



Our future **in full colour**

IMPACT REPORT 2024/25

Epson Australia and New Zealand

EPSON



Epson acknowledges the Traditional Owners of the lands on which we live and work, recognising their enduring connection to land, skies and waterways, and we pay our respects to Elders past and present.

In this spirit, we were honoured to support Grace Lillian Lee's debut solo exhibition, *The Dream Weaver: Guardians of Grace*, at the 2024 Brisbane Festival as official print and projection partner. This collaboration amplified Lee's Torres Strait heritage, celebrating culture, identity and connection to Country.

Grace Lillian Lee
Torres Strait Islander
Traditional Owner, Artist, Writer, Designer
Grace's art explores culture, identity, community, and heritage
Torres Strait Islander, 2000

Striking: Exhibition of *The Dream Weaver: Guardians of Grace* at the Brisbane Festival.

Celebrating a 50-year legacy with our progress in sustainable innovation

In 2025, Epson celebrates 50 years since the creation of the company's brand in 1975. With origins in Japanese precision watchmaking, Epson has continually pushed the boundaries of efficient, compact and precise technology – while upholding our founding principles of integrity, effort, creativity and challenge. Today, Epson is globally recognised for printers, projectors and other technologies that reflect its legacy of innovation and commitment to a more sustainable future. See our environmental milestones outlined in the timeline to the right.

Our journey to becoming carbon negative¹ and underground resource free² by 2050 under Epson Group's Environmental Vision 2050 is aligned with a 1.5°C pathway and supported by our near- and long-term Science-Based Targets (SBTs).

At the Group level, Epson has achieved significant milestones in decarbonisation, with all manufacturing sites now supported by 100% renewable electricity and prioritising the use of locally generated energy wherever possible. We are also decarbonising our logistics through initiatives such as adopting alternative fuels and using maritime transport to further reduce our greenhouse gas emissions.

1. Reduce emissions by at least 90% and then remove from the atmosphere an amount of CO₂ corresponding to the remaining GHGs to then remove even more carbon.
2. Underground resource free means eliminating use of non-renewable resources such as oil and metals, except where such resources have been recycled.
3. Excludes some sales sites and leased properties where electricity use cannot be determined.

The following Impact Report highlights Epson Australia and New Zealand's (A/NZ) local contribution to the Epson Group global sustainability ambition across FY24 (April 2024 - March 2025). As a business, we:

- enhanced our understanding of local corporate emissions and set a local near-term target to support our global goals;
- continued to prioritise our people's wellbeing; and
- increased our contribution to positive community outcomes.

We also made progress in reducing energy consumption, minimising waste and improving environmental performance, while deepening collaboration with industry to drive systemic change. Looking ahead at future reports, we will continue improving our data and progress tracking to enhance transparency and highlight the investments and partnerships enabling real-world impact.



Before 1975

In Japan, Epson began treating wastewater discharged from its site to avoid polluting nearby Lake Suwa.



1988

Epson became the world's first company to announce that it would completely phase out the use of chlorofluorocarbons (CFCs) in its global operations. Thanks to an intensive Epson Group-wide effort we became CFC-free in Japan in 1992 and worldwide the following year.



1992

In 1992, Epson was recognised by the US Environmental Protection Agency (EPA) for its efforts to eliminate CFCs from its operations.



2008-21

Epson established Environmental Vision 2050, a statement of our environmental goals up to the year 2050. In 2021, we further revised it to set specific goals that reflect our strong commitment to become carbon negative and underground resource free by 2050.



2023

We achieved the transition to 100% renewable electricity at almost all Epson group sites worldwide.³ With a total annual electricity consumption of approximately 876 GWh, this has resulted in a reduction in greenhouse gas (GHG) emissions of approximately 400,000 tonnes.



2025

In June 2025, the Science Based Targets initiative (SBTi) approved Epson's net-zero target and interim goals. This builds on our earlier target, approved in 2018, for well below 2°C, which we achieved ahead of schedule through our transition to 100% renewable electricity worldwide. The target was subsequently renewed and raised to align with the 1.5°C goal.

FY24 Highlights

Guided by Epson Group's vision to enrich lives and build a better and more sustainable world, Epson A/NZ has made strong progress across our environmental and social priorities since our last report.



ENVIRONMENT

Achieved a full view of our value chain emissions

and set a local near-term reduction target, with a 5.9% rise¹ reflecting increased business activity levels.

25% reduction in total A/NZ electricity usage

driven by our head office move to North Sydney, reducing its physical footprint by 60% and improved energy efficiency. All A/NZ sites use 100% renewable-matched electricity.

29% less waste generated²

compared to last year due to the reuse of cardboard, and reduced timber pallet disposal and paper waste.

7m+ ink cartridges recycled

through Cartridges 4 Planet Ark since 2003, a program proudly co-founded by Epson A/NZ that helps to ensure zero cartridge waste to landfill.



PEOPLE

100% individual training requests were fulfilled

50% increase in volunteering hours

since FY23, with 168 hours dedicated to community causes supporting people and the environment.

24 organisations

in Australia and New Zealand benefited from our Community Giving Program.



INDUSTRY

Co-launched the Victorian Textile, Clothing and Footwear Manufacturing Report

with the Australian Fashion Council and RMIT University, outlining a strategic roadmap to revitalise local manufacturing through innovation and sustainable technology.



GOVERNANCE

Assessed local climate-related risks and opportunities

to prepare for mandatory climate-related financial disclosure reporting (Group 3) in FY28.

96% of employees

completed our first Business & Human Rights training, building stronger awareness and accountability across the business.

1. Applicable to Epson A/NZ, with a baseline year of FY23. The increase was primarily a result of an increase in Category 1 (purchased goods and services). See the climate section ([page 12](#)) for more detail and how we are actively prioritising reductions in this category.
2. Waste data is currently only collected at our HO and Yennora warehouse, which produces the majority of waste (estimated >95%) across Australia and New Zealand.

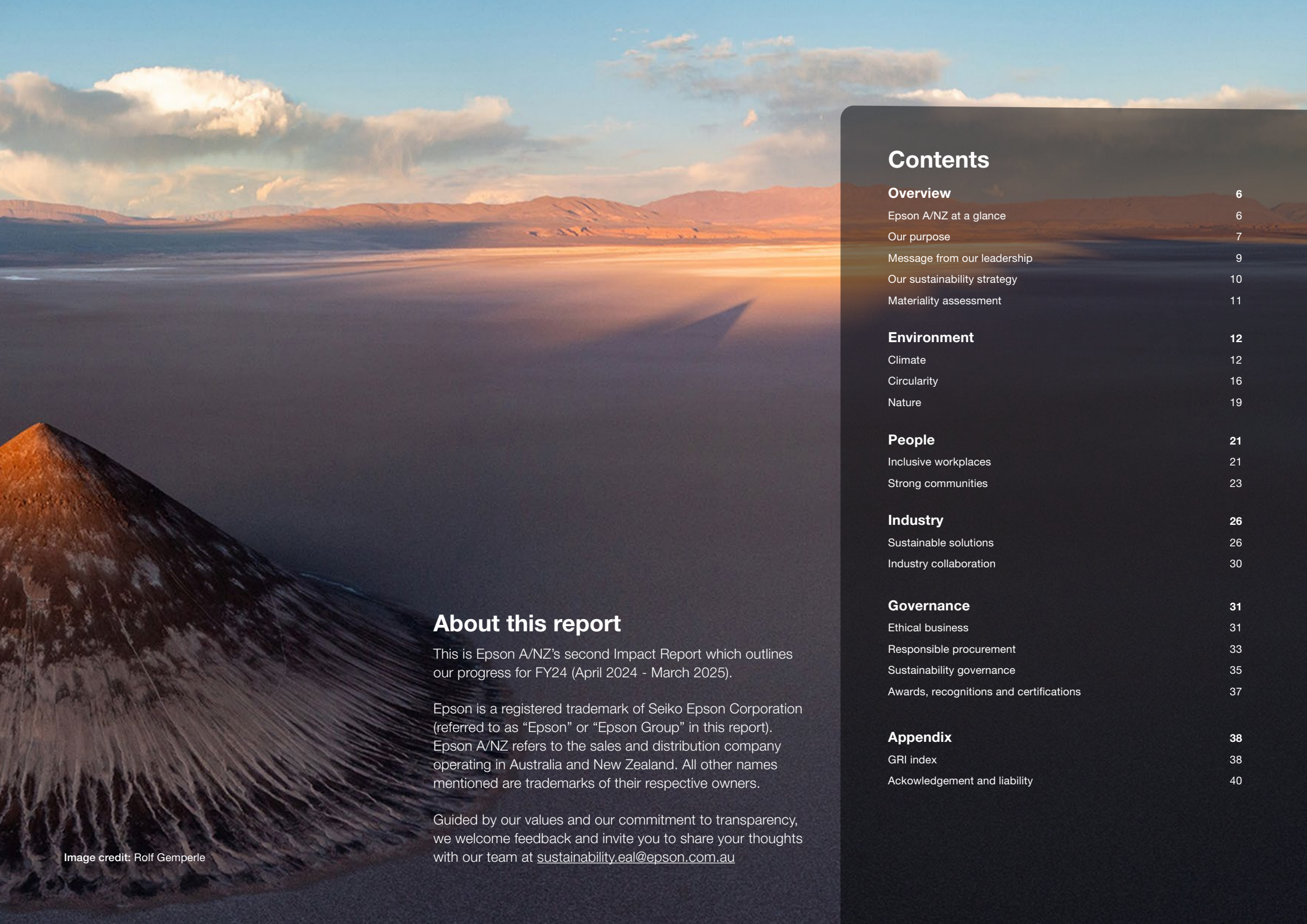


Image credit: Rolf Gempeler

About this report

This is Epson A/NZ’s second Impact Report which outlines our progress for FY24 (April 2024 - March 2025).

Epson is a registered trademark of Seiko Epson Corporation (referred to as “Epson” or “Epson Group” in this report). Epson A/NZ refers to the sales and distribution company operating in Australia and New Zealand. All other names mentioned are trademarks of their respective owners.

Guided by our values and our commitment to transparency, we welcome feedback and invite you to share your thoughts with our team at sustainability.eal@epson.com.au

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Epson A/NZ at a glance

Epson A/NZ, formally Epson Australia Proprietary Limited (Pty Ltd), was established in Australia in 1983, with operations expanding to New Zealand in 1986. Epson A/NZ delivers world-class printing, imaging and projection solutions across Australia and New Zealand. Backed by a global network of innovation and manufacturing, we offer award-winning products spanning office and home printing, commercial and industrial printing, visual communications and more.

As a global technology leader and the final link in a global value chain, we play a vital role in driving the adoption of more sustainable technologies. Our energy-efficient technologies, space-saving designs and ultra-high precision helps reduce environmental impact while enriching communities. By highlighting the practical advantages of these innovations, we enable people and businesses to work smarter, create with impact and operate more sustainably.

Markets served



Office and home printing



Commercial and industrial printing



Visual communications

180+
authorised service agents across Australia and New Zealand

Primary operations in A/NZ:
marketing, sales, service & distribution

155
team members



100%
A/NZ sites use renewable-matched electricity since 2023²



1. Moved from Macquarie Park head office during the year.
2. At physical sites only. Perth employees are 100% remote.

Sustainability is at the heart of our purpose to create a better world

Epson's purpose and values drive innovation that delivers both sustainability and quality. These long-standing principles are central to our success, informing decisions, shaping strategy and inspiring positive outcomes for our people, customers and the environment.

Our purpose is built on three core pillars that influence how we work and grow. We never compromise our values for convenience or short-term gain. They are a constant in everything we do.

Our people bring our purpose to life, helping us deliver lasting impact. We prioritise strong partnerships and customer-centric solutions, and believe that what's good for the planet is good for business.

We're committed to working with those who share our passion for building 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



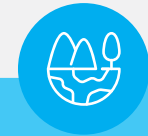
OUR PEOPLE

Exceptional people make a positive difference



OUR CUSTOMERS

Building partnerships for a sustainable future



OUR ENVIRONMENT

Working in harmony with our planet and communities

Core values



ACCOUNTABILITY

We act ethically, speak openly and respectfully, and hold ourselves accountable to our commitments.



CUSTOMER DRIVEN

Customers are central to our success. We pride ourselves on listening and responding positively to their needs and celebrating 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.

“
This report reflects both our progress
and our ambition. It charts our
course as we accelerate our impact,
collaborating with partners to turn
challenges into opportunities.”



Message from our leadership

To enrich lives and help create a better world is the purpose that guides everything we do at Epson. It is the 'why' behind our commitment to efficient, compact and precise innovation. In FY24, Epson A/NZ continued to focus on translating this purpose into momentum, accelerating our actions to deliver meaningful, positive change.

This year marked an important step forward in our climate journey. Globally, Epson renewed its science-based targets in line with a 1.5-degree future, and locally we set our first near-term reduction target of 31% from FY23 baseline. As part of this, we adopted a more comprehensive way of measuring our supply chain emissions, giving us a clearer picture of emissions tied to global product manufacturing.

This change, combined with increased business activity, saw our reported emissions rise by 5.9%. While this may appear as a setback, it actually gives us a clearer picture of our true footprint. We are now better placed to focus our reduction strategy, working closely with our global teams and local suppliers to deliver new decarbonisation initiatives.

At the same time, we took decisive action to optimise our energy efficiency. In November 2024, we relocated our Sydney head office to a purpose-designed space, reducing our head office's physical footprint by 60% while supporting sustainability and our evolving hybrid working model. Beyond our own walls, we build on our partnership with the Australian Fashion Council and RMIT University to launch the landmark industry report, providing a strategic roadmap to revitalise local fashion manufacturing through sustainable technology.

We know it's the Epson spirit that is the driving force behind our progress to date. This year, we invested in our people by expanding learning opportunities, providing targeted mental health support and strengthening our commitment to diversity, equity and inclusion through new training and policies. We are focused on building a safe, respectful and equitable workplace in which everyone can thrive and has equal opportunity to succeed.

This report reflects both our progress and our ambition. It charts our course as we accelerate our impact, collaborating with partners to turn challenges into opportunities. With the Our Future in Full Colour strategy as our guide, we move forward with energy and purpose to turn our vision into reality.

Craig Heckenberg

Managing Director,
Epson Australia and
New Zealand



Our future in full colour

Our sustainability strategy to enrich lives, industries and the health of our planet.

ENVIRONMENT

Achieve business goals while reducing our impact

TAKE CLIMATE ACTION

- › Become carbon negative by 2050
- › Maintain 100% renewable electricity at A/NZ offices

ENHANCE CIRCULARITY

- › Become underground resource free by 2050
- › Keep materials in use for longer through repair, refurbishment and recycling programs

PROTECT NATURE

- › Measure our impacts on nature
- › Prioritise lower-impact materials
- › Conserve and enhance biodiversity

SDGs supported:

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

15 LIFE ON LAND

PEOPLE

Build a thriving team and strong community connections

FOSTER INCLUSIVE WORKPLACES

- › Provide mental health training and support programs
- › Embed diversity, equity and inclusion in our culture through policy and engagement
- › Improve employee happiness scores

BUILD STRONG COMMUNITIES

- › Grow our philanthropic impacts through strategic partnerships, in-kind support and employee volunteering
- › Implement a Reconciliation Action Plan (RAP), leveraging our capabilities to support First Nations communities

SDGs supported:

3 GOOD HEALTH AND WELL-BEING

8 DECENT WORK AND ECONOMIC GROWTH

17 PARTNERSHIPS FOR THE GOALS

INDUSTRY

Improve how industries work

DELIVER SUSTAINABLE SOLUTIONS

- › Improve customers' and partners' operations, with resource-efficient technology, digitisation and automated solutions

COLLABORATE ACROSS INDUSTRIES

- › Share knowledge, build capabilities and advocate for sustainability

SDGs supported:

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

GOVERNANCE

Improve our own ways of working

MAINTAIN AN ETHICAL BUSINESS

- › Ensure rigorous data protection, risk management, anti-corruption policies and an ethical work culture

ENHANCE RESPONSIBLE PROCUREMENT

- › Promote responsible procurement that upholds environmental and social standards across the supply chain

STRENGTHEN SUSTAINABILITY GOVERNANCE

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

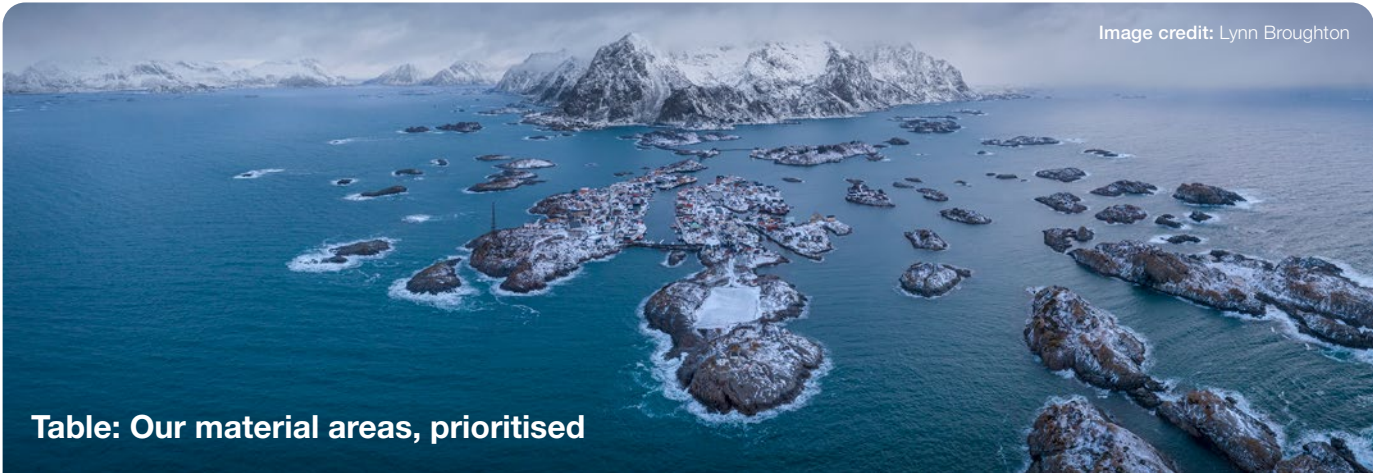


Image credit: Lynn Broughton

Table: Our material areas, prioritised

Tier 1: Critical	Tier 2: Important	Tier 3: Moderate
<ul style="list-style-type: none">› 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, repairability and end-of-life management of products› Legal and customer requirements› Data protection and security	<ul style="list-style-type: none">› 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	<ul style="list-style-type: none">› Increase stakeholder engagement› Community contribution and cooperation› Due diligence and responsibility in our supply chain› Respecting human rights and promoting diversity across our value chain

Materiality assessment

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

In FY23, we identified our key local material topics based on shortlisted topics by Epson Group and Epson Europe.

Working with an independent sustainability partner, our Epson A/NZ-focused materiality assessment in 2023 identified the high priority issues that we believe are most critical to address in the Australian and New Zealander 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 (see table). Our assessment helped us identify the sustainability issues that matter most to Epson A/NZ and our stakeholders. It helped us sharpen our regional strategy, focus our efforts locally and prioritise the most impactful actions.

Looking ahead

As a global organisation, we recognise the need to adapt to an evolving social, environmental and regulatory landscape. Epson A/NZ's next materiality assessment is planned for FY26 and will adopt a double materiality approach, capturing both our impacts on the world and the sustainability-related risks and opportunities.

Environment

Image credit: Tom Putt

Climate action

As a global technology leader, Epson recognises its responsibility to take bold climate action. Guided by our philosophy of efficient, compact and precise innovation, we continue in our aims to reduce our emissions, conserve resources and drive meaningful change through our supply chain to help create a more sustainable future for all.

Our commitment

Epson Group remains committed to a 1.5°C future aligned with the Paris Agreement and a global goal to become carbon negative by 2050, which Epson A/NZ is pursuing at the local level. Epson Group defines carbon negative as cutting greenhouse gas emissions across Scopes 1, 2 and 3, reaching net-zero, then investing in high-quality climate projects to remove additional carbon. The Science-Based Targets initiative (SBTi) has validated both our near-term 2030 targets and long-term net-zero goal by 2050.

In 2024, Epson A/NZ established a near-term target of 31% emissions reduction¹ by 2030, aligning our local operations with Epson Group’s global SBT framework.

Associated SDGs within Environment



Our progress

Epson’s roadmap to carbon negativity

As Epson Group continues to grow globally, we recognise the potential for increased greenhouse gas emissions and resource use across our value chain. To drive continued emissions reduction, we developed our Mid-Range Environmental Action Plan and Roadmap (‘the roadmap’ - see following page) that integrates our environmental and business strategies, aligning with our SBTi-approved targets and long-term ambition of becoming carbon negative.

Addressing local scope 3 emissions

In FY24, Epson A/NZ reviewed Scope 3 categories, peer-reviewing FY23 data to improve accuracy and complete our inventory ([see page 15](#)) to enhance our reduction efforts. This review confirmed that Scope 3 emissions make up the vast majority of our footprint — 7% from local operations and 93% from product-related impacts, including embodied emissions, transport, product use and end-of-life treatment.

Building on this refined inventory, and consistent with the Group’s target to reduce combined Scope 1, 2 and 3 emissions by 55% by 2030, Epson A/NZ has set a 31% reduction goal from FY23 levels. Achieving this will require co-ordinated action across the Epson Group to address supply chain and product impacts, complemented by local initiatives targeting transport, travel, waste and commuting.

Our global climate targets towards becoming carbon negative by 2050

90% reduction in Scope 1 and 2 emissions by 2030	Ongoing In FY24, Epson Group cut Scope 1 and 2 emissions by 81%
55% reduction in Scope 1, 2 and 3 emissions by 2030 ²	Ongoing Factored into our Mid-Range Environmental Action Plan
Net-zero (Scopes 1, 2 and 3) by 2050	Ongoing Factored into our Mid-Range Environmental Action Plan

Group-level FY24 GHG emissions results:

Scope 1 & 2: 81% reduction
Scope 3: 39% reduction (per unit of business profit)

All Group targets and results are based on a 2017 fiscal baseline.

- From a FY2023 baseline.
- Reflective of a new SBT, approved by SBTi in May 2025. Epson Group was working towards the previous Scope 3 intensity target (per unit of business profit reduction ratio), as stated in the FY24 results above.

Our progress

The roadmap to 2050

To meet our 2050 goals, Epson Group has committed 100 billion yen over the decade to 2030 to accelerate the initiatives needed to meet our SBTi-approved targets and carbon negativity goal. A key part of achieving this will be our transition to becoming underground resource free by 2050¹, which we'll pursue by designing out waste, extending the life of materials and rethinking how products are made and used.

1. Underground resource free means eliminating the use of non-renewable resources such as oil and metals, except where such resources have been recycled.
2. Sustainable resource rate: The proportion of sustainable resources (renewable resources + closed loop resources + less-depletable resources) to raw materials.

Strategic actions to achieve our 2050 goals

Decarbonisation initiatives

By 2030, the Group's target is to achieve zero Scope 1 and 2 emissions and a 55% reduction in total Scope 1, 2 and 3 emissions compared to FY17 levels. We will accomplish this through energy-saving equipment and facilities, engaging suppliers on renewables and pursuing low-carbon logistics. For instance, Epson has invested in its first in-house biomass power plant in Japan, set to generate 14 GWh annually.

Closing the resource loop

We are committed to closing the resource loop by prioritising sustainable resources for our main materials, including the key plastics and metals used in our products. Our actions include reducing product size and weight, using recycled materials and extending product life through reselling and refurbishing.

Developing environmental technology

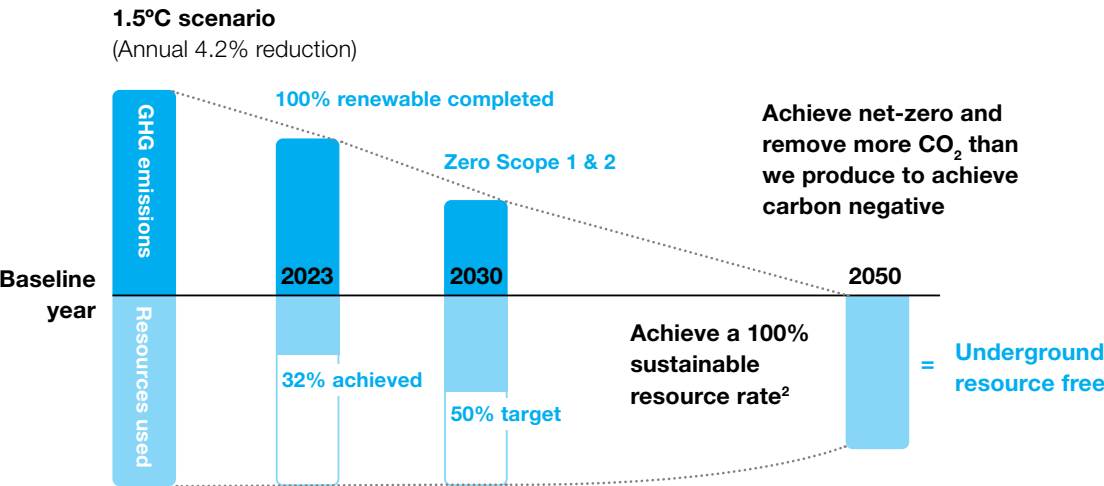
We collaborate with external partners to develop innovative solutions that reduce environmental impact. For instance, applying Dry Fibre Technology to produce recycled materials and conversion into useful products, and developing algae-based CO₂ absorption technology for long-term carbon storage.

Empowering our customers

To mitigate our customers' environmental impact, we will actively expand our portfolio of products and services that are specifically designed to have a lower overall environmental footprint.

Read more on our targets and initiatives on page 39 of Seiko Epson Corporate [Annual Report 2025](#).

Epson Group Mid-Range Environmental Action Plan and Roadmap



Our emissions footprint in FY24

This year, our expanded Scope 3 reporting provided a more transparent view of our environmental impact. As our business grew, our total emissions increased by 5.9% to 35,391 t-CO₂e. This was driven by for 24% rise in embodied emissions in our products (Category 1), reflecting both increased business activity and our expanded calculation boundaries to meet SBTi requirements. The expansion in data also validates our strategic focus on product innovation. We achieved a significant 25% reduction in emissions from the use of our sold products (Category 11). This result reflects improvements in product energy performance, as well as favourable changes in our product sales mix and updated calculation factors.

These results give us a clear path forward: while progress in product design is encouraging, our greatest decarbonisation opportunity now lies within our supply chain. As part of our 1.5°C future roadmap ([page 13](#)), we are engaging partners and have launched the Green Supply Chain Project to accelerate decarbonisation across our supplier base ([see page 34](#)).

1

Based on market-based emissions data. Our total location-based Scope 2 emissions in FY23 and FY24 were 445t-CO₂e and 322t-CO₂e respectively.

2

The data reported for last year (FY23) has been adjusted as part of our ongoing efforts to improve data quality and ensure consistency. These refinements align last year's figures with the methodologies applied in the latest reporting year, enabling more accurate comparison and tracking of progress.

3

Group-level activity accounted for 94% of our Category 1 emissions in FY24.

4

Based on market-based emissions. Our total location-based emissions in FY23 and FY24 for Category 3 were 34t-CO₂e and 24t-CO₂e respectively.

Emission source data, Epson A/NZ

FY24 Shown in blue below

35,391

Total tCO₂e

Scope 1:
Less than 0.001%

Scope 2:¹
0%

Scope 3:
99.99%

FY23 Shown in navy below

33,418

Total tCO₂e ²

Scope 1:
Less than 0.001%

Scope 2:¹
0%

Scope 3:
99.99%

Epson A/NZ Scope 3 breakdown FY23 vs FY24



Scope 3

A note on excluded Scope 3 categories:

- Category 2 (Capital goods) is not material for this reporting period, with certain asset spendings already accounted for in Category 1.
- Category 8 (Upstream leased assets) is not material in this reporting period. For our North Sydney head office, a shared-building lease, we report Scope 2 electricity from the available floor meter. Data from common facilities is not separately metered but is estimated to have an insignificant impact on total Scope 3 emissions.
- Category 10 (Processing of sold products); Category 13 (Downstream leased assets); Category 14 (Franchises) and Category 15 (Investments) are not applicable.



Image credit: Julia Fuchs

Optimising inbound freight to lower transport-related emissions

In March 2024, Epson Australia partnered with DP World to shift its inbound freight from road to rail. Goods arriving at Port Botany, NSW, now travel by train to our Yennora warehouse, replacing the previous truck-based method. As rail generally emits less than road transport, this move is expected to modestly reduce the carbon footprint of our inbound freight, supporting our broader Scope 3 emissions reduction efforts.

Proactively assessing reporting readiness in A/NZ

In FY24, Epson A/NZ completed a detailed gap analysis as part of its proactive approach to upcoming climate-related financial disclosure requirements in FY28. To inform its planning, Epson A/NZ completed a climate risk assessment and qualitative scenario analysis, exploring potential financial impacts under two climate scenarios. This process included industry and regional risk reviews, stakeholder workshops and a high-level assessment of climate-related opportunities for growth and strategic development. The insights gained will inform localised policies, stronger governance, key targets and metrics to support the climate transition.

Improving energy efficiency in our workspace

In November 2024, we relocated our Sydney head office to a purpose-designed North Sydney space, reducing our head office's physical footprint by 60% and enhancing the energy efficiency of our workspace. This move supports our flexible hybrid working model while helping to reduce total electricity consumption for Epson A/NZ, which reduced to 492,292 kWh in FY24 from 661,573 kWh in FY23. All A/NZ sites continue to be matched with 100% renewable electricity.



New home: Sydney head office, Arthur St.



See meridian.co.nz/certified



Next steps

- Develop a targeted reduction pathway, beginning with engagement across our local value chain to improve data quality and explore opportunities for greater operational efficiency and lower-carbon alternatives.
- Prepare for CRFD requirements for FY28 and submit first report.

Circularity

Guided by the Japanese design philosophy of Sho-Sho-Sei (compact, efficient, precise), we’re deeply committed to wisely using finite resources. This principle drives us to minimise waste and maximise resource utility across our products and operations. We apply a reduce–reuse–recycle mindset, designing for smaller size, incorporating recycled materials and extending product lifecycles. Our goal is to become free from underground resource use by 2050.¹

Our commitment

We are transforming the way resources are used across the product lifecycle by rethinking design to make products smaller, lighter and easier to recycle. Environmental targets are set early in the planning process, guided by our Design-for-Environment (DfE) framework, which evaluates recyclability, substance safety and energy and resource use.

1

Underground resource free means eliminating use of non-renewable resources such as oil and metals, except where such resources have been recycled.

2

Lightweight, foam-like materials made from expanding plastic resins (e.g. polystyrene, polyethylene, polypropylene), commonly used for protective packaging.

3

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

4

Sustainable resource rate: The proportion of sustainable resources (renewable resources + closed loop resources + less-depletable resources) to raw materials

Our progress

In FY24, Epson Group continued to accelerate circular innovation through advanced technologies that recover and reuse above-ground resources. These efforts reflect meaningful progress toward our Environmental Vision 2050 goal of becoming underground resource free¹, while helping to build a more sustainable and efficient value chain.

Phasing out expanded plastic² packaging in A/NZ

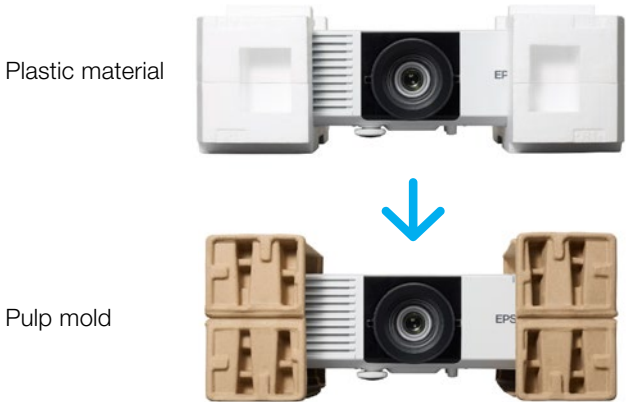
Epson A/NZ collaborates with the global team to phase out expanded plastics in product packaging in alignment with local regulations and Epson Group’s global goals. We have successfully phased out expanded plastic packaging in consumer products as of July 2025, with alternative materials such as cardboard, some with Dry Fibre Technology cushioning. Expanded plastics use remains limited to select fragile items, as we continue exploring alternatives that balance protection, environmental impact and transport efficiency.

Our circularity targets to become underground resource free by 2050

Phase out expanded plastic packaging from applicable consumer products by July 2025 ³ (A/NZ target)	Completed
Achieve 50% sustainable resource rate ⁴ by 2030 (global target)	On track FY24 result was 33%

Towards more circular products and packaging

Epson Group is committed to using resources more effectively by reducing the size and weight of products and utilising more recycled materials. A prime example is our EB-L890E series projectors. The body of these projectors incorporates plastic with 65% recycled content, and their packaging is made from 100% recycled pulp mold. This significantly reduces reliance on virgin materials and promotes a circular economy.



Dry Fibre Technology applications

Epson Group uses Dry Fibre Technology to repurpose in-house waste paper into ink pads, sound-absorbing panels and packaging, supporting internal resource recovery and material innovation.



Innovative: Dry Fibre Technology can transform defibrated raw materials and process it into shapes according to the application.

Metal recycling through Epson Atmix

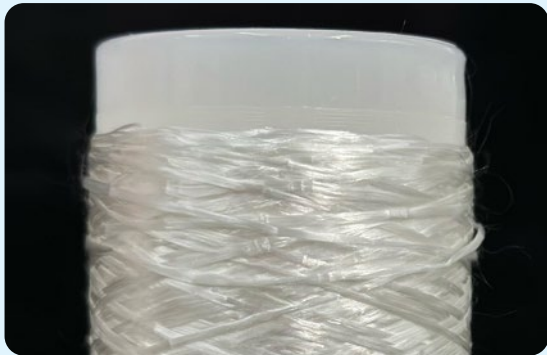
Epson Atmix (a Group company) constructed a metal recycling facility at its Kita-Inter Plant No.2, which opened in June 2025. The facility transforms Epson Group and local community metal waste into raw material for industrial metal powder products.

Biomass plastic development from used paper

Epson is developing a process to convert used paper into sugar for culturing Euglena, which can then be used to create bioplastics, reducing reliance on fossil-based materials.

Textile-to-fibre innovation with HKRITA

Since FY23, Epson and the Hong Kong Research Institute of Textiles and Apparel have advanced closed-loop textile solutions with Dry Fibre Technology, moving from a cotton yarn prototype to this year's breakthrough of a silk-like regenerated cellulose fibre¹ from waste cotton.



Breakthrough: Silk-like regenerated cellulose fibre.

“
This cross-industrial collaboration is not only reimagining materials but also redefining the future of sustainable production.
”

Jake Koh Hong Kong Research Institute of Textiles and Apparel CEO

1 Newly developed regenerated cellulose fibre yarn.
2 Based on the assumptions developed by the US EPA in their [Greenhouse Gases Equivalencies Calculator](#).

Local e-waste recycling and product refurbishment

In FY24, Epson Australia partnered with the Australia and New Zealand Recycling Program (ANZRP) alongside other responsible suppliers to provide TechCollect, a free national service for recycling end-of-life electronic products under the National Television and Computer Recycling Scheme (NTCRS).



Through this program, Epson funded the collection and recycling of

1,354 tonnes

of e-waste in Australia — a slight increase on the previous year.



This effort prevented **2,805 tonnes** of carbon emissions, representing a **8.7%** increase on FY23, equivalent to planting

46,365 trees²

Alongside this, **1.95 tonnes of products were refurbished** in Australia, extending their lifespan and giving them a valuable second life, while **1.48 tonnes of e-waste were also collected and recycled** in New Zealand.

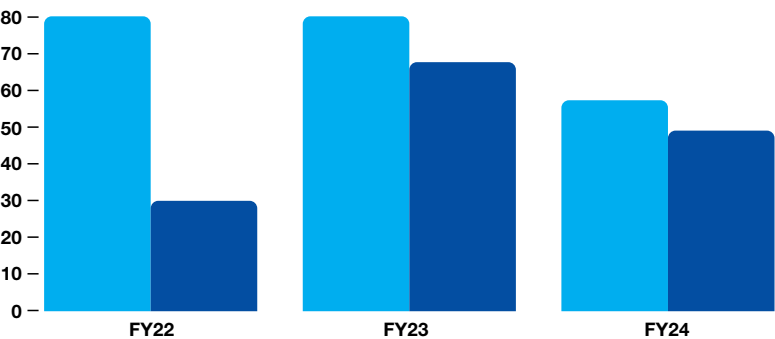
Measuring our local waste footprint

Epson's waste footprint, based on its head office and warehouse in Sydney, was 57 tonnes¹ in FY24, equivalent to a 29% reduction since FY23. As per the figure below, the overall reduction in waste since FY23 — particularly due to the reduction in pallet, cardboard and paper — meant less material needed diverting from landfill. While this marks progress in waste prevention, it also lowered our diversion rate, which is calculated based on total waste generated (excluding reused pallet and cardboard). Landfill waste also rose slightly from 26 tonnes in FY23 to 29 tonnes in FY24 due to an office clear-out and relocation during the reporting period².

Figure: Epson A/NZ comparison of waste generated vs. waste diverted to landfill (%)

Total waste in tonnes

Landfill diversion rate (%)



We continue to monitor waste streams across our main Sydney sites (head office and warehouse), actively working to divert as much waste as possible from landfill. This includes plastics, paper and cardboard, e-waste, drink containers, pallets and more.

90%+
or 14 tonnes of office furniture and assets diverted from landfill to be reused, resold or recycled during the move to our new head office.

FY24 waste highlights

74%




reduction in cardboard waste at Sydney warehouse by reusing cardboard as void-fill packaging.

Over 5,300



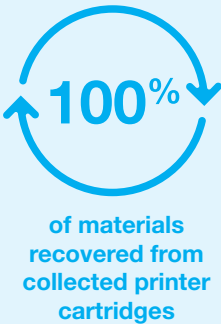
beverage containers were collected through Vinnies NSW's Container Deposit Scheme, with proceeds donated directly to support Vinnies.



Hard-to-recycle items such as batteries, mobile phones, coffee capsules and soft plastics were diverted from landfill via RecycleSmart.

As founding members of Cartridges 4 Planet Ark, we recycled **514,800 used cartridges** (about 21.7 tonnes) during the year.

Contributing to more than **290 tonnes** diverted from landfill since 2003.



Next steps

- Improve packaging recyclability across broader product range.
- Continue team education on reduce, reuse and recycle practices to minimise landfill waste.
- Boost cartridge recycling participation in Australia and New Zealand.

1. Waste data is currently only collected at our head office and Yennora warehouse, which produce the majority of waste (estimated >95%) across Australia and New Zealand.
2. Material recovery from the office relocation is not included in the reported 57 tonnes of total operational waste for FY24.

Nature

As both a beneficiary of nature and a driver of innovation, Epson recognises that protecting the natural world is critical to the wellbeing of our stakeholders and the long-term resilience of our operations. We are committed to applying our technology in ways that help prevent nature loss and building partnerships that deliver lasting, positive outcomes for ecosystems and future generations.

Our commitment

In June 2024, Epson became a Taskforce on Nature-related Financial Disclosures (TNFD) Adopter, formally endorsing the TNFD's recommendations. We're now strengthening our nature-related risk management and disclosure processes, and have started publicly disclosing our assessments from FY24.



Our progress

Epson Group is committed to driving meaningful change for nature and biodiversity. Building on our efforts to reduce reliance on finite resources, increase recycled content in products and eliminate hazardous substances from manufacturing, we have begun assessing the Group's dependence on and impact on natural capital.

Following the TNFD's LEAP¹ approach, we analysed nature-related risks and opportunities across our operations. This included assessing ecosystem and water-related risks at 42 Epson Group sites, identifying 11 priority sites across North America, East Asia and South-East Asia. Six risks and two opportunities were found to be material, relating to water, soil pollution, hazardous substances and resource use.

Water and chemical management remain key nature-related risks, while resource circulation has emerged as a strategic priority guiding our efforts to use resources more sustainably. These insights have informed our nature-related targets and strengthened our science-led approach to reduce impact on nature and support a circular, low-impact future.

Read more about our targets, progress and response to TNFD recommendations at Epson Group [website](#).

1. The LEAP approach is an integrated approach for assessing nature-related issues, including nature contact, nature dependencies, impacts, risks and opportunities.

Our targets to address our nature impact:

Measure our impacts on nature	On track Epson Group will begin disclosing nature impacts from FY25
Prioritise lower-impact material	In progress This is part of our wider Environmental 2050 strategy
Conserve and enhance biodiversity	Ongoing Through staff volunteering and partnerships

Partnering to regenerate Australian habitats with Officeworks

As a Silver Tier supporter of Officeworks' Restoring Australia program since 2018, Epson Australia has proudly contributed to restoring degraded landscapes and biodiversity across the country. The program has planted more than 1.5 million trees and plants, rejuvenating over 1,990 hectares of habitat since 2017. In FY24 alone, Epson Australia contributed to planting 833 trees and plants, supporting critical habitat for native species and helping to create a greener, more climate-resilient Australia for future generations.

Preserving Australia’s most at-risk rainforest flora

Since 2023, Epson A/NZ has partnered with the Botanic Gardens of Sydney (BGS) to help safeguard rainforest species threatened by deforestation, climate change, invasive pests and disease.

Through the Australian PlantBank’s Rainforest Seed Conservation Project, this partnership supports vital research and conservation activities focused on seed banking and alternative conservation methods for ‘exceptional species’ — plants that cannot be stored conventionally. To date, more than 3,000 seeds and plant samples have been collected and stored, creating a secure genetic archive.

Recent progress includes advancing global conservation of the Wollemi Pine, expanding breeding trials to develop myrtle rust-resistant plants and achieving a breakthrough in propagating wild macadamias through embryo culture.

Read more about the conservation project at the Botanic Gardens of Sydney [website](#).



Trials: Myrtle rust-resistant seedlings. Image courtesy of BGS.







Vital work: Theo Brook and Mel O'Donovan clean Coposmra seeds. Image courtesy of BGS.



Dedicated: Planting day team at ABG Mount Annan. Image courtesy of BGS.

Key highlights:

-  **100+** rainforest species supported through the Rainforest Seed Conservation Project
-  **3,000+** seeds and plant samples collected, processed, and securely stored to date
-  **27** botanic gardens across Europe now house Wollemi Pine meta-collections as part of a global conservation effort
-  **120+** volunteering hours working alongside BGS horticulturalists to help preserve the Garden’s extraordinary Living Collection

Next step

Building on Epson Group’s TNFD approach, Epson A/NZ plans to assess nature-related risks and impacts relevant to our operations by FY26.

People

Image credit: Stephen Milner

Inclusive workplaces

At Epson, fostering a culture of belonging and prioritising employee wellbeing is fundamental to how we innovate, grow and lead responsibly. We’re committed to building a more inclusive, supportive and healthy workplace, one that reflects the diversity of the communities we serve. In doing so, we not only strengthen our business but also bring Epson’s purpose and values to life across our industry and beyond.

Our commitment

Locally, we’re actively working to build a workplace in which everyone feels seen, heard and cared for. Inclusion and wellbeing are central to how we support our people, from creating fair, bias-free environments to promoting balance, mental health and personal growth. When our people thrive, so does our business.

Associated SDGs within People



Our progress

Building an inclusive workplace culture

At Epson A/NZ, we are committed to fostering a culture of diversity, equity and inclusion (DEI), welcoming people of all ethnicities, faiths, ages, abilities, sexual orientations and gender identities. This commitment is reflected in our everyday actions, learning opportunities and conversations. Specifically, in FY24 Epson A/NZ:

- Delivered informal learning opportunities called “Power Hour” for all employees on topics such as diversity and cultural awareness, unconscious bias, and First Nations culture and reconciliation.
- Introduced a new Discrimination, Harassment and Bullying Policy, setting clear expectations for respectful conduct and outlining how we prevent sexual harassment, vilification and other inappropriate behaviours.



Learning: Team members at a Power Hour on diversity and cultural awareness.

A key focus for Epson A/NZ is ensuring equal opportunities for everyone to thrive while continuing to build equitable gender representation across all levels of the organisation. In FY24, our workforce was comprised of 69% men (107) and 31% women (48), with a reported gender pay gap of 28.5%. We are committed to maintaining transparency in reporting and taking active steps to close the gap through initiatives that attract, develop, and retain talent across all genders.

Our strategic commitments to create a healthy and inclusive workplace

Provide mental health training and support programs	Ongoing
Introduce a DEI policy and formal training by FY25	On track
Improve employee happiness ¹ scores	Ongoing Achieved YOY improvement

1. Epson’s employee happiness score is determined by a quarterly survey to employees where they rank their happiness on a 1-10 scale and provide commentary on their experience. It is used to capture and track employee engagement and morale over time to establish continuous improvement. This year’s score was a 3% increase since FY23.

Cultivating a culture of learning and growth

In FY24, Epson A/NZ continued to invest in the growth and development of our people, recognising that building employee capability is essential to both individual and organisational success. Our blended learning approach included internal workshops, accredited external training and digital platforms, ensuring employees could access learning in ways that suited their roles and needs.

In FY24, nearly all (98%) of employees took part in our e-learning program in FY24. Our refreshed modules addressed key topics such as business and human rights, environmental awareness and anti-corruption. We also supported individual growth through 1:1 role-specific coaching and practical skills training in areas such as leadership, presentation, Excel and creative tools such as Photoshop.

To further strengthen our organisational capability, we delivered training in areas including Mental Health First Aid, First Aid, eDISC, Diversity and Indigenous Awareness, and effective communication. Managers also participated in our 10X Growth program, designed to deepen strategic leadership and foster a culture of high performance.

As part of Epson Group's global leadership development, 13 A/NZ employees have participated in the Global Incubation Seminar (GIS) program since its inception in 1999. In FY24 alone, we created eight new roles and celebrated seven internal promotions, demonstrating our commitment to recognising potential and supporting career growth from within.



Awareness: R U OK? Day at the Epson warehouse.

Supporting our employees to be mentally well and thriving

We recognise that working in a dynamic, customer-facing sales environment can present unique pressures, so employee mental health continues to be a major focus. In FY24, we continued to invest in practical initiatives to promote mental health, including targeted training, leadership coaching and access to professional support services.

In FY24, 5% of employees completed Mental Health First Aid training, equipping them with the skills to recognise and respond to early signs of mental health concerns. We also partnered with Anchor Health Group and Man Anchor to provide timely access to professional counselling and wellbeing resources for employees facing personal or workplace-related challenges. We continue to strengthen our mental health programs, creating a workplace culture in which seeking support is normalised and our people can truly flourish.



100%

of individual training requests were fulfilled in FY24 – demonstrating our commitment to tailored professional growth



98%

employees took part in e-learning modules



7/10

Employee happiness score for FY24

Next steps

- Integrate employee happiness score into Employee Net Promoter Score to obtain more comprehensive insights into the employee experience
- Review key policies, roadmaps and initiatives (DEI, parental leave, workplace flexibility) to align with best practice and better reflect staff needs
- Begin to implement our 'Reflect' Reconciliation Action Plan to demonstrate our commitment to indigenous inclusion and participation across our workforce

Strong communities

As a prolific global brand, Epson recognises its responsibility to give back — offering time, technology and expertise to support the communities in which it operates.

Our commitment

At Epson A/NZ, we're proud to support the communities we're part of through volunteering, partnerships, and financial and in-kind contributions that foster learning, inclusion and cultural connection. Our initiatives reflect a broader commitment to sustainability, creativity and being a positive force in the communities we serve.

Looking ahead to FY25, we are committed to growing our employee volunteering hours by 25% through awareness and engagement initiatives. Another major achievement will be the launch of our first Reflect Reconciliation Action Plan (RAP), a critical step in Epson Australia's journey to help advance cultural understanding and equity for Aboriginal and Torres Strait Islander peoples in the community.

Our progress

This year, Epson A/NZ introduced its Community Giving Program to support initiatives that deliver meaningful and targeted impact across our priority focus areas. Through one-time financial and in-kind grants, this program aims to empower communities while advancing positive social and environmental outcomes in a transparent and accountable way.



Helping hand: Epson volunteers at Bill Crews Foundation.

The four priority areas:

- **Education and youth development:** Enhancing learning, skills development and opportunities for young people to thrive.
- **Culture and the arts:** Promoting creativity, cultural understanding and heritage preservation.
- **Environmental sustainability:** Supporting conservation, climate resilience and sustainable practices.
- **Health and social equity:** Advancing health, wellbeing, social justice and inclusive community programs tailored to local needs.

In FY24, the program supported 24 organisations across Australia and New Zealand, demonstrating a broad commitment to the communities we serve.

In Australia, support focused on social equity with Habitat for Humanity Victoria and the Bill Crews Foundation (NSW); health with the FSHD Global Research Foundation (NSW) and Arty Crafty for Cancer (WA); and community education through the John Pierce Centre (VIC) and Iron Traks (QLD). The program also backed environmental and historical preservation via the Nature Education Centre (SA) and the Sydney Heritage Fleet.



Support: Epson projectors powering community learning at the John Pierce Centre.

Our commitments toward the communities we impact and work in:

Grow our philanthropic impacts through strategic partnerships, in-kind support and employee volunteering Ongoing

Implement our Reflect RAP in FY25, leveraging our capabilities to support First Nations communities On track

In New Zealand, support went to vital health services including the Movember Foundation New Zealand, the Auckland Rescue Helicopter Trust and Save the Children New Zealand.



Epson Australia’s donation of an EB-G70000WNL projector helped the rural community of Barmedman in NSW to reconnect and come together through cultural and educational activities.

“
The projector will enable a community to reconnect through social and cultural activities and provide opportunities that are not normally associated with little towns like ours – this is something that you cannot put a price on.
”

Lisa Minogue
Barmedman Community Centre Inc., NSW

 **168 hrs**
contributed through our employee volunteering program, equivalent to a 50% increase in the volunteering rate compared to FY23.

Employee volunteering program

At Epson A/NZ, we support our people to give back by offering one paid day of volunteer leave each year, enabling employees to contribute to the causes they care about. In FY24, our team contributed 168 volunteer hours, representing 15% of total available hours, toward impactful initiatives and activities across Australia and New Zealand.

Rolling up our sleeves at the Royal Botanic Garden Sydney

Across two sessions in partnership with Botanic Gardens of Sydney, employees engaged in horticultural work to support the maintenance of public green spaces. These efforts contributed to urban biodiversity, environmental education and the wellbeing of visitors and communities (read more about the partnership and employee volunteering on [page 20](#)).



Christmas hamper packing for the Bill Crews Foundation

Volunteers supported seasonal giving by assembling food and care hampers for individuals and families experiencing hardship. This initiative provided meaningful, direct assistance to vulnerable community members during the holiday season.



Supporting restoration on Motutapu Island, Auckland

Epson New Zealand employees spent a day supporting local conservation efforts on Motutapu Island by helping remove invasive plants. The activity forms part of ongoing work to restore natural habitats in the area.



Empowering culture and creativity in Australia and New Zealand

Epson A/NZ enriches communities by championing sustainability, cultural expression and innovative storytelling through meaningful initiatives. Across Australia and New Zealand, Epson partners with local institutions and creatives to show how technology can support environmental responsibility while deepening cultural connection.

Supporting indigenous storytelling with Epson technology

Epson Australia was the official print and projection partner for *The Dream Weaver: Guardians of Grace*, Grace Lillian Lee's debut solo exhibition at the 2024 Brisbane Festival. The show celebrated Torres Strait identity and connection to Country through immersive visual art.

Transforming an Auckland silo into an immersive art gallery

At the 2024 Auckland Festival of Photography, Epson and Harvey Norman delivered an immersive projection experience in an iconic silo at Silo Park. The installation featured Petra Leary's high-impact aerial photography, turning the industrial space into a powerful reflection on the relationship between people, place and the planet. It also showcased nature-focused work by Epson New Zealand Ambassador Richard Young, aligning with Epson's sustainability values. Together, the works highlighted the power of digital projection to elevate environmental themes and creative expression in public spaces.



In focus: Part of the 2024 Auckland Festival of Photography at Silo Park, Auckland.



Immersive: *The Dream Weaver: Guardians of Grace* projection at the 2024 Brisbane Festival.

Industry

Image credit: Ignacio Palacios Delgado

Sustainable solutions

As a technology leader, Epson is focused on reducing environmental impact through smart, efficient innovation. Our products are designed with resource-efficiency in mind, using less energy and minimising harmful substances. This commitment to sustainable design provides a clear alternative to conventional technology, helping lower society's overall environmental footprint.

Our commitment

In Australia and New Zealand, we are committed to improving our customers' operations with technology that drives decarbonisation and resource circularity. Our solutions range from resource-saving home and office printing and on-demand industrial printing, to energy-efficient visual projection that enhances working and learning environments.

Supporting energy-efficient offices with inkjet printing

Printers and multifunction devices typically account for about 2% of total energy use in an office.¹ Epson's unique heat-free technology offers a compelling alternative, using 75% less energy than conventional laser printers.² This technology also requires fewer replacement parts compared to laser printers and reduces packaging waste through high-capacity ink packs.³

To demonstrate these energy savings, we developed the Epson Optimisation Tool. This tool allows our team and partners to analyse a customer's current

printer fleet and calculate the potential emissions reductions from switching to Epson's heat-free models.

Since its launch in 2023, the Optimisation Tool has assessed more than 27,000 printer fleets.⁴ The results show a potential reduction of more than 14,100 MWh of energy during the five-year lifespan of the products, equivalent to 9,770 tonnes of CO₂e. This represents an average estimated emissions savings of 88% compared to the customers' previous printing solutions.

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



Heat-free

Laser Printer



Receive print job

Preheat the fuser

Charge the photoreceptor drum

Laser exposure

Development

Toner transfer

Fusing

Print out



Uses heat

Associated SDGs within Industry



1. Navigating a dynamic energy landscape: A briefing for office-based businesses, Energy Efficiency Council, December 2020.
2. Compared with typical laser printers. Product performance may vary. For more information, visit www.epson.com.au/am-c-series/
3. High-capacity ink packs print up to 86,000 mono and 50,000 colour pages without ink replacement. Approximate yields based on WF-C879R.
4. Printer fleets: the number of printers and multifunction devices deployed across a business or organisation.

Smarter printing with heat-free technology

Fintona Girls' School, an independent school in Victoria, recently upgraded its printing solution across all campuses. The school was seeking devices that were energy-efficient, easy to use, reliable and fast. By switching to Epson WorkForce Enterprise AM-C devices, they're now estimated to save about 4.6 MWh of energy and reduce more than 3.3 tonnes of CO₂e annually, a 89% reduction compared to their previous printers.



Energy saver: Fintona Girls' School, Victoria.



Upgrade: WorkForce Enterprise AM-C in use at Fintona Girl's School.

Bringing energy-efficient solutions to the Pacific Islands

Epson AVNZ has expanded into Pacific Island nations, including Fiji, Papua New Guinea, Tonga, Samoa and East Timor — regions highly vulnerable to climate change and often challenged by unreliable power supply. Through local partnerships, we are introducing our heat-free technology solutions to support sectors such as retail, offices, hospitality, education and public services. We also work with local partners and provide training for technicians enabling them to effectively manage and maintain devices. These efforts support greater awareness, knowledge and adoption of energy-efficient solutions across the region.



In action: Installation of Epson printer at Fiji Navy.



Teamwork: Epson and a partner team in Fiji.

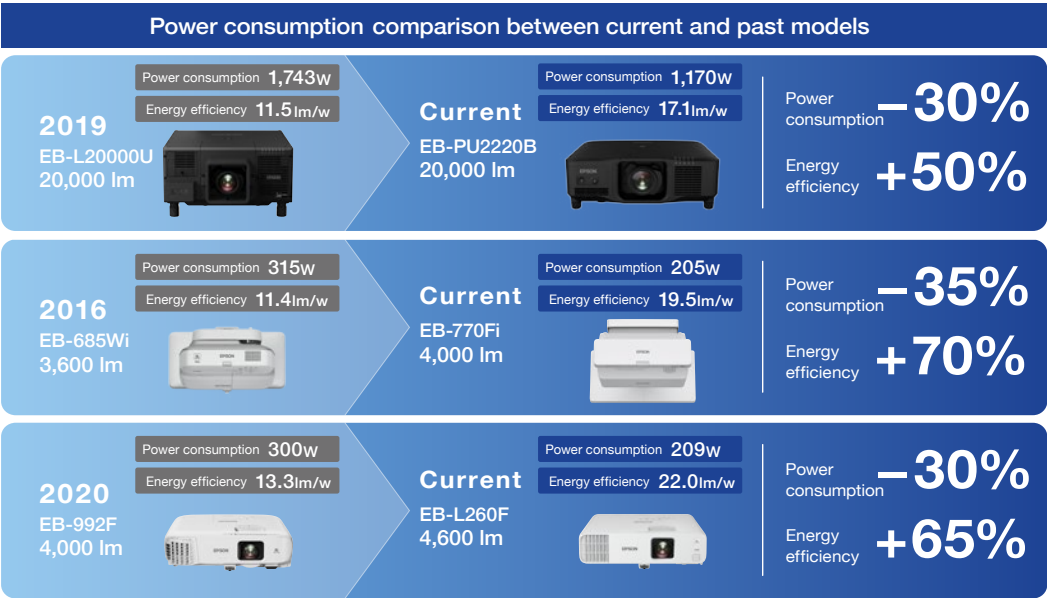


Knowledge: Epson introduction to an IT services partner.

Power consumption comparison between current and past Epson models¹

Epson's smaller and lighter high-lumens projectors use less power and packaging than standard projectors. With high light efficiency, they are also more energy-efficient than earlier models. The EB-810E, EH-LS650B, EH-LS800B projectors were used to showcase an exhibit at the 2024 Auckland Festival of Photography (see [page 25](#) for more information).

Additionally, we've digitised product manuals, greatly reducing paper consumption while ensuring user-friendliness. Epson remains dedicated to these efforts, continuously seeking ways to further reduce our reliance on non-renewable resources across our portfolio. Read more about how we are supporting a circular economy on [page 16](#).



1. Comparison of power consumption is in On mode between EB-L20000U and EB-PQ2220B in the 200V-240V area. Other models are compared in the 100V-120V area.
2. EcoTank ET-2810, ET-2811, ET-2820, ET-3800, ET-4800 and ET-4850
3. This is a comparison of the mass of petroleum-derived plastics and metals in consumables, including packaging materials, for printing 15,000 pages over five years using XP-4200 and ET-2400 (equivalent to ET-2810 in A/NZ market) series printers. This calculation is based on Epson's evaluation criteria and may vary depending on different usage conditions.
4. Determined by the number of global high-capacity ink tank products shipped from 2010 to 2024, per research by IDC. (Source: IDC's Quarterly Hardcopy Peripherals Tracker 2024Q2, Share by Brand)

Six EcoTank Models² achieve ECOLOGO certification in Australia

Epson EcoTank printers use large refillable ink tanks instead of cartridges, reducing refills, resource use and waste. In FY24, six EcoTank models became the first Epson printers in Australia to earn ECOLOGO® Certification, recognising their lower environmental impact across the product lifecycle.



Caption: EcoTank refill



EcoTank grows our sustainability-focused product line

In FY24, EcoTank cartridge-free printers contributed to the growth of our products with reduced environmental-impact features, with the ratio of EcoTank units sold to traditional cartridge printer units increasing by 8%. These models continue to help avoid plastic and metal waste associated with frequent ink cartridge replacement by 92%³, reflecting the technology's top position in the global market for refillable ink tanks printers⁴ — with more than 100 million units sold worldwide.

Comparison of consumables used for printing 1500 pages

Ink cartridge printer XP-4200



364
ink cartridges

Environmental impact of
39.8kg
CO₂e

High-capacity ink tank printer ET-2400



9
ink bottles

Environmental impact of
2.8kg
CO₂e

92%
reduction



Traditional textile printing is resource-intensive. Epson’s on-demand digital textile printing reduces production lead time¹, water use, and ink and chemical consumption. This innovative approach improves worker safety, lowers environmental impact, and uses OEKO-TEX® ECO PASSPORT–certified UltraChrome DG inks to meet high sustainability standards.



Vibrant: Digital direct-to-fabric printer, Monna Lisa ML-8000.

A partnership for a tech-enabled, sustainable fashion future

As the exclusive digital print partner of the Australian Fashion Council (AFC) since 2023, Epson is leveraging our technology to prove the viability of a revitalised and sustainable onshore manufacturing industry.

Laying the foundation with data in FY24

In FY24, our collaboration delivered real innovation for Australia’s fashion and textile industry. A key highlight was the launch of the [Victorian Textile, Clothing and Footwear \(TCF\) Manufacturing Report](#). This landmark report, commissioned by Epson from RMIT University, was the first to provide a comprehensive economic analysis of the sector. It identified clear opportunities to revitalise local manufacturing through strategic investment in advanced digital technologies — such as Epson’s — and the development of a skilled, future-focused workforce. This foundational work provides a clear pathway toward building a more resilient and competitive local industry.

Looking ahead: Designing the factory of the future

Building directly on these insights, FY25 marks our next chapter with the AFC: a bold initiative to create a blueprint for Australia’s first digitally-enabled smart² clothing factory. The next phase of our partnership is a feasibility study to share the future of how clothing and textiles are made onshore.

“Our partnership with Epson shows what’s possible when industry and technology come together to drive innovation, deliver long-term value and shape a manufacturing future that’s smarter, faster and made to last.”

Samantha Delgos
Industry Relations Manager
Australian Fashion Council



Milestone: Launch of the Victorian TCF Manufacturing Report ‘Future Jobs, Technology and Economic Growth’.

1. Digital textile printing can take between 3 days-2 weeks to complete, in comparison to analog which requires a more complex production process (1.5-2 months).
2. Smart factories are automated production facilities that enable on-demand, customisable garment manufacturing with minimal waste and fast turnaround times.

Industry collaboration

Our commitment

In addition to supporting customers and partners to apply our technology for positive environmental and social outcomes, we also engage with industry groups, associations and initiatives to expand our sphere of positive impact locally. Through these collaborations, we are committed to sharing knowledge, building capabilities and advocating for sustainable approaches that address societal challenges.

Looking ahead, we'll continue driving sustainability progress in the Information and Communications Technology (ICT) sector and wider industry through advocacy with relevant associations, and by surveying customers and business partners to understand expectations, identify improvements and find collaboration opportunities.



In FY24, Epson ANZ partnered with ANZRP, the not-for-profit behind TechCollect, which provides free e-waste recycling under the National Computer and Television Recycling Scheme (NCTRS). As a leading co-regulator, ANZRP continues to invest in circular solutions, including Resin8 Recycling facility, which transforms recovered plastics into lightweight material for concrete applications.



We are a founding member and active participant in the Cartridges 4 Planet Ark (C4PA) program, which has recycled more than seven million Epson printer cartridges. As a member of the program's governance committee, we continue to support efforts to deliver on the program's zero waste to landfill promise for all collected cartridges.



As a signatory to the Australian Packaging Covenant (APCO), Epson Australia supports the 2025 National Packaging Targets and the 2030 strategic plan. We've acted on our commitment to remove expanded plastics from applicable retail products¹ and remain focused on continually improving packaging sustainability across our product lines. See this year's report on the APCO [website](#).



We're proud to be a CitySwitch signatory, committed to cutting energy use, waste and emissions. Named a 2024 CitySwitch Champion, Epson Australia was recognised for reducing waste, switching to renewables, engaging staff and establishing an emissions baseline, building on our 2023 award for Waste Reduction.



Recognition: Epson Australia received recognition from CitySwitch, presented by North Sydney Mayor Zoe Baker.



Epson Australia is a member of the Australian Information Industry Association (AIIA) and contributes to its Product Stewardship Working Group, shaping policy for the ICT sector across Australia and New Zealand. This supports our response to regulatory changes and advances our circular economy efforts.

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

Image credit: Damaso Ávila

Ethical business

At Epson, we believe true sustainability is more than just words — it’s about meaningful action. To turn this belief into a daily reality, we’ve established a robust governance structure that guides everything from our supply chain management to our deep commitment to ethical conduct.

For us, acting with integrity is non-negotiable. It means we hold ourselves to the highest standards across legal compliance, data protection, risk management and anti-corruption, ensuring our values are reflected in everything we do.

Our commitment

Compliance is a core pillar of our commitment to being a trusted and respected global company. To embed this into our daily operations, we provide mandatory training on business ethics and anti-corruption policies to all employees. We continue to strengthen awareness and participation through a dedicated compliance month, supported by regular audits to help ensure understanding and accountability across the organisation.

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 natural 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 commitment to maintaining ethical business practices:

Maintain zero compliance breaches¹

Ongoing



Anti-corruption and compliance training

98% complete²



Business and human rights training

96% complete²

1 Across all our environmental, safety, ethical, legal and data obligations. This commitment covers a range of specific areas at Epson A/NZ, including regulatory incidents, workplace injuries, modern slavery, corruption, product safety, misleading advertising and data security.

2 Completion rates may not total 100% due to timing of data capture and ongoing participation.

Our progress

As part of our ongoing efforts to strengthen ethical practices, in FY24 we introduced Human Rights training for all employees at Epson A/NZ. The training aims to build understanding of how business activities intersect with human rights and to reinforce Epson Group’s commitment to respecting them across our operations. We also refreshed our IT Security training in 2024 to ensure all staff remain vigilant, with training provided at induction and through regular updates.

Other key updates for FY24 include:

- Zero reportable environmental incidents¹
- Zero fines for non-compliance²
- Zero number of cases involving bribery/corruption-related penalties or dismissal
- Zero number of information security breaches
- Annual Compliance Month³ in October FY24

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.



Image credit: Phil Copp

1. No reportable environmental incident to authorities.
2. No breach of legal obligations resulting in formal enforcement actions or significant fines.
3. Each October, we run Compliance Month, a global initiative that provides all employees with targeted training on our Business Code of Ethics and Compliance, reinforcing a consistent understanding of our ethical responsibilities.

Responsible procurement

Our commitment

Epson's global presence and extensive supply chain mean we recognise that our responsibility extends beyond our own operations.

Our commitment to sustainability isn't something we can achieve in isolation; it requires active collaboration with our suppliers, business partners and the communities we serve. This is why we focus on building mutually beneficial relationships and upholding high ethical standards throughout our entire business ecosystem.

To formalise this commitment, we joined the Responsible Business Alliance (RBA) in 2019, a global coalition dedicated to corporate social responsibility (CSR) in supply chains. As a long-standing member, we ask our suppliers to align with our high ethical standards while respecting their autonomy and independence.

Our local responsible procurement commitment:

Introduce sustainable procurement guidelines by FY25

In progress

Supply chain CSR strategy

Epson Group's global supply chain strategy is guided by the RBA Code of Conduct, the UN SDGs and local regulations, addressing the four material pillars below with strategically defined mid- to long-term supply chain initiatives:



Promoting decent work



Ensuring work safety



Responsible mineral sourcing



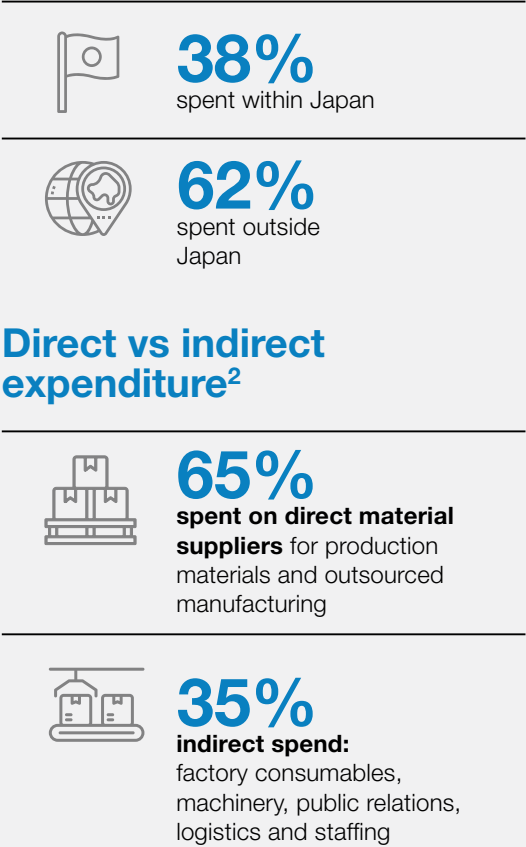
Environmental impact mitigation

Key mid-term global targets to be achieved by March 31, 2026, include:

- **Socially responsible procurement:** Ensure that all major suppliers are ranked low risk in terms of CSR.
- **Responsible mineral sourcing:** Make products conflict-mineral-free¹ and disclose product information.

Regionally, the Australia/New Zealand branch is committed to embedding diversity and sustainability into its local procurement practices, with clear guidelines to be developed by FY25. This multi-layered approach ensures stability, quality and social responsibility throughout Epson's supply chain.

FY24 global procurement snapshot






Learn more about how Epson Group evaluates suppliers through different due diligence processes at our [website](#).

1. Use only conflict-free smelters and refiners certified under the RMI's Responsible Minerals Assurance Program (RMAP).

2. Direct suppliers provide materials or components used in Epson's final products, while indirect suppliers deliver goods or services that support operations but do not become part of the end product.

Global procurement policy and supplier guidelines

The [Epson Group Supplier Guidelines](#) define procurement policies to optimise quality, cost and delivery, and include a Code of Conduct addressing labour, health and safety, environmental and ethical standards for suppliers. To manage and monitor compliance, Epson Group has:

	Secured written agreements from 94.4% of our total supplier base in FY24 to comply with our guidelines
	Evaluated adherence using a detailed Self-Assessment Questionnaire (SAQ)
	Undertaken audits of key manufacturing sites through the RBA's Validated Assessment Program (VAP).

Human rights due diligence and remediation

Epson is committed to respecting internationally recognised human rights, as outlined in the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights and key International Labour Organisation (ILO) conventions. As a regular member of the Responsible Business Alliance (RBA), Epson Group applies the RBA Code of Conduct across its global operations and supply chains, with a strong focus on labour rights and fair working conditions.

Human rights due diligence is embedded in Epson Group's supply chain management. Our risk identification process, which includes regular supplier self-assessments (SAQs), has found 0% of major direct or indirect material suppliers are rated as high-risk. We also verify compliance through third-party audits. Under the RBA's Validated Assessment Program (VAP), Epson Group's own manufacturing sites in Indonesia, Malaysia, Thailand and the Philippines hold Platinum status recognition as of May 2025. This due diligence focuses on priority issues such as forced labour, fair wages and workplace safety. Where breaches occur, Epson Group works with suppliers on effective remediation and reinforces expectations through our Supplier Guidelines and annual training seminars.

To embed our commitment internally, in FY24, Epson A/NZ introduced a Business and Human Rights training module for employees, strengthening awareness of human rights risks across our supply chain and Epson Group's ethical sourcing responsibilities.

Epson Group's [Modern Slavery Statement](#) outlines our formal approach to combatting modern slavery by detailing our due diligence processes, training programs and remediation efforts, reinforcing Epson's commitment to transparency and accountability in line with international standards.

Accelerating emissions reductions across our supply chain

Recognising that a large share of our GHG emissions stems from our supply chain, Epson Group is working to reduce environmental impacts beyond its own operations. Following the company-wide shift to 100% renewable electricity in 2023, Epson launched the Green Supply Chain Project in FY24 to accelerate decarbonisation across its supplier base.

Key features of the initiative include:

- Supplier workshops and seminars to build awareness and technical capability
- Support for renewable energy transition, including practical guidance and tools
- Encouragement to set science-based emissions targets
- Ongoing engagement to foster shared ownership of climate goals

This project supports Epson Group's Scope 3 emissions reduction efforts (see Climate Action section on [page 12](#)) and reflects our broader commitment to climate action through supplier partnerships, building a more sustainable and resilient supply chain.

Next steps

- Epson will continue to verify its measures against modern slavery and human trafficking by improving its human rights due diligence. This involves embedding its human rights policies throughout the Group and its supply chains and strengthening actions to remedy any violations.

Sustainability governance

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

Our commitment

We are truly dedicated to embedding sustainability into the fabric of our company. To that end, we've focused on empowering our people, and we're proud to have achieved a 99% completion rate for employee training this last year on two sustainability modules: Basic Environmental Training and Sustainability at Epson. We also provide essential resources, internal recycling programs and engaging initiatives such as our 'Make-the-Switch' campaign, which inspires everyone to contribute to energy savings and waste reduction.

Sustainability governance

At Epson, our commitment to sustainable growth starts at the top, with the Sustainability Office and Strategy Council reporting directly to the President. The office, led by an executive officer, ensures our growth aligns with societal needs. As an advisory body, the council, comprising executive officers and other senior management, is responsible for setting the direction for our global sustainability initiatives.

To drive this commitment locally, Epson A/NZ established a Sustainability Committee in 2023. Composed of representatives from diverse departments, the committee champions sustainability within their teams and promotes company-wide integration and engagement.

The committee meets on a monthly basis.
The Sustainability Committee:

- Reports to Executive Management Team (EMT) on the status of sustainability performance, including its observance of external commitments and obligations.
- Reviews and makes the recommendations to EMT in relation to the development of sustainability-related commitments and improvement initiatives.
- Acts as a co-ordinating unit to support the integration of sustainability across Epson A/NZ.
- Supports the development of sustainability communication and engagement activities to promote understanding and catalyse action across Epson A/NZ.
- Conducts an annual review (at the minimum) of its performance and effectiveness, which may form part of the ISO 14001 management review.



Our approach to sustainability starts with our people. When the team understands, owns and acts on sustainability, we can influence decisions, collaborate effectively and create lasting impact.



Fatida Un
Environment and Sustainability Manager,
Epson A/NZ

Next steps

Moving forward, we are excited to integrate sustainability more deeply into our departmental and individual goals. To do this, we are launching two key initiatives in FY25. We will:

- Work with teams across Epson A/NZ to set sustainability-related goals while the business formalises its ESG¹ data- tracking approach.
- Launch an inaugural 'Sustainability Month' in June to raise awareness and foster engagement.

Through these efforts we will recognise champions and, with the support of our Sustainability Committee, continue to listen to feedback and evolve our approach to make an even greater positive impact.

1. Environmental Social Governance



Photo credit: Chih Yi Chang

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, metrics and targets aligned to the TCFD framework. This approach ensures transparent communication with shareholders, investors and a broad spectrum of stakeholders.

In preparation for Australia's mandatory Climate-Related Financial Disclosures (CRFD) in FY28, we completed a comprehensive climate risk and opportunity assessment in FY24. The findings have been internally evaluated and are now informing the development of our governance framework and overarching climate transition strategy.

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

This report was crafted in reference to the Global Reporting Initiative (GRI) standards, the world's most widely used framework for sustainability reporting. We believe this commitment to transparency and comparability is the best way to help our stakeholders accurately evaluate our progress and contribution to sustainable development.

You can find our GRI index on [pages 38](#) and [39](#) of the report.

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.



Epson has earned a Gold rating for overall sustainability by EcoVadis, placing us in the 98th percentile among the computers and peripheral equipment manufacturers. This recognition reflects our commitment to being one of the most responsible and accountable companies in our sector.



In FY24, Epson Australia was recognised as a Bronze partner of NSW's Sustainability Advantage program, acknowledging our progress in sustainability. Through this collaboration, we've advanced climate risk assessments and developed local net-zero pathways.



For the fifth consecutive year, Epson has been named to CDP's prestigious A List, recognised for leadership in climate action and transparency in disclosure. Out of more than 24,800 companies assessed globally, Epson is among the select few to achieve this distinction.



Epson received MSCI's highest AAA ESG rating. MSCI, a global provider of investment indexes and research, assesses how companies manage environmental, social, and governance risks. The rating highlights Epson's strong performance and leadership in ESG management.



For 22 consecutive years, Epson has been included in the FTSE4Good Index Series by FTSE Russell, demonstrating strong ESG performance and signaling to investors and stakeholders its commitment to responsible business practices.

GRI Index

Epson has reported the information cited in this GRI content index for the period April 2024 - March 2025 with reference to the GRI Standards.
GRI 1: Foundation 2021

GRI standard	Disclosure	Location, page
GRI 2: General Disclosures (2021)	2-1 Organisational details	p.6
	2-2 Entities included in the organisation's sustainability reporting	p.5
	2-3 Reporting period, frequency and contact point	p.5
	2-6 Activities, value chain and other business relationships	p.6
	2-7 Employees	p.6
	2-9 Governance structure and composition	p.35
	2-10 Nomination and selection of the highest governance body	p.35
	2-11 Chair of the highest governance body	p.35
	2-12 Role of the highest governance body in overseeing the management of impacts	p.35
	2-13 Delegation of responsibility for managing impacts	p.35
	2-22 Statement on sustainable development strategy	p.9-10
	2-23 Policy commitments	p.31-34
	2-24 Embedding policy commitments	p.31-34
	2-25 Processes to remediate negative impacts	p.34
	2-26 Mechanisms for seeking advice and raising concerns	p.32
	2-27 Compliance with laws and regulations	p.32
	2-29 Approach to stakeholder engagement	p.21-22
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p.11
	3-2 List of material topics	p.11
	3-3 Management of material topics	p.12-35

GRI standard	Disclosure	Location, page
GRI 101: Biodiversity 2024	101-2 Management of biodiversity impacts	p.19-20, 24
	101-4 Identification of biodiversity impacts	p.19
	101-5 Locations with biodiversity impacts	p.19
GRI 102: Climate Change 2025	102-4 GHG emissions reduction targets and progress	p.12-15
	102-5 Scope 1 GHG emissions	p.14
	102-6 Scope 2 GHG emissions	p.14
	102-7 Scope 3 GHG emissions	p.14
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	p.31-32
	205-3 Confirmed incidents of corruption and actions taken	p.32
GRI 301: Materials 2016	301-2 Recycled input materials used	p.16
	306-2 Management of significant waste-related impacts	p.16-18
GRI 306: Waste 2020	306-3 Waste generated	p.18
	306-4 Waste diverted from disposal	p.18
	306-5 Waste directed to disposal	p.18
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	p.22
GRI 406: Non-discrimination 2016	405-2 Ratio of basic salary and remuneration of women to men	p.21
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments and development programs	p.23-25
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	p.34

Our future in full colour

IMPACT REPORT 2024/25



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Image credit: Geoff Comfort

Acknowledgement

This report features panoramic photographs from the Epson International Pano Awards, the world's largest competition for panoramic photography. For more information, visit www.epson.com.au/pano-awards.

We are grateful to everyone who contributed to this second Impact Report, including our employees, customers, partners and community supporters. It reflects our collective effort and shared commitment to advancing sustainability.

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