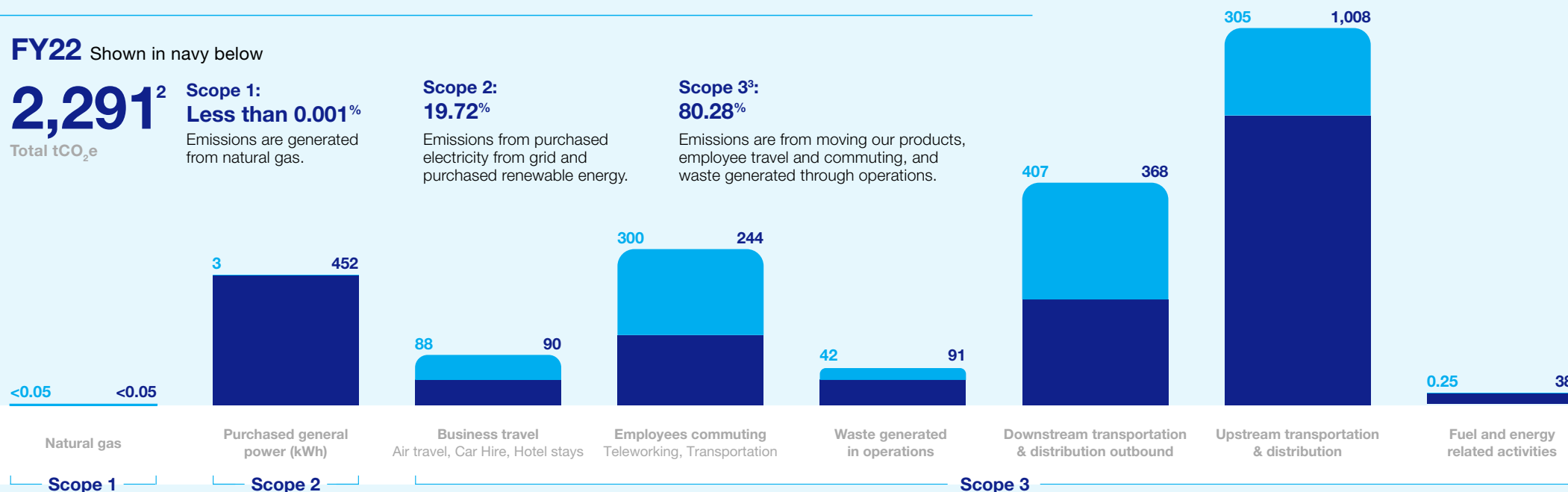
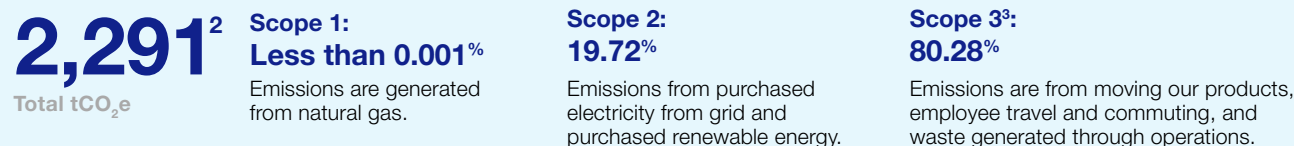
We intend to expand our Scope 3 data with particular emphasis on Category 1 – Purchased goods and services, Category 11 – Use of sold products, and Category 12 – End-of-life treatment of sold products. While this data is currently unavailable to us, we remain committed to deepening this understanding as we move forward, and to finding more opportunities to reduce our footprint.

Our progress: Emission Source data

FY23 Shown in blue below



FY22 Shown in navy below



Reducing our Scope 2 emissions to nearly zero is the key driver behind our **overall 50% reduction**

Scope 3 emissions are **38% lower** than in FY22-23, primarily due to significant reduction in air freight and total weight of imported products

100% renewable electricity¹ purchased since April 2023

1. The small amount of general power included is due to usage from FY22 that was carried over into the invoice cycle for FY23.

2. Greenhouse gas emissions measured in metric tonnes of carbon dioxide equivalent (tCO₂e). The calculations do not currently include outsourced operations and travel related to training for outsourced services.

3. Only selected Scope 3 emissions that are significant to Epson A/NZ, within our sphere of influence, and supported by available data. Excludes upstream production-related and use of products, which are being managed at the Epson global level; and end-of-life of products, but the positive benefits of e-waste recycling are reported in this report. As we refine our Scope 3 data, we are committed to understanding its comprehensive impact and developing robust reduction targets.



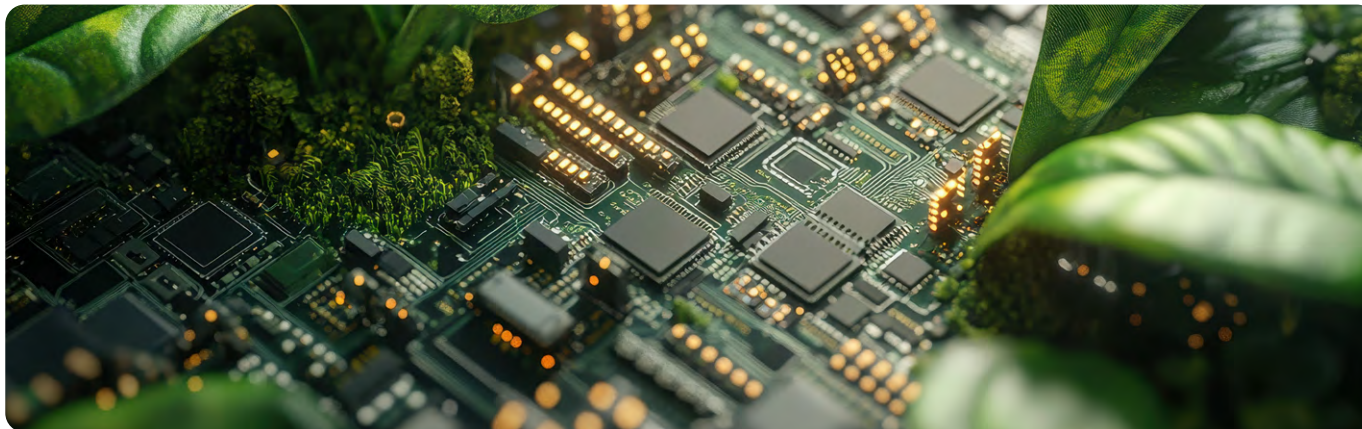
Circularity

To contribute to the formation of a circular economy in which waste is minimised, we are working to manage our business with a closed resource loop in mind. From materials and manufacturing to distribution, we constantly seek to extend our product life cycles.

Our commitment

Epson is committed to reducing emissions, preserving resources, and eliminating harmful substances throughout our product lifecycle. We promote the efficient use of limited resources by making products smaller and lighter, and by focusing on recyclable materials and the collection and recycling of end-of-life products. Our circularity focus includes eliminating the use of exhaustible underground resources such as oil and metal by 2050 and keeping materials in use for longer through repair, refurbishment and recycling programs.

We are committed to enhancing the sustainability of our packaging, including by phasing out moulded expanded plastics from applicable consumer products by 2025.¹



Our progress

To expand the resource reuse and recycling loop, we work with customers, communities, and others in the industry to collect and recycle end-of-life products.

Recycling electronic hardware

As a founding member of the Australia & New Zealand Recycling Program (ANZRP), Epson Australia partners with this not-for-profit and other responsible suppliers to operate TechCollect, a free take-back service for electronic waste. This service allows the public and small businesses to responsibly recycle their end-of-life electronic products under the National Television and Computer Recycling Scheme (NTCRS).

In 2022-2023, Epson funded ANZRP to collect and recycle 1,335 tonnes of e-waste, meeting our obligation under the scheme for the year.

This effort saved approximately 2,580 tonnes of carbon emissions, equivalent to planting 42,278 trees.

ANZRP has partnered with CRDC Circular Solutions to enhance Australia's plastic recycling capacity, opening a new facility in Tottenham, Melbourne, in late 2023. This facility converts all types of mixed plastic waste, including from e-waste, into RESIN8™, a versatile mineral polymer used in concrete and asphalt applications.

1. A limited number of products that fall into the category of precision and fragile products will remain exempt until feasible alternatives become available.

Recycling cartridges

Epson Australia is a founding member and active participant in the Cartridges 4 Planet Ark program, which recycles ink and toner cartridges to prevent them from entering the waste stream and reduce their environmental impact.

Since 2003, Epson A/NZ has recycled over 6.5 million ink cartridges, diverting over 270 tonnes of waste from landfill.

In FY23 alone, 517,106 Epson ink cartridges and consumable items (equivalent to 22 tonnes) were recycled with zero waste sent to landfill.

Locally recyclable materials¹ are processed into TonerPlas, a high-quality asphalt additive that enhances road durability in Australia.

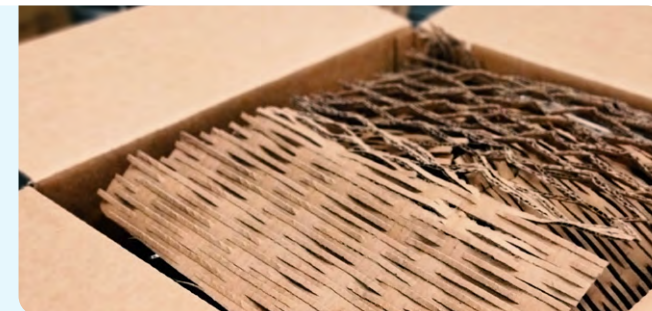
To encourage greater customer participation, we improved our procedure for engaging new business customers and started a cartridge recycling trial program in New Zealand.

Our on-site circular initiatives

We focus on minimising on-site waste at our offices and warehouse through reduction, reuse, and recycling.

In our offices, we collect batteries, mobile phones, containers, soft plastics, and used stationery for special recycling streams. In our warehouse, shredding used cardboard boxes as a void fill for packaging cut about 9 tonnes of cardboard waste and saved 2.7 tonnes of new kraft paper. Our warehouse and repair centre also reuse pallets, cardboard, polystyrene, and LDPE to reduce new packaging materials.

We engage employees in sustainability activities like National Recycling Week and upcycling workshops. We have improved our internal bin systems to be accessible, well-signed, and fit for purpose at our head office and warehouse.



100% of materials from collected Epson printer cartridges are recovered

CLEAN PLASTICS

Become pens, new cartridges, and other plastic products



RESIDUAL INK

Made into 90% recycled Enviroliner pens and Lousy Ink recycled artist ink



MIXED PLASTICS

Made into eWood a timber replacement



Zero waste to landfill

1. Some cartridges that cannot be recycled locally and those requiring specialised processing are sent to offshore facilities for recycling.

Epson's philosophy in driving our sustainable product initiatives

We embrace the Japanese tradition of "Sho-Sho-Sei" (compact, efficient, precise) in our approach to sustainable technology and design. This philosophy promotes the efficient use of limited resources, resulting in lower energy consumption, minimised waste, high reliability, and minimal moving parts. These outstanding solutions not only benefit our customers but also support our Environmental Vision 2050.

Redesign



We continuously work to make our products smaller, lighter, and more resource-efficient where possible. The Epson EcoTank exemplifies our approach to reducing waste, while we also focus on minimising energy use and using lower-impact materials.

Repair



We promote user-replaceable parts for many products and extended service plans in addition to warranties.

Refurbish



To give products a chance at both their first and second life while reducing waste, we offer a diverse range of refurbished, carton-damaged and near end-of-life consumables.

Recycle



We collaborate with customers, communities, and industry partners to collect and recycle end-of-life hardware and consumables, including cartridges and projector lamps.

Adding new value to paper with Dry Fibre Technology

Epson's PaperLab is the world's first in-office paper secure recycler that transforms waste paper into new paper, made possible by Dry Fibre Technology, which can reduce paper back to fibres without having to dissolve the paper in water. This revolutionary on-demand solution enables users to recycle used paper right in the office, so sensitive documents never leave the premises.

The Dry Fibre Technology can also be used as a replacement for expanded plastics, providing effective shock absorption and improved packaging.

This innovative design was recognised as a winner in the Electronics Packaging category at the 2024 Worldstar Global Packaging Awards, organised by the World Packaging Organisation (WPO).



Epson's dry-fibre recycling technology adds an exciting new approach to the current textile recycling landscape, with a special focus on recovering elastic blends. In combination with new developments in automated fibre sorting and garment disassembly technology, such innovations give us great hope that comprehensive resource circularity is within reach, offering waste solutions that are critically needed in Australia, where our textile waste output per person is one of the largest in the world.

Guy Dempster,

Director and Designer, Dempstah Winner of eBay Australia Circular Fashion Fund 2024



Innovative application of Dry Fibre Technology

The application of this technology extends beyond printing, enabling the recovery of some of the hardest-to-recycle fibres and fabrics in modern textiles.

Epson partners with The Hong Kong Research Institute of Textiles and Apparel Limited (HKRITA) on the development of New Fiber Recycling Technology using Dry Fiber Technology. The partnership seeks to accelerate the use of recycled fibres by establishing a technology to separate the fibres from hard-to-defibrate post-consumer fabrics.



Nature

Our commitment

We believe that preserving nature is vital for the well-being of our business, our employees, and the communities we serve. Our commitment to environmental stewardship extends beyond our operations to encompass a broader responsibility for the natural world.

Epson has endorsed the Taskforce on Nature-related Financial Disclosures (TNFD) and committed to start making disclosures aligned with the TNFD Framework¹ in 2025.

Our progress

We have made steady progress in mitigating factors that result in biodiversity loss. Our efforts include prioritising chemical management and using low-impact materials in our products. We focus on reducing environmental and health risks through the responsible management of substances of concern and ensuring their safe use across our products. Additionally, we are committed to pollution prevention at our manufacturing sites.

Locally, Epson A/NZ is dedicated to protecting Australia and New Zealand's endangered flora and fauna and conserving the unique biodiversity of our native plants and animals. This commitment is exemplified through partnerships like our collaboration with Botanic Gardens of Sydney and our tree-planting initiative in New Zealand.

Saving Australia's rainforests with Botanic Gardens of Sydney

Launched in 2023, Epson A/NZ has been supporting the Botanic Gardens of Sydney's research and conservation efforts, with a primary focus on the Rainforest Seed Conservation Program. This initiative supports the storage of seeds and plant material that cannot be preserved using traditional seed bank methods.

To celebrate the partnership, Epson A/NZ employees joined the Botanic Gardens of Sydney's horticulture team to restore habitats by planting understorey species like shrubs and grasses, which play a crucial role in protecting soil and providing food and shelter for insects and animals.

Commitment to land restoration in New Zealand

Epson New Zealand has taken an initial step towards environmental sustainability by partnering with Trees That Count to support its land restoration project in Havelock North Hills. In 2024, Epson New Zealand committed to funding the planting of 500 native trees in the area, helping to remove about 114 tonnes of carbon dioxide from our atmosphere over 50 years.

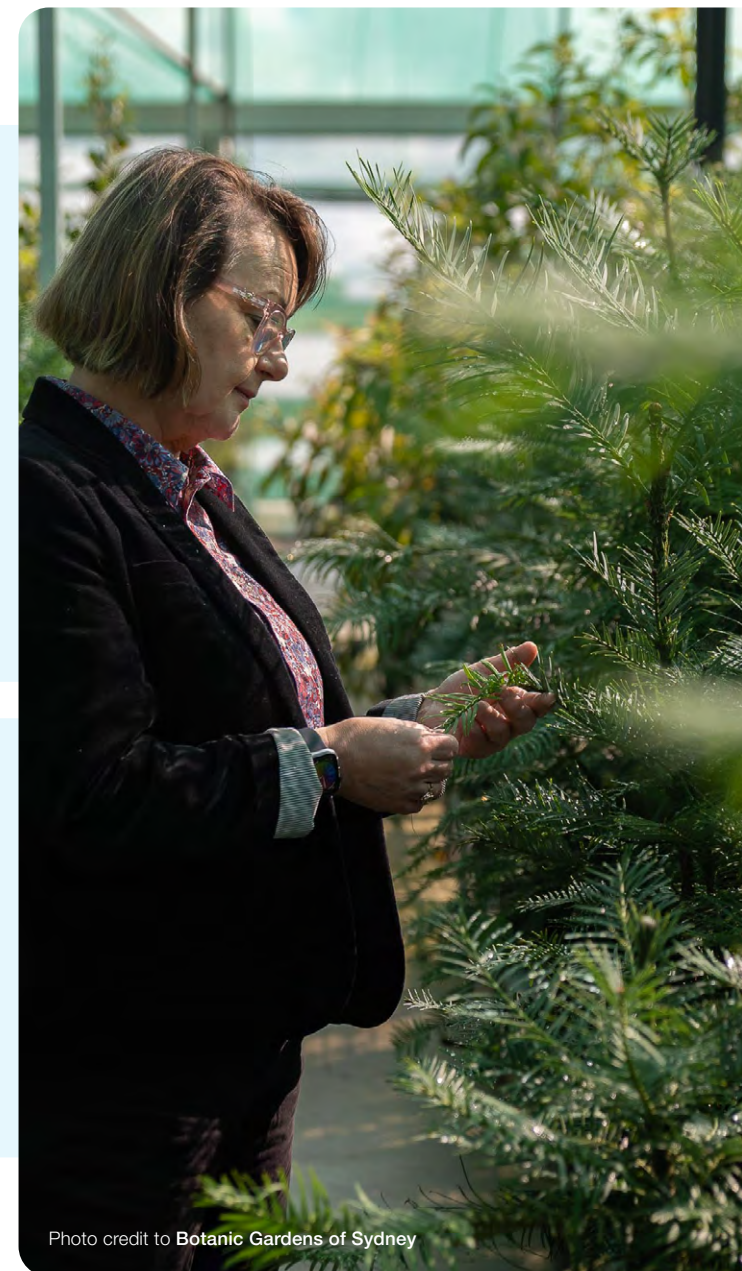


Photo credit to **Botanic Gardens of Sydney**

1. The TNFD Framework requires companies to assess and disclose the risks and opportunities of their business activities in relation to natural capital and biodiversity (dependencies and impacts).

People

Photo credit to Dylan Toh

Inclusive workplaces

At Epson, we believe that our employees underpin everything we do. Our people-first pillar focuses on creating inclusive workplaces and positively impacting our wider community. For us, diversity, equity and inclusion (DE&I) are essential elements to achieving our purpose.



Associated SDGs within People



Our commitment

We are affecting organisational culture changes to create a fair and bias-free environment in which individuals of all backgrounds enjoy work, conduct themselves as responsible members of society, and continue driving innovation by taking on challenges and growing alongside the company.

Our targets to fulfil our social responsibility and create a healthy and inclusive workplace include:



Provide **mental health training** for all



Ensure formal **DE&I training** completed by all staff by 2026



Improve our **employee happiness scores** year on year



Our progress

76% of employees and managers have gone through Mental Health training

95% of development training requests were completed within the same year

Employee wellbeing and development

We are committed to investing in our employees' development as well as their physical and mental wellbeing. By focusing on upskilling and creating an environment that supports talent retention, we aim to improve our employee happiness scores year on year, surpassing the national average.

Our Mental Health Training program equips our team with the skills and knowledge to identify, understand, and support individuals facing mental health challenges. Through our partnership with Anchor Health, we provide comprehensive mental health training and one-on-one psychological support for staff. Additionally, we have established a Mental Health First Aid program, with 4% of our employees trained as Mental Health First Aiders.

Through our partnership with TELUS Health, we offer a comprehensive Employee Assistance Program (EAP). This program provides confidential consultations, information, resources, connections to community agencies, and referrals to counselling services, ensuring our employees have access to the support they need during challenging times.

Since 1999, over 400 employees have participated in the GIS (Global Incubation Seminar), preparing them for future leadership positions at Epson Group. As of August 2023, seven of the eight leaders of our overseas Group companies are GIS alumni.

In FY23, we created 17 new roles and celebrated 16 internal promotions, demonstrating our commitment to fostering growth and career advancement within our team.



Diversity, equity and inclusion

Alongside our corporate purpose and management philosophy, diversity, equity, and inclusion (DE&I) live at the core of our corporate culture. We are committed to fostering an environment where all employees are empowered to leverage their abilities, find fulfilment in their work, and engage in discussions as equals. We believe that cultivating a free and open workplace serves as a foundation for collaboration and innovation.

We continuously work to enhance our local policies, with the aim to develop and implement a DE&I policy. As of 2023, 47% of employees (AU) and 100% of employees (NZ) have attended Diversity and Inclusion in the Workplace training. We are committed to have formal DE&I training completed by all staff by FY25 so every individual feels valued, respected, and supported.

We hosted an array of activities to encourage conversations and connection among our people, such as **Harmony Day** that celebrates Australia's cultural diversity and promote inclusiveness, respect, and a sense of belonging for everyone; and **Wear It Purple Day**, where we encouraged our employees to wear purple or participate to show solidarity with LGBTQIA+ individuals and colleagues, and stand against discrimination and bullying.



6
Lunch &
Learn sessions

7+
hours of learning on
Climate Change, DE&I,
virtual meditation studio,
rainforest conservation,
and innovative technology

Strong communities

Our people-first efforts encompass all communities. We contribute to society by focusing on achieving sustainability and enriching communities.

Our commitment

We actively foster strong connections that support and enrich our local communities, by participating in volunteer programs, providing financial assistance and making in-kind contributions. These initiatives reflect our commitment to being a positive force in the areas where we operate.

We support the reconciliation process in Australia to promote cultural understanding and respect, and contribute to closing the gap between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.



Our social targets include:



Continue
in-kind contributions,
giving and community programs



Offer one
paid volunteering day
for our people



Collaborating with
First Nation organisations
and entities to support their communities
with our technology and services



Implement a Reflect
Reconciliation Action Plan
(RAP) in 2025



Our progress

During FY23, we utilised approximately 10% of our available volunteering hours to various charitable activities. This includes serving over 3,000 meals across two volunteer sessions at Loaves and Fishes Free Restaurant Kitchen.

Empowering First Nations fashion artists

In 2023, Epson A/NZ partnered with First Nations Fashion + Design (FNFD), a non-profit supporting Indigenous fashion designers and artists. The partnership aims to promote cultural and economic sustainability by supporting inclusive and authentic initiatives through access to Epson's advanced textile printing and projection technologies. Epson A/NZ provides education, training, print and projection technology to help First Nations designers to tell their stories by converting their designs and art into commercially sellable items. FNFD and Epson A/NZ also aim to promote sustainable, ethical trading and best practice when working with, purchasing or licensing Aboriginal and/Torres Strait Islander arts, prints, designs and cultural products.

“

We partner with organisations that can support First Nations artists to become commercially self-sufficient, allowing the value they create to flow back into their communities. FNFD along with Epson aims to promote sustainable, ethical trading and best practice when working with Aboriginal and/or Torres Strait Islanders.

”

Grace Lee,
Founder and Chairperson, FNFD

“

We are very excited to be working with Grace and her team at FNFD to promote the growth of Indigenous fashion and provide new skills and knowledge to help First Nations artists tell their stories.

”

Priscilla Dickason,
Corporate Marketing Manager, Epson A/NZ



Earth Hour's first international corporate partner

Epson is proudly the first international corporate partner of Earth Hour. Together, we demonstrate that saving energy is accessible to all, with small, conscious choices that make a significant collective impact. Through this collaboration, Epson aims to inspire millions of people to join the movement and take energy-saving action for the benefit of the planet.

“

Our partnership with Epson exemplifies a collaborative approach when it comes to this year's Earth Hour. We want Earth Hour to be a beacon of hope, so that we can build a brighter, more sustainable future for all.

”

Yves Calmette,
Senior Director, Brand and Network
Communications for Earth Hour



Industry

Sustainable solutions

As industry leaders, our sustainability strategy focuses on reducing the environmental impacts through our innovative solutions. We also seek to create synergies with our business partners and develop strong, impactful partnerships to drive these improvements across the industry.

Our commitment

We innovate products and solutions to enhance reliability, recyclability and resource efficiency. Our goal is to reduce resource consumption and minimise environmental impact through effective design and performance improvements.

Epson considers environmental impacts throughout every stage of the life cycle, from design and manufacturing to transport, usage, and recycling. In cooperation with our customers and business partners, our innovative products extend our positive impact beyond Epson's doors through energy efficient and waste-minimising technologies, digitisation, and automated solutions.

Associated SDGs within Industry



Supporting Energy-Efficient Offices with Inkjet Printing

Epson's Micro Piezo inkjet technology

This innovative technology is a unique heat-free printing system that is helping businesses to actively reduce their energy use and offer significant energy savings and environmental benefits.

- › Uses just a 1/4 of energy of the laser printer¹
- › Uses fewer parts that need replacing compared to laser printers
- › Reduces ink consumables packaging, thanks to high-capacity ink packs²

To provide our customers with transparent data on the energy efficiency of our Heat-Free technology, we developed our Optimisation Tool. This tool allows our team and business partners to input a customer's existing print fleet and demonstrate the achievable emissions reduction by switching to Epson Heat-Free models.

Since its launch in 2023, we have utilised this Optimisation Tool to assist our customers in calculating potential savings for over 6,000 fleets, resulting in an estimated reduction of over 3,662 MWh or 2,700 tCO₂e over a five-year period.

How Epson's Micro Piezo inkjet technology compares to laser printing

Inkjet Printer



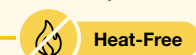
Receive
Print Job

Ink
Ejection

Print
Out

Epson Inkjet Printers

Piezo Ink Ejection Process



Other Inkjet Printers

Thermal Ink Ejection Process



Laser Printer



Receive
Print Job

Preheat
the Fuser

Charge the
Photoreceptor
Drum

Laser
Exposure

Development

Toner
Transfer

Fusing

Print
Out



1. Compared with typical laser printers. Product performance may vary. For more information, visit www.epson.com.au/am-c-series/
2. High-capacity ink packs print up to 86,000 mono and 50,000 colour pages without ink replacement, reducing the environmental impact from packaging, waste and logistics. Approximate yields based on WF-C879R.

Refillable ink EcoTanks reduce waste

Instead of ink cartridges, The Epson EcoTank printer features a large refillable ink tank, which reduces the frequency of ink refills and contributes significantly to the reduction of resource consumption and waste.

Between 2010 to 2023, over 90 million EcoTank printers were sold worldwide, significantly reducing plastic and resource use, and avoiding approximately 570,000 tons of carbon emissions¹ from consumables materials and parts manufacturing.






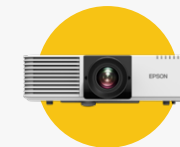




1. Avoided emissions were calculated by comparing the cumulative number of ink bottles sold up to Dec 2023 with the number of ink cartridges required to print the same amount, converting their weight into a CO₂ equivalent. Calculations were based on Epson's evaluation conditions, considering the impacts from consumables materials and parts manufacturing. Actual CO₂ emissions may vary depending on customer printer use.

2. Comparison of power consumption in On mode at 220V to 240V.

Energy-efficient display solutions

Epson's smaller and lighter high-lumens projectors use less power and packaging than standard projectors, and reduce transport emissions. With high light efficiency, they are also more energy-efficient than earlier models.

Power consumption comparison² between current and past models

	2014 Z10000U 10,000 lm ⚡ 1008 W	>		2023 PU2010W 10,000 lm ⚡ 481 W	⚡ -52%
	2016 5530U 5,500 lm ⚡ 391 W	>		2023 L730U 7,000 lm ⚡ 296 W	⚡ -24%
	2016 685Wi 3,600 lm ⚡ 315 W	>		2023 770Fi 4,100 lm ⚡ 263 W	⚡ -12%
	2017 2247U 4,200 lm ⚡ 308 W	>		2023 L260F 4,600 lm ⚡ 272 W	⚡ -6%

Impact Partnerships

Our commitment

No single organisation, technology or government can tackle sustainability challenges alone. It is only by coming together that the world can shape a better future. So, Epson Australia actively collaborates with several associations, to expand our sphere of positive impact locally. We engage external partners and industry groups in projects that combine our respective technologies to create new value and solve societal issues.

Epson Australia was recognised by CitySwitch as a Champion for Waste Reduction for our efforts in educating, facilitating and engaging with our team throughout 2023 to reduce waste.



We partner with ANZRP (Australia & New Zealand Recycling Program), a not-for-profit organisation that operates the TechCollect program. This program offers a free service for the public and small businesses to drop off their e-waste for responsible recycling.



We are a founding member and active participant in the Cartridges 4 Planet Ark program which has recycled over 6 million Epson printer cartridges. This program empowers our customers to divert challenging-to-recycle waste away from landfill, with a 100% guarantee.



To support our broader energy initiatives, we have partnered with the Energy Efficiency Council, Australia's peak body for energy management and efficiency.



We are a signatory to the Australian Packaging Covenant, supporting its 2025 National Packaging Target. Epson has published an annual action plan that includes a commitment to phase out moulded expanded plastics from applicable consumer products by 2025.¹ See our [APCO Annual Report and Action Plan](#) for more information on our packaging journey.



In 2022, we became a signatory to CitySwitch, a national Green Office program that validates our efforts to reduce our energy use, waste and emissions across all Australian offices.



In 2023, we completed the Sustainability Management Diagnostic Workshop as part of the Sustainability Advantage Program, to benchmark our progress. The program provided valuable support and resources to further develop our sustainability framework, including materiality and climate risk assessments, which enhanced our knowledge and capabilities.

1. A limited number of products that fall into the category of precision and fragile products will remain exempt until feasible alternatives become available.

Governance

Ethical business

When it comes to sustainability, responsible organisations don't just talk – they act by establishing a robust governance structure. At Epson, our governance structure enables us to execute our sustainability strategy effectively through ethical business practices, a responsible supply chain, and enhanced sustainability tools and capabilities to governance.

Governance is more than just a framework. As a responsible business, every action we take is underpinned by our global governance strategy. Ethical behaviour and compliance are fundamental to our success. We are committed to maintaining 100% completion of ethics and compliance training for all staff and enforcing rigorous legal compliance, data protection, risk management, and anti-corruption policies.

Our commitment

Compliance is one of our key pillars to realising our goal of becoming an indispensable company that is trusted and admired globally. Compliance awareness and activities are integral to our everyday business operations, with 100% of our total workforce receiving training on business ethics issues and anti-corruption policies. Every October, we hold Compliance Month, a global event featuring educational programs and training for all employees on our Business Code of Ethics and Compliance.

Our Principles of Corporate Behaviour

Our corporate legal and internal audit teams manage our compliance and ethics structure, ensuring that we fulfil our social responsibility by living up to our global Code of Conduct, and our Principles of Corporate Behaviour, which are:

1. Pursuing customer satisfaction
2. Preserving the national environment
3. Fostering diverse values and teamwork
4. Ensuring effective governance and compliance
5. Creating a safe, healthy and fair work environment in which human rights are respected
6. Ensuring the security of people, assets and information
7. Working with business partners for mutual benefit
8. Prospering with the community
9. Initiating honest dialogue with our stakeholders

These nine principles allow us to be consistent in mitigating risk and accounting for any potential challenges.

Our progress

- › Zero fines for non-compliance throughout FY23
- › Zero number of cases involving bribery/corruption-related penalties or dismissal
- › Zero number of information security breaches

We take compliance violations extremely seriously and are committed to maintaining our status as an ethical company. To support this commitment, we provide the Whistleblower Hotline: 1800 676 787 (domestic); +61 3 8393 3324 (from abroad), that all stakeholders, including customers, suppliers, and local community members, can use to report any ethical or compliance concerns anonymously.

Responsible supply chain

Our commitment

Our sustainability vision cannot be realised by Epson alone. We continue to engage and collaborate with our stakeholders, suppliers, business partners, and people in the communities in which we operate.

We seek to build mutually beneficial relationships with our business partners and stakeholders. In 2019, Epson joined the responsible Business Alliance (RBA), a global coalition dedicated to corporate social responsibility (CSR) in global supply chains. As a long-standing RBA member, we ask our suppliers to adhere to the same high ethical standards as us, while also respecting their autonomy and independence.

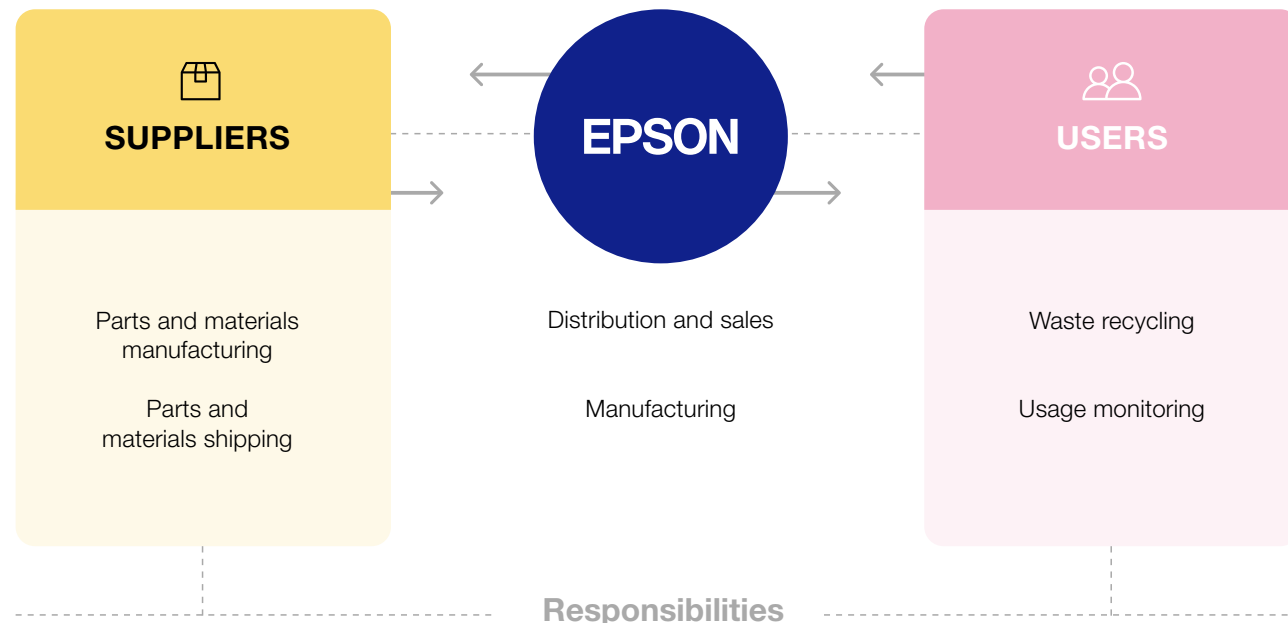
Global procurement policy and supplier guidelines

Epson Group's Basic Procurement Policy sets forth fundamental practices for optimising and stabilising quality, cost, and delivery. The Epson Group Procurement Guidelines (now called the [Epson Group Supplier Guidelines](#)) were established in 2005 to inform suppliers about Epson's procurement policies and requirements. In 2008, the Epson Supplier Code of Conduct was added as an appendix, pertaining to labour, health, safety, environment, ethics, and management systems, based on RBA standards.

We have requested all suppliers worldwide to comply with our requirements and have asked our major suppliers to sign a formal agreement. Over 2,100 companies (95% of our total supplier base) have submitted written agreements to adhere to the Guidelines.

Epson evaluates supplier compliance based on a detailed self-assessment questionnaire (SAQ). Major direct material suppliers (representing 80% of the Group-wide spend and selected by business units), on-site service vendors, and HR agencies are required to complete an SAQ. Our primary manufacturing sites for Epson products have also been audited under the RBA Validated Assessment Program (VAP).

Regionally, Epson A/NZ is committed to embedding diversity and sustainability principles into local procurement practices by developing clear guidelines by 2026.



Human rights and modern slavery

At Epson, it is our corporate policy to avoid engaging in any form of human rights violations or environmental destruction. We recognise that responsible sourcing of minerals is a critical societal issue that we must address. To ensure that minerals are sourced responsibly throughout our supply chain, we have established a comprehensive survey system as outlined in our Principles of Corporate Behaviour.

To encourage our suppliers to adhere to our standards, Epson holds supplier conferences for CSR at our manufacturing sites worldwide to promote understanding of Epson policies, improve survey accuracy, and share information about trends involving human rights and modern slavery.

Our commitment to upholding human rights standards has been strengthened through our participation in the UN Global Compact since 2004. For further information, please refer to our [Epson Slavery & Human Trafficking Statement for Financial Year 2023](#).

Sustainability governance



Our focus is to make sustainable practices a natural part of everything we do. This report and the formation of the Sustainability Committee mark important steps forward. Building on the strong foundation of the Epson Group, we've established local emissions baselines, identified key challenges, and set clear objectives. Our strategy prioritises transparency and accountability, making sustainability a key topic in all discussions – from team sessions to board meetings. This approach keeps us on track to meet our goals while sharing our progress and challenges openly.

Fatida Un,
Environment & Sustainability Manager,
Epson A/NZ



Sustainability capabilities

At Epson, we embrace continuous improvement in sustainability through education, facilitation, engagement, and recognition.

Our commitment to ongoing education is reflected in a 92% completion rate for employee training on sustainability modules and the launch of a new module on 'Guidance for Making Environmental & Sustainability Claims' in early 2024. We support our people by providing essential resources, guidelines, and internal recycling programs to promote effective practices. Engagement is encouraged through initiatives like the internal 'Make-the-Switch' campaign, which drives energy-saving and waste-reduction efforts. We aim to integrate sustainability into departmental and individual goals, with future plans to recognise those who actively support these efforts. Supported by the Sustainability Committee, we remain open to feedback to continually enhance our approach and impact.

Sustainability governance

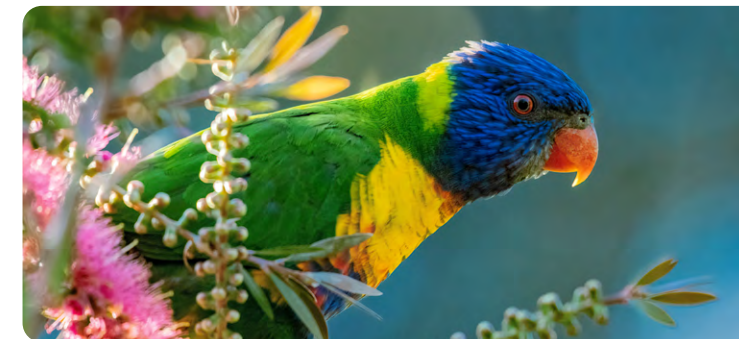
At Epson Global, the Sustainability Office and Strategy Council report directly to the President, emphasising our commitment to sustainable growth. The office, led by an executive officer, focuses on aligning our growth with societal needs. The Sustainability Strategy Council, comprising executive officers and other senior management members, serves as an advisory body to the President. This council is tasked with investigating and determining the strategies and direction for sustainability activities across the Group.

To promote continuous improvement, Epson A/NZ established a Sustainability Committee in 2023, comprising representatives from diverse departments. Its key function is to advocate for sustainability within their respective areas and drive sustainability integration and engagement.

The committee meets on a monthly basis.

The Sustainability Committee will:

- › Report to Executive Management Team (EMT) on the status of the Sustainability performance, including its observance of external commitments and obligations.
- › Review and make the recommendations to EMT in relation to the development of sustainability-related commitments and improvement initiatives.
- › Act as a coordinating unit to support the integration of sustainability across Epson A/NZ.
- › Support the development of sustainability communication and engagement activities to promote understanding and catalyse action across Epson A/NZ.
- › At minimum, conduct an annual review of its performance and effectiveness, which may form part of the ISO 14001 management review.





Sustainability commitments and reporting frameworks

Climate change significantly impacts society, and Epson recognises it as a crucial societal challenge. As the sustainability landscape grows more complex and uncertain, effectively managing climate-related risks that could impact corporate activities is essential for sustaining long-term business strategies and objectives.

Since adopting the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), Epson has [disclosed sustainability information on governance, strategy, risk management, and metrics and targets](#) aligned to the TCFD framework. This approach ensures transparent communication with shareholders, investors, and a broad spectrum of stakeholders.

Epson A/NZ acknowledges the significant impact of climate-related risks on management and takes appropriate measure to address them. We are actively preparing to meet the Australia climate-related financial disclosure (CRFD) requirements. Our efforts include conducting a comprehensive assessment of regional climate-related financial risks and opportunities, including a gap analysis for local reporting compliance, supported by the NSW Government Sustainability Advantage Program.

This Impact Report was guided by international initiatives, principles, and standards, such as the UN Global Compact and Global Reporting Initiative (GRI). Our Greenhouse Gas Emissions were calculated to align with the ISO14064-1:2018 standard and the Greenhouse Gas Protocol. We also report against the UN SDGs to better identify areas for improvement and prioritise actions.

Reporting in reference with GRI

Recognising global best practice for ESG reporting, this report is crafted in reference with the Global Reporting Initiative (GRI) – the world's most widely used sustainability reporting standards. Voluntarily reporting to these standards is an investment that ensures our progress is documented transparently, is comparable over time, and in relation to other organisations. It helps our stakeholders and other readers evaluate our position and contribution to sustainable development accurately.

You can find our GRI index on [page 30](#).

Awards, recognitions and certifications

We take a moment to highlight the awards, recognitions, and certifications that validate our ongoing commitment to sustainability. These accolades serve as a testament to our efforts and achievements throughout the year, underscoring the tangible impact of our dedication and hard work.



Epson A/NZ aims to improve the environmental impact of our operations by reducing energy use, waste to landfill and carbon emissions. Our head office and warehouse facility in Sydney are certified against the ISO9001 and ISO14001 standards.



Our main Epson manufacturing sites in Indonesia, Malaysia, and the Philippines have been audited under the RBA Validated Assessment Program (VAP) and achieved platinum status, the highest level of recognition.



In 2023, Epson earned a Gold rating for sustainability from EcoVadis, placing us amongst the top 5% in our industry for sustainability performance.



In 2023, Epson was rated 'A' for both climate change and water security by CDP, marking our leadership in sustainability.



FTSE4Good

For 21 consecutive years, Epson has been included in the FTSE4Good Index Series, a responsible investment index that recognises companies that demonstrate strong environmental, social and governance practices.



Epson achieved its first MSCI ESG AAA rating due to our commitment to meeting internationally recognised standards of CSR procurement and to the enhancement of its governance organisation and human capital development systems in 2023.

GRI Index

Epson ANZ has reported the information cited in this GRI content index for the period April 2023 – March 2024 with reference to the GRI Standards.

GRI 1: Foundation 2021

GRI standard	Disclosure	Location, page
GRI 2: General Disclosures (2021)	2-1 Organisational details	2
	2-2 Entities included in the organisation's sustainability reporting	2
	2-3 Reporting period, frequency and contact point	2, 31
	2-6 Activities, value chain and other business relationships	10,11,24,26
	2-9 Governance structure and composition	27
	2-22 Statement on sustainable development strategy	9
	2-23 Policy commitments	25,26,28
	2-24 Embedding policy commitments	25,26,28
	2-26 Mechanisms for seeking advice and raising concerns	25,26
	2-28 Membership associations	24,29
GRI 301: Materials (2016)	3-3 Management of material topics	8,21,23
GRI 304: Biodiversity 2016	304-3 Habitats protected or restored	16
GRI 305: Emissions (2016)	305-1 Direct (Scope 1) GHG emissions	11,12
	305-2 Energy indirect (Scope 2) GHG emissions	11,12
	305-3 Other indirect (Scope 3) GHG emissions	11,12
	305-4 GHG emissions intensity	12
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	13,14,15
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	25,26,27
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	25
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	17,18
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	17,18
	403-5 Worker training on occupational health and safety	17,18
GRI 404: Training and Education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	17,18
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	17,18
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	19,20
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	26
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	26



Acknowledgement

Featured in this report are panoramic photographs from the Epson International Pano Awards, the world's largest competition for panoramic photography. We extend our gratitude to the talented photographers whose work is showcased here. For more information, visit: www.epson.com.au/pano-awards.

We wish to express our sincere thanks to all who contributed to the development of this Impact Report, particularly our internal team members at Epson Australia and New Zealand, whose dedication and expertise were essential to bringing this inaugural report to fruition. Special acknowledgement is due to the Corporate Communications team at Seiko Epson Corporation, and to our partners at the Australian Fashion Council, Australian New Zealand Recycling Platform, Botanic Gardens of Sydney, Close the Loop, First Nations Fashion + Design, and the Pano Awards, for their invaluable support and contributions.

This report stands as a testament to the collective impact of our employees, business partners and customers, reflecting our shared commitment to sustainability.

Liability

Epson is committed to openness and customer satisfaction, and your feedback is important to us. If you have any comments or suggestions on our impact report or sustainability activities, please get in touch via sustainability.eal@epson.com.au. This report and its content are subject to change without notice; for latest information please visit www.epson.com.au or www.epson.co.nz or contact Epson Australia Pty Ltd directly at 1300 361 054 (AU) or 0800 237 766 (NZ) or sustainability.eal@epson.com.au.

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