

Creating new value and business growth while working toward a sustainable society

The RICOH Way constitutes the basis of all corporate activities of the Ricoh Group. It is comprised of the Founding Principles (“Love Your Neighbor, Love Your Country, Love Your Work” — or The Spirit of Three Loves) and the Mission, Vision, and Values stated below. With these ideals to guide us, we create the Ricoh brand benefits: “Harmonize with the environment,” “Simplify your life and work” and “Support knowledge management.”

The RICOH Way

Founding Principles

**Love your neighbor,
Love your country,
Love your work**
(The Spirit of Three Loves)

Mission, Vision, and Values

Mission Statement

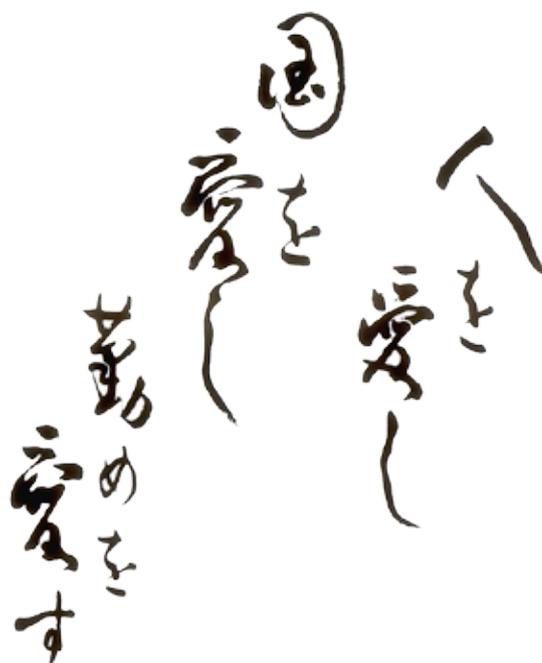
At the Ricoh Group, we are committed to providing excellence to improve the quality of living.

Vision Statement

To be the most trusted brand with irresistible appeal in the global market.

Values Statement

To be one global company, we must care about people, our profession, our society, and our planet. We must dedicate our winning spirit, innovation and teamwork to sharpen our customer-centric focus, and we also must commit to the highest standards of ethics and integrity.



Ricoh founder Kiyoshi Ichimura formulated The Spirit of Three Loves in 1946. These Principles inform how we do business, encouraging us to constantly improve so that we may contribute to the wellbeing of all our stakeholders. The principles embody Mr. Ichimura’s dedication by championing mutual respect, contributing to society by cherishing the planet, and encouraging our people to find meaning in work and passionately take on new challenges.

Signatory to the UN Global Compact



Ricoh was among the first wave of Japanese companies to sign on to the United Nations (UN) Global Compact launched in 2000. Since 2008, Ricoh has been serving as one of the directors on the Global Compact Japan Network.

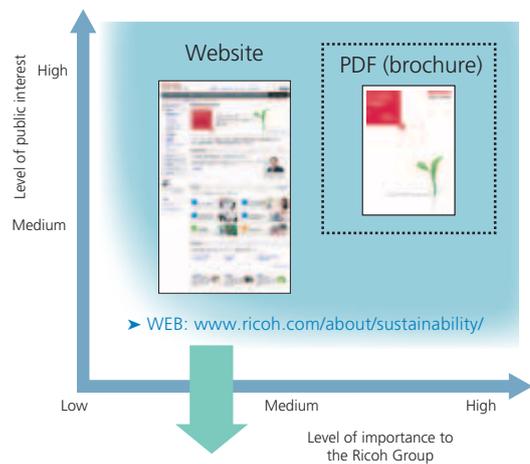
The Ten Principles of the UN Global Compact

Human Rights	<ul style="list-style-type: none"> • Businesses should support and respect the protection of internationally proclaimed human rights; and • make sure that they are not complicit in human rights abuses
Labour	<ul style="list-style-type: none"> • Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; • the elimination of all forms of forced and compulsory labour; • the effective abolition of child labour; and • the elimination of discrimination in respect of employment and occupation
Environment	<ul style="list-style-type: none"> • Businesses should support a precautionary approach to environmental challenges; • undertake initiatives to promote greater environmental responsibility; and • encourage the development and diffusion of environmentally friendly technologies
Anti-Corruption	<ul style="list-style-type: none"> • Businesses should work against corruption in all its forms, including extortion and bribery

Policy on information disclosure

Communication is essential to mutual understanding between corporations and society. That is why the Ricoh Group's policy is to provide relevant information in a timely way.

Previously, we issued three annual publications — the Annual Report, Sustainability Report for Corporate Social Responsibility, and Sustainability Report for Environmental Initiatives. In 2012, we merged these into a single report that presents a comprehensive picture of our policies and activities. The Ricoh Group Sustainability Report includes details about our fundamental concepts, policies and strategies to help all our stakeholders deepen their understanding of and support for our efforts.



• Web pages related to sustainability

Corporate information [About the Ricoh Group]

➤ WEB: www.ricoh.com/about/

[Investor Relations]

➤ WEB: www.ricoh.com/IR/

[CSR Management]

➤ WEB: www.ricoh.com/csr/

[Environmental Management]

➤ WEB: www.ricoh.com/environment/

Forward-looking statements

The plans, prospects, strategies and other statements, except for the historical events, mentioned in this material are forward-looking statements with respect to future events and business results. Those statements were made based on the judgement of Ricoh directors from the information that is now obtainable. Actual results may differ materially from those projected or implied. No assumptions concerning future events and business results should be made based on these forward-looking statements. The following important factors, without limiting the generality of the foregoing, could cause actual results to differ materially from those expressed in the forward-looking statements:

- General economic conditions and business trends
- Exchange rates and their fluctuations
- Rapid technological innovation
- Uncertainty as to Ricoh's ability to continue to design, develop, produce and market products and services that achieve market acceptance

Compilation based on the seven core themes of ISO26000

In compiling this report, the Ricoh Group reviewed and evaluated its major activities during the reporting period based on the seven core themes of ISO26000, the international standard for social responsibility (right). This report is structured according to the seven themes, and specific topics and activities have been selected for each theme to meet the diverse interests of our stakeholders.

Guidelines

The following guidelines have been used for reference to ensure topics are appropriately selected and organized:

- GRI Sustainability Reporting Guidelines (G3.1)
- The Japanese Ministry of the Environment's Environmental Reporting Guidelines 2007
- United Nations Global Compact Communication on Progress Policy

This version of the Sustainability Report reflects the opinions of experts, including investors and think tanks, who offered their thoughts on how the previous report could be improved.

Target readership

Current and future stakeholders of the Ricoh Group.

Scope of coverage

Ricoh Co., Ltd. and its consolidated subsidiaries.

Reporting period

This report covers the fiscal year from April 1, 2012 to March 31, 2013, however some activities from the fiscal year ending March 2014 are also included.

The seven core themes of ISO26000

- Organizational governance
- Human rights
- Labor practices
- The environment
- Fair operating practices
- Consumer issues
- Community involvement and development

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. Please do not rely on this material as your sole source of information for your actual investments, and be aware that you yourself are responsible for decisions regarding investments.

Exchange rates referred to in this report

The translation of Japanese yen amounts into U.S. dollar equivalents as of and for the year ended March 31, 2013 is included solely for the convenience of readers outside Japan and has been made using the exchange rate of ¥94 to US\$1, the approximate rate of exchange prevailing at the Federal Reserve Board on March 31, 2013.