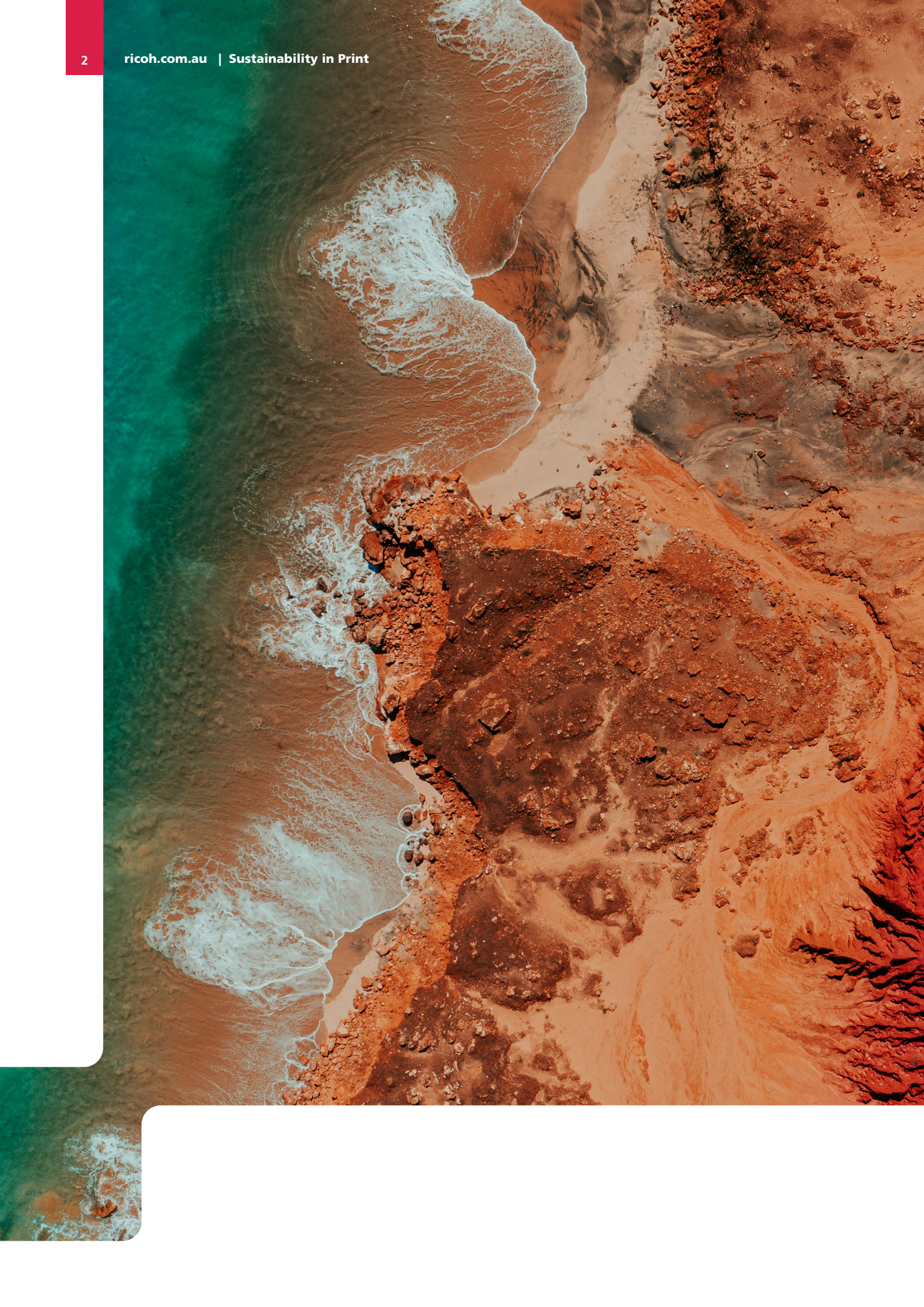


Ricoh Graphic Communications

Sustainability in Print:

Ricoh's Commitment to
Environmental Responsibility





Contents

1. Sustainability Priorities for Ricoh
2. Driving Towards a Zero-Carbon Society and Circular Economy
3. Equipment Whole-of-Life
4. Producing Print with Minimal Environmental Impact
5. Consumable Recycling
6. Driving Sustainability with Ricoh Innovative Technology
7. Industry Commitments and Recognition

ACKNOWLEDGEMENT OF COUNTRY

Ricoh Australia acknowledges all Aboriginal and Torres Strait Islander Traditional Custodians of Country and recognises their continuing connection to land, sea, culture and community. We pay our respects to Elders past and present. In the spirit of reconciliation, partnership and mutual respect, we continue to work together with Aboriginal and Torres Strait Islander peoples to shape an equitable, just, prosperous and rewarding future.

Introduction

Rooted in our founding principles of “The Spirit of Three Loves” — Love your Neighbour, Love your Country, Love your Work — Ricoh is dedicated to addressing social and environmental challenges within the communities in which we operate.

In 1998 we were pioneers in “environmental sustainability management”, which aims to simultaneously balance environmental conservation alongside business growth. For thirty years we have pursued a variety of activities to foster a sustainable society.

Since its founding, Ricoh has worked with customers to create new value. We go beyond simply providing products and services—we collaborate with customers to solve their challenges. As customer needs and technologies continue to evolve, we must progress alongside them to address new challenges.

Ricoh Graphic Communications (RGC) reflects this commitment by integrating sustainable practices into print production and graphic communications, helping our clients reduce waste and energy use while enhancing operational efficiency. We are committed to supporting our customers’ productivity and environmental goals, advancing sustainable growth across the industry.



Strategic partnership with Close The Loop, the world’s largest recycler of print consumables



EcoVadis Platinum Rating awarded after 10 years of Gold, placing Ricoh in the top 1% for sustainability performance



Named one of the 2024 Global 100 Most Sustainable Corporations by The Global 100

Ricoh's focus is on **your future**



Recycling program has achieved up to **98% resource recovery ratio** from end-of-life devices¹



Generation of **2869 tons** of renewable energy annually across **4 sites**²



Goal of **50% renewable** energy by **2030**³



Developing of Biomass toner with plant-based resin and **less use of petroleum**⁴



Use of electric furnaces to produce steel sheets from **100% recycled steel**⁵



Green-pack: **100% compostable packaging** made from Australian wheat⁶



Chemical Management System implemented⁷

1. Ricoh Australia Product Stewardship Program designed to collect, reuse and recycle Ricoh products and to ensure that our devices, parts and consumables do not end up in landfill.
2. Ricoh's global efforts to reduce CO2 emissions by implementing clean energy solutions across production and sales sites worldwide, including locations in Japan and other international sites.
3. Target is part of Ricoh's global sustainability strategy, with specific initiatives to reach 50% renewable electricity by FY2030 across major sites worldwide, supporting climate goals in line with the Paris Agreement.
4. Ricoh Biomass Toner Technology is a global effort to reduce petroleum use and CO2 emissions through use of plant-based resin in toner.

5. Ricoh Group's global initiative to reduce environmental impact through the use of electric furnace steel sheets made from 100% recycled steel in the manufacturing of production printers.
6. Ricoh's packaging initiative, implemented locally in Australia, supports the company's commitment to the 'Zero Waste to Landfill' goal as a signatory of the Australian Packaging Covenant Organisation (APCO). The use of Green-pack highlights Ricoh's dedication to the 5 R's: "Reduce, Refuse, Reuse, Return, and Recycle."
7. Ricoh Global implementation of the Chemical Management System (CMS) for rigorous environmental compliance and safe chemical handling across the supply chain.



Sustainability Priorities for Ricoh



Ricoh Australia's commitment to sustainability is deeply embedded in our operations. We align our efforts with the broader sustainability goals of the global Ricoh Group, aiming to create new markets and value propositions while addressing pressing social issues. By embracing the Three Ps Balance — **Prosperity, People, and Planet** — we strive to contribute to a sustainable society while driving business growth.

Seven Material Issues and SDGs

The Ricoh Group has identified seven material issues crucial for sustainable development. These encompass resolving social issues through business and fostering a robust management infrastructure. Our initiatives are aligned with 12 specific Sustainable Development Goals (SDGs), reflecting our commitment to global priorities.

Ricoh sets ambitious targets for 2030, alongside 14 ESG targets, to accelerate progress towards the achievement of SDGs.

At Ricoh, we focus our efforts on on seven materialities, including:

- **Creativity from Work:** We provide digital services that transform the way customers work, enhancing productivity and value creation. Through innovative solutions tailored for the printing industry, we empower our customers to achieve greater efficiency and creativity in their workflows.
- **Community and Social Development:** Leveraging our technical expertise and customer connections, we contribute to the maintenance and development of community and social systems. By expanding the areas where we provide value, we aim to positively impact the lives of millions worldwide.
- **Zero-Carbon Society:** Ricoh is committed to decarbonising key aspects of its value chain, focusing on reducing greenhouse gas emissions and transitioning to renewable energy sources. This commitment is guided by globally recognised frameworks, such as the Science-Based Targets initiative (SBTi), which aligns with the Paris Agreement. We provide eco-friendly printing solutions with a low environmental impact, contributing to Ricoh's global goal of achieving carbon neutrality by 2050.



At Ricoh, sustainability isn't just a goal – it's a fundamental aspect of how we operate, innovate, and grow. Through our concerted efforts, **we aim to create lasting value for society and the planet**, while driving success for our customers and partners.

Prosperity, People, and Planet



- **Circular Economy:** We embrace a circular economy business model, aiming to minimise waste and promote resource efficiency throughout the printing process. By reducing virgin material usage and adopting eco-friendly practices, we contribute to a more sustainable future.
- **Responsible Business Process:** we prioritise responsible practices across our supply chain, minimising ESG risks. Our commitment to sustainability builds trust with stakeholders and ensures ethical operations.
- **Open Innovation:** Ricoh fosters open innovation, collaborating to address societal challenges. By embracing new ideas and technologies, we create value and pioneer solutions for a better future.
- **Diverse and Inclusive Workforce:** We support diversity and inclusion, empowering all employees to excel. Our resilient culture values diverse perspectives, driving innovation and adaptability.



Driving Towards a Zero-Carbon Society and Circular Economy

50%
ene

Through strategic initiatives aimed at reducing our global environmental impact, we are committed to aligning our practices with the goals of responsible consumption and production, as well as climate action SDGs, essential components of our vision for a Zero-Carbon Society and Circular Economy.

Harnessing Clean Energy for a Greener Future

At Ricoh, we're not just reducing our carbon emissions; we're transforming our corporate structure with clean energy integration. Annually, approximately 2869 tons of renewable energy are generated across four Japanese manufacturing and sales sites, significantly reducing our carbon footprint.

Our Tohoku Plant in Japan, proudly leads this charge, boasting Ricoh Group's first RBA certification and utilising solar carport technology. Through initiatives like the Power Purchase Agreement model, we're persistently marching towards our global goal of a 50% renewable energy ratio by fiscal 2030.

Printing Systems: A New Era of Environmental Responsibility

In the printing industry, balancing environmental performance with equipment production is a challenge. However, at Ricoh Graphic Communications, we've embraced this challenge head-on where we've earned a leading reputation in the industry.



% renewable energy ratio



Our printing systems, like the RICOH Pro C9500, redefine eco-friendly standards. With features designed to save resources and energy, minimise environmental pollutants, reduce paper wastage, and decrease noise, vibration, and dust generation, these systems embody our commitment to design, develop, and produce printing machines with high environmental performance.

Moreover, our pioneering use of recycled material in the manufacturing process not only conserves resources but also ensures outstanding performance in our production printers.



Equipment Whole-of-Life



Since the early 1990s, Ricoh has positioned resource conservation and recycling as one of the pillars of our environmental conservation activities. We have globally developed a reuse and recycling program for printers, multi-function devices, supplies and consumable parts collected from customers.

At Ricoh, we believe in taking responsibility for the entire lifecycle of our equipment, from raw materials, across manufacturing, to end-of-life disposal. Through sustainable practices we are committed to minimising our environmental footprint and fostering a circular economy.

Raw Materials

Biomass Toner

Global industry production of toner is around 200,000 tons per annum, 80% of which is resin produced using petroleum. Ricoh is committed to reducing the environmental impact of toner production by developing biomass toner, which incorporates plant-based resin. One example is our innovative toner with 25% biomass content, where plant-based materials replace a portion of petroleum-based components in the toner binder. This toner maintains the same high performance as conventional toner, offering low-temperature fixing, heat resistance, and enhanced image quality.

New Environmental Materials

We are actively researching and developing new environmental materials, such as Polylactic Acid (PLA), derived from renewable resources like corn starch. PLA, a biomass product, is carbon neutral and biodegradable, aligning with our goal of sustainability.

Strategic sourcing

Setting a green procurement framework for raw materials, parts, and products ensures we work with suppliers who meet strict standards and help reduce the environmental impact of our products. To support this, Ricoh has established a global Chemical Management System (CMS) to manage and reduce environmentally sensitive substances in compliance with regulations like the EU REACH Regulation.

The CMS enables Ricoh to track and manage chemical substances throughout the supply chain, ensuring that prohibited substances do not enter products. Additionally, certified CMS auditors work with suppliers to implement the system.

Manufacturing Equipment

Recycled Materials

Ricoh has taken significant steps in incorporating recycled materials into manufacturing processes. In collaboration with Tokyo Steel Manufacturing, we have developed electric furnace-made steel sheets produced from 100% recycled steel scrap. These sheets meet the specific requirements for printer devices making them an ideal choice for sustainable manufacturing practices.

Energy Efficiency

We are dedicated to reducing our carbon footprint through a multifaceted approach that emphasises energy efficiency and climate action. This includes incorporating energy-efficient technologies and processes in our factories to lower energy consumption, investing in renewable energy sources, and setting ambitious targets for reducing greenhouse gas emissions, with a goal of achieving zero carbon emissions by 2050.

o waste landfill.

We also focus on eco-friendly product development, designing products that consume less energy during their use, thereby contributing to a lower overall environmental impact.

National Packaging Covenant – Zero waste to landfill

As a signatory to the Australian National Packaging Covenant, Ricoh is dedicated to achieving zero waste to landfill. Our recycling program emphasises the 5 R's philosophy: **Reduce, Refuse, Reuse, Return, and Recycle**, ensuring minimal environmental impact throughout our packaging processes.

To achieve our zero-waste goal, we implement an approach that includes various sustainability measures. We prioritise the use of eco-friendly materials like Green-pack, a 100% natural and compostable loose fill made from Australian wheat, to reduce our environmental footprint. Additionally, we have made a conscious effort to use recyclable air-filled bags at manufacturing sites, rather than non-environmentally friendly EPS products.

Our commitment to reuse is evident as we repurpose packaging materials to ship items such as parts and consumables from our Distribution Centre in Eastern Creek, NSW, to branches and customers. Furthermore, our extensive recycling program involves a wide range of materials, including cardboard, paper, soft plastics, metal parts, toner cartridges, and end-of-life machines, highlighting our dedication to circularity and environmental stewardship.

End-of-Life of Equipment

Recycling

Ricoh has established comprehensive recycling programs to reclaim resources from end-of-life devices, achieving up to 98% resource recovery ratio. Through manual disassembly and automated shredding processes, we ensure responsible recycling practices.

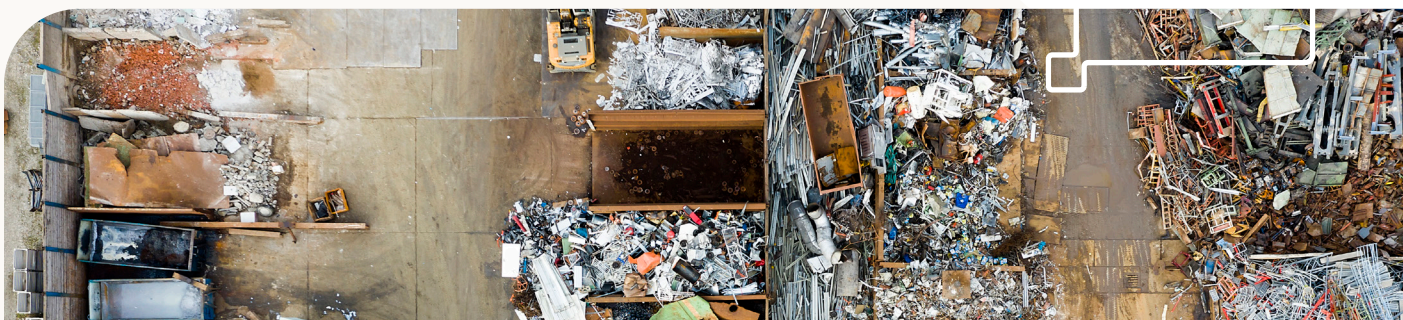
Ricoh is continually seeking out ways to increase our resource recovery rate. We are currently working with new partners to lift this from 98% to over 99%. This commitment reflects our dedication to ongoing improvement and environmental responsibility.

Parts Recycling

Ricoh is continually seeking out ways to increase our resource recovery rate. We are collaborating with new partners with the objective of lifting this rate up to 99%.

Product Stewardship

Ricoh's product stewardship program was launched ten years before the introduction of the Product Stewardship (Televisions and Computers) Regulation 2011. The program is designed to collect, reuse, and recycle Ricoh products, ensuring devices, parts, and consumables are managed responsibly and do not end up in landfill. As part of the National Television and Computer Recycling Scheme, Ricoh has successfully recycled a significant volume of in-scope products.



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Producing Print with Minimal Environmental Impact

The production of print with minimal environmental damage is an essential strategy as the print industry transforms to a sustainable future. Conserving resources, reducing greenhouse gas emissions, and waste minimisation are essential in this journey.

Print service providers can take steps toward being a sustainable printer through actions such as cleaner production practices, waste management, and reducing energy consumption. Ricoh supports these initiatives with digital print solutions that deliver energy efficiency, lower emissions, and minimise wastage.

Energy efficiency

All Ricoh digital printing presses are designed from the outset to maximise energy efficiency. In turn, this reduction in energy consumption ultimately contributes to our customers ability to reduce their own CO2 emissions. Independent industry credentials, such as EnergyStar and ePEAT, attest to the energy efficiency of Ricoh digital printing solutions.

Take the new Pro C9500 as an example. Even though it offers amongst the fastest throughput speeds in the industry for a toner-based cut-sheet printer, it meets the highest 3-star rating for Japan's Green Printing certification. This includes use of energy-saving motors, achieving the highest rating for minimisation of energy consumption (in sleep mode, standby mode, during continuous operation, and as a system as a whole), and meeting international EnergyStar standards.

Emissions

Ricoh produces both toner-based and inkjet digital production printing presses, designing these presses to minimise any environmental pollutants. Low emissions are important for the environment — and to provide safe working conditions for operators.

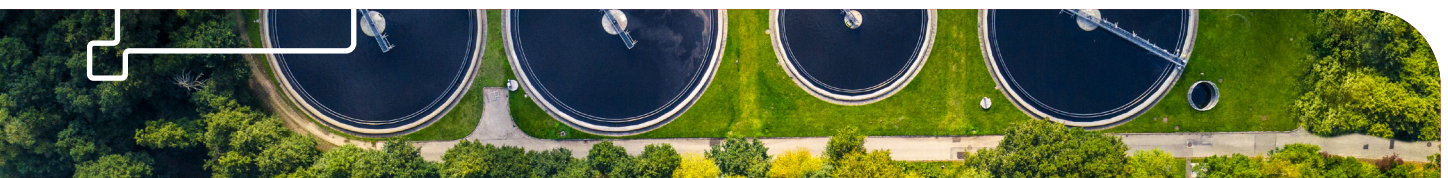
There is no avoiding the fact that all toner-based devices produce some Volatile Organic Compounds (VOCs) because of the printing process, including ozone, dust, styrene, and benzene. Emissions from all Ricoh cut-sheet presses fall substantially below international norms for safe work environments, including Safe Work Australia exposure standards for airborne contaminants.

All Ricoh inkjet presses use aqueous pigment inks. Being water based, the printing process generates negligible environmental pollutants. Prints are odourless, no ozone is produced, and there is no hazardous waste. The key emission is heat, managed by extraction to the outside environment.

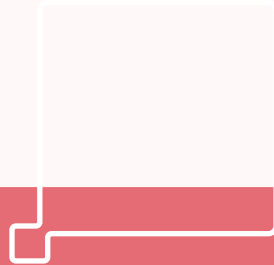
Noise and vibrations can also impact a safe working environment. Noise levels of Ricoh production presses are low – typically limited to that of a loud conversation or traffic noise.

Most Ricoh production printers have Environmental Product Declarations (EPD) with the Sustainable Management Promotion Organisation (SuMPO). EPDs are third-party verified, lifecycle assessment of environmental performance, including emissions and resource consumption. They also meet the highest 3-star rating for Japan's Green Printing product certification.

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Digital printing

- Digital printing offers numerous environmental benefits over traditional printing methods, with lower waste, lower emissions, and a smaller carbon footprint.
- Print only what is required
- Eliminate inventory of printed material—print on-demand when needed
- Lower distribution costs—print material close to where it is needed
- Keep collateral fresh
- Reduce turnaround times for printed material
- Personalise content for more effective communications and improved response rates

Wastage

Consumables and supplies for Ricoh production presses are non-hazardous, requiring no specialised handling. Any waste or spent consumables can be safely disposed of or recycled, aligning with our commitment to responsible resource management.

Wastage can occur on press with any printing process, with spoiled or imperfect prints resulting in paper wastage. Ricoh presses incorporate a range of technologies to minimise print wastage. Precise front-to-back registration and accurate, repeatable and consistent colour prints are hallmarks of our printing systems, ensuring output of the highest quality.

Some presses feature in-line scanners that automatically measure and adjust density across the sheet to ensure uniformity. Sensors can also detect minute blemishes and fluctuations and take appropriate corrective actions. Real time front-to-back registration measurement and adjustment ensures images are perfectly placed on the sheet for flawless finishing.

Paper

Paper has been an essential communications medium for 2,000 years. Paper is a renewable, highly recyclable, reforestation-positive product.

All prints produced on paper on Ricoh toner-based and inkjet presses are highly deinkable, maximising recyclability. Material printed on Ricoh equipment does not interfere with the recycling process, negating the need for special treatment to separate ink from fibre. With Australia having amongst the highest paper recycling rate in the world.

And if paper is not recycled, prints from Ricoh presses are safe to be composted, adding valuable nutrients back into the soil.

Consumable Recycling

Revamping Recycling with Close the Loop Partnership

Ricoh Australia has taken a bold step towards enhancing sustainability practices and supporting customers' waste reduction goals through a strategic partnership with Close the Loop, the world's largest recycler of print consumables. This initiative promises a more efficient and comprehensive recycling service, free for customers, ensuring a higher recycling rate and reduced landfill waste.

This collaboration reflects our commitment to minimise environmental impact and move closer to our zero-waste-to-landfill goal. Under this revamped recycling program, all Ricoh-branded items, including laser and inkjet cartridges, toner bottles, drum kits, and fax rolls, will be processed by Close the Loop. The recyclable materials will then be repurposed into new products, such as TonerPlas, an innovative asphalt additive used in road construction projects across Australia.

Discover the perks: How this partnership benefits you?

Customers stand to benefit from a streamlined recycling process, a single contact point for all recycling needs, and an online co-branded customer portal. This portal enables you to schedule collections, track recycling progress, access certificates demonstrating your commitment to sustainability, and generate your own reports for added transparency and control.

Close the Loop brings to the table a wealth of experience and expertise in sustainability solutions. Through this collaboration, Ricoh Graphic Communications customers can expect a seamless end-to-recycling experience, reinforcing Ricoh's commitment to environmental sustainability and providing operational benefits to all.

"Both Ricoh and Close the Loop are dedicated to the principles of a circular economy. This enhanced recycling program is not just an improvement in service, but a step forward in helping our customers and ourselves achieve significant sustainability goals."

Yasu Takahashi, Managing Director of Ricoh Australia



Supporting customers' waste reduction goal





Driving Sustainability with Ricoh Innovative Technology

Turning plastic into paper: A sustainable shift in the gift card industry

Australia is in love with gift cards. They provide a hassle-free, thoughtful way to give a gift without the pressure of choosing the “perfect” item. Gift cards allow the recipient to select exactly what they want, making them feel more personal and practical. Whether for birthdays, holidays, or special occasions, gift cards ensure the recipient gets something they truly appreciate, all while simplifying the process for the giver.

Businesses also frequently utilise gift cards for employee incentives and rewards. They are also used for promotional activities – enhancing loyalty and brand recognition.

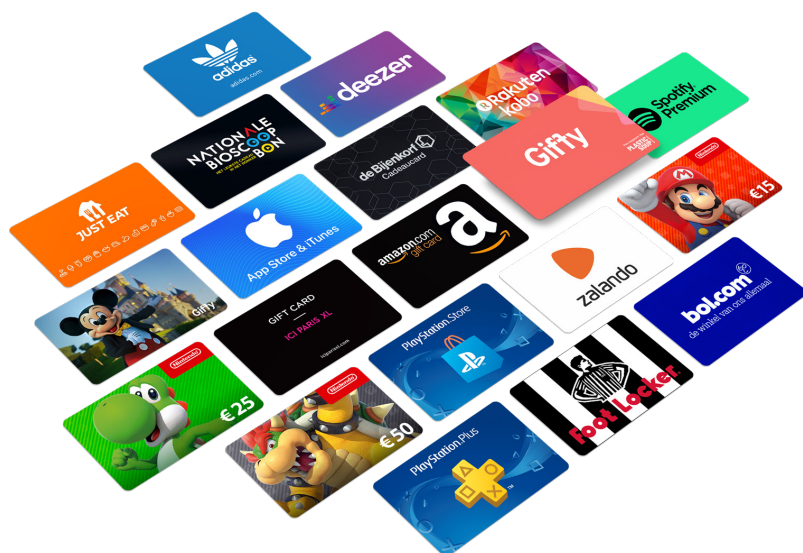
Cost-effective and convenient, the market for gift cards in Australia has surged. Currently valued at **\$10.9 billion**, it is forecast to reach **\$27 billion within 10 years**.¹ It clearly reflects a growing consumer preference for gift cards as a preferred method of gifting and the growth in corporate gifting strategies.

The Australian Retailers Association reports a notable shift towards online and contactless gifting solutions with more than 60% of gift card sales being digital.² The remaining 40% of gift cards sold are physical cards, providing a tangible gifting experience that many consumers value.

The plastic problem

The bulk of physical cards are made of PVC (polyvinyl chloride) which have significant environmental drawbacks throughout their lifecycle. The raw material used for producing PVC is salt and oil, consuming substantial natural resources. The production process releases harmful substances such as dioxins, lead, vinyl chloride, cadmium, and phthalates, which can contaminate air, water, and soil.

PVC is difficult to recycle due to its composition with limited recycling availability, meaning most used PVC gift cards end up in landfill where they can take up to **500 years to decompose**. It is reported that Australians waste up to **140 tonnes of plastic** on gift cards each year.³



¹ Source: Claight Corp. Expert Market Research. “Australia Gift Card Market Size, Share, Growth Analysis Report and Forecast Trends 2025-2034”

² Source: Claight Corp. Expert Market Research. “Australia Gift Card Market Size, Share, Growth Analysis Report and Forecast Trends 2025-2034”

³ MicroGifts Australia, “How digital gift cards can reduce your company’s carbon footprint”



Ricoh Pro C9500

Ricoh's paper gift card innovation

In response, Ricoh has developed a solution that replaces PVC with rigid paper-based substrates. Paper gift cards are recyclable and made from sustainable raw materials. Integrating innovations such as a compostable lamination film and food-safe toners, Ricoh can help customers deliver an environmentally responsible alternative.

The solution is a High Caliper Media Customisation for the **Pro C9500 digital colour press**. It enables a range of applications that demand high quality printing on thick media. New applications include bespoke luxury packaging, freestanding point-of-sale displays, high impact direct mailing, and rigid photo applications.

Adding personalisation to gift cards enhances the experience, whilst enhancing the value of the product and delivering a sustainable solution at the same time.

The conversion of a plastic product to a paper-based, sustainable solution is another example of Ricoh's innovation and commitment to sustainable business practices in the print industry.



Industry Commitments and Recognition



Awarded the Buyer Lab 2024-2025 Pacesetter for Production Print Sustainability at Drupa 2024

Ricoh's dedication to sustainable print production has been recognised with the prestigious Buyers Lab (BLI) 2024-2025 Pacesetter Award from Keypoint Intelligence, presented at Drupa 2024. This accolade highlights Ricoh's leadership in sustainability, collaboration with environmental standards organisations, and commitment to reducing environmental impact through recyclable products and renewable energy goals.



A Pledge to the Planet

Since April 2002, Ricoh has been at the forefront of sustainable practices, committing to international agreements and policy guidelines that shape a better future for all. From signing the UN Global Compact to endorsing initiatives combating climate change, our journey exemplifies a steady dedication to environmental and social responsibility.



Triple-A Rating in Sustainability

In February 2024, we achieved the highest rating of AAA in the MSCI ESG Ratings, a testament to our exemplary performance in environmental, social, and governance (ESG) categories. This recognition highlights Ricoh's continuous efforts to manage ESG risks and drive positive change within its operations and beyond.



Embracing Renewable Energy

In April 2017, we became the first Japanese company to join the RE100 initiative, a global movement advocating for 100% renewable energy. This step puts emphasis on Ricoh's commitment to sustainable printing practices and business operations, reducing carbon footprints, and encouraging a cleaner, greener future for generations to come.



Empowering Women: Ricoh's Gender Diversity Commitment

Our commitment to gender diversity and inclusion extends beyond environmental initiatives. Recognised by the MSCI Japan Empowering Women Index for seven consecutive years, Ricoh demonstrates its dedication to raising an equitable workplace where all voices are heard and valued.

Signing the UN Global Compact's Women's Empowerment Principles in 2011, we took a decisive step towards gender equality. The MSCI index evaluates companies based on factors like women in managerial roles and diversity initiatives, reflecting Ricoh's commitment to progress.



Recognition by Global Indices

We can proudly say that our sustainability efforts haven't gone unnoticed. Included in prestigious indices like the Dow Jones Sustainability World Index and Asia Pacific Index, Ricoh consistently receives high evaluations for its governance, economic, environmental, and social practices.

Ricoh's membership in the FTSE4Good Index Series reflects its strong commitment to environmental, social, and governance (ESG) practices, recognised since 2001.



A Platinum Standard in Sustainability Ratings

Ricoh has achieved the 2025 EcoVadis Platinum Rating after 10 consecutive years of Gold, placing it in the top 1% of companies globally for sustainability performance. This recognition reflects our ongoing commitment to responsible business practices and environmental leadership.



Global 100 Recognition for Sustainability

Named one of the 2024 Global 100 Most Sustainable Corporations, Ricoh's inclusion in this prestigious ranking for the twelfth time reaffirms our position as a global leader in sustainability. The Global 100 assessment process, evaluates environmental, social, and governance performance, recognising Ricoh's continuous efforts to drive positive change and create a more sustainable world.



RICOH

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