

Our Performance Against Major CSR Indicators

CSR Charter		Scope of Survey	Performance			Items Relating to Major Initiatives ¹	Note			
			Year ended Mar. 31, 2011	Year ended Mar. 31, 2012	Year ended Mar. 31, 2013					
Indicator										
Integrity in Corporate Activities										
1	Number of outside directors (total number of directors)	Ricoh Co., Ltd.	2 (11)	2 (12)	2 (11)	GRI: Organizational Profile 4.3 ISO26000: 6.2	As of March 31 of each year			
2	Attendance ratio of board meetings (%)	Ricoh Co., Ltd.	97	97	97	ISO26000: 6.2	Attendance by internal and external board members and auditors			
3	Cases of serious accidents involving consumer products	Ricoh Group	0	0	0	GRI: PR1, PR2 ISO26000: 6.7	The number of serious accidents involving consumer products, which jeopardize the life or physical health of consumers (which may result in death, serious injury, residual disorder, or cause carbon monoxide poisoning or fires, etc.)			
4	Customer satisfaction rating (place)	Japan	2nd	2nd	2nd	GRI: PR5 ISO26000: 6.7	Source: J.D. Power Asia Pacific Japan Color Copier Customer Satisfaction Study SM			
5	Response rate for CSR self-assessments conducted by suppliers (number of suppliers)	Japan	100% (82)	100% (115)	—	GRI: HR2 GC: 1, 2, 4-9 ISO26000: 6.3, 6.4, 6.5, 6.6, 6.7	Frequency of assessments changed to every other year due to improved results			
		China	99% (50)	—	100% (199)		Assessments of FY2013 covered a wider range of topics in response to the results of FY2011. Frequency of assessments may change depending on proof of improvements			
6	Number of serious incidents and accidents involving information security	Ricoh Group	0	0	0	GRI: PR8 ISO26000: 6.7	The number of serious incidents and accidents involving information security, both of which are required to be made public			
Harmony with the Environment										
7	Energy consumption	Total calories (TJ)	Ricoh Group	4,824	4,887	5,079	GR: EN3, 4 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 79.9%		
8	GHG emissions	Scope 1	CO ₂ (kt)	Ricoh Co., Ltd.	46.0	47.4	46.8	GR: EN16 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 100%	
			5 gases (kt)		21.8	20.3	17.7	GR: EN16 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 100% CO ₂ equivalent	
		Scope 2	CO ₂ (kt)		91.6	86.5	82.7	GR: EN16 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 100%	
		Total (kt)			159.5	154.2	147.2	GR: EN16 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 100%	
		Scope 1	CO ₂ (kt)		Ricoh Group	158.5	161.9	158.9	GR: EN16 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 69.7%
			5 gases (kt)			22.9	21.4	18.5	GR: EN16 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 100% CO ₂ equivalent
		Scope 2	CO ₂ (kt)			256.5	261.6	278.5	GR: EN16 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 81.2%
		Total (kt)				437.9	444.9	455.8	GR: EN16 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 78.0%
9	CO ₂ emissions during product use	Scope 3 CO ₂ (kt)	Ricoh Group	(492.2)		(447.4)	515.4 (440.1)	GR: EN17 GC: 7, 8, 9 MDGs: 7 ISO26000: 6.5, 6.7	Third-party inspection ratio ^{*2} : 85.4% CO ₂ emissions based on lifecycle estimations of equipment sold in each year ^{*3}	
10	CO ₂ reduction contribution	CO ₂ (kt)	Global	—		—	353.0	GR: EN26 GC: 7, 8, 9 MDGs: 7 ISO26000: 6.5, 6.7	Reduction of CO ₂ emissions due to the use of Ricoh products and/or solutions	
11	Water use	Total (km ³)	Ricoh Group	4,018		4,012	4,290	GR: EN8 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 100%	
12	Wastes	Total amount (t)	Ricoh Co., Ltd. and manufacturing subsidiaries	58,670		66,984	66,095	GR: EN22 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 100%	
		Final disposal amount (t)		283	310	370	GR: EN22 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 100%		
		Resource recovery rate (%)		99.1	99.3	99.3	GR: EN22 GC: 7, 8 MDGs: 7 ISO26000: 6.5	Third-party inspection ratio ^{*2} : 100%		

*1 Primary initiatives: Global Reporting Initiative (GRI), Global Compact (GC), United Nations Millennium Development Goals (MDGs), ISO26000 international standards for CSR

*2 Third-party inspections conducted during FY 2013 by Bureau Veritas Japan K.K.

*3 Starting in FY 2013, we are measuring CO₂ emissions from projectors, videoconferencing, web-based conferencing systems and LED lights in addition to imaging equipment. Numbers in parentheses indicate CO₂ emissions from imaging equipment only.

• For further information about environmental indicators and our performance > WEB: www.ricoh.com/environment/data/

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			Year ended Mar. 31, 2011	Year ended Mar. 31, 2012	Year ended Mar. 31, 2013		
Indicator							
Respect for People							
13	Number of regular employees	Japan	40,072	38,519	37,401	GRI: Organizational Profile 2.8 LA1	Item 13 represents the total number of employees in all 227 companies in the Ricoh Group. Items 14 through 22 are data for the companies listed below Ricoh Co., Ltd. • Domestic Subsidiaries Ricoh Japan, Ricoh Production Print Solutions Japan, Ricoh Technosystems, Ricoh IT Solutions, Ricoh Business Expert, Ricoh Technologies, Ricoh Industries (formerly Tohoku Ricoh, Ricoh Printing Systems, Ricoh Unitech), Ricoh Optical, Hasama Ricoh, Yamanashi Electronic Industry, Ricoh Elemex, Ricoh Microelectronics, Ricoh Lease, Ricoh Creative Service, Ricoh Imaging (formerly Pentax Ricoh Imaging), Ricoh Logistics • Overseas Manufacturing Subsidiaries Ricoh UK Products Ltd. (RPL), Ricoh Industrie France S.A.S. (RIF), Ricoh Electronics, Inc. (REI), Ricoh Asia Industry (Shenzhen) Ltd.(RAI), Ricoh Components & Products (Shenzhen) Ltd.(RCP), Shanghai Ricoh Digital Equipment Co., Ltd (SRD), Ricoh Thermal Media (Wuxi) Co., Ltd, Ricoh Manufacturing (Thailand) Ltd. • Overseas Regional Headquarters Ricoh Europe PLC (RE), Ricoh Americas Corporation (RAC), Ricoh Asia Pacific Pte Ltd. (RA) • Overseas Sales Subsidiaries Americas: 3 companies, Europe: 21 companies Asia-Pacific and China: 12 companies • Overseas R&D Subsidiaries RICOH Imaging Technology (Shanghai) Co., Ltd. Indices are based on the following numbers of employees. (The data for the year ended March 31, 2013 covers 95% of the total number of Ricoh Group employees, which stands at 107,431)
		Overseas	68,942	70,723	70,030		
		Americas	34,139	33,262	31,475		
		Europe	17,350	17,637	18,229		
		Asia Pacific, China	17,453	19,824	20,326		
Ricoh Group in total			109,014	109,241	107,431		
14	Gender ratio (male: female)	Ricoh Co., Ltd.	86:14	86:14	86:14	GRI: LA13 GC: 6 MDGs 3 ISO26000: 6.3, 6.4	
		Domestic subsidiaries	84:16	84:16	83:17		
		Overseas subsidiaries	65:35	63:37	63:37		
15	Average years of service (regular employees)	Ricoh Co., Ltd.	Male	17.8	17.1	17.4	GRI: LA2,LA13 GC: 6 MDGs 3 ISO26000: 6.3, 6.4
			Female	16.4	16.3	16.9	
		Domestic subsidiaries	Male	18.4	18.6	19.2	
			Female	12.6	13.1	14.0	
		Overseas subsidiaries	Male	9.9	9.8	9.6	
Female	7.0	6.8	6.6				
16	Percentage of female workers in management positions	Ricoh Co., Ltd.	1.9	2.3	2.5	GRI: LA13 GC: 6 MDGs 3 ISO26000: 6.3, 6.4	
		Domestic subsidiaries	2.2	2.6	2.8		
		Overseas subsidiaries	26	25	25		
17	Percentage of female workers in executive management positions	Ricoh Co., Ltd.	0.6	0.6	0.6	GRI: LA13 GC: 6 MDGs 3 ISO26000: 6.2, 6.3, 6.4	
		Domestic subsidiaries	0.8	1.2	1.5		
		Overseas subsidiaries	11	13	13		
18	Percentage of locally hired presidents	Overseas subsidiaries	75	80	75	GRI: EC7 GC: 6; ISO26000: 6.2, 6.3, 6.4	
19	Percentage of employees with disabilities	Ricoh Co., Ltd.	1.96	2.06	1.89	GRI: LA13 GC: 6 ISO26000: 6.3, 6.4	
20	Annual working hours per regular employee	Ricoh Co., Ltd.	1,998	2,020	2,007	GC: 4 ISO26000: 6.4	
		Domestic subsidiaries	1,920	1,891	1,888		
		Overseas subsidiaries	2,033	2,061	2,037		
21	Annual average hours of training per regular employee	Ricoh Co., Ltd.	39.9	41.3	41.2	GRI: LA10 ISO26000: 6.4	
		Domestic subsidiaries	46.8	46.7	40.1		
		Overseas subsidiaries	27.6	54.8	38.4		
22	Number of complaints related to human rights	Ricoh Co., Ltd.	15	14	9	GRI: HR11 GC: 1 ISO26000: 6.3	
		Domestic subsidiaries	22	29	33		
		Overseas subsidiaries	10	11	16		
Harmony with Society							
23	Amount of charitable donations (JPY millions)	Ricoh Co., Ltd.	86	439	121	GRI: EC1 MDGs: 1-8 ISO26000: 6.8	Donations in FY2012 were greatly increased because of donations for the recovery of areas affected by the Great East Japan Earthquake. Numbers for overseas for FY 2011 and FY 2012 are for Europe + Americas only. Numbers include Asia-Pacific and China from FY 2013.
		Domestic subsidiaries	19	209	11		
		Overseas subsidiaries	162	212	52		
24	Hours spent for social contribution activities	Ricoh Co., Ltd.	34,340	52,574	14,355	GRI: EC8 MDGs: 1-8 ISO26000: 6.8	Donations in FY2012 were greatly increased because of donations for the recovery of areas affected by the Great East Japan Earthquake. Numbers for overseas for FY 2011 and FY 2012 are for Europe + Americas only. Numbers include Asia-Pacific and China from FY 2013.
		Domestic subsidiaries	121,159	107,891	10,083		
		Overseas subsidiaries	12,800	16,754	39,469		
25	Total contributions to society (JPY millions)	Ricoh Co., Ltd.	383	789	235	GRI: EC1, 8 MDGs: 1-8 ISO26000: 6.8	Calculations based on donations of products and labor converted to JPY equivalents. Donations in FY2012 were greatly increased because of donations for the recovery of areas affected by the Great East Japan Earthquake.
		Domestic subsidiaries	662	808	70		
		Overseas subsidiaries	—	—	52		
26	Number of cases of donations to organizations engaged in social contribution through Ricoh's FreeWill club	Ricoh Co. Ltd. and domestic subsidiaries	49	47	43	MDGs: 1-8 ISO26000: 6.8	The following 7 companies participate in FreeWill: Ricoh, Ricoh Japan, Ricoh Technosystems, Ricoh IT Solutions, Ricoh Logistics, Ricoh Lease, Ricoh Creative Service.
27	Number of times Ricoh Science Caravan was held (number of children who participated in the program)	Japan	29 (16,395)	42 (17,773)	32 (17,631)	ISO26000: 6.8	A nationwide program conducted by the Ricoh Group in Japan to nurture educate the next generation.