

Our Performance Against Major CSR Indicators

Indicator	Scope of Survey	Performance			Items Relating to Major Initiatives*1	Note
		Year ended Mar. 31, 2017	Year ended Mar. 31, 2018	Year ended Mar. 31, 2019		
1	Number of outside directors (total number of directors)	Ricoh Co., Ltd.	4(10)	4(8)	4(8)	GRI: 102-22 ISO26000: 6.2 SDGs: 16
2	Response rate for CSR self-assessments by suppliers (%) () indicates number of suppliers asked to respond	Japan	—	100(7)	—	GRI: 308-2, 414-2 GC: 1, 2, 4-8 ISO26000: 6.3, 6.4, 6.5, 6.6, 6.7, 6.8 Collected from key suppliers
		China	—	—	100(8)	
		Thailand	100(68)	—	100(4)	
3	Cases of serious accidents involving products*2	Ricoh Group	0	1	1	GRI: 416-2 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	0	0	0	GRI: 418-1 ISO26000: 6.7 SDGs: 16 Number of serious violations of law or incidents and accidents that must be made public
5	Number of serious violations of law or incidents and accidents*2	Ricoh Group	0	0	0	GRI: 419-1 GC: 1, 2, 4-8, 10 ISO26000: 6.3, 6.4, 6.5, 6.6, 6.7 SDGs: 16
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 mid-sized office market (companies with more than 30 employees nationwide)

Environment

7	Energy consumption	Total calories (TJ)	Ricoh Group	4,689	4,702	4,407	GRI: 302-1 GC: 7, 8 ISO26000: 6.5 SDGs: 7, 8, 12, 13 Third-party inspection ratio*3: 74%					
8	GHG emissions	Scope1	CO ₂ (kt)	Ricoh Group	144.8	137.9	136.1	GRI: 305-1 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 12, 13, 15 Third-party inspection ratio*3: 68%				
									GHG from non-energy sources (CO ₂ equivalents)*4	32.7	35.5	1.5
		Scope2	CO ₂ (kt)									
									Total (kt)	486.1	472.0	362.4
9	CO ₂ emissions during product use	Scope3	CO ₂ (kt)	Ricoh Group	490.4	425.9	375.1	GRI: 305-3 GC: 7, 8, 9 ISO26000: 6.5, 6.7 SDGs: 3, 12, 13, 15 Third-party inspection ratio*3: 100% CO ₂ emissions based on lifecycle estimations of equipment sold in each year (Subject products: imaging equipment, projectors, videoconferencing/webconferencing systems, LED lighting)				
10	CO ₂ reduction contribution	CO ₂ (kt)	Ricoh Group	467	421	432	GRI: 305-5 GC: 7, 8, 9 ISO26000: 6.5, 6.7 SDGs: 6, 8, 12, 13, 15 Reduction of CO ₂ emissions due to the use of products and/or solutions					
11	Water use	Total (km ³)	Ricoh Co., Ltd. and Ricoh Group	4,829	4,575	4,518	GRI: 303-1 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 6, 12 Third-party inspection ratio*3: 95.8%					
12	Wastes	Total amount (t)	Ricoh Co., Ltd. and Ricoh Group	74,358	71,455	68,084	GRI: 306-2 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 6, 8, 12 Third-party inspection ratio*3: 88.8%					
		Final disposal amount (t)						1,597	763	614	GRI: 306-2 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 6, 8, 12 Third-party inspection ratio*3: 88.8%	
		Resource recovery rate (%)						97.3	97.5	96.0	GRI: 306-2 GC: 7, 8 ISO26000: 6.5 SDGs: 3, 6, 8, 12 Third-party inspection ratio*3: 88.8%	

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

*2,3 Third-party inspections conducted during the year ended March 31, 2019 by SGS Japan Inc. Coverage rate in Notes column for year ended March 31, 2019

For more details > WEB: www.ricoh.com/sustainability/environment/data/third.html

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

*5 The coverage is 89.9%

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

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		Year ended Mar. 31, 2017	Year ended Mar. 31, 2018	Year ended Mar. 31, 2019				
Society								
13	Number of regular employees	Ricoh Group (Japan)	35,490	33,796	31,905	GRI: 102-7		
		Ricoh Group (Overseas)	70,123	64,082	60,758			
		Ricoh Group total	105,613	97,878	92,663			
14	Gender ratio (male:female)	Ricoh Co., Ltd.	85:15	85:15	85:15	GRI: 102-8 GC: 6 ISO26000: 6.4 SDGs: 5, 8		
		Ricoh Group (Japan) total	84:16	83:17	83:17			
		Ricoh Group total	—	—	67:33			
15	Average years of service	Ricoh Co., Ltd.	Male	18.3	19.1	19.6	GRI: N/A GC: 6 ISO26000: 6.4 SDGs: 5, 8	
			Female	19.5	19.7	20.3		
16	Average age	Ricoh Co., Ltd.	Male	43.5	44.0	44.5	GRI: 405-1 GC: 6 ISO26000: 6.4 SDGs: 5, 8	
			Female	41.7	42.2	43.0		
			Total	43.3	43.8	44.3		
17	Percentage of female workers in management positions	Ricoh Co., Ltd.*2	3.5	3.8	3.9	GRI: 405-1 GC: 6 ISO26000: 6.4 SDGs: 5, 8	Item 13 is the total number of employees at 221 companies in the Ricoh Group	
		Ricoh Group (Japan) total*2	4.0	4.4	4.8			
		Ricoh Group total*5	—	—	15.7			
18	Percentage of female workers in executive management positions	Ricoh Co., Ltd.*2	1.6	1.8	2.2	GRI: 405-1 GC: 6 ISO26000: 6.4 SDGs: 5, 8	Item 20 is the total number of male and female regular employees taking childcare leave	
		Ricoh Group (Japan) total*2	1.9	2.2	2.1			
		Ricoh Group total*5	—	—	3.4			
19	Employee turnover ratio	Ricoh Co., Ltd.	2.2	5.2	3.8	GRI: 401-1 ISO26000: 6.4 SDGs: 5, 8	Item 21 is the total number of male and female regular employees taking nursing care leave	
20	Number of people taking childcare leave	Ricoh Co., Ltd.	306	269	279	GRI: 401-3 ISO26000: 6.4 GC: 1 SDGs: 5, 8	Item 23 covering 30 key subsidiaries	
		Subsidiaries in Japan	262	362	363			
		Ricoh Group (Japan) total	568	631	642			
21	Number of people taking nursing care leave	Ricoh Co., Ltd.	7	6	6	GRI: N/A ISO26000: 6.4 GC: 1 SDGs: 8		
		Subsidiaries in Japan	14	11	5			
		Ricoh Group (Japan) total	21	17	11			
22	Employment Rate of Workers with Disabilities	Ricoh (special subsidiary Group application)*2	2.18	2.29	2.32			
23	Percentage of locally hired presidents	Overseas subsidiaries	58.1	60.0	53.3	GRI: N/A GC: 6 ISO26000: 6.4 SDGs: 8		
24	Number of major disasters	Ricoh Co., Ltd.	0	0	0		Item24 Odor suction exposure from painting work (outside the work area) of domestic establishments	
		Subsidiaries in Japan	0	0	1			
		Ricoh Group (Japan) total	0	0	1			
25	Number of industrial accidents	Ricoh Co., Ltd. (manufacturing)	5	4	8	GRI: 403-2 GC: 1 ISO26000: 6.4 SDGs: 3, 8	Item 25 covers 23 domestic subsidiaries. Totals covering almost all Ricoh Group employees	
		Ricoh Co., Ltd. (non-manufacturing)	5	11	19			
		Ricoh Co., Ltd. total	10	15	27			
		Subsidiaries in Japan (manufacturing)	23	22	13			
		Subsidiaries in Japan (non-manufacturing)	86	91	75			
		Subsidiary total in Japan	109	113	88			
		Ricoh Group (Japan) total (manufacturing)	28	26	24			
		Ricoh Group (Japan) total (non-manufacturing)	91	102	91			
Ricoh Group (Japan) total	119	128	115					
26	Implementation rate of employee awareness surveys	Ricoh Group (Japan)	—	84.5	85.0	GRI: N/A ISO26000: N/A SDGs: 8	For the year ended March 31, 2019, data collected from 12 out of 13 major subsidiaries in Japan. Overseas data covers four subsidiaries only (we plan to collect data overseas and elsewhere in the year ended March 31, 2020)	
		Overseas subsidiaries	—	0	54.5			
		Ricoh Group total	—	84.5	79.7			
27	Amount of charitable donations (JPY million)	Ricoh Co., Ltd.	118	104	107			
		Subsidiaries in Japan	6	5	7			
		Overseas subsidiaries	24	53	28			
28	Hours spent for social contribution activities	Ricoh Co., Ltd.	4,989	2,795	1,737	GRI: N/A ISO26000: 6.8 SDGs: 1-17	<ul style="list-style-type: none"> • Collected amounts at 63 Ricoh Group companies • Amounts are based on exchange rates for each year as determined in-house 	
		Subsidiaries in Japan	2,861	3,164	2,896			
		Overseas subsidiaries	28,453	21,264	15,929			
29	Total contributions to society (JPY million)	Ricoh Co., Ltd.	157	120	124			
		Subsidiaries in Japan	20	37	22			
		Overseas subsidiaries	225	189	149			
		Ricoh Group total	402	346	295			