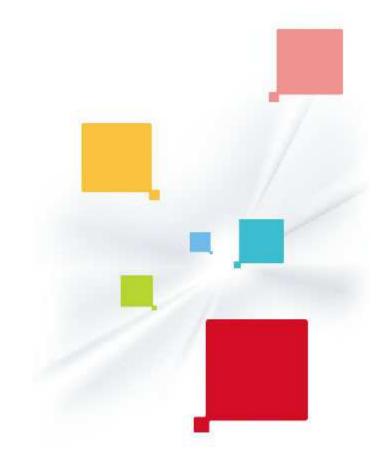


# Consolidated Results for Six Months Ended September 30, 2023

November 8, 2023

Ricoh Company, Ltd.



# **Forward-Looking Statements**



The plans, prospects, strategies and other statements, except for historical events mentioned in these materials are forward-looking statements with respect to future events and business results. Those statements were based on the judgment of Ricoh's Directors from available information. Results may differ materially from those projected or implied in such forward-looking statements and from historical trends. Refrain from judgments based only on these statements with respect to future events and business results. The following important factors, without limiting the generality of the foregoing, could affect future results and cause those results to differ materially from those expressed in the forward-looking statements:

- a. General economic conditions and business trends
- b. Exchange rates and fluctuations
- c. Rapid technological innovations
- d. Uncertainty as to Ricoh's ability to continue to design, develop, produce and market products and services that achieve market acceptance in intensely competitive markets

No company's name and/or organization's name used, quoted and/or referenced in this material shall be interpreted as a recommendation and/or endorsement by Ricoh.

This material is not an offer or a solicitation to make investments. Do not rely solely on these materials for your investments, decisions on which are your responsibility.

# Note: These materials define fiscal years as:

FY2023 (or fiscal 2023) = Fiscal year ended March 31, 2024, etc.

### Change in business category

Effective from the fiscal year ending March 31, 2024, Ricoh recategorized the PFU business and some common expenses from the Other segment into Ricoh Digital Products and Ricoh Digital Services.



# **Overview of FY2023 First-Half Results**

# **Key Points about Performance during Term**



## Results

- Sales rose but earnings declined, and operating profit was below target
  - ✓ Unit sales of MFPs recovered less than expected amid ongoing production adjustments and product mix impacts
  - ✓ Thermal business failed to reach targets owing to weak economy, primarily in Europe
  - ✓ Postponed some asset and business disposals to second half of year or beyond
- Increased Office Services sales and earnings, with recurring revenues climbing 21% YoY, for steady revenue base growth
   In Japan, Scrum Series performed well, with sales surpassing targets
   In Europe, sales remained strong, particularly among acquired companies, notwithstanding weak economy and sluggish demand for ICT products
- Ricoh Graphic Communications surpassed targets, including after factoring in forex impacts and expenditure controls, in boosting revenue and earnings

# **Forecasts**

 In view of conditions in first half, reviewing assumptions for foreign exchange, market environment, and all businesses, and project operating profit of ¥70 billion and ROE of 5%

# Shareholder Returns

Retaining planned interim dividends per share of ¥18 (¥36 annually)

# **Key Indicators**

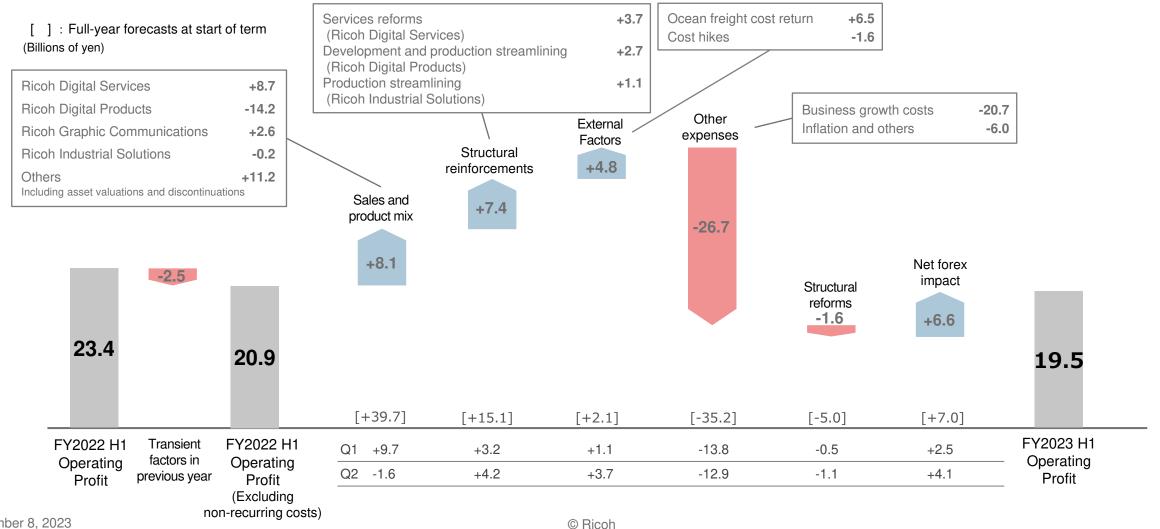


(Billions of yen)	FY2022 H1	FY2023 H1	Change	e
Sales	973.5	1,112.5	+139.0	+14.3%
Gross profit	346.2 (35.6%)	386.2 (34.7%)	+39.9	+11.5%
Selling, general and administrative expenses	322.8 (33.2%)	366.7 (33.0%)	+43.8	+13.6%
Operating profit	23.4	19.5	-3.8	-16.6%
Operating margin	2.4%	1.8%	-0.6pt	_
Profit attributable to owners of the parent	14.9	15.6	+0.7	+4.7%
EPS(Yen)	23.87	25.63	+1.76	
Average Yen/US\$ exchange rates Yen/euro	133.92 138.70	140.92 153.36	+7.00 +14.66	
R&D expenditures	49.7	54.9	+5.1	
Capital expenditures	18.4	21.9	+3.4	
Depreciation	20.4	21.4	+0.9	

# **Operating Profit Comparisons**



- Sales mix weaker than expected for Office Printing hardware, with Ricoh Industrial Solutions thermal products experiencing market inventory adjustments and weaker demand
- Progresses as planned with structural reinforcements and in terms of external factor impacts
- Other expenses, including for PFU consolidation, as planned



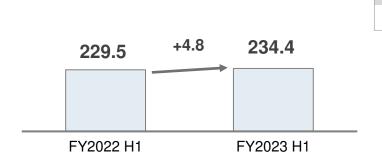
# **Ricoh Digital Products**



# Sales up but earnings down on MFP production adjustments, product mix changes, and slow scanner sales

### Sales

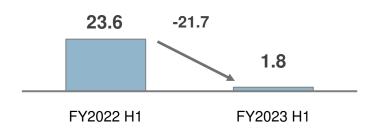
(Billions of yen)



YoY +2.1%

# **Operating profit**

(Billions of yen)



### Note:

- · Part of PFU business portion allocated to Other was transferred to Ricoh Digital Products
- As of the third quarter of FY2022, Ricoh incorporated part of the Industrial Solutions business in the Digital Products business segment.

The company accordingly retroactively applied figures for FY2022.

### **Overview**

- Missed gross profit target because internal sales declined owing to A3 MFP production adjustments and product mix changes owing to increased A4 MFP production
- Structural reinforcements progressed as planned
- Scanner sales were less than forecast because of weak economic conditions in the Americas
- Prepared to form joint venture with Toshiba Tec Corporation

### Joint venture overview

- Integrate development and production of edge devices, focusing on MFPs Investment stakes: Ricoh 85% and Toshiba Tec 15%
- Launch scheduled for Q1 FY2024
  - 1 Provide highly competitive products
  - ✓ Develop attractive products by generating technological synergies
  - ✓ Become more cost competitive through economies of scale
  - ✓ Stabilize product supplies by optimizing production sites

③ Accumulate and share technology and expertise know-how to create new commercial products and edge devices

② Expand business by acquiring more suppliers

 $\epsilon$ 

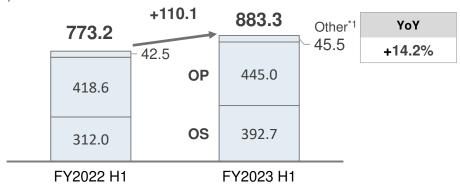
# **Ricoh Digital Services**



# Office Services continued to drive profit growth, reaching operating profit target

### Sales

(Billions of yen)



### **Overview**

Office Printing (Sales) Percentage increase after excluding forex impact

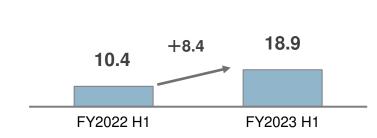
Hardware: Sales rose 8%; controlled pricing to overcome unit sales shortfall Non-hardware: Sales down 2%, which was broadly as expected

Office Services

Sales increased primarily in IT and application services Communication services grew on growth investments Recurring revenues rose 21%, with revenue base continuing to expand

# **Operating profit**

(Billions of yen)



### Change breakdown(see \*2)

Yo	Υ
OS	+7.8
OP etc	. +0.6

Industrial Services, etc.
\*2 Estimated value based on internally managed earnings

\*1 Environmental business.

# **Recurring Sales**

(Billions of yen) 298.0 81.5 Q4 H1 +29.0 Q3 79.5 +21% 86.1 Q2 71.9 79.8 Q1 64.9 FY2022 FY2023

November 8, 2023 © Ricoh

<sup>\*</sup>Part of PFU business portion allocated to Others was transferred to Ricoh Digital Services.

Part of business allocated to Office Printing was transferred to Office Services and the figures retroactively to FY2022

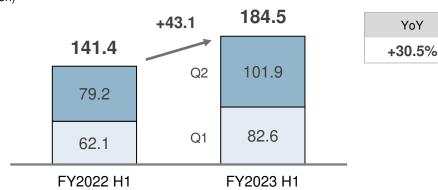
# Ricoh Digital Services Office Services Overview: Japan



# Scrum Series continued to grow, progressed steadily in building recurring revenues in IT and application services

## Sales

(Billions of yen)



# Sales by Category (Billions of yen)

(excluding forex impact)

		(CXCIUUI	ing forex impact)
FY	'2023 H1	Sales	YoY
Of	fice services business	184.5	+31%
	IT infrastructure (hardware and software)	80.2	+37%
	IT services (including maintenance and outsourcing)	47.8	+44%
	Application services (business-specific apps and in-house apps)	45.6	+17%
	Communication services	8.8	+0%
	Business Process Services	2.0	+6%

- Scrum Packages (targeting small and medium-sized enterprises)
  - ✓ Grew steadily in Q2, with H1 sales climbing 30% YoY
  - ✓ Drivers were invoice system support and other back office-related businesses and security-related services
- Scrum Assets (targeting mid-sized companies)
  - Sales continued to rise solidly, jumping 93% YoY in H1 sales
  - Demand was solid for work style reform and security-related services
  - ✓ PC replacement demand started, with ancillary services performing well
- RICOH kintone plus
  - ✓ Contract numbers grew steadily

# Scrum series performance

(Billions of yen)

Sales	FY23 H1	YoY	
Scrum Packages	28.5	130%	
Scrum Assets	36.3	193%	
Total	64.8	159%	

Unit	FY23 H1	YoY
Scrum Packages	42,353	112%

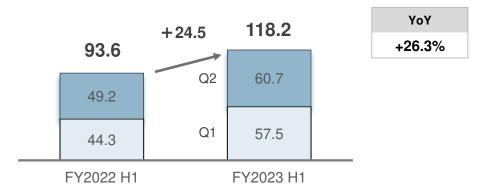
# Ricoh Digital Services Office Services Overview: Europe



# While economic climate was subdued, application services enjoyed steady growth

# Sales

(Billions of yen)



# Sales by Category (Billions of yen)

FY2023 H1	Sales	YoY	excluding forex impact
Office services business	118.2	+26%	<mark>+14%</mark>
IT infrastructure (hardware and software)	44.8	+34%	<mark>+21%</mark>
IT services (including maintenance and outsourcing)	31.4	+26%	<mark>+14%</mark>
Application service (business-specific apps and in-house apps)	15.3	+31%	<mark>+18%</mark>
Communication services	14.4	+21%	<mark>+9%</mark>
Business Process Services	12.1	+6%	<mark>-4%</mark>

- Although weak economic conditions affected demand for IT products, services businesses remained solid, especially at acquired companies (whose revenues rose 41%)
- Demand for DocuWare and other application services remained robust, contributing to recurring revenue gains
- Acquired PFH Technology Group in June this year
  - ✓ An IT services provider based in Ireland, the center of the IT industry and the business hub of Europe.
  - ✓ We will leverage PFH's customer base and expertise to accelerate efforts to generate synergies and develop digital services across Europe

# Ricoh Digital Services Overview of Office Services: Americas



# Cenero's communication services expanded, centered on large companies

# Sales

(Billions of yen)



# Sales by Category (Billions of yen)

FY2023 H1	Sales	YoY	excluding forex impact
Office services business	78.2	+17%	<mark>+11%</mark>
IT infrastructure (hardware and software)	4.0	+4%	<mark>-1%</mark>
IT services (including maintenance and outsourcing)	7.7	+1%	<mark>-4%</mark>
Application services (business-specific apps and in-house apps)	10.9	+21%	<mark>+15%</mark>
Communication services	7.5	+313%	<mark>+292%</mark>
Business Process Services	47.9	+8%	+2%

- Continued to reinforce services for key sectors (healthcare, finance, retailing, insurance, and manufacturing)
- Endeavored to enhance Business Process Services profitability
  - ✓ Improved work efficiency through automation and controlled pricing
- Generated synergies with Cenero (acquired in September 2022)
  - ✓ Offered its highly competitive audiovisual services to existing customers in the Americas, building pipeline of more than 100 deals
  - ✓ Progressed in generating new deals to expand global communication services

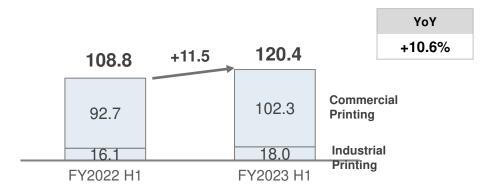
# **Ricoh Graphic Communications**



# Revenues and earnings rose, while structural reform costs were lower than expected

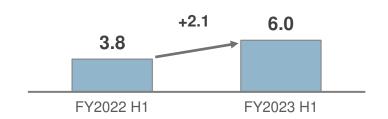
### Sales

(Billions of yen)



# **Operating profit**

(Billions of yen)



### Overview

# **Commercial Printing**

- Hardware: Benefited from ongoing digital printing investment appetite Bolstered pipeline with new products offering high image quality, paper compatibility, and reduced workload
- Non-hardware: Continued growth, exceeding pre-pandemic levels

# **Industrial Printing**

 Inkjet heads: Demand remained strong for bulk piezo printheads, with revenues continuing to grow

### Sales YoY

(Excluding forex impact)

	FY2022				FY2	023
	Q1	Q2	Q3	Q4	Q1	Q2
Hardware	114%	121%	129%	137%	105%	110%
Non-hardware	110%	108%	102%	105%	104%	101%

### By region (hardware + non-hardware)

Japan	103%	105%	95%	111%	88%	95%
Americas	112%	112%	119%	122%	106%	109%
EMEA	116%	112%	104%	120%	102%	99%

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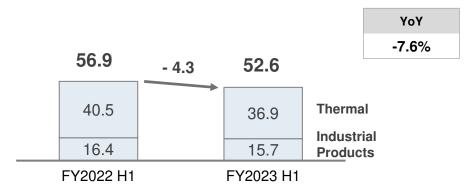
# **Ricoh Industrial Solutions**



# Sales and earnings declined as customer inventory adjustments and weak demand hampered thermal business

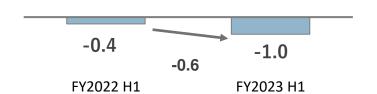
### Sales

(Billions of yen)



# **Operating profit**

(Billions of yen)



### **Overview**

### **Thermal**

- ✓ While market inventory adjustment peaked in Europe and United States, demand slowed amid weakener business environment in Europe
- ✓ Kept reducing costs and controlled pricing by streamlining purchasing and production
- Progressed steadily in providing total solutions through finished products and cultivated label-free thermal printing product customers in Japan

### **Industrial Products**

✓ Optical projector sales declined amid economic slowdown in China, but sales for automotive applications recovered. Announced agreement to transfer optical business next year

As of the third quarter of FY2022, Ricoh incorporated part of the Industrial Solutions business in the Digital Products business segment. The company accordingly retroactively applied figures FY2021.

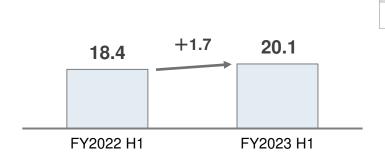
# Other



### Controlled costs in new business areas

### Sales

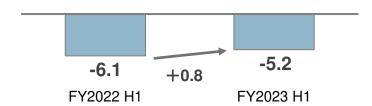
(Billions of yen)



YoY +9.2%

# **Operating profit**

(Billions of yen)



# **Overview**

- Smart Vision
   While data services sales continue rising, sales of advanced models were sluggish

   Pursued recovery by catering to customer requests
- Drug discovery support
   Contract manufacturing services in research stages performed solidly
   Stepped up efforts to cultivate customers for contract manufacturing
   services for investigational agents
- Extensively managed new business portfolio
- Cameras
   Again performed well

November 8, 2023 © Ricoh

<sup>•</sup>Part of PFU business portion allocated to Other was transferred to Ricoh Digital Products and Ricoh Digital Services.

# **Statement of Financial Position**



- Total assets declined ¥50.4 billion yen in real terms after excluding foreign exchange impact
- While inventories rose on forward procurement to cover H2 demand and forex impact, sales inventories declined as expected. Will further optimize inventories toward end of fiscal year

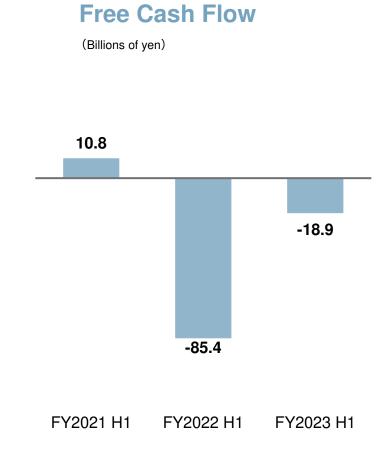
Assets (Billions of yen)	As of September 30, 2023	Change from Mar 31, 2023		Liabilities and Equity (Billions of yen)	As of September 30, 2023	Change from Mar 31, 2023
Current Assets	1,157.1	-18.1	- -	Current Liabilities	856.0	+26.9
Cash & time deposits	162.6	-59.4	Strategic investments and loan repayments	Bonds and borrowings	171.7	+13.9
Trade and other receivables	469.2	-7.1	, ,	Trade and other payables	280.7	-31.6
				Lease liabilities	22.4	-3.7
Other financial assets	103.2	+9.3	Advance procurements Inventory formation in	Other current liabilities	381.1	+48.4
Inventories	340.6	+26.2		Non-current Liabilities	324.5	-38.2
Other current assets	81.4	+12.9	factory	Bonds and borrowings	175.4	-29.6
			_	Lease liabilities	46.3	+8.1
Non-current assets	1,053.6	+78.9		Accrued pension & retirement	40.6	-0.4
Property, plant and equipment	201.6	+5.1		benefits Other non-current liabilities	62.0	-16.3
Right-of-use assets	59.9	+2.9		Total Liabilities	1,180.5	-11.3
Goodwill and intangible assets	406.2	+39.8	Strategic investments ( Including ICT	Total equity attributable to owners of the parent	1,004.2	+72.7
Other financial assets	155.3	+20.1	investment in Europe,)	Noncontrolling Interest	25.9	-0.5
Other non-current assets	230.4	+10.8		Total Equity	1,030.2	+72.1
Total Assets	2,210.7	+60.8	-	Total Liabilities and Equity	2,210.7	+60.8
Exchange rate as of Sep 30, 202 (change from Mar 31, 2023, rat		.49.58 (+16.05) .58.00 (+12.28)		Total Debt	347.2	-15.7

# **Statement of Cash Flows**



Despite such strategic investments as European ICT company acquisitions, negative free cash flow shrunk YoY owing to PFU acquisition in the previous fiscal year

(Billions of yen)	FY2022 H1	FY2023 H1
Profit	15.3	15.3
Depreciation and amortization	45.0	53.0
Other operating activities	-64.1	-36.9
Net cash provided by (used in) operating activities	-3.7	31.4
Plant and equipment	-16.7	-21.6
Purchase of business, net of cash acquired	-48.6	-13.1
Other investing activities	-16.3	-15.6
Net cash provided by (used in) investing activities	-81.7	-50.3
Net increase of debt and bonds	98.3	-22.3
Dividends paid	-8.2	-10.3
Payments for purchase of treasury stock	-30.0	-0
Other financing activities	-16.0	-16.6
Net cash provided by (used in) financing activities	44.0	-49.3
Effect of exchange rate changes on cash and cash equivalents	11.5	10.3
Net increase (decrease) in cash and cash equivalents	-29.8	-57.9
Cash and cash equivalents at end of period	204.1	152.9
Free cash flow*	-85.4	-18.9



<sup>\*</sup>Free cash flow: net cash used in operating activities plus net cash used in investing activities



# FY 2023 Outlook

# **Key Indicator Outlooks for FY2023**



(Billions of yen)	FY2023 Initial forecast	FY2023 Forecast	Change	FY2022 Results	YoY
Sales	2,250.0	2,330.0	+3.6%	2,134.1	+9.2%
Gross profit	790.0	815.0	+3.2%	745.4	+9.3%
Selling, general and administrative expenses	720.0	745.0	+3.5%	666.6	+11.7%
Operating profit	70.0	70.0	-	78.7	-11.1%
Operating margin	3.1%	3.0%	-0.1pt	3.7%	-0.7pt
Profit attributable to owners of the parent	50.0	50.0	<del>-</del>	54.3	-8.0%
EPS (Yen)	82.09	82.09	_	88.13	-6.04円
ROE	5.3%	5%	-0.3pt	5.9%	-0.9pt
ROIC	4.1%	4%	-0.1pt	4.9%	-0.9pt
Average exchange Yen/US\$ rates Yen/euro	125 135	142.96 154.18	+17.96円 +19.18円	135.49 140.91	+7.47円 +13.27円
R&D expenditures	108.0	108.0	_	107.7	+0.2
Capital expenditures	48.0	48.0	_	45.4	+2.5
Depreciation	43.0	43.0	_	41.9	+1.0

# **FY2023 Outlook Operating Profit Comparisons**



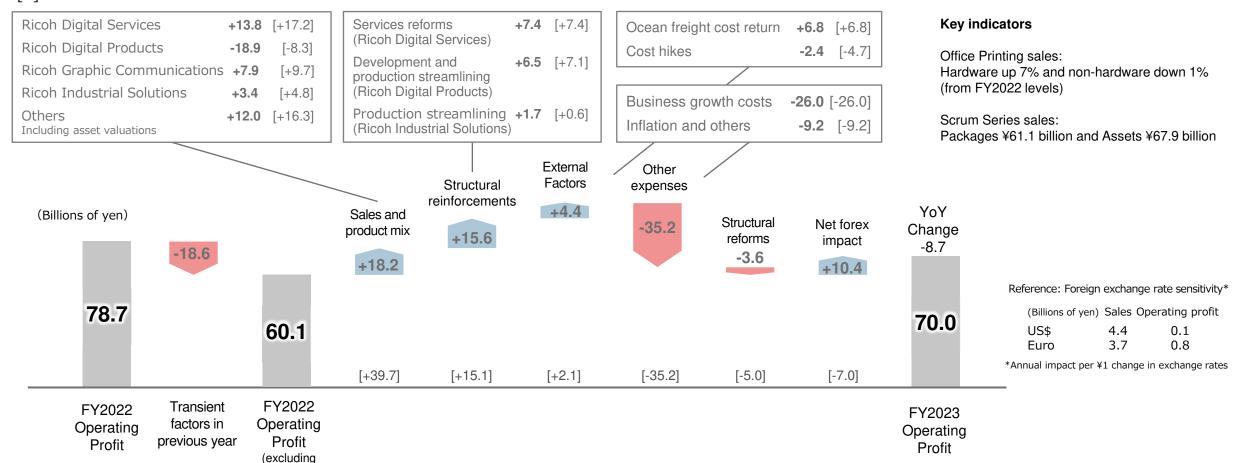
- Reducing sales mix in view of changes in overseas markets and price offensives in Office Printing
- Maintaining initial inflation and other expenses assumptions

transient factors)

Revising foreign exchange assumptions

### [ ]: Initial forecasts

November 8, 2023



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# **Segment Sales and Operating Profit**



(Billions of yen)		FY2022 Results
Ricoh Digital Services	Sales	1,684.3
	Operating profit	31.3
Ricoh Digital Products	Sales	493.4
	Operating profit	34.7
Ricoh Graphic	Sales	234.8
Communications	Operating profit	14.5
Ricoh Industrial	Sales	116.3
Solutions	Operating profit	3.1
Other (Common New business)	Sales	40.5
(Camera, New business)	Operating profit	-9.4
Eliminations and corporate	Sales	-435.3
	Operating profit	4.3
Total	Sales	2,134.1
	Operating profit	78.7

FY2023 Forecast (previous)	FY2023 Forecast	change
1,750.3	1,800.0	+49.7
37.9	43.4	+5.5
526.6	497.0	-29.5
30.9	21.4	-9.5
253.0	272.0	+19.0
1.5	10.9	+9.4
142.0	135.2	-6.7
8.4	6.1	-2.2
50.1	46.5	-3.6
-6.9	-9.1	-2.2
-472.0	-420.7	+51.2
-1.9	-2.8	-0.8
2,250.0	2,330.0	+80.0
70.0	70.0	0

# **Shareholder Returns**

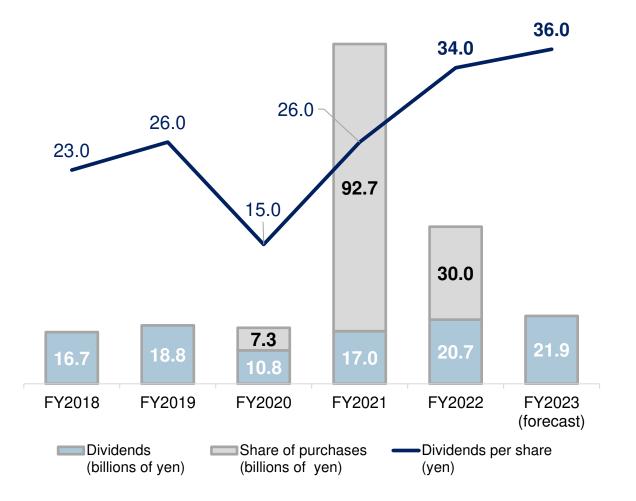
Initial forecasts unchanged



- Maintain 50% total return ratio as a guideline
- Lift earnings per share by boosting dividends and repurchasing shares

### Dividends

- Boost to ¥36 per share in FY2023 (¥18 interim and ¥18 year-end)
- Keep reviewing cash flow allocations and flexibly execute capital policies in line with operating climate and based on the business environment and progress with strategic investments.



# **Segment Overview**



<b>Business Segments</b>	<b>Key Businesses and Functions</b>	Core Products and Services				
Ricoh Digital Services	Office Services	IT infrastructure (including hardware), IT services, application services, communication services (including hardware), and Business Process Services				
	Office Printing (Sales)	Hardware: MFPs, printers Non-hardware: Consumables, services, and support				
	Other	Businesses running independently in regions (Including environmental energy and Ricoh Service Advantage)				
Ricoh Digital Products	Office Printing (Development and manufacturing)	Hardware: MFPs, printers, and communication devices Non-hardware: Consumables Other: Scanners and electrical units  In-house sales to Ricoh Digital Services and original equipment manufacturing				
Ricoh Graphic	Commercial Printing	Hardware: Production printers Non-hardware: Consumables, services, and support				
Communication	Industrial Printing	Hardware: Inkjet heads and industrial printers  Non-hardware: Consumables, services, and support				
Ricoh Industrial Solutions	Thermal	Thermal paper, thermal transfer ribbons, and label-less thermal				
	Industrial Products	Industrial optical components, precision instrument components, and industrial equipment				



# **Appendix**

# **Key Performance Indicators for Major Measures**



(Billions of yen)

						(Billions of yer	
			FY21	FY22	FY23		
		KPI	results	results	forecast (full year)	H1 results	
	Hardware sales YoY (excluding forex impact)	Sales	96%	111%	107%	108%	
RDS (OP)	Non-gardware sales YoY (excluding forex impact)	Sales	104%	101%	99%	98%	
Service reforms	Expenses	13.0	10.1	7.4	3.7		
RDS (OS)	Scrum packages	Sales	48.4	49.4	61.1	28.5	
	Scrum assets	Sales	31.3	57.7	67.9	36.3	
	Recurring business	Sales	-	298.0	FY25 target 380.0 (CAGR 8%)	166.0 +21%(YoY)	
RDP	Development and production streamlining	Expenses	12.2	5.8	7.1	2.7	
RIS	Production streamlining	Expenses	13.0	10.1	0.6	1.1	

# **Becoming a Digital Services Company**



**Frontlines** 

digitalization

Office digital

24

services

# **Digital Services** Sales Ratio

Frontlines digitalization Office digital services

**FY22** 

**FY23 H1** FY23 forecast 49%

### FY2025 sales

60%+ Largely through Office Services and overall growth

- · Materialized business selection and concentration
- Evolved collaboration with other companies (including through joint venture with Toshiba Tec)
- Reviewed production structure
- Pursued operational excellence
- Reevaluated assets
- Optimized development and headquarters expenses

In Office Printing, after services decline and external factors

- Reinforced and reformed business structure, and overhauled enterprise resource planning
- Deployed production measures

Bolstered investments in people

Procured parts flexibly

Acquired IT services firm

developer

Acquired software

- Expanded collaborations with other companies and original equipment manufacturing
- Controlled pricing

 Provide digital transformation support for print sites Engage in initiatives to implement inkiet technology

Undertake digital projects for thermal technology

Leverage robust direct sales and services reach with customers

 Head office leading core development to support regional strategies

- Generally deploy acquired IT services and audiovisual technologies
- Expand managed services
- **Expand in-house software assets and earnings**
- Further reinforce digital training
- Uphold discontinuous growth and strategic investments and establish corporate venture capital unit

Started deploying thermal collaboration strategy

Launched Ricoh Business Booster

 Deployed strategic Commercial Printing models

Introduced next-generation heads

Commercialized labelless thermal technology

Acquired IT

services firm

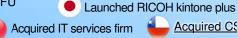
integrator

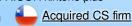
Acquired systems

Acquired software

- Cumulative Scrum package sales reached 200,000 units Strengthened and accelerated Scrum Assets and
- narrowed industry focuses
  - Scrum series: Focused away from unit sales toward profits

Acquired PFU





Acquired audiovisual systems integrator

**FY23** 

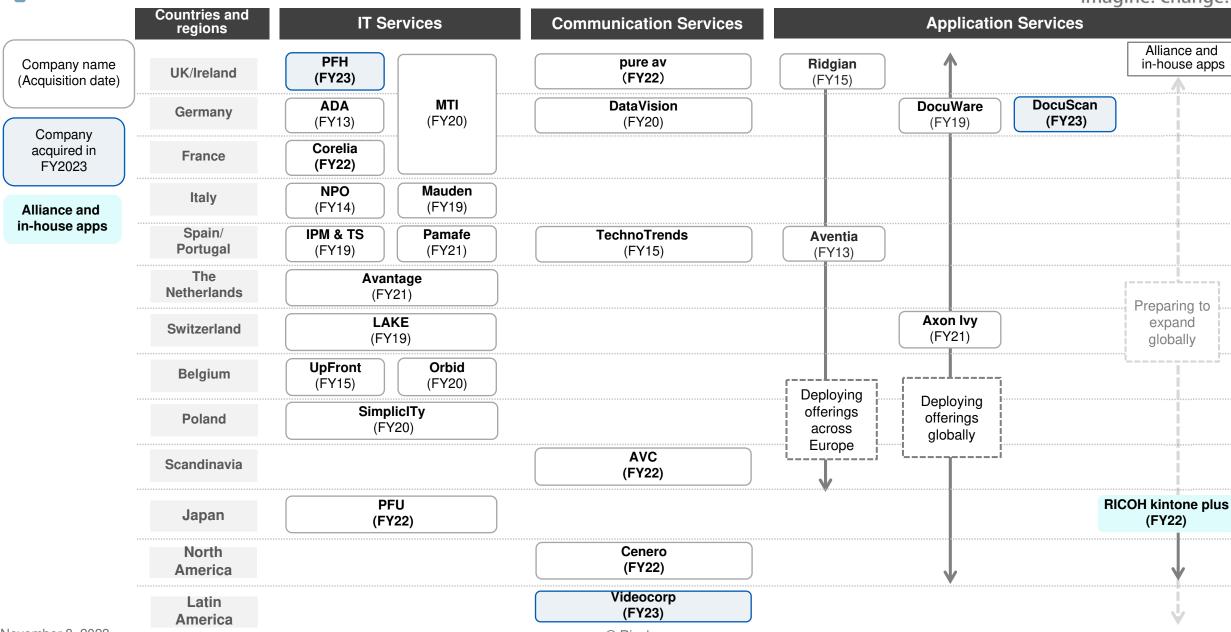
**FY21 FY22** 

© Ricoh

FY25

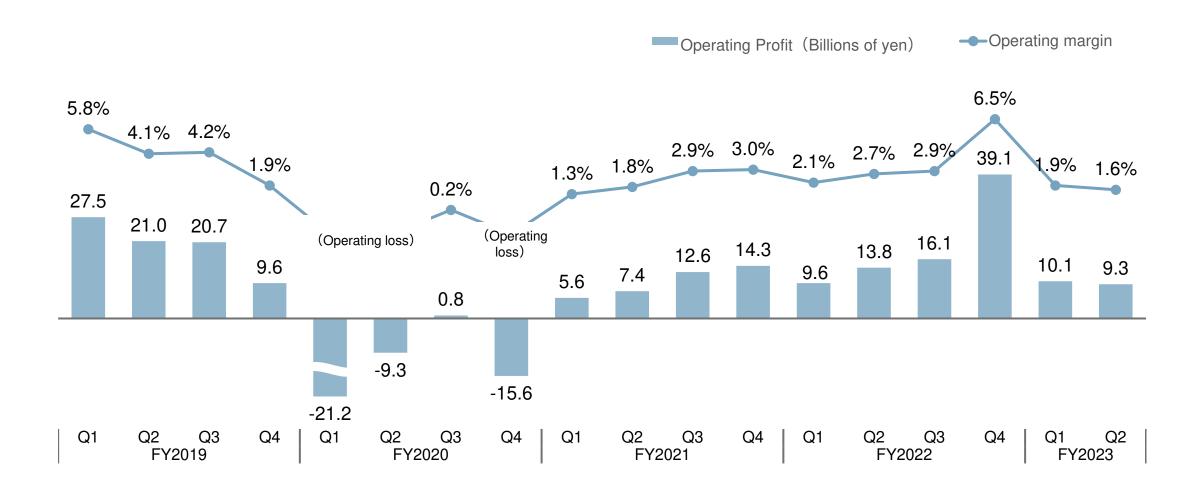
# Organizational expansion progress





# **Quarterly Operating Profit**





# **Ricoh Digital Services Data**



## **Office Printing**

### Sales compared with same period in the previous year

(Excluding forex impact)

		FY2	FY23			
	Q2	Q2 Q3		Q1	Q2	
Hardware	96%	106%	117%	124%	110%	105%
Non-hardware	101%	103%	100%	100%	99%	97%

### By region (hardware + non-hardware)

(Excluding forex impact)

		FY2	FY23			
	Q1	Q2	Q2 Q3 Q4			Q2
Japan	98%	107%	100%	108%	100%	99%
Americas	119%	133%	113%	110%	103%	103%
EMEA	107%	105%	106%	110%	105%	100%

### **Office Services**

Soloo (Ellisas et ann)	FY2022				FY23			
Sales (billions of yen)	Q1	Q2	Q3	Q4	Q1	Q2	H1	YoY
Office services business	142.6	169.4	185.8	219.9	182.9	209.7	392.7	+21%
IT infrastructure	45.7	54.3	62.9	81.2	61.5	71.4	132.9	+28%
IT services	30.2	37.2	42.1	47.5	41.0	47.9	89.0	+27%
Application services	28.9	32.9	32.7	44.0	34.3	40.3	74.6	+17%
Communication services	9.4	14.6	17.1	16.8	15.4	17.6	33.0	+30%
Business process services	28.2	30.2	30.8	30.3	30.5	32.4	63.0	+2%

(Excluding forex impact)

### Major business activities in each segment

IT Infrastructure: Selling hardware and software for building IT environments and providing security services. Mainly purchases

IT Services: Installing, constructing, operating, and maintaining IT environment and security services

Application services: Installing, constructing, operating, and maintaining in-house and purchased application software

In-house software includes DocuWare, RICOH kintone plus, and document solutions products

Communication services: Installing, constructing, operating, and maintaining communication environments, including managed services and selling in-house edge devices

Business Process Services: Commissioned business for customer output centers and new services tapping customer base

# Major awards and recognition



### Office Services

June 2023 Ricoh Japan wins sales, integration, and two area awards from CYBOZU AWARD 2023

Ricoh Japan wins Microsoft Japan Partner of the Year 2023 award

September Ricoh positioned a leader in IDC MarketScape's Worldwide Print Transformation 2023 Vendor Assessment Report, which notes Ricoh's

evolution from a document-centric organization to a data-centric company

Report from Independent research firm Verdantix positions Ricoh as Specialist in 2023 Green Quadrant for Workplace Systems Integrators

**ESG** 

April 2023 Selected for Excellent TCFD Disclosure by GPIF's external asset managers

June Selected for Asia-Pacific Climate Leaders list for second straight year

July Chosen for inclusion in six major ESG indices for domestic equities that GPIF has adopted and included in FTSE4Good Index for 20th consecutive

year

August Ricoh USA earns 2023 Great Place To Work certification

September TIME magazine names Ricoh as one of World's Best Companies of 2023 (ranking lists 750 top-performing companies across globe in

terms of environmental, social, and governance dimensions)

Ricoh Canada achieves Bronze level Progressive Aboriginal Relations certification from Canadian Council for Aboriginal Business

Ricoh receives Healthy Workplace Gold Certification from Excellence Canada

October Japan's Ministry of Environment certifies Ricoh Ena Forest in Gifu Prefecture as Other Effective area-based Conservation Measure site

RICOH IM C6010 Series A3 Full Color MFP wins Encouragement and Collaboration awards in Resources Recirculation Technologies and

**Systems Awards** 

# **ESG** action

July



April 2023 Revises Ricoh Way corporate philosophy, defining Fulfillment through Work as new Mission and Vision

Revises Ricoh Group materiality (key social issues) and formulates and discloses ESG targets for the 21st Mid-Term Management Strategy

Revises and announces Ricoh Group Supplier and Partner Code of Conduct

June Concludes Positive Impact Finance loan agreement with Sumitomo Mitsui Trust Bank, Limited, for second consecutive year

Concludes Mizuho Eco Finance Ioan agreement with Mizuho Bank, Ltd.

Formulates Scope 3 scenario to further reduce greenhouse gas emissions and visualize and reduce of global greenhouse emissions in Category 4: Upstream

transportation and distribution

Ricoh Japan publishes Sustainability Report 2023 and SDGs Communication Book 2023

September Formulates Technology Ethics Charter to mitigate ethical risks inherent in commercializing and operating digital services

October Endorses Japan's Stewardship Code for corporate pension plans

Publishes Ricoh Group Integrated Report 2023, Ricoh Group TCFD Report 2023, Ricoh Group Circular Economy Report 2023, and Ricoh Group ESG Data

**Book 2023** 

# RICOH imagine. change.