

Contents

01	The RICOH Way
02	Policy on information disclosure/Major organizational changes
03	To Our Stakeholders
05	Contents

06 VALUE CREATION

07	Transitions in Growth
09	A Conversation with Our CEO
15	Corporate Value
19	About the Ricoh Group

20 BUSINESS STRATEGY

21	Office
25	Commercial Printing
27	Industrial
30	New Core Area

32 VALUE DRIVERS

33	Technological Strengths
37	Customer Contact Capability
41	Sustainable Environmental Management

45 GOVERNANCE

46	Corporate Governance
49	Executives
51	Internal Controls
51	Compliance
52	Risk Management

53 DATA & PROFILE

54	Ricoh Group Consolidated Financial Results for Fiscal 2016
55	Financial Statements
63	Our Performance Against Major CSR Indicators
65	Commitment and Recognition
66	Company Data
67	Featured Information in Online Version of Sustainability Report