

Index

A			
Accessibility	40	CSV (Creating Shared Value)	13
Anti-Corruption Initiatives	34	Customer Satisfaction	45
APEC Transportation Ministerial Meeting	20	D	
B		Diversity	57
BCM (Business Continuity Management)	51	DJSI (Dow Jones Sustainability Indices)	5, 92
BCP (Business Continuity Planning)	34	Documents	11, 17
Biodiversity Map	68	Dry Washing Technology	26, 91
Biomass Toner	64	E	
BOP (Base of the Pyramid) Project	73	Eco Packaging	53
Brand Management	77	Eco-Billboard	77
Business Areas	6	Education Support Program in India	74
C		Electric-Furnace Steel Sheets	63
Cart Production Line	52	Emerging Market Countries	10, 43
CC (ISO/ISE 15408) Certification	38	Energy-Saving Products	14, 59
Child Labor Issues	51	Environmental Conservation	67
Climate Change	92	Environmental Management	21
Cloud Computing	16, 43	Environmental Principles	14, 90
CMS (Chemical Substance Management System)	65	Environmental Technologies	61
Code of Conduct	13	EPEAT (Electronic Product Environmental Assessment Tool)	25
Comet Circle	23	Executive Compensation	32
Commitment	92	Executives	93
Commitment to Society	92	F	
Community Development	70	Financial Highlights	6
Company Data	94	Financial Results	79
Compliance	34	FreeWill (Social Contribution Club)	72
Conflict Minerals Issue	35, 52	FTSE4Good Index	92
Conservation of Biodiversity	67	G	
Conservation of Forest Ecosystems	76	Global HR Management	56
Cooperation with the Corporate Sector	71	Green Procurement	51
Core Business	16	GreenLine	64
Corporate Governance	29	GRI (Global Reporting Initiative)	2, 87
Corporate Philosophy	1	H	
CRM (Customer Relationship Management)	47	Hotline (Whistle-Blowing System)	34
CSR Activities	72	HR Management	55
CSR Charter	70	I	
CSR Environmental Index	87	Ichimura Nature School Kanto	76
CSR Philosophy	13	IMF and World Bank Meeting	20
CSR Policy	70	Information Security	37
CSR Procurement	52	Innovation	39
		Intellectual Property	42

Internal Control	33
IPM (Integrated Pest Management)	68
ISO26000 (Social Responsibility Certification)	2
IT Service	18
J	
JAMP (Joint Article Management Promotion Consortium)	65
M	
Major Awards and Recognitions	92
Management Plan	9
Materiality	24
MDS (Managed Document Services)	17, 28
Metal-Catalyst-Free Polymerization of PLA at Low Temperatures	64
MFP (Multi-Function Printer)	16
Milk Run System	53
MSC (Management System for Chemical Substances)	65
Multi Projection System	20
O	
Occupational Safety and Health	58
Outside Directors	30
P	
Paperless Conference	44
Platform- and Module-Type Development	54
Policy for Information Provision	2
Pollution Prevention	65
Polymerization	64
Prevention of Global Warming	61
Product Collection System	54
Production in the Optimal Location	52
Production Printing Business	6
Production Process Improvement	50
PxP-EQ Toner	61
Q	
QSU (Quick Start-Up) Technology	61
Quality Control Management	46
Quality Control System	47
R	
Raising the Next Generation	70, 92
RaVenderNET	52
REACH (Registration, Evaluation, Authorization and Restriction of Chemicals)	65
Recyclable Design	26

Recycled Copiers	25, 26
Recycled Materials	26
Reduced Energy Consumption	61
Reduction of Environmental Impact	22
Reduction of Resource Use	63
Research & Development Investment	42
Research & Development Organization	19, 41
Research & Development Process	41
Respect for Human Rights	35
Restriction on the Use of Wood	67
Rewritable Media	44
Ricoh Institute of Sustainability and Business	31
Ricoh Brand Benefits	41
Ricoh's Production System	52
Risk Management	29, 33
S	
SCM (Supply Chain Management)	49
Security	37, 44
Solar Power	77
SOP (Sustainability Optimization Program)	27
Sponsorship	78
SRI (Socially Responsible Investment) Index	92
Stakeholders	7
Supplier Code of Conduct	52
Supplier CSR Self-Assessment System	52
T	
The Great East Japan Earthquake	75
The Ricoh Way	1
U	
Ultra-Short-Throw Projector	44
United Nations Global Compact	1
W	
White Papers	42
Work Style Transformation	16
Work-Life Balance Management	57
Numbers and Symbols	
@remote	46
17th MTP (Mid-Term Management Plan)	11
ΣE System	54