



RICOH EMEA MANAGEMENT SYSTEM POLICY STATEMENT

It is the policy of Ricoh EMEA to ensure sustainable business growth by being committed to information security and its associated principles, reducing environmental impacts, including the effects of climate change, and through the delivery of high-quality customer solutions.

Ricoh EMEA have an integrated Management System approach that focuses on the continual improvement of Quality (QMS), Environment (EMS) and Information Security (ISMS) by providing a framework for processes that meet the requirements of ISO 9001, ISO 14001 and ISO 27001.

Ricoh EMEA are committed to achieving and exceeding legislative and other requirements that are applicable to the organisation and our activities in relation to the above management systems. This includes, but is not limited to the following:

- Protecting the Confidentiality, Availability and Integrity of information assets.
- The provision of quality products, services and aftermarket experiences for clients, and to continually provide growth of the organisation.
- Minimise the environmental impact of our products, services and solutions.
- The above provisions shall be supporting our strategic direction as identified within the 21st Mid-Term Strategy.

The following provisions covered by the Ricoh EMEA Integrated Management System (IMS) include, but are not limited to:

- Provide a framework for monitoring effective risk management across the EMEA region to eliminate and/or mitigate risks that are appropriate to our activities.
- Define process ownership in line with management responsibilities including adequate resourcing.
- Continuous monitoring and improvement of performance levels of the IMS in line with current operational best practice as well as changes in statutory and regulatory requirements
- Engagement of and consultation with employees, contractors, and other interested parties as appropriate.
- A framework for setting targets and objectives.

Policies published in support, or implementation, of the Ricoh EMEA IMS are reviewed on a 3-year cycle or following significant change, as determined by relevant department management and supported by the EMEA Risk & Compliance Team.

D Mills, CEO, Ricoh Europe PLC



Revision No.	Reviewed Date	Reviewed By	Changes Made	Approved by	Next Review
1.0	Jan 2019	RMST	New policy defined for IMS	CEO	Jan 2021
2.0	Mar 2021	R&C Team	Reviewed and updated format. Change to annual review	CEO	March 2022
3.0	April 2022	R&C Team	Review & updated approval (New CEO)	CEO	April 2023
4.0	April 2023	R&C Team	Reviewed and updated wording to reflect the requirements of the IMS	CEO	April 2024
5.0	April 2024	R&C Team	Reviewed – agreed 3-yearly reviews unless significant changes	CEO	April 2027
6.0	April 2025	R&C Team	Review and updated with Climate Change consideration & approval (Interim CEO)	Interim-CEO	April 2027