

# Our Performance Against Major CSR Indicators

CSR Charter		Scope of Survey	Performance			Items Relating to Major Initiatives*1	Note		
Indicator			Year ended Mar. 31, 2013	Year ended Mar. 31, 2014	Year ended Mar. 31, 2015				
Integrity in Corporate Activities									
1	Number of outside directors (total number of directors)	Ricoh Co., Ltd.	2 (11)	2 (10)	3 (9)	GRI: 38 ISO 26000: 6.2			
2	Response rate for CSR self-assessments by suppliers (%) ( ) indicates number of suppliers asked to respond	Japan	—	—	—	GRI: HR10, HR11 GC: 1, 2, 4-8 ISO 26000: 6.3, 6.4, 6.5, 6.6, 6.7, 6.8	Plan to implement for new suppliers in FY2016		
		China	100 (197)	—	100 (560)		Scope expanded, based on FY2013 results, with all suppliers included as of FY2015. Figures for FY2013 are different than those disclosed in previous year's report, due to subsequent correction of calculation errors		
		Thailand	—	100 (67)	—		Considering next assessment plan, based on results from FY2014. Figures for FY2014 are different than those disclosed in previous year's report, due to subsequent correction of calculation errors		
3	Cases of serious accidents involving products*2	Ricoh Group	0	0	0	GRI: PR1, PR2 ISO 26000: 6.7	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.) For more details: <a href="http://www.ricoh.com/csr/consumer/">www.ricoh.com/csr/consumer/</a>		
4	Number of serious incidents and accidents involving information security	Ricoh Group	0	1	0	GRI: PR8 ISO 26000: 6.7	The number of serious incidents and accidents involving information security, both of which are required to be made public For more details: <a href="http://www.ricoh.com/security/management/project_report/">www.ricoh.com/security/management/project_report/</a>		
5	Number of serious violations of law or incidents and accidents*2	Ricoh Group	0	0	0	GRI: SO5, SO7, SO8 GC: 1, 2, 4-8, 10 ISO 26000: 6.3, 6.4, 6.5, 6.6, 6.7	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: <a href="http://www.ricoh.com/governance/risk.html">www.ricoh.com/governance/risk.html</a>		
Harmony with the Environment									
6	Energy consumption	Total calories (TJ)	Ricoh Group	5,079	5,027	4,915	GRI: EN3 GC: 7, 8 MDGs: 7 ISO 26000: 6.5	Third-party inspection ratio*3: 81.5%	
7	GHG emissions	Scope 1	Ricoh Group	CO2 (kt)	158.9	158.4	153.6	GRI: EN15 GC: 7, 8 MDGs: 7 ISO 26000: 6.5	Third-party inspection ratio*3: 70.0%
				5 gases (kt)	18.5	25.1	27.4	GRI: EN15 GC: 7, 8 MDGs: 7 ISO 26000: 6.5	Third-party inspection ratio*3: 100% CO2 equivalent
		Scope 2		CO2 (kt)	278.5	307.5	337.5	GRI: EN16 GC: 7, 8 MDGs: 7 ISO 26000: 6.5	Third-party inspection ratio*3: 90.8%
		Total (kt)		455.8	491.0	518.5	GRI: EN15, 16 GC: 7, 8 MDGs: 7 ISO 26000: 6.5	Third-party inspection ratio*3: 85.2%	
8	CO2 emissions during product use	Scope 3	CO2 (kt)	Ricoh Group	515.4	606.0	612.5	GRI: EN17 GC: 7, 8, 9 MDGs: 7 ISO 26000: 6.5, 6.7	Third-party inspection ratio*3: 96.6% CO2 emissions based on lifecycle estimations of equipment sold in each year (Subject products: imaging equipment, projectors, videoconferencing/webconferencing systems, LED lighting)
9	CO2 reduction contribution	CO2 (kt)	Global	353	395	374	GRI: EN27 GC: 7, 8, 9 MDGs: 7 ISO 26000: 6.5, 6.7	Reduction of CO2 emissions due to the use of Ricoh products and/or solutions	
10	Water use	Total (km <sup>3</sup> )	Ricoh Group	4,155	4,087	4,252	GRI: EN8 GC: 7, 8 MDGs: 7 ISO 26000: 6.5	Third-party inspection ratio*3: 100%	
11	Wastes	Total amount (t)	Ricoh Co., Ltd. and manufacturing subsidiaries	66,095	64,949	61,555	GRI: EN23 GC: 7, 8 MDGs: 7 ISO 26000: 6.5	Third-party inspection ratio*3: 100%	
		Final disposal amount (t)		370	390	356	GRI: EN23 GC: 7, 8 MDGs: 7 ISO 26000: 6.5	Third-party inspection ratio*3: 100%	
		Resource recovery rate (%)		99.3	98.6	98.3	GRI: EN23 GC: 7, 8 MDGs: 7 ISO 26000: 6.5	Third-party inspection ratio*3: 100%	

\*1 [Major initiatives] GRI: Global Reporting Initiative (GRI) Sustainability Reporting Guidelines (G4), GC: Global Compact, MDGs: United Nations Millennium Development Goals, ISO 26000: International standards for SR

\*2 Third-party inspections conducted during FY2015 by Bureau Veritas Japan K.K.

For more details: ► WEB: [www.ricoh.com/csr/third.html](http://www.ricoh.com/csr/third.html)

\*3 Third-party inspections conducted during FY2013, FY2014 and FY2015 by Bureau Veritas Japan K.K.

For more details: ► WEB: [www.ricoh.com/environment/data/third.html](http://www.ricoh.com/environment/data/third.html)

(The ratios listed in the "Note" column are for FY2015.)

• For more information about environmental data ► WEB: [www.ricoh.com/environment/data/](http://www.ricoh.com/environment/data/)

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			Year ended Mar. 31, 2013	Year ended Mar. 31, 2014	Year ended Mar. 31, 2015			
<b>Respect for People**4</b>								
12	Number of regular employees	Ricoh Group	107,431	108,195	109,951	GRI: 9	Item 12 is the total number of employees at 230 companies in the Ricoh Group	
13	Gender ratio (male: female)	Ricoh Group	72:28	71:29	69:31	GRI: 10 GC: 6 MDGs: 3 ISO 26000: 6.4	Data in Items 13-24 covers 99% of all employees at companies in the Ricoh Group	
14	Average years of service	Ricoh Group	Male	13.9	13.4	14.1	GRI: N/A GC: 6 MDGs: 3 ISO 26000: 6.4	Item 23 (percentage of employees with disabilities) is based on the calculation method described in the Act on Employment Promotion etc. of Persons with Disabilities
			Female	7.9	7.9	8.5		
15	Average age	Ricoh Group	Male	39.4	42.1	42.6	GRI: LA10 GC: 6 MDGs: 3 ISO 26000: 6.4	Item 24 shows a revised number for FY2014, different than the number disclosed in the previous year's report, due to subsequent correction of calculation errors
			Female	35.1	36.6	37.0		
16	Percentage of female workers in management positions*5	Ricoh Group	11.1	12.1	13.2	GRI: LA12 GC: 6 MDGs: 3 ISO 26000: 6.4	All employees in Japan fall under Item 25. For employees overseas, the same shall apply in Items 13-24	
17	Percentage of female workers in executive management positions*5	Ricoh Group	4.8	5.2	5.2	GRI: LA12 GC: 6 MDGs: 3 ISO 26000: 6.4	Item 26 applies to 69 Ricoh Group companies, with about 85,000 employees	
18	Annual working hours per regular employee	Ricoh Group	1,998	2,001	1,970	GC: 4 ISO 26000: 6.4		
19	Annual average hours of training per regular employee	Ricoh Group	37.0	47.0	25.3	GRI: LA9 ISO 26000: 6.4		
20	Employee turnover ratio	Ricoh Group	7.6	7.0	13.2	GRI: LA1 ISO 26000: 6.4		
21	Number of people taking childcare leave	Ricoh Co., Ltd. and domestic subsidiaries	399	503	623	GRI: LA3 ISO 26000: 6.4 GC: 1		
22	Number of people taking nursing care leave	Ricoh Co., Ltd. and domestic subsidiaries	6	11	8	GRI: N/A ISO 26000: 6.4 GC: 1		
23	Percentage of employees with disabilities	Ricoh Co., Ltd.	1.89	2.03	2.03	GRI: LA12 GC: 6 ISO 26000: 6.4		
24	Percentage of locally hired presidents	Overseas subsidiaries	75	76	74	GRI: LA12 GC: 6 ISO 26000: 6.4		
25	Number of industrial accidents	Ricoh Group	100	112	136	GRI: LA6 ISO 26000: 6.4 GC: 1		
26	Implementation rate of employee awareness surveys	Ricoh Group	78.7	81.3	87.4	GRI: N/A ISO 26000: N/A		
<b>Harmony with Society</b>								
27	Amount of charitable donations*5 (JPY million)	Ricoh Group	140	207	166	GRI: SO1 MDGs: 1 ISO 26000: 6.8	<ul style="list-style-type: none"> <li>Collected amounts at 67 Ricoh Group companies</li> <li>Amounts are based on exchange rates for each fiscal year as determined in-house</li> </ul>	
28	Hours spent for social contribution activities	Ricoh Group	59,564	45,465	36,081			
29	Total contributions to society (JPY million)	Ricoh Group	529	504	430			

\*4 For a breakdown on the item "Respect for people," for Ricoh Company, Ltd., domestic subsidiaries and overseas subsidiaries: ► [WEB: www.ricoh.com/csr/data.html](http://www.ricoh.com/csr/data.html)

\*5 Third-party inspections conducted during FY2014 and FY2015 by Bureau Veritas Japan K.K.  
For more details: ► [WEB: www.ricoh.com/csr/third.html](http://www.ricoh.com/csr/third.html)