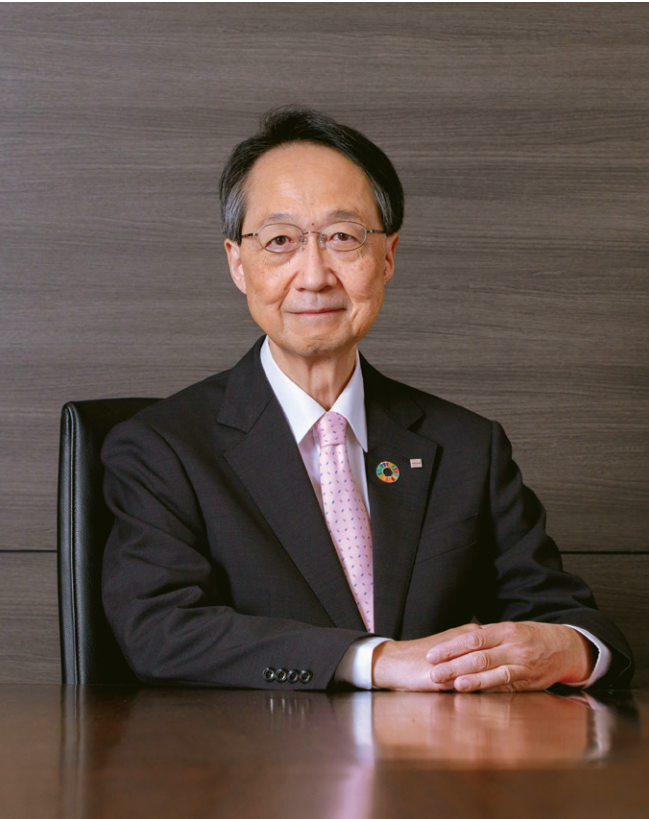


Corporate Profile 2025



Executive Message



Balancing job satisfaction and business growth is essential to sustainable economic and social development.

Our business has always been close to customers' work. We have defined Fulfillment through Work as Ricoh Way's Mission and Vision.

We deliver value to customers by connecting people and workplaces and transforming workflows with digital technologies.

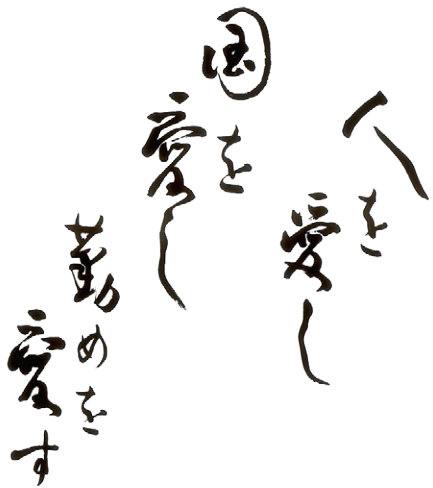
We will unleash the potential and creativity of our customers through unique digital services that focus on their needs.

Akira Oyama
President and CEO

Ricoh Way

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 and Vision
- Fulfillment through Work
- At Ricoh, we empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realize a sustainable future.
- 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

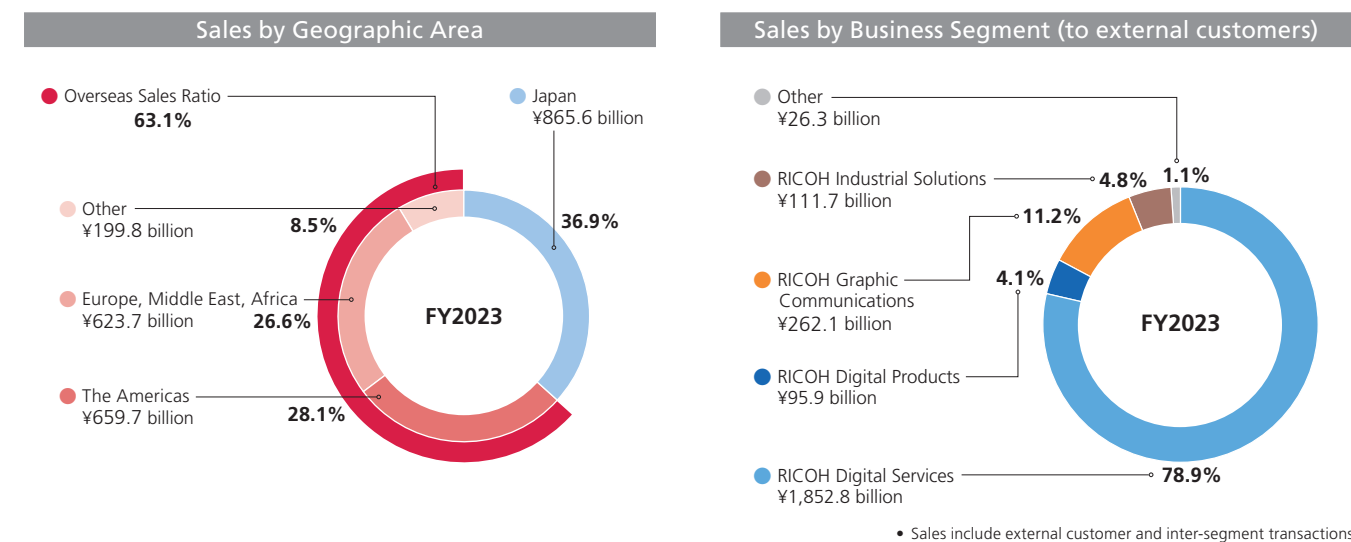
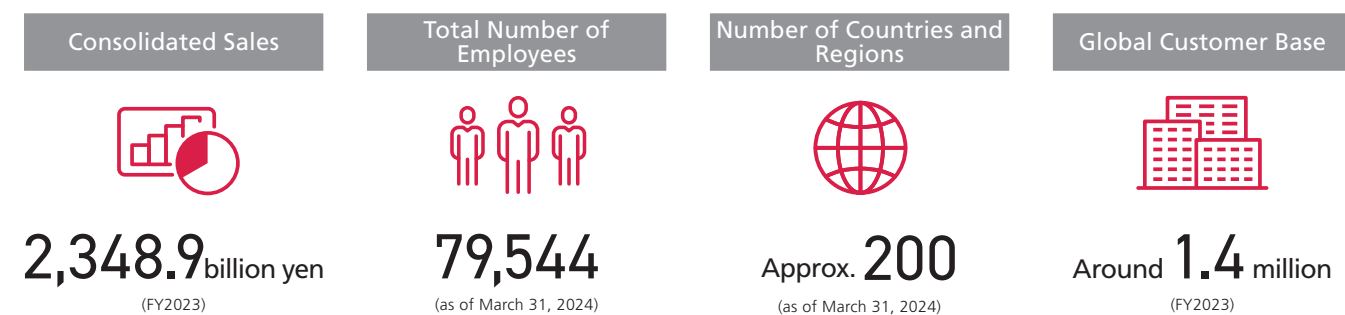


Kiyoshi Ichimura formulated the Ricoh Group's Founding Principles in 1946. They inform how we do business, encouraging us to constantly improve and contribute to the wellbeing of all stakeholders, including our families, customers, and society at large.

Remaining close to our customers

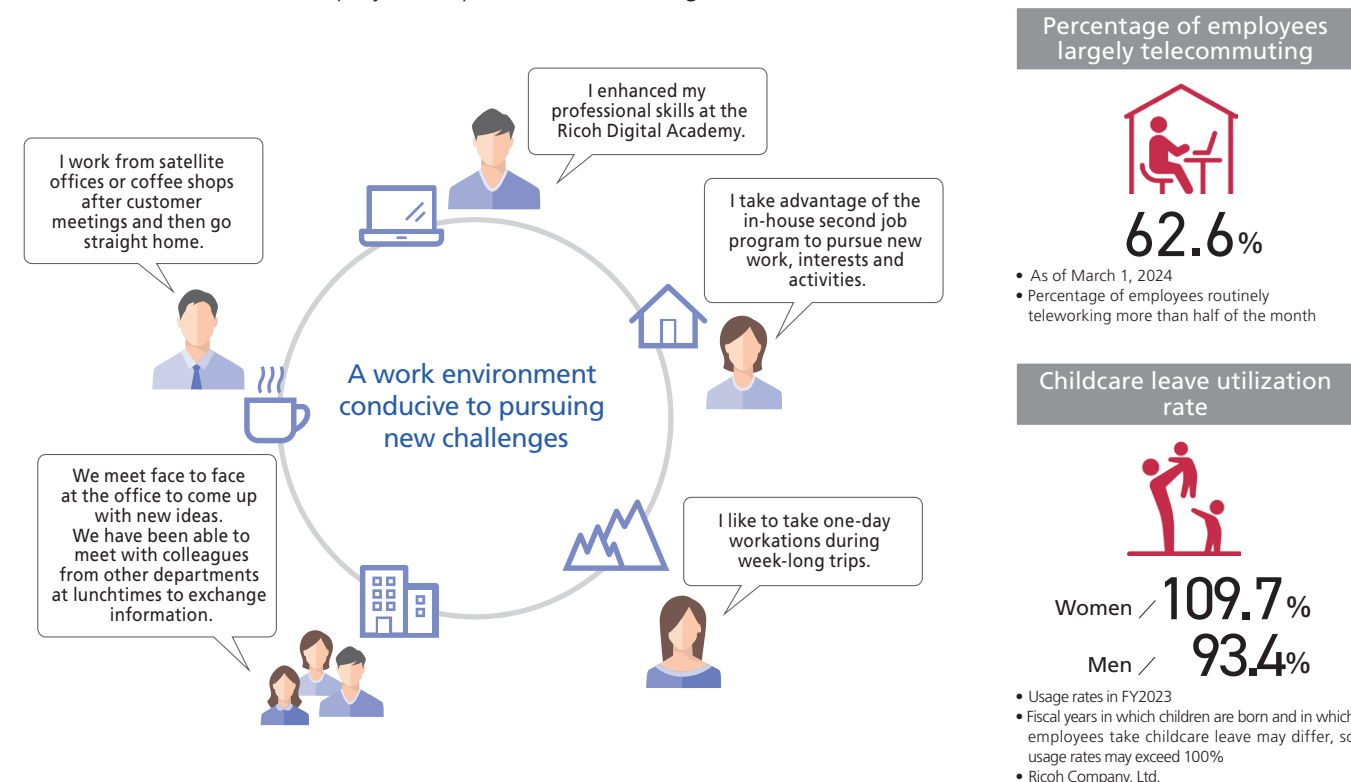


About the Ricoh Group



Programs Fostering Self-Motivated Employees

Ricoh encourages employees to find Fulfillment through Work by enhancing their skills. They can, for example, learn how to create digital services at the Ricoh Digital Academy, participate in the in-house second job program, or learn how to build new businesses through our Accelerator Program. On top of that, we offer hybrid work environments to enable employees to pursue new challenges.



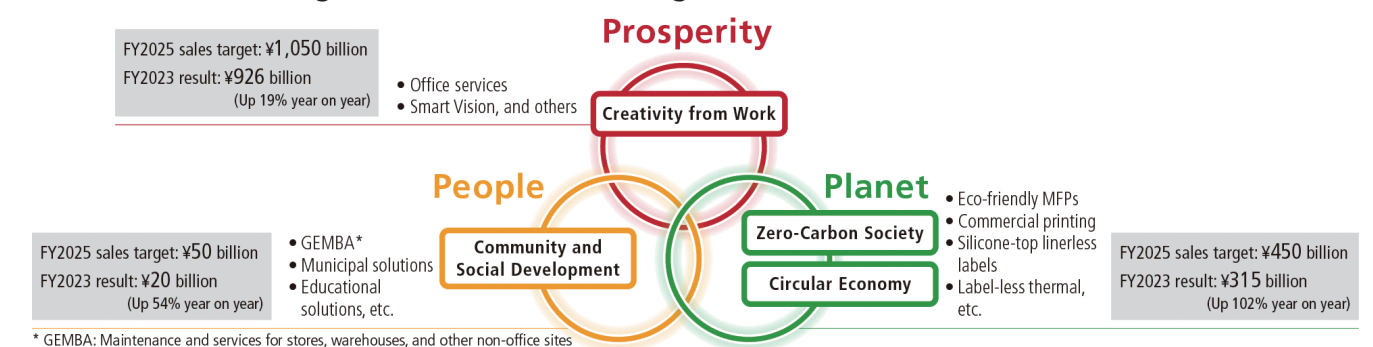
Resolving Social Issues through Business

In 1998, Ricoh was one of the first companies in the world to advocate environmental management. We have since endeavored to align protecting the environment and generating profits. By aligning ESG and business growth, we strive to resolve social issues through business.

Identifying Seven Key Social Issues

To achieve a sustainable society through the Three Ps Balance—prosperity, people, and the planet—we assess the impacts of environmental and social changes, such as climate change and human rights demands, on our operations. We also evaluate how our business affects the environment and society. From a risk and opportunity perspective, we identified seven material issues and set 16 ESG goals as key performance indicators, which are mid-term management strategy priorities. We are generally on track to reaching our targets for fiscal 2025.

Social issue-resolving businesses and sales targets and FY2023 results



Success Stories

Creativity from Work

Helping transform the world of work by providing digital services that help customers become more productive and creative

Providing Scrum packages that help small and medium-sized businesses resolve industry issues



Helping Resolve Social Issues

- Leveraging our digital prowess to help small and medium-sized business adopt digital processes, contributing to Creativity from Work
- 86,769 package installations in FY2023 helped customers save a total of 56.72 million work hours
- Helped customers reduced greenhouse gas emissions by traveling less

Contributing to Business Growth

- Ongoing Scrum package demand growth accelerating high-margin recurring revenue expansion
- In FY2023, generated ¥59.4 billion in sales by increasing installations per customer



Materializing Zero-Carbon Society and Circular Economy

Developed label-less thermal technology for printing directly on packaging materials
Helping customers to adapt their products and business models to a circular economy



Helping Resolve Social Issues

- Lowering environmental impact (making carbon footprint 80% smaller than that of thermal labels)
- Reducing dead stock
- Improving productivity

Contributing to Business Growth

- Two leading convenience store chains in Japan adopted our technology in 2022
- Looking to generate at least ¥10 billion in sales by 2025 through deployments in other sectors and overseas expansion



Operational Overview by Business Unit

The Ricoh Group is transforming into a digital services company. A structure in which five business units operate autonomously enables them to respond swiftly to changes in their respective markets and resolve social issues through business.

RICOH Digital Services

Business Outline

We sell office imaging equipment to a global customer base. These offerings include MFPs and printers, in which we have top-class global market shares, as well as consumables. We also provide IT-related solutions that support customers' overall workflow reforms and work practice innovations, as well as other services to digitally resolve their management issues and enhance productivity

Scrum Packages

We provide digital transformation support through industry and business packages for small and medium-sized businesses that combine MFPs, 360° cameras, and other unique devices with software, cloud services, and other offerings

RICOH Spaces

Cloud applications for reserving spaces, including office meeting rooms, desks, and open areas

Scrum Packages for Three Tasks Across Nine Sectors

Construction	Real estate	Manufacturing
Welfare and eldercare	Healthcare	Transportation
Tourism	Printing	Logistics
Workplace reforms	Security	Back offices

RICOH Digital Products

Business Outline

We develop and produce (including on an original equipment manufacturing basis) office MFPs, in which we are among the global market leaders, as well as printers and other imaging equipment, scanners, and edge devices that support digital communication

A3 Color MFPs

Featuring an industry-leading post-consumer recycled plastic content rate of more than 50%, helping to lower environmental impact

Post-consumer recycled plastic content rate of around 50%*

*Ricoh calculated that about 50% of the total plastic content of this product by weight is from recycled materials

RICOH Interactive Whiteboard

Streamlines communication and collaboration in offices and educational settings

RICOH IM C6010/C5510/C4510/C3510/C3010/C2510/C2010



Received Energy Conservation Center Chairman's Prize in Product and Business Model Category of Energy Conservation Grand Prize Award in Japan



2023年度 省エネ大賞 (製品・ビジネスモデル部門) 主催：一般社団法人省エネ大賞実行委員会



RICOH Graphic Communications

Business Outline

Commercial Printing Business
Solutions and services to printing industry customers include digital printing-related products, onsite printing workflows, and marketing support

Industrial Printing

We manufacture and sell industrial inkjet heads, inkjet ink, and industrial printers for diverse applications, including building materials, furniture, wallpaper, signage displays, and apparel fabrics

Commercial Printing

Converting from offset to digital printing to digitalize printing processes and shrink carbon footprints

Industrial Inkjet Heads

We offer an array of top-quality, highly reliable heads





RICOH Industrial Solutions

Business Outline

Thermal Media Business
We manufacture and sell thermal paper used for food point-of-sale, barcode, shipping, and other labels, as well as thermal transfer ribbons for printing clothing price tags, brand tags, and tickets

Smart Industrial Solutions Business

We provide products and solutions that employ image processing technologies

Label-Free Thermal Printing

Direct printing technology for salad package wrappers and other packaging materials helps reduce film waste

Vehicle Painting Line Builder

Our unique inkjet technology has helped revolutionize vehicle coating processes





RICOH Futures

Business Outline

New Businesses
We aim to swiftly resolve issues while generating new opportunities through the Smart Vision, healthcare, inkjet battery, and social infrastructure businesses

Drug Discovery Support

We support drug discovery by leveraging core technologies to induce rapid differentiations of iPS cells and design and manufacture infrastructure for messenger RNA-based therapeutic drugs

Lithium-ion battery manufacturing technology applying on inkjet printing technology

RICOH360

Streamlining businesses through 360° digitalization for all sorts of spaces







Commitment to Society

We are endeavoring to help materialize a sustainable economy by endorsing and signing up for statements and guidelines.

WE SUPPORT



UN Global Compact

In April 2002, we became the second Japanese company to sign this pact

CLIMATE GROUP RE100

RE100

In April 2017, we were the first Japanese company to join this collaborative, global initiative of influential businesses

ESG Index Inclusions and Assessments

External organizations in Japan and abroad have included us in their ESG benchmarks. In July 2024, Japan's Government Pension Investment Fund included us in six major ESG indices for domestic equities that it has adopted.

Included in the Dow Jones Sustainability World Index (DJSI World Index)



FTSE4Good



FTSE Blossom Japan



FTSE Blossom Japan Sector Relative Index



2024 CONSTITUENT MSCI NIHONKABU ESG SELECT LEADERS INDEX

2024 CONSTITUENT MSCI JAPAN EMPOWERING WOMEN INDEX (WIN)



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Awards and Recognition

Domestic and international awards and recognition attest to our excellence



- Included in TIME World's Most Sustainable Companies of 2024

About Ricoh <https://www.ricoh.com/about/>



Careers <https://www.ricoh.com/about/jobs/>

