We are integrating operations so we can help resolve social issues through all business activities and clarify the work of each employee and their contributions to society, thereby raising the job satisfaction and engagement of our people.

In June 2019, we formulated objectives for 2030 for our five materialities to accelerate initiatives. We plan to disclose progress annually in pushing ahead with business activities to reach 2030 targets. We will keep modifying our targets, benchmarks, and evaluation methods in view of social needs and international circumstances and feedback from customers, communities, experts, and other stakeholders. We will reflect our initiatives in business activities and expand our social contributions.

Resolving social issues through business

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1. The Ricoh Group’s activities, framework for sustainability, and 2030 goals

For each of the areas related to economic sustainability, society, and the environment, we have set the three objectives: realization of the ideal society; resolution of material issues; and achievement of goals 2030. The goals represent our contribution to our customers, the number of people that use the medical, educational, and community services incorporating Ricoh technology and the environmental impact throughout the value chain that is a result of business divisions’ activities.

### Sustainability initiatives

- **Resolving social issues through business**
  - Materiality-based business
- **Reinforcing our management infrastructure**
  - Bolstering human resources capabilities
  - Respecting human rights and lowering environmental impact, etc.
- **Social contributions**
  - Social contribution activities

### Helping achieve SDGs

#### Resolving social issues through business

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Introducing examples of contributions to resolving the issues of small- and medium-sized enterprises (SDGs)

### Business areas
- **Office Printing**
  - Prosperity: Enhancing office work productivity through automation and other labor savings
  - People: Leveraging information and communication technology and distance learning to foster new learning approaches
  - Planet: Lowering environmental impact by developing and supplying products that contribute to power and resource savings and recycling

- **Commercial Printing**
  - Prosperity: Enhancing overall printing industry value chain
  - People: Catering to diverse needs through value-added printing
  - Planet: Cutting inventory waste through on-demand printing

- **Industrial Printing**
  - Prosperity: Helping transform value chains by supplying industrial inkjet printheads, imaging system solutions, and industrial printers
  - People: Providing safe and secure clothing, food and living environments worldwide
  - Planet: Employing on-demand printing to reduce water consumption and inventory waste

- **Thermal**
  - Prosperity: Enhancing productivity by automatically identifying information through barcode printing on thermal paper and thermal transfer ribbons
  - People: Contributing to traffic safety by supporting advanced and automated driving
  - Planet: Cutting waste paper by supplying labels that do not need mounting and rewritable printing processes

- **Industrial Products**
  - Prosperity: Contributing to industrial innovation through optical, image processing, and IoT technology
  - People: Contributing to traffic safety by supporting advanced and automated driving
  - Planet: Contributing to zero-carboned and circular economies through environmental and energy businesses

### New Development
- Prosperity: Using 360° image contents and artificial intelligence (AI) and image analysis to streamline operations and deliver high added value
- People: Providing safe and secure clothing, food and living environments worldwide
- Planet: Cutting waste paper by supplying labels that do not need mounting and rewritable printing processes

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### Case Study

**Tackling SDG Challenges**

It is vital to collaborate with customers and communities to attain SDGs. Domestic sales affiliate Ricoh Japan markets a range of products and services that help customers contribute to SDGs and broadens its SDG activities.

The SDG Communication Book published in 2019 helps small- and medium-sized enterprises to resolve their issues and presents case studies of efforts at Ricoh Japan to decarbonize its business sites. It also shows in-house how to undertake SDG initiatives.

Ricoh Japan has also enhanced and expanded its endeavors by devoting a whole month twice to reinforcing SDG proposals while appointing key SDG leaders in each business unit.

A full 99% of Ricoh Japan employees are SDG-aware, recognizing that they can help resolve social issues in the course of their work. Enhancing employee awareness fosters efforts to collaborate with customers and communities to resolve those issues.

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Refer to our website

ESG Committee: www.ricoh.com/sustainability/governance/governance.html

Materiality for the Ricoh Group: www.ricoh.com/sustainability/materiality

Ricoh Group Integrated Report 2019