

Ricoh Europe Plc

EMEA Integrated Management System Policy

We are a global provider of technology that transforms business processes and information management to help organisations be more agile, productive and profitable. Over recent years, we have responded to the changing demands of the modern workplace and now provide a full range of end-to-end solutions.

To assure that we consistently deliver these solutions, and to promote the sustainable growth of our EMEA business, we are committed to providing an Integrated Management System (IMS) that will:

- Realise our mission, vision and values and Mid-Term Plan objectives
- Deliver high quality products and services that consistently delight and inspire our customers
- Develop resilient business processes to reduce the negative impacts of unplanned events
- Protect the confidentiality, integrity and availability of information by providing a secure work environment for our employees and interested parties
- Reduce our environmental impacts resulting from our business activities
- Protect the health, safety & wellbeing of everyone involved with our business

To realise this, our IMS Framework has been developed to increase organisational excellence in all areas of our business.



fig. 1.0 Ricoh Europe IMS Framework

The key pillars of our IMS support:

- A consistent and global approach towards our customers
- Execution of our 19th MTP growth strategy based on stakeholder needs
- Engagement and development of our employees
- Leverage of Ricoh's shared services, sustainable use of resources and compliance with relevant legislation
- Provision of world-class products and services with an eye for continual improvement
- A balanced set of KPIs to ensure that the management system works effectively and efficiently

We regularly review this Policy to ensure that it reflects any significant changes to our business or ISO requirements. This ensures that our IMS Policy remains relevant and focussed on the core activities of our business. We communicate this policy to all interested parties.

David Mills, CEO Ricoh Europe, Plc