(Note) In this document, fiscal years are defined as follows: FY2022 = Fiscal year ended March 31, 2023, etc.

1. Operating Results (Billions of Yen)

| | | FY2017 | FY2018 | FY2019 | FY2020 | FY2021 | FY2022 (Forecast) |
|---|---------------------|---------|---------|---------|---------|---------|----------------------|
| Sales | | 2,063.3 | 2,013.2 | 2,008.5 | 1,682.0 | 1,758.5 | 2,050.0 |
| | YoY | 1.7% | -2.4% | -0.2% | -16.3% | 4.5% | 16.6% |
| Cost of Sales | | 1,272.3 | 1,246.3 | 1,287.0 | 1,109.7 | 1,135.9 | 1,315.0 |
| | YoY | 2.6% | -2.0% | 3.3% | -13.8% | 2.4% | 15.8% |
| | Percentage of sales | 61.7% | 61.9% | 64.1% | 66.0% | 64.6% | 64.1% |
| Gross profit | Gross profit | | 766.8 | 721.5 | 572.3 | 622.6 | 735.0 |
| | YoY | 0.3% | -3.0% | -5.9% | -20.7% | 8.8% | 18.0% |
| | Percentage of sales | 38.3% | 38.1% | 35.9% | 34.0% | 35.4% | 35.9% |
| Selling, general and admin | istrative expenses | 906.6 | 680.0 | 642.5 | 617.7 | 582.6 | 645.0 |
| (Including Other income, | YoY | 20.1% | -25.0% | -5.5% | -3.9% | -5.7% | 10.7% |
| Impairment of goodwill) | Percentage of sales | 43.9% | 33.8% | 32.0% | 36.7% | 33.1% | 31.5% |
| Operating profit | | -115.6 | 86.8 | 79.0 | -45.4 | 40.0 | 90.0 |
| | YoY | _ | - | -9.0% | _ | - | 124.7% |
| | Percentage of sales | -5.6% | 4.3% | 3.9% | -2.7% | 2.3% | 4.4% |
| Profit before income tax ex | penses | -124.1 | 83.9 | 75.8 | -41.0 | 44.3 | 94.0 |
| | YoY | _ | _ | -9.6% | _ | - | 111.8% |
| | Percentage of sales | -6.0% | 4.2% | 3.8% | -2.4% | 2.5% | 4.6% |
| Profit attributable to owner | rs of the parent | -135.3 | 49.5 | 39.5 | -32.7 | 30.3 | 63.0 |
| | YoY | _ | _ | -20.2% | - | _ | 107.4% |
| | Percentage of sales | -6.6% | 2.5% | 2.0% | -1.9% | 1.7% | 3.1% |
| Earnings per share attributable to owners of the parent-basic [yen] | | -186.75 | 68.32 | 54.58 | -45.20 | 45.35 | 102.11 |
| | YoY | _ | _ | -20.1% | _ | _ | 125.2% |
| Exchange rate | [yen/US\$] | 110.91 | 110.95 | 108.80 | 106.05 | 112.36 | 125.00 |
| | [yen/EURO] | 129.67 | 128.46 | 120.90 | 123.70 | 130.55 | 135.00 |

$2\,.\,\, \text{Investment related indicators (Billions of Yen)}$

| | | FY2017 | FY2018 | FY2019 | FY2020 | FY2021 | FY2022 (Forecast) |
|--|----------------------------|--------|--------|--------|--------|--------|----------------------|
| R&D Expenditure | | 111.0 | 111.0 | 102.8 | 90.3 | 96.7 | 102.0 |
| | R&D Expenditure / Sales | 5.4% | 5.5% | 5.1% | 5.4% | 5.5% | 5.0% |
| Depreciation for tangible fixed assets | | 68.4 | 65.4 | 62.5 | 45.3 | 39.8 | 42.0 |
| Expenditure for plant ar | 72.2 | 72.4 | 86.5 | 42.1 | 37.3 | 41.0 | |

3. Financial indicator (Billions of yen)

| | | FY2017 | FY2018 | FY2019 | FY2020 | FY2021 |
|---------------------------|---|---------|---------|---------|---------|---------|
| Liquidity at hand | | 160.6 | 240.1 | 262.8 | 335.0 | 240.3 |
| | Liquidity at hand/ Averaged sales [months] | 0.9 | 1.4 | 1.6 | 2.4 | 1.6 |
| Inventories | | 180.4 | 207.7 | 201.2 | 192.0 | 232.5 |
| | Inventories/ Averaged cost of sales [months] | 1.7 | 2.0 | 1.9 | 2.1 | 2.5 |
| Debt* | | 881.9 | 933.4 | 179.6 | 222.4 | 235.4 |
| | Debt on total assets | 33.4% | 34.3% | 6.3% | 11.8% | 12.7% |
| Total assets | | 2,641.0 | 2,725.1 | 2,867.6 | 1,887.8 | 1,853.2 |
| | Profit before income tax expenses on total assets | -4.6% | 3.1% | 2.7% | -1.7% | 2.4% |
| Equity attributable to ow | ners of the parent | 909.5 | 932.5 | 920.3 | 920.2 | 902.0 |
| | Equity ratio | 34.4% | 34.2% | 32.1% | 48.7% | 48.7% |
| | Return on equity | -13.9% | 5.4% | 4.3% | -3.6% | 3.3% |

^{*}The amounts are shown bonds and borrowings.

4. Condensed Consolidated Statement of Cash Flows (Billions of Yen)

| | FY2017 | FY2018 | FY2019 | FY2020 | FY2021 |
|---|--------|--------|--------|--------|--------|
| Net cash provided by operating activities | 110.2 | 81.9 | 116.7 | 126.9 | 82.4 |
| Net cash used in investing activities | -81.0 | -45.9 | -164.5 | -63.5 | -59.3 |
| Net cash provided by (used in) financing activities | 6.4 | 42.4 | 75.7 | -4.0 | -131.6 |
| Free Cash Flow | 29.2 | 36.0 | -47.8 | 63.4 | 23.1 |

| FY2021 | FY2022 |
|---------|---------|
| Q1 | Q1 |
| 328.9 | 252.2 |
| 2.3 | 1.6 |
| 193.8 | 264.5 |
| 2.1 | 2.7 |
| 222.2 | 262.6 |
| 12.1% | 13.6% |
| 1,835.3 | 1,930.7 |
| 0.4% | 0.6% |
| 899.3 | 933.4 |
| 49.0% | 48.3% |
| 0.5% | 0.8% |

| FY2021 | FY2022 |
|--------|--------|
| Q1 | Q1 |
| 47.8 | 19.8 |
| -14.0 | -14.5 |
| -43.0 | -7.0 |
| 33.7 | 5.3 |

5. Quarterly Operating Results (Billions of Yen)

| | | | | FY2020 | | | | | FY2021 | | | FY2022 |
|--|------------------------|--------|--------|--------|--------|---------|--------|--------|--------|--------|---------|--------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | Q4 | Total | Q1 |
| Sales | | 352.3 | 409.6 | 431.1 | 488.9 | 1,682.0 | 424.8 | 418.6 | 432.7 | 482.3 | 1,758.5 | 459.3 |
| | YoY | -26.2% | -20.8% | -13.6% | -5.0% | -16.3% | 20.6% | 2.2% | 0.4% | -1.4% | 4.5% | 8.1% |
| Gross profit | | 122.0 | 140.3 | 153.3 | 156.5 | 572.3 | 152.3 | 152.5 | 156.9 | 160.8 | 622.6 | 168.0 |
| | YoY | -33.8% | -23.3% | -15.8% | -9.1% | -20.7% | 24.8% | 8.7% | 2.3% | 2.7% | 8.8% | 10.3% |
| | Percentage of sales | 34.6% | 34.3% | 35.6% | 32.0% | 34.0% | 35.9% | 36.4% | 36.3% | 33.3% | 35.4% | 36.6% |
| Selling, general and a | dministrative expenses | 143.3 | 149.6 | 152.4 | 172.2 | 617.7 | 146.6 | 145.1 | 144.2 | 146.4 | 582.6 | 158.3 |
| | YoY | -8.6% | -7.5% | -5.5% | 6.0% | -3.9% | 2.3% | -3.0% | -5.3% | -15.0% | -5.7% | 8.0% |
| | Percentage of sales | 40.7% | 36.5% | 35.4% | 35.2% | 36.7% | 34.5% | 34.7% | 33.3% | 30.4% | 33.1% | 34.5% |
| Operating profit | | -21.2 | -9.3 | 0.8 | -15.6 | -45.4 | 5.6 | 7.4 | 12.6 | 14.3 | 40.0 | 9.6 |
| | YoY | _ | _ | -95.8% | _ | _ | _ | _ | _ | - | _ | 69.9% |
| | Percentage of sales | -6.0% | -2.3% | 0.2% | -3.2% | -2.7% | 1.3% | 1.8% | 2.9% | 3.0% | 2.3% | 2.1% |
| Profit before income to | ax expenses | -22.6 | -6.8 | 3.8 | -15.4 | -41.0 | 7.6 | 8.2 | 14.7 | 13.6 | 44.3 | 11.2 |
| | YoY | _ | - | -82.0% | - | _ | - | _ | 278.2% | _ | _ | 45.8% |
| | Percentage of sales | -6.4% | -1.7% | 0.9% | -3.2% | -2.4% | 1.8% | 2.0% | 3.4% | 2.8% | 2.5% | 2.4% |
| Profit attributable to o | wners of the parent | -18.6 | -3.5 | -0.2 | -10.2 | -32.7 | 4.7 | 6.3 | 12.0 | 7.1 | 30.3 | 7.5 |
| | YoY | _ | - | _ | - | _ | - | _ | _ | _ | _ | 58.6% |
| | Percentage of sales | -5.3% | -0.9% | -0.1% | -2.1% | -1.9% | 1.1% | 1.5% | 2.8% | 1.5% | 1.7% | 1.7% |
| Earnings per share attributable to owners of the parent-basic[yen] | | -25.76 | -4.88 | -0.38 | -14.18 | -45.20 | 6.77 | 9.34 | 18.43 | 11.28 | 45.35 | 11.98 |
| | YoY | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | 77.0% |
| Exchange rate | [yen/US\$] | 107.60 | 106.21 | 104.47 | 105.95 | 106.05 | 109.50 | 110.08 | 113.70 | 116.22 | 112.36 | 129.51 |
| | [yen/EURO] | 118.47 | 124.09 | 124.49 | 127.78 | 123.70 | 131.92 | 129.81 | 130.07 | 130.42 | 130.55 | 138.02 |

6. Sales by Area (Billions of Yen)

| , , | , | | | FY2020 | | | | | FY2021 | | | FY2022 |
|---------------------|------------|--------|--------|--------|--------|---------|-------|-------|--------|--------|---------|--------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | Q4 | Total | Q1 |
| Japan | | 159.3 | 176.1 | 181.3 | 236.2 | 753.0 | 171.3 | 164.8 | 165.9 | 203.1 | 705.2 | 163.7 |
| | YoY | -17.8% | -25.3% | -12.6% | 0.4% | -13.7% | 7.5% | -6.4% | -8.5% | -14.0% | -6.3% | -4.4% |
| Americas | | 85.7 | 100.9 | 97.9 | 101.9 | 386.6 | 106.4 | 108.2 | 108.5 | 120.4 | 443.6 | 132.5 |
| | YoY | -35.5% | -25.8% | -26.8% | -22.4% | -27.6% | 24.1% | 7.2% | 10.8% | 18.1% | 14.8% | 24.6% |
| Europe, Middle East | and Africa | 74.2 | 95.2 | 112.3 | 111.6 | 393.4 | 106.3 | 106.0 | 116.6 | 121.2 | 450.1 | 121.0 |
| | YoY | -30.0% | -7.0% | -0.9% | -2.6% | -9.9% | 43.2% | 11.3% | 3.9% | 8.6% | 14.4% | 13.9% |
| Other | | 33.0 | 37.3 | 39.4 | 39.1 | 149.0 | 40.7 | 39.5 | 41.5 | 37.6 | 159.5 | 41.9 |
| | YoY | -25.9% | -13.3% | -11.3% | 17.2% | -10.0% | 23.4% | 6.0% | 5.3% | -4.0% | 7.1% | 2.8% |
| Total | | 352.3 | 409.6 | 431.1 | 488.9 | 1,682.0 | 424.8 | 418.6 | 432.7 | 482.3 | 1,758.5 | 459.3 |
| | YoY | -26.2% | -20.8% | -13.6% | -5.0% | -16.3% | 20.6% | 2.2% | 0.4% | -1.4% | 4.5% | 8.1% |

7. Sales by Category (Billions of Yen)

| | | | | FY2020 | | | | | FY2021 | | | FY2022 |
|----------------------------|--------------------------|--------|--------|--------|--------|---------|--------|--------|--------|--------|---------|--------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | Q4 | Total | Q1 |
| Digital Services | Sales | 283.7 | 335.6 | 351.3 | 405.8 | 1,376.6 | 346.3 | 342.0 | 348.5 | 391.1 | 1,428.1 | 368.5 |
| | YoY | _ | - | _ | _ | _ | 22.1% | 1.9% | -0.8% | -3.6% | 3.7% | 6.4% |
| | Operating profit | -7.3 | -2.6 | 8.4 | -1.1 | -2.6 | 1.3 | 3.5 | 3.9 | 7.4 | 16.2 | 2.9 |
| | Percentage of sales | -2.6% | -0.8% | 2.4% | -0.3% | -0.2% | 0.4% | 1.0% | 1.1% | 1.9% | 1.1% | 0.8% |
| Digital Products | Sales | 79.4 | 81.7 | 94.0 | 101.8 | 357.1 | 89.4 | 89.2 | 94.3 | 91.9 | 364.9 | 99.4 |
| | YoY | _ | _ | _ | _ | _ | 12.6% | 9.1% | 0.3% | -9.7% | 2.2% | 11.1% |
| | Operating profit | -1.7 | 1.9 | 7.2 | 9.0 | 16.4 | 9.0 | 8.0 | 15.9 | 8.6 | 41.7 | 12.2 |
| | Percentage of sales | -2.2% | 2.3% | 7.7% | 8.9% | 4.6% | 10.1% | 9.1% | 16.9% | 9.4% | 11.4% | 12.3% |
| Graphic Communications | Sales | 32.1 | 41.0 | 41.9 | 44.7 | 159.9 | 42.5 | 44.4 | 48.5 | 51.5 | 187.0 | 51.8 |
| | YoY | _ | - | - | - | _ | 32.3% | 8.4% | 15.6% | 15.2% | 17.0% | 22.0% |
| | Operating profit | -8.9 | -5.3 | -13.5 | -19.6 | -47.4 | 1.0 | -0.7 | 1.5 | -2.3 | -0.4 | 2.4 |
| | Percentage of sales | -27.8% | -13.1% | -32.2% | -43.9% | -29.7% | 2.5% | -1.6% | 3.2% | -4.6% | -0.2% | 4.7% |
| Industrial Solutions | Sales | 25.6 | 26.4 | 29.9 | 33.2 | 115.2 | 28.6 | 25.5 | 29.2 | 35.7 | 119.2 | 32.0 |
| | YoY | _ | _ | _ | _ | _ | 12.0% | -3.5% | -2.2% | 7.5% | 3.5% | 11.9% |
| | Operating profit | -1.8 | -0.5 | 0.0 | 0.6 | -1.6 | -0.9 | 0.2 | -0.2 | 2.3 | 1.3 | -0.7 |
| | Percentage of sales | -7.1% | -2.2% | 0.2% | 2.1% | -1.4% | -3.4% | 0.8% | -0.8% | 6.5% | 1.1% | -2.3% |
| Other | Sales | 12.4 | 9.3 | 8.7 | 9.5 | 40.0 | 8.4 | 8.2 | 8.2 | 10.6 | 35.5 | 8.4 |
| | YoY | _ | _ | _ | _ | - | -32.0% | -11.9% | -6.0% | 11.1% | -11.3% | -0.5% |
| | Operating profit | -3.1 | -3.5 | -2.6 | -4.4 | -13.8 | -3.2 | -4.1 | -3.7 | -4.4 | -15.5 | -3 |
| | Percentage of sales | -25.5% | -38.1% | -30.8% | -46.5% | -34.6% | -38.6% | -50.3% | -45.1% | -41.4% | -43.7% | -35.9% |
| Corporate and eliminations | s Sales (Internal sales) | -81.1 | -84.6 | -94.9 | -106.2 | -366.9 | -90.7 | -90.8 | -96.2 | -98.5 | -376.4 | -101.0 |
| | Operating profit | 1.6 | 0.8 | 1.2 | -0.1 | 3.7 | -1.4 | 0.4 | -4.8 | 2.6 | -3.2 | -4.2 |
| Total | Sales | 352.3 | 409.6 | 431.1 | 488.9 | 1,682.0 | 424.8 | 418.6 | 432.7 | 482.3 | 1,758.5 | 459.3 |
| | YoY | -26.2% | -20.8% | -13.6% | -5.0% | -16.3% | 20.6% | 2.2% | 0.4% | -1.4% | 4.5% | 8.1% |
| | Operating profit | -21.2 | -9.3 | 0.8 | -15.6 | -45.4 | 5.6 | 7.4 | 12.6 | 14.3 | 40 | 9.6 |
| | Percentage of sales | -6.0% | -2.3% | 0.2% | -3.2% | -2.7% | 1.3% | 1.8% | 2.9% | 3.0% | 2.3% | 2.1% |

^{*}Ricoh adopted a business unit structure from April 1, 2021. Based on this new business unit structure, Ricoh changed Operating Segment Information from this fiscal year. Prior year comparative figures have also been reclassified to conform to the current year's presentation. Intersegment sales are primarily for Digital Services.

8. Consolidated number of employees

| | FY2017 | FY2018 | FY2019 | FY2020 | FY2021 |
|--------------------------------|--------|--------|--------|--------|--------|
| Japan | 33,796 | 31,905 | 31,648 | 30,369 | 29,454 |
| Americas | 26,995 | 25,953 | 24,299 | 19,389 | 18,648 |
| Europe, Middle East and Africa | 16,680 | 16,150 | 16,410 | 16,136 | 15,729 |
| China | 10,574 | 9,518 | 8,542 | 6,823 | 6,541 |
| Asia Pacific | 9,833 | 9,137 | 9,242 | 8,467 | 7,988 |
| Total | 97,878 | 92,663 | 90,141 | 81,184 | 78,360 |

| FY2022 | |
|--------|--|
| Q1 | |
| 29,618 | |
| 18,716 | |
| 15,739 | |
| 6,121 | |
| 7,849 | |
| 78,043 | |

9. Office Service Sales by Category (Billions of Yen)

| | | | | FY2020 | | | | | FY2021 | | | FY2022 |
|--------------------------|--------------------------|------|-------|--------|-------|-------|-------|-------|--------|--------|-------|--------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | Q4 | Total | Q1 |
| IT infrastructure | | 44.6 | 52.9 | 61.4 | 91.3 | 250.4 | 53.2 | 50.9 | 53.0 | 70.0 | 227.2 | 49.8 |
| | YoY | _ | - | - | _ | _ | 19.2% | -3.8% | -13.7% | -23.4% | -9.3% | -6.3% |
| IT services | | 22.5 | 26.8 | 28.7 | 35.2 | 113.3 | 28.0 | 30.1 | 28.5 | 34.8 | 121.5 | 31.5 |
| | YoY | _ | _ | _ | _ | _ | 24.4% | 12.2% | -0.7% | -1.1% | 7.2% | 12.6% |
| Applications | | 18.6 | 22.8 | 22.4 | 26.4 | 90.4 | 23.4 | 27.4 | 25.9 | 32.9 | 109.8 | 25.9 |
| | YoY | _ | _ | - | _ | _ | 25.7% | 19.8% | 15.7% | 24.5% | 21.4% | 10.5% |
| Business Process Service | S | 22.1 | 22.7 | 23.0 | 24.0 | 91.9 | 23.5 | 24.1 | 25.3 | 26.7 | 99.7 | 28.3 |
| | YoY | _ | _ | _ | _ | _ | 6.1% | 5.9% | 10.0% | 11.4% | 8.4% | 20.6% |
| Office services business | Office services business | | 129.5 | 142.2 | 183.2 | 565.4 | 133.6 | 138.8 | 140.0 | 171.5 | 584.0 | 141.8 |
| | YoY | _ | _ | _ | _ | - | 21.1% | 7.2% | -1.5% | -6.4% | 3.3% | 6.2% |

10. Office Service Sales by Area (Billions of Yen)

| | | • | | FY2020 | | | | | FY2021 | | | FY2022 |
|-------------------------|--------------------------|------|-------|--------|-------|-------|-------|-------|--------|--------|-------|--------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | Q4 | Total | Q1 |
| Japan | | 56.9 | 71.3 | 71.4 | 117.3 | 317.0 | 67.2 | 71.2 | 64.4 | 95.0 | 298.0 | 62.1 |
| | YoY | _ | _ | _ | _ | _ | 18.1% | -0.1% | -9.7% | -19.0% | -6.0% | -7.6% |
| Americas | | 23.7 | 25.3 | 24.8 | 24.7 | 98.6 | 24.9 | 25.9 | 27.0 | 29.2 | 107.2 | 30.8 |
| | YoY | _ | _ | _ | _ | _ | 5.2% | 2.5% | 8.8% | 18.5% | 8.7% | 23.9% |
| Europe, Middle East a | and Africa | 25.6 | 28.7 | 41.6 | 37.0 | 133.2 | 36.6 | 36.8 | 43.6 | 43.0 | 160.1 | 44.0 |
| | YoY | _ | _ | _ | _ | _ | 42.5% | 28.1% | 4.6% | 16.2% | 20.2% | 20.4% |
| Other | | 3.9 | 4.1 | 4.2 | 4.2 | 16.5 | 4.8 | 4.7 | 4.9 | 4.1 | 18.6 | 4.7 |
| | YoY | _ | - | _ | - | - | 20.4% | 15.2% | 16.1% | -1.2% | 12.5% | -1.4% |
| Office services busines | Office services business | | 129.5 | 142.2 | 183.2 | 565.4 | 133.6 | 138.8 | 140.0 | 171.5 | 584.0 | 141.8 |
| | YoY | _ | - | - | - | - | 21.1% | 7.2% | -1.5% | -6.4% | 3.3% | 6.2% |

11. Office Service Scrum package (Japan)

| | | FY2020 | | | | | | FY2022 | | | | |
|------------------------|-----|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | Q4 | Total | Q1 |
| Sales(Billions of Yen) | | 6.0 | 12.2 | 11.5 | 15.4 | 45.2 | 11.1 | 13.1 | 11.0 | 13.0 | 48.4 | 9.4 |
| | YoY | 28.8% | 33.6% | 71.2% | 77.2% | 54.4% | 83.5% | 7.9% | -4.3% | -15.5% | 7.0% | -15.3% |
| Sales Units | | 9,304 | 18,667 | 17,404 | 22,825 | 68,200 | 18,641 | 19,465 | 17,555 | 20,780 | 76,441 | 17,344 |
| | YoY | 32.0% | 54.7% | 70.3% | 86.8% | 64.1% | 100.4% | 4.3% | 0.9% | -9.0% | 12.1% | -7.0% |
| Cumulative units | | 81,893 | 100,560 | 117,964 | 140,789 | 140,789 | 159,430 | 178,895 | 196,450 | 217,230 | 217,230 | 234,574 |

12. Office Printing Sales ratio

| | | | | FY2020 | | | | | FY2021 | | | FY2022 |
|----------|---------|-----|-----|--------|-----|-------|-----|-----|--------|-----|-------|--------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | Q4 | Total | Q1 |
| Japan | MFP | 63% | 62% | 63% | 61% | 62% | 64% | 60% | 62% | 63% | 62% | 64% |
| | Printer | 23% | 23% | 24% | 25% | 24% | 24% | 26% | 25% | 26% | 25% | 25% |
| | Other | 13% | 14% | 13% | 15% | 14% | 12% | 14% | 13% | 11% | 13% | 11% |
| Overseas | MFP | 86% | 85% | 86% | 85% | 86% | 85% | 86% | 85% | 85% | 85% | 86% |
| | Printer | 9% | 9% | 9% | 9% | 9% | 9% | 10% | 10% | 10% | 10% | 9% |
| | Other | 6% | 6% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 5% | 4% |
| Total | MFP | 76% | 76% | 77% | 76% | 76% | 77% | 77% | 76% | 77% | 77% | 79% |
| | Printer | 15% | 15% | 15% | 15% | 15% | 15% | 15% | 15% | 16% | 15% | 15% |
| | Other | 9% | 9% | 8% | 9% | 9% | 8% | 8% | 8% | 7% | 8% | 7% |

13. MFP & Printer & CP Non-hardware ratio

| | | | | FY2020 | | | | | FY2021 | | | FY2022 |
|---------|----------|-----|-----|--------|-----|-------|-----|-----|--------|-----|-------|--------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | Q4 | Total | Q1 |
| MFP | Japan | 71% | 69% | 72% | 64% | 69% | 70% | 78% | 74% | 70% | 73% | 70% |
| | Overseas | 51% | 49% | 51% | 50% | 50% | 52% | 53% | 56% | 53% | 54% | 54% |
| | Total | 58% | 56% | 58% | 54% | 56% | 58% | 60% | 62% | 58% | 60% | 58% |
| Printer | Japan | 91% | 89% | 90% | 85% | 89% | 90% | 89% | 91% | 89% | 90% | 91% |
| | Overseas | 74% | 73% | 73% | 72% | 73% | 70% | 69% | 71% | 68% | 69% | 71% |
| | Total | 85% | 83% | 84% | 81% | 83% | 82% | 81% | 83% | 80% | 82% | 83% |
| СР | Japan | 60% | 59% | 62% | 56% | 59% | 62% | 64% | 62% | 58% | 61% | 60% |
| | Overseas | 65% | 60% | 65% | 62% | 63% | 67% | 65% | 66% | 60% | 64% | 66% |
| | Total | 64% | 60% | 65% | 61% | 62% | 66% | 64% | 66% | 60% | 64% | 65% |

14. MFP & Printer & CP Hardware YoY by value

| | , | | | FY2020 | | | | | FY2021 | | | FY2022 |
|-----------------|------------------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | Q4 | Total | Q1 |
| Office Printing | Japan | -21.9% | -10.7% | -1.9% | -3.3% | -9.4% | 16.2% | -33.2% | -11.7% | -22.6% | -14.6% | -3.6% |
| (MFP&Printer) | Overseas | -35.3% | -15.3% | -20.6% | -11.4% | -20.6% | 38.7% | -1.2% | -6.6% | 0.7% | 5.8% | 8.0% |
| | (forex excluded) | -33.0% | -15.7% | -20.3% | -12.9% | -20.4% | 29.9% | -5.4% | -13.0% | -4.8% | -0.3% | -3.5% |
| | Total | -32.3% | -14.3% | -17.1% | -9.4% | -18.1% | 32.8% | -8.7% | -7.8% | -5.5% | 0.7% | 5.3% |
| | (forex excluded) | -30.5% | -14.6% | -16.8% | -10.5% | -18.0% | 26.3% | -11.9% | -12.7% | -9.6% | -3.8% | -3.6% |
| MFP | Japan | -21.2% | -6.2% | 0.1% | -4.8% | -8.3% | 14.6% | -37.3% | -12.4% | -22.3% | -15.8% | -2.6% |
| | Overseas | -33.7% | -14.0% | -19.0% | -10.0% | -19.1% | 36.9% | -3.0% | -8.3% | -1.2% | 4.0% | 8.2% |
| | (forex excluded) | -31.4% | -14.4% | -18.6% | -11.4% | -18.9% | 28.3% | -7.1% | -14.5% | -6.7% | -1.9% | -3.4% |
| | Total | -31.0% | -12.4% | -15.6% | -8.8% | -16.8% | 31.3% | -10.6% | -9.2% | -6.5% | -0.6% | 5.8% |
| | (forex excluded) | -29.2% | -12.8% | -15.3% | -9.9% | -16.7% | 24.8% | -13.8% | -14.1% | -10.6% | -5.2% | -3.2% |
| Printer | Japan | -26.6% | -33.6% | -14.2% | 6.9% | -16.7% | 31.2% | -2.2% | -6.5% | -24.8% | -5.7% | -12.0% |
| | Overseas | -54.7% | -33.2% | -41.0% | -30.0% | -40.1% | 70.8% | 31.4% | 21.0% | 32.6% | 36.4% | 4.4% |
| | (forex excluded) | -52.9% | -33.8% | -41.3% | -31.7% | -40.2% | 59.6% | 25.7% | 13.1% | 25.6% | 28.7% | -5.6% |
| | Total | -46.1% | -33.4% | -32.7% | -16.0% | -31.8% | 55.1% | 17.8% | 10.5% | 5.4% | 18.7% | -1.1% |
| | (forex excluded) | -44.8% | -33.7% | -32.9% | -17.1% | -31.9% | 48.3% | 14.4% | 5.6% | 1.7% | 14.3% | -7.7% |
| CP | Japan | -3.3% | 38.1% | -11.0% | 26.5% | 10.0% | 2.6% | -12.6% | 1.9% | -4.8% | -3.4% | 8.8% |
| | Overseas | -45.3% | -33.8% | -36.5% | -30.0% | -36.1% | 29.8% | 1.7% | 14.8% | 28.2% | 17.7% | 29.5% |
| | (forex excluded) | -43.5% | -33.9% | -35.8% | -30.8% | -35.7% | 22.3% | -2.6% | 6.9% | 20.4% | 10.9% | 14.8% |
| | Total | -40.2% | -28.4% | -33.6% | -24.2% | -31.3% | 24.4% | -0.4% | 12.8% | 22.5% | 14.2% | 26.1% |
| | (forex excluded) | -38.6% | -28.4% | -32.9% | -24.9% | -31.0% | 18.4% | -4.1% | 6.1% | 16.1% | 8.6% | 13.8% |

15. MFP & Printer & CP Non-Hardware YoY by value

| | | | | FY2020 | | | | | FY2021 | | | FY2022 |
|-----------------|------------------|--------|--------|--------|--------|--------|-------|-------|--------|-------|-------|--------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | Q4 | Total | Q1 |
| Office Printing | Japan | -15.3% | -13.7% | -4.2% | -6.1% | -9.9% | 6.9% | -2.5% | -2.7% | -2.2% | -0.2% | -1.2% |
| (MFP&Printer) | Overseas | -46.0% | -28.7% | -26.5% | -19.4% | -30.5% | 37.0% | 9.2% | 8.7% | 8.7% | 14.6% | 13.9% |
| | (forex excluded) | -44.1% | -29.2% | -26.3% | -20.9% | -30.4% | 28.0% | 4.6% | 1.8% | 2.8% | 8.2% | 2.3% |
| | Total | -34.0% | -22.6% | -17.8% | -14.0% | -22.3% | 22.0% | 3.9% | 3.5% | 3.9% | 7.8% | 7.3% |
| | (forex excluded) | -32.9% | -22.8% | -17.6% | -14.9% | -22.3% | 17.5% | 1.4% | -0.3% | 0.6% | 4.3% | 0.8% |
| MFP | Japan | -15.8% | -11.5% | -8.2% | -8.6% | -11.0% | 6.3% | -2.9% | -2.7% | -1.7% | -0.3% | -2.8% |
| | Overseas | -46.4% | -29.5% | -27.2% | -20.0% | -31.1% | 37.0% | 10.0% | 8.4% | 8.6% | 14.7% | 14.2% |
| | (forex excluded) | -44.4% | -30.0% | -26.9% | -21.5% | -31.0% | 27.9% | 5.4% | 1.5% | 2.7% | 8.2% | 2.6% |
| | Total | -36.3% | -23.4% | -20.8% | -16.1% | -24.4% | 23.6% | 4.9% | 4.0% | 4.8% | 8.8% | 7.8% |
| | (forex excluded) | -35.0% | -23.7% | -20.6% | -17.1% | -24.3% | 18.5% | 2.1% | -0.1% | 1.1% | 4.8% | 0.6% |
| Printer | Japan | -14.4% | -17.8% | 4.9% | -1.1% | -7.6% | 8.4% | -1.7% | -2.8% | -3.1% | -0.1% | 2.3% |
| | Overseas | -43.0% | -23.1% | -22.0% | -15.2% | -26.2% | 37.1% | 4.1% | 10.9% | 9.1% | 13.9% | 11.6% |
| | (forex excluded) | -41.4% | -23.5% | -21.9% | -16.7% | -26.2% | 28.5% | 0.0% | 4.1% | 3.3% | 7.7% | 0.4% |
| | Total | -25.3% | -19.6% | -5.4% | -6.2% | -14.4% | 16.6% | 0.2% | 1.4% | 0.8% | 4.3% | 5.4% |
| | (forex excluded) | -24.7% | -19.8% | -5.3% | -6.7% | -14.4% | 14.1% | -1.2% | -0.7% | -1.0% | 2.4% | 1.6% |
| CP | Japan | -16.3% | -15.5% | -10.5% | -10.1% | -13.1% | 12.9% | 3.8% | 3.0% | 2.3% | 5.4% | -0.2% |
| | Overseas | -38.2% | -21.0% | -17.8% | -16.6% | -23.5% | 39.9% | 21.2% | 21.9% | 20.8% | 25.1% | 25.5% |
| | (forex excluded) | -37.0% | -20.9% | -16.8% | -16.3% | -22.9% | 32.2% | 16.1% | 13.7% | 13.1% | 17.9% | 11.1% |
| | Total | -35.3% | -20.2% | -16.9% | -15.7% | -22.1% | 35.4% | 18.7% | 19.3% | 18.1% | 22.3% | 21.9% |
| | (forex excluded) | -34.3% | -20.2% | -16.0% | -15.5% | -21.6% | 29.0% | 14.4% | 12.2% | 11.6% | 16.1% | 9.5% |