RICOH

Ricoh Europe
Sustainability Report 2008

Simon Sasaki
Chairman and Chief Executive Officer
Ricoh Europe PLC

Welcome to the first Ricoh Europe sustainability report, covering our operations in 19 countries across Europe, Middle East & Africa (EMEA). The result is the most holistic review of our key economic, social and environmental issues ever presented by Ricoh Europe.

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 conscientious corporate citizenship today. 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 to ensure we co-exist in the communities in which we operate in a sustainable and respectful manner.

Our goal is to achieve the highest standards of global citizenship both internally and across our worldwide partners and suppliers. We will continue to conduct our affairs with openness, transparency and absolute integrity. Only by achieving complete harmony between business activities and social needs, can we be considered a positive and tangible asset to the communities we inhabit. Ricoh Europe, together with our parent Ricoh Company Limited, is totally committed to the successful performance of its Corporate Social Responsibilities.

Much of what is reported here is a consequence of our ongoing dialogue with you, the stakeholder. We hope that this report will help you understand and value our social responsibility management activities. We look forward to working together with you to further grow and develop our business relationships whilst at all times considering how we can work in harmony with the wider society.

Scope of this Report

Ricoh Europe PLC is a wholly owned subsidiary of Ricoh Company Ltd. We sell Ricoh manufactured digital office printing equipment and associated hardware, software and service solutions to business markets in Europe, Middle East and Africa (EMEA). We now have over 400,000 customers and are the leading supplier of office copiers in Europe.

Ricoh Europe BV (REBV) was established in the Netherlands in 1971 and has grown both organically and through acquisitions. In 1995, we acquired the NRG Group, based in London. This added the Nashuatec, Rex-Rotary and Gestetner brands to our portfolio, which significantly increased both our direct- sales- force and field servicing capability. In 2001 we acquired the Lanier brand and in 2007 we acquired the Infotec brand. We now have over 14,000 employees in 19 countries.

In April 2007, we integrated the Head Office Functions of REBV & NRG Group to form Ricoh Europe PLC, with our main office now in London, UK. In the past year, we have announced the integration of Ricoh and NRG operations in Austria, Belgium, France, Germany, Italy, the Netherlands, Spain and the United Kingdom. The unified companies will trade under the Ricoh brand name while retaining their multi-brand and multi-channel strategy. This is part of a reorganisation plan to transform Ricoh Europe into a world-class pan-European organisation in which each new Ricoh operating company will build upon its strong market presence while enhancing its flexibility and responsiveness to their customers.

This report covers the operating period April 2007 to March 2008 and will be produced annually.

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, which can be downloaded from www.ricoh.com.

Our CSR Steering Group

Whilst Corporate Social Responsibility has always been a priority for Ricoh, with a vast range of activities being undertaken across the group, the formation of the CSR Division will enable us to adopt a more coordinated approach across Europe. To help this process, we have established a pan-European CSR Steering Group to agree and help deploy CSR strategy. The group has representatives from both Head Office and our operating companies to gain a cross-section of views and ideas from our stakeholders and to maximise the impact of agreed actions.

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.

Ricoh Company Ltd has defined, as part of the Code of Conduct, a CSR Charter to guide policy in all activities towards our stakeholders. The format and content of this report reflects the activities Ricoh Europe PLC have developed to support the implementation of these guidelines, based on the needs of our Stakeholders, Customers, Employees, Partners and Suppliers, European, National and Local Government and the Local Communities where we operate.

The first meeting took place in London on 19th March 2008. Representing the Head Office were Peter van der Kaag & Janice Gibson (Corporate Communications), Cindy Potter (Marketing), Dianne McGowan (HR), Matt Fisher & Brian Garforth (CSR). There were 5 Operating companies representatives: Mia Goetvinck (Benelux), Kerstin Thies (Germany), Gilbert Colin (France), James Deacon (UK) and Roberto Ghibaudo (Italy).

The role of the CSR Steering Group 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

Corporate Social Responsibility (CSR) Charter

To grow as a respected enterprise, the Ricoh Group[1] must fully discharge its corporate social responsibility (CSR) from a consistent global perspective and throughout every aspect of its 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 organizations.
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, quite 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.

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[1] The Ricoh Group includes all companies operated by Ricoh Company Ltd.

Our Business Excellence Programme

At the start of fiscal year 2005, we set the objective of gaining the European Foundation for Quality Management (EFQM) "Recognised for Excellence" for all of Ricoh Europe's operating companies by the end of 2007.

Approach

Ricoh Europe began using the EFQM Excellence Model as a self-assessment tool in 2000 and, by the end of 2004, had developed an annual assessment cycle in all major operating companies. To help ensure the consistent development and application of our key processes, our Management Board decided to develop a structured approach to gaining "Recognised for Excellence" across Ricoh Europe.

What is "Recognised for Excellence"?

The EFQM was established in 1989 by a group of CEOs from leading European businesses to promote the principles of business excellence within Europe. The EFQM Excellence Model provides a framework that allows any organisation, of any size and in any sector, to determine their current position against the principles of business excellence. It can be used to gain a holistic view of how an organisation develops and reviews its strategic direction based on the needs of their key stakeholders and how effectively it deploys the available people, processes, resources and partnerships in pursuit of these goals.

"Recognised for Excellence" (R4E) is designed for organisations that are well on their way to organisational excellence and recognises the successful efforts they have made to implement the principles of business excellence. There are 3 levels of recognition available; 3 star, 4 star or, the highest level, 5 star recognition, awarded based on the outcome of an extensive assessment by a team of independent EFQM Assessors.

Deployment

From 2005, we began to develop a schedule for external assessment, based on the level of maturity indicated by the self-assessments already being completed.

We also increased the number of people being trained as EFQM Assessors and participating as Assessors in the EFQM European Excellence Awards, to learn from some of Europe's leading companies.

Key Activities

1. Increase rigour of self-assessment process using the EFQM Excellence Model.
2. Increase external EFQM assessment experience across Ricoh Europe.
3. Develop external EFQM assessment programme.

Measurement

We measure the success of our Business Excellence programme through the number of Operating companies achieving EFQM "Recognised for Excellence" (R4E) and the number of employees who act as Assessors in the EFQM European Excellence Awards each year.

Measure	2005	2006	2007
Number of companies gaining R4E	6	13	15
Target	4	10	15

This process culminated in a single application for Ricoh Europe, covering all our operations in Europe, Middle East and Africa. We were awarded 4-Star "Recognised for Excellence" following an assessment in December 2007. We are the largest, most complex organisation to receive this level of recognition from EFQM.

L to R: Steve Saito, President and Chief Operating Officer, Ricoh Europe; Matt Fisher, Business Excellence Group Manager, Ricoh Europe and Simon Sasaki, Chairman and Chief Executive Officer, Ricoh Europe with the EFQM "Recognised for Excellence" certificate (December 2007).

In the 2007 EFQM European Excellence Awards, Ricoh / Nashuatec Benelux achieved "Finalist" status for the second year in a row.

L to R: Michel De Bosschere, Chairman and Chief Executive Officer, Ricoh / Nashuatec Benelux; Mia Goetvinck, Business Excellence Director, Ricoh / Nashuatec Benelux and Steve Saito, President and Chief Operating Officer, Ricoh Europe with the EFQM European Excellence Award Finalist trophy (October 2007).

Next steps

As part of our strategic three year plan, we are developing improvement projects to address the areas identified within the assessor feedback report for Ricoh Europe. In 2009, we intend to achieve 5-Star "Recognised for Excellence" for Ricoh Europe.
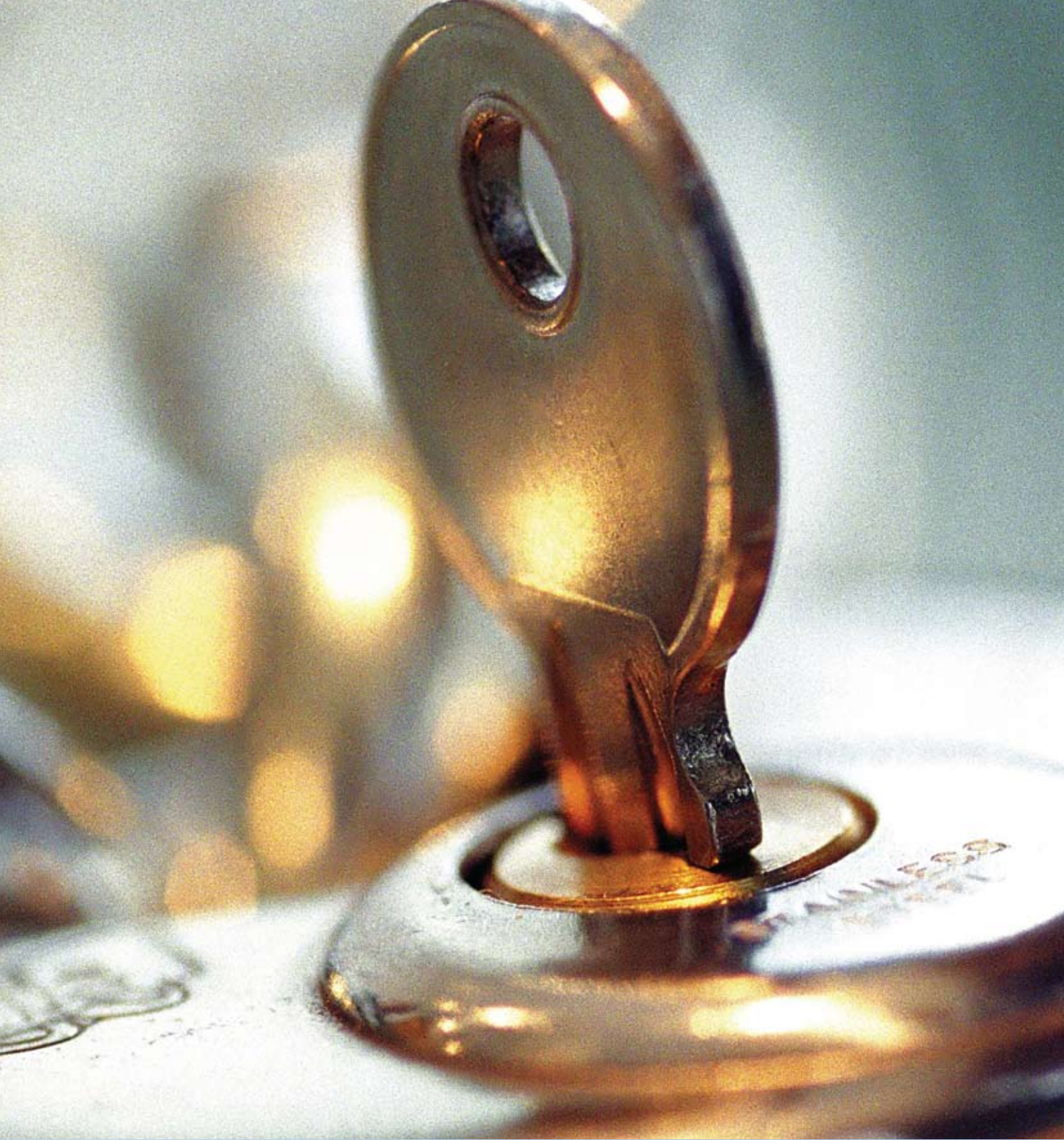
Integrity in Corporate Activities

Sarbanes-Oxley Compliance

At the start of fiscal year 2005, Ricoh Company Ltd stated that all activities needed to achieve compliance with the Sarbanes-Oxley Act. In line with this policy, all Ricoh Europe companies were required to achieve compliance with the Sarbanes-Oxley Act by the end of fiscal year 2007.

What is the Sarbanes-Oxley Act?

The Sarbanes-Oxley Act, commonly known as SOx, was introduced in 2002 following the Enron and WorldCom scandals and aimed to restore public confidence in corporate governance by improving the accuracy and reliability of corporate disclosures.

The legislation introduced new and stronger penalties for corporate malpractice, including corporate and criminal fraud, and stresses the importance of accurate and reliable financial reporting. The Executive Management of the company is responsible and accountable for the accuracy of this reporting and needs to ensure there are sufficient internal controls available to ensure and prove this.

In addition to shareholders, the accuracy and integrity of our financial reporting affects other stakeholders, including Employees, Customers, Partners, Suppliers and Pension Trusts.

Approach

To ensure the accuracy and reliability of our financial reporting, we have mapped all our financial processes to meet the requirements of the Sarbanes-Oxley (SOx) legislation. As part of this, we have identified and established controls to effectively manage financial risks. These processes are then externally audited by KPMG to ensure compliance.

Deployment

All NRG Operating companies and all of the larger Ricoh and Infotec Operating companies fully documented their financial processes to the standards defined in the SOx legislation during fiscal year 2006. Benchmarking between companies, sharing best practice and taking advantage of synergies between SOx and ISMS in particular helped reduce the costs and time taken to complete this project. It was then extended to include all operating companies by the end of fiscal year 2007. All large operating companies and head office locations have been subject to and passed KPMG SOx audits. The structured approach we have adopted, along with a rigorous internal program, have ensured that all Ricoh Europe's activities in Europe, Middle East and Africa as a whole are SOx compliant.

Next Steps

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 our Operating companies to embed SOx into their processes as part of the Management System. Ultimately, the continued development and implementation of common systems and processes will ensure that we can comply with SOx more efficiently across the Group.

Information Security Management System (ISMS)

Our Information Security Management System (ISMS) is designed to protect both our data and that of our customers. The Ricoh Group is currently working towards certification of our ISMS on a global level to the ISO27001 standard. Within Ricoh Europe, we aim to have all our Operating companies, our Head Office functions and our Supply Chain compliant with the ISO27001 standard by the end of fiscal year 2008.

Deployment

We have adopted a phased roll-out for certification across Ricoh Europe, starting with the Head Office functions, Supply Chain and our major Operating companies. In addition, all companies have been involved in the process and have a nominated manager responsible for developing the ISMS, in line with Ricoh policy. We have a central team, based in our London Head Office, who support the roll-out process and ensure consistent application of Ricoh policy through the internal audit process.

Measure	2006	2007
Companies with ISO27001 Certification	14	21

Next steps

We are continuing the phased roll-out across our Operating companies, including the Infotec companies, and ensuring continued compliance in the companies who have already achieved ISO27001 certification.

Quality Management System

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

Approach

All Ricoh's factories are ISO9001 certified and we pride ourselves on the quality of our products. However, we know that having a reliable product is just one factor within the overall customer experience. We know we need to be able to 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.

Deployment

Having the right people and ensuring they are trained to the highest standard 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. This includes our Head Office in London and our Supply Chain. Our processes are not only documented but systematically reviewed and improved based on feedback from our customers and the people who work with them.

Measure	2005	2006	2007
Overall Customer Satisfaction	77%	78%	81%
Product Quality	78%	80%	83%
Service Support	80%	81%	83%
Would Recommend Ricoh	83%	84%	86%

Next steps

We are currently harmonising our systems and processes across EMEA, allowing us to enhance and ensure the consistency of service delivery across all Ricoh Europe companies.

Harmony with the Environment

Environmental Management System

Our Environmental Management System (EMS) has been implemented across all Ricoh Europe companies. The systems enable us to define our Environmental Policy. The objective is to reduce the environmental impact of our activities, products and services by seeking to control and influence our identified environmental aspects.

Approach

To ensure the effectiveness of the EMS, all of our companies must obtain the ISO14001 certification, in line with Ricoh Company Ltd policy. The external certification enables Ricoh Europe to meet environmental requirements for major account tenders, both in the public and private sector. This makes the continuous improvement of our environmental policies, our EMS and retention of ISO14001 a key part of our business strategy.

Deployment

The deployment began in 1999 and was completed in all Ricoh and NRG Operating Companies in 2005. Our ISO14001 certificates are site specific and cover all aspects of our business. In order to retain our certificates, each Ricoh Group member is externally audited every year with a full certificate renewal audit every three years.

Measure	2006	2007
Paper used at Ricoh Europe Offices (Reams)	181,913	131,160
General Waste (tons)	3611	3454

Next steps

The Environmental Management System is currently being extended to the Infotec companies and included into our ISO14001 certification programme. We are also reviewing the EMS following the integration process to maximise the efficiency and effectiveness of the system.
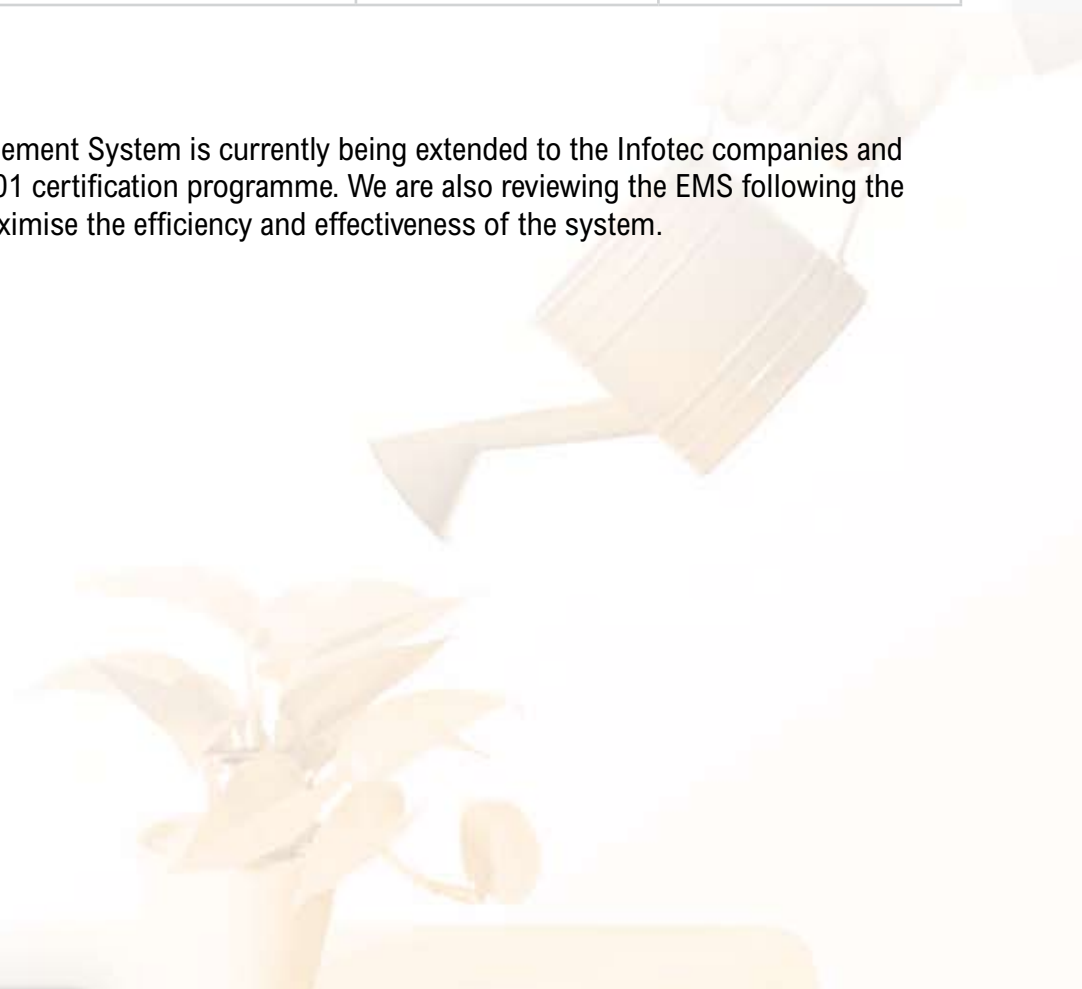
Recycling Programme

Ricoh Europe aims to collect, reuse and recycle machines, parts and supplies wherever possible. To enable this, we have established a recycling programme that is both comprehensive and easy to use.

Approach

We have established a pan-European collection programme to collect used toner cartridges and return them to the factories in Europe for recycling. For parts and supplies from all Ricoh Europe operating companies, we have established collection and treatment centres to receive, sort and, wherever possible, recycle these items. Our European Green Centre, part of the Environmental Management Group, coordinates the recycling programme across Europe.

Deployment

All Ricoh Europe operating companies are involved in our return programme for recyclable items. Many of the recyclable items are collected and returned to our European Green Centre, at Schiphol-Rijk in the Netherlands. For the UK and Germany, we have established National Green Centres to meet the high demand, making National Collection Centres both cost efficient and further reducing the environmental impact.

Measure	2005	2006	2007
Toner Cartridge - Recycling Ratio	92%	93%	94%
Copiers / MFPs - Recycling Ratio	97%	98%	97%

Next steps

We will have achieved full implementation of returns from all Infotec Companies within the next 12 months. We are also working to enhance the return programme, specifically in Spain.
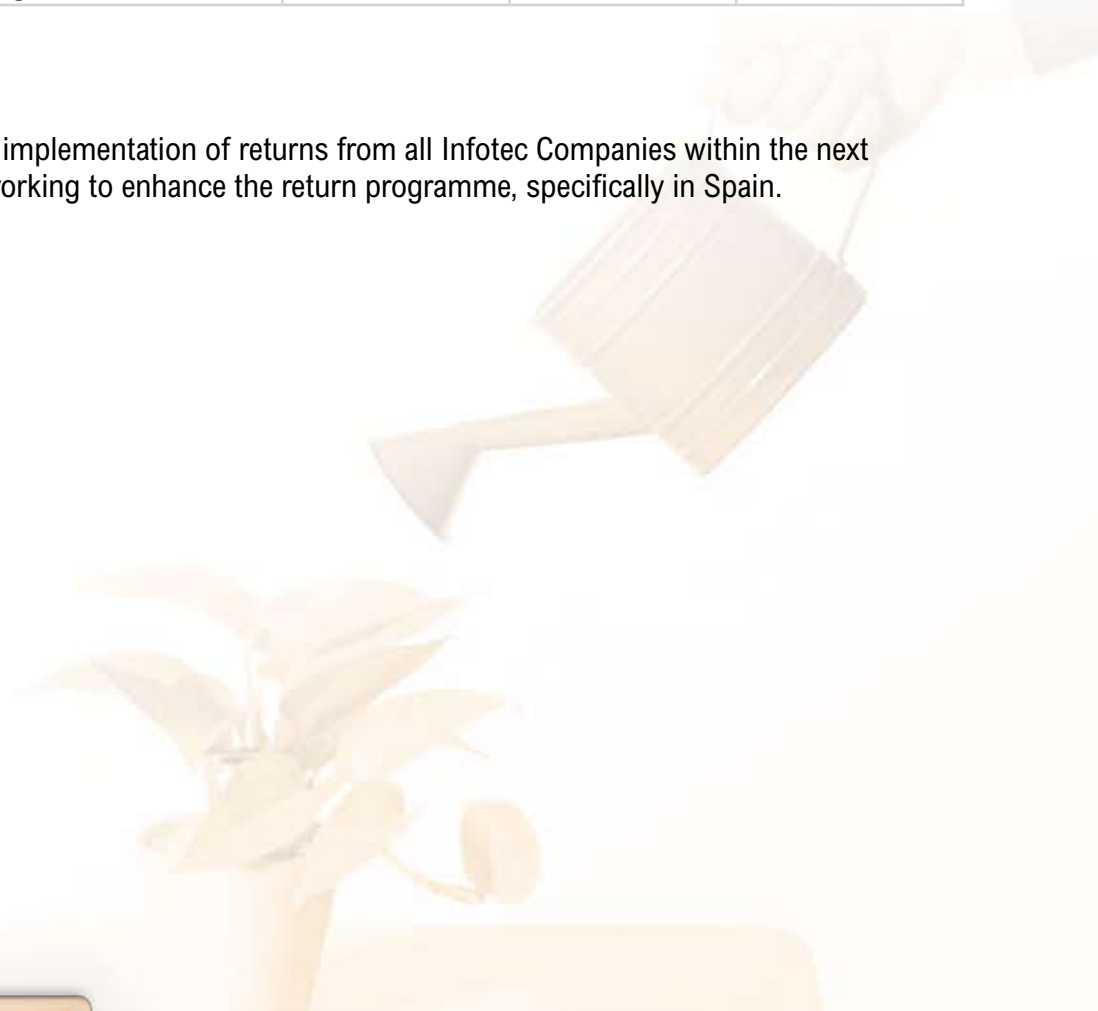
CO$_2$ Reduction

One of Ricoh Europe's key environmental objectives for the last 3 years has been to reduce CO$_2$ emissions by 1% each year for each full-time employee.

Approach

Each Ricoh Europe operating company submits data via the New Environmental Accounting System (NEAS) at half and full 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 CO$_2$ 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
• Defaulting all our office copiers / printers to duplex (double-sided printing) mode

Deployment

The standard measures and reporting template are now completed by 28 companies across Ricoh Europe. A number of companies have already switched to "green energy" suppliers, which has had a significant impact on our CO$_2$ emissions.

Measure	2005	2006	2007
Total CO$_2$ Emissions (tons)	67,428	59,469	54,800
Year on Year Reduction of Total CO2 (tons)	-	7,959	4,669

Next steps

In the coming year, the Infotec companies will be included into the NEAS, allowing us to monitor and manage our CO$_2$ emissions in all companies.
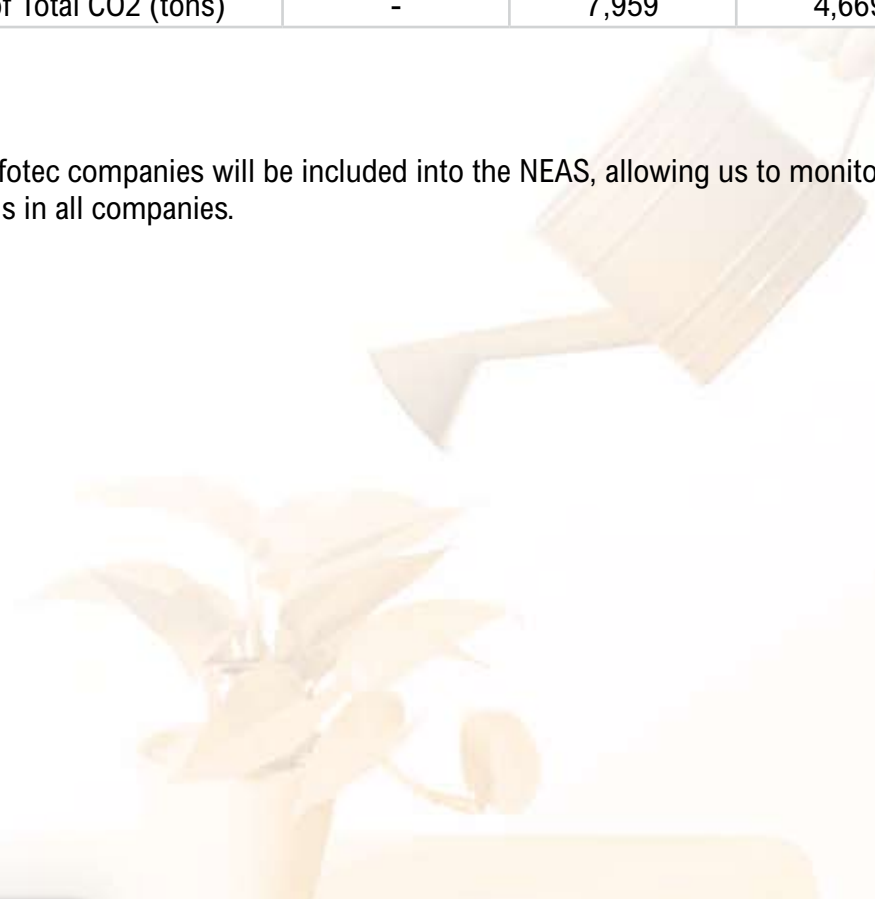
Respect for People

Employee Forum

To actively encourage an open dialogue with our employees and their representatives, Ricoh Europe established the European Employee Forum in 1996. This allows us to share our plans for the future so 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.

Approach

Employees are nominated or elected by their peers to become a member of the local Employee Forum or Works Council, based on local requirements. These 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.

Deployment

Employees within every business in Ricoh Europe are represented at local and / or European level employee forums. 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.

Next Steps

The continuing success of Ricoh Europe is underpinned by having a team of employees who feel valued, embrace the opportunity to develop their capability and, above all, deliver the values our customers expect. During the 16th Mid Term Plan, a renewed focus on HR Strategy will initiate a number of improvement projects, which have been defined through the analysis of feedback from internal and external assessments.

eLearning

As Ricoh Europe seeks to develop and enhance the services and solutions offered to customers, increasing the skills of our staff becomes increasingly important. Add to this the level of change and innovation, in our own hardware and software and the products already installed on our customers' networks, and training becomes fundamental to keeping ahead of the continually evolving IT market.

Approach

As we have staff in 19 countries, many of which are field-based, traditional "classroom" training is not always the most efficient option. To address this, we have developed two electronic learning platforms. Our "WICE" system provides dedicated training packages for our Technical Service engineers, giving updates and training on the latest products, technology and software. Our "eLinc" system is more focused towards our Sales Force, focusing on product knowledge and soft skills training.

We have been working in partnership with the Institute of Information Technology Trainers (IITT) in developing our standards, originally starting in the UK but now EMEA-wide. As a result, we have been a key partner in IITT's growth. We have an accreditation programme in place across our major training organisations.

Deployment

The WICE and eLinc training systems provide on-line training for employees specifically in Services and Sales. The systems are developed and maintained by Ricoh Europe. Online exams are used to test knowledge and skill levels. In some cases these will be externally recognised certifications. The WICE systems are also made available to our distributors and dealers, to ensure their service engineers can provide the same level of expertise as our own employees. The figures below relate only to Ricoh employees.

Measure	2005	2006	2007
Number of registered WICE users	4,047	4,392	4,614
Number of WICE exams passed	14,486	17,847	22,545
Training Departments with IITT Accreditation	2	6	8

Next Steps

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.

Employee Engagement

Ricoh Europe operating companies have been running employee surveys for a number of years. Whilst these are extremely useful, we recognised the need for a single study to provide an in-depth, collective view across Europe. At the end of FY2007, we ran the first Employee Engagement Survey for all Ricoh employees in Europe, Middle East and Africa. This is the first time we have asked the same set of questions, at the same time, to all Ricoh, NRG, Lanier and Infotec employees. We wanted to do this to baseline our current position at the start of the integration process and gain a clear view of what is important to our employees. The survey will be conducted annually to allow us to track changes in the level of engagement across the Group.

Approach

We have developed a set of 25 questions, covering topics like leadership, communications, working conditions and personal development to determine how it feels to work for Ricoh. The questions were translated into 13 different languages to ensure everyone was able to participate in their native language.

What is the difference between "engagement" and "satisfaction"?

The theory is 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. Therefore, employees who are "engaged" with the organisation will actively contribute new ideas, innovate 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 they work in better. To generate a culture of continuous improvement within a company, you need to actively engage people in these activities.

Deployment

The web based survey was conducted in March 2008, simultaneously across all our operations. We are now in the process of analysing the results from the survey and agreeing the priorities for improvement.
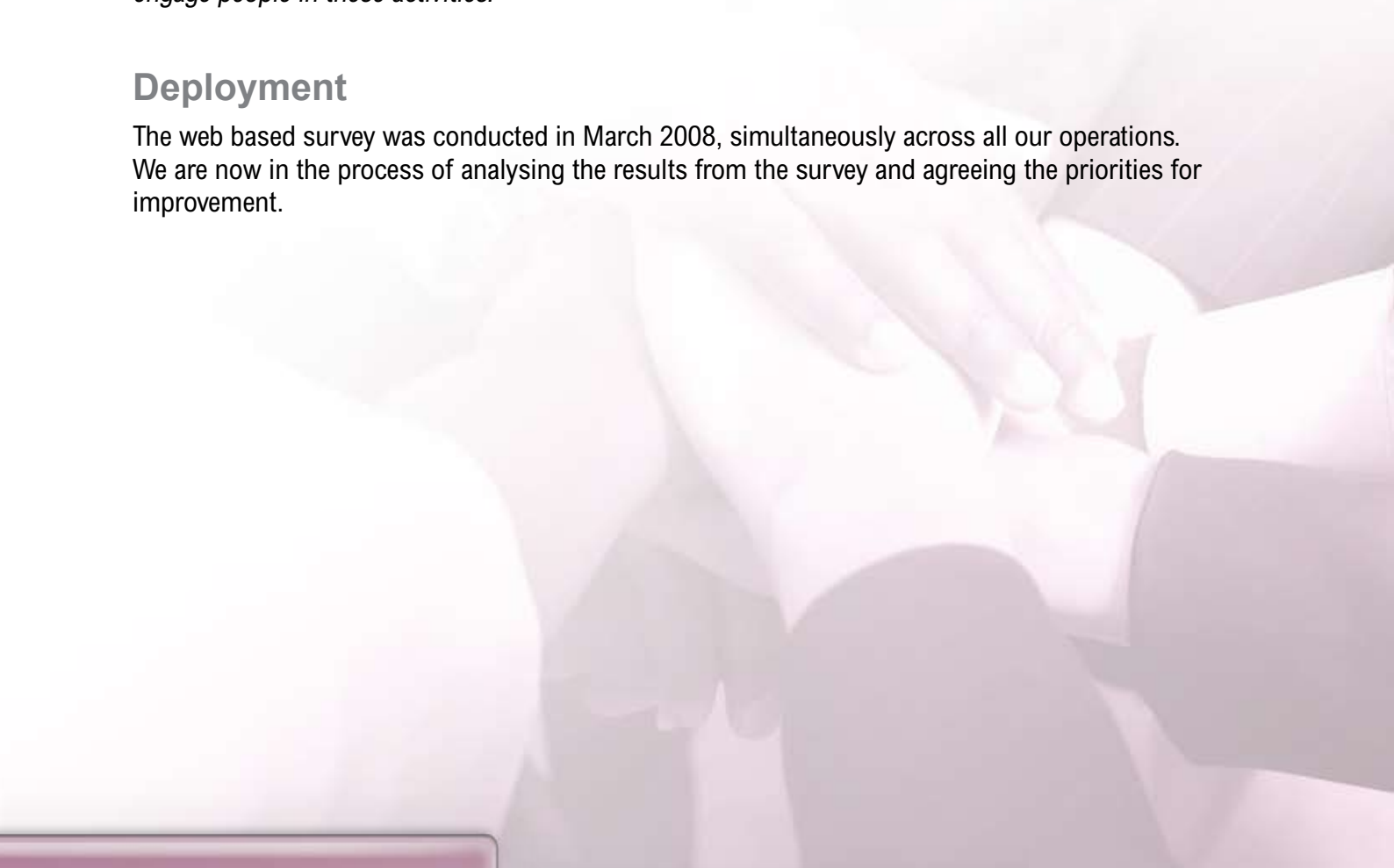
Measurement

Whilst the Employee Engagement survey is a perception measure, other internal performance measures can be used as indicators of the level of engagement within the organisation. Leading indicators, those than can be used as predictive indicators, include the number of staff receiving performance appraisals. Lagging indicators, those which show the impact, can include employee resignations and absence levels.

Measure	2005	2006	2007
Understanding Policy & Strategy	68%	70%	73%
Employee Resignations	7%	7%	12%
Staff Receiving Appraisal	70%	75%	91%
Training Days per FTE	3.2	3.7	4.4
Accident Rate per FTE	0.021	0.009	0.015

Next steps

Over the next 12 months, we will be establishing improvement projects at both a Group and local level, based on the feedback we have received

Harmony with Society

Think Global, Act Local

Ricoh takes a proactive approach to encourage its employees to become involved in the community. As a result Ricoh Operating companies and Head Office locations are involved in local projects that allow employees to use their skills to make a noticeable difference in the local area.

Each year, the Ricoh Headquarters in Japan requests applications for its global CSR Awards, to identify, recognise and share "best practices" within the Ricoh Group. The nominations are considered by a panel of judges and each year local projects are recognised. The following are just a selection of these projects that have been recognised within the Ricoh Group as role model projects.

Case Study - Team Day
Ricoh Europe, London, UK

The "Team Day" concept has been developed to enable employees at Ricoh Europe's Head Office in London to work together, in teams, to make a lasting and valuable contribution to the local community.

Approach

Like all major cities, London has areas in need of regeneration. Ricoh Europe HQ realised it could support a charity working to make in a difference in these areas. As a result, it has developed a partnership with Community Links, London. In addition to providing funding for some Community Links projects, we also provide something more valuable – people's time. For one day each year, all the employees in our Head Office are invited to work on the project we have selected. People are allocated tasks based on their own interests and abilities, allowing them to work in teams alongside people they may see around the office but don't normally work with.

Who are Community Links?

Community Links is an innovative inner city charity running community-based projects in east London. Founded in 1977, they now help over 50,000 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. Their successes influence both community-based organisations nationwide and government policy.

Deployment

The first community-based Team Day took place in 2005. In the morning, there was a briefing from our Management Team on key initiatives, strategic objectives and a review of current results. In the afternoon, people were allocated to teams to do some simple voluntary work, like collecting litter and painting & repairing fences. Feedback from the people who took part was very positive, but they felt more time should have been spent on the voluntary work and the results of these efforts should have been more tangible, rather than isolated activities. This led us to further explore the possibilities with Community Links.

October 2006 - "The Playhut"

The "Playhut" is a purpose-built site in East Ham, London for the local youngsters. It includes a music room, computer lab and a large hall area. Outside, there was a large area of ground designed to be a play area but, at the time, uncompleted due to lack of funding. In October 2006, 131 employees from our Head Office in London spent the day transforming this area from "concrete and rocks" to a safe and fun outside play area, including landscaped gardens, painted murals, benches and an outside performance area.

April 2008 – "The Playwood"

The Playwood Project was a much larger site than the Playhut Project. The aim of the Playwood is to give children a greater awareness of the natural environment by giving them access to an outdoor area with tree houses, shelters, animal and bird observatories and nature trails. 176 Ricoh employees spent the day clearing the site, erecting and painting fences, installing bird boxes and laying nature trails.

Measure	Oct - 2005	Oct - 2006	Apr - 2008
% Involvement	78%	81%	84%
Employees Involved	112	131	176
Man Hours	336	982	1320
Financial Contribution (£)	-	28,000	49,000.

Next steps

In addition to the annual project, we also help Community Links in other events, such as collecting Christmas presents or Easter eggs for underprivileged children. We are already starting to plan our next project and hope to continue to develop our relationship with Community Links into the future.

Case Study – Christmas Card Competition
Ricoh Europe Supply Chain Management, Netherlands

Ricoh's European Distribution and Configuration Centre (ECDC) is located in Bergen op Zoom, The Netherlands. There are approximately 60 Ricoh employees at the site.

Rather than purchase a corporate Christmas card each year, the ECDC hosts a Christmas card competition for children in the local community.

The purpose of the annual Christmas Card competition is to support local educational establishments which cater for those with learning difficulties.

Every year a local school is invited to participate in the Christmas card design competition, and receives a Ricoh printer or camera as a prize for providing the winning entry. The children's drawings and ideas are displayed in the Ricoh office and each employee selects their favourite three designs. The exhibition raises awareness of the local educational establishment and encourages employees to get involved.

The design with the most votes is chosen to be the official Ricoh Europe Supply Chain Management (RESCM) Christmas card. A box of 100 cards is also donated to the winning school. The WVS Group, an organisation established to provide job opportunities for people with varying levels of disabilities, is responsible for printing the cards.

The staff and the children of the local school are invited for a site visit, where they receive a tour of the offices and the warehouse operations and are given the opportunity to ask questions over drinks and snacks.

Case Study – Child Focus
Ricoh / Nashuatec Belgium

In 1997 at the request of Belgian parents of missing or murdered children and at the initiative of the prime minister Child Focus was founded. In 1999 it widened its scope and the International Centre for Missing and Exploited Children (ICMEC) was founded. In 2001 Her Majesty Queen Paola of Belgium accepted the position of honorary chairwoman of the centre. In the same year, the European Federation for Missing and Sexually Exploited Children was launched by the European Parliament. The International Day of Missing Children in Europe was on 25 May, 2002. Child Focus is actively supporting all of these initiatives 24 hours a day, 7 days a week, at both national and international level. It provides support into investigations of disappearance, abduction or sexual exploitation of children and aims to prevent and fight against such phenomena.

Our Involvement

For some years now, Ricoh / Nashuatec Belgium has been producing the missing children posters for Child Focus. During this time, its appreciation of the role of Child Focus has grown. The company decided they wanted to do more and began to encourage its employees to get involved.

One of the key objectives of Child Focus is to raise awareness amongst children through prevention programmes. Volunteers are required to deliver the programmes in schools. Ricoh, working in close cooperation with Child Focus, set up an internal awareness campaign to attract and train volunteers to deliver the key messages.

Ricoh employees then contacted the schools of their choice and arranged to visit the school to deliver the important message and raise children's awareness. A competition was also launched to the schools. Children were invited to create a drawing of an ideal, peaceful and safe world to live in. Two representatives from Child Focus and four Ricoh employees then judged the entries.

In 2007, 30 employees reached 2500 children in 30 schools. Eight schools have been awarded for their participation in the drawing competition. In addition, €1865 was raised selling cuddly toys and key chains of the Child Focus mascot in the Ricoh company restaurant.

Future Plans

Following the positive reactions of the schools and Ricoh employees, Child Focus now plans to broaden its approach by involving more schools. It will be a flagship CSR project in Belgium.

Global Reporting Initiative

The Global Reporting Initiative (GRI) is a not-for-profit entity, established to improve the clarity and comparability of global corporate reporting. Their vision is that reporting on economic, environmental, and social performance by all organizations is as routine and comparable as financial reporting.

Through their global network, they have pioneered the development of the world's most widely used sustainability reporting framework and are committed to its continuous improvement and application worldwide. This framework sets out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.

Self-Assessment of the Report

Under these guidelines, we have self-assessed this report and determined it to meet the GRI "C" standard as it includes more than 10 relevant indicators.

		C	C+	B	B+	A	A+
Mandatory	Self-Declared	✔	Report Externally Assured		Report Externally Assured		Report Externally Assured
Optional	Third Party Checked						
	GRI Checked						

The full assessment against the GRI indicators is available on Ricoh Europe's website or on request from CSR Division, Ricoh Europe, 66 Chiltern Street, London, W1U 4AG, United Kingdom.
A summary of this assessment is presented in the table below:

GRI indicator	Section	Subject	Inclusion
EC8	Harmony with Society	Case Study – Team Day	Yes
EN1	Harmony with the Environment	Environmental Management System	Yes
EN2	Harmony with the Environment	Recycling Program	Yes
EN16	Harmony with the Environment	CO2 Reduction	Yes
EN18	Harmony with the Environment	CO2 Reduction	Yes
EN22	Harmony with the Environment	Environmental Management System	Partial
LA2	Respect for People	Employee Engagement	Partial
LA7	Respect for People	Employee Engagement	Partial
LA10	Respect for People	Employee Engagement	Partial
LA11	Respect for People	eLearning	Partial
LA12	Respect for People	Employee Engagement	Partial
LA13	Introduction	CSR Steering Group	Partial
SO2	Integrity in Corporate Activities	Sarbanes-Oxley (SOx) Compliance	Yes
PR5	Integrity in Corporate Activities	Quality Management System	Partial

Please send all comments and inquires regarding this report to:

GRI REPORT
SELF DECLARED

Our earth,
Our tomorrow