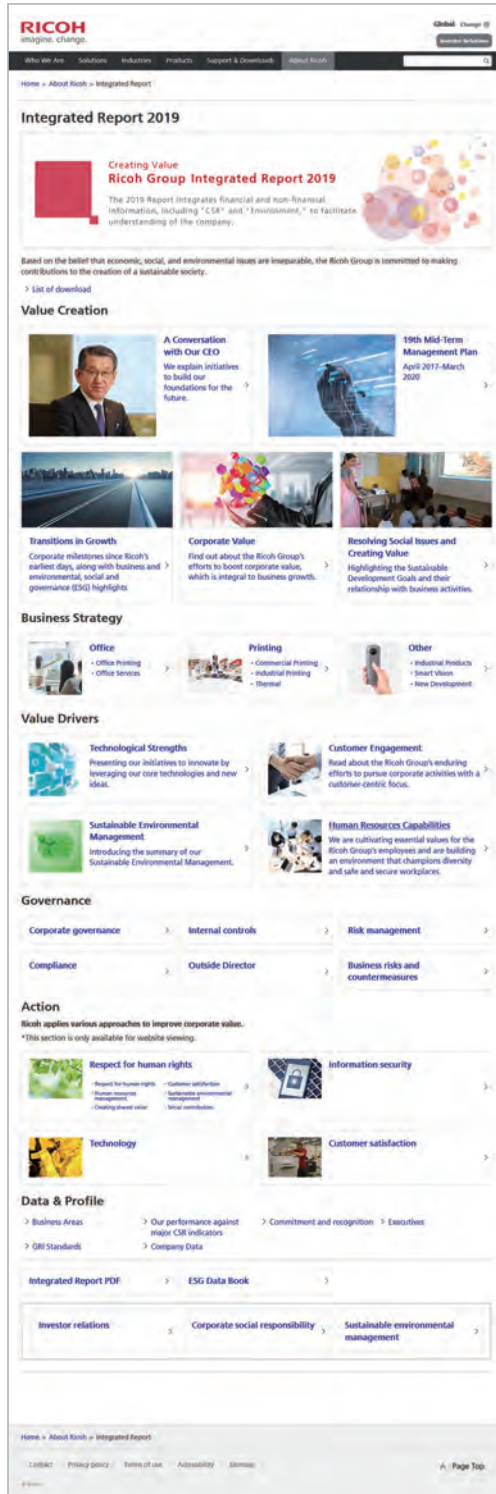


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Integrated Report 2019

Creating Value
Ricoh Group Integrated Report 2019

The 2019 Report integrates financial and non-financial information, including "CSR" and "Environment," to facilitate understanding of the company.

Based on the belief that economic, social, and environmental issues are inseparable, the Ricoh Group is committed to making contributions to the creation of a sustainable society.

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Value Creation

A Conversation with Our CEO
 We explain initiatives to build our foundations for the future.

19th Mid-Term Management Plan
 April 2017-March 2020

Transitions in Growth
 Corporate milestones since Ricoh's earlier days, along with business and environmental, social and governance (ESG) Highlights.

Corporate Value
 Find out about the Ricoh Group's efforts to boost corporate value, which is integral to business growth.

Resolving Social Issues and Creating Value
 Highlighting the Sustainable Development Goals and their relationship with business activities.

Business Strategy

Office
 Office Printing
 Office Services

Printing
 Commercial Printing
 Industrial Printing
 Thermal

Other
 Industrial Products
 Smart Vision
 New Development

Value Drivers

Technological Strengths
 Promoting our initiatives to innovate by leveraging our core technologies and new ideas.

Customer Engagement
 Read about the Ricoh Group's enduring efforts to pursue corporate activities with a customer-centric focus.

Sustainable Environmental Management
 Introducing the summary of our Sustainable Environmental Management.

Human Resources Capabilities
 We are cultivating essential values for the Ricoh Group's employees and are building an environment that champions diversity and safe and secure workplaces.

Governance

Corporate governance > **Internal controls** > **Risk management** >

Compliance > **Outside Director** > **Business risks and countermeasures** >

Action

Ricoh applies various approaches to improve corporate value.
 *This section is only available for website viewing.

Respect for human rights
 Respect for human rights
 Human resources management
 Diversity management
 Supplier satisfaction
 Sustainable environmental management
 Social contribution

Information security

Technology

Customer satisfaction

Data & Profile

> **Business Areas** > **Our performance against major CSR indicators** > **Commitment and recognition** > **Essentials**

> **GRI Standards** > **Company Data**

Integrated Report PDF > **ESG Data Book** >

Investor relations > **Corporate social responsibility** > **Sustainable environmental management** >

Home > About Ricoh > Integrated Report

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Page Top

Beginning in 2015, the Ricoh Group Integrated Report (Sustainability Report) is available in a booklet version (printed and PDF*), which offers a concise account of stories and measures aimed at boosting corporate value, with specific activities and systems for realizing these objectives as well as associated results described in the online version.

Our objective is to provide readers with effective access to information and enable them to gain cross-sectional insight into the financial and non-financial activities of the Ricoh Group.

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