

Ricoh Europe

Sustainability Report 2009



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Scope of this Report

The Ricoh Europe Sustainability Report covers the operations and employees of Ricoh Europe PLC within the region of Europe, Middle East and Africa (EMEA) and is produced annually. This report relates to the fiscal year from April 2008 to March 2009.

Ricoh Europe PLC is a wholly owned subsidiary of Ricoh Company Ltd. Ricoh Europe have approximately 14,000 employees working in 19 countries in the EMEA region. Ricoh's manufacturing facilities are not part of Ricoh Europe PLC and together with partners and joint ventures are not included within the scope of this report. Further details of these activities can be found in the Ricoh Group Sustainability Report. Audited financial figures are published in the Ricoh Group Annual Report. Both reports can be downloaded from www.ricoh.com.

The Infotec companies, which were purchased by Ricoh during 2007, are not included within the scope of this report.

We have completed a self-assessment of this report against the Global Reporting Initiative (GRI) guidelines and have allocated a "B" rating. Further details of this assessment are available in the "Results Summary" section and full details are available on our website, www.ricoh-europe.com.

This report highlights Ricoh Europe's performance during the fiscal year ended March 31, 2009 and previous periods. The Company makes every effort to ensure the accuracy of the data included herein, but undertakes no obligation to update this data subsequent to publication.

Chairman's Statement



Simon Sasaki
Chairman and Chief Executive Officer
Ricoch Europe PLC

Welcome to the second Ricoh Europe sustainability report. The document is related to Ricoh's operations in 19 countries across Europe, Middle East and Africa (EMEA) and details our economic, social and environmental achievements during the 2008 fiscal year.

At Ricoh, Corporate Social Responsibility (CSR) is embedded into our corporate values. We firmly believe in being a good corporate citizen. We aim to excel in all areas of our business and strive to understand and respond to the expectations of all stakeholders in the communities where we operate. We are committed to achieving the highest standards of global citizenship, both internally and with our worldwide partners and suppliers. We fully support the United Nations (UN) Global Compact and have incorporated its ten universal principles into the Ricoh Corporate Social Responsibility Charter.

We remain committed to our social and environmental responsibilities in these challenging times. Our success will not just be measured by surviving this economic downturn but by changing the way our business responds to the new market dimensions. We will never have a better chance than now to drive through the change in our organisations, our communities and in our role as global citizens. There is an enormous opportunity for us to deliver increasing value to our stakeholders.

Ricoh is proud to provide efficient products and solutions that add value to our customers' bottom line. Our customers are businesses across the world who seek to integrate innovative, flexible solutions that will help them to succeed. They want a responsible business partner that will help them to manage costs, optimise their workflow in the office and manage information securely. Our holistic approach to business enables us to connect our innovation and expertise with our commitment to being a sustainable business. As a result we offer our customers true business value, which in turn helps them to achieve their goals and move their ideas forward. We also continue to promote and support reduced energy consumption, working closely with them to reduce their carbon footprint while providing increased value for money, service and support from a brand they can trust.

As our CSR charter defines, in addition to integrity in corporate activities, harmony with the environment and society, we also place great importance on respect for people. We are also focused on building a company culture that rewards excellence, enhances knowledge sharing across the organisation and promotes diversity and empowerment in the workplace.

At Ricoh, CSR is integrated into the heart of our operations; it is a part of our DNA.

About Ricoh Europe

As a trusted technology leader, we specialise in the office and production printing markets. Working with small, medium and large organisations around the world, our aim is to modernise work environments and optimise document efficiency. In 2008, Ricoh ranked ninth in the Fortune Global 500 list of Computers and Office equipment companies.

Pioneers of Office Automation and the world's first high-speed office fax machine, our portfolio offers customers a leading range of office solutions. We deliver hardware such as printers, multifunction printers (MFPs) and copiers, to solutions that improve document workflows, the security of documents, total cost of ownership and environmental sustainability.

Customers can also benefit from a fully outsourced solution to manage their documents more efficiently and cost-effectively.

Our true Managed Print Services covers comprehensive consultancy, hardware, software, maintenance, management services, document workflow solutions and document process outsourcing.

Production Printing is an expanding area of our core capabilities. Integrating seamlessly within our customers' digital print workflow, we offer a range of software solutions, services and support for the demanding production print, graphic arts, corporate and commercial printing environments.

With a track record in understanding our customers' needs and a flexible, customer-focused approach, we have the unique ability to build ongoing trusted partnerships.

To find out how we can help you to move your ideas forward, please visit:
www.ricoh-europe.com

CSR Steering Group

The Ricoh Europe CSR Steering Committee was formed in March 2008. The CSR Steering Group is chaired by Hiroyasu Kitada, Vice President, CSR Division, who reports directly to Simon Sasaki, Chairman and CEO of Ricoh Europe PLC. The Group has representatives from our Head Office and Operating Companies to gain a cross section of views and ideas from our stakeholders and to maximise the impact of our CSR Strategy.

The role of the CSR Steering Committee is to:

- Develop CSR policies and strategies that will effectively implement Ricoh's CSR Charter, at both a European and local level
- Co-ordinate the implementation of CSR policy and strategies across Ricoh Europe
- Agree and implement appropriate measures to report progress on the key initiatives

The members of the CSR Steering Committee are: Hiroyasu Kitada (CSR Division, Ricoh Europe), Cindy Potter (Marketing Division, Ricoh Europe), Dianne McGowan (HR Division, Ricoh Europe), Greg Holder (HR Division, Ricoh Europe), James Deacon (Ricoch UK), Janice Gibson (Corporate Communications Office, Ricoh Europe), Javier Diez-Aguirre (Corporate Communications Office, Ricoh Europe), Kerstin Thies (Ricoch Germany), Matt Fisher (CSR Division, Ricoh Europe), Mia Goetvinck (Ricoch Belgium & Ricoch Netherlands), Patrycja Janczewska (CSR Division, Ricoh Europe), Roberto Ghibaudo (Ricoch Italy), Xavier Moreno (Ricoch Spain), Yasunori Naito (CSR Division, Ricoh Europe).



"Sustainable business is part of our DNA. Its origins in Ricoh can be traced back to the Corporate Philosophy developed over 50 years ago by our founder in his twin vision : 'To innovate on behalf of our customers and to pursue sustainable business practices on behalf of every life we touch'. Today this vision remains an underlying principle in our business. We take a holistic approach to business - combining economical, social and environmental strategies that balance the needs of our stakeholders, enabling us to be a customer driven organisation that is innovative and profitable - both now and for future generations."
 Hiroyasu Kitada, Vice President, CSR Division

Ricoh Europe's Sustainability Strategy

With outstanding corporate success comes great social responsibility. If we are to continue to grow and prosper in the future, we must strive to be a best-practice example of corporate citizenship. Our market leading brands are dedicated to providing businesses worldwide with the advanced products and solutions they need to stay ahead in competitive environments. We are equally committed to fulfilling our economic, social and environmental responsibilities, and ensure we co-exist in the communities in which we operate in a sustainable and respectful manner.

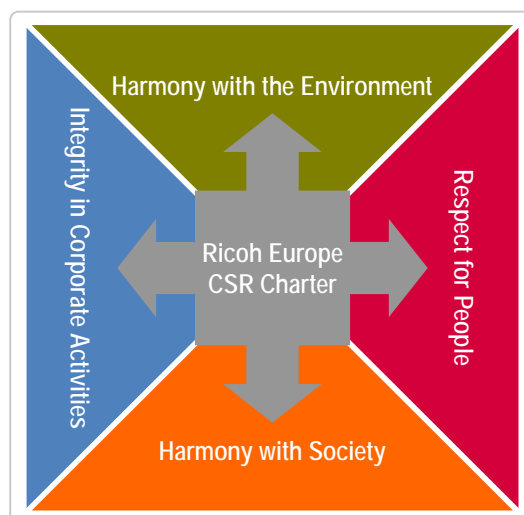
Our CSR Strategy is defined in the "Ricoh CSR Charter", developed to enable us to integrate our core values and the ten principles defined in the UN Global Compact into our daily activities. When we talk about "sustainability" in Ricoh, we are looking beyond managing our impact on the environment. For us, sustainability is about developing a business model that will deliver lasting value for all stakeholders into the future.

To achieve this, we have adopted a holistic approach that enables us to balance the needs of our different stakeholder groups; developing ideas to produce reliable and innovative products and services for our customers that generate profit for our shareholders, enabling us to provide a secure future for our employees and in a way that ensures we add value and preserve the resources of the communities around us.

Our CSR Charter covers 4 key areas for sustainability activities:

- Integrity in Corporate Activities
- Harmony with the Environment
- Respect for People
- Harmony with Society

This report is grouped under these headings, detailing the policies and activities we have developed in each area, based on the needs of our Stakeholders, Customers, Employees, Partners and Suppliers, European, National and Local Government and the Local Communities where we operate.



Ricoh Europe
Turnover

€3.3 billion ¹

Market Share

29.4% ²

Ricoh's Values

Ricoh has adopted a holistic and sustainable approach to business, which combines economic, social and environmental strategies. We continually find new ways to inspire those around us – and to be aware of how our actions will shape the future. Our brand is connected to the three Ricoh values:

Harmonize with the environment

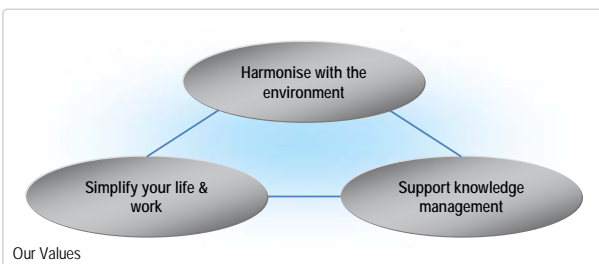
We offer products and services that contribute to environmental preservation while enhancing the profitability of our customers and ourselves.

Simplify your life and work

We ensure that customers are able to make full use of the functions and capabilities of Ricoh products by making them easy to use and maintain.

Support knowledge management

We inspire customers to create new value by simplifying knowledge-intensive labour, and by sharing know-how gained in-house from systems used within the Ricoh Group.




We support the UN Global Compact

Ricoh Company Ltd signed the UN Global Compact (see below) in 2002 and is committed to ensuring these principles are observed in all operations. To ensure this, Ricoh has defined the "Ricoh CSR Charter" and the "Ricoh Code of Conduct". These have been communicated to all employees and are expected to be actively implemented and observed at all times. In December 2008, Ricoh Europe PLC signed the UN Global Compact to show Ricoh's ongoing support and commitment to the development and promotion of a sustainable society.

*** The United Nations Global Compact (GC)**

The Global Compact is a framework for businesses that are committed to aligning their operations and strategies with ten principles.



The Ten Principles

[Human Rights]

- 1 Businesses should support and respect the protection of internationally proclaimed human rights; and
- 2 make sure that they are not complicit in human rights abuses.

[Labour Standards]

- 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4 the elimination of all forms of forced and compulsory labour;
- 5 the effective abolition of child labour; and
- 6 the elimination of discrimination in respect of employment and occupation.

[Environment]

- 7 Businesses should support a precautionary approach to environmental challenges;
- 8 undertake initiatives to promote greater environmental responsibility; and
- 9 encourage the development and diffusion of environmentally friendly technologies.

[Anti-Corruption]

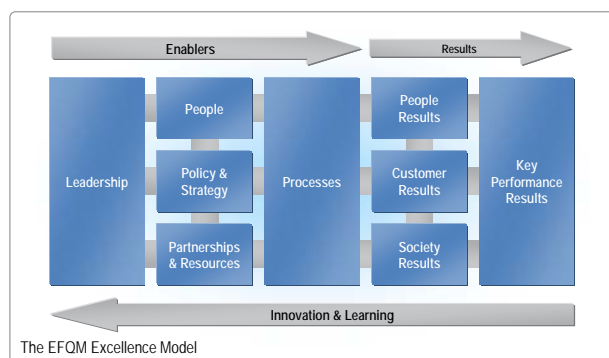
- 10 Businesses should work against corruption in all its forms, including extortion and bribery.

¹ This is the total turnover for Ricoh Europe for the fiscal year ending 31st March 2009

² Data from Infosource (period: Jan to Mar 2009), relating to share of new sales of A3 Office Copiers

Business Excellence

Following the advances made in “Quality Management” in Japan and the USA during the 1970s and 1980s, a group of European companies formed the European Foundation for Quality Management (EFQM) in 1988. The mission for the EFQM is to increase the competitiveness of European businesses to enable them to effectively compete in the global market. They developed the EFQM Excellence Model as a framework to help organisations improve and share “best practice”. The EFQM is a not-for-profit membership based foundation.



The EFQM Excellence Model is a framework that can be applied to any organisation, regardless of size or sector. The model measures how effectively an organisation develops and implements its strategy. It includes leadership, people management and development, customer focus, partnerships, process management, continuous learning and corporate social responsibility. All these aspects combined, contribute towards organisational excellence, enabling the achievement of stated goals and objectives. We consider this to be a key tool for developing a sustainable business model, meeting the requirements of our stakeholder groups.

Ricoh Company Ltd has a strong pedigree in Total Quality Management (TQM) and Business Excellence, last winning the Japan Quality Award in 1999. Since 2000, Ricoh Europe has systematically used the EFQM Excellence Model to provide a holistic review of the approaches we have adopted and how effective these are at delivering our key strategic objectives. The approach is used at a national level, within our Operating Companies and at a pan-European level to review our operations within the EMEA region.

By 2004, our self-assessment processes were established and we began a programme to gain external recognition through EFQM's “Levels of Excellence”. Since then, we have had finalists in the European Excellence Award, the highest level of recognition available, for three years in succession. Seven of our Operating Companies currently have Five-Star “Recognised for Excellence” and three currently have Four-Star “Recognised for Excellence”. In December 2007, Ricoh Europe achieved Four-Star “Recognised for Excellence” across all our operations in the EMEA region. This remains the largest and most complex organisation to have achieved this level of recognition from EFQM.

In April 2008, Ricoh was invited to become a Pact Member, a group of nine companies who are considered by their peer group as “leaders” in the field of Business Excellence. The Pact Members are currently working with EFQM to identify and share “best practice” and develop the portfolio of tools that will enable the EFQM's members to compete effectively into the 21st century, adapting to and thriving in the changing global market.

Corporate Social Responsibility (CSR) Charter

To grow as a respected enterprise, all companies within the Ricoh Group must plan their corporate social responsibility (CSR) within a consistent global framework and throughout every aspect of their operations. To ensure this, the following principles are to be observed, with the proper social awareness and understanding, compliant with both the letter and the spirit of national laws and the rules of international conduct.

Integrity in Corporate Activities

1. Every company in the Ricoh Group will develop and provide useful products and services, with high quality, safety, reliability and ease of use, while maintaining security of information and giving proper consideration to the environment.
2. Every company in the Ricoh Group will compete fairly, openly and freely, maintaining normal and healthy relationships with political institutions, government administration, citizens and organisations.
3. Every company in the Ricoh Group will take responsibility for managing and safeguarding its own information and that of its customers.

Harmony with the Environment

4. Every company in the Ricoh Group will take responsibility, as a citizen of the world, working voluntarily and actively to preserve the environment.
5. Every company in the Ricoh Group, and all employees of each company, will seek to implement technological innovations that reflect environmental concerns and will participate in ongoing activities to preserve the environment.

Respect for People

6. Every company in the Ricoh Group will, apart from corporate group activities, maintain a working environment that is safe and that makes it easier for its staff to perform their duties, respecting their richly individual characteristics and encouraging their autonomy and creativity.
7. Every company in the Ricoh Group will respect the rights of all those connected with it, and will seek to create a cheerful working environment, free of discrimination.
8. No company in the Ricoh Group will permit forced labour or child labour, and none will tolerate the infringement of human rights.

Harmony with Society

9. Every company in the Ricoh Group will, as a good corporate citizen, actively engage in activities that contribute to society.
10. Every company in the Ricoh Group will respect the culture and customs of its country or region, and will operate so as to contribute to their development.
11. Every company in the Ricoh Group will engage in the fullest possible communications with society, seeking actively to provide proper and unbiased disclosure of corporate information.



Integrity in Corporate Activities





"Our goal is to achieve the highest standards of global citizenship and compliance, both internally and across our partners and suppliers. We adopt a highly ethical approach to all our business activities, defined in our "Code of Conduct", with extensive awareness and training programmes to ensure all our people understand their role in ensuring we meet these standards. Internal and external audits are used to review and continually improve the processes and controls we have established, in line with changing requirements."

Nicola Downing, Vice President, Legal Division

Our Strategy

Our strategy is to adopt the highest ethical standards across our business activities and our supply chain, as defined in the "Ricoh CSR Charter" and the "Ricoh Code of Conduct". These define the standards, ethics and behaviours Ricoh Europe and our people should adopt in our daily business practices.

These are supported by awareness training programmes to ensure our people understand how these standards apply to their specific role. In addition, we have a rigorous Compliance Management Strategy, based on relevant legislation, regulatory standards and industry best practice. Regular internal and external audits are used to monitor compliance, ensure the validity and robustness of our processes and ensure our Management System is continuously reviewed and improved.

External Verification of Financial Results



Ricoh Europe PLC Headquarters, London

Consolidated annual financial results for Ricoh Europe Holdings PLC are lodged with Companies House in the UK in line with requirements of the UK Companies Act. These are compiled in line with the UK Generally Accepted Accounting Principles (UK GAAP). Ricoh Company, Limited accounts are compiled in accordance with the US GAAP. Full details of the financial performance of Ricoh Company, Limited are publicly available in the Ricoh Company, Limited Annual Report.

KPMG conduct an annual audit of Ricoh Europe companies and of the consolidated annual financial results for Ricoh Europe Holdings PLC. In addition, European quarterly results are reviewed by KPMG.

Companies with ISO27001 Certification

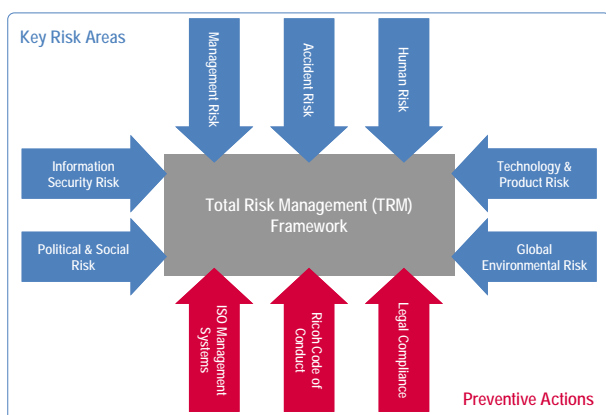
28

Staff Receiving Legal Training

900

Total Risk Management

To ensure we meet the needs and expectations of our stakeholders, Ricoh has developed a number of policies and strategies to manage its corporate integrity. This includes legal compliance, maintaining ISO standards, managing business risks and upholding the Ricoh values and ethics, defined in our CSR Charter and Code of Conduct. To coordinate our compliance and risk management approaches, we have developed the "Total Risk Management" (TRM) Framework. The framework identifies seven key risk areas and the stakeholder groups affected by each.



Ricoh "Total Risk Management" Framework

The annual assessment brings together the specialist skills, experience and expertise from across Ricoh Europe. This process enables us to annually review the effectiveness of the policies and strategies we have developed to minimise risk exposure, ensuring our practices are continuously reviewed, in line with the changing business environment.

The three priority risks identified were:

- Knowledge of Competition Law
- Flu Pandemic
- Terrorist Activity

Improvement actions plans are being developed to review and improve existing controls in these areas.

Sarbanes-Oxley Compliance

At the start of fiscal year 2005, Ricoh Company Ltd stated that all activities must achieve compliance with the Sarbanes-Oxley (SOx) Act. In line with this policy, all Ricoh Europe companies were required to comply with the Sarbanes-Oxley Act by the end of fiscal year 2007 and to maintain ongoing compliance.

To ensure the accuracy and reliability of our financial reporting, all Ricoh Europe companies documented their financial processes and mapped them to meet the requirements of the Sarbanes-Oxley legislation. As part of this, Ricoh Europe identified and established controls to effectively manage financial risks. These processes are externally audited by KPMG to ensure compliance.

The structured approach we adopted, along with a rigorous internal programme, ensured that all Ricoh Europe's activities in Europe, Middle East and Africa as a whole are SOx compliant. Having achieved SOx compliance, we now have to maintain and improve our systems to retain the accreditation.

Ricoh Europe Head Office will continue to work with its Operating Companies to embed SOx into their processes as part of the Management System. The continued development and implementation of common systems and processes will ensure that we comply with SOx more efficiently across the Group.

Information Security

Our Information Security Management System (ISMS) is designed to protect both our information assets and those of our customers. The Ricoh Group has achieved ISO 27001 certification for many of its companies across the continents, all of which are included on a single global ISO27001 certificate (certificate number IS 85241).

Within Ricoh EMEA region, all of the Group Operating Companies, including the Infotec Companies, Ricoh Head Office functions and the Ricoh Europe Supply Chain have been incorporated in the ISO 27001 compliance process. A phased roll-out of certification has been adopted across Ricoh Europe, including Head Office, Supply Chain and our major Operating Companies.

All companies have a nominated manager responsible for developing, maintaining and continually improving the ISMS, in line with Ricoh policy. We have a central team, based in our London Head Office, who supported the roll-out process and now are focused on ensuring the consistent application of Ricoh policy through programmes of continual improvement and best practice sharing.

As at 31st March 2009, 17 Ricoh Companies, 8 Infotec Companies and 3 NRG Companies within Ricoh Europe were included in the scope of the ISO27001 certificate. The total number will reduce as our operations continue to integrate.

Next steps include:

- To continue to protect our Information Assets to the levels required, while continuing to anticipate changing needs.
- To firmly establish a single ISMS structure within the EMEA region, continuing to strengthen the awareness and application of ISMS principles in all Ricoh Companies and whenever possible share them with our customers and other stakeholders.

Quality Management

Ricoh Europe is committed to delivering high quality products and services to its customers. To ensure this, we have developed comprehensive Quality Management Systems (QMS) and customer satisfaction surveys to understand and improve the customer experience.

All Ricoh Group factories are ISO9001 certified and we pride ourselves in the quality of our products. However, having reliable products is just one factor within the overall customer experience. We provide dependable consultancy, delivery, installation and after-sales services to ensure our customers get the right products to meet their needs and gain the full benefits of these products in their workplace.

Having the right people and ensuring they are trained to the highest standards goes part of the way to ensuring we meet this goal. Ensuring we have clear and consistent processes, which are regularly reviewed and updated, is another. To ensure consistent customer service delivery across Ricoh Europe, all our major Operating Companies have ISO9001 certification. In 2008, we extended the scope of the existing ISO9001 certification for our Head Office in London to include all Head Office functions, regardless of location. Our processes are not only documented, but systematically reviewed and improved based on feedback from our customers and the people who work with them.

In our latest European Customer Survey, conducted by TNS in December 2008, Ricoh Europe had the highest percentage of committed customers in its industry, with 51% compared to its nearest competitor at 42%.

Decision Makers:
"Will Repurchase
from Ricoh"

68%

Decision Makers:
"Would Recommend
RicoH"

68%

Customer Experience

Ricoh Europe markets and delivers products and services directly through its National Operating Companies (Direct Channel) and through a network of Distributors and Dealers (Indirect Channel). Our customers range from global accounts, like Fortune Global 500 companies, to small businesses. We have developed a range of surveys to gather feedback from these customer groups to help us to understand how we are performing, what additional services we should develop and areas where we need to improve. We also ensure we ask the right questions to the right people. The key surveys include:

European Customer Survey

We launched a survey in 2007 to understand what is influencing the "decision makers" in larger organisations (minimum of 50 FTE) when considering office printing solutions and suppliers. This survey is run annually by TNS simultaneously across nine key countries (Belgium, France, Germany, Italy, Netherlands, Poland, Spain, Sweden and UK). The survey gathers data on customer satisfaction with their existing suppliers.

The most recent survey was conducted in December 2008. This showed that 68% of customers would or would definitely recommend Ricoh and 68% would or would definitely repurchase from Ricoh.

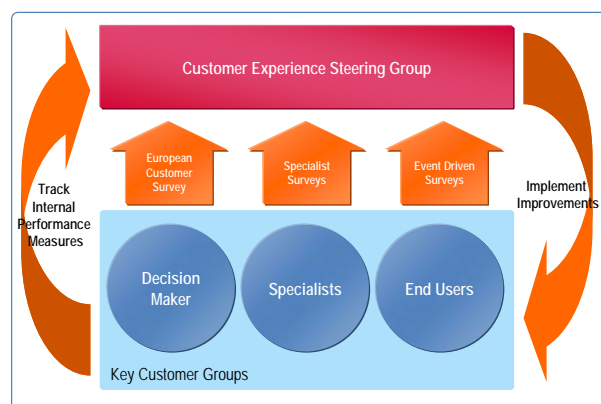
Specialist Surveys

People who have regular contact with us have a greater knowledge of our products, solutions and services, such as IT Managers, Account Managers, Dealers and Distributors. Our Operating Companies have regular, targeted surveys to gain detailed feedback from this group, who can provide additional insight into how our products are working in practice.

A range of research companies and tools are used to collect this feedback, depending on the topic, target audience and country.

Event Driven Surveys

To fully understand the customer experience of a specific action, we use event driven surveys. One example is the Service Call Survey, conducted on our behalf by Marketii, an external market research company, for all our Operating Companies. The survey is triggered when a customer calls one of our Service Centres and is conducted within days of the call being made. This ensures we receive a more accurate reflection of the customer experience.



Managing the Customer Experience

We have established a Customer Experience Steering Group, chaired by Ricoh Europe's President and Chief Operating Officer, Steve Saito, to consolidate and review the information available, agree priority areas and lead projects to implement improvement actions. This group includes representatives from our National Operating Companies, as well as Directors from our customer facing divisions.

External Recognition

We are proud that Ricoh Europe's activities in Corporate Sustainability have received the following external recognition :



Ricoh Europe achieved EFQM "Recognised for Excellence" in December 2007. The application covered all our operations in EMEA. This remains the largest, most complex organisation to have achieved this level of recognition from EFQM.



Ricoh Europe received the "Ruban d'Honneur" in the 2009 European Business Awards for "Corporate Sustainability". The application covered all our operations in EMEA. The award recognises the impact of our activities within the workplace, the market, the environment and the community.



Ricoh Europe received the "Ruban d'Honneur" in the 2009 European Business Awards for "Environmental Awareness". The application covered all our operations in EMEA. The award recognises the effectiveness of the policies we have adopted in reducing our total environmental impact and the extent to which these have been embedded into our culture.

For more information, please visit:
www.ricoh-europe.com/about-ricoh/corporate-social-responsibility

Product Safety

The health and safety impacts of all our products are assessed in all life cycle stages, from the development of product concept, through manufacturing, marketing, distribution, customer use and finally collection and recycling. Ricoh Europe has developed a "Product Safety Issue Handling Manual" and has distributed it to all its Operating Companies. A self-assessment survey was issued to make sure the manual was received, studied, understood and applied by all Ricoh Companies. It is the responsibility of Ricoh Europe, its Operating Companies and Distributors to ensure that this policy is applied into local operations and any 3rd party organisations that provide services on their behalf.

Legal Compliance

To ensure our sales teams fully understand the requirements of European legislation, we have rolled out a comprehensive training package for managers and sales personnel, specifically focused on Competition and Contract Law. Our Legal team from across Europe has been running workshops on-site to explain our obligations under this legislation, with scenarios and case studies used to illustrate some of the points in more detail. Over the past 18 months, we have run over 30 workshops across our European operations, with over 500 people attending.

The workshops have been supported by Ricoh Academy's eLinc service, a web-based training package. At the end of the training, participants must complete a test to ensure they have understood the legal requirements and can apply those in a number of scenarios. So far, around 900 staff have been given access to the training with more sales staff scheduled to gain access in the future.

During the coming year we plan to focus on:

- Ensuring all sales staff have access to complete our web-based training
- Rolling out a web-based refresher quiz for managers and staff who have already completed the full training package to annually test knowledge and maintain awareness of our compliance strategy.



Harmony with the Environment





"We take a cradle-to-cradle approach to sustainable innovation; offering products and services that contribute to environmental preservation from design to recycling. We also work with our customers to increase their environmental awareness, helping to reduce their environmental impact and cost of ownership through our products and consultancy."

Yasunori Naito, Environmental Group Manager, CSR Division

Our Strategy

Ricoh's environmental strategy is embedded at the heart of the company and is identified as one of Ricoh's three core corporate values. The Ricoh Group's concept of sustainable environmental management is to simultaneously achieve environmental conservation while remaining a customer driven organisation that is innovative and profitable. All areas of Ricoh's business are included: manufacturing, business sites, product distribution and product recycling. Ricoh focuses on three core areas:

- Resource conservation and recycling
- Energy conservation and prevention of global warming
- Pollution prevention

Global Objectives and Achievements

ISO14001 Certification

All sites within the Ricoh Group have ISO14001 certification. This policy applies to all areas of the business, i.e. manufacturing sites and all business premises.

Zero Waste to Landfill

All of Ricoh's factories have a Zero-Waste-to-Landfill policy, which means that no waste is sent to landfill due to our 100% resource recovery rate. We achieved our goal of Zero-Waste-to-Landfill at all our major production sites globally in 2001.

CO₂ Reduction

Ricoh Group has set global targets to reduce greenhouse emissions such as CO₂ reduction in our operations around the world by 30% by the end of fiscal 2020, compared to 2000 levels. Within this target, Ricoh's European manufacturing facilities aim to achieve a 10% reduction by 2010, compared to fiscal 1998 figures.

Innovative Environment

Ricoh has a history of innovation, with sustainability as a core consideration in all its operations.

- In the 1980s, we were the first company to introduce multi-functional devices to the market. These combined copier and fax functions or printer and scanner functions, reducing the need for multiple single-function devices. This resulted in significant reductions in costs and energy consumption.
- In 2002, we were the first company in our industry to introduce plant-based plastics into the manufacture of products. These plastics are recyclable and do not contribute to global warming to such an extent as their petroleum-based counterparts.
- In 2005, we launched a multi-function digital copier made from 50% plant-based materials.

Copiers / MFPs
Recycling Ratio

97.8%

Toner Cartridge
Recycling Ratio

94.3%

Our Recycling Programme

Ricoh Europe aims to collect, reuse and recycle machines, parts and supplies wherever possible. We recognise that one of our key responsibilities is to recycle all Ricoh waste, from the packaging to the machines. It is also essential to provide our customers with a satisfying return scheme. As part of our company philosophy, we believe in establishing a society which recycles as much material as possible to reduce our dependency on new raw materials. In 2008, the collection ratio for Ricoh machines from our direct customers was 80%. From these machines we were able to achieve a materials recovery and recycling ratio of 97.8%.

In 2000, we established a two-fold recycling programme that is both comprehensive and easy to use. It is coordinated across Europe by our European Green Centre, part of the Environmental Management Group.

- For all-in-one toner cartridges, we introduced a pan-European collection programme which ensures material recovery and/or re-use at our factories in Europe.
- For parts and other supplies from all Ricoh Europe Operating Companies we established collection and treatment centres to receive, sort, recycle and, whenever possible, re-use these items within the Ricoh Group.

In addition to our European Green Centre at Bergen op Zoom, Netherlands, we have established two National Green Centres in the UK and Germany. This makes our recycling programme both cost efficient and further reduces our environmental impact. Many of the collected

products are refurbished at one of our key European refurbishment centres. They are returned to the market once they have met our high quality standards. More than 1,500,000 items have been returned and re-used since its launch.



Any parts or consumable products which cannot be re-used in new part manufacture or in refurbishment will be separated by material type and sent to a reprocessing company for material recovery. For example, Ricoh UK works closely with a local facility that enables it to create new products from Ricoh's end-of-life toner cartridges and consumable parts containing toners, such as road traffic bollards, crab and whelk pots for the fishing industry, garden planters, containers for blood supplies and equestrian equipment.

When Ricoh is recycling an item, it could be used anywhere within our own Group, regardless of where the original part was manufactured, which guarantees a closed loop and ensures the contribution to a sustainable society.

Harmony with the Environment

CO₂ Reduction

As part of our business strategy, we are committed to reducing the impact we have on the planet, especially in reducing global warming. One of Ricoh Europe's key environmental objectives for the last 3 years has been to reduce CO₂ emissions of its business sites by 1% year on year for each full-time employee.

All Ricoh Europe Operating Companies submit data relating to energy and resource consumption and specifically to CO₂ reduction via the Environmental Accounting System at half and end year to our Environmental Management Group.

Performance against our targets is reviewed by the Management Board. Electrical and gas consumption, flight mileage, vehicle fuel (diesel, petrol and LPG) and new paper usage within our offices is taken into consideration.

Initiatives implemented to reduce our CO₂ emissions include:

- Switching to alternative methods of electrical power generation (Green Energy)
- Switching from petrol to diesel vehicles across our fleet
- Driver training, specifically aimed at improving safety and improving fuel consumption
- Increased use of video and tele-conferencing facilities to avoid unnecessary travel
- Promoting the use of duplex (double-sided printing) mode as default on our office copiers / printers.

In 2008, we exceeded our target to reduce CO₂ emissions of our business sites by achieving a 1.05% reduction of total CO₂ emissions per employee across our European operations.

For information on how Ricoh can help you reduce your carbon footprint, please visit:

www.ricoh-europe.com/environment

Case Study – Sustainable Transport Ricoh Europe Supply Chain Management, Netherlands

Getting products to our customers quickly and efficiently is a key objective for our Supply Chain Management. In line with our corporate objectives, it is equally important to deliver goods in a manner which continually reduces our impact on the environment. Our central European distribution warehouse at Bergen op Zoom in the Netherlands is responsible for all deliveries of products throughout Europe and considers the impact of all routes used.

During 2007 and 2008, a new strategy for deliveries into Italy was deployed, switching from road to rail transport, which has led to:

- Improved service to our customers through guaranteed capacity, service reliability and delivery time reduction
- Reduction of CO₂ emissions by 68% per annum
- Reduction in costs by 30% per annum
- Reduced the traffic congestion and noise pollution in urban areas around the sites.

In recognition for the environmental impact, this project was awarded the Ricoh Europe Sustainability Award for 2008. The central European distribution warehouse is now considering rail transport for other high usage routes, like Spain and France, and has engaged an external specialist to conduct detailed impact analysis.

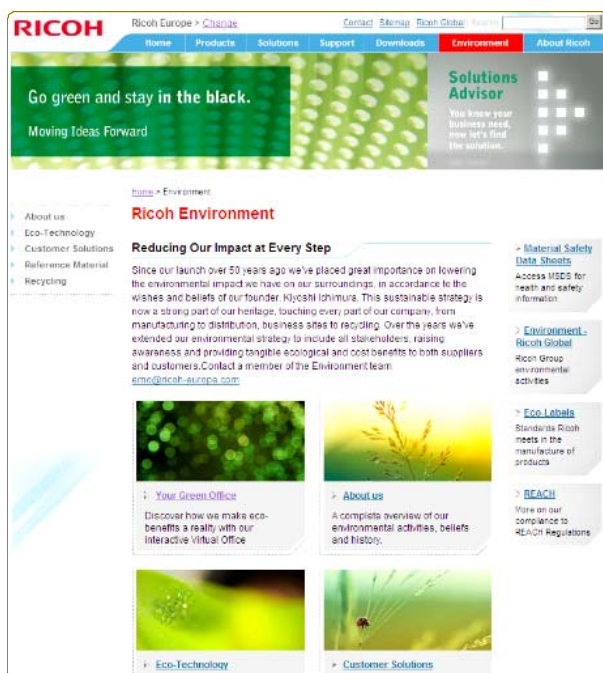
Harmony with the Environment

- GelSprinter™, our unique technology features low energy consumption. The highly efficient printers that use GelSprinter™ technology have a maximum energy consumption of less than 65 watts.
- Our organic PxP toner saves 30% of energy consumption during production. It is made from newly developed polyester resin, designed to fuse at a lower temperature than its predecessor, while achieving a higher quality picture. It also enables higher recycling rates of waste water and solvent.
- Ricoh machines can simultaneously scan, print and copy both sides of the original at once to limit time, energy usage and paper consumption. This also saves wear and tear on the feeder and reduces noise during operation.

Our product range complies with European environmental legislation and voluntary codes, including WEEE, ROHS, REACH and Energy Star. We also provide full information regarding our environmental policies and performance via our website.

For further details, please visit:

www.ricoh-europe.com/environment



Managing Environmental Impact

Ricoh Europe established the Environmental Accounting System in 2005. Every European office reports all data relating to energy and resource consumption and specifically to CO₂ reduction. All factors are included, from paper consumption to fuel used for company vehicles.

Using the Self Sustainability Assessment Programme, Ricoh companies annually evaluate their performance against a comprehensive set of criteria comprising of 12 key areas of activity, from communication to stakeholders through to green marketing and green procurement. The data submitted via NEAS and SSAP is monitored by our Environmental Management Group.

Ricoh has been able to easily adapt to recent government regulations and ensure its customers have peace of mind that their equipment is compliant. In fact, as a part of Ricoh's business model we were already practicing collection and recycling of equipment for some years prior to the WEEE Directive (Waste Electrical and Electronic Equipment). In addition, Ricoh has eliminated the use of thirteen hazardous substances from its manufacturing, more than double the amount set by the RoHS regulations (Restriction of Hazardous Substances). Not only are we compliant with REACH legislation (Registration, Evaluation, Authorisation and Restriction of Chemicals), but we have taken a step further and created a strict Chemical Substance Management System that extends throughout our supply chain.

Ricoh employees are offered environmental awareness training, and our Environmental Management System is available via our Intranet. Every Ricoh site in Europe has ISO14001 accreditation, with regular internal and external audits ensuring all areas of resource conservation and environmental protection are continuously reviewed and improved.



Respect for People



Respect for People



"Ricoh recognises that we deliver the best results for our customers by treating all - employees and customers alike - with respect. We offer an environment where employees can be innovative and embrace diversity, create new value, feel challenged, have a sense of achievement and grow through their work. We offer our people a learning culture where they are able to share ideas openly and work in an autonomous setting to move new ideas forward."

Greg Holder, Vice President, HR Division

Our Strategy

We aim to create a vibrant culture where our people can develop existing and new skills to meet the changing needs of the business and achieve their full potential. We embrace diversity, encourage innovative thinking and empower our people to drive our business forward.

Through the Ricoh Academy, we develop and deliver on-line and classroom based training to our people and partners that is recognised by the Institute of IT Training (IITT) as amongst the best in the industry.

We create an open dialogue with our people, through forums like our European Employee Forum and annual Employee Survey, and use this input to actively engage our people in continuously reviewing and improving our people management strategies and processes.

Ricoh Europe Employee Forum

To actively encourage an open dialogue with our employees and their representatives, Ricoh Europe established the European Employee Forum in 1996 under the European Works Council Directive. This allows us to share our plans for the future, and ensure our people know where we are heading and have the opportunity to share their views and concerns through qualitative feedback directly to European Senior Management. This approach underpins our overall objective of being "an employer of choice" to attract the highest calibre people to Ricoh Europe.

Employees are nominated or elected by their peers to become a member of the local Employee Forum or Works Council, based on local requirements. The representatives meet bi-annually, as a minimum, in the majority of EU based Operating

Companies as a forum for dialogue and consultation between senior management and employees. Employee representatives from each country are invited to sit on the European Employee Forum, which meets annually with top management. As Ricoh Europe has expanded, newly acquired companies have been invited to establish, or continue with existing, local arrangements and to also join the European Employee Forum.

Minutes of the employee forums are distributed to employees through a range of communications channels, including the Intranet. Senior management appreciates the opportunity and the value of appropriate consultation. As a result, there are many examples where initial plans have been improved following employee feedback.

“I am satisfied working for Ricoh”

70%

“I am clear about my personal objectives”

77%

Employee Engagement

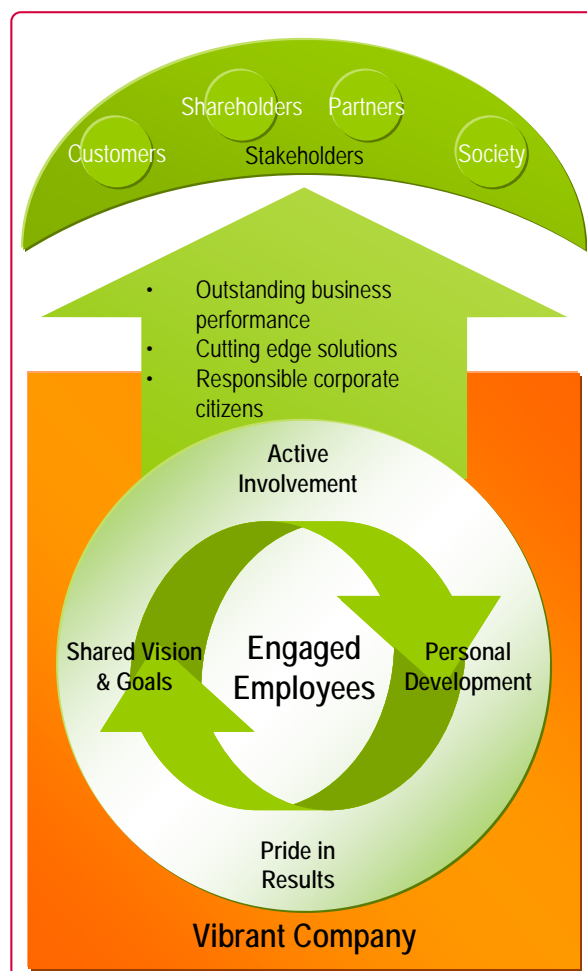
In March 2008, we ran the first Employee Engagement Survey for all Ricoh Europe employees. It provided a benchmark our position at the start of the integration process and a clear view of what is important to our employees. At a European level, members of our Executive Board sponsor a series of improvement projects, based on the priorities identified from the survey. Improvement teams were also established by local management to address the specific areas identified. In February 2009, we conducted the second survey to review the impact of the improvements that had been implemented at a local, national and pan-European level.

Our survey consists of 25 questions, including topics such as leadership, communications, working conditions and personal development, focusing on what it feels like to work for Ricoh. The on-line questionnaires are distributed in 13 different languages to ensure everyone is able to participate in their native language.

In the 2009 survey, the question ‘I’m satisfied working for Ricoh’ achieved the score of 3.7 out of 5. This compares favourably with the industry benchmark figure of 3.3, provided by TNS, our survey partner. Over 70% of people said they were “Satisfied” or “Very Satisfied” with working for Ricoh and 60% said they would apply for their job at Ricoh again.

Research shows that employees can be satisfied without being engaged. The term “satisfaction” implies a level of contentment with the current situation; a passive state. The term “engagement” implies active involvement. Employees who are “engaged” with the organisation will actively contribute new ideas, innovative ways of working and drive the business forward. They want to learn and improve; both themselves and their

surroundings. They want to make the organisation perform better. To generate a culture of continuous improvement within a company, you need to actively engage people in these activities (see diagram below).



Employee Engagement Model

For the coming year, we have set a new target for the number of improvement projects completed, rather than a target based on a specific question in the survey. This is to enable our people to actively take part through structured improvement teams in all countries.

Staff receiving
appraisals

82%

Average Training
Days per FTE

4.1 days

Learning and Development

We offer our people a learning culture where they are able to share ideas openly and work in an autonomous setting to move new ideas forward. Not only do we recognise the importance of appropriate training as a means of improving the value and contribution of employees, but we actively encourage the continuous improvement of our staff:

- To obtain an appropriate professional qualification to help them to perform better in their current role or for their further development
- To keep abreast of changes, techniques, knowledge and skills in their specialist field
- To undertake appropriate training and development to fulfil their potential.

Through the Ricoh Academy, we offer a number of on-line and classroom based training courses to support our employees professional and personal development across the EMEA region. eLearning allows us to address a much larger audience in a very short time in comparison to traditional classroom learning. Furthermore it reduces the need for travel and therefore the overall CO₂ footprint as employees can log in from their workstations. Our eLearning platforms are also available to Ricoh distributors and dealers to ensure that their service engineers can provide the same level of expertise as our own employees.

We have established two electronic learning platforms, "WICE" and "eLinc", to develop skills and knowledge of our people. These learning programmes can also help employees achieve internationally recognised certifications.

- WICE provides dedicated self-based and on-line training packages for our technical service engineers to develop their knowledge on the latest products, technology and software.

- eLinc is more focused to our service and sales force, providing on-line courses to develop product knowledge and other skills.

We are constantly developing and updating our training programmes, courses and content to meet the changing needs and demands of our business, employees and customers. We have been working in partnership with the Institute of Information Technology Trainers (IITT) in developing our standards and have an accreditation programme in place across our major training organisations.

If you would like more information about working at Ricoh, please visit:

www.ricoh-europe.com/about-ricoh/careers

Ricoh Code of Conduct

The Ricoh Code of Conduct defines the behaviours, values and ethics we will maintain as an employer and expect all our employees to follow in their day to day work. It is distributed to all employees and we have included a question in the Employee Survey to check that people feel they understand how the Code of Conduct applies to their job.

The Code of Conduct defines our policies relating to the CSR Charter, including political donations, corruption and any type of discrimination. Any infringement of the Code of Conduct is dealt with through our disciplinary process, in line with local legislation.

In the 2009 Employee Survey, 66% of people agreed or fully agreed with the statement "I am aware of how the Ricoh Code of Conduct applies to my job".



Harmony with Society



Harmony with Society



"We enable our people to use their skills and expertise to make a difference within their local community. We work with local and national partners to develop ideas and understand that our employee time can add great value. It is therefore our policy to enable our employees to dedicate some of their working time to make these projects happen. During 2008, more than 10% of our employees were involved in community projects all around Europe."

Matt Fisher, Business Excellence Group Manager, CSR Division

Our Strategy

In line with the Management Philosophy established in 1938 by our founder, we seek to enrich the lives of the people around us through the products and services we provide and our daily actions.

By working over a number of years with local and national partners across Europe, we enable our people to use their skills, energy and ideas to make an active contribution to society through a variety of projects and activities. Whilst we also provide funding for many projects, the involvement and engagement of our people has a far greater impact on the local community than financial contribution alone.

Moving Ideas Forward

We take a proactive approach to encourage our employees to become involved in the community. As a result, Ricoh Operating Companies and Head Office locations are engaged in local projects that allow employees to use their skills to make a noticeable difference in the local area. Involving our people increases engagement and team working.

The Ricoh Europe CSR Steering Committee has developed a Community Involvement Policy which defines standard selection criteria for Ricoh community projects (see below). This ensures consistency across Ricoh Europe's activities within the community.



Scope of our projects

Community Project Selection Criteria

To be considered for inclusion in the "Moving Ideas Forward" programme, a community-based initiative must meet at least two of the following criteria:

1. Complement the core activities and / or core values of Ricoh Europe
2. Create added value to our society:
 - In relation to education among young and/or underprivileged people and / or
 - By making positive impact on natural environment
3. Involve our employees to increase their commitment

Total hours spent in
Community Projects **6,702**

Employees
Participating in
Community Projects **1,660**

Eco Action Day

On 5th June 2008, Ricoh Europe participated in the third Ricoh Global Eco Action Day, in support of the UN World Environment Day. All Ricoh offices around the world ran carbon and energy saving campaigns in which the employees were involved both at work and home. The activity fully aligns with Ricoh's environmental commitment to reduce CO₂ emissions by 1% per employee per year. Every Ricoh Operating Company across Europe organised its own environmental initiatives designed to save energy and promote the environmental awareness among all employees and their families.



Employees from Ricoh Hungary at the rest area



Raising awareness of "Eco Action Day"

Some examples of the activities include:

- Ricoh France, Ricoh Germany, Ricoh Europe Head Office and Ricoh Europe Supply Chain European Service Parts Centre promoted car sharing, cycling and public transport for commuters - saving up to 400kg of CO₂ during Ricoh Global Eco Action week.
- Ricoh Hungary developed a bicycle rest area near Nagymaros, a countryside village by the Danube.

- Ricoh Belgium provided employees with reusable shopping bags.
- Employees at Ricoh and Infotec in the Netherlands checked that all tyre pressures in the car park were correct to reduce fuel consumption and emissions.



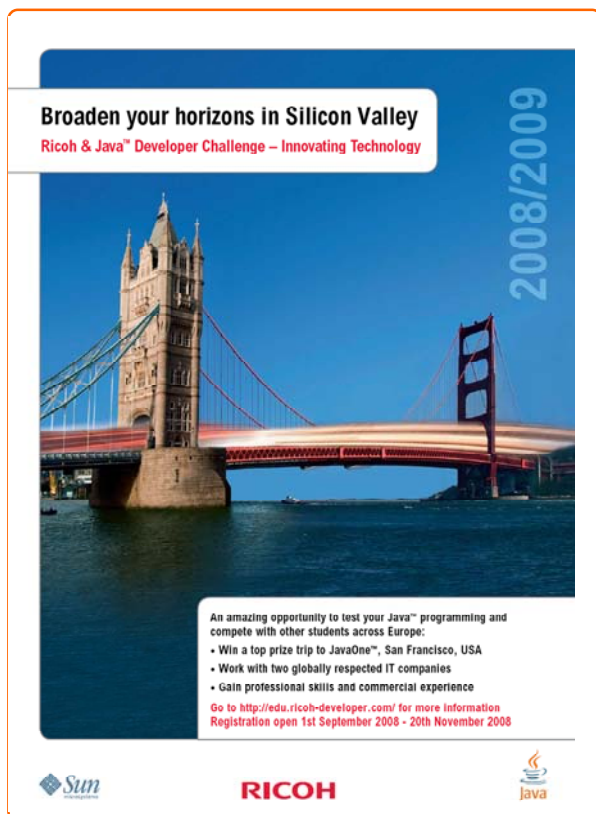
Checking tyre pressures in Ricoh Netherlands

The total reduction of CO₂ emissions achieved across Ricoh Europe during Global Eco Action Day was 14 tonnes.

Ricoh & Java™ Developer Challenge Ricoh Europe Head Office, UK

Since 2004, Ricoh and Sun Microsystems have joined forces to organise the Ricoh & Java™ Developer Challenge. The contest is for student software developers from European Universities who are challenged to create an innovative Java™ technology-based application embedded in Ricoh Multifunctional Products (MFPs). To date, more than 500 students from over 70 universities have participated.

The Challenge provides students with valuable industry experience to help with their future careers. Not only does it give them an opportunity to apply their programming knowledge in a practical situation, but also to gain valuable contacts within their chosen business field. Students from previous contests have been successful in securing work placements or jobs at Sun, Ricoh and partner companies.



The poster used to publicise the “Developer Challenge”

The students and universities from the following countries signed up via a dedicated website to participate in the 2009 Challenge: France,

Germany, Hungary, the Netherlands, Norway, Poland, Portugal, Spain and the UK. Once registered, the students were able to download the emulator of the Ricoh Multifunctional Product (MFP) and development tools from the Challenge website.

National winners from France, Germany, Hungary, Norway and Spain made it through to the Grand Final held on 3rd April 2009, where they demonstrated their applications to a panel of commercial and technical judges. The winning application for 2009 was Optical Mark Recognition (OMR) by a team from University of Pannonia in Hungary; scoring highly for practicality, technical aspects and business potential. OMR automates answer sheet marking, eliminating the need for costly specialised equipment.



The winning team are congratulated by their Professor

“The process for selecting this year’s winner was extremely tough, all entrants stood out as recognising the importance of commercial aspects as well as technological advancement in solution development”, commented Emma Isichei, Director, Advanced Solutions Centre, Ricoh Europe.

The winning team went to the Sun Microsystems’s annual JavaOne conference in San Francisco, USA, which is attended by over 10,000 people, giving the students countless opportunities to make useful business contacts.

Funding for
Community Projects

€116,324

Donations to
Charities

€308,391

Kids Moving the World

Ricoh Netherlands

Ricoh Netherlands is working with an independent foundation, Kids Moving the World, which raises awareness of hunger and global warming issues among children in primary schools in the Netherlands.

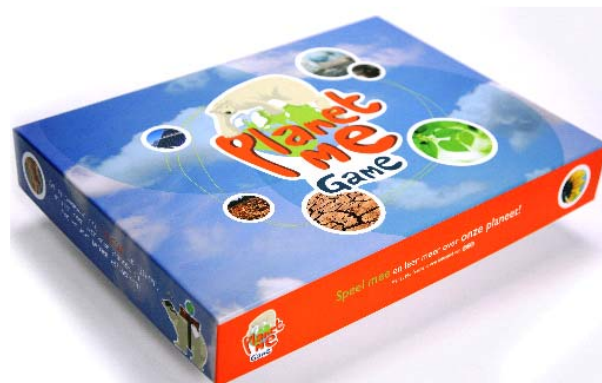


One of our "Game Guides" at work in the classroom

The initiative supports the United Nations World Food Programme, in particular the 'School Food Programme', which aims to provide school meals to children in underdeveloped nations with severe food shortages. Such meals encourage hungry children to attend school and help them concentrate on their studies.

Forty Ricoh Netherlands employees have been trained to become 'Game Guides'. They regularly visit primary schools during working hours, on behalf of Kids Moving the World, acting as 'Game Guides' and assisting in teaching children about hunger, living conditions in developing countries and climate change. By playing the game, children learn about the situation of their peers living in poorer countries.

The game focuses on hunger in three countries: Tanzania, Cambodia and Nicaragua, and encourages children to work together to help improve the lives of the children in countries which lack food. The school children get involved in tasks such as building schools, hospitals and introducing school meals to overcome local hunger.



The "Planet Me" board game

In October 2008, a new module, 'Planet Me', was added to the programme. It is aimed at creating awareness about the climate change together with Oscar, the polar bear. The project has been enthusiastically received by the education sector. For Ricoh 'Game Guides' it is a rewarding way to contribute to the fight against hunger and global warming.

One of our Game Guides said: *"To perform as a Game Guide is not only an enrichment for the kids but also for me. It is remarkable as always, the children are so enthusiastic, very inventive and committed!"*

Team Day - Clearing the Dunes

Ricoh Europe Netherlands, Ricoh Europe Supply Chain and Ricoh International

In September 2008, fifty-three employees from Ricoh Europe Netherlands, Ricoh Europe SCM (ESPC) and Ricoh International participated in an Activity Day at the Bloemendaal dunes to help return the area back to its native glory.



Above and below: The volunteers get ready to start work

The project was organised in cooperation with "Stichting Hart voor Amsterdam" ("Heart of Amsterdam Foundation") and "PWN". Its objective was to clear the dunes of wild cherry trees. The wild cherry was introduced to the area in the 1980's. As it has no natural enemies, it overgrows the area, reducing bio-diversity and threatening native flora and fauna.

Ricoh employees cleared the designated areas of wild cherry trees. The activity raised the employees' awareness of natural environment and gave them the opportunity to network with colleagues from different areas of the business.



Bradstow School Assessment

Ricoh Europe Head Office, UK

A key part of Ricoh's Corporate Social Responsibility activities is to involve employees in projects that enable them to use their skills developed within the business to benefit the wider community, particularly within education.

The Ricoh Europe Business Excellence Group supported a school for autistic children in Kent, UK, which has been using the EFQM Excellence Model as a self-assessment tool, in a bid to apply for 'Recognised for Excellence' recognition from EFQM.

A team of five Ricoh assessors reviewed the school's submission document and replicated the EFQM assessment process during a three-day site visit in May 2008. The team conducted 16 individual interviews and two focus groups. They spent the final day consolidating the feedback report before presenting it to the school's management team.



The Ricoh Team with Bradstow's Management Team

The Ricoh team was inspired by the level of commitment, empowerment and passion shown by all school staff and are continuing to support them on their journey towards excellence. In November 2008, Bradstow School was awarded 5* "Recognised for Excellence" from the EFQM.

Environmental Conservation Project

Ricoh Italy

Ricoh Italy is supporting an environmental project aiming to turn a 12-hectare area in the suburbs of Milan into a green oasis that will help cleanse the city and raise awareness of environmental conservation among Ricoh employees and Milan citizens.

'Il Metrobosco', as the project is called, aims to create a green area around Milan and its surroundings by planting 8,100 native trees in the high-traffic zone by the Lambro river. Ricoh Italy is carrying out the project in cooperation with the authorities of Milan, Milan University of Science and Technology and local schools.

Planting in the new Ricoh Park began in November 2007 when local primary school children planted the first 300 trees. Now that all the trees have been planted, it is estimated that the new park will help reduce CO₂ levels by around 30 tonnes per year.



Volunteers from Ricoh Italy help children from local schools with the tree planting at Metrobosco.

Ricoh Italy is supporting the overall upkeep of the wood, including creating the information boards and paths in the green, enabling visitors to enjoy the surroundings.

As well as helping to improve the environment for the people of Milan, Ricoh Italy's involvement in the project demonstrates its commitment to reducing CO₂ emissions in line with Ricoh corporate strategy.

Community Links - Greeting Card Competition

Ricoh Europe Head Office, UK

Ricoh Europe Head Office in London has been working with Community Links, an East London charity organisation, for several years on a number of different projects. Founded in 1977, Community Links projects now help over 53,000 vulnerable children, young people and adults every year, with most of their work delivered in Newham, East London, one of the poorest boroughs in Europe. Its successes influence both community-based organisations nationwide and government policy.

Children from Community Links centres were invited to submit a design for the Ricoh Europe Greeting Card Competition. The designs were placed on the employee Intranet encouraging them to vote for their favourite image.



The winning design for the 2008 Card Competition

The design with most votes was used to create the Ricoh Europe e-card 2008. Not only did the e-card allow for a greater distribution to Ricoh customers, partners and suppliers, but what is more important, it was environmentally friendly.

Ricoh Europe also donated a box of 20 cards to the winner, as well as 200 cards to Community Links. The cards featuring the winning design were printed on recycled paper, using vegetable based ink, by Ricoh Print Scotland.

Harmony with Society

Cleaning the Meudon Ponds

Ricoh France

In November 2008, Ricoh France employees participated in an initiative to improve and create green space in the surroundings of the Meudon and Villebon ponds. The project was organised in partnership with 'Espaces', a non-profit organisation that employs people who are in the process of re-entering the workforce. The aim of 'Espaces' is to support the preservation and maintenance of natural fauna and flora of green spaces, and environmental protection.



The volunteers from Ricoh France on-site

Ricoh volunteers were involved in a number of activities together with representatives from 'Espaces'. They repaired and replaced an eight hundred-metre fence around the Meudon pond, and planted 120 trees such as elders and beeches. In order to improve the water oxygenation, they removed and transplanted some of the reeds and planted one hundred new ones.



Building the staircase to improve public access

To reduce bio-accumulation and prevent leaves from going into the pond, two dams were created. Also a staircase was built by the Villebon pond to make it easier for the public to visit it.



Volunteers clear reeds from the pond

The project helped to improve the appearance and access to the ponds, it also allowed 'Espace' to reduce its costs that would otherwise have been spent on the maintenance of the area.



Building one of the dams that help prevent leaves filling the pond

Ricoh France will continue to support 'Espace', and is already planning similar activities to preserve natural environment and raise awareness of environmental issues among its employees.

For more examples of Ricoh "Moving Ideas Forward" in the community, please visit:

www.ricoh-europe.com/about-ricoh/corporate-social-responsibility/case-studies



Results Summary



Results Summary

Key Sustainability Indicators

The following results are the key indicators used by Ricoh Europe to measure the progress of our sustainability strategies and the initiatives described in this report.

Integrity in Corporate Activities	Source	2006	2007	2008	GRI
Turnover (€ Billion)	Internal	-	3.5	3.3	EC1
Companies with ISO27001 Certification	External	14	21	28	-
Number of companies with EFQM R4E	External	13	15	11	-
Committed customers	TNS Survey	-	47%	51%	PR5
Customer who would repurchase from us	TNS Survey	-	65%	68%	PR5
Customers who would recommend us	TNS Survey	-	68%	68%	PR5
Overall customer satisfaction	TNS Survey	-	65%	63%	PR5

Harmony with the Environment	Source	2006	2007	2008	GRI
Total reused items (parts + toners)	Internal	190,936	210,427	228,692	EN26
Paper used at Ricoh Europe offices (Reams)	Internal	181,913	137,340	143,737	EN1
General waste (tons)	Internal	3611	1247	1242	EN22
Toner cartridge - recycling ratio	Internal	93.0%	94.0%	94.3%	EN2
Copiers / MFPs - recycling ratio	Internal	98.0%	97.0%	97.8%	EN2
Total CO ₂ emissions (tons)	Internal	59,469	56,530	54,400	EN16
Year on year reduction of CO ₂ (tons)	Internal	7,959	2,939	2,130	EN18

Respect for People	Source	2006	2007	2008	GRI
Employees satisfied working for Ricoh	TNS Survey	-	-	70%	-
Employee resignations	Internal	7%	12%	2%	LA2
Staff receiving appraisal	Internal	75%	91%	82%	LA12
Training days per FTE	Internal	3.7	4.4	4.1	LA10
Accident rate per FTE	Internal	0.009	0.015	0.385	LA7
Number of registered WICE users	Internal	4,392	4,614	5,259	LA11
Number of WICE exams passed	Internal	17,847	22,545	25,916	LA11
Training departments with IITT accreditation	External	6	8	8	-

Harmony with Society	Source	2006	2007	2008	GRI
Number of employees involved in community volunteering	Internal	-	-	1,660	-
Total volunteer hours spent in the community (during working hours)	Internal	-	-	6,702	EC8
Total charitable donations	Internal	-	-	€424,715	EC8

GRI Assessment

This report has been self-assessed by Ricoh Europe's CSR Steering Committee and meets the "GRI B" criteria, as it includes more than 20 relevant indicators. Full details of this assessment are available on our website, www.ricoh-europe.com.

	Level C	Level B	Level A
Self-Declared		Yes	
Third Party Checked		No	
GRI Checked		No	

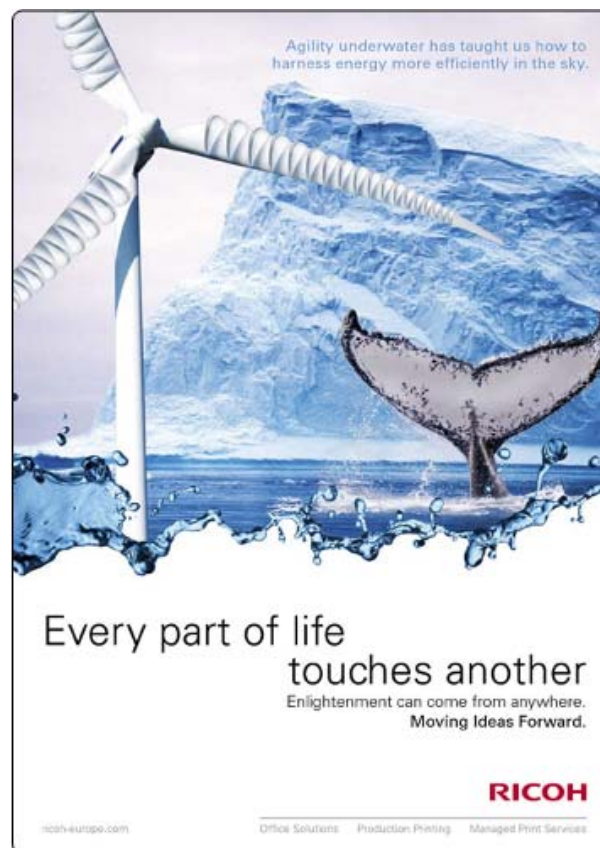
About Our Brand

When we understand that everything is connected, we can make the link between everyday actions and their impact on the wider world. Understanding how two points are connected, and sharing that knowledge, is what inspires us. This understanding helps us to move ideas forward – and creates re-appraisal of our capabilities.

We continually find new ways to inspire those around us – and to be aware of how our actions will shape the future. This is connected intrinsically with our holistic and sustainable approach to business which combines economical, social and environmental strategies. We offer new opportunities to our customers using innovation and the creation of true business value through shared expertise. This in turn helps them achieve their goals by Moving Ideas Forward.

Moving Ideas Forward

If you want to learn more about our brand, please visit the www.ricoh-europe.com



Your Feedback

If you have any comments, opinions or suggestions regarding this report, please contact Ricoh Europe's CSR Division at csr@ricoh-europe.com.

About Ricoh

Ricoh Company, Ltd ("Ricoh Company") is a global technology leader, specialising in the office and production printing markets. Ricoh works with organisations around the world to modernise work environments and optimise document efficiency. With over 108,500 employees worldwide, it operates in Europe, the Americas, Asia Pacific, China and Japan.

Ricoh Europe Holdings Plc is a public limited company and the EMEA headquarters of Ricoh Company with operations located in London, United Kingdom and Amstelveen, the Netherlands. The EMEA operations comprise over 35 sales subsidiaries and affiliates.

In the fiscal year ended 31 March 2009, revenues from Ricoh's EMEA operations totalled over YEN 523.4 billion accounting for 25.0 per cent of Ricoh Company's global revenues. Ricoh Company's worldwide sales totalled over YEN 2,091.7 billion during the year ended 31 March 2009.



RICOH

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