

Respect for Human Rights

Respect for human rights as a fundamental corporate stance

The global community expects companies to operate with due respect for human rights. Beyond meeting regulatory requirements and social expectations in countries and regions in which we operate, we are strengthening our commitment to human rights by proactively introducing more rigorous international standards such as the United Nations Global Compact and ISO26000.

Strengthening human rights initiatives

Human rights are the basic rights that every individual is entitled to, and the issues related to them are both far-reaching and complex.

Ricoh's respect for human rights stretches back to our company's foundation, when "love your neighbor" was set as one of the key components of our corporate philosophy, The Spirit of Three Loves. Exemplifying the continued application of this tenet are measures we take to ensure there is no child labor or forced labor, not only within our own organization but within our supply chain as well. We mandate the Ricoh Group Supplier Code of Conduct and regularly monitor our suppliers to make certain they are complying with the code through CSR self-assessment reports. Deviations from the code are expected to be corrected immediately.

We have also reinforced our approach to dealing with conflict minerals* — a particularly controversial topic — by launching a cross-organizational working group. ➤ P51

Our respect for human rights also extends to the health, security and safety of our customers. We pursue this objective in various ways, from making products easier to use to promoting "color universal design," which takes into account the diversity of color vision among the people of the world.

We will continue to strengthen our commitment to human rights, as it is at the core of our social responsibility as a global business.

Two elements in addressing human rights issues

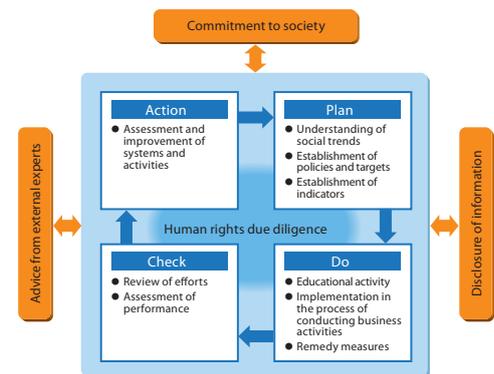
Risk avoidance

1. Human rights due diligence
2. Recognition of the extent of influence
3. Avoidance of taking part in conspiracy

Corporate value improvement

1. Protection of consumers
2. Respect for diversity
3. Coexistence with communities

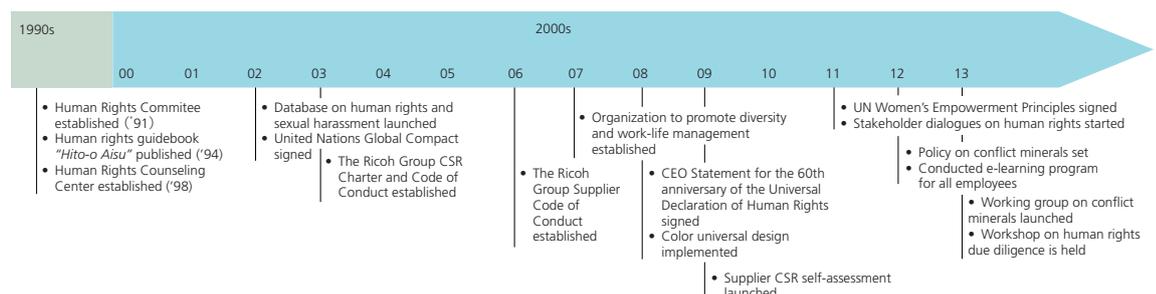
Ricoh Group human rights respect promotion framework



Major international standards and regulations implemented by the Ricoh Group

- Universal Declaration of Human Rights
- The 10 principles of the United Nations Global Compact
- Human rights guidelines based on the United Nations Guiding Principles on Business and Human Rights (the Ruggie framework)
- ISO26000 (social responsibility standard)
- OECD Guidelines for Multinational Enterprises
- ILO international labor standards

Timeline of Ricoh Group human rights initiatives



* "Conflict minerals" are raw materials mined in certain parts of the world under conditions of armed conflict and human rights abuses, whose trade finances illegal armed groups and sustains conflict. In the United States, under the 2010 Dodd-Frank Wall Street Reform and Consumer Protection Act, businesses are required to disclose their use of tin, tantalum, tungsten, gold and other materials designated by the Department of State as "conflict minerals" sourced from the Democratic Republic of the Congo or adjoining countries.

Making respect for human rights a part of all operational processes

Our respect for human rights takes in all our stakeholders, and requires a deep understanding of human rights issues among our employees. Accordingly, Ricoh conducted a human rights education program for all employees on December 10, 2012 — World Human Rights Day.

An e-learning program, “Corporate Activities and Human Rights,” was launched to establish a culture that has international expectations regarding human rights as an integral part of day-to-day operations. The e-learning materials were developed in cooperation with the Center for Human Rights Education and Training, an organization devoted to human rights education.

To date, more than 10,200 Ricoh employees have completed the program, and in follow-up surveys about 90% of participants indicated increased awareness of human rights.

The next step in this educational program is a workshop that simulates human rights-related risks.

Through such initiatives, we hope to make respect for human rights an integral part of the actions of every Ricoh employee.

• Outline of the e-learning program “Corporate Activities and Human Rights”

1. Introduction
2. Human rights
 - 2-1 What are human rights?
 - 2-2 Why should businesses respect human rights?
 - 2-3 International trends concerning human rights
 - (i) United Nations Global Compact
 - (ii) Ruggie Report
3. ISO26000 (international standards on social responsibility)
 - 3.1 Human rights are a major pillar of ISO26000
 - 3.2 Seven principles and seven core subjects
4. Corporate activities and human rights in a globalizing society
 - 4-1 Respect for human rights under international standards
 - 4-2 Key elements in addressing human rights issues
 - 4-3 Risk avoidance
 - 4-4 Boosting corporate value
5. Human rights initiatives by the Ricoh Group
6. Benefits for corporations that respect human rights

A message from our partner, the Center for Human Rights Education and Training

An awareness of human rights is key to being a global citizen

It was a great pleasure for us to work with Ricoh in developing e-learning materials that reveal international developments in human rights and their relevance to corporate activities.

In recent years, interest in corporate social responsibility has grown in pace with economic globalization. Reflecting this trend, the United Nations Global Compact, ISO26000 and other international frameworks are becoming de facto guidelines for corporate activities.

As human rights are mainstreamed into business practices, integrating human rights considerations into every employee’s everyday work is vital for a company to achieve growth and contribute to society.

We hope the e-learning materials we jointly developed will help CSR and human rights initiatives spread throughout the entire Ricoh Group.



Developing the e-learning materials.

The Center for Human Rights Education and Training is an incorporated public interest foundation that promotes human rights education and awareness in Japan. The Center develops materials, provides training, carries out surveys and research and other activities regarding human rights, working in collaboration with various organizations including national and local governments and private enterprises.