

## Our Performance Against Major CSR Indicators

Indicator	Scope of Survey	Performance			Items Relating to Major Initiatives*1	Note	
		Year ended Mar. 31, 2016	Year ended Mar. 31, 2017	Year ended Mar. 31, 2018			
1	Number of outside directors (total number of directors)	Ricoh Co., Ltd.	3 (10)	4 (10)	4 (8)	GRI: 38 ISO26000: 6.2 SDGs: 16	
2	Response rate for CSR self-assessments by suppliers (%) ( ) indicates number of suppliers asked to respond	Japan	100 (13)	—	100 (7)	GRI: HR10, HR11 GC: 1, 2, 4-8 ISO26000: 6.3, 6.4, 6.5, 6.6, 6.7, 6.8	Implemented for important suppliers related to new business (magnetoencephalography) in the year ended March 31, 2018
		China	—	—	—		
		Thailand	—	100 (68)	—		
3	Cases of serious accidents involving products*2	Ricoh Group	0	0	1	GRI: PR1, PR2 ISO26000: 6.7 SDGs: 16	Number of serious accidents involving 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.) An MFP caught fire in the United States
4	Number of serious incidents and accidents involving information security	Ricoh Group	2	0	0	GRI: PR8 ISO26000: 6.7 SDGs: 16	Number of serious violations of law or incidents and accidents that must be made public Year ended March 31, 2016: TRM cases (theft of a laptop computer on which customer data was stored; service issues owing to system failure)
5	Number of serious violations of law or incidents and accidents*2	Ricoh Group	1	0	0	GRI: SO5, SO7, SO8 GC: 1, 2, 4-8, 10 ISO26000: 6.3, 6.4, 6.5, 6.6, 6.7 SDGs: 16	Number of serious violations of law or incidents and accidents that must be made public Number excludes any serious product accidents noted in 3 above, and any serious information security accidents or incidents noted in 4 above For more details: www.ricoh.com/governance/risk.html
6	Customer satisfaction	Japan	Second	Second	Second	GRI: G4, PR5 ISO26000: 6.7	Results of J.D. Power Japan Color Copier Customer Satisfaction Survey* *Large and midsized office market (companies with more than 30 employees nationwide)

## Environment

7	Energy consumption	Total calories (TJ)	Ricoh Group	4,712	4,693	4,702	GRI: EN3 GC: 7, 8 ISO26000: 6.5 SDGs: 7, 8, 12, 13	Third-party inspection ratio*3: 83%					
8	GHG emissions	Scope1	CO <sub>2</sub> (kt)	Ricoh Group	147.5	144.8	137.9	GRI: EN15 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 12, 13, 15	Third-party inspection ratio*3: 73%				
										GHG from non-energy sources (CO <sub>2</sub> equivalents)*4	30.7	32.7	35.5
		Scope2	CO <sub>2</sub> (kt)		320.1	308.6	298.6	GRI: EN16 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 12, 13, 15	Third-party inspection ratio*3: 91%				
		Total (kt)			498.3	486.1	472.0	GRI: EN15,16 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 12, 13, 15	Third-party inspection ratio*3: 85%				
9	CO <sub>2</sub> emissions during product use	Scope3	CO <sub>2</sub> (kt)	Ricoh Group	563.8	490.4	425.9	GRI: EN17 GC: 7, 8, 9 ISO26000: 6.5, 6.7 SDGs: 3, 12, 13, 15	Third-party inspection ratio*3: 100% CO <sub>2</sub> emissions based on lifecycle estimations of equipment sold in each year (Subject products: imaging equipment, projectors, videoconferencing/webconferencing systems, LED lighting)				
10	CO <sub>2</sub> reduction contribution	CO <sub>2</sub> (kt)	Global	453	467	421	GRI: EN27 GC: 7, 8, 9 ISO26000: 6.5, 6.7 SDGs: 6, 8, 12, 13, 15	Reduction of CO <sub>2</sub> emissions due to the use of Ricoh products and/or solutions					
11	Water use	Total (km <sup>3</sup> )	Ricoh Group	4,475	4,542	4,335	GRI: EN8 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 6, 12	Third-party inspection ratio*3: 100%					
12	Wastes	Total amount (t)	Ricoh Co., Ltd. and manufacturing subsidiaries	61,357	60,438	59,161	GRI: EN23 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 6, 8, 12	Third-party inspection ratio*3: 100% Amended waste figures for year ended March 31, 2016					
		Final disposal amount (t)							375	266	91	GRI: EN23 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 6, 8, 12	Third-party inspection ratio*3: 100%
		Resource recovery rate (%)							98.5	99.2	99.1	GRI: EN23 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 6, 8, 12	Third-party inspection ratio*3: 100%

\*1 Major initiatives GRI: Global Reporting Initiative (GRI) Sustainability Reporting Guidelines (G4), GC: Global Compact, SDGs: Sustainable Development Goals, ISO 26000: International standards for SR

\*2,3 Third-party inspections conducted during the fiscal year ended March 31, 2018 by SGS Japan Inc. Coverage rate in Notes column for year ended March 31, 2018  
For more details > WEB: www.ricoh.com/environment/data/third.html

\*4 GHG from non-energy sources (carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorinated compounds, sulfur hexafluoride, and nitrogen trifluoride)

 For more information about environmental data > WEB: www.ricoh.com/environment/data/

Indicator	Scope of Survey	Performance			Items Relating to Major Initiatives*1	Note		
		Year ended Mar. 31, 2016	Year ended Mar. 31, 2017	Year ended Mar. 31, 2018				
<b>Society</b>								
13	Number of regular employees	Ricoh Group (Japan)	35,799	35,490	33,796	GRI: 9	Item 13 is the total number of employees at 223 companies in the Ricoh Group	
		Ricoh Group (Overseas)	73,582	70,123	64,082			
		Ricoh Group total	109,361	105,613	97,878			
14	Gender ratio (male:female)	Ricoh Co., Ltd.	86:14	85:15	85:15	GRI: 10 GC: 6 ISO26000: 6.4 SDGs: 5, 8	Items 17 and 18 covering 23 domestic subsidiaries. Totals covering almost all Ricoh Group employees	
		Subsidiaries in Japan	84:16	83:17	83:17			
		Ricoh Group (Japan) total	84:16	84:16	83:17			
15	Average years of service	Ricoh Co., Ltd.	Male	17.9	18.3	19.1	GRI: N/A GC: 6 ISO26000: 6.4 SDGs: 5, 8	For item 19, the value for the year ended March 31, 2018, indicated a significant increase year on year, owing to increased use of post-retirement career programs
			Female	18.3	19.5	19.7		
16	Average age	Ricoh Co., Ltd.	Male	43.0	43.5	44.0	GRI: LA10 GC: 6 ISO26000: 6.4 SDGs: 5, 8	Numbers differ from those disclosed in the previous fiscal year, reflecting a change in the scope of data in items 20 and 21 for domestic Ricoh Group businesses
			Female	41.0	41.7	42.2		
			Total	42.7	43.3	43.75		
17	Percentage of female workers in management positions*2	Ricoh Co., Ltd.	3.4	3.5	3.8	GRI: LA12 GC: 6 ISO26000: 6.4 SDGs: 5, 8	Item 22 indicates actual data for companies eligible for the special subsidiary system	
		Subsidiaries in Japan	3.7	4.2	4.7			
		Ricoh Group (Japan) total	3.6	4.0	4.4			
18	Percentage of female workers in executive management positions*2	Ricoh Co., Ltd.	1.7	1.6	1.8	GRI: LA12 GC: 6 ISO26000: 6.4 SDGs: 5, 8	Item 23 covering 30 key subsidiaries	
		Subsidiaries in Japan	1.9	2.1	2.6			
		Ricoh Group (Japan) total	1.8	1.9	2.2			
19	Employee turnover ratio	Ricoh Co., Ltd.	1.9	2.2	5.15	GRI: LA1 ISO26000: 6.4 SDGs: 5, 8		
20	Number of people taking childcare leave	Ricoh Co., Ltd.	140	306	269	GRI: LA3 ISO26000: 6.4 GC: 1 SDGs: 5, 8		
		Subsidiaries in Japan	243	262	362			
		Ricoh Group (Japan) total	383	568	631			
21	Number of people taking nursing care leave	Ricoh Co., Ltd.	9	7	6	GRI: N/A ISO26000: 6.4 GC: 1 SDGs: 8		
		Subsidiaries in Japan	11	14	11			
		Ricoh Group (Japan) total	20	21	17			
22	Employment Rate of Workers with Disabilities	Ricoh (special subsidiary Group application)	2.03	2.18	2.29			
23	Percentage of locally hired presidents	Overseas subsidiaries	61.3	58.1	60.0	GRI: LA12 GC: 6 ISO26000: 6.4 SDGs: 8		
24	Number of major disasters	Ricoh Co., Ltd.	0	0	0			
		Subsidiaries in Japan	0	0	0			
		Ricoh Group (Japan) total	0	0	0			
25	Number of industrial accidents	Ricoh Co., Ltd. (manufacturing)	5	5	4	GRI: LA6 GC: 1 ISO26000: 6.4 SDGs: 3, 8	Item 24 figures include major incidents Item 25 covers 23 domestic subsidiaries. Totals covering almost all Ricoh Group employees	
		Ricoh Co., Ltd. (non-manufacturing)	6	5	11			
		Ricoh Co., Ltd. total	11	10	15			
		Subsidiaries in Japan (manufacturing)	36	23	22			
		Subsidiaries in Japan (non-manufacturing)	83	86	91			
		Subsidiary total in Japan	119	109	113			
		Ricoh Group (Japan) total (manufacturing)	41	28	26			
		Ricoh Group (Japan) total (non-manufacturing)	89	91	102			
Ricoh Group (Japan) total	130	119	128					
26	Implementation rate of employee awareness surveys	Ricoh Group (Japan)	—	—	84.5	GRI: N/A ISO26000: N/A SDGs: 8	Item 26 for the year ended March 31, 2018, data collected from 15 out of 17 major subsidiaries in Japan. It indicates a percentage of the entire personnel	
		Overseas subsidiaries	—	—	—			
		Ricoh Group total	—	—	84.5			
27	Amount of charitable donations (JPY million)	Ricoh Co., Ltd.	126	118	104		• Collected amounts at 66 Ricoh Group companies • Amounts are based on exchange rates for each fiscal year as determined in-house	
		Subsidiaries in Japan	4	6	5			
		Overseas subsidiaries	40	24	53			
		Ricoh Group total	170	148	162			
28	Hours spent for social contribution activities	Ricoh Co., Ltd.	8,592	4,989	2,795	GRI: SO1 ISO26000: 6.8 SDGs: 1-17		
		Subsidiaries in Japan	5,106	2,861	3,164			
		Overseas subsidiaries	14,461	28,453	21,264			
		Ricoh Group total	28,159	36,303	27,223			
29	Total contributions to society (JPY million)	Ricoh Co., Ltd.	200	157	120			
		Subsidiaries in Japan	28	20	37			
		Overseas subsidiaries	135	225	189			
		Ricoh Group total	363	402	346			