

# RICOH REPORT 2017

PEOPLE, PLANET, PROFIT





**Mike Pollok**  
Managing Director, Ricoh New Zealand



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## MESSAGE FROM THE MANAGING DIRECTOR

### HE KARERE I TE KAIWHAKAHAERE MATUA

## THE SPIRIT OF THREE LOVES

When Ricoh's founder, Kiyoshi Ichimura defined his founding principles as The Spirit of Three Loves—Love your neighbour, Love your country, Love your work—back in 1946, it is fairly certain that he hadn't heard of the Triple Bottom Line; a concept that would be articulated in the early '80s before being properly defined in 1994 and summarised as: **People, Planet, Profit.**

It is a widely held belief that in order for a company to be truly sustainable it needs to ensure a strong performance across all aspects of the triple bottom line and this is something that Ricoh New Zealand Limited is driven by.

I'm pleased to say that 2016/17 was another year of continued growth and sustained performance. We grew staff numbers by more than seven per cent and increased the number of women in management positions by 27 per cent. Net sales topped \$140m and profit before tax was just shy of \$11m, resulting in Ricoh NZ once again taking out the number one spot in the Asia Pacific region for profit.

The need to quickly fill a significant production print order, coupled with external forces outside of our control, meant that we increased our air freight during the 2016/17 year. This was unfortunate, however we remain

committed to reducing our carbon footprint year-on-year and this rise in air freight is believed to be a singular anomaly.

Pleasingly, we've seen decreases in our electricity usage as well as in all forms of car travel—private car, rental car and taxi—which reaffirms our commitment to the triple bottom line.

Now, more than ever, The Spirit of Three Loves informs 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.

## TE WAIRUA O NGĀ AROHA E TORU

*Nō te wā i whakamāramatia ai e Kiyoshi Ichimura, te tangata nāna a Ricoh i tīmata, ngā ihomatua i noho mai ai hei tūāpapa mō Te Wairua o Ngā Aroha e Toru (The Spirit of Three Loves) – Arohaina ō kiritata, arohaina tō whenua, arohaina āu mahi – i te tau 1946, te āhua nei kāore anō ia kia rongo mō Ngā Ihonui e Toru (Triple Bottom Line); he ariā tērā ka whakamāramatia ake i ngā tau tōmua atu o ngā 80, i mua i tāna whakamāramatia rawatia i te tau 1994, ā, ka āta whakarāpopototia ai, ki te: **Tāngata, Taiao, Tahua.***

*Horapa ake nei te mōhiotia, e toitū mārika ai he pakihi me ita rawa atu ngā wāhanga katoa o Ngā Ihonui e Toru, tētahi tonu o ngā ihomatua e whakaaweawe nei i te kōkiritanga whakamuatanga a Ricoh New Zealand Limited.*

*E whakahihī ana ahau i te āheinga ōku ki te ki, he tau pai anō ngā tau 2016/17, inā, i kitea nuitia ngā whakawhanaketanga, me ngā toitūtanga hoki i roto i ngā mahi. I kō tata atu o te whitu ōrau te whanaketanga, o te tokomaha, o ngā kaimahi, ā, i whanake hoki te tokomaha o ngā kaimahi wāhine i ngā tūranga kaiwhakahaere mā te 27 ōrau. I tua atu i te \$140m te ekenga hokonga tūturu, ā, ko ngā rawa kikokiko i muri mai o te utu tāke he tata ki te \$11m, me te aha i riro anō i a Ricoh NZ te tūranga tuatahi mō ēnei momo mahi whai pūtea i te rohe o Āhia me Te Moana-nui-a-Kiwa.*

*I te whāwhai mārika kia tutuki ai i a mātou he tānga nui whakaharahara, me ngā ākinga pokerehū mai o te wā, i rahi ake ā mātou utanga rērere i ngā tau 2016/17. Wairuatōa i pērā, heoi, e tapatahi tonu ana mātou kia iti ake ai ō mātou tapuwae waro, ia te tau, ia te tau.*

*Nō reira, ka rerenga tahi kau noa te āhua ki tērā utanga nunui rā.*

*Manea ana hoki, kua kitea e mātou ētahi hekenga i te wāhi ki te whakamahia o te hiko, me ā mātou karoretanga hoki ā-motukā – ahakoa ō mātou motukā ake, ngā mea rēti, tekehī rānei – anei te whakapūmutanga ake o tā mātou tapatahi ki Ngā Ihonui e Toru.*

*Ā, kāore i kō atu, i kō mai rānei i tēnei wā tonu nei, e tino mārāma ai mātou, nāna, nā Te Wairua o Ngā Aroha e Toru mātou i ārahi i roto i ā mātou pakihitanga, nāna hoki mātou i akiaki kia pai ake ai te mātou whakapakari, tāwharau hoki i te hunga e whai pānga mai ana ki a mātou, tae atu anō ki ō mātou whānau, ā mātou kiritaki, ā, ahu atu ki te pāpori whānui tonu.*





## SPREADING THE GOOD WORD

For Ricoh, the triple bottom line of people, planet, profit and the fundamental role it plays within a truly sustainable business lies at the heart of every decision we make. With this in mind it was important for Ricoh to both understand and celebrate our cultural heritage

Ricoh New Zealand Limited—as an employer dedicated to the promotion of diversity and inclusion and guided by the principles of Ricoh Global—is committed to helping integrate te reo Māori into workplaces and educational facilities across the country, through the use of technology.

In the past, discussions had taken place around the need for te reo Māori to be better integrated with our technology, unfortunately for many years it remained a pipedream; but one that would eventually come to fruition.

With the pace of change in technology, the time was right to set about undertaking this long-overdue project. Ricoh approached Māori TV, as an existing customer, to partner in this journey of change and to take on the translation work required for the development of a te reo Māori Language App, suitable for use on all print devices with a smart operation panel (SOP).

After several months, the translation work was completed and passed through to the Ricoh development team based in Japan. Just two short weeks later we received three

applications to install onto the SOP—Quick Copy, Quick Scan and Quick Fax, for test and evaluation and ultimately for general release.

The road to this point was certainly not smooth but the result has been widespread, leading to the first ever te reo Māori version of Ricoh's Sustainability Report last year and the redesign of our toner recycling boxes to include te reo Māori.

The redesign of our toner recycling boxes also allowed us to address another issue; size. We have increased the capacity of the boxes 14 per cent, which allows for the larger production print toner cartridges to be comfortably accommodated in a 'one-size-fits-all' product. An additional, unforeseen, advantage of the new size has been the need for fewer courier pick-ups, which will ultimately help us to reduce our carbon footprint.

Taken separately, these are small steps along the greater journey but together they mean that we are now in a position to offer both existing and potential customers the opportunity to join with Ricoh and celebrate our culture and heritage by further incorporating te reo Māori throughout their own organisations.





## E HARI ANA I TE RONGOPAI

Mō Ricoh, ko ngā ihonui e toru, ko te tangata, ko te taiao, ko te tahua, me te wāhi hirahira ki a ia, e ai ki tētahi pakihi motuhenga e pā ana ki te toitūtanga o te taiao, kei te tūāpapa o ā mātou kōwhiringa katoa. Koinei te take i noho mātāmua mai ai, ki a Ricoh, te whai whakaaro nui, me te whakatairangatanga o tō tātou ahurea.

Mō Ricoh New Zealand Limited – a ia, i tōna āhuetanga kaiwhakawhiwhi mahi, e tapatahi ana ki te whakatairanga i ōna tini rerekētanga, i ōna tini mahinga tahitanga, ka mutu e ārahina ana ia e ngā mātāpono o Ricoh Global – arā, e ū ana ki te tautoko i te whai wāhitanga mai o te reo Māori ki ngā wāhi mahi, me ngā taiwhanga whakaako, puta noa i te motu, mā te whakamahia o te hangarau.

Inamata, i wānangatia ngā huarahi e pai ake ai te whenuhitanga o te reo Māori ki ā mātou hangarau, wairuatōa, i noho moemoeā kau noa tērā mō te hia nei tau; heoi, nāwai i moemoeā, kātahi ka kikokiko haere.

Nō te hohoro o te āhuetanga ki te ao hangarau, ka whati te tai, pao ana tēnei kaupapa kua roa e tārewa ana. Ka toro a Ricoh ki a Whakaata Māori, inā, he kiritaki kē ia nāna, kia noho mai ai hei hoa tata ki tēnei kaupapa whakawhanake, hei hoa whakamāori/whakapākehā hoki mō te waihanganga mai o tētahi pūmanawa tautono reo Māori, e whakamahia nei e ia rauemi tā he mata patopato (smart operation panel) tōna.

I muri mai i ētahi marama, ka ea ngā mahi whakamāori, kotahi tonu atu ērā mea rā ki tō mātou kāhui whakawhanake, kei Hapani e noho ana. E rua noa wiki i muri mai, ka riro i a mātou ētahi tautono e toru ki te whakauru ki te mata patopato (SOP) – Kape Tere mai, Matawaitanga Horo mai, Waea Whakaahua Horo mai, hei whakamātautanga, hei arotakenga, hei tuaritanga hoki ki te huhua.

Ko te huarahi mai ki konei, ehara i te mea, he whakapapa pounamu, engari ōna rongopai, ē, kua hau, inarā, nāna i hua mai ai ko te tuatahi o ngā Ripoata Toitū a Ricoh i tērā tau, me te whakapanonitanga o ngā pouaka tae hangarua (toner recycling boxes) kia whai wāhi mai ai te reo Māori.

Nō te panonitanga o te pouaka kara hangarua i taea ai e mātou ētahi atu take te kōrero; te rahinga. Kua whakarahia ake e mātou te āhuetanga o ngā pouaka rā mā te 14 ōrau, e awhe hāneanea tonu atu ai ngā pouaka rauemi karakara tā rā ki ngā āputa, 'he-kotahi-ka-awhe-ki-te-katoa'. He āpitihanga pai, tē kitea, i tēnei panonitanga, ko te iti ake o ngā utanga ka haria e ngā karere, ā, mā tērā ka iti haere hoki ō mātou tapuwae waro.

Ahako he hikoinga pakupaku kau noa ēnei o te hikoinga roa, mei kore ake ērā i taea ai e mātou te hoatu ki ā mātou kiritaki tonu, me ētahi kē atu pea hoki o wā Ricoh kiritaki, he āheinga ki te whakatairanga ake i tō tātou ahurea, me tō tātou tuakiritanga, mā te whakamahia o te reo i roto tonu i ō rātou ake wāhi mahi.

## RICOH AROUND THE WORLD

The Ricoh Group has consistently provided innovative products and services since its inception in 1936. Today, we are expanding our reach beyond the traditional office, as our customers are working in new digital workplaces.

With that in mind, we formulated a value proposition called EMPOWERING DIGITAL WORKPLACES, which underpins our drive to improve workplaces by using innovative technologies and services that enable individuals to work smarter.

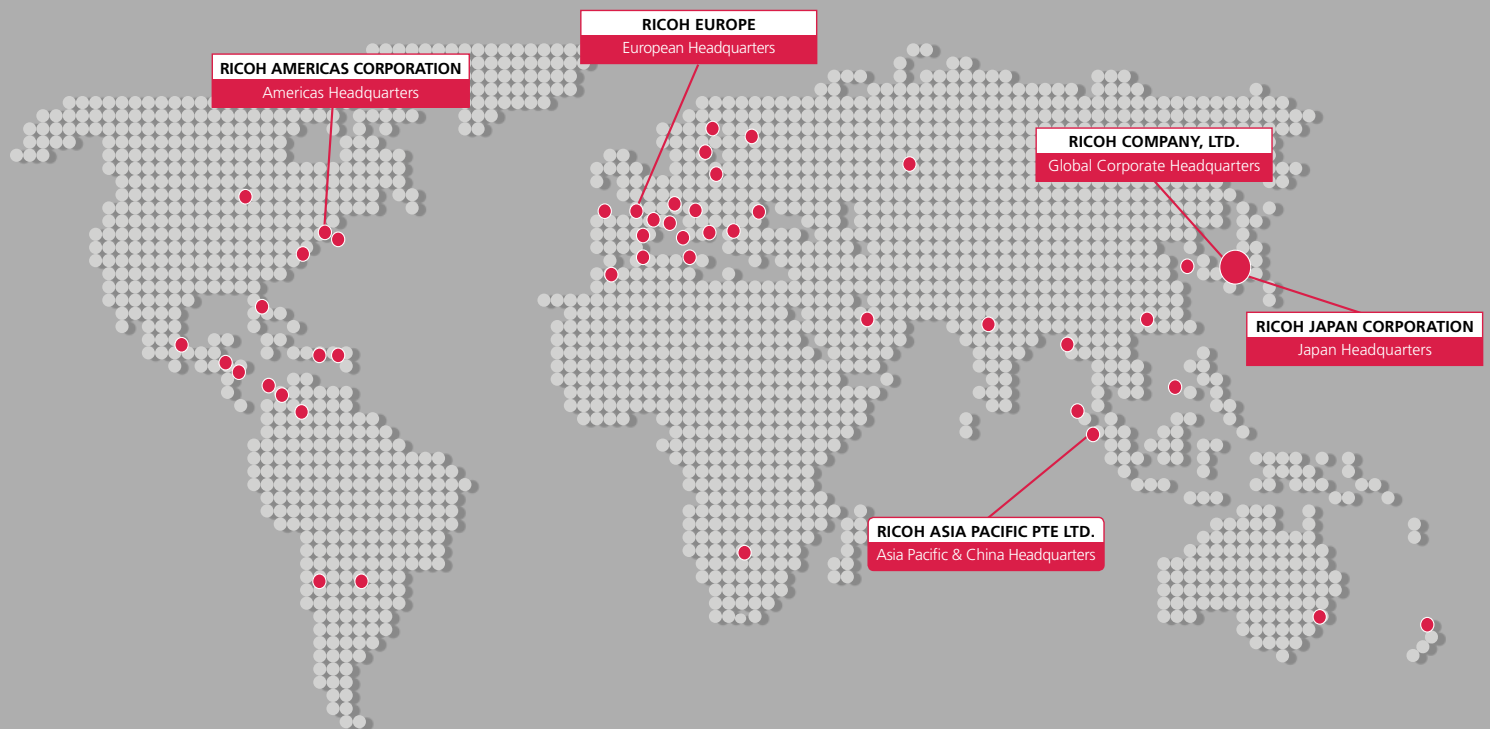
EMPOWERING is all about addressing the uniqueness of teams and individuals in keeping with our corporate philosophy and enduring commitment to putting customers first. WORKPLACES are diverse, encompassing offices and wherever people work. Our DIGITAL technology brings everything together.

We will continue to leverage services and solutions for imaging and other systems and our technological edge to deliver exceptional customer value and champion social sustainability everywhere.

As a responsible global citizen, we are also working proactively to build a sustainable society through our business activities.

All of our employees draw on The RICOH Way and the Spirit of Three Loves, the founding principle of Kiyoshi Ichimura, which underpins our corporate activities. Our vision is to be the most trusted brand with irresistible appeal in the global market.

We are leveraging the collective talents of our people in keeping with our corporate tagline of **imagine. change.** So we can imagine the future and change what we do today.



**1,134**  
million ¥

**SHAREHOLDER  
EQUITY**

**1.28**

**APPROXIMATE EXCHANGE  
RATE AT 31 MARCH 2017**  
¥100 = NZ\$78.18

**105,613**

**EMPLOYEES  
WORLDWIDE**

**2,029**  
billion ¥

**NET  
SALES**

over  
**200**

**COMPANIES  
WORLDWIDE**

**113.6**  
billion ¥

**R&D BUDGET**

**50,638**

**PATENTS WORLDWIDE  
AS OF 31 MARCH 2017**



**RECEIVED THE HIGHEST GOLD RATING  
IN THE SUSTAINABILITY SUPPLIER  
SURVEY CONDUCTED BY ECOVADIS  
THIRD YEAR IN A ROW FOR 2017.**

# RICOH IN NEW ZEALAND

SIX MAIN CENTRE  
BRANCHES AND SIXTEEN  
DEALERSHIPS PROVIDING  
NATIONWIDE COVERAGE

## 420

NZ EMPLOYEES  
IN FY 16/17

## 366

IN FY 15/16

## 73

NUMBER OF  
MANAGERS  
IN FY 16/17

## 64

IN FY 15/16

## 11

NUMBER OF  
FEMALE MANAGERS  
IN FY 16/17

## 8

IN FY 15/16



## 4.66

million NZD

COMPANY TAX PAID

## 141.0

million NZD

NET  
SALES

## 10.9

million NZD

PROFIT BEFORE TAX

## 71.8

million NZD

SHAREHOLDER  
EQUITY

## 26.9

million NZD

SPENT ON SALARIES  
AND WAGES



## WHAT WE DO.

### MULTI-FUNCTIONAL DEVICES



#### RICOH MP C6004

Ricoh engineered this MFD to work the way its users do, empowering them to share information more efficiently. The Smart Operation Panel is as intuitively easy to control as a tablet or smartphone. It simplifies functions for specific tasks and situations and makes it possible to choose from an array of applications. This model can also connect with other equipment to share data, minimise paper usage and foster high-value-added creativity. A motion detector and proprietary technology for silent operation also contribute to a stress-free office environment.

#### RICOH MP 305+ SPF

This desktide machine combines copying, printing, scanning and faxing in a compact footprint. It also delivers high productivity and remains extremely quiet while operating. Advanced security functions, energy efficiency and outstanding productivity make this model the ideal A3 monochrome solution for both small- and medium-sized offices looking to conserve valuable space.



### INTERACTIVE WHITEBOARDS

#### RICOH Interactive Whiteboard D6500

This 65-inch flat panel whiteboard shares content from Windows and Macintosh PCs, tablets, smartphones and other devices. People in different locations around the world can exchange and view information in real time as if they were in the same room. As well as greatly enhancing efficiency

and productivity, this model provides a range of features, including those for encrypting saved files, restricting email addresses and generating meeting access codes.



### PROJECTORS

#### RICOH PJ WX4152N

This ultra-short-throw projector incorporates Ricoh's proprietary free-form surface mirror and can deliver 48-inch coverage from as near as 11.7 centimeters to a screen. This model is also highly portable, weighing around 3.0 kilograms and can be set up in the tightest locations.



### UNIFIED COMMUNICATION SERVICES

#### RICOH Unified Communication System P3500

This dedicated portable video conferencing and web conferencing system weighs just 1.6 kilograms, and is ideal for casual or regular meetings. The built-in 125-degree camera can capture all elements of the surroundings. The P3500 can be connected to external cameras or speakers, thereby accommodating meetings with many participants. It can be linked with the teleconferencing setups of other manufacturers, as well as with laptop PCs and smart devices for simple, secure communication.



## PRODUCTION PRINTING



### **RICOH Pro C7100 Series   RICOH Pro C9100 Series**

Competition in the print industry has never been fiercer. As a result, commercial printers need to increase margins and maintain profitability by investing in new technology that is durable and productive for high digital print volumes.

That's where Ricoh's Pro C7100 Series and C9100 Series printers come in. The C7100 Series complement offset in terms of image quality and offer high productivity. An affordable colour digital press that can handle a wide variety

of applications through innovations such as the fifth-colour station.

The Pro C9100 Series can integrate into a hybrid workflow and delivers greater flexibility, superb print quality and higher productivity with faster turnaround performance. Ideal for printers looking to enter the high-speed digital market.

## 3D PRINTING



MakerBot is the established market leader in desktop 3D printing. The range of award-winning printers offers superior performance, reliability and ease of use. Bundled MakerWare software makes it easy for everyone, from novice to experienced user, to be 3D printing in next to no time and the associated Thingiverse features more than 1.6 million 3D printable designs to share and make.



Ricoh New Zealand has recently expanded its range of 3D printers to include Stratasys' professional and industrial machines. For more than 25 years, Stratasys has been defining the 3D printing and additive manufacturing market, providing solutions that enable clients to reduce time-to-market and lower development costs through improved prototyping and production.



## RICOH DIGITAL TRANSFORMATION

Ricoh Digital Transformation (RDT), formerly Ricoh Business Solutions provides document solutions and services designed to help you optimise how your company manages digital and paper-based information. As document management grows more complex, the right workflow solutions can help your business work better, faster and more efficiently.

Ricoh's Process Automation is the next step in empowering your workforce. RDT offers solutions to automate virtually any business process within your organisation. We examine your existing systems and processes to create the

best possible fit between business applications, innovative technologies and the processes they are designed to enable. This allows you, amongst other benefits, to:

- Capture, store and pull live text directly from documents
- Create measurable analytics of your business processes
- Eliminate the errors from manual input
- Free your staff to focus on value-add work rather than repetitive tasks.

## RICOH IT SERVICES

Ricoh IT Services has the expertise to run your IT function in the most efficient, productive and affordable way.

### **A truly fixed priced IT Service**

Ricoh is one of the few providers in New Zealand who can provide a truly fixed-price service. We can bundle your required services into easy monthly payments so you know exactly what your IT function will cost—with no surprises, unscheduled costs or budget blow-outs.

### **A one-stop shop**

Ricoh IT Services provides a single point of contact for all your IT needs.

Together with our experience in IT Consultancy and project delivery, our goal is to optimise your office environment and productivity—so you can concentrate on growing your business.

What we offer:

- Desktop and Server Managed Services
- Project Design and Implementation
- Procurement (hardware/software)
- Auditing and Systems Health Checks
- Cloud Solutions
- Consulting
- Ongoing IT Support



Ricoh New Zealand's Auckland Production Print team.

When Ricoh New Zealand Limited entered the Production Print market 10 years ago it did so as an untested entity in an already highly competitive marketplace.

Ricoh has come a long way since 2007 and continues to build on the early successes while taking on board the lessons learned.

"As the new face in production print, Ricoh contended with a number of challenges in gaining traction and momentum," says Michael Laursen, National Sales Manager Production Print.

"It definitely was a journey of discovery at the start but there were a number of businesses that saw the value in making the decision to choose us over their incumbent providers.

"From the outset, these customers worked with us to better understand market needs and to address those early challenges. I'm proud to say that those businesses remain steadfast customers to this day."

Laursen says it is the company's willingness to listen to the customer and to then act on what it hears that has seen it go from strength to strength.

"Across the board, Ricoh is intent on delivering its clients new and innovative products based on their real-world needs and which enable them to move into new markets and open up new revenue streams."

Globally, Ricoh Group invests more than ¥100b annually for the research and development of new products

and technologies. For the Production Print market, this has resulted in the continuous development of toner cut-sheet engines, a significant and ongoing investment in inkjet technology and, on the product front, the upcoming New Zealand release of Ricoh's latest graphic, wide-format technology.

The company has also undertaken several strategic business acquisitions and has forged stronger allegiances with leading industry partners.

"Innovations such as the introduction of the fifth-colour station to our C7110 models, along with the purchase of AnaJet and subsequent development of the Ri3000 and Ri6000 direct-to-garment printers, represent Ricoh's ongoing investment in the industry," says Laursen.



"Exciting developments continue with the recent announcement of the upcoming European release of the T7210 large-format UV flatbed printer, especially designed for the industrial decoration print market."



Ricoh T7210

In an increasingly technology savvy market, the demand for digital printing will only increase, presenting an enormous, untapped opportunity for growth. Ricoh intends to stand shoulder-to-shoulder with its customers to ensure they are at the forefront of this growth.

#### Continuous feed inkjet

First released in 2015, Ricoh's VC60000 continuous feed inkjet printer, offered high-speed, high-volume printing, which enabled printing businesses to compete more effectively in the increasingly demanding commercial print market.

The VC60000 is the product of Ricoh's core technology experience with print heads, inks and controllers. It unites the quality of offset, the speed of continuous feed and the flexibility of digital technologies, to be capable of producing over 120,000 A4 images per hour, an output that has never been possible before.

#### Direct-to-Garment printing

In late 2016, Ricoh Group acquired direct-to-garment (DTG) printing firm Anajet, a global leader in DTG printers and one of the first companies to mass produce these machines. As the majority of Anajet printers already incorporated Ricoh's market-leading inkjet printheads it was seen as a natural fit for Ricoh and its customers. Ricoh is particularly excited about the opportunities that the Anajet

Ricoh Ri 100 — Direct to garment printing



acquisition will deliver. It is a unique offering, unmatched by other major print vendors, which provides Ricoh customers with an opportunity to explore fabric printing capabilities.

#### Wide-format

Ricoh continues to innovate in this important and growing sector of the production print market, providing customers with new opportunities to expand their service lines to include packaging, signage and display. The recent announcement of the T7210, the latest addition to Ricoh's wide-format family, is testament to this. Designed to bring low-maintenance reliability and ease-of-use to the decorative-printing market, the T7210 is a wide-format flatbed printer that supports substrates up to 4.3" thick with a print size of 6.9' X 10.5'. Ricoh's Pro T7210's intelligent resource management and streamlined interface make short runs and one-offs simple and cost-effective to produce.

"Ricoh views this partnership as a meeting of minds, as both companies are committed to making our clients' businesses smarter, simpler, faster, leaner and more sustainable," says Laursen.



Ricoh Pro VC60000

## ORGANISATION AND SERVICE FOOTPRINT

For the year ending 31 March 2017 our organisational carbon footprint was 3003.03 tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e). This is an increase of 903.56 tCO<sub>2</sub>e on the same period to 31 March 2016.

As outlined in the below table, and mentioned in Mike Pollok's introduction, the major cause of this was a significant increase in freight. This, itself, was due to the release of a new Production Print model and a large order that, due to a delay in manufacture, resulted in those machines needing to be air-freighted.

Another contributing factor was due to the change in manufacturing location and lead time of our Pro C9100 toners. To avoid a shortfall in stock, which would have had a detrimental flow-on to our customers, we were required to air freight a shipment of toner to bolster existing stock levels.

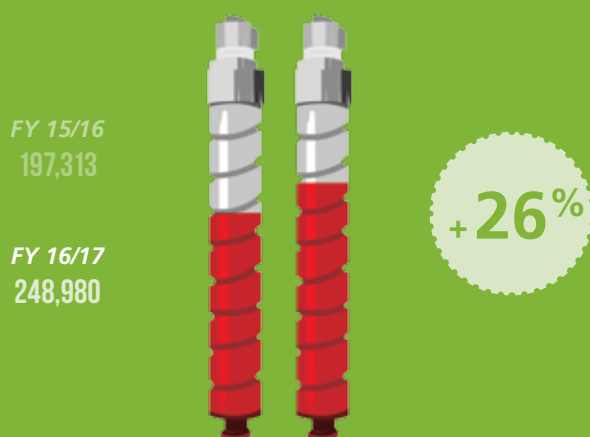
Despite this setback, Ricoh remains dedicated to reducing our carbon footprint by the target of three per cent per annum for tCO<sub>2</sub>e per million dollars of gross revenue.

ORGANISATION FOOTPRINT	Base year 2012/13 TonnesCO <sub>2</sub> e	TonnesCO <sub>2</sub> e 2015/16	2016/17 TonnesCO <sub>2</sub> e	% change FY16/17 c/w FY15/16
Freight	884.46	694.99	1578.99	+127%
Air Travel	628.43	560.16	658.30	+18%
Waste	59.13	59.23	48.90	-17%
Fuel	997.18	569.40	579.27	+2%
Electricity	169.54	163.44	118.82	-27%
Other	31.45	53.24	18.75	-65%
<b>TOTAL</b>	<b>2,770.19</b>	<b>2,099.47</b>	<b>3,003.03</b>	<b>+43%</b>

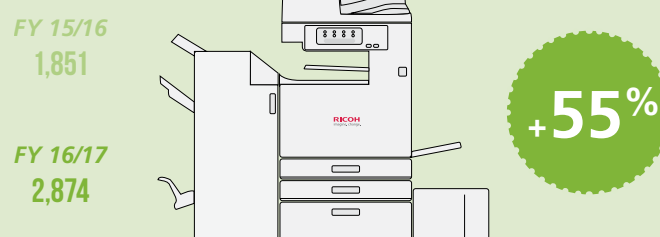
SERVICE FOOTPRINT	FY12/13	FY15/16	FY16/17
Total gross emissions (tCO <sub>2</sub> e) per \$M gross revenue	27.52	18.18	25.69
Service footprint, excluding paper (tCO <sub>2</sub> e)	3769	3009	3986
kgCO <sub>2</sub> e per click	0.0112	0.0070	0.0084
kgCO <sub>2</sub> e per click, excluding paper	0.0026	0.0020	0.0027

**Note:** 1. The data collected for compiling the emissions measurements was obtained in compliance with the carboNZero programme standard and verified to a Reasonable Level of Assurance for the organisation. 2. Other includes: private car (mileage claims), taxi travel and rental car travel.

### TONER CARTRIDGES AND BOTTLES RECYCLED (UNITS)



### END-OF-LIFE MACHINES RECYCLED (UNITS)



# BUSINESS MANAGEMENT FRAMEWORKS

We manage our business using a number of nationally and/or internationally recognised frameworks, as outlined below.

Framework	Description	
	<b>ISO 14001 – Environment Management System</b> Ensures we have a system to minimise harm to the environment.	First registered 2001
	<b>ISO 27001 – Information Security Management System</b>  Ricoh's ISMS promotes: <b>Confidentiality:</b> Information is only accessible by authorised users <b>Integrity:</b> Information is accurate and complete <b>Availability:</b> Information is accessible when it is required by authorised users.	First registered 2004
	<b>Environmental Choice</b>  Environmental Choice is New Zealand's official environmental label. Although it's independently operated, it is initiated and endorsed by the New Zealand Government. It recognises the increasing effort of manufacturers to reduce the environmental impact of their products.	Since 2004
	<b>carbonNZero</b>  An independent endorsement of our commitment to measuring and reducing our greenhouse gas emissions.	Since 2008
	<b>Workplace Safety Management Practices (WSMP)</b>  WSMP recognises medium to large businesses that have implemented effective health and safety systems.	Since 2014

## E-WASTE COLLECTED (KGS)

FY 15/16  
200,406

FY 16/17  
287,807



+43%

## REGISTERED CUSTOMERS ON THE RECYCLING SCHEME

FY 15/16  
6,392

FY 16/17  
7,308



+14%





Ricoh New Zealand's Sustainability Champions at the Croxley Recycling facility during the 2017 Sustainability Conference.



Ricoh New Zealand Sustainability Coordinator Helen Mahoney with one of the redesigned toner recycling boxes.

## A WORD FROM OUR SUSTAINABILITY COORDINATOR

Hi, I'm Helen, Sustainability Coordinator at Ricoh New Zealand, having taken on the role in September 2016. In terms of the company's overall sustainability, my role focuses on the people and planet aspects of the triple bottom line.

It's really heartening to be part of a team of people from around the country who all have a passion for sustainability and who strive every day to ensure Ricoh continues to 'walk the talk' both for its employees and for the wider community.

In 2008, Ricoh became the first copier company to achieve carboNZero accreditation and, in FY15/16, signed a partnership deal with Croxley Recycling to expand the existing recycling agreement to include e-waste from all of our branches and dealer networks. These innovative initiatives, amongst others, demonstrate how Ricoh is constantly seeking out new solutions to sustainability issues.

Innovation is something that Ricoh promotes within the organisation as well. Since the launch of thinkTWICE—the company's employee ideas portal—in December last

year, more than 60 submissions have been added to the sustainability campaign; a true sign that Ricoh staff are engaged with sustainability as a core principle of the business.

Recent environmental events, either initiated by Ricoh or in partnerships with other organisations, have seen staff from all branches actively involved in beach clean-up and tree planting initiatives.

These events, as well as other networking opportunities, allow us to build stronger relationships with customers and industry partners and to champion the cause of business-led sustainability across all sectors of industry. In order for Ricoh to continue helping our community and the environment we must also continue to be leaders of change and to excel in new thinking and problem-solving.

I look forward to the coming year and the opportunities for further developing Ricoh as a truly sustainable company.

## HE KUPU I TŌ MĀTOU KAIWHAKAHAERE TOITŪTANGA

*Kia ora, ko Helen ahau, te Kaiwhakahaere Toitūtanga i Ricoh Aotearoa, mai anō i te marama o Mahuru 2016. E ai ki te toitūtanga o te kamupene katoa, ko tāku he titiro ki ngā āhuatanga tangata, ao hoki o ngā ihonui e toru.*

*He koanga ngākau te whai wāhi atu ki tētahi kāhui nō ngā tōpito huhua o te motu e hīkaka ana mō te toitūtanga te pai, ka whakamomori hoki, i ia rā, 'e mana ai ā rātou kupu', mō ā rātou kaimahi, me te hāpori whānui tonu.*

*I te tau 2008, ko Ricoh te kamupene tā tuatahi kia whakamanatia e carboNZero, ā, i FY15/16 ka whakamanatia hoki tā rātou piringa ki a Croxley Recycling, e whai wāhi mai ai ki taua kawenata, ki a e-waste, ō mātou tari katoa, me ērā atu hoki o ā mātou kaiwhakahaere ka hoko mai ki a mātou. Hei ēnei whakaaro auaha, o ētahi huhua atu anō, ka kitea tō mātou, tō Ricoh, mataara ki te kimi huarahi hou mō ngā take toitūtanga*

*Tēnei mea te auahatanga, he mea hoki tērā, ka whakatairangatia nuitia e Ricoh. Mai anō i te wā i*

*whakarewahia ai a thinkTWICE – te kāinga o ngā whakaaro auaha, o te pakihi – i te Hakihea o tērā tau, neke atu i te 60 tāpaetanga kua tāpiritia ki te kaupapa o te toitūtanga; he tohu motuhenga tērā o te tino ū a ngā kaimahi ki tēnei mea, ki te toitūtanga, me tōna noho mātaūpono taketake nei i roto i te pakihi.*

*Kua kitea nuitia i ngā kaupapa taiao o nāia tata ake nei, ahakoa nā Ricoh, nāna rānei me pakihi kē atu i whakatū, ngā kaimahi nō ngā tari katoa e kuhu nei i a rātou ki ngā kaupapa whakapai tātahi, whakatō rākau hoki.*

*Hei ēnei momo kaupapa, me ērā atu momo kaupapa whakahoahoa tāngata, ka ita ake te taura here ki ā mātou kiritaki, ki ō mātou hoa pakihi hoki, kia horopū ake ai te pakanga ngātahi mō te toitūtanga ahakoa ki hea, ki hea o tēnei ahumahi*

*E hiamō ana ki te tau hou, me ngā huarahi e whanake ake ai a Ricoh hei pakihi toitū, toitū ake nei.*



## LOVE YOUR COUNTRY



For Ricoh, corporate social responsibility has always been a primary focus. Giving back to the community and to worthy charities is something that we encourage at a national and regional level and I'm pleased to say it is embraced by our staff.

Once again we have supported The Fred Hollows Foundation, Unicorn Foundation, Floating Foundation, Tearfund and Nvader and have been a sponsor of the Lake Taupo Cycle Challenge, Attitude Awards and the Sustainable Business Awards.

Our staff have volunteered their time for a number of initiatives including Keep New Zealand Beautiful, the award-winning Green Corridors Programme and the Takitakitoa Wetlands Regeneration programme. I remain, as always, so proud of all of their efforts.

Mike Pollok



*Tour of New Zealand* 2017

## CYCLING FOR A CAUSE

The 2017 Tour of New Zealand saw around 300 international and kiwi cyclists cover 700 kilometres in seven days. And for most, it was all in the name of charity. For Ricoh's Mike Pollok, participating in what he defines as "one of the most spectacular bike rides in the world" was more than just an opportunity to pursue his sport of choice. Riding for the Unicorn Foundation NZ gave Mike, and the 22 other Ricoh riders, a purpose to their pursuits.

"Unicorn Foundation NZ supports and advocates for patients living with neuroendocrine tumours, also known as NET cancer and it was an absolute privilege to ride in its name," says Mike.

In 2015, Mike and a team of 15 Ricoh riders cycled from Kaitiaki in the Far North to Wellington raising \$20,000 for



**Unicorn Foundation**

*Seeking the cure for  
Neuroendocrine Cancers*

Unicorn. This time, the team took the southern course setting off from Five Rivers in the northern part of Southland.

CEO of the Unicorn Foundation NZ, Siobhan Conroy says the combined Ricoh/Unicorn Foundation NZ team of 55 cyclists raised a staggering \$170,000, which will be used towards the Foundation's goal of ensuring life-changing targeted treatment for NET cancer patients becomes accessible and funded in New Zealand.

"Our organisation is run purely through our own fundraising efforts and to raise this amount of money was only possible due to the incredible support from Mike Pollok and Ricoh New Zealand who partnered with us during the tour. We are hugely grateful to them for continuing to support us, and in turn help the many New Zealanders affected by neuroendocrine cancers".



## RICOH PICKS UP ENVIRO-MARK AWARD

### KA WHAKAWHIWHIA TE TOHU ENVIRO-MARK KI A RICOH



Enviro-Mark Solutions, the leading provider of environmental certification in New Zealand, recently held its annual Outstanding Performance Awards and Ricoh New Zealand Limited was named the overall winner in the Outstanding Performance in Carbon Product Footprint Management category.

Ricoh's Sustainability & Administrative Coordinator, Helen Mahoney was on hand to accept the award and says: "It's just so heartening to receive this level of recognition for everything Ricoh is doing for sustainability.

Each of the finalists in this category are inspirational businesses who choose to act in an environmentally sustainable way and many were the first to achieve carboNZero certification in their field. "It was an honour to be considered in such great company, let alone to be the overall winner."

Enviro-Mark Solutions CEO Dr Ann Smith says the awards celebrate the best of the best when it comes to carbon emissions reduction and environmental management. "The award winners have embraced the reality of the current business and consumer landscape and are reaping the benefits of their environmental programmes," she says. "It's not just about winning awards but reducing costs and gaining new business as well."

Ricoh joined other category winners—Recreational Services Ltd, Kāpiti Coast District Council, Auckland War Memorial Museum and gardyneHOLT Ltd—in achieving a combined net reduction of 10,385 tonnes of carbon over the past year.

To put that into context, it's the equivalent of driving from Cape Reinga to Bluff more than 20,000 times or burning 5000 tonnes of coal.

*Nōnakwanei i whakatūria ai e Enviro-Mark Solutions, te kaiwhakawhiwhi matua o ngā tohu taiao o Aotearoa, tāna hui whakawhiwhi taonga ā-tau e kīia ana ko Outstanding Performance Awards, ka mutu, i tapaina ko Ricoh New Zealand Limited hei toa whakaihūwaka mō te wāhanga Outstanding Performance in Carbon Product Footprint Management.*

*I reira, te Sustainability & Administrative Coordinator, a Helen Mahoney ki te tiki ake i te taonga rā, anei tāna: "He tānga manawa tēnei, te mōhiotia ō mātou i ēnei momo taumata mō ngā mahi hūhūa e mahia ana e Ricoh mō ngā mahi whakatoitū."*

*He pakihi whakaaweawe ngā pakihi katoa i whai wāhi atu rā ki tēnei wāhanga o ngā whiringa toa, ka mutu, katoa rātou mō te toitūtanga o te taiao te pai, me te aha, he tokomaha tonu rātou i whakawhiwhia tuatahitia ki te tiwhikete carboNZero i roto i ā rātou mahi. "Kātahi nā te hōnore nui, te whakaarohia nuitia ō mātou i roto i tētahi kāhui rangatira pēnei, tēnā kau noa i te tapaina ki te karangatanga, toa whakaihūwaka."*

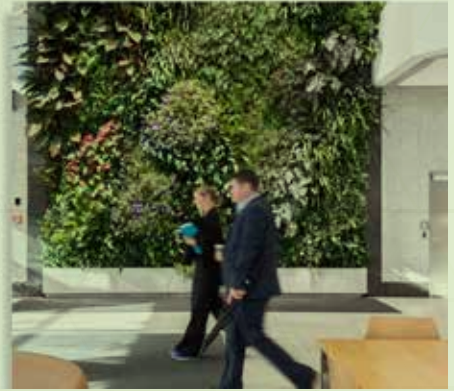
*E kī ana te toihau o Enviro-Mark Solutions, a Dr Ann Smith, ko tā ēnei whakawhiwhinga he whakatairanga ake i te tino o ngā tino mō te wāhi ki te whakahekenga o ngā para waro, me te manaakitia hoki o te taiao. "E tino mārāma ana ngā toa whakaihūwaka ki te pūtaka o ā rātou mahi, me te āhuatanga hoki ki ngā kiritaki, ā, koinei te hua o te pai o ā rātou kaupapa tiaki taiao," e ai ki a ia. "Ehara i te mea ko te riro taonga anake te whai, heoi anō ko te poro utu me te whakatupu hoki i te pakihi."*

*Ko ētahi atu toa whakaihūwaka nō wāhanga kē atu, ko - Recreational Services Ltd, Kāpiti Coast District Council, Auckland War Memorial Museum and gardyneHOLT Ltd - ā, ki te tapeketia te katoa o te waro i poroa i te tau ka mahue ake nei, kua eke ki te 10,385 tana, inenga motuhenga nei.*

*E māramatia ai te horopaki, ko tōna rite ānō i taraiwa tētahi, he takiwā o te 20,000 wā, mai i Te Reinga ki Te Kārehu-a-Tamatea, i tahua rānei te 5000 tana waro.*

# SMART OFFICE GUIDE

sustainable  
BUSINESS NETWORK  
*Reshaping Profit*



## BEST PRACTICE IN SUSTAINABLE WORKPLACE MANAGEMENT

### Sustainable workplace management

In 2016, the Sustainable Business Network (SBN), in association with the Energy Efficiency and Conservation Authority (EECA), approached Ricoh to be involved in an initiative to provide businesses with a practical 'how-to' guide on sustainable workplace management to be called The Smart Office Guide.

"The Smart Office Guide provides a conduit between the expert knowledge across the Network in the varied aspects of office management and those businesses looking for practical ways to improve their performance. We are delighted to have companies like Ricoh contribute and hope that the guide will contribute towards positive change throughout New Zealand," says James Griffin, SBN General Manager Projects and Advisory.

Justin Corles, General Manager Ricoh Digital Transformation and Roly Smoldon, Ricoh's General Manager IT Services—along with other industry experts—worked closely with the SBN over the ensuing months and in May this year, the final document was launched.

The Smart Office Guide covers all aspects of office design and management—from energy efficiency to waste and

recycling—and has been designed to provide users with the latest at-a-glance best-practice procedures in sustainable workplace management.

Working through it will help businesses—both owner-operator and leased-premises—identify any areas where they can reduce the cost, waste and the environmental impact of their workplace, while helping maximise the creativity and productivity of their employees and business partners.

"At Ricoh, we're focused on making our customers' businesses smarter, simpler, faster, leaner and more sustainable by utilising technology in new and innovative ways," says Justin Corles.

"Working with the SBN to provide its network and the wider business community with best-practice information around information technology and document handling via The Smart Office Guide was another way in which we could fulfil that brief."



## Te whakahaere i tētahi wāhi mahi

I te tau 2016, i whāia a Ricoh e Sustainable Business Network (SBN), me Energy Efficiency and Conservation Authority (EECA), kia uru tahi ai rātou ki tētahi kaupapa waihanga tukanga 'Me -pēhea', e pai ake ai ngā tukanga whakahaere i ngā wāhi mahi, e kīia ana te mea rā ko The Smart Office Guide.

"Ko tā te Smart Office Guide he tohatoha i tā ngā tohunga o ngā tari huhua mō ngā wāhanga huhua o ngā whakahaere, me tā ērā pakihi hoki i pirangi ai e ai ki te whakawhanaketanga o ā rātou mahi. E kōa ana mātou i te whai wāhitanga mai a ngā kamupene, pēnei i a Ricoh, me te aha e manako ana mātou mā tēnei ka kitea ētahi hua pai i Aotearoa katoa, "te kī a James Griffin, SBN Kaiwhakahaere Matua o Ngā Kaupapa, me Ngā Mōhiotio.

Justin Corles, Te Kaiwhakahaere Matua o Ngā Mahi Pakihi a Ricoh, me Roly Smoldon, Te Kaiwhakahaere Matua o Ngā Mahi Rorohiko a Ricoh – me ētahi atu tohunga – katoa rātou i mahi tahi me SBN i roto i ngā marama, ā, i te Haratua o tēnei tau, i whakarewahia te putanga whai mana.

Kapi ana i Te Smart Office Guide ngā whakarākeianga katoa mō te tari, me ngā whakahaerenga – mai i ngā mahi penapena pūngao, ki ngā mahi para me te hangarua – ā, kua waihangahia hoki kia whai wāhi ai āna kiritaki ki ngā tirohanga-tawhitanga me ngā tukanga tikanga-kounga i roto i ngā whakahaerenga o ngā wāhi e pā ana katoa, ki tēnei mea, ki te toitūtanga.

Mā te mōhio haere ki te mea nei, ka mārara ake ki ngā pakihi – ahakoa e mahia ana e te tangata nāna tērā kamupene, i wāhi rīhi rānei – ngā wāhi e taea e rātou te poro utu, ngā ākinga rānei o te taiao e te para i ā rātou wāhi mahi, nōna e āwhina ana kia whanake ai te auahatanga me ngā huanga o ā rātou kaimahi, me ā rātou hoa pakihi.

"I Ricoh, mō te wāhi ki ā mātou kiritaki, e whāiti ana tō mātou titiro ki ngā huarahi e ihumanea ake ai, e māmā ake ai, e tere ake ai, e tūoi ake ai, e tika ake ai hoki ā rātou kamupene mā te whakamahia houtia, auahatia hoki o te hangarau," te kī a Justin Coles.

"Nā te mahi tahi me SBN kia whakawhiwhia ai ā rātou torotoronga, me te hāpori pakihi whānui tonu ki ngā mokamoka whakahaere ā-ICT nei, me ngā nuka ketuketū mā The Smart Office Guide, tētahi atu huarahi i taea ai e mātou tērā kī taurangi te whakatutuki."

Scan the QR code for your own copy of The Smart Office Guide.

Matawaitia te QR code, mō tāu ake tāruatanga o The Smart Office Guide.



## AWARD-WINNING SUSTAINABLE BUSINESSES

During its 10-year association with the Sustainable Business Network, Ricoh has been a supporter of—and more recently, a partner in—the NZI Sustainable Business Network Awards; the pre-eminent and longest-standing sustainability awards in New Zealand.

The awards recognise and celebrate success in sustainability within businesses all around the country.

In 2016, Ricoh sponsored the Mega Efficiency Innovation Award, which was won by Ecotricity, the country's only carbonZero-certified electricity supplier.

Ecotricity sources its electricity from 100 per cent renewable, non-thermal generation, including wind, hydro and solar. It is also the only electricity retailer in New Zealand whose vehicle fleet is either fully electric or hybrid electric.

This year, supporting the Efficiency Champion category, Ricoh is publicly challenging itself to keep moving towards a truly sustainable future and hopes other businesses will join it on the journey by utilising technology in new and innovative ways.

The finalists for the Efficiency Champion category in the 2017 NZI Sustainable Business Network Awards are:

Fisher & Paykel Healthcare  
Kiwi Property Group (KPG)  
Auckland District Health Board  
Foodstuffs  
Christchurch Airport  
T&G Global  
Clearsite Demolition Ltd

Congratulations to all of the finalists, we look forward to seeing you at the awards ceremony and announcing the winner.

In the photo: Ricoh's MD Mike Pollok, SBN's Rachel Brown and journalist Rod Oram congratulate the team from Ecotricity, winners of the Ricoh Mega Efficiency Innovation Award.





**FREEDOM FROM SEX TRAFFICKING**

**NVADER**  
FIGHTING FOR **FREEDOM**

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There are more people living in slavery now than ever before in history and sex trafficking is the fastest growing form of slavery. Ninety-nine per cent of sex trafficking victims are never rescued.

**Nvader is working to ensure freedom from sex trafficking, which is why Ricoh is proud to be a supporter—join the fight.**

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