

Making Ideas Count

Corporate Profile

184
0200
47,647

Ricoh Way is our corporate philosophy and is our essential guide to each daily decision and activity

Founding Principles

The Spirit of Three Loves by Kiyoshi Ichimura, Founder

- “Love your neighbor”
- “Love your country”
- “Love your work”

Mission

We are committed to providing excellence to improve the quality of living and to drive sustainability.

Vision

To be the most trusted global company.

Values

CUSTOMER-CENTRIC

Act from the customer’s perspective

PASSION

Approach everything positively and purposefully

GEMBA

Learn and improve from the facts

INNOVATION

Break with the status quo to create value without limits

TEAMWORK

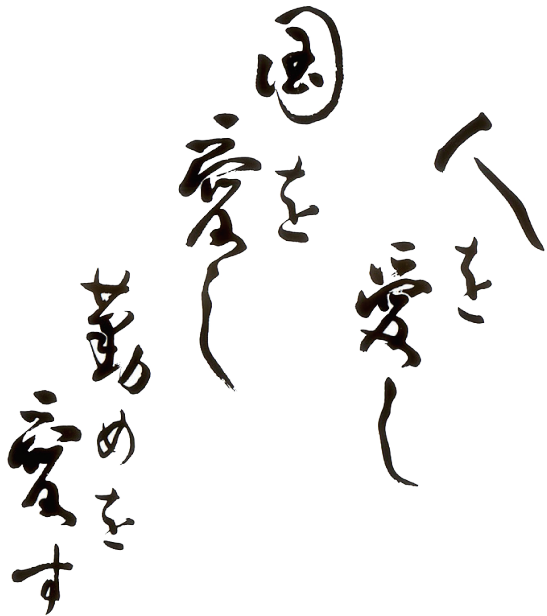
Respect all stakeholders and co-create value

WINNING SPIRIT

Succeed by embracing challenges through courage and agility

ETHICS AND INTEGRITY

Act with honesty and accountability



Kiyoshi Ichimura formulated the Ricoh Group’s Founding Principles in 1946. They inform how we do business, encouraging us to constantly improve and contribute to the wellbeing of all stakeholders, including our families, customers, and society at large.

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About the Cover

Making Ideas Count conveys Ricoh’s Commitment to driving innovation. The numbers on the cover highlight several of Ricoh’s key achievements in its drive to deliver new value for its customers, notably that it:

- Was No. 1 in the global A3 laser MFP (including single function copiers)* market in 2018 in terms of shipments
- Operates in around 200 countries and regions worldwide (as of March 31, 2019)
- Has acquired 47,647 patents worldwide (as of March 31, 2019)
- Seeks to reduce greenhouse gas emissions across its entire value chain to zero (by 2050)

Ricoh marked its 84th anniversary in 2020, and remains committed to providing new value to its customers.

*Source: IDC’s Worldwide Quarterly Hardcopy Peripherals Tracker, 2019 Q1, A3 Laser, MFP/SFDC, Speed Range A4 less than 91ppm, by Company

Message from the President

Creating value beyond customer expectations

The Ricoh Group has continued to progress alongside its customers since its inception in 1936, bringing new innovations to the world through its revolutionary optical and imaging equipment.

The operating climate has continued to change over the years. Today, climate change, globalization, the development of emerging economies, and the elimination of poverty as well as the promotion of human rights are among the key issues on everyone's agenda.

It was against this backdrop that we reinforced our dedication to our Founding Principles of *Love your neighbor, Love your country, Love your work* under our Mission Statement, through which we are committed to delivering new value to improve the quality of living and drive sustainability.

EMPOWERING DIGITAL WORKPLACES is our unified global value proposition, which defines how all of our employees bring value to our customers.

It underpins our efforts to help people leverage their individuality to work smarter and grow. At the same time it broadens the value we seek to provide to organizations and society at large so we can help attain sustainable development goals through business.

We will continue to leverage our corporate tagline of "imagine. change." to imagine the future and change what we do today. We will continue striving to satisfy our customers and all stakeholders by creating unique value beyond their expectations.



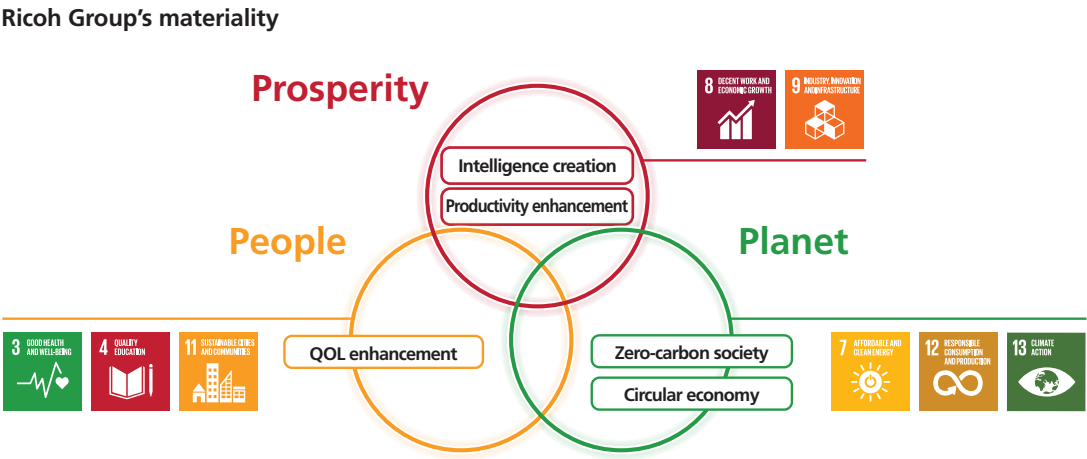
Yoshinori Yamashita
President and CEO

Materializing Social Sustainability through Business

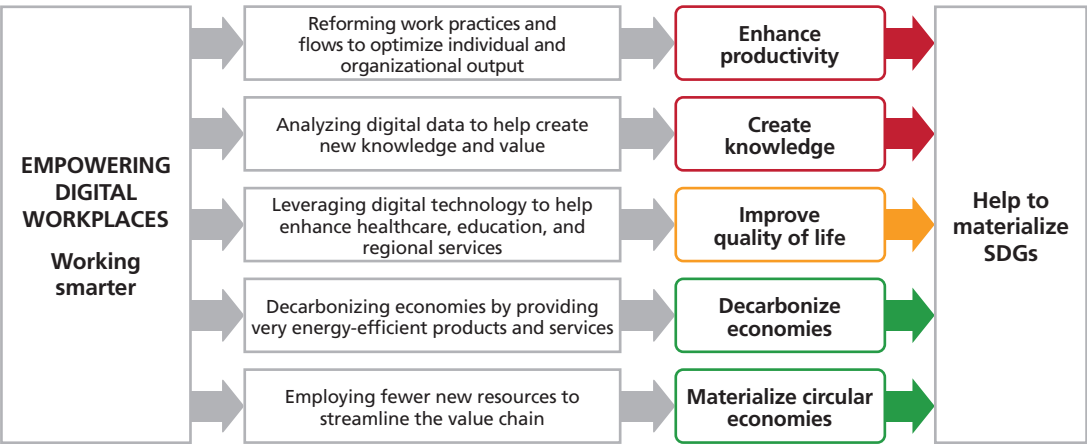
The Ricoh Group pursues such sustainability through a Three Ps Balance—Prosperity (economic activities), People (society), and Planet (environment). We accordingly endeavor to resolve social issues through business, reinforce our operational underpinnings, and contribute to society, and will help to reach Sustainable Development Goals (SDGs) agreed to by the international community.



We have focused on eight SDGs in which we are leveraging our strengths to resolve social issues. We established five key social issues (materialities) that we are tackling through business. We aim to simultaneously resolve social issues and grow our business by expanding the scope of value that we offer to encompass everything from conventional offices to wherever people work.



Contributors to Ricoh materializing its value proposition and SDGs



EMPOWERING DIGITAL WORKPLACES

In 2017, Ricoh created a new brand proposition for its customers: EMPOWERING DIGITAL WORKPLACES. This means connecting people to information faster and more conveniently to improve communication and creativity. This is based on The Spirit of Three Loves (Love your neighbor, Love your country, Love your work), which we have followed since we were established in 1936.

We are constantly thinking about people and how to help them work more creatively for more satisfying lives.

The first Japanese copy machine transformed the workplace by helping people to transmit information accurately and quickly without the time-wasting and life-sapping tedium of endlessly reproducing business documents.

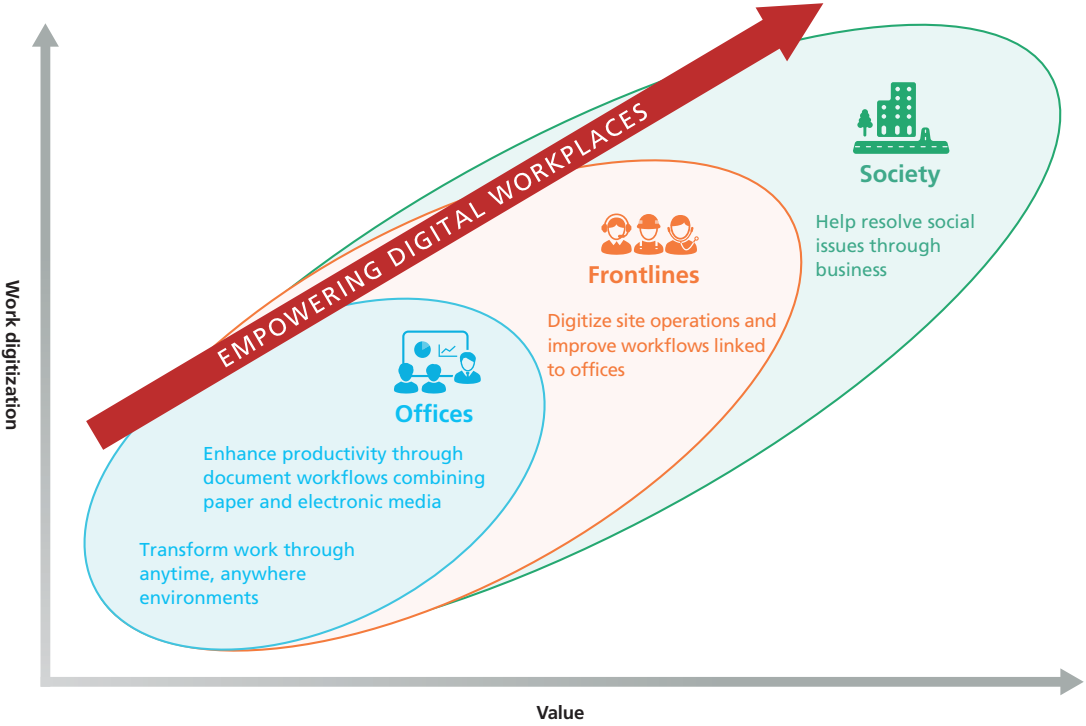
The first facsimile machine enabled the transmission of information to extend beyond mere hand-to-hand delivery to cross cities, countries, and the world in seconds and connect people everywhere.

These breakthroughs were the birth of what we now call office automation. This evolved from simple document creation, duplication, and delivery to changing the entire workflow with copying, printing, information communication, storage and search, and an endless series of workplace innovations.

As times changed, technology advanced. But there are still many problems to be solved around workers, society and social interaction. Ricoh will provide more solutions with EMPOWERING DIGITAL WORKPLACES.

Ricoh's approach

Workplace expansion and our value proposition



Office Printing/Office Services

Providing new value to drive office evolutions

Expanding value to office customers and providing solutions and services that support work practice reforms to offer new office approaches.



MFPs RICOH IM C6000

We offer the RICOH IM C6000 and other advanced MFPs with an array of cloud services through the RICOH Smart Integration cloud platform. RICOH Always Current Technology keeps basic features up to date following system installation. Connections with the latest cloud services for a range of business categories

enhance workflows and ensure state-of-the-art security. Artificial intelligence-driven optical character recognition turns MFPs into gateways for digitizing paper document information, helping customers to innovate business processes and reform work practices.



The 10.1-inch MultiLink-Panel, a full-color touch panel, enables users to operate systems intuitively

Unified Communication Services

RICOH Unified Communication System P3500

This portable platform does not require dedicated lines, making it easy to communicate face-to-face with multiple sites anytime and anywhere.



Projectors

RICOH PJ WX4152N

We offer a diverse lineup of projectors, from ultrashort throw to high-end models, to match installation, functional, projection distance, and other requirements.



Small Printers

RICOH Handy Printer

This portable device weighs just 315 g. It can print by being swiped over a wide range of media otherwise inaccessible to most printers. Such media includes cardboard, labels, envelopes, postcards, wood, and cloth.



Interactive Whiteboards

RICOH Interactive Whiteboard D8600

These systems can display personal computer and tablet information and allow handwriting on the board, saving digital information. Multiple units can be used for remote sharing. Our Interactive

Whiteboards offer 4k resolution, making them ideal for large conference rooms and office receptions, and for information boards at public facilities.

Connecting offices and frontline sites and transforming business processes

RICOH Unified Communication System 360 VR Live helps customers transform workflows by linking applications and such edge devices as advanced MFPs, the RICOH IM C series, the RICOH Interactive Whiteboard, the RICOH Unified Communication System, and the RICOH THETA, through a cloud platform.



RICOH Unified Communication System 360 VR Live setup

Commercial Printing

Delivering total print solutions

We will lead the transition from offset to digital printing by combining high-performance solutions with on-demand digital printing presses, and lower the environmental impacts of print production.

Production Printers

RICOH Pro VC70000



This color inkjet model draws on years of innovations in print head and ink technology. It is optimized for graphic arts applications by employing proprietary high-density pigment inks as well as delivering outstanding quality at up to 1,200 x 1,200 dots per inch.



RICOH Pro C9210/C9200



These flagship color print-on-demand models support customer digital printing businesses by delivering fast, productivity-enhancing output, high image resolution, and precision registration, handling a wide range of papers. High-end image quality control technology automatically stabilizes results and streamlines pre-print corrections.

Industrial Printing

Expanding the potential of printing through inkjet technology

We help customers to reform value chains, providing industrial inkjet printheads, imaging system solutions, and industrial printers, helping to lower environmental impacts by promoting the adoption of on-demand printing.

Garment Printers

RICOH Ri 100

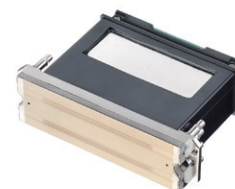
This model is more eco-friendly than conventional screen printers because it uses inkjet technology, conserving energy by shortening print processes. It also reduces chemical usage and beautifully reproduces patterns.



Inkjet Heads

RICOH MH5421 Series

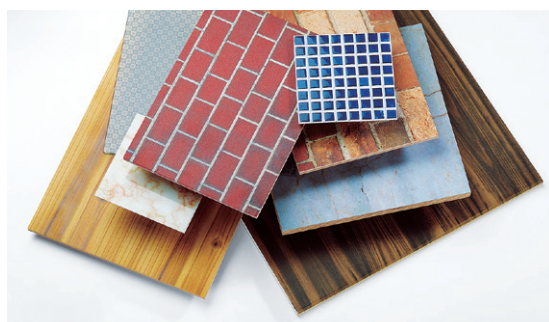
This printhead for multiple colors of aqueous ink uses a stainless steel housing for excellent robustness, and employs numerous nozzles to deliver high resolution. It incorporates enhanced bonding technology for better ink compatibility.



The expansion of inkjet technology

Textiles

The RICOH Ri 100 garment printer employs cassettes that print directly on T-shirts. This ensures both outstanding comfort and wash fastness.



Packaging and edible printing

In addition to offering on-demand printing for food packaging, our inkjet heads provide excellent corrosion resistance and employ fluid chambers that are structured so they do not contact piezo elements, and can also print edible inks on food.



Interiors and decoration

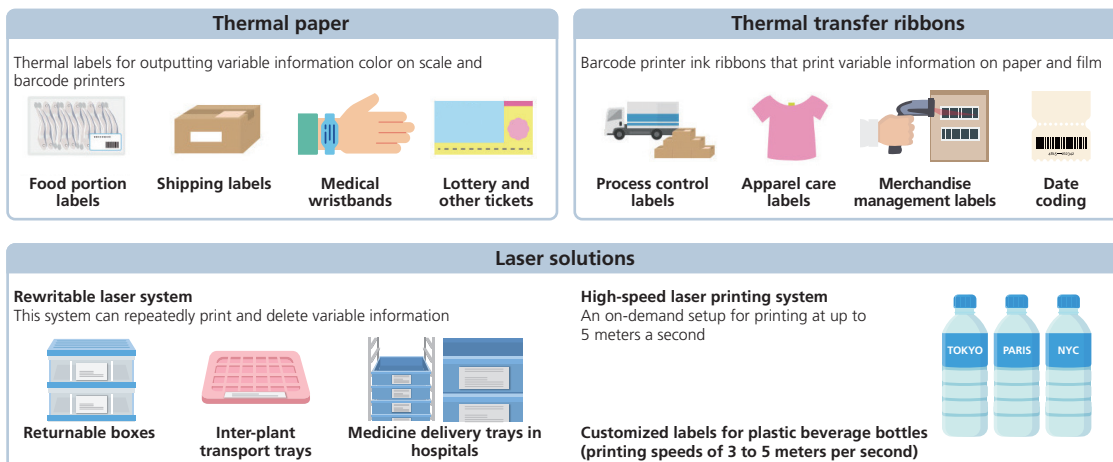
We use inkjet technology for interiors and building materials, which typically have short trend cycles and cater to diverse needs. Our proprietary ink provides excellent adhesion to such substrates as acrylics, glass, wood, aluminum, and steel plate. We also enhance designs with three-dimensional feels and textures.

Thermal

Providing diverse products and services meeting customer needs

We aim to build customer trust through our high-value-added thermal paper, in which we dominate the world market, and our top-quality products and services.

Noteworthy thermal paper applications



Industrial Products

Creating value in a diverse range of fields

We will develop our businesses, optimizing our cultivated technological strengths in the industrial products field, including the automotive industry, while striving to resolve social issues with our business partners.

Stereo Cameras

These cameras detect pedestrians, vehicles, and other obstacles, as well as slightly uneven road surfaces, processing high-speed data in real time.



Laser-scanning Head-up Displays

We created the world's first laser-scanning head-up displays, which employ proprietary laser technology to deliver outstanding color reproduction and visibility.



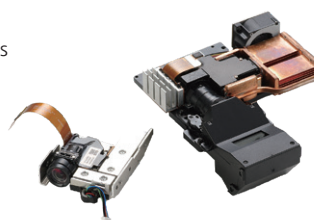
Precision Equipment Parts

We have anticipated customer demand for more eco-friendly engines through our innovations.



Projection Modules

We supply small short focus and ultra-short focus projector modules to cater to increasing demand for industrial embedded applications.



Providing new expressiveness for still images and video

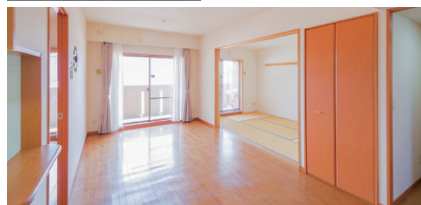
Offering a range of unique and attractive hardware that enhances creativity and communication.



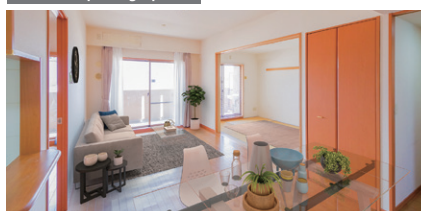
RICOH THETA Z1

This standard model in the popular RICOH THETA series captures fully spherical still and video images that users can easily transfer to their smartphones and tablets. People can also share their images on social networking services or use them as virtual reality contents. With RICOH360-VR Staging (see right), it is possible to display virtual furniture and small articles in vacant property images.

Before computer graphics



With computer graphics



Digital Cameras

PENTAX K-1 Mark II

This top-of-the-line model in the K-mount SLR series employs a 35mm full-frame format to please professional and serious amateur photographers alike. The K-1 offers outstanding image quality and

resolution with an approximately 36.4 effective megapixel CMOS image sensor. It also delights by delivering beautiful, rich gradations and outstanding sensitivity.



GR II

This compact camera maintains its predecessor's outstanding imagery and portability balance while becoming the first in the line to support Wi-Fi and Near Field Communication to simplify image transfers to smartphones and other

devices. The GR II delivers even better image quality through a reprogrammed algorithm, which has enhanced the precision of the Auto White Balance control, and a fine-tuned compensation program to prevent high-sensitivity noise.

RICOH WG-60

This exceptionally rugged compact digital camera can be used in all sorts of outdoor activities, from swimming to climbing mountains. It remains waterproof for two hours to a depth of 14 meters, can withstand drops from 1.6 meters, and can operate at -10°C. It can shoot 16-megapixel stills and full-HD movies.



New Business Development

Leveraging our strengths to create value for tomorrow

We will help materialize economic sustainability and prosperity by providing innovative products and services.



RICOH Rapid Fab

We set up RICOH Rapid Fab centers in Atsugi, Shin Yokohama, Osaka, and Nagoya in Japan, and in Telford in the United Kingdom to showcase 3D printers and help manufacturers learn how to use them. We also provide a unique 3D printer output service for such customers. We will leverage RICOH Rapid Fab facilities in our quest to revolutionize production in the 21st century, including in such fields as medical care, construction and education.

Additive Manufacturing

3D Modeling

The role of 3D printers has evolved beyond prototyping to encompass manufacturing jigs and parts and serving in small-lot production. The adoption of 3D printers is driving a new industrial revolution.



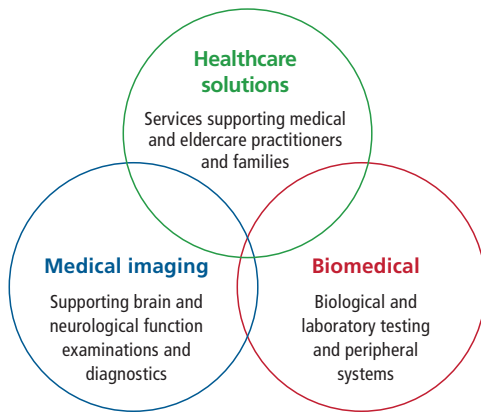
Solar Power Facility Operation and Management Services

We have started supplying various solutions to materialize a decarbonized, circular economy. In electricity sales services, we suggest ways to lower charges and share our expertise in conserving energy to help customers reduce their overall power consumption. We promote the use of renewable energy and help stabilize their supplies by providing solar power facility operation and maintenance services that leverage our nationwide office equipment sales and service network in monitoring conditions and providing maintenance.

Eco Solutions



Healthcare

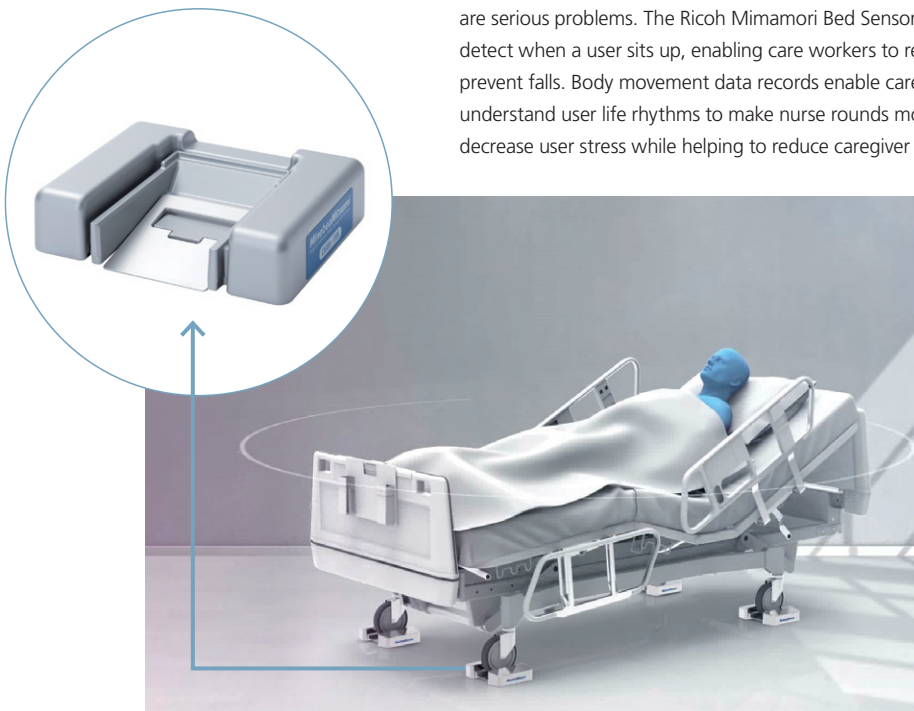


Three Priority Areas

We entered the healthcare field in 2016 to collaborate with medical and eldercare professionals in enhancing services and extending them around the world. We aim to expand our business by focusing on healthcare solutions, medical imaging, and biomedicine.

Ricoh Mimamori Bed Sensor System

With societies aging, greater social security costs and the lack of caregivers are serious problems. The Ricoh Mimamori Bed Sensor System can remotely detect when a user sits up, enabling care workers to respond quickly and prevent falls. Body movement data records enable care workers to understand user life rhythms to make nurse rounds more efficient and decrease user stress while helping to reduce caregiver workloads.



Magnetoencephalography System

Demand is rising for brain function analysis and imaging encompassing clinical fields, as well as for identifying complex brain functions and undertaking applied research using neuroscience. The advanced RICOH MEG magnetoencephalography system caters to these application needs. This is in keeping with our efforts to improve the quality and efficiency of healthcare as a partner in driving progress in medicine.



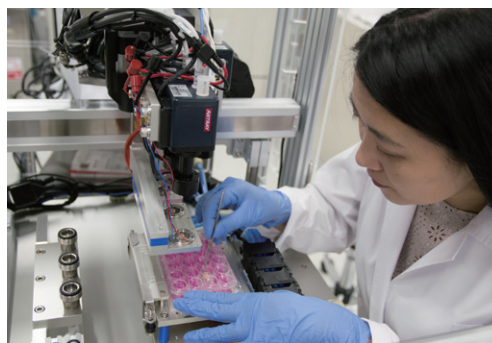
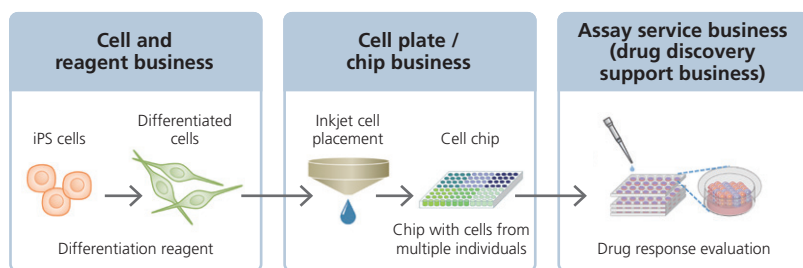
Benefiting society through core technology and unique ideas

We will create products and technologies that help transform customer workplaces and resolve social issues.

Bioprinting Technology

Our bioprinting technologies use proprietary inkjet techniques that precisely deposit live cells. 3D printers using these technologies reproduce biological tissue structures, and could ultimately create tissue models that are near matches for living humans.

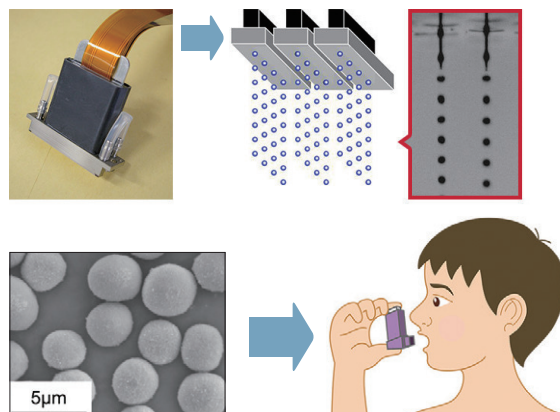
Drug discovery business steps



Quality of Life

Micro Granulation

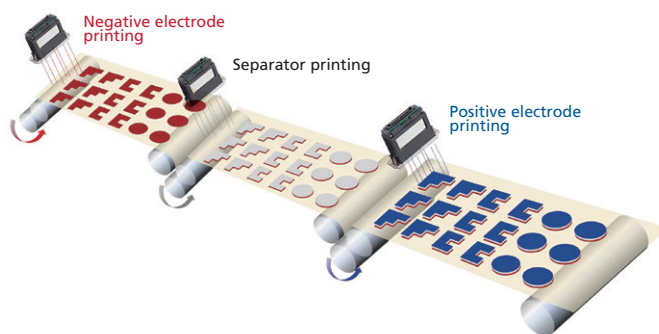
Ricoh is using its inkjet technology to develop techniques for creating micro particles in uniform sizes. One potential benefit of applying this technology to inhalants and other medicines is that they could reach targeted parts of the body and suppress side effects.



Manufacturing Innovations

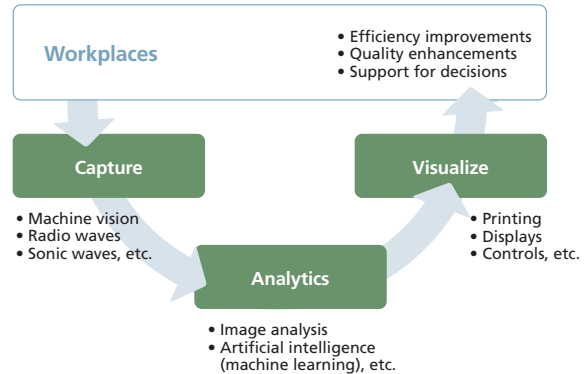
Secondary Battery Digital Printing Manufacturing

In January 2019, we announced the world's first inkjet technique-based technology to manufacture lithium-ion secondary batteries in desired shapes. We materialized the production of low-viscosity, high-density electrode material ink that can be ejected from inkjet printheads. We created ink from most electrode materials and separator materials used in lithium-ion secondary batteries. These battery materials are digitally printed on target locations using inkjet technology, simplifying processes and enabling multi-product manufacturing. This approach minimizes electrode material waste, as materials are printed only on necessary parts.



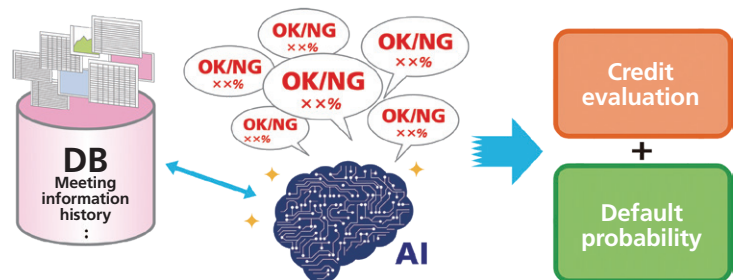
Knowledge Creation Support

Workplaces vary among different businesses and fields and are expanding everywhere. With globalization, people in different locations and time zones are connecting digitally and are constantly exchanging information. Ricoh views such interactions as sources of knowledge creation. The Internet of Things organically links inputs from edge devices, processing through artificial intelligence, and optimizes visualization. We are drawing on the Internet of Things and other technologies so we can innovate and energize society.



AI-Based Credit Approval

We developed a credit model that replaces people with artificial intelligence. Ricoh Leasing Company, Ltd., is already using that setup, which saves manpower in credit operations and very accurately predicts default rates to aid loss projections.

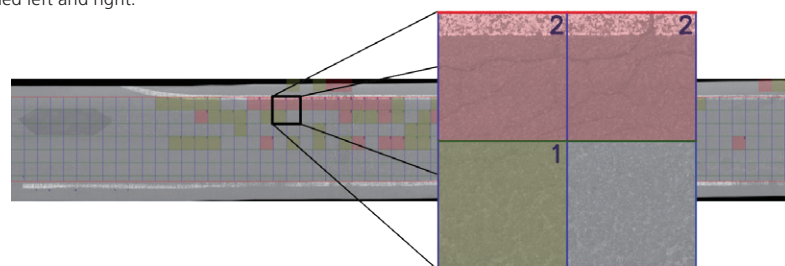


Road Surface Inspection System

The aging of roads, bridges, and other infrastructure has become a major social issue. We can enhance security and safety by systematically maintaining and managing infrastructure. Ricoh developed a road surface condition monitoring system. This vehicle-mounted camera system measures the deterioration of road surfaces. Because it can be mounted on ordinary automobiles, it can be used on residential roads on which it would be hard to measure changes with large specialist vehicles. The system's multiple stereo cameras* assess crack rates, rut depths, and flatness in a single pass.



*Stereo cameras: Obtaining depth (three-dimensional) information on objects ahead by using the parallax of two cameras aligned left and right.



Capturing images of the road with stereo cameras and using artificial intelligence to automatically measure the extent of cracks

Sustainable Environmental Management

Sustainable environmental management balancing conservation and business growth

We will transform our business model from long-term perspectives and help improve social sustainability.

The five materialities that the Ricoh Group set in April 2017 include items for achieving a zero-carbon society and circular economy.

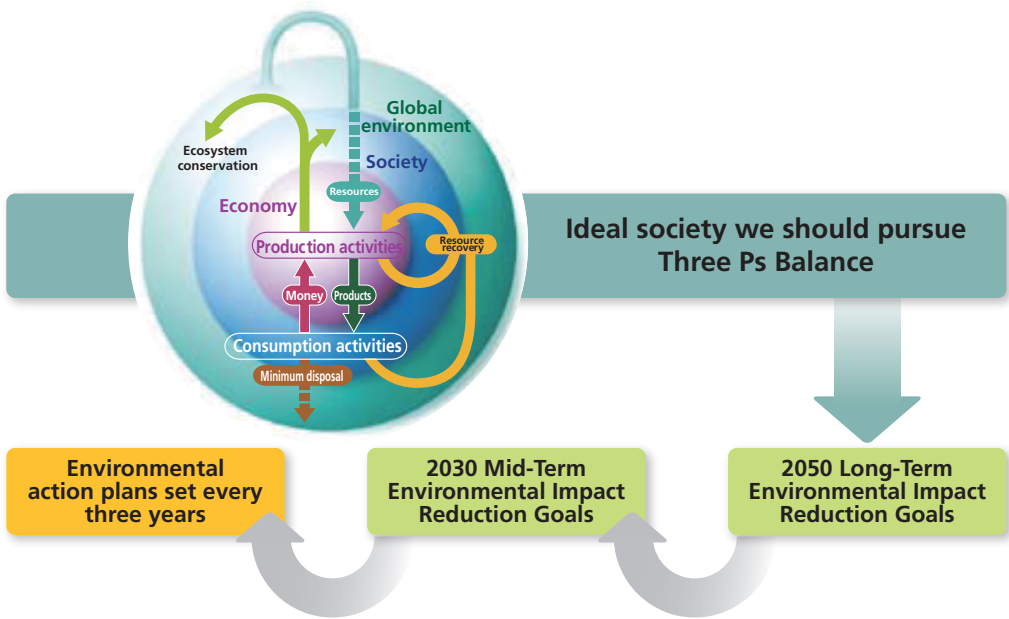
We accordingly set about reinforcing our efforts by formulating the Ricoh Group Environmental Declaration and environmental goals. We particularly seek to achieve a zero-carbon society, tackling global warming by eliminating greenhouse gas (GHG) emissions across the entire value chain by 2050.

We will reach that goal by conserving energy and using renewable energy. We were the first Japanese company to join RE100, an international initiative striving to increase the demand for and delivery of renewable energy.

While striving to enhance the energy efficiency of our products, we will collaborate with business partners and customers to help decarbonize society throughout the value chain.



Setting goals using the back-casting method



Ricoh Group environmental declaration

We proactively reduce environmental impact and strive to improve the Earth's self-recovery capabilities to achieve a zero-carbon society and a circular economy through business.

Ricoh Group environmental goals

2030 goals

- GHG Scope 1, 2: 30% reduction
- GHG Scope 3: 15% reduction
- Product resource conservation rate: 50%

Note: Figures compared with 2015 levels

2050 goals

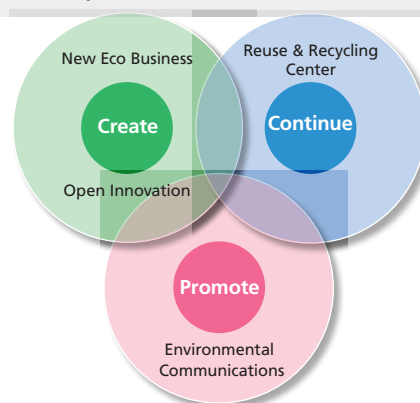
- Targeting zero GHG emissions across the entire value chain
- Product resource conservation rate: 93%

RICOH Eco Business Development Center

In April 2016, we opened this facility in a former plant in Gotemba, Shizuoka Prefecture. Its role is to implement environmentally friendly management practices that evolve with our customers and partners.



Three functions of RICOH Eco Business Development Center



We pursue open innovation through industry-government-academia cooperation to help materialize a sustainable economy by creating environmental businesses extending beyond the scope of conventional business areas.

Create Demonstrating and creating new environmental businesses



Continue Developing and deploying reuse and recycling technologies



Promote Disseminating information on environmental initiatives



Model for tapping wood biomass heat



Wood biomass boilers

We deployed a local energy production and consumption model bathhouse and other facilities that tap heat from biomass boilers fueled by woodchips from thinned timber.

Recovered machine storage management system



Recovered machines

The RICOH Eco Business Center installed a recovered machine storage management system that uses internally developed color coding. The facility manages stock levels and location information by using a ceiling-mounted camera to scan recovered machine color codes. This setup selects machines that are suitable for reconditioning and uses proprietary automated guided vehicles to take machines to production lines.

Contributing to Society

We maintain a groupwide basic policy and prioritize key areas for social contributions to help resolve social issues as a good corporate citizen. We leverage the strengths of Group companies and our human resources to build partnerships with likeminded stakeholders while undertaking initiatives to pursue sustainable social progress.

Printed Memory Program (Europe)

Ricoh Europe PLC launched this program in September 2017 to assist those with Alzheimer's Disease and dementia. Under this initiative, family members and friends can upload digital photos to obtain tools to create picture postcards for sufferers. The cards remind recipients of people close to them. Proceeds from sales go to fund Alzheimer's Disease research. In 2018, the program raised about £100,000 (about ¥13.3 million) from tool usage revenues and events. While striving to enhance the energy efficiency of our products, we will collaborate with business partners and customers to help decarbonize society throughout the value chain.



Ricoh Science Caravan (Japan)

We leverage our personnel and technologies in developing and running this program to provide opportunities to interest children in the sciences, holding classes at science museums around the nation.



Forest Ecosystem Conservation Projects

We engage in forest conservation because we consider this vital to safeguard biodiversity while preventing global warming and contributing to economic sustainability.

We have undertaken forest ecosystem conservation projects since 2000 in partnership with environmental NGOs and local communities.

We launched forestation activities with local government bodies and residents, and other stakeholders from 2017 to contribute to regional community progress.



Conserving mangrove swamp in Mexico



Ricoh Ena Forest partnership with Ena city, resident association, and enterprises

Engaging in and Sponsoring Cultural and Sports Activities

Cultural and Athletic Activities

We maintain a robust cultural and athletic club program to enhance corporate life by increasing engagement between our people while contributing to the communities we serve.



▲ Ricoh Black Rams rugby team



▲ Table tennis team (photo courtesy of World Table Tennis)



▲ Tennis team



▲ Shogi team



▲ Ricoh Philharmonic Orchestra

Sponsorships

We support a wide range of sports and cultural activities.



▲ LPGA Tour Championship Ricoh Cup, Japan
©Getty Images



▲ ATP tournaments, Europe



▲ Official partner of Museum of Emerging Science and Innovation, Japan



▲ Ricoh Cup Women's Ouza Shogi Championship, Japan

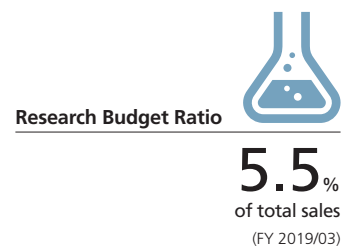
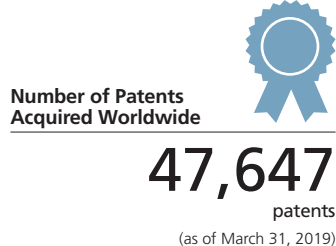
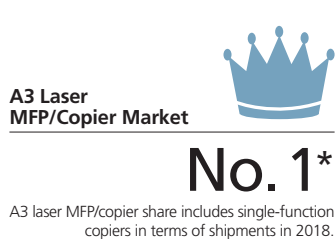
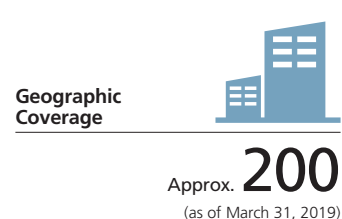
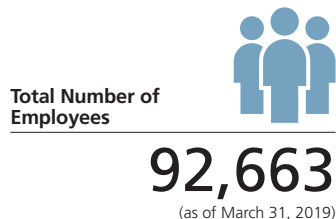
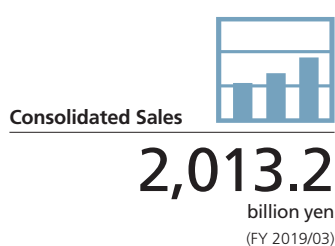


▲ Toronto Maple Leafs, Canada

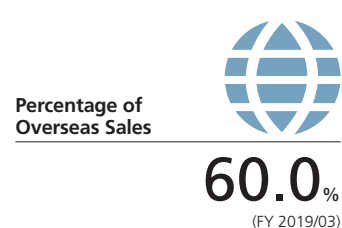
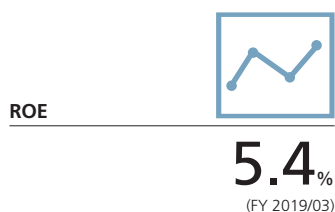


▲ A.C. Milan, Italy

About the Ricoh Group

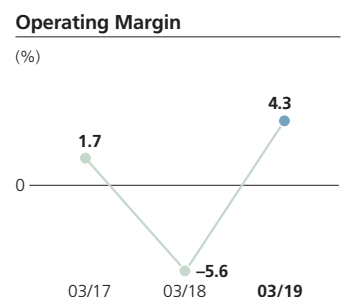
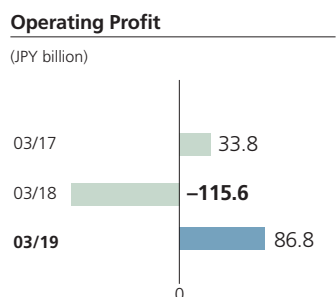
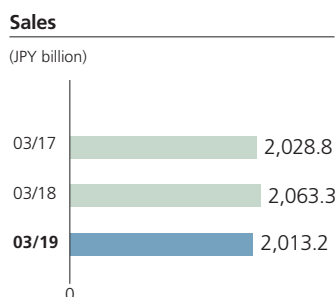


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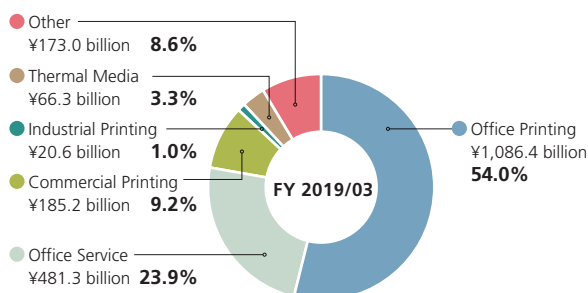


Highlights for the fiscal year ended March 31, 2019

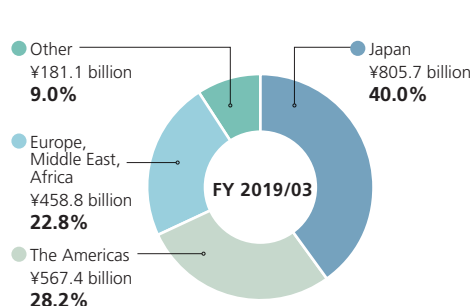
Figures comply with International Financial Reporting Standards.



Sales by Product Category



Sales by Geographic Area



Ricoh redefined its business domains and adopted new operating segments as of April 1, 2017.

A Solid Record of Innovating Value

We will continue to revolutionize image processing

Ricoh started out by marketing sensitized paper and cameras. We have since innovated numerous image processing technologies to offer revolutionary products and services that help improve productivity and create knowledge.

Early Years

Ricoh's origins date back to a decision of the Institute of Physical and Chemical Research to commercialize the fruits of its R&D by setting up Rikagaku Kogyo Co., Ltd. In 1936, the institute established Riken Kankoshi Co., Ltd. (renamed Riken Optical Co., Ltd., in 1938, and Ricoh Company, Ltd., in 1963) to manufacture and sell sensitized paper. In 1950, the Company popularized cameras among consumers by mass producing them for the first time in Japan, and in 1955 entered the business machine field with the introduction of the Ricopy 101.

1936 Riken Kankoshi Co., Ltd. established to make and market sensitized paper, with Kiyoshi Ichimura appointed executive managing director.

1938 Renamed Riken Optical Co., Ltd. (until 1963).

1946 Kiyoshi Ichimura becomes president.

1950 Launches the Ricohflex III camera, which spurs the popularization of cameras.

1955 Enters office copier field with the Ricopy 101, its first diazo model.

1957 Wins Ohkochi Memorial Production Prize for establishing camera mass-production system.

1960 Introduces the Ricoh Offset B4, the first offset printer for office use.

1962 Launches the Ricoh Auto Half, a half-framed model that proves a massive hit. Establishes Ricoh Industries, U.S.A. Inc., a sales subsidiary.

1963 Renamed Ricoh Company, Ltd.

1965 Introduces the Ricopy BS-1 as its first electrostatic copier.

1968 Kiyoshi Ichimura passes away.



Ricohflex III



Ricopy 101

OA Pioneer

In 1974, Ricoh launched the Rifax 600S, the world's first high-speed office facsimile. In 1977, we coined the acronym OA for "office automation." During the 1980s, we extended our office productivity support by rolling out a lineup that included computers and word processors, optical filing systems, and laser printers.

1970 Ricoh Pavilion at Japan Expo '70 highlights theme of a "Better Vision for Humanity."

1971 Introduces the Ricom 8, its first office computer.

Establishes Ricoh Nederland B.V., a Dutch sales subsidiary.

1972 Launches the Ricoh PPC 900, its first dry-electrostatic-transfer plain paper copier.

1973 The Rifax 600S, the first high-speed facsimile machine for offices, transmits between Tokyo and New York via satellite.

1975 Commercializes the Ricopy DT1200, a wet process-based plain paper copier.

Becomes office automation industry's first Deming Prize recipient.

1976 Establishes Environmental Promotion Section.

The Rifax 600S adopted for use in the Montreal Olympic Games.

1977 Coins acronym OA for "office automation."

1981 Starts marketing Ricoh brand dry process plain paper copiers in Europe and North America.

1982 Introduces the Ricopy FT4060, the first A3 plain paper copier.

1983 Establishes Ricoh UK Products Ltd., a manufacturing subsidiary.

1984 The Rifax 1300HS receives a Nikkei Product Excellence Prize.



Rifax 600S



Ricopy DT1200

The Digital Revolution

In 1987, we pioneered MFPs with the IMAGIO 320. In 1996, we helped popularize digital models by launching the imagio MF200, a compact and highly affordable MFP. We subsequently released networked and color offerings.

- 1985** Receives the Ohkochi Memorial Production Prize for developing a multi-product production system for MFPs.
Develops speech recognition and optical character recognition technology.
- 1987** Launches the IMAGIO 320 digital copier.
- 1989** Signs a Worldwide Sponsorship contract in the facsimile machine category for the 1992 Barcelona Olympic Games.
- 1991** The Ricoh California Research Center develops the world's fastest color imaging compression algorithm.
Establishes Ricoh Asia Industry (Shenzhen) Ltd., a manufacturing subsidiary in China.
- 1992** Implements the Ricoh General Principles on the Environment to define the Group's conservation policy.
- 1993** Ricoh UK Products Ltd. is the first recipient of the Queen's Award for Environmental Achievement.
- 1994** Ricoh UK Products Ltd. receives a Highly Recommended prize from the European Better Environment Awards for Industry for its chlorofluorocarbon-free recycling system.
- 1995** Launches its first digital camera, the DC-1.
Acquires Gestetner Corporation (U.K.) and Savin Corporation (U.S.).
- 1998** The Rifax BL110 Shataro2 facsimile machine receives the Japan Machinery Federation President's Award at the 18th Energy Saving Excellent Awards.
Placed first in the Environmental Management Survey of the *Nihon Keizai Shimbun*, Japan's top business daily (was first for three straight years through 2000 and then in 2004).
- 1999** Awarded the Minister of International Trade and Industry Prize in the eighth annual Global Environment Awards from the Japan Industrial Journal.
Receives Japan Quality Award.
- 2000** Obtains the first Eco Mark for an MFP.



IMAGIO 320



DC-1

A Global Company

Ricoh's overseas expansion began in the early 1970s, when the Company began selling on an original equipment manufacturer basis. We pursued global expansion by establishing a global sales support structure, a process kick-started in 1995 when U.K.-based Gestetner became part of the Ricoh Group. We steadily extended the scope of our operations, including by entering the production printing market and reinforcing our solutions business.

- 2001** The imagio Neo 350 series wins Energy Conservation Prize from Minister of Economy, Trade and Industry.
Acquires Lanier Worldwide, Inc.
- 2002** Given the world's highest ranking for corporate social responsibility by oekom Research AG (also in 2005 and 2006).
Signs the United Nations Global Compact.
- 2003** The Ricoh Group receives Gold Medal from the World Environment Center.
Establishes Ricoh China Co., Ltd.
- 2004** Acquires Hitachi Printing Solutions, Ltd., which is renamed Ricoh Printing Systems, Ltd.
- 2005** Given the highest (AAA) evaluation in environmental ranking organized by Tohatsu Evaluation and Certification Organization (also in 2006).
- 2006** Lights up a major billboard atop the San-Ai Dream Center in Ginza, Tokyo.
- 2007** InfoPrint Solutions Company, a Ricoh-IBM joint venture, starts operations.
- 2008** Introduces the Ricoh Pro C900 color production printer.
Acquires IKON Office Solutions, Inc.
- 2009** Releases its first reconditioned color MFP, the MP C3500RC/C2500RC series, in Japan.
Produces the world's first biomass toner, used in the MP 6001GP MFP.
Establishes Ricoh Manufacturing (Thailand), Ltd.



San-Ai Dream Center



imagio MP 6001GP

Creating New Customer Value

The range of value provided to customers expanded significantly with a rapid evolution in customer workstyles.

- 2010** Launches the Projection System business.
- 2011** Launches the Unified Communication System business to efficiently integrate video, voice and other forms of data.
- Establishes PENTAX Ricoh Imaging Company, Ltd. (renamed RICOH IMAGING COMPANY, LTD., in 2013).
- Receives an award from Ministry of Economy, Trade and Industry for dry washing technology that removes residue without using solvents or water.
- 2012** Selected by oekom research AG as the world's best performing business for sustainability in the IT industry.
- Releases the MP 9002/7502/6002/6002GP series, the industry's first digital high-speed monochrome MFPs to feature steel parts made from scrap.
- Ricopy 101, the diazo copier launched in 1955, is included in the list of Japan's Mechanical Engineering Heritage.
- Global consulting firm Deloitte recognizes Ricoh as one of six global pioneering companies in terms of reaching the Ecosystem level of sustainable business.
- 2013** Releases the RICOH Interactive Whiteboard D5500, which allows remote sites to share display-based handwritten content.
- The Ichimura Nature School Kanto wins the Philanthropy Grand Prize.
- Selected as one of the World's Most Ethical Companies by Ethisphere Institute of United States for the fifth consecutive year.
- Restructures design and production functions in Japan.
- Establishes Ricoh Technologies Company, Ltd., and Ricoh Industry Company, Ltd.
- Releases the RICOH THETA*, the world's first camera capable of taking fully spherical pictures.
- 2014** Listed in the "Global 100 Most Sustainable Corporations in the World" by Corporate Knights, Inc., of Canada for the 10th straight year.
- The Ichimura Nature School Kanto wins the Minister of Education, Culture, Sports, Science and Technology Award.
- Selected for the FTSE4Good Index, a socially responsible investment index, for the 11th consecutive year.
- Reorganizes sales subsidiaries in Japan. Parts of Ricoh Technosystems Co., Ltd., Ricoh Business Expert Co., Ltd., and Ricoh IT Solutions Co., Ltd., are integrated into Ricoh Japan Corporation.



RICOH Interactive Whiteboard D5500



RICOH THETA

Installs a 100% eco-powered electronic billboard at Ginza 4-chome crossing in Tokyo.

Launches Additive Manufacturing business.

The Rifax 600S is registered under Essential Historical Materials for Science and Technology by the National Museum of Nature and Science in Japan.

- 2015** Establishes Ricoh Middle East FTZ in Dubai as a regional head office to provide solutions support and function as a training center for Ricoh offerings.
- Opens RICOH Future House to foster community development.
- Launches its first 3D printer, the RICOH AM S5500P.
- Listed in Dow Jones Sustainability World Indices for socially responsible investment for the third year in a row.
- 2016** Acquires AnaJet, a leader in direct to garment printers in the United States.
- Receives Nano Tech Grand Prize at the 2016 Nano Tech Awards.
- Receives highest Gold rating in EcoVadis global supplier survey for second straight year.
- Selected for Silver Class in sustainability ratings by RobecoSAM for the second consecutive year.



RIFAX 600S is honored by The Institute of Electrical Engineers of Japan as a One Step on Electro-Technology product.

Recognized as one of the World's Most Ethical Companies by Ethisphere Institute of United States for the seventh time.

Enters the healthcare solutions field.

Opens the RICOH Eco Business Development Center.

RICOH Eco Business Development Center receives the Japanese Prime Minister's Award for Reuse and Recycling activities.

- 2017** Establishes new environmental goals.
- Included on Climate A List by CDP, a non-profit global environmental disclosure platform.
- Receives 2017 Environment Minister's Award for Global Warming Prevention Activity.
- 2018** Wins 2018 Grand Prize in Corporate Environmental Leadership Development from Environment Minister.
- Establishes ESG Committee.
- 2019** Sets up Risk Management Committee.
- Launches RICOH IM C series of intelligent MFPs.

*Consumer product noted for ability to capture fully spherical images, rather than panoramic or semi-spherical images, with a single shutter release (based on Ricoh research, as of October 2013).

RICOH

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