

Corporate Profile 2024

RICOH
imagine. change.





Balancing job satisfaction and business growth is essential to sustainable economic and social development.

Our business has always been close to customers' work. We have redefined our long-term vision of Fulfillment through Work as Ricoh Way's new Mission and Vision.

We deliver value to customers by connecting people and workplaces and transforming workflows with digital technologies.

We will unleash the potential and creativity of our customers through unique digital services that focus on their needs.

Akira Oyama
President and CEO

Ricoh Way is our corporate philosophy and is our essential guide to each daily decision and activity

Founding Principles

The Spirit of Three Loves by Kiyoshi Ichimura, Founder

"Love your neighbor"
"Love your country"
"Love your work"

Mission and Vision

Fulfillment through Work

At Ricoh, we empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realize a sustainable future.

Values

CUSTOMER-CENTRIC
Act from the customer's perspective

PASSION
Approach everything positively and purposefully

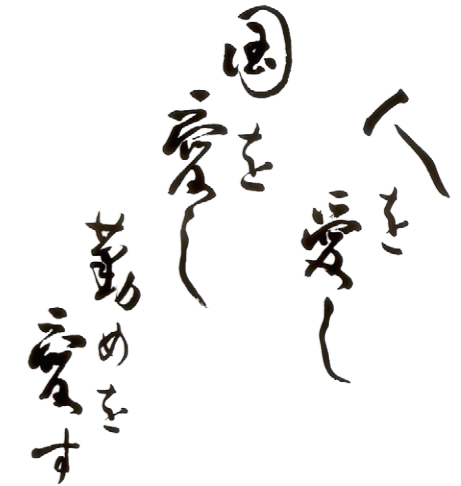
GEMBA
Learn and improve from the facts

INNOVATION
Break with the status quo to create value without limits

TEAMWORK
Respect all stakeholders and co-create value

WINNING SPIRIT
Succeed by embracing challenges through courage and agility

ETHICS AND INTEGRITY
Act with honesty and accountability



Kiyoshi Ichimura formulated the Ricoh Group's Founding Principles in 1946. They inform how we do business, encouraging us to constantly improve and contribute to the wellbeing of all stakeholders, including our families, customers, and society at large.

Remaining close to our customers

1936

Establishment

Manufacturing and selling sensitized paper

1950s

Enters office equipment field

In 1955, we launch the Ricopy 101, Japan's first desktop diazo-wet copier, which revolutionizes office work efficiency.



Automating document duplication

1970s

Advocates office automation concept

In 1973, we launch RIFAX 600S, the world's first high-speed office facsimile machine, and advocate office automation in 1977.

The notion of having machines handle routine tasks so people can do more creative work remains true today.



Transmitting documents swiftly to remote locations

1990s

Digitalization and globalization

Shifting from analog copiers to digital multi-functional printers, cultivating networking and colorization.



Enabling color copying and printing

2000s

Expanding services business

Helping to transform work by offering information technology services and devices.



Supporting hybrid work

2020s

Becoming a digital services company

In 2020, we committed to becoming a digital services company that supports workers' creativity.

We will transform customers' work by combining our devices, applications, and services with those of partners while remaining close to customers with an industry-leading sales and support structure.



Digitalizing frontlines tasks

Fulfillment through Work

Changing the world of work

> From writing by hand to using word processing

> Uptake of business facsimile machines

> One PC per person

> Rising use of color content

> Increasing internet usage

> Accelerating communication speeds and capacity

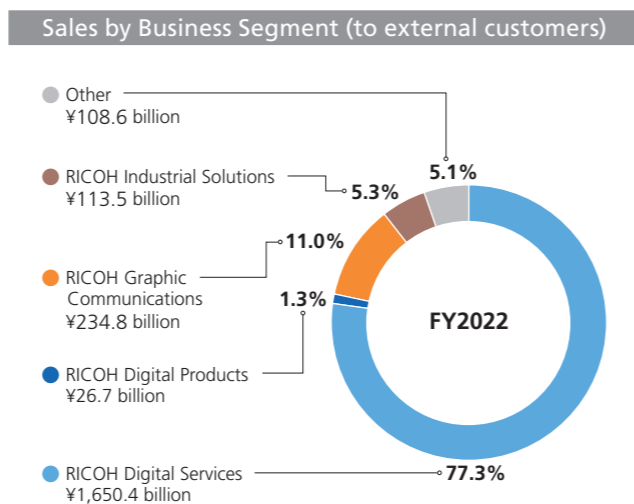
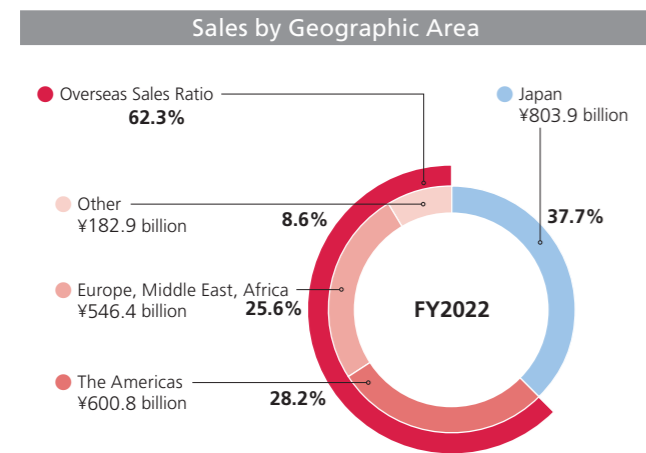
> An increasingly paperless world

> Remote work going mainstream

> Digitalization accelerating

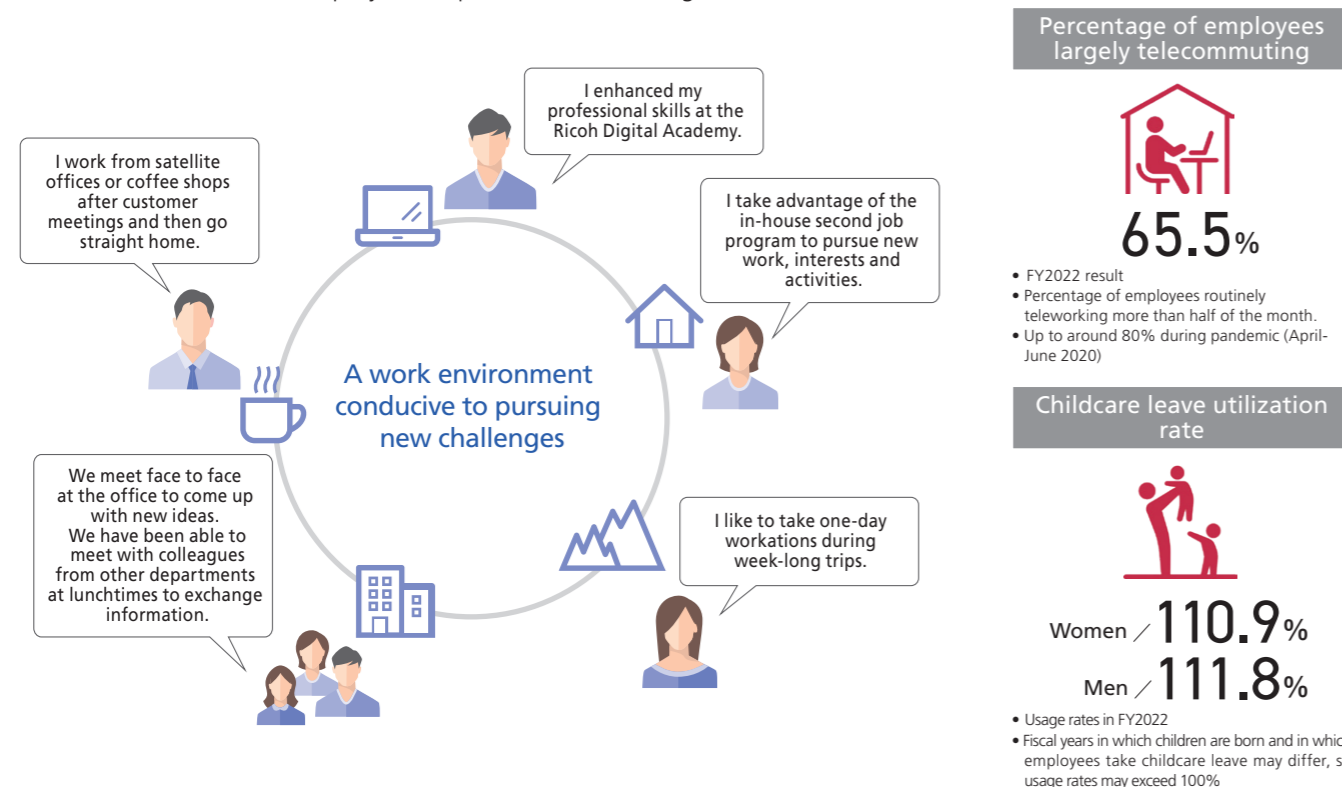
> Expanding use of artificial intelligence

About the Ricoh Group

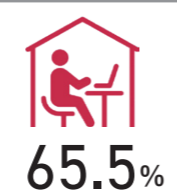


Programs Fostering Self-Motivated Employees

Ricoh encourages employees to find Fulfillment through Work by enhancing their skills. They can, for example, learn how to create digital services at the Ricoh Digital Academy, participate in the in-house second job program, or learn how to build new businesses through our Accelerator Program. On top of that, we offer hybrid work environments to enable employees to pursue new challenges.



Percentage of employees largely telecommuting



- FY2022 result
- Percentage of employees routinely teleworking more than half of the month.
- Up to around 80% during pandemic (April-June 2020)

Childcare leave utilization rate



- Usage rates in FY2022
- Fiscal years in which children are born and in which employees take childcare leave may differ, so usage rates may exceed 100%

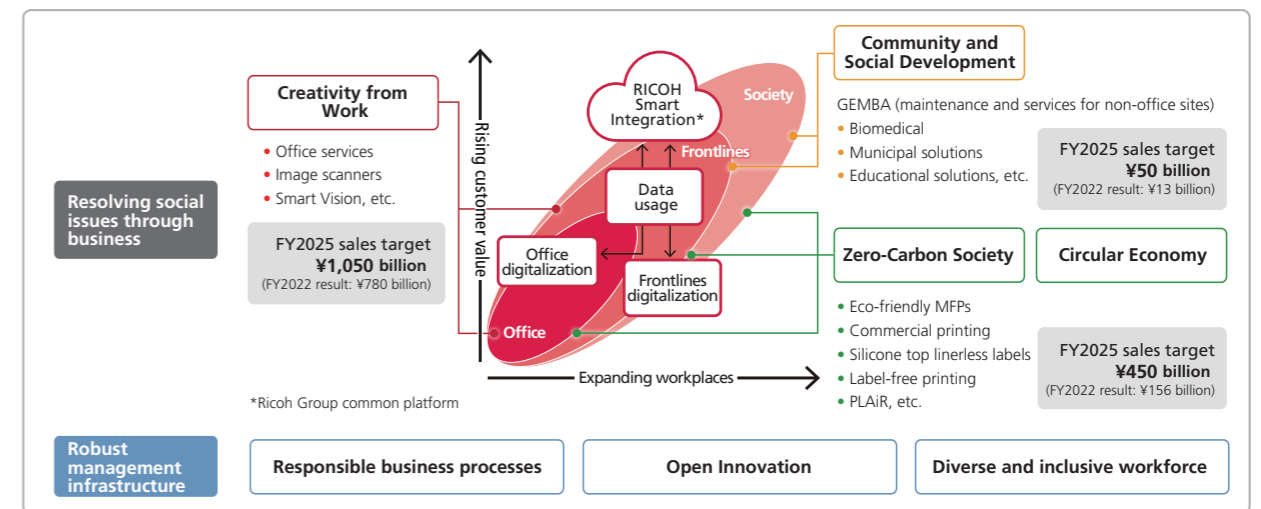
Resolving Social Issues through Business

In 1998, Ricoh was one of the first companies in the world to advocate environmental management. We have since endeavored to align protecting the environment and generating profits. By aligning ESG and business growth, we strive to resolve social issues through business.

Identifying Seven Key Social Issues

We have identified seven material issues to realize a sustainable society. The four key issues of Creativity from Work, Community and Social Development, a Zero-Carbon Society, and a Circular Economy are about resolving social issues through business. The other three issues cover a robust management infrastructure.

Key social issues link to offices, frontlines, society, and other workplace issues. By resolving each of these issues, we can simultaneously resolve social issues and deliver business growth.



Success Stories

Creativity from Work

Helping transform the world of work by providing digital services that help customers become more productive and creative

Providing Scrum packages that help small and medium-sized businesses resolve industry issues



Helping Resolve Social Issues

- Leveraging our digital prowess to help small and medium-sized business adopt digital processes, contributing to Creativity from Work
- 82,177 package installations in FY2022 helped customers save a total of 53.25 million work hours
- Helped customers reduce greenhouse gas emissions by traveling less



Contributing to Business Growth

- Ongoing Scrum package demand growth accelerating high-margin recurring revenue expansion
- Generated ¥50 billion in sales by FY2022 scale by increasing installations per customer

Materializing Zero-Carbon Society and Circular Economy

Developed label-less thermal technology for printing directly on packaging materials Helping customers to adapt their products and business models to a circular economy



Helping Resolve Social Issues

- Lowering environmental impact (making carbon footprint 80% smaller than that of thermal labels)
- Reducing dead stock
- Improving productivity



Contributing to Business Growth

- Two leading convenience store chains in Japan adopted our technology in 2022
- Looking to generate at least ¥10 billion in sales by 2025 through deployments in other sectors and overseas expansion

Operational Overview by Business Unit

The Ricoh Group is transforming into a digital services company. A structure in which five business units operate autonomously enables them to respond swiftly to changes in their respective markets and resolve social issues through business.

RICOH Digital Services

Business Outline We sell office imaging equipment to a global customer base. These offerings include MFPs and printers, in which we have top-class global market shares, as well as consumables. We also provide IT-related solutions that support customers' overall workflow reforms and work practice innovations, as well as other services to digitally resolve their management issues and enhance productivity

Scrum Packages

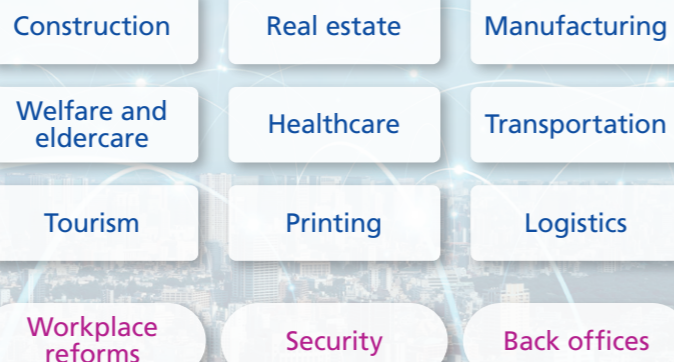
We provide digital transformation support through industry and business packages for small and medium-sized businesses that combine MFPs, 360° cameras, and other unique devices with software, cloud services, and other offerings

RICOH Spaces

Cloud applications for reserving spaces, including office meeting rooms, desks, and open areas



Scrum Packages for Three Tasks Across Nine Sectors



RICOH Digital Products

Business Outline We develop and produce (including on an original equipment manufacturing basis) office MFPs, in which we are among the global market leaders, as well as printers and other imaging equipment and edge devices that support digital communication

A3 Color MFPs

Featuring an industry-leading post-consumer recycled plastic content rate of more than 50%, helping to lower environmental impact

RICOH IM C6010/C5510/C4510/
C3510/C3010/C2510/C2010

Post-consumer recycled plastic content rate of around 50%*

*Ricoh calculated that about 50% of the total plastic content of this product by weight is from recycled materials



Received Energy Conservation Center Chairman's Prize in Product and Business Model Category of Energy Conservation Grand Prize Award in Japan



RICOH Interactive Whiteboard

Streamlines communication and collaboration in offices and educational settings



RICOH Graphic Communications

Commercial Printing Business

Solutions and services to printing industry customers include digital printing-related products, onsite printing workflows, and marketing support

Industrial Printing

We manufacture and sell industrial inkjet heads, inkjet ink, and industrial printers for diverse applications, including building materials, furniture, wallpaper, signage displays, and apparel fabrics

Commercial Printing

Converting from offset to digital printing to digitalize printing processes and shrink carbon footprints



Industrial Inkjet Heads

We offer an array of top-quality, highly reliable heads



RICOH Industrial Solutions

Thermal Media Business

We manufacture and sell thermal paper used for food point-of-sale, barcode, shipping, and other labels, as well as thermal transfer ribbons for printing clothing price tags, brand tags, and tickets

Industrial Products Business

We provide products and solutions that employ optical and image processing technologies

Label-Free Thermal Printing

Direct printing technology for salad package wrappers and other packaging materials helps reduce film waste



Vehicle Painting Line Builder

Our unique inkjet technology has helped revolutionize vehicle coating processes



RICOH Futures

New Businesses

We have expanded opportunities in various areas, including our Smart Vision platform, PLAiR plant-derived material, healthcare, social infrastructure, environmental technology and environmental businesses



Drug Discovery Support

We support drug discovery by leveraging core technologies to induce rapid differentiations of iPSCs and design and manufacture infrastructure for messenger RNA-based therapeutic drugs

Lithium-ion battery manufacturing technology applying on inkjet printing technology



RICOH360

Streamlining businesses through 360° digitalization for all sorts of spaces

Commitment to Society

We are endeavoring to help materialize a sustainable economy by endorsing and signing up for statements and guidelines.

WE SUPPORT



UN Global Compact
In April 2002, we became the second Japanese company to sign this pact

RE100

CLIMATE GROUP



RE100

In April 2017, we were the first Japanese company to join this collaborative, global initiative of influential businesses

ESG Index Inclusions and Assessments

External organizations in Japan and abroad have included us in their ESG benchmarks. In July 2023, Japan's Government Pension Investment Fund included us in six major ESG indices for domestic equities that it has adopted.

Member of

Dow Jones Sustainability Indices

Powered by the S&P Global CSA



FTSE4Good



FTSE Blossom Japan



FTSE Blossom Japan Sector Relative Index

MORNINGSTAR GenDi J

Japan ex-REIT Gender Diversity Tilt Index

TOP CONSTITUENT 2023



2023 CONSTITUENT MSCI JAPAN ESG SELECT LEADERS INDEX

2023 CONSTITUENT MSCI JAPAN EMPOWERING WOMEN INDEX (WIN)

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Awards and Recognition

Domestic and international awards and recognition attest to our excellence



- Selected for Time magazine's World's Best Companies of 2023

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