

# Activities, topics and actual result of 2020 for Ricoh Group ESG target

## Resolving social issues through business

Materiality (Material issues)	KPIs	FY2022 Targets	FY2020 Results	Activities & Topics
 Creativity from Work  	Top score rate* <sup>1</sup> in customer surveys	30% or more	Japan: 28% Americas: 28% Europe: 24% APAC: 40%	Surveyed key customers in each region to receive comprehensive evaluations of Ricoh.
	Fulfilling value proposition for customers	20%* <sup>2</sup>	10%	Sold 68,000 Scrum packages, bringing the cumulative number of packages since its release in 2017 to greater than 140,000.
	Digital specialist development	IPA ITSS L3 1.5 times	(Planned to disclose the result from FY2022)	
 QOL Enhancement   	Number of people to whom we have contributed by improving social infrastructure	10 million people	1.6 million people	Contributed to improving social infrastructure for 1.4 million people by regular inspection using <a href="#">Road Surface Inspection System</a> (Social infrastructure). Contributed to improving social infrastructure for 200,000 people through PCR inspection accuracy management using <a href="#">Ricoh standard DNA series</a> (Healthcare).
 Zero-carbon Society  	GHG scope1, 2 reduction rate (vs. FY2015)	30%	36.5%	Reduced compared to prior year by utilizing renewable energy and saving energy usage (Production, work process improvement, electrification of company cars) despite the COVID-19 impact.
	GHG scope3 reduction rate (vs. FY2015)	20%	31.7%	Reduced CO2 emissions by enhancing saving energy functionality of our products (Reduced TEC value).
	Renewable energy utilization rate	30%	17.6%	Widely increased renewable energy utilization rate in US, Europe and China (US: 12.9%, Europe: 67.7%, China: 37.8%). Achieved 100% renewable electricity usage across 24 countries, 31 companies (As of Mar 2021).
 Circular Economy 	Virgin material usage rate	85% or less	90.7%	<a href="#">Promoting 3R activities by setting targets for "Ricoh Group Plastic Policy"</a> and organizing cross-functional Working Group (Office Printing machines). Launched new product made from 17% recycled material, reduced plastic packaging by 36% in Jan 2021.

## Robust management infrastructure

Materiality (Material issues)	KPIs	FY2022 Targets	FY2020 Results	Activities & Topics
 Stakeholder Engagement  	Production sites with RBA certified	6 sites	3 sites	Acquired certification at 3 Ricoh sites: Ricoh Industry Tohoku, Shanghai Ricoh Digital Equipment, and Ricoh Manufacturing (Thailand) (As of May 2021).
	Suppliers signing on RICOH Group Supplier Code of Conduct	100% signed	86% signed	Conducted 16 ESG briefings for 226 important suppliers to share the Ricoh Group's policies and strategies and promoted their signing of <a href="#">the Ricoh Group Supplier Code of Conduct</a> . Established a <a href="#">Supplier hotline</a> which suppliers can utilize to report law, rule and contract violation of Ricoh Group employees.
	International security standard	Bolstered security based on ISO/IEC NIST	Non-disclosure	
	Evaluation scores* <sup>3</sup> given by each partner (suppliers, distributors/dealers, development partners)	Non-disclosure		
	Attain top levels for primary ESG external evaluations	DJSI, CDP, etc.	DJSI: World CDP: A list	<a href="#">Won the Grand Prix award at "Nikkei SDGs management Grand Prix in 2020"</a> in addition to the evaluations listed.
	Selected in Digital Transformation stock (by Ministry of Economy, Trade and Industry)	Selected	Selected as DX Certified Business Operator	Selected as "DX Certified Business Operator" by Japan's Ministry of Economy, Trade and Industry in Jun 2021.
 Open innovation  	Increase rate of patent ETR score (vs. FY2020)	20%	(Planned to disclose the result from FY2022)	
 Diversity and Inclusion   	Ricoh Family Group engagement score* <sup>4</sup>	50 percentile or more in each region	Japan: 48percentile Americas: 35percentile Europe: 21percentile APAC: 31percentile	Established Global Survey program. Results were reported to top management and improvement measures discussed. Held best practice sharing sessions for domestic group companies and will continue ongoing.
	Female-held managerial position rate	Global: 16.5% or more (Japan: 7.0% or more)	Global: 15.1% (Japan: 5.8%* <sup>5</sup> )	<a href="#">Conducted training for female employees at all levels</a> and held awareness-raising "Unconscious Bias Seminar". Won Semi-Grand Prix at "2021 J-Win Diversity Award—Corporate Basic category" sponsored by the non-profit Japan Women's Innovative Network (J-Win).

\*1 Top score rate: Highest score selecting rate \*2 Scrum-package customers rate \*3 Evaluation results from each partners for Ricoh

\*4 Scoring which indicates Ricoh's positioning when we regard all the companies who participated the Gallup survey as 100 in each region \*5 As of Apr 2021