



## ASSURANCE STATEMENT

### **SGS Japan's Report on Sustainability Activities in the Ricoh Company, Ltd. Ricoch Group Integrated Report 2020 and the website.**

#### **NATURE AND SCOPE OF THE ASSURANCE**

SGS Japan Inc. was commissioned by Ricoh Company, Ltd. (hereinafter referred to as "the Organization") to conduct an independent assurance of its Ricoh Group Integrated Report 2020 and the website (hereinafter referred to as "the Report"). The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the stakeholder management process, data on greenhouse gas(GHG) emissions (Scope 1, 2, and category 1, 4 and 11 of Scope 3), energy consumption, amount of water (Withdrawal, Discharge, volume of Reused / Recycled) , waste (Total amount of wastes, Final disposal amount, Amount of resource recovered), PFC emissions, VOC emissions and CSR Indicators\*, and the management systems supporting the reporting process. Refer to the attached sheet for the detailed scope of assurance.

\* "Cases of serious accidents involving products", "Number of serious violations of law or incidents and accidents", "Percentage of female workers in management positions and executive management positions" "Employment rate of workers with disabilities"

The information contained in the Report is the responsibility of the directors or governing body and the management of the organization. SGS Japan Inc. has not been involved in the preparation of any of the material included in the Report.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of assurance with the intention to inform all the organization's stakeholders.

The SGS protocols are based upon internationally recognized guidance, including the Principles contained within the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines for accuracy and reliability and the guidance on levels of assurance contained within the AA1000 series of standards and guidance for Assurance Providers.

This report has been assured at a moderate level of scrutiny using our protocols for:

- evaluation of content veracity;
- AA1000 Assurance Standard (2008) Type 2 evaluation of the report content and supporting management systems against the AA1000 Accountability Principles (2008);
- evaluation against the ISO14064-3 (2006);

The assurance comprised a combination of pre-assurance research, interviews with the management and the person in charge of producing the report, onsite visits, verification and confirmation of vouchers, review of related materials and records, and analytical procedures. On-site verification and vouchers review carried out remotely by connecting the Organization's Headquarters with RICOH ELEMEX CORPORATION Ena Plant and Okazaki Plant via the Internet as special measures due to COVID-19 outbreak.

Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

#### **STATEMENT OF INDEPENDENCE AND COMPETENCE**

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; and environmental, social and sustainability report assurance. SGS Japan Inc. affirms our independence from the organization, being free from bias and conflicts of interest with the organization, its subsidiaries and stakeholders.

The assurance team was assembled based on the knowledge, experience and qualifications of the each of the team members for this assignment, and comprised auditors registered with lead auditors of ISO9001, ISO14001, ISO45001, and lead verifiers of greenhouse gas emissions.

## ASSURANCE OPINION

Within the scope of the assurance activities employing the methodologies described above, nothing has come to our attention that caused us to believe that the information and data contained within the Report does not provide a fair and balanced description of the organization's sustainability activities from 1 April, 2019 to 31 March, 2020.

The assurance team is of the opinion that the Report can be used by the Reporting Organization's Stakeholders. We believe that the organization has chosen an appropriate level of assurance for this stage in their reporting.

## AA1000 ACCOUNTABILITY PRINCIPLES (2008) CONCLUSIONS, FINDINGS AND RECOMMENDATIONS Inclusivity

The organization clarifies the issues through dialogue with external expert represent multi-stakeholder and utilizes it in their CDR activities. The Organization reflected the outcomes in the medium-term management plan and executed them across the entire organization. Furthermore, the Organization communicated with both internal and external stakeholders in various ways in the respective divisions and sites. The organization established an ESG committee headed by top management and recognizes CSR as its core subject. The communication with stakeholders is considered to be continuously implemented in the respective divisions and sites including the headquarters.

The series of processes was confirmed to be complied with the principle of comprehensiveness by the verification.

## Materiality

In the process of determining the material issues, the Organization considered the outcomes of communications with internal and external stakeholders, social trends, the United Nations Sustainable Development Goals (SDGs), and others. The Organization incorporated the perspectives of both the organization and stakeholders, identified and prioritized the materiality level of various issues. For the identified material issues, the Organization held dialogues with experts in terms of the appropriateness, and reflected the stakeholders' opinions in the review of the material issues. Furthermore, the Organization corresponded to the issues identified through the management plan and other activities. The series of processes is considered to be useful for both the organization and stakeholders. The Organization has also initiated the second-party audits of supply chain based on RBA CODE OF CONDUCT.

SGS Japan Inc. confirmed the above processes through the assurance.

## Responsiveness

The top management of the Organization strongly recognizes the importance of ESG for the corporate value. The Organization identified the issues related to the internal and external stakeholders based on the materiality, and corresponded to them at the respective divisions and sites. The Organization communicated with stakeholders in various ways to report the progress of the correspondence to the issues and gathered opinions from stakeholders. The Organization also considered actions against the further challenges followed by the communications. The organization has the system for stakeholders to confirm the progress of the correspondence to the issues by widely announcing on the websites. In addition, the Organization has improved the availability of data usage for stakeholders by compiling the performance data on the status of stakeholder response and publishing the ESG DATA BOOK.

SGS Japan Inc. confirmed the above processes through the assurance.

For and on behalf of SGS Japan Inc.

Senior Executive & Business Manager

Certification Services Division

Yuji Takeuchi



AA1000

Licensed Assurance Provider  
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19 June, 2020