

Leveraging the power of business to materialize social sustainability

The Ricoh Group pursues such sustainability through a **Three Ps Balance**—Prosperity (economic activities), People (society), and Planet (environment) > **1**. We accordingly endeavor to resolve social issues through business, reinforce our operational underpinnings, and contribute to society, and will help to reach Sustainable Development Goals (SDGs) > **1** agreed to by the international community.

1 Refer to this page
1 A Conversation with Our CEO
 P.09



Resolving social issues through business









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.

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.

	Prosperity Sustainable Economy Sustainable development of business	People Sustainable Society Enhancement of social infrastructure	Planet Sustainable Environment Environmental impact reduction throughout the value chain
Ideal society			
Materiality	 	  	  
	<div style="border: 1px solid #0070C0; padding: 5px; display: inline-block;">Productivity Enhancement</div> <div style="border: 1px solid #0070C0; padding: 5px; display: inline-block; margin-left: 10px;">Intelligence Creation</div>	<div style="border: 1px solid #0070C0; padding: 5px; display: inline-block;">QOL Enhancement</div>	<div style="border: 1px solid #0070C0; padding: 5px; display: inline-block;">Zero-carbon Society</div> <div style="border: 1px solid #0070C0; padding: 5px; display: inline-block; margin-left: 10px;">Circular Economy</div>
Long-term goals for 2030	<div style="border: 1px solid #0070C0; padding: 5px; display: inline-block; width: 45%;">Contribute on productivity enhancement of all our customers</div> <div style="border: 1px solid #0070C0; padding: 5px; display: inline-block; width: 45%;">Contribute on new intelligence creation of all workers at our customers</div>	<div style="border: 1px solid #0070C0; padding: 5px; display: inline-block; width: 100%;">Help to enhance social infrastructure for more than 30 million people</div>	<div style="border: 1px solid #0070C0; padding: 5px; display: inline-block; width: 45%;">Reduce GHG emissions by 30% for Scope 1 and 2, and 15% for Scope 3</div> <div style="border: 1px solid #0070C0; padding: 5px; display: inline-block; width: 45%;">Ensure efficient use of resources and achieve 50% of product resource conservation throughout the entire value chain</div>
KPI	<ul style="list-style-type: none"> • Rate of contribution to our customers' productivity enhancement and the creation of intelligence (conduct customer surveys) • Number of customer companies 	<ul style="list-style-type: none"> • Number of people that use the medical, educational, and community services incorporating the Ricoh Group's technologies 	<ul style="list-style-type: none"> • Total amount of GHG emissions across the entire value chain • Resource conservation rate of products
Value proposition	EMPOWERING DIGITAL WORKPLACES		

1 Refer to our website

1 Three Ps Balance www.ricoh.com/sustainability/environment/management/earth

Process for setting 2030 targets

1. Combining two opposing approaches: the backcasting method with the ideal society achieved through the SDGs set as the final goal; and the forecasting method based on business strategies (EMPOWERING DIGITAL WORKPLACES)
2. Mapping out what part of and how much our business activities will produce an effect on society
3. Discussed by the management team and reviewed by experts before being finalized by the [ESG Committee](#) >2

2. Materiality and SDG Contributions by Business >3

Materiality	SDGs	Business areas						
		Office Printing Office Service > P.25–28	Commercial Printing > P.29–30	Industrial Printing > P.31–32	Thermal > P.33	Industrial Products > P.34	Smart Vision > P.35	New Development > P.36–37
Prosperity Productivity enhancement Intelligence creation		Enhancing office work productivity through automation and other labor savings	Enhancing overall printing industry value chain	Helping transform value chains by supplying industrial inkjet printheads, imaging system solutions, and industrial printers	Enhancing productivity by automatically identifying information through barcode printing on thermal paper and thermal transfer ribbons	Contributing to industrial innovation through optical, image processing, and IoT technology	Using 360° image contents and artificial intelligence (AI) and image analysis to streamline operations and deliver high added value	Contributing to production innovations through the additive manufacturing business
People QOL enhancement		Leveraging information and communication technology and distance learning to foster new learning approaches	Catering to diverse needs through value-added printing	Providing safe and secure clothing, food and living environments worldwide	Enhancing information access through QR code printing	Contributing to traffic safety by supporting advanced and automated driving	Harnessing 360° image contents to help improve education	Extending healthy life expectancies worldwide of people through the healthcare business
Planet Zero-carbon society Circular economy		Lowering environmental impact by developing and supplying products that contribute to power and resource savings and recycling	Cutting inventory waste through on-demand printing	Employing on-demand printing to reduce water consumption and inventory waste	Cutting waste paper by supplying labels that do not need mounting and rewritable printing processes	—	—	Contributing to zero-carboned and circular economies through environmental and energy businesses

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.



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

Refer to our website

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

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