

Ricoh Canada Sustainability Initiatives



Components for Sustainable Services

Commitment Toward a Sustainable Society



As a global citizen, RICOH® is highly recognized for environmental conservation. We incorporate our environmental responsibilities into group-wide efforts in environmental conservation activities, which we believe to be as significant as our business operations.

To achieve a sustainable society, it is necessary to limit environmental impact to a level that fits within the Earth's self-recovery capabilities. Therefore, Ricoh's sustainable environmental management focuses on four pillars: energy conservation, resource conservation and recycling, pollution prevention, and biodiversity conservation. The first three pillars aim to reduce environmental impact from our business activities, while the fourth pillar aims to improve the Earth's self-recovery capabilities.

Ricoh's commitment to environmental conservation has been woven into the DNA of our manufacturing, logistics, product use and final disposal process since 1976. Through technological innovations and collaborative efforts with suppliers, Ricoh has made tremendous strides in energy conservation, global warming and pollution prevention, resource conservation and recycling. Using our business activities of the year 2015 as a baseline, the goal is to reduce our energy environmental impact of CO2 emissions by aiming for zero GHG by year 2050, with an interim goal of a 30% reduction by 2020. Promoting the efficient use and circulation of natural resources helps us realize a circular economy that contributes to our Resource Conservation rate. Towards that end, we have set a products' goal of 50% by 2030 and 93% by 2050. On April 21st, 2017, Ricoh committed to using a minimum of 30% renewable energy by 2030 and 100% by 2050.

We tackle this challenge holistically. Based on the life-cycle assessment of our imaging devices, over 75% of the environmental impact comes when devices are in use — from electricity and paper. This is where Ricoh's technology meets the challenge. Our design philosophy is "practical" environmental performance; to reduce our overall environmental impact without sacrificing business productivity. We achieve this goal through the use of transparent and seamless technology and software applications, while building a strong partnership with our customers.

Environmental Corporate Social Responsibility

Ricoh Canada is committed to making a meaningful contribution to the creation of a sustainable society. The ultimate goal of our CSR initiatives is to integrate social responsibility actions into our business strategy in order to support our communities, including the environmental concerns of those communities. To achieve this, we partner with our customers and our employees to identify organizations and individuals that could benefit from our support, and then we engage our collective resources to make a positive difference.



As part of our focus on environmental CSR opportunities, we consistently seek to increase our employee participation, activities and efforts. Our objective is to align our values, culture, operations and business focus to support CSR actions having genuine and positive environmental impact. We will support opportunities and events that are meaningful and allow us the opportunity to strategically align ourselves with like minded business and community partners. In January 2015 Ricoh Canada partnered with the Great Canadian Shoreline Cleanup where we have committed to cleaning the shores, lakes, ponds and parks across Canada; to date we have diverted over 9,500 pounds of litter!

Also, to coincide with the United Nations Environment Programme (UNEP), World Environment Day, the Ricoh Group initiated "Ricoh Global Eco-Action Day" with the theme "Think and Act." Every year on June 5, since 2006, all members of the Ricoh Group worldwide are encouraged to think about the global environment, take environmental actions, and improve their environmental awareness. In addition, all lights on Ricoh's billboards and signage are turned off on that day, with the exception of Ricoh's 100% solar and wind powered billboard in Toyko.

Green Manufacturing

ENERGY CONSERVATION



POLLUTION PREVENTION



At every RICOH® manufacturing plant, sustainable environmental management is promoted within the framework of an international standard: ISO 14001. It is the primary standard that offers certification to organizations of all types and sizes who develop their own Environmental Management System. ISO 14001 not only certifies compliance with environmental laws and regulations — it forces businesses to take a hard look at all areas in which they impact the environment.

By certifying its Environmental Management System under ISO 14001, Ricoh has committed its manufacturing operations, at every level, to develop a systematic approach to implement, maintain, and constantly improve their own environmental practices.

What this Means to You



To our customers this commitment translates into energy conservation, increased productivity, and the minimization and proper disposal of waste along with obsolete, end-of-life equipment.

Today, all stakeholders are taking a more proactive role in requiring corporations to utilize sound, environmentally sustainable business practices; Ricoh, as a leader in its industry, is showing others the way.

MDS Designer

ENERGY CONSERVATION



RESOURCE CONSERVATION AND RECYCLING



RICOH® utilizes a proprietary system — MDS Designer, a Web-based Total Cost of Ownership software comparison tool that provides an in-depth report that identifies existing document output and current imaging expenditures.

One of the key features of Ricoh's MDS Designer Tool software is the Green View Report. In today's environmentally conscious society, many organizations strive to be good corporate citizens by reducing their environmental impact and limiting their carbon footprint. Electricity and paper consumption related to document output and document imaging can produce a substantial amount of carbon usage. The Green View Report creates a baseline that illustrates the advantages of Ricoh's technologically advanced energy efficient devices over existing equipment. This report provides you with the knowledge to make an informed decision when purchasing equipment that helps reduce your carbon footprint while reducing costs.

Many organizations struggle to identify existing document output and imaging expenditures. When inefficiently managed, these expenditures can significantly impact an organization's budget.

MDS Designer Offers:

- Comprehensive document-related activities
- Mapping or status of hardware assets
- Data regarding total print, copy, fax and outsourced document volumes
- Knowledge of user practices and their corresponding financial and environmental impact

The MDS Designer Tool software provides a clear accounting of your organization's current usage.





User-Smart Eco Design

RICOH® designs imaging devices with features that measurably help the environment by featuring low Typical Electricity Consumption or TEC. Many Ricoh devices deliver superior energy performance by adopting unique technologies and features such as Quick Start-Up (QSU), energy efficient toner and low sleep mode electricity consumption. The Eco-night sensor allows users to program automatic startup or shutdown based on ambient light. The Weekly Timer allows users to set specific days and times for devices to power on or off or enter sleep mode; the imaging equipment is designed to allow background programs to operate unaffected. To conserve paper, the print driver is automatically set to print in duplex mode.



Ricoh has been a strong supporter of ENERGY STAR and we strive for “practical” energy performance to achieve the ENERGY STAR qualification while maintaining ease of use attributes. ENERGY STAR is a U.S. Environmental Protection Agency (EPA) voluntary program that helps businesses and individuals save money and protect our climate through superior energy efficiency. The ENERGY STAR Imaging Equipment program establishes a baseline for energy performance levels, identifying products that meet the requirements to be ENERGY STAR qualified. Virtually all imaging devices come with some energy saving features, however, if these features cause user inconvenience (i.e. longer wait), they will not only be under-utilized, but will often be disabled by the user, causing increased energy consumption. Ricoh’s design philosophy enables such features to be “transparent” to customers while reducing recovery time in order to maximize business productivity. Practical energy efficiency is an indispensable technology we offer our customers for today’s fast-moving workplace.



Eco-Responsible Procurement

RICOH® is an active participant in numerous industry organizations and associations that help in establishing standards that are beneficial for the imaging equipment industry and our customers.



Founded in 1988 by the Government of Canada and now recognized world-wide, EcoLogo is North America’s largest, most respected environmental standard and certification mark. EcoLogo provides customers – public, corporate and consumer – with assurance that the products and services bearing the logo meet stringent standards of environmental leadership. EcoLogo has today certified thousands of products to help consumers and businesses identify the world’s most sustainable products.

The EcoLogo program is a “Type I” eco-label, as defined by the International Organization for Standardization (ISO). This means that the program compares products and services with others in the same category, develops rigorous and scientifically relevant criteria that reflect the entire lifecycle of the product, and awards the EcoLogo to those that are verified by an independent third party as complying with the criteria. This Program is one of two such programs in North America that has been successfully audited by the Global EcoLabelling Network (GEN) as meeting ISO 14024 standards for eco-labelling.

Through Ricoh Canada’s certifications with EcoLogo, Ricoh is further enhancing its complete portfolio of products and services to reduce environmental impact and cost, while improving productivity for our customers and creating shared value for our society.



Environment Health and Safety

POLLUTION PREVENTION



As a global citizen, RICOH® supports and complies with local, national and international initiatives as they apply to areas such as: regulatory, compliance and environmental sustainability.



Material Safety Data Sheets (MSDS) / Safety Data Sheet (SDS) provide the public, workers, and emergency personnel with the proper procedures for handling or working with a particular substance or mixture. MSDS include information such as the properties of each component; the physical, health, and environmental health hazards; protective measures; and safety precautions for handling, storing and transporting the components.

The Occupational Safety and Health Administration's (OSHA) Hazard Communication Standard requires that the manufacturer, distributor or importer makes MSDS available to downstream users.

MSDS are provided to assist customers in managing their health, safety and environmental responsibilities.

Customers can access the Material Safety Data Sheets regarding Ricoh consumable supplies on the Ricoh website at <https://www.ricoh.com/environment/msds/> or by calling 1-800-336-MSDS (6737).

Eco-Smart Document Services

ENERGY CONSERVATION



RESOURCE CONSERVATION AND RECYCLING



Successfully managed document services start by addressing your needs and priorities. RICOH® has designed its Managed Document Services (MDS) program to help alleviate inefficiencies and bring improvement to those areas that matter most. Our Managed Document Services provide the right information, at the right time, in the right form.

These services relieve customers from the burden of managing their printing and other document-related tasks, allowing them to reduce costs and improve productivity and efficiency. Specifically, we design, build and implement the optimal information infrastructure and workflow for the document related processes that your business requires.

Document management is one of the many features of Ricoh's Managed Document Services — cost control, information security governance, effective business process operation, high employee productivity, information asset management issues and sustainable management, are all key components.

Process Improvements for the Environment

A Ricoh MDS Environmental Sustainability Design will recommend an implementation plan — a roadmap that supports your environmental initiatives. Ricoh MDS provides a baseline Environmental Impact Analysis that can include electricity/paper consumption and its associated CO2 footprint, plus user and departmental document process behaviors. The benefit of this analysis is that it provides a greater understanding of the environmental impact of your current state, the fiscal impact of your present operating procedures and document management processes, and the savings that could be realized through a Ricoh MDS plan.



Greening Your Office

ENERGY CONSERVATION



RESOURCE CONSERVATION AND RECYCLING



The @Remote Green Report is the latest enhancement to the RICOH® @Remote Product Suite. Ricoh's @Remote Green Report is a powerful reporting tool that monitors our devices' power management modes, as well as duplex printing and copying volume; allowing businesses to evaluate their environmental impact reduction activity in real-time. @Remote Green Reports allow businesses to monitor, assess and report imaging fleet performance and employee printing trends, in support of internal sustainability and/or cost reduction goals.

With @Remote Green Reports, users can track the month-to-month trends in energy and paper consumption of their Managed Ricoh @Remote compatible document output devices. This allows users to monitor fleet performance and the possible environmental impact that device usage operations have on areas like carbon footprint.

@Remote Green Reports are an important tool in Ricoh's robust Managed Document Services (MDS) program, which focuses on total cost of ownership, business process improvement, security and compliance, and environmental sustainability. Beyond conducting assessments, implementing solutions and providing on-site and off-site fleet management, our MDS program uses a change-management approach to help customers change their document output practices across their organization to streamline processes and cut costs.



Select Series

RESOURCE CONSERVATION AND RECYCLING



As a socially accountable business, Ricoh believes there is more to corporate responsibility than providing users with the best products possible. We also believe that the best products are also those that support environmental sustainability—and that means minimizing our carbon footprint.

As good corporate citizens with a long history of environmental awareness, we believe actions speak louder than words and that it's important to give customers the choice of using eco-friendly products.

One way to reduce carbon footprint is to consider Ricoh's **Select Series** of remanufactured photocopiers. Requiring fewer resources to produce, and costing less than a new photocopier, Ricoh's Select Series remanufactured devices are a cost-effective alternative for businesses looking to stay on budget, increase their output, and enhance corporate responsibility.



We understand your needs, offering you:

- Our proven sustainable business practices
- An efficient product that is as good as new
- A highly economical print solution
- Reliability and peace of mind





Equipment End-of-Life Take Back Opportunities

As part of our deployment services, Ricoh Canada often coordinates and executes the pickup, removal and disposal of customer owned devices , whether RICOH brand or otherwise.



Ricoh will dispose of the devices in one of two ways:

1. We will generate whatever value we can from these assets, through several means from re-purposing where applicable, to remarketing.
2. Environmental disposal: Any equipment (RICOH branded or otherwise) returned to Ricoh Canada as a trade-in or trade-up and not destined for remarketing is transported to one of Ricoh's certified de-manufacturing partners for environmentally safe disposal. Our de-manufacturing partners processes the equipment into recyclable components and divert hazardous materials to be properly disposed of. The recycling process used by our de-manufacturing partners also provides secure data destruction. The shredding of the equipment includes the destruction of included hard drives, thus destroying sensitive data and protecting customer confidentiality. Using state-of-the-art de-manufacturing systems, our partners' facilities recover an average 98.5% of the materials used in the equipment. The remaining 1.5%, such as dirt and dust, are sent to waste-to-energy facilities.

Ricoh Canada is a registered Steward in all provincial recycling programs.



Toner Bottle and Cartridge Return Program

Ricoh Canada, in its support of global sustainability and efforts to be eco-friendly and environmentally sensitive, is committed to providing our customers with the necessary tools to recycle used product materials. We encourage our customers to recycle their empty toner bottles and offer to assist them in that worthy endeavor by offering to take back the empties - *free of charge*.

It's Easy To Do Your Part!

Place the empty Toner Bottles in the box that the full replacement toner bottles came in. Then simply download the postage paid label from the Ricoh Environment tab on our website and affix it to the box of empty toner bottles. Hand the box to your Canada Post carrier or drop it off at the Post Office with your regular mail.

If you cannot mail the containers, fill in the sender's details on the Purolator label that is found on our web site. The destination information has been pre-populated for your convenience. When you are ready to ship, print the Purolator label, affix it to your box and call for prepaid Purolator pick up.



Complete details on our complementary Toner Bottle and Cartridge Return program can be found at: www.ricoh.ca

Environmental Honors and Programs

Ricoh's business philosophy has not gone unnoticed. We've been widely recognized for putting environmental principles into action. The following is a summary of recent major awards and recognition Ricoh has received as of April 2018:

- **Best In Biz Award 2017**

Building on our decades of commitment to sustainability, Ricoh was recently announced as the gold winner for the Best in Biz Awards' Most Environmentally Responsible Company of the Year category.

- **ENERGY STAR® Partner of the Year Award (2016, 2017, 2018)**

The U.S. Environmental Protection Agency (EPA) has awarded Ricoh USA, Inc., for its outstanding contribution to reducing greenhouse gas emissions by manufacturing energy-efficient products, offering sustainable services and solutions, and educating consumers about energy efficiency.

- **A3 MFP Line of the Year for Energy Efficiency**

Buyers Laboratory LLC awarded Ricoh the A3 MFP Line of the Year for Energy Efficiency (2015).

- **Silver Class Recognition in Sustainability**

RobecoSAM has recognized Ricoh for outstanding efforts in sustainability with a Silver Class rating (2015-2016).

- **Prime Status of Sustainability**

Ricoh Company, Ltd. has been awarded the "Prime" status of Sustainability rating by the German company Oekom Research AG (2015).

- **ENERGY STAR Excellence in Energy Efficient Product Design Award (2014)**

The U.S. Environmental Protection Agency (EPA) has named Ricoh Americas Corporation a 2014 ENERGY STAR Award winner for Excellence in Energy Efficient Product Design for its outstanding contribution to reducing greenhouse gas emissions by designing energy efficient products and educating consumers about energy efficiency.

- **Leading Company in Climate Change Disclosure**

Ricoh Company, Ltd. has been recognized as an outstanding company in the Climate Disclosure Leadership Index (CDLI) for the high-quality climate change data it has disclosed to stakeholders, including investors, through CDP, the international NGO that drives sustainable economies (2014, 2015, 2017).

In addition, Ricoh Company, Ltd. has also been identified as a global leader in the corporate response to climate change and has been awarded a position on CDP's Climate A-list, the non-profit global environmental disclosure platform (2017).

- **Gold Rating in EcoVadis Supplier Survey**

Ricoh Company, Ltd. received the highest gold rating in a sustainability survey conducted by EcoVadis (2014, 2016-2018) and includes ENERGY STAR Partner of the Year Sustained Excellence (2018).

- **Global 100 Most Sustainable Corporations in the World, given by Corporate Knights, Inc.**

Listed among the 100 most sustainable corporations in the world for ten consecutive years (2005-2014).

- **Green Excellence in Partnership Award (2013, 2015)**

The Coalition for Government Procurement has awarded Ricoh Americas Corporation a 2013 Green Excellence in Partnership award for leading the imaging industry with energy efficient equipment, effective sustainability services, and decades of contributions to green procurement.

- Ricoh Company, Ltd. has been recognized by the Dow Jones Sustainability Indices (DJSI) and has obtained the industry best score in three categories: Innovation Management, Product Stewardship and Digital Inclusion. Ricoh was recognized as a leader in the Computer & Peripherals and Office Electronics industries (2013-2015).

- **Pollinator Advocate Award 2015 from the North American Pollinator Protection Campaign (NAPPC) and WHC (2015).**

- **FTSE4GOOD* Global Index recognized by FTSE**

The FTSE4Good Global Index Series has been designed to objectively measure the performance of companies that meet globally recognized corporate responsibility standards. Ricoh Company, Ltd. has been recognized for eleven consecutive years (2004-2014).

- **World Environment Center (WEC), 19th Gold Medal Award in 2003**

Ricoh Company, Ltd. is one of 34 World Environment Center (WEC) Gold Medal Award companies for 1995-2018.

*FTSE4Good Financial Times Stock Exchange for Good Global Index, as one of Socially Responsible Investment (SRI) indexes.