



Reinvention & Resilience

Sustainability Report

APRIL 2020 - MARCH 2022



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About this Report

This Sustainability Report covers FUJIFILM Business Innovation New Zealand's FY20 and FY21 reporting years, from April 2020 to March 2022. The company's reporting year aligns with the financial year from 1 April to 31 March and this represents a biennial report.

On 1 April 2021 our company changed its name from Fuji Xerox New Zealand to FUJIFILM Business Innovation New Zealand. While some contents of this report refer to the period where we were operating under our previous brand, since it has been published after the changeover date we have updated branding and company references to reflect our current corporate identity.

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About the FUJIFILM Group



The Fujifilm Group's Commitment

Corporate Philosophy

We will use leading-edge, proprietary technologies to provide top-quality products and services that contribute to the advancement of culture, science, technology and industry, as well as improved health and environmental protection in society. Our overarching aim is to help enhance the quality of life of people worldwide.

Vision

Anchored by an open, fair and clear corporate culture and with leading-edge, proprietary technologies, Fujifilm is determined to remain a leading company by boldly taking up the challenge of developing new products and creating new value.

Corporate Slogan

Value from Innovation

How We Act

Charter for Corporate Behavior

Based on the following six principles, the Fujifilm Group respects human rights and maintains compliance with, as well as respects, the spirit of all laws and international rules in its global business activities. Beyond this, we will take proactive action toward the realization of a sustainable society through innovation, while taking into account the impact of our activities.

1. A Trusted Company
2. Social Responsibility
3. Respect for Human Rights
4. Global Environmental Conservation
5. Vibrant Workplaces
6. Management of Various Crises

Code of Conduct

In all aspects of our corporate activities, we emphasize compliance and endeavor to create new value. If compliance requirements conflict with business profits or the demands of third parties, we give priority to compliance. An open, fair, and clear corporate culture is the basis for all our activities.

- Respect for Human Rights
- Fair Corporate Activities
- Protection / Preservation of Corporate Assets and Information
- Measures Related to Environmental Issues

How We Will Fulfill Our Commitment

CSR Plan

Sustainable Value Plan 2030

With fiscal 2030 as its long-term goal, this plan lays the foundations of the Fujifilm Group's business management strategies for sustainable growth. In this plan, we have set targets in the four priority areas of the environment, health, daily life and work style, as well as in supply chain and governance, the basis of our business activities. These targets serve as guideposts toward our goal of contributing to the realization of a sustainable society through the dual standpoints of resolving social issues through our business activities and considering society and the environment in our business processes.

Medium-Term Management Plan

VISION2023

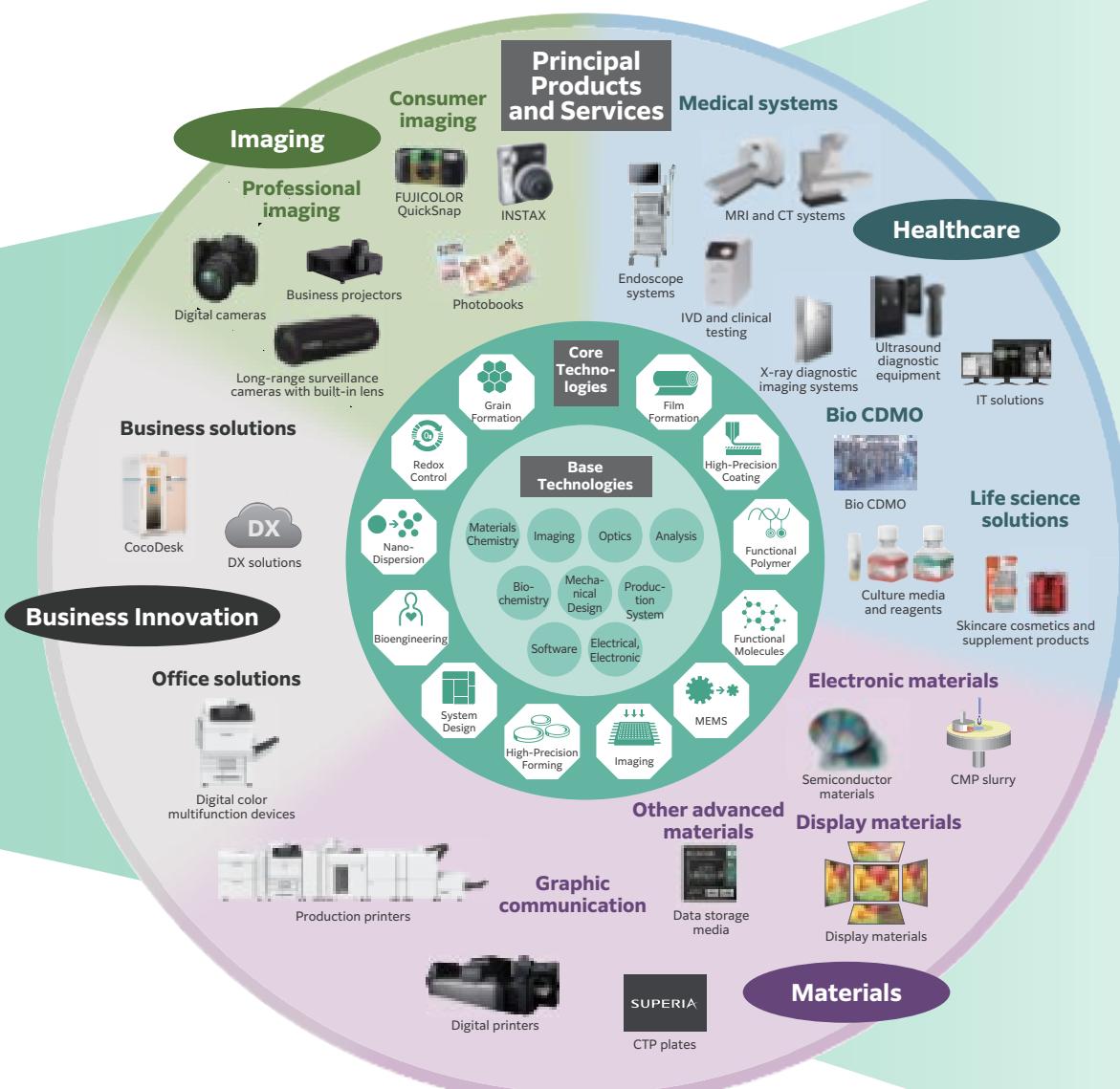
In April 2021, the Fujifilm Group formulated a specific action plan to accelerate the growth of business mainly in healthcare and advanced materials, aiming to achieve the goals set forth in the Sustainable Value Plan 2030.

Technologies and Business Fields

The Fujifilm Group applies advanced proprietary technologies cultivated through the photographic film business to a wide range of business domains. We also combine these with outside technologies through open innovation as we continue to create new value that will bring about a positive impact in society.

Proprietary Technologies of the Fujifilm Group

Since our founding, we have been accumulating the base technologies to support our business, including organic and inorganic materials chemistry, optical technologies and analytical technologies. Based on these technologies, we have honed our proprietary core technologies, which are central to continuously building up our competitive advantage. By combining these technologies, we provide a wide range of products and services.



SVP2030 and Priority Issues

Under the CSR plan **"Sustainable Value Plan 2030 (SVP2030),"** which outlines our long-term vision targeting fiscal 2030, we will use leading-edge, proprietary technologies to provide top-quality products and services. By doing this, we will work to resolve social issues through our business activities and contribute to the realization of a sustainable society.



SVP 2030 Priority Areas and Priority Issues (Materiality)

Targets are set in four priority areas and in the basis of our business activities via a two-pronged approach: considering society and the environment in our business processes and resolving social issues through our business activities.



Environment	1. Address climate change 2. Promote recycling of resources 3. Address energy issues toward a decarbonized society 4. Ensure product and chemical safety
Health	1. Fulfill unmet medical needs 2. Improve accessibility to medical services 3. Contribute to early disease detection 4. Contribute to health promotion and beauty 5. Promote management of a healthy workplace
Daily Life	1. Contribute to creating a safe and secure society 2. Contribute to enriching humanity and relationships between people
Work Style	1. Create environments that lead to a motivated workplace (provision of solution services) 2. Develop and utilize diverse human resources
Basis of Business Activities	
Supply Chain	Strengthen CSR foundations across the entire ethics, and human rights
Governance	Improve and maintain governance structures corporate culture

Realization of a Sustainable Society through Value from Innovation

SVP 2030

SVP2030

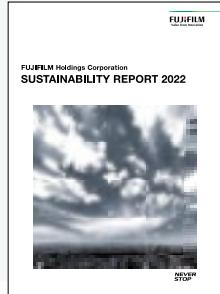
Long-term goals
targeting fiscal 2030

VISION2023

An action plan for achieving
the goals in SVP2030



INTEGRATED REPORT 2022



SUSTAINABILITY REPORT 2022

The FBNZ Sustainability Report ("this report") is designed to be read in conjunction with the FUJIFILM Holdings Integrated Report and its Sustainability Report ("the Group's reports").

These Group's reports present a holistic review of the Fujifilm Group's management performance and progress towards the achievement of our Sustainable Value Plan 2030 (SVP2030); whereas this report complements the Group's reports by providing additional information about the action and progress specific to our operation in New Zealand.

The FUJIFILM Holdings Integrated Report is available at:

<https://ir.fujifilm.com/en/investors/ir-materials/integrated-report.html>

The FUJIFILM Holdings Sustainability Report is available at:

<https://holdings.fujifilm.com/en/sustainability/report>

supply chain including factors of the environment,



by further disseminating an open, fair and clear

SVP 2030 Major Targets and Results in FY2021

Priority Area	Priority Issues	Major Targets for FY2030	Major Activities in FY2021
 Environment	<ol style="list-style-type: none"> Address climate change. Promote recycling of resources. Address energy issues toward a decarbonized society. Ensure product and chemical safety. 	<ul style="list-style-type: none"> Reduce the Fujifilm Group's CO₂ emissions by 50% (compared to the FY2019 level). (achieve net zero CO₂ emissions by FY2040) Reduce CO₂ emissions across the entire product lifecycle by 50% (compared to the FY2019 levels) Sales percentage of Green Value Products: 60% Contribute to a reduction in the CO₂ emissions generated in society by 90 million tons by FY2030 (accumulated value). 	<ul style="list-style-type: none"> Developed new decarbonization targets and strategy (existing decarbonization targets moved forward by 10 years; targets at left are updated targets). Reduce CO₂ emissions across the entire product lifecycle by 7.5% (compared to the FY2019 levels) Registered in the CDP Water Security A List for two consecutive years, and evaluated CDP Supplier Engagement Leaderboard for four consecutive years.
 Health	<ol style="list-style-type: none"> Fulfill unmet medical needs. Improve accessibilities to medical services. Contribute to identifying diseases at an early stage. Contribute to health promotion and beauty. Promote management of a healthy workplace. 	<ul style="list-style-type: none"> Develop new treatment solutions/ Improve accessibility to new treatment solutions. Expand and scale up AI & IoT technology to reduce burdens on medical professionals. Promote management of health and productivity to maintain employees' vitality. 	<ul style="list-style-type: none"> Started operation of a new production factory in Europe to raise the production capability for media used in cell culture. Obtained recommendation of Stop TB Partnership that combines a portable X-ray device and DR Cassette as a tuberculosis examination system. Selected under the Asia DX Promotion Program of the Ministry of Economy, Trade and Industry for study into the efficacy of AI-based diagnostic imaging systems in health examination services for developing countries.
 Daily Life	<ol style="list-style-type: none"> Contribute to creating a safe and secure society. Contribute to enriching humanity and relationships between people. 	<ul style="list-style-type: none"> Aim at 100% preservation of records archived on tapes. Offering opportunities to enjoy photos that give forms to memories. 	<ul style="list-style-type: none"> Introduction of high-capacity magnetic tape storage media capable of longterm, safe and low-cost storage of mass data, contributing to drastic reductions in CO₂ emissions. Practical application of new noise reduction technology for air conditioners in cooperation with Daikin Industries, Ltd. Launched mirrorless cameras capable of rich color range and smooth 4K/30p video recording. Held online exhibition of the entire collection of works in The Heart to Heart Communication—"PHOTO IS" Photo Exhibition."
 Work Style	<ol style="list-style-type: none"> Create environments that lead to motivated workplace (provision of solution services). Develop and utilize diverse human resources. 	<ul style="list-style-type: none"> Actions for work style reform for customers. Improve the rate of women in managerial positions. 	<ul style="list-style-type: none"> Bought Hoya Digital Solutions to accelerate digital transformation (DX) business. Launched Remote Cabin, a work booth for offices. Introduced DocuWorks Cloud, a new cloud service, to speed up customer DX transformation.
 Supply Chain	Strengthen CSR foundations across the entire supply chain including factors of the environment, ethics, and human rights.	<ul style="list-style-type: none"> Promote sustainable procurement. 	<ul style="list-style-type: none"> Resubmitted "Requests to Suppliers" to procurement suppliers in Japan and other countries and collected receipts from 204 companies.
 Governance	Improve and maintain governance structures by further disseminating an open, fair and clear corporate culture.	<ul style="list-style-type: none"> Improve compliance awareness across the entire global Group and reinforce risk management. 	<ul style="list-style-type: none"> Established Regulations on Global Classified Information Management and Regulations on Global Personal Information Management. Conducted employee training programs for fraud prevention, measures against cyberattacks and private data management.

Appraisals and Awards

Credit ratings (As of September 30, 2022)

Credit rating agency		Credit rating
Moody's	Long-term rating	A2 stable
	Short-term rating	—
Standard & Poor's	Long-term rating	AA ⁻
	Short-term rating	A-1 ⁺
Rating and Investment Information (R&I)	Long-term rating	AA
	Short-term rating	a-1 ⁺

Note: “—” indicates no credit rating available.

In order to grasp the trends and the increasing level of global CSR demands and operate our businesses in an appropriate manner, FUJIFILM Holdings participates in various initiatives.

[The main initiatives FUJIFILM Holdings participates]

- SBT Initiative (Science Based Targets Initiative)
- RE100
- TCFD Consortium (Task Force On Climate-Related Financial Disclosures Consortium)
- UN Global Compact (UNGC)

Adoption of socially responsible investment (SRI)



FTSE4Good Global Index



FTSE Blossom Japan Index



FTSE Blossom Japan Sector Relative Index



MSCI Japan ESG Select Leaders Index



MSCI Japan Empowering Women Index (WIN)



S&P/JPX Carbon Efficient Index

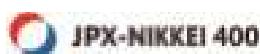
Appraisals from external organizations



CDP A LIST



CDP SUPPLIER ENGAGEMENT



JPX Nikkei Index 400



2023 Health and Productivity Stock



Health & Productivity Management Outstanding Organization 2023



Digital Transformation Certification



S&P Global Sustainability Yearbook Member



Sompo Sustainability Index



NIKKEI SDGs Management Survey 2022



NIKKEI Smart Work Award 2023, Market Cultivation category



Five Stars, NIKKEI Smart Work Management Survey



Sports Yell Company 2023

Please refer to our website for an explanation of each indicator. ▶ <https://holdings.fujifilm.com/en/sustainability/evaluation>



Managing Director's Executive Summary

Challenges and Opportunities:
The Year in Review

The past two financial years were marked by major changes, as our company finalised a major acquisition, dealt with the ongoing impact of the global COVID-19 pandemic, and changed our corporate brand identity after nearly 60 years.

Reflecting on these two years, we are proud of our progress toward creating an overall more sustainable company – both in terms of financial sustainability, upon which all other aspects of our business and programme depend, and environmental sustainability, as we work to reduce our impact in New Zealand and globally as part of the Fujifilm Group of companies.

THE IMPACT OF COVID-19

FUJIFILM Business Innovation New Zealand (FBNZ) faced a challenging start to our financial year in April 2020. New Zealand was still under Alert Level 3 lockdown nationwide and most of our customers remained under orders to work from home. This had a significant effect on our ability to sell or install new office print equipment. Without workers in their normal offices, print volumes from our customers were down significantly during the lockdown period compared to the same period in the year prior. The implications for our company revenue and financial performance were significant.

We continued to support our Essential Service customers during this time and were particularly proud of our support for numerous District Health Boards and first responders, with provision of print materials like prescription pads, clinical forms, testing station signage, and printing devices for emergency response centres. It was a great source of pride for our people that we played a role in the national response.

The majority of our staff worked from home during lockdown, except for a small number of rostered technical support staff and print room operators supporting essential services.

Despite the challenging financial and operational conditions, we were able to keep all staff employed during the lockdown, on full pay, and did not mandate staff to take annual leave. We were granted the Government's Wage Subsidy Scheme, which went some way to lessening the financial impacts in a challenging time.

Many of our customers adjusted to new ways of working in lockdown, and our company responded accordingly when the national lockdown lifted. That meant a shift to broaden our range of offerings, including the introduction of new software solutions that automate work processes, and interactive display screens to facilitate high-quality teleconferencing and collaboration. We expect more of these solutions to be embedded in our business as we expand beyond traditional print solutions and accelerate the digital transformation of modern work.

INTEGRATING CSG AND CODEBLUE

Following the conclusion of the national lockdown in mid-May 2020, we needed to accelerate the planned integration of CSG Limited and its IT services company, CodeBlue, which were acquired by our parent company at the end of FY19 in February 2020. While we had initially expected to complete that integration process over 12 months, the challenges of COVID-19 necessitated the rapid integration of our companies within a few months.

The result was a unified company ready to tackle the challenges of the future. The integration progressed through FY21, and in most locations where our companies had two offices, we began merging our teams into a single office space, which proved more cost effective and reduced our environmental footprint.

LAUNCHING OUR NEW NAME

Throughout the second half of FY20, we were also busily preparing to launch our new company name and brand identity into the market:

FUJIFILM Business Innovation New Zealand. This name change was a global initiative, following Fujifilm Holdings' purchase of Xerox Corporation's 25% stake in Fuji Xerox in 2019.

After announcing our company name in November 2020, we had to prepare for an official go-live date of 1 April 2021. It was perhaps no surprise that since we had been operating as Fuji Xerox in New Zealand for nearly 60 years, there was a significant number of brand assets to convert, not to mention numerous internal systems, documents and artefacts. Thus, FY21 marked the start to a year of ongoing changes and adaptions as we started our journey as FUJIFILM Business Innovation New Zealand.

OUR FUTURE DIRECTION

Despite the myriad challenges that the last two years presented, our company faced them head-on and is today a stronger company ready to proceed into a new future with an array of innovative solutions to support the future of work. We remain grateful for the cooperation, support and input of our customers, employees, and wider stakeholders.

Sustainability continues to be a core driver of all our business processes and remains integral to our way of doing business. We are once again pleased to share this report with you and welcome your comments and feedback.

Contact us at:
shm-fbnz-sustainability@fujifilm.com

OUR SUSTAINABILITY ACHIEVEMENTS

First and foremost, our principal achievement has been to improve our financial position in order to become an overall more sustainable business. Without healthy business results there is limited opportunity for us to make further investment and improvements in other areas of our sustainability programme.

Looking specifically at some of our environmental sustainability achievements:

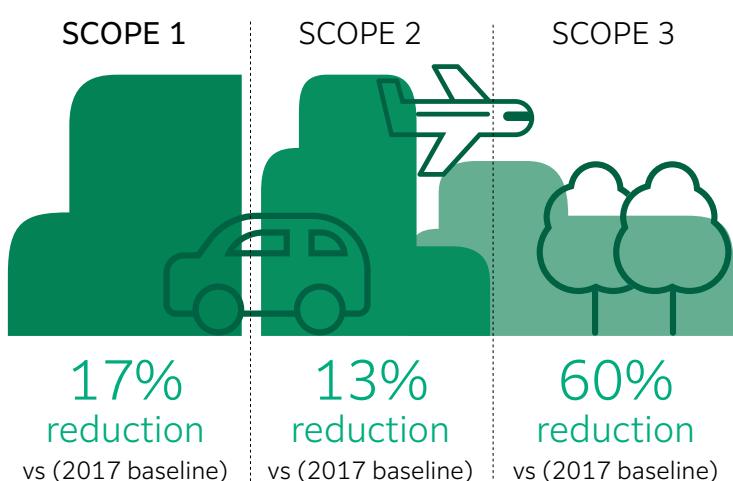
- 4th Sustainability Report
- Greenhouse Gas Emissions reduction of 203tCO2e for FY21373 machines refurbished
- 7318 machines recycled
- 497 tonnes of materials handled through our Product Stewardship Scheme
- \$870,000 saved through harvesting and reusing parts
- 1 new product stewardship vendor appointed
- 77 downloads of our Product Stewardship Roadmap
- 1 new 30-year carbon reduction plan
- Signatories to the new 2022 Climate Leaders Coalition Statement

Sincerely,

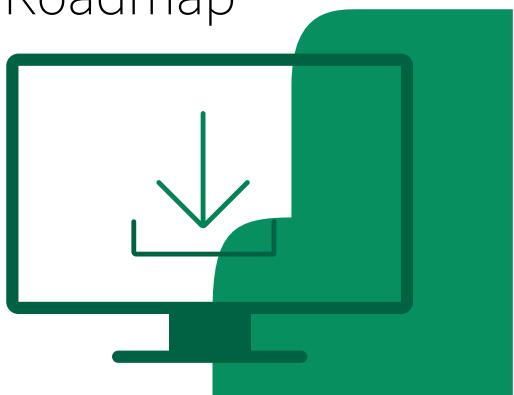
David Jupe

MANAGING DIRECTOR
FUJIFILM New Zealand

Greenhouse Gas Emissions:



77 downloads of our Product Stewardship Roadmap



373
machines refurbished



\$870,000
saved through harvesting
and reusing parts



7,318
machines recycled



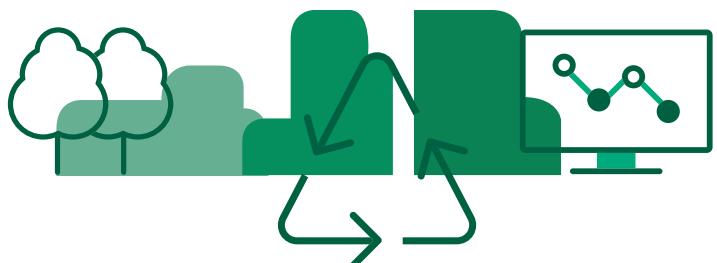
306 tonnes
of materials handled
through our Minister
for Environment
Accredited Product
Stewardship Scheme

CARBON
NEUTRAL BY
2030

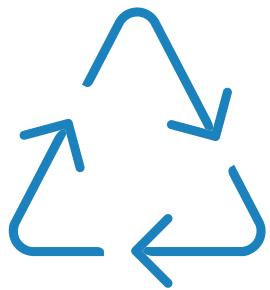


CARBON
ZERO BY
2050

1 new 30-year carbon reduction plan



1 new product
stewardship
vendor
appointed



Sustainability Context, Strategy, & Values

Our Approach to Sustainable Business in
New Zealand

Our approach to being a sustainable business is guided by the Senior Leadership Team (SLT) and Sustainability team working together to set our overall strategy and ensure it remains embedded in our day-to-day business operations.

Our sustainability vision sees us committed to leadership in sustainability innovation in our sector. We aim to do this not only by helping customers to achieve their sustainability targets through the products and services it offers but also through meeting internal targets and championing the circular economy.

Our sustainability strategy initiated by the SLT in collaboration with our stakeholders presents the core groundwork for scaling our sustainability efforts and being active leaders in the “Big Four” areas of:

-  1 Innovation in product stewardship and the circular economy
-  2 Climate change and transitioning to net zero carbon
-  3 Responsible procurement and a sustainable supply chain
-  4 Leadership in sustainable best practices.

Our sustainability policy guides the execution of our sustainability strategy; you can download a copy from our website:

www.fujifilm.com/fbnz/sustainability

Sustainability Framework

At the start of our reporting journey, we conducted a comprehensive stakeholder engagement exercise outlining five key categories that shape our sustainability framework as below.

We are due to conduct a reassessment of material sustainability topics to reflect the fast growth in corporate sustainability. These key topics and areas were reviewed further in our stakeholder engagement survey, discussed later in this report.

OUR BUSINESS						
1	ETHICS Good governance and ethical business practices	TECHNOLOGY & INNOVATION Delivering innovative products and services as technology changes	DISRUPTION Changing business context and new business models	FINANCIAL PERFORMANCE Creating economic value and a return on capital	BUSINESS IMPROVEMENT Continual improvement of business processes	RESILIENCE Resilience to shocks that affect business continuity
OUR PEOPLE						
2	EQUALITY & DIVERSITY Equality and diversity within FUJIFILM New Zealand's workforce	TRAINING Employee learning and development	LEADERSHIP Development of Senior Leadership Team	EMPLOYEE ENGAGEMENT Engagement and satisfaction of FUJIFILM New Zealand's employees	REMUNERATION Remuneration of FUJIFILM New Zealand's employees, living wage and income equity	HEALTH & SAFETY Health and safety of FUJIFILM New Zealand's employees
OUR FOOTPRINT						
3	CLIMATE CHANGE, ENERGY AND CARBON Energy use and related carbon emissions from FUJIFILM New Zealand activity	PRODUCT STEWARDSHIP Lifecycle product responsibility recycling and E-waste	TRANSPORT Logistics and travel	RESOURCE USE Natural resource consumption within FUJIFILM New Zealand and related to customer's use of FUJIFILM New Zealand's products and services	PROCUREMENT Sustainable procurement and supply chain management	HAZARDOUS CHEMICALS Hazardous substances used within FUJIFILM New Zealand's products and services
OUR CUSTOMERS						
4	CUSTOMER SATISFACTION Customer service and satisfaction	QUALITY AND SAFETY Product quality and safety	INFORMATION SECURITY Information security and customer privacy			
OUR COMMUNITY						
5	COMMUNITY RELATIONS Community relations and social investments	MARKETING AND SPONSORSHIP Marketing messages and sponsorship alignment	CULTURAL HERITAGE Preservation and conservation of cultural heritage			

Working with Others

Collaboration with key stakeholders enables us to scale up our efforts in areas most relevant to our business and where we can make the greatest impact.

Scaling our sustainability efforts requires widespread coordination across industries. For FUJIFILM Business Innovation New Zealand, this means aligning our efforts with like-minded New Zealand organisations and initiatives such as:

- The Sustainable Business Council of Business NZ (Member)
- The Sustainable Business Network (Member for this reporting period)
- Climate Leaders Coalition (Member and signatory to the 2022 Climate Change Statement)
- Product Stewardship Advisory Group of the Ministry for the Environment (Member)
- Active supporter and participant in many local Chambers of Commerce and business sustainability initiatives, such as Sustainable Queenstown.





Our Business

The past few years has seen development and change such as never before. We have taken the opportunity head on, evolving and developing our strategy to ensure our future direction aligns with a more sustainable future.





Corporate Profile

FUJIFILM Business Innovation New Zealand (FBNZ) is a member of the globally renowned Fujifilm Group. As at FY21, FBNZ reports to the Sales Operation Head of the Oceania subregion of FUJIFILM Business Innovation based in Sydney, who in turn report to FUJIFILM Business Innovation Japan Corp, with FUJIFILM Holdings Corporation as the sole shareholder.

The operations of CSG Technology Limited and the IT services company CodeBlue have been acquired by FUJIFILM Business Innovation and affiliates. We have made our best efforts to include their operations in New Zealand in any account of our company's environmental impact presented in later chapters.

The sustainability management, initiatives, and targets apply equally across the whole of our company.

Our products and services include:

- Office printing technologies and software
- Production printing technologies and software
- Information management software
- Process automation software and services
- Business process outsourcing services

As a local business at the forefront of our industry, we serve a diverse customer range from small family-owned operations to large enterprises and government departments. Each is unique in its needs and we customise our services to solve complex document-related issues and streamline workflows and processes.

Recent Changes to the Business

FY20 and FY21 marked a period of change and growth for FBNZ, bookended by major developments for our operations.

Before the start of FY20, in February 2020, CSG (including its business in Australia and New Zealand) became a wholly owned subsidiary of FUJIFILM Business Innovation Asia Pacific, making FY20 the first full year for CSG in New Zealand to operate as part of FBNZ.

On 1 April 2021, our company rebranded from Fuji Xerox New Zealand to FUJIFILM Business Innovation New Zealand as part of a global rebranding initiative following the name change of our parent company, Fuji Xerox Corporation, to FUJIFILM Business Innovation Corp.

Between these two major events, our company also dealt with the ongoing challenges of COVID-19 to our operations and supply chain, including lockdowns in Auckland during August 2020 and February 2021.

Supply Chain

FBNZ's products for the New Zealand market are manufactured by FUJIFILM Business Innovation. The manufacturing and the related supply chain are managed at the corporate level by our corporate parent company and is beyond the scope of this report.

We conduct regular reviews of our Sustainable Procurement Policy and Supplier Code of Conduct to ensure we maintain and improve practices that govern our local procurement activities.

We have been collaborating with our logistics and delivery partners at Mainfreight and CourierPost on ways of reducing greenhouse gas emissions as we work to develop mutually beneficial solutions that are better for the environment.

For more information about the supply chain and the manufacturing of the Fujifilm Group, please see [here](#).

Financial & Tax Information

Financial information for FBNZ during the reporting period (April 2020 to March 2022), including revenue, profit, and tax details, is held on public record and can be downloaded at the Companies Office website: www.companiesoffice.govt.nz.

FBNZ is a New Zealand company for taxation and related reporting purposes. FUJIFILM Holdings Corporation disclose its financial statement at the Group level, inclusive of our operation in New Zealand. It is available as part of the Group's integrated report [here](#).

Local Spending & Significant Indirect Economic Impacts

For goods that are not manufactured by the Fujifilm Group, FBNZ prioritises procurement from local companies, and given the economic impacts of COVID-19, supporting the local economy is more important than ever. When our customers thrive, we thrive, so supporting locally-owned New Zealand businesses makes good sense.

As a result, our local procurement spending has significant direct and indirect economic impacts. The company also contributes to many community groups through an extensive sponsorship programme, which contributes to the development of local communities (see Our Community section).

Business Continuity & Resilience

COVID-19 provided an opportunity to fully review our internal processes and assess the effectiveness of our management strategies. We validated the effectiveness of our crisis management and business continuity programme using a staff survey carried out in May 2020 following the end of the first national COVID-19 lockdown. This has informed our approach in the recovery stage, capturing improvement ideas and recording the outcomes.

The survey results were very positive. Senior Leadership Team members rated our response at 4.5 out of 5 for both the overall crisis strategy, continuity of business operations and how the resources were mobilised. Other specific areas were all rated as effectively managed. Some enhancement opportunities were identified but these did not impact the recovery outcomes. Where appropriate, these improvements were incorporated into the business continuity plan.

Corporate Governance & Management

The overall strategic direction of FBNZ is agreed in conjunction with the Oceania subregion of FUJIFILM Business Innovation operation in Asia Pacific as part of a medium-term planning cycle. An annual operating plan is created to guide our day-to-day business and is agreed upon prior to the commencement of each financial year. A constitution and a communication matrix between our regional offices and FBNZ govern the respective powers of the Board of Directors and management.

Board of Directors

The key role of the Board of Directors is to develop strategy, review company performance and financial results, provide management, guide the strategic direction, and manage associated risks.

The Board meets several times a year and is headed by a Chair, providing direct representation from the parent company and a communication channel with FUJIFILM Business Innovation Corporation in Japan regarding governance and business operations. This enhances transparency and visibility across the company.

As at the end of FY21, Board members included:



DAVID JUPE

Managing Director

FUJIFILM Business Innovation New Zealand



TAKASHI OTANI

Managing Director

FUJIFILM Business Innovation Australia



HIROTOSHI NIE

Senior GM, Finance

FUJIFILM Business Innovation Asia Pacific Pte Ltd



SUSUMU SHIRAISHI

General Manager, Corporate Finance

FUJIFILM Business Innovation New Zealand



MASAHIKO SAITO

Global Operations – Manager

FUJIFILM Business Innovation Japan

Senior Leadership Team

The SLT is accountable to the FBNZ Managing Director and meets weekly to set, action, and review business strategies, ensuring it is fully aligned with our parent company. At the conclusion of FY21, the SLT included:



DAVID JUPE
Managing Director



DANIELLE EVERETT
GM Corporate Services



AARON O'BRIEN
Director of Operations



DANIEL MCIVOR
GM CodeBlue



CAMERON MOUNT
Director of Sales



SHIGETA KOTAKE
Executive GM Marketing & Strategic Planning

Key Committees

We operate the following committees, which all report to the SLT:

DEAL GOVERNANCE COMMITTEE:

The Committee meets regularly to review proposed sales transactions and is responsible for reviewing contracts to ensure they meet corporate, legal, social, and ethical requirements.

COMMISSION GOVERNANCE COMMITTEE:

This Committee provides oversight and reviews sales commissions to ensure they meet all corporate policies and requirements.

RISK AND AUDIT COMMITTEE:

The Committee meets monthly to review and report on operational and strategic risks to the business. It agrees on the schedule of all internal audits and ensures that governance rules are adhered to across the organisation.

Additionally, a team reporting to the GM Corporate Services focuses on risk and compliance, especially for regulations pertaining to:

- Financial reporting for the Japanese stock exchange across the organisation
- Information security and anti-money laundering
- Health and safety
- Sustainability and ethics.

Driving Sustainability

The Sustainability Team deals with economic, environmental, and social topics. It coordinates and drives related initiatives across the entire business and with key stakeholders and suppliers. The team also delivers initiatives at the local level with the help of Sustainability Champions at each branch.

It provides the SLT with monthly updates on efforts and performance at regular Business Performance Review meetings, with areas flagged for its information, support, or decisions. Areas pertaining to risk management are allocated to the Risk and Audit Committee.

Key Trends, Impacts, Risks & Opportunities

Climate change is and will continue to be an ever-presenting concern for business continuity. We are seeing a rise in climate change strategies and adaptation plans with increasing pressure for organisations to set reduction targets. We expect an increase in climate risk and its potential impacts on financial risk and are currently assessing this in anticipation of developing a comprehensive risk reduction plan in FY22.

Widespread environmental damage has occurred globally as a result of human activity and requires innovative solutions in areas of e-waste, plastics, and product stewardship if we are to move towards a circular economy. Careful screening of key vendors and suppliers is necessary to ensure they take sustainability issues seriously and are seeking continual improvement in their performance.

Information security is critical for technology companies, and breaches in this area may be disastrous for both customer relationships and business continuity. Globally and in New Zealand, there is increased scrutiny of suppliers and service providers and a rise in attacks that exploit the supply chain. There is also an increased need for enhanced Business Continuity Planning and Disaster Recovery capabilities in light of COVID-19.

Ransomware activity has increased globally, and new challenges have arisen from working remotely. Privacy has also been a focus in NZ with the introduction of a new Privacy Act in 2020. FBNZ carefully addressed the regulations and legislation in many of these areas during FY20 and FY21.

Due to the nature of our operation, FBNZ presents a relatively lower environmental risk in New Zealand compared to other, more complex companies and industries. For example, we do not operate local manufacturing plants, extract materials, or store chemicals. However, the risk and opportunities of our organisation are still closely monitored through accredited management systems that require constant reviews of internal processes, practices, and performance. This monitoring includes legal and regulatory audits for ISO 14001:2015 environmental management and ISO45001 Health & Safety certification in addition to Environmental Choice New Zealand labelling on our products.

Product stewardship is a key feature of our operations. Through this, we mitigate potential risks to the environment and stakeholders through reuse and proper disposal of our devices. This is facilitated by carefully screened, certified, and audited industry partners that enable resource recovery from end-of-life materials. As a result, more than 99 percent of our devices are recycled, reused, or diverted from the waste stream at the end of their service life.

This operation is managed through our Minister for the Environment accredited Product Stewardship Scheme that sets us up to contribute to ongoing industry discussions about e-waste and product stewardship. By sharing our experiences, we aim to help inform future regulation in this area.



Goals & Targets

Our goals and targets are the stepping stones that mark our path to a more sustainable future. Each step is designed to lead us closer to being future fit.

Setting Targets for 2040

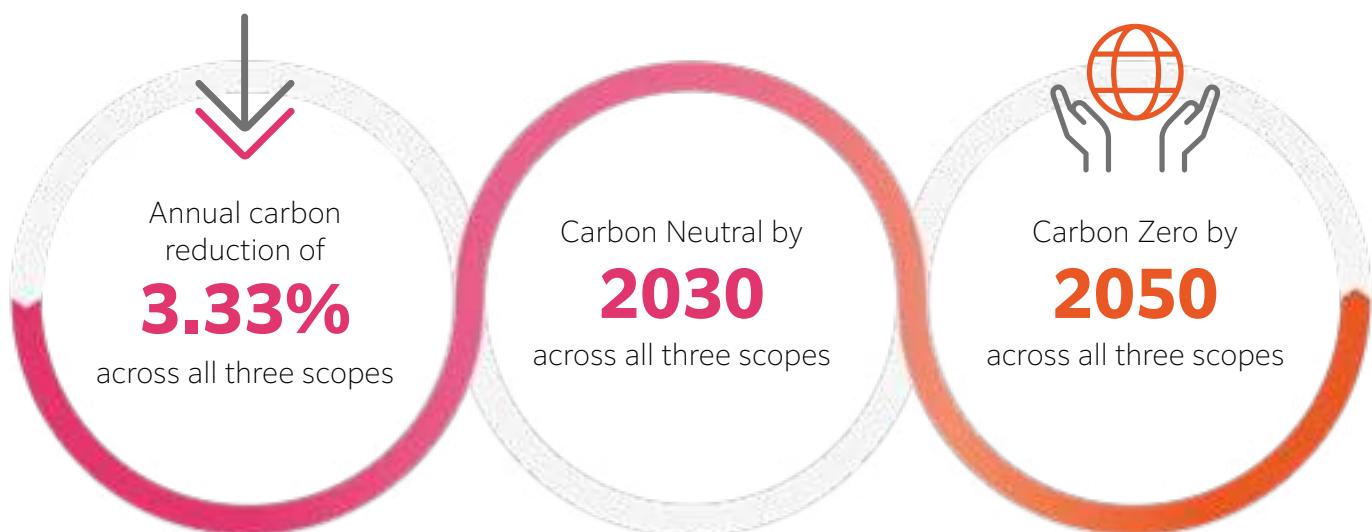
In February 2020, FBNZ took on an additional challenge by becoming the third New Zealand business to adopt the Future-Fit Business Benchmark goals.

These 23 goals are aligned to the United Nations Sustainable Development Goals, and are an objective, comparable and science-based approached to corporate sustainability goal setting.

We are pleased to report that after the first two years' operating to the Future-Fit framework, FBNZ has made great progress in addressing these targets.

We are currently reviewing these goals to ensure they align with our overall corporate Sustainability goals, as set out in Fujifilm Group's Sustainable Value Plan 2030 (SVP2030), which sets Group-wide priority targets for the fiscal year ending March 2031.

SVP2030 is the foundation for our continued sustainable development and align with our corporate strategy, material issues, and the workstreams featured in this report.



Goals & Targets



BE01 Energy is from renewable sources

Our focus for FY22 is to convert all branches to a renewable energy provider. Following this, we will be reviewing the need for allocated energy credits from our suppliers. Energy use is closely monitored through our carbon reduction plan and reported annually through our sustainability report.

FBNZ has a focus on transitioning our fleet in order to phase out the use of fossil fuels. Although we have made some progress in this area, we are currently struggling to find a fully electric vehicle that meets our operational needs. To counter this, we have broadened our scope to include the potential for plugin hybrids.



BE02 Water use is environmentally responsible and socially equitable

FBNZ do not use water for industrial and manufacturing purposes. Water use at our major sites are tracked as part of our carbon footprint portfolio however, deemed insignificant and not therefore omitted. Water use is managed and monitored as a key aspect of our operational controls within our Sustainability Management System which is ISO14001 Certified.



BE03 Natural resources are managed to respect the welfare of ecosystems, people, and animals

FBNZ does not own or manage any natural resource. However, as stewards of the land we have a responsibility in ensuring our natural environment and community has the opportunity to flourish. We encourage our employees to be at the forefront of this change, giving them the opportunity to give back environmentally or socially through their volunteer leave.



BE04 Procurement safeguards the pursuit of future fitness

The FBNZ Procurement Policy has been developed to manage and safeguard the organisation's operational, financial, and reputational welfare. The focus for FY22 is to expand this to further incorporate sustainable measuring metrics to ensure that the products and services we procure are done so with sustainability in mind.



BE05 Operational emissions do not harm people or the environment

FBNZ operations do not emit toxic or hazardous waste substances to the environment. Our organisation strict policies and management systems in place to prevent this which is managed through our ISO14001 certified Sustainability Management System and our ISO45001 H&S management system.

Scope 1 and 2 greenhouse gas emissions are measured, managed, and mitigated through our carbon reduction plan and aligned with carbon reduction targets to achieve carbon neutrality by 2030 and carbon zero by 2050.



BE06 Operations emit no greenhouse gases

FBNZ has implemented a 30 year carbon reduction plan aligned with our long term targets to be carbon neutral by 2030 and carbon zero by 2050. Carbon data is third party verified annually and publicly reported in our annual sustainability report. Please see our sustainability report for more details.



BE07 Operational waste is eliminated

Operational waste is measured, managed and mitigated through our SMS. Previous waste audits were conducted and recycling streams implemented as necessary at each of our branches. We have established a 3.33% reduction target for FY22 as part of our wider carbon reduction plan.



Operations do not encroach on ecosystems or communities

FBNZ is not operational in sensitive ecosystems. Our operations are in well defined office or industrial areas and encroachment onto ecosystems or communities does not occur.



BE09 Community health is safeguarded

FBNZ operations does not directly impact the health of our community however, as an organisation we are committed to supporting the wellbeing of our local community whether through sponsoring charities, volunteering or collaborating. More information on this can be found in our annual sustainability report.



BE10 Employee health is safeguarded

We are committed to safeguarding the health and wellbeing of our employees. This is managed and addressed through our ISO45001 Health and Safety Management System and our company wellbeing programme. More details on this can be found in our annual sustainability report.



BE11 Employees are paid at least a living wage

As of 2021 FBNZ has committed to paying the living wage as the lowest payment threshold



BE12 Employees are subject to fair employment terms

FBNZ adhere to global human rights policies and safeguards against child labour. Our Anti discrimination policy protects our employee's freedom of association while other appropriate HR policies accommodate suitable leave periods and working hours.

Goals & Targets



BE13 Employees are not subject to discrimination

Anti-discrimination policy and senior official for discrimination related issues are in place with all policies communicated and readily available to all employees. Whistleblower mechanisms are also in place and any claims related to discrimination are followed up by HR processes should they arise. Other safeguarding policies include; Diversity & Equal Employment Opportunity Policy, Business Ethics Policy, Code of Conduct policy, and our Privacy Policy.



BE14 Employee concerns are actively solicited, impartially judged and transparently addressed

Independent employee survey is conducted annually and our whistleblowing system gives employees the security and opportunity to have concerns raised and addressed with utmost care and sensitivity. An additional third-party whistleblowing service is available and communicated to all employees. Our consultation policy is also available for employees and union members.



BE15 Product communication is honest, ethical, and promote responsible use

All device and other product information is made available upon customer request. All product safety concerns are investigated by our product safety team and all maintenance handled internally by FBNZ technicians.



BE16 Product concerns are actively solicited, impartially judged and transparently addressed

Our Voice Of Customer (VOC) system works to engage with customers and openly address any environmental, social or product and service concerns. For more information, please see the "Our Customer" section of our annual sustainability report.



BE17 Products do not harm people or the environment

FBNZ products are ECNZ Certified. Our devices are designed to be refurbished and repurposed. Our Product stewardship scheme has received previous accreditation from the Minister of the Environment and we are committed to 99.5% product recycling rate of everything we take back. This scheme includes a free toner collection and recycling service for all FBNZ customers.



BE18 Products emit no greenhouse gases

Fujifilm Group undertakes a Green Value Product certification programme which identifies the environmental value of each product by conducting environmentally conscious design assessments based on such certification criteria at the time of product development. Products are reviewed and approved by the Group Certification Council in compliance with the requirements of the international standard ISO14021 Self-declared Environmental Claims and obtains the opinions of external experts to ensure the objectivity, reliability, and transparency of the program. Although direct emissions are considered non-existent, indirect emissions can occur as is dependent on customer use. Indirect emissions currently sit outside our scope of practice.



BE19 Products can be repurposed

As part of FUJIFILM Business Innovation New Zealand's Product Stewardship Scheme, we offer all customers a take-back service for used machines, printer cartridges, drums and fusers to ensure they are responsibly recycled rather than sent to landfill. This scheme was the first in our industry to be accredited by the Ministry for the Environment and has achieved a re-use and recycling rate of over 99.5% for returned equipment.



BE20 Business is conducted ethically

Ethical business is a fundamental part of FBNZ operations. We work to comply with legal and social expectation and always maintain good faith and fairness in business. Our business ethics policy promotes a corporate culture based on high standards of ethical behaviour that prevent inappropriate business practice.

This is the responsibility of all employees and several governance committees oversee corporate dealings to ensure this direction is well met.



BE21 The right tax is paid in the right place at the right time

FBNZ pays tax in NZ at appropriate junctures.



BE22 Lobbying and corporate influence safeguard pursuit of future fitness

This is not applicable to FBNZ business operations. We are not involved with lobbying, only in formal government submissions related to regulatory development process changes. We work to promote areas like climate action and product stewardship in government submissions, public support letters, and participation in membership groups like CLC.



BE23 Financial assets safeguard the pursuit of future fitness

This is not applicable to FBNZ operations. We do not use capital to invest in the dealings of other organisations.

Focus for the Future

Our focus for FY21 was on energy and carbon reduction and this has been incorporated into our new 30-year carbon reduction plan, discussed later in this report.

Specific focus areas include:

- A full review of our facilities portfolio enabled us to downsize our operational space. We have moved out of two major facilities in Auckland that were main contributors to power and water usage.
- Reduce energy consumption by 3.33% annually based on 30-year carbon reduction plan.
- Reduce fuel use by 3.33% annually based on 30-year carbon reduction plan.
- Review of current vehicle fleet to onboard more electric / plugin hybrid models.
- Work from home one day a week to reduce traveling and fuel emissions for employees.





Our People

Our people are the heart of our company. We have a diverse mix of people on our team, some who have spent their entire careers developing and shaping our organisation into what it is today. We've invested substantially in developing a people strategy that inspires collaboration, participation, engagement and wellbeing.



Our Approach

To meet the challenges of a changing world, FBNZ recognises the need for strong and adaptive leadership, providing a culture of learning, innovation, and collaboration, while at the same time empowering and motivating individual employees. Regular communication and transparency on all business-related matters, including company results, creates an environment of trust and understanding.

Our People & Culture team provides support to our people throughout their employee lifecycle to create an engaged and productive workforce.

Maintaining a company scorecard, which clearly sets out our performance goals and strategies, enables all areas of the business to establish goals and KPIs down to a department and individual level. Capturing these goals and KPIs within our HR systems enables us to have accountability and direction. Formal performance reviews twice a year assist in identifying top talent, providing feedback, and identifying development opportunities.

Having company policies and a strong focus on compliance provides guidance for all employee activities. We have recently embarked on a full review and consolidation process of all our policies to ensure they remain current, succinct and easily understood.

Offering our people a wide range of learning and development opportunities demonstrates a fully supported approach to upskilling and career development. Please see the Learning & Development section of this report for more information.

FBNZ has adapted to remote work due to the global pandemic and adopted new technologies to keep in touch with each other and ensure our people have the resources needed for business continuity.

Highlights



REVIEWING AND CONSOLIDATING

company policies and guidelines

Implemented
A NEW PAYROLL
SYSTEM
with enhanced
self-service offerings



Integrated
CSG and
CodeBlue

Consolidation
of Auckland
based offices



Automation
of key HR
documentation



Became a Living
Wage employer

Launched a new hybrid
working model



FY21 Workforce Profile

Total number of employees **733** | Full time equivalents **654***

TOTAL NUMBER OF EMPLOYEES BY CONTRACT TYPE AND GENDER**:

	Permanent	447		Permanent	207
	Contract	32		Contract	47
	Full-time	479		Full-time	254

*Note: FTE is defined as the total number of full-time jobs plus half the number of part-time jobs. Does not include working proprietors.

**Note: FBNZ does not currently have any employees who identify as a gender other than Male or Female.

NUMBER OF EMPLOYEES COVERED BY COLLECTIVE BARGAINING AGREEMENTS: **13**

Diversity of Governance Bodies & Employees

SENIOR LEADERSHIP TEAM COMPOSITION BY GENDER AND AGE

	30-50	50+		30-50	1
	1	5			1

EMPLOYEE COMPOSITION AS PER FTE:

	<30 63		30-50 216		50+ 160
	<30 49		30-50 103		50+ 63

Employee Engagement

Employee engagement is critical to the success of FBNZ as it is impossible to accomplish our business goals unless all our teams are aligned with our strategic direction and committed to doing their part to achieve these goals.

While we did not conduct an annual engagement survey for FY21 due to ongoing COVID-19 lockdowns and restrictions, we have launched one for FY22 and we are keen to review these results to see where the company has gone in terms of engagement, strengths, and opportunities over this difficult time.

Equality & Diversity

FBNZ is an equal opportunity employer and we value the diversity of our workforce. We believe in hiring the right people for the right jobs and our staff engagement activities provide an opportunity to celebrate our differences.

We also have a management training programme that promotes awareness of the cultural values and differences amongst our people.

For staff who speak English as a second language, FBNZ offers the opportunity to upskill verbal and written communications skills through subsidised external coursework.

Employee Remuneration

With the integration of CSG into FBNZ, we identified some challenges in maintaining pay parity across teams and like-for-like roles as the two companies had independent pay policies. In FY21, we were able to address these differences and ensure all employees are receiving equal pay to their peers.

Participating in salary surveys within our industry sector provides us with marketplace data and ensures new hires are paid appropriately. This, combined with our generous benefits offering, ensures FBNZ can stay competitive in the market.

FBNZ established a skills matrix for its customer service, process automation, and supply chain divisions, and salary bands for the roles within the structure. This gives employees clarity around pay and career progression options. It is complementary to our Workshop Cadetship Programme; a development programme for school leavers to gain hands-on skills and technical qualifications that will allow them to progress into a Customer Service Engineer role. The cadets follow a specific remuneration pathway, similar to that of an apprenticeship.

For FY21, a key remuneration strategy was to become a Living Wage employer which means we pay our employees equal to the average cost of living in NZ. We are proud to announce this goal was achieved, and we are committed to staying aligned with Living Wage rates going forward.

REMUNERATION RATIO OF WOMEN TO MEN NATIONWIDE, BY EMPLOYMENT CONTRACT CATEGORY

	MALE		FEMALE			
	FY21 Permanent	FY20 Average	vs. FY17 Average (Benchmark)	FY20 Permanent	FY20 Average	vs. FY17 Average (Benchmark)
Average Annualised Base Salary	\$74,513	\$72,153	\$63,372	\$65,795	\$64,625	\$56,421
Average of Annualised Total Remuneration	\$102,871	\$105,002	\$101,210	\$78,141	\$76,985	\$72,868

Notes on salaries and remuneration:

- Bonus amount and commission are per each employee contract/pay plan.
- Total remuneration also includes company portion of KiwiSaver and Southern Cross health insurance paid for employee and their family.



Employee Benefits

All full-time, permanent employees nationwide are provided with the following standard benefits:

- Several leave types, including: Annual leave, sick/domestic leave, volunteer leave, marriage leave, baby/adoption leave, family nursing leave, bereavement leave, birthday leave
- Fully-funded health insurance, including family members
- Kiwisaver & Company superannuation scheme
- Financial and leave support for education/study
- Health & Wellbeing subsidy
- Long-service awards
- Free drafting of simple wills

Prioritising Health, Safety and Wellbeing

Ensuring healthy and safe working conditions is vital to all work processes. To enable good working conditions across FBNZ, we have implemented a Health and Safety Management System (HSMS) focused on reducing illness and injury for all employees. Overall, Health and Safety risk is relatively low at FBNZ, primarily arising from logistics operations.

Led by our Health, Safety and Wellbeing Coordinator, the team minimises risks through identifying and assessing processes and making changes to reflect good workplace operations. In FY21, we will introduce a wellbeing programme emphasising continued safety for staff as COVID-19 remains active in our communities. These efforts are driven by the Risk and Assurance team, organised under Corporate Services.

The HSMS considers legal guidance from in-house and external legal counsel, regulatory authorities, and the Employers and Manufacturers Association. It is externally certified to ISO 45001:2018 and AS/NZS 4801:2001 standards.

The HSMS is underpinned by a Health, Safety and Wellbeing (HSW) policy reviewed and approved by the SLT and extensively documented in an HSW Manual available to all employees to guide efforts. It is executed across the company with the help of regular HSW committee meetings and regular meetings with branch HSW representatives. HSW outcomes are reported monthly to the SLT to evaluate effectiveness and objectively reviewed to improve practices and procedures.

Through this regular review and reporting process, routine hazards are identified and consistently communicated across the business. Employees undergo HSW training during induction with refresher courses at various intervals of their employment to increase awareness of hazards and the controls and behaviours required to minimise



their exposure to risks. Branch HSW representatives are provided with more advanced training.

Operational control posters and safety information is shared widely across the company, displayed in key operational and common areas. These initiatives are driven by the H&S and Wellbeing Coordinator and championed by the branch HSW representatives.

FBNZ work-related activities are safe, provided proper precautions are followed by employees as detailed in the HSW Manual. However, despite following instructions, accidents and unforeseen incidents can still occur. These are recorded to drive wider HSMS improvements.

A matrix of risk levels, tolerances, and management actions is included in the HSW Manual. Employees who have H&S incidents or near misses are required to submit reports to the H&S and Wellbeing Coordinator. Should circumstances arise (for any reason) that render workplaces unsafe or unhealthy, even temporarily, employees are advised to remove themselves from the unsafe areas and report the situations immediately to their managers, HSW representatives at their locations, or the H&S and Wellbeing Coordinator. Participation is welcomed for all HSW matters at our branches.

RECORDED INCIDENTS BY HAZARD TYPE BY QUARTER FOR FY20

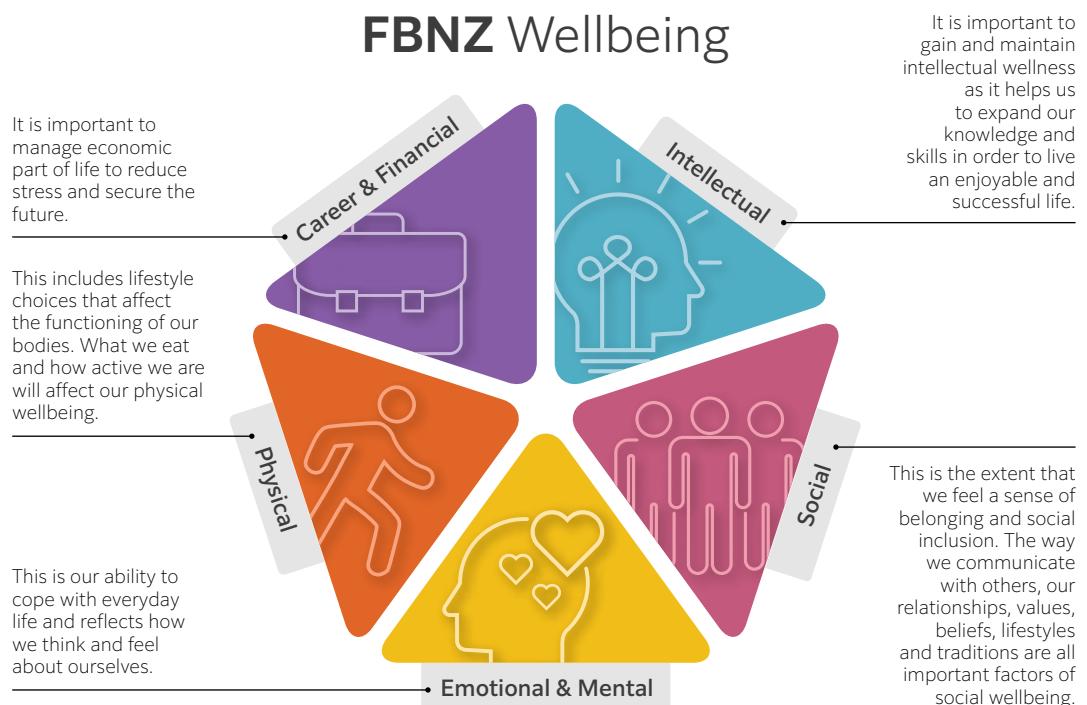
	NO. OF CASES FY21	INJURY RATE FY21	NO. OF CASES FY20	INJURY RATE FY20
Cuts	2	3.058	3	4.587
Ergonomics	0	0.000	1	1.529
Harassment	0	0.000	1	1.529
Lifting/Handling	5	7.645	5	7.645
Other (inc Stress)	2	3.058	4	6.116
Slips/Trips and Falls	4	6.116	4	6.116
Unsafe design	1	1.529	1	1.529
Vehicles	1	1.529	1	1.529
GRAND TOTAL	15	2.294	20	3.058

*Note:

- ‘Other’ category incidents include insect bites and other minor incidents that do not fall under alternative classifications.
- There were no fatalities as a result of work-related injury or high-consequence work-related injuries recorded during the reporting period.

Staff Wellness and Wellbeing

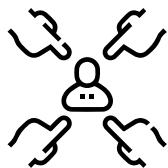
The disruptions of COVID-19 have made physical, social and mental wellbeing more important than ever. Accordingly, FBNZ invested the time and effort to introduce a new Wellbeing Programme for FY21. The aim was to inspire a healthy lifestyle for everyone by encouraging our employees to maintain safe and healthy working environments whilst improving their overall wellbeing in the office or at home. We have implemented our new wellbeing strategy which is built on five wellbeing pillars. COVID-19 has affected all our wellbeing pillars but the most affected is our social pillar which is why we try to encourage more social events in our wellbeing programme.







The Wellbeing team maintain the Wellbeing Calendar with events that support these pillars:



Workplace
bullying
awareness talks



Fertility NZ
Fundraising



Mental health
awareness



Meditation
sessions



Career
planning
Programme



Pink Shirt Day
Fundraiser and
morning tea



The table
tennis
championship



Les Mills get
fit challenge

Learning & Development

Employee development is critical to our business success. FBNZ encourages and promotes opportunities for learning and development by providing tools to support our people in reaching their career goals.

Our learning and development approach is guided by people development, talent management, and performance management working in coordination to enable FBNZ employees to realise their full potential and pursue career goals within our business.

To achieve this, we encourage our employees to take the following self-directed learning paths:

- Formal learning: Instructor-led classroom training, company-wide virtual training, and eLearning accompanied by an online Learning Library and on-site library at our Auckland headquarters
- Coaching and mentoring: Regular feedback and encouragement across departments.

Some of the initiatives and programmes we provide include:

- On-the-job experiences, with ad-hoc projects to stretch learning
- Workshop Cadetship apprentice programme: Practical and theory-based modular training to develop cadets in 18 months to two years to become fully qualified Customer Service Engineers
- Scholarship programme: Financial and mentoring assistance for young leaders and subject-matter experts to pursue extramural academic qualifications through tertiary education providers
- Specialist training for subject-matter experts: Focused, field-specific training to give employees an edge
- Our Learning Management System has an eAcademy with online internal and external resources available to all employees. It offers upskilling opportunities on subject matter pertinent to their role or to their career.

Average training hours per employee

The hours were tracked on an attendance basis and recorded in the learning management system and should be considered illustrative only. Data is not necessarily representative of all employee learning in an overall sense. Scholarship programmes, professional qualifications, informal on-the-job training, licence or regulation related training, and other individual learning programmes are not reflected here.

Many FBNZ staff undertake additional training in these categories. It would be difficult to capture these systemically as they vary greatly year by year and by individual. The data below is estimated based on the number of people at a training event and the number of hours each event would typically take to complete. Hours for training include permanent and temporary staff including casual temporary contracts, contingent workers, and contracted staff. Due to changes in data management and record keeping, we now report total training hours rather than a gender breakdown of training hours.

TOTAL HOURS
OF TRAINING
FY21
2199 HOURS

FY20
3000 HOURS



Engaging in sustainable education



LUNCH AND LEARN

To further engage our staff in sustainability work, we launched a monthly Lunch and Learn series to introduce topics and generate discussion on environmental topics.

These included ethical investing, carbon footprint tracking, learning about our company carbon emissions, supporting local businesses, reducing food waste, healthy home initiatives, and an electric vehicle test-drive session.

Due to COVID-19 restrictions, most of these sessions were held online, however this also enabled us to extend these sessions for staff in different branches across the country.



ADDRESSING WASTE

To educate our people in waste minimisation, we took a group of FBNZ staff on a site tour at Reclaim, a waste collection and recycling provider in 2020. Reclaims is our recycling partner in Auckland, responsible for our paper, organics, and co-mingled recycling. The group was impressed with how much material the facility processes, and how the Reclaim team manage and resolve contamination issues.

In particular, staff noted how certain types of plastic and paper that are not able to be recycled in New Zealand can cause issues during material processing if they are co-mingled. We also witnessed how much material Reclaim sees that is only used once before it gets thrown away.

"I was very impressed with how much care Reclaim takes to ensure that as much of the material is recycled as possible. We were told that only about one per cent of what is received is sent to landfill, and when you consider all the complexities of the various materials that need to be sorted, it's an amazing statistic." – staff comment



CELEBRATING OUR FEMALE LEADERS

To acknowledge International Women's Day 2022 we released a series of conversations with female leaders around our business. This year's theme was 'Break the Bias' so we spotlighted FBNZ and CodeBlue female leaders who are succeeding in a traditionally male dominated industry. They shared their career journeys, wisdom about what makes successful leaders, and why they believe more women should consider a career in technology. For more on this please see our website [here](#).

EMBODYING THE GROUP'S SUSTAINABILITY COMMITMENTS

As a key part of Fujifilm's global commitment to sustainable development, a company-wide training event was rolled out during FY21 to provide education and awareness of the Fujifilm Sustainable Value Plan to be achieved by 2030. This provided employees with core insight into what sustainability is and where it sits in our organisation. It also showed great perspective on how our local efforts tie in with the wider Fujifilm Group.

ETHICAL CONDUCT, ANTI-CORRUPTION, & WHISTLEBLOWING EFFORTS

Our efforts and achievements in this area over the last two years include:

- Mechanisms for advice and concerns about ethics
- Management approach and its components
- Evaluation of the management approach
- Communication and training about anti-corruption policies and procedures



Our Footprint

Our business can only be as good as the environment we operate in. Actively practicing custodianship of our environment (Kaitiakitanga) is an investment for the future prosperity and lasting sustainability of FBNZ. This relates to maintaining and improving current practices in resource use, waste generation, greenhouse gas emissions, and product stewardship.

FBNZ's operations have been externally audited and certified against ISO 14001:2015 - an internationally recognised standard for corporate environmental management.



Our Sustainability Management System

Our Sustainability Management System (SMS) provides guidance on how our whole organisation addresses sustainability topics and issues. Guided by our ISO14001:2015 Environmental Management System, it ensures the ongoing improvement and integration of sustainability across all sectors of our business.



This is supported by our sustainability policy, which guides the implementation of practices and controls for all branches. Our SLT provide the driving force required to ensure the appropriate steps are taken to progress long-term sustainability within the business. This requires regular reporting to the SLT and other relevant committees, as well as internal communication platforms that help keep stakeholders informed.

A sustainability champion is assigned at each branch, they will be responsible for executing the sustainability initiatives with the help of the sustainability team. They ensure that necessary changes and initiatives are smoothly integrated into the practices at their local branches. Our sustainability team meets regularly with them to provide ad hoc support and training for individual needs. Our branch sustainability action plans provide another level of support to help the champions find clear direction and instruction, providing them with detailed operational checklists and regular performance updates.



Climate Risk and Opportunities AT A GLOBAL LEVEL

With its international reach, the Fujifilm Group derives its climate and carbon strategy at a global level. The Group's Integrated Report presents a holistic view of our plans, targets, and progress. It is available [here](#).

LOCALLY

This past year we established a Climate Change Risk group and completed the initial steps to progress our climate change risk assessment. In accordance with the Ministry for the Environment's National Climate Change Risk Assessment, we identified 16 risk categories that apply to our business, operations, customers and people. Alongside this, we considered four key areas of transitional risks including market risks, reputational risks, technological risks, and risk of pending legislations or policies.

We also completed a Climate Risk Heat Map and presented this, along with our Climate Change Risk Assessment paper, to our internal Audit & Risk Committee. We will use this framework to further investigate how a changing climate could impact FBNZ and our customers.

These efforts are limited to our local branches and only consider operations within New Zealand. It is limited to assessing risk factors material to the New Zealand economy and physical environment. Risks and opportunities are assessed on a two- to three-year basis but reviewed and reported on annually.

Risks were assessed in terms of their relevance to our organisation and industry. Materiality of risks are evaluated based on their potential to disrupt or affect our organisation's operations and mapped according to their likelihood and level of impact. Topics identified as highly likely and highly impactful are determined as material topics for disclosure. They are then allied to the overall Fujifilm Group climate risk assessment outcomes to ensure that our efforts align with the wider direction of the Group's climate commitments.

Having identified these areas of focus, the next step is to develop appropriate mitigation strategies and targets as we move towards financial disclosure of climate-related risks at a local level.

Risks are assessed in the short medium and long term under RCP8.5

- **SHORT** - current next 10 years
- **MEDIUM TERM** - by mid-century 2050
- **LONG TERM** - mid to end century 2100

Risks



Mandates on and regulation of existing products and services, including packaging and other priority products such as E-waste

Changes in reporting obligations and increased need for transparency

Investment in low carbon technology

Supply chain and network disruption due to extreme weather events and ongoing, gradual changes

Changes in consumer behaviour and demand for low carbon solutions

Risk to linear transport networks due to changes in temperature, extreme weather events and ongoing sea level rises

Opportunities



Streamline our logistics to increase work efficiency for our engineers

Widening our vehicle scope to include hybrid models in areas where electric vehicles are currently not meeting our operational need

Decrease transit distance of product stewardship equipment

Meet our 100% renewable energy target prior to our parent company's 2040 commitment

Sustainable Procurement

At FBNZ, sustainable procurement is governed by the overall sustainability policy, the sustainability strategy, and by the sustainable procurement policy and supplier code of conduct.

During FY20 we hosted a sustainable procurement seminar to raise awareness across our wider business network. Attendees included customers and stakeholders like Auckland Council, BraveGen, AUT and Foodstuffs. This provided helpful steps for companies to investigate their own procurement practices, and how they can promote best practice with their vendors.

The two main suppliers we work with on sustainability topics are Mainfreight and CourierPost, who support our logistics operations here in NZ. These partners meet with our Supply Chain team quarterly about ways to further reduce our carbon footprint.

For example, working with Mainfreight we identified an alternative to plastic pallet wrap made from 30% recycled content, which is now being used at all FBNZ warehouse sites. This cuts down on our plastic use and reduces the virgin materials used in our operations.

We also work closely with our recycling partner TES on further innovations in product stewardship.

We have worked with our logistics team to consolidate shipping routes for more efficient distribution of our products and to reduce carbon emissions through more direct shipping routes.

Towards sustainable product design

Our products have been designed with sustainability in mind, from reuse and refurbishment to technological advancement so that:

- We eliminate the need to use hazardous materials.
- We reduce-energy consumption by our machines; all our office products are tested to ENERGY STAR® standards.
- We use innovative and proprietary energy-efficient Super EA Eco Toner, which has a lower melting point and requires less energy to manufacture and use.

FBNZ office products have achieved Environmental Choice New Zealand ecolabelling for their energy efficiency and environmental performance.

Our Emulsion Aggregation (EA) toners are manufactured using less power than conventional toner and engineered to generate less waste when used. In addition to saving energy and reducing waste, the Super EA Eco-toner offers high-quality printing, producing sharp images regardless of the smoothness of the paper's surface.



Product Stewardship

Product stewardship is a highly material topic and one of the core pillars in our sustainability strategy. All FBNZ customer machines and consumables are covered under our Product Stewardship Scheme and are properly recycled at end of life. This is a point of difference and is crucial to ensuring our customers in New Zealand that we are their sustainable choice.

In early FY20, we appointed TES as our new resource recovery partner, following a competitive tender process in FY19. As part of our Ministry for the Environment accredited Product Stewardship Scheme, on-site audits are undertaken annually for key recycling suppliers to ensure compliance with proper handling procedures.

TES is a global leader in providing solutions to help manage the end-of-life disassembly, recycling and capture of residual-value of IT assets. They also maintain the highest operational standards with R2 (Responsible Recycling) and ISO 14001:2015 certifications.

Working with TES gives us and our customers assurance that FBNZ takes ownership for our products across their lifecycle and recovers materials that can be reused.

We have switched from plastic bag liners to box liners in our toner cartridge recycling boxes. This makes recycling easier for customers, more durable transport for couriers, and further reduces plastic use. Our new cardboard inserts are made from up to 70% recycled material and can easily be removed and sealed for collection.



TONER CARTRIDGE AND WASTE DEVELOPER STREAM (KG)

FY20	182,115
FY21	191,412



MACHINES AND PARTS RECYCLING STREAM (KG)

FY20	701,979
FY21	305,628



NUMBER OF MACHINES REFURBISHED

FY20	1,154
FY21	337



NUMBER OF MACHINES RECYCLED

FY20	6,076
FY21	7,318





National Product Stewardship Business Campaign

In August 2020 the Sustainable Business Network (SBN) launched the Aotearoa Product Stewardship Campaign; a collaborative initiative to shift businesses toward a circular economy with take-back schemes for repair, reuse and recycling. This campaign was aimed at mandating that businesses take responsibility for what they create and manage waste at the end of their products' useful life. As a leader in product stewardship in New Zealand, FBNZ was proud to be featured in this campaign along with two other companies for our commitment to minimising waste from our products.



Presenting at the Climate and Business Conference

FBNZ presented at the Climate Change and Business Conference in November 2020 as part of a panel discussion focused on the regenerative economy. The two-day conference explored how businesses, policy-makers and civil society have worked to collectively decrease emissions and shift to decarbonisation. This included how we can adapt the ways we live and work to reduce our emissions and meet national and global climate change goals. At FBNZ, our Product Stewardship Scheme plays a large role in driving a circular economy and closed-loop product lifecycle model.



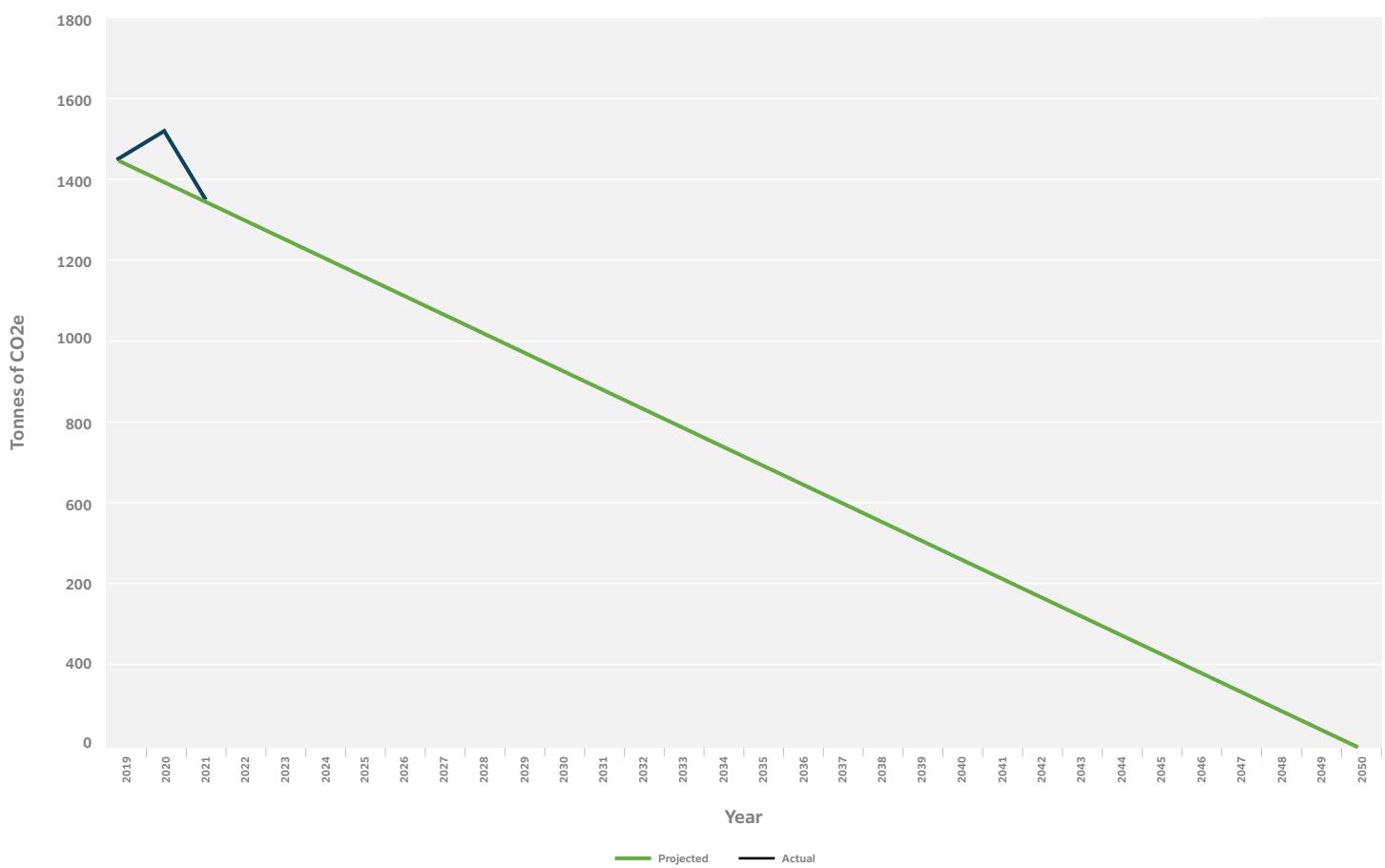
Educating leaders

During FY21 we had the opportunity to Partner with The BLAKE Trust to help educate future leaders in the space of product stewardship and its role in a circular economy. This group of inspirational leaders had the chance to walk through our warehouse and get firsthand experience on our machine cannibalisation and refurbishment processes.

Energy and Carbon Management

Energy and carbon are key environmental aspects in FBNZ sustainability strategy. This is guided by our ISO14001:2015 certified Environmental Management System and reinforced through our carbon reduction targets.

FBNZ Projected vs Actual Tonnes of CO2e



Greenhouse Gas Emissions – Scope 1

DISCLOSURE	FY19	FY20	FY21	FY21 VS. FY19 BASELINE	NOTES
Total Scope 1 Emissions	781.03	1079.42	911.08	17% ↑	-
Total Fuel (t) CO ₂ e	781.03	1028.57	904.33	16% ↑	Data Source and Calculation Method: Fuel bills in litres of fuel converted to CO ₂ e using 2021 Ministry for the Environment (MfE) emissions coefficient (t CO ₂ e per L, Diesel: 0.00269, Premium: 0.00248, Unleaded 91: 0.00246). Also note these updated 2022 coefficients are slightly higher than the previous 2010-2018 coefficients.
Fuel Diesel (t) CO ₂ e	10.48	5.05	3.54	66% ↓	
Fuel Premium (t) CO ₂ e	7.15	1.79	7.35	3% ↑	Notes: Increase between FY19 and FY21 is largely due to the acquisition of CSG by which we doubled the size of our fleet.
Fuel Unleaded 91 (t) CO ₂ e	762.65	1020.46	893.45	17.2% ↑	Decline in Diesel and Unleaded 91 related emissions is a result of transitioning to electric models as part of fleet transition, which resulted in significant decreases. It is also a result of switching to more efficient fleet models and remote working.
Electric Car Charging Total (t) CO ₂ e	2.06	1.79	2.26	9.7% ↑	Data Source and Calculation Method: Use of ChargeNet stations in kWh using 2022 MfE emissions coefficient for purchased electricity 0.00107 Tonnes of CO ₂ e.
LPG Total (t) CO ₂ e	-	1.26	0.816	32% ↓	Data Source and Calculation Method: Refrigerants are calculated using MFE 2022 emission coefficient for LPG 0.00164 tonnes of CO ₂ e Notes: This field was added during FY20 as part of our scope expansion
Refrigerants	-	49.06	5.89	87.99% ↓	Data Source and Calculation Method: Refrigerants are calculated using MFE 2022 emission coefficient for 410A global warming potential 2088 <UtCO ₂ e and R32 Global warming potential 677 <UN tCO ₂ e Notes: This field was added during FY20 as part of our scope expansion.

Greenhouse Gas Emissions – Scope 2

DISCLOSURE	FY19	FY20	FY21	FY21 VS. FY19 BASELINE	NOTE
Total Scope 2 Emissions – Facilities Total (t) CO ₂ e	144.85	227.21	235.81	62% ↑	Data Source and Calculation Method: Facilities' power bills in kWh converted to CO ₂ e 2022 MfE emissions coefficient for purchased electricity 0.120.

Greenhouse Gas Emissions – Scope 3

DISCLOSURE	FY19	FY20	FY21	FY21 VS. FY19 BASELINE	NOTE
Total Scope 3 Emissions	513.67	246.71	202.86	61% ↓	The overall decrease can be attributed to the halt in operations due to the disruption of COVID-19. For future reference, increases in this area is expected as additional Scope 3 sources were included in this reporting, chiefly within logistics and supply chain aspects with vendors as noted below. Greater attention will be given to managing these areas in the future.
Total Air Travel (t) CO ₂ e	236.84	60.14	69.97	70.46% ↓	Data Source and Calculation Method: Air travel data reports in pkm travelled converted to CO ₂ e MfE 2022 emissions coefficients for international air travel outlined in breakdown below
Air Travel International Long Business (t) CO ₂ e	44.79	0	0	100% ↓	None for this reporting year. Data Source and Calculation Method: Air travel data reports in km travelled converted to CO ₂ e MfE 2022 emission coefficient for international long business class: 0.000227 tCO ₂ e
Air Travel International Long Economy (t) CO ₂ e	81.34	4.70	2.75	96.61% ↓	Data Source and Calculation Method: Air travel data reports in km travelled converted to CO ₂ e MfE 2022 emission coefficient for international long economy class: 0.000087 tCO ₂ e
Air Travel International Long Premium Economy (t) CO ₂ e	3.48	0	0	100% ↓	None for this reporting year. Data Source and Calculation Method: Air travel data reports in km travelled converted to CO ₂ e MfE 2022 emission coefficient for international long premium economy class: 0.000125 tCO ₂ e
Air Travel International Short Economy (t) CO ₂ e	12.77	0.40	0.8658	93.22% ↓	Data Source and Calculation Method: Air travel data reports in km travelled converted to CO ₂ e MfE 2022 emission coefficient for international short economy class: 0.00008 tCO ₂ e
Air Travel International Short Business (t) CO ₂ e	4.35	0	0	100% ↓	None for this reporting year. Data Source and Calculation Method: Air travel data reports in km travelled converted to CO ₂ e MfE 2022 emission coefficient for international short business class: 0.00012 tCO ₂ e
Air Travel International Short Premium Economy (t) CO ₂ e	0.74	0	0	100% ↓	None for this reporting year. Data Source and Calculation Method: Air travel data reports in km travelled converted to CO ₂ e MfE 2022 emission coefficient for international short premium economy class: 0.000081 tCO ₂ e
Air Travel Domestic Economy Class (t) CO ₂ e	89.37	55.24	66.35	26% ↓	Data Source and Calculation Method: Air travel data reports in km travelled converted to CO ₂ e 2022 MfE emissions coefficient for domestic economy class: 0.000164 tCO ₂ e
Waste (t) CO ₂ e	74.12	28.62	18.92	74.48% ↓	Data Source and Calculation Method: Where available, waste bills converted to CO ₂ e based on 2022 MfE emissions coefficient for waste to landfill. Without landfill gas recovery: 0.00647 tCO ₂ e, with landfill gas recovery: 0.000207 tCO ₂ e Part Omitted: Waste generation at some sites were estimated using averages for some months. Data was also extrapolated for sites with Council collection. Reason: There has been difficulties with waste collection suppliers, where its equipment for weighing was faulty or the task was neglected by driver on pick-up, resulting in incomplete data.

Taxi Travel (t) CO ₂ e	3.05	2.10	1.22	60% ↑	<p>Notes: An increase in use of ride hail apps and carsharing programmes post lockdown was partly due to staff health and safety as These services emerged as an alternative use to public transport. The increase can also be attributed to the rise in headcount</p> <p>Notes: Taxi travel includes ride hail apps such as Uber and carshare programmes such as Mevo. FBNZ is aware that the majority of Uber trips are done by hybrid cars, but there is no emissions factor available to reflect this yet.</p> <p>Data Source and Calculation Method: Taxi data reports in km travelled converted to CO2e 2022 MfE emissions coefficient 0.000224 tCO2e</p>
Total Power T&D Losses (t) CO ₂ e	10.97	19.57	21.41	95.16% ↓	<p>Data Source and Calculation Method: Facilities' power bills in kWh converted to CO2e 2022 MfE emissions coefficient for transmission and distribution losses, 0.000011 tCO2e</p>

Note: While international air travel was nearly eliminated in FY20 due to COVID-19 restrictions, we anticipate some increases in these areas in FY21 as border restrictions ease. Some degree of international air travel is necessary in our normal course of business as a global company.

Logistics-related Scope 3 Emissions

DISCLOSURE	FY19	FY20	FY21	FY21 VS. FY19 BASE- LINE	NOTE
Mainfreight (t) CO ₂	141.03	124.85	79.91	43% ↓	
Mainfreight Sea Freight (t) CO ₂	-	0	1.39	n/a	Note for FY20 reporting period. Total emissions include Mainfreight developed and certified coefficient Sea freight: 0.046467705 kg CO ₂ e pert km and Cook Straight ferry: 0.0607 kg CO ₂ e per tkm
Mainfreight Road Freight (t) CO ₂	127.21	120.99	75.13	41% ↓	Data Source and Calculation Method: Calculated using MfE 2019 emissions coefficient for road freight CO ₂ e: 0.000136 per tonne-km. Note: Calculated using Mainfreight's own developed and certified coefficients. Road freight: 0.000104891 tCO ₂ e per tonne. Road Mainfreight Partner Carrier (Truck Classes 1&2): 0.0003889 tCO ₂ e per tkm Road: Mainfreight Truck Classes 1&2: 0.0001881 tCO ₂ e per tkm
Mainfreight Rail Freight (t) CO ₂	13.82	3.84	3.39	75% ↓	Note: Data Source and Calculation Method: Calculated using Mainfreight's own developed and certified coefficients 0.0000272 tCO ₂ e per tkm
CourierPost (t) CO ₂	47.66	11.43	11.43	76% ↓	Data Source and Calculation Method: Provided by CourierPost: 94,231 parcels shipped multiplied by a coefficient of 505.8 g CO ₂ e per parcel. Note: Courier Post was unable to provide us with a carbon report for FY21. Data from FY20 was applied for the Y21 period and will be updated once a report from Currier Post becomes available.

Although Scope 3 emissions decreased substantially, there was still an overall increase in Scope 1 and 2. The decrease in Scope 3 can be attributed to the halt in operations due to COVID-19. For future reference we expect this to increase as we broaden our Scope 3 portfolio.

The merger and acquisition of CSG and CodeBlue has a significant impact on our carbon emissions portfolio during the reporting period. The operation of CSG in New Zealand has been fully integrated into that of FBNZ, resulting in the increase in the overall Scope 1 and 2 emissions. On the other hand, CodeBlue continued to operate as an independent branch of business despite the acquisition. We have therefore yet to include them in the carbon accounting presented in this section.

Further details on our verified greenhouse gas portfolio is available on request through
shm-fbnz-sustainability@fujifilm.com

Emissions Intensity

The FY21 emissions intensity per FTE (n = 596)* is 2.27 (t) CO₂e, inclusive of all emission scopes noted above. This is a decrease of 17.65% percent on FY19 (2.75 (t) CO₂e).

* This is most recent FTE count available at the time when our carbon account is verified by a third party, which is different from FTE at the financial year-end and reported in previous sections



Climate Action

FBNZ has been accepted as one of 22 signatories to the New Zealand Climate Leaders Coalition 2019 Statement, further evidencing its continued leadership in sustainable business practice as one of only a small number of companies with demonstrated credentials in taking steps to support a lower-emissions future.

As a signatory to the Statement we are committing to pursue efforts to limit the overall impact of global warming and take steps that contribute to keeping the temperature increase to 1.5 degrees Celsius.

THESE INCLUDE:

- Measuring our greenhouse gas footprint and having data independently verified by a third party and making the information publicly available.
- Adopting targets grounded in science that will deliver substantial emissions reductions.
- Assessing climate change risks and publicly disclosing these.
- Proactively supporting our people to reduce emissions, and
- Proactively supporting suppliers to reduce emissions.

FY20 marked the start of our 30 year carbon reduction plan as we aim for net-zero carbon by 2030 and carbon zero by 2050.

While both zero carbon and net zero carbon mean removing sources of carbon emissions wherever possible, net-zero carbon means that some sources of carbon may remain in our operations provided they are offset in some way. Carbon zero (or carbon neutrality) means that all sources of carbon are removed entirely.

External data verification of our carbon portfolio was the first step towards establishing targets based in science. Verification for carbon data was provided by McHugh & Shaw providing reasonable assurance for FY20 Scope 1 and 2 data, and limited assurance for Scope 3 data. This process was repeated for FY21. Assurance statements can be made available upon request.



FY20 marked the start of our
**30 YEAR CARBON
REDUCTION PLAN** 
as we aim towards being

net zero carbon by

2030

and carbon zero by

2050

Operational Waste and Recycling

Following the integration of CSG a company-wide waste review was conducted to identify and improve the waste recycling streams at all our branches. With the help of our sustainability champions, we were able to implement the necessary waste management services.

We also conducted a review of chemical use and found no hazardous chemicals were used in our operations, and most chemicals employed for processes such as cleaning and technical purposes are safe under normal working conditions, with proper precautions being taken (e.g. following material data safety sheet instructions and common sense).

Any chemicals used in our operations are sent to ChemWaste for appropriate disposal, as governed by our Sustainability Policy and Sustainability Management Strategy.



Our Customers

Our customers are the lifeblood of our organisation. We provide state-of-the-art digital printing technologies, enterprise document solutions, business process outsourced services, and supplies to ensure we meet the diverse range of our customers' needs.



Annual Customer Relationship Programme Survey

Each year our company conducts a Customer Relationship Survey to monitor our performance in key areas related to the customer experience. While we track and record data throughout the year about customer satisfaction, this annual survey is a cornerstone for measuring how our customers view their relationship with us.

We conducted this survey once again in October 2021 with a strong participation rate of more than 550 responses from our local customers. We were particularly pleased to find improvements in almost all performance indicators.

In particular, we noted:

Improvement year on year for our:



Product Quality



Toner/Drum supply



Technical Support through phone/chat



Sales Representatives (attitude/knowledge)



A positive brand perception,



with 87 per cent of customers rating FBNZ as a 'trusted partner' to their organisation and 88 per cent agreeing that it is the right innovation partner for the future.

Privacy & Data Security

FBNZ has established an Information Security Management System (ISMS) since 2016. It was certified to ISO 27001:2013 Risk and Assurance activities are embedded in our business processes and a perfect example of this is the numerous risk assessments that have taken place throughout the course of the year. The purpose of these exercises is to uncover any underlying risk and implement measures to reduce information security risk to FBNZ, its customers and vendors.

We have achieved all four of our targeted FY20 ISMS objectives including increased awareness of information security amongst our employees, an optimised asset disposal process and increased visibility of our ISMS program to our customers.

In FY20 we experienced an increase in internal information security incidents reported through our ISMS. This an indication that our awareness campaigns were effective amongst our employees. These awareness campaigns were intended to heighten the overall importance of information security and helped ensure that security and privacy of information is maintained across all levels of our organisation.

All such reported information security incidents were classified as low-to-medium risk with only two being identified as medium-to-high risk. All incidents reported in FY20 have been fully addressed and mitigation controls implemented to prevent recurrences of such incidents. This initiative of continual improvement ensures that we are constantly working towards FBNZ's Mission of Driving Business Innovation.

All our policies have been aligned to the requirements of the New Zealand Privacy Act 2020 which came into force on 01 December 2020. We are fully compliant with the Act. Another major initiative undertaken was to ensure all vendors whom we've classified as Information Security sensitive vendors (i.e. vendors who store/process our information) have their contracts reviewed and updated to include relevant Information Security clauses in these contracts.

Working alongside our service providers to implement these clauses helped us to ensure that information is safe at all levels of our information system. This has also facilitated increased compliance procedures with our key vendors.

FUJIFILM



Uninterrupted Services & Business Continuity

During the reporting period, our BCP (Business Continuity Plan) was enhanced and tested. The plan was deployed during the COVID-19 lockdowns and proved successful. We were able to provide continued service to our customers during the challenging lockdown periods experienced in New Zealand. This includes ongoing document and maintenance support for major District Health Board's, continued support for essential services, and official government signage for COVID controls and communications.

Alongside a name change in FY21, FBNZ relocated our head office in Auckland from Carlton Gore Road to Landing Drive. As a result of our name and brand change, adjustments to policies including branding and information classification of our internal documents have been implemented. The change was considered successful and took place without any issues.

We also experienced a couple of other regional branch relocations that were seamlessly conducted by our dedicated branch staff. Our Risk Management Team performed multiple visits to branches

throughout the regions where we were able to perform a review on the alignment of practices at the branch vs the requirements of our management systems (H&S, ISMS and SMS). These reviews did not produce any major findings and minor observations were resolved in a timely manner.

Across the Asia Pacific we experienced the migration of on-premise technologies to cloud-based technologies, thereby keeping our systems up-to-date with current technological trends and practices. Our technological capabilities and infrastructure continue to evolve into a system that meets the needs of all relevant stakeholders. One advantage of our ever-evolving IT infrastructure includes enhanced spam filtering rolled out amongst sales operations in the Asia Pacific, contributing to greater email safety of our employees.



Our Community

Since our earliest days in New Zealand, our company has always believed in investing in the communities where we live and work. FBNZ has an extensive portfolio of sponsorship partners to demonstrate our ongoing commitment to making Aotearoa New Zealand a better place.

Our sponsorship partners mainly align with four themes: education, sport, the arts, and community groups, which receive funding, provision of print equipment at no charge, or printing support arranged through our Print Hub facilities.

Each sponsorship theme contributes a unique aspect toward ensuring we do right by our communities and make things better for tomorrow.





Auckland students having fun at one of our sport Experience Days.

Sport

Like many Kiwis we're also passionate about sport – not just as fans, but for all the life lessons sport can teach us about teamwork, dedication and the rewards of time and effort well invested. We're particularly keen to share our passion with customers, whether that's in the stands or by organising team Experience Days where local schoolchildren participate in training sessions run by their favourite players.

From north to south, we're partnered with a variety of professional and amateur teams and sport codes including tennis, basketball, rugby and even white water kayaking.



Teachers learn about our sustainability programme as part of the BLAKE Inspire workshop series.

Education

We believe that supporting the next generation of New Zealanders in receiving an outstanding education is the single most important thing we can do to ensure a brighter future for everyone. That's why education partnerships are the largest area of our sponsorship portfolio.

Our partners include a range of education associations and organisations to help schools and educators to build capabilities and create better learning environments for students. By helping teachers, principals and school business managers to work smarter, we can support their mission to deliver better education outcomes.

Community Groups

The community pillar of our sponsorship portfolio includes a wide variety of organisations working to make New Zealand a better place. That includes rescue helicopters that save lives, mentorship opportunities for youth, and environmental organisations hoping to inspire environmental leadership in young people.

We're proud to support organisations large and small in their diverse work in communities across the country.



Volunteering

Outside of our sponsorship programme FBNZ also supports various community groups through staff volunteering. All full-time employees receive a paid volunteer day each year to pitch in with any local cause or charity of their choice. Whether that's spent cleaning up a beach, cooking and serving meals for the less fortunate, or getting out and shaking a donations bucket, our staff often use these opportunities to volunteer together in groups to both maximise the impact of their volunteer hours and as a team building exercise.

The Arts

As an organisation that values creativity and innovation, the arts are key to our sponsorship strategy. Our sponsorships include a range of organisations that enrich and unify our people and culture through storytelling. We believe contributing to a thriving arts sector is crucial to the spiritual well-being and cultural expression of New Zealand.

From opera to musical theatre and classical music, our sponsorship for these organisations supports their mission to grow and share these cultural gifts with the next generation.



Audience members at the NZ Opera Open Day having their photo taken with a FUJIFILM Instax Camera.

Community Support In Action

GRAEME DINGLE FOUNDATION

We're proud to sponsor the Graeme Dingle Foundation, a child and youth charity founded by Sir Graeme Dingle and Jo-anne Wilkinson, Lady Dingle, in 1995 as the Project K Trust. The Graeme Dingle Foundation is a leader in the field of child and youth development, running several successful proven programmes – Kiwi Can, Stars, Career Navigator, Project K and MYND.

Its programmes cover students ages 5 to 18 and have been proven to have a direct impact on building resilience to help them overcome life's obstacles and thrive.

As part of our annual participation in their Drop Your Boss fundraising campaign, in October 2020 CodeBlue General Manager Dan McIvor overcame his fear of heights and took the 192 metre plunge off the Auckland Sky Tower Sky Jump in support of the Foundation. FBNZ and our wider community were successful in raising nearly \$2,500 for the Foundation through pledges of support for Dan's leap.

“We are so grateful for the support FUJIFILM Business Innovation provides us. Funding administrative costs is never easy, so to take some of these expenses away from us means we have more time and resources to put towards our programmes which positively impact tamariki and rangatahi across the country.

The FUJIFILM Business Innovation team are amazing to deal with, they are keen to get behind our events and support us in a number of ways beyond just printing. They are an incredibly valuable partnership with a genuine passion to make a difference to young people in Aotearoa.”

MONIQUE SANNA
Partnerships and Events Manager,
Graeme Dingle Foundation

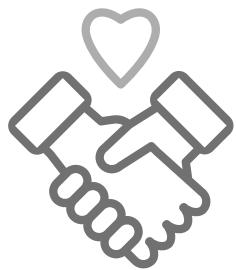
The ReCreators

Our sponsorship and sustainability teams worked together to upcycle and repurpose old uniforms that were no longer needed following after CSG was acquired by FBNZ in 2020.

Old CSG uniforms and polo shirts were upcycled into reusable cloth facemasks by our partners at The ReCreators, who also applied new logos to CSG-branded winter jackets so that we could donate them to the Graeme Dingle Foundation for its volunteers.

In both cases we were able to find novel uses for these materials rather than contribute to the growing problem of fabric waste in landfill.





Stakeholders & Materiality

A thriving community is a fundamental part of ensuring a successful business, so we've made it an important part of our business strategy with the goal to foster a more prosperous country.

Approach to Stakeholder Engagement

At a global level, Fujifilm Holdings conducts a compressive global materiality assessment that helps inform our strategy, targets, and areas of focus for the next three years. The outcome of this forms the foundation of our SVP2030 and informs all sustainability efforts going forward. For more information on the process, outcomes, and interpretation of this assessment please see [here](#).

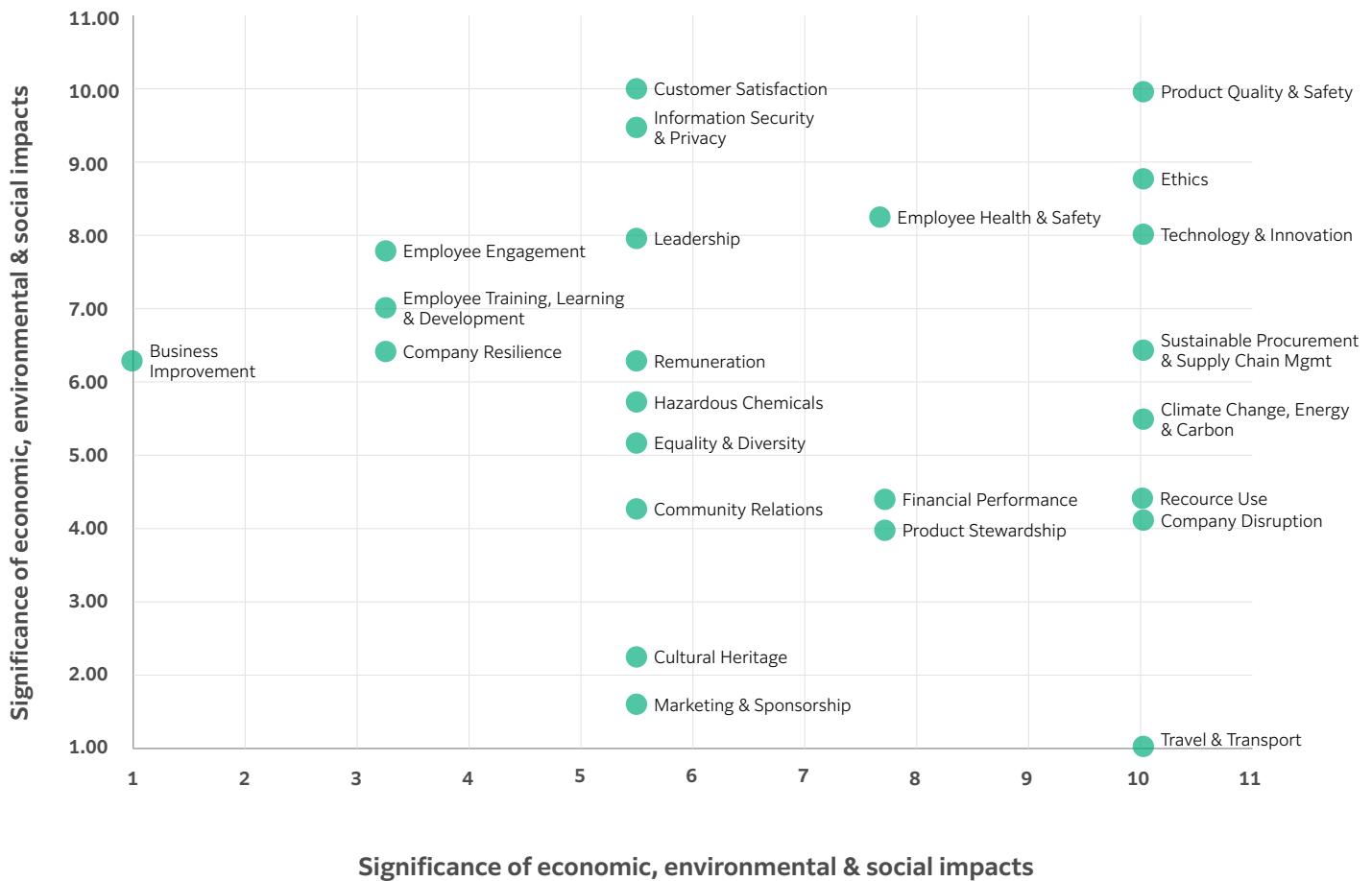
The global assessment forms the foundation of our sustainability efforts at a local level. However, to ensure we account for local digression, we conduct an annual stakeholder engagement survey. The FBNZ stakeholder materiality assessment process was conducted via online survey, covering FY19/20. This approach followed an extensive workshop and a face-to-face, interview-based approach that occurred in 2015-2017, which identified many material areas that have informed the development of the company's Sustainability Framework and related efforts to date. These were documented in the 2018 Sustainability Report.

We have built on this foundation and reviewed these material areas through various methods of market research including the reporting topics of top performing industry leads, current events, and sustainability trends. Stakeholders were chosen based on the urgency of the stakeholder's potential claim on our firm and the potential power to influence our behaviour and direction. The materiality assessment was conducted through a national survey and included the following stakeholders:

- Employees
- NGO's
- Peer organisations
- Government
- Young people
- Company regional headquarters
- Suppliers
- Sustainability experts / membership groups
- Unions
- Board of Directors
- Customers
- Iwi
- Local communities

Results from our stakeholder engagement survey were plotted against the significance of their potential environmental, economic, and social impacts to our organisation. This serves to inform our strategy and ensures our efforts are addressing material matters

Overall Material Topics at FBNZ based on Influence and Significance





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