



Corporate Policy



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1 Corporate policy

Our corporate policy is based on the corporate philosophy "The Ricoh Way" and thus on our social responsibility, the expectations of our customers, our employees, our partners and the Group as well as the specific requirements of the company. With this policy, we describe the principles we follow in order to come as close as possible to our vision.

The following guiding principles form the basis for our integrated management system and thus for the actions of all managers and employees of Ricoh Switzerland Ltd.

The satisfaction of our customers with our services and products is the most important criteria for us in assessing our performance. The thoughts and actions of each individual in the company are orientated towards the requirements and wishes of our customers.

The attitude and behaviour of managers and employees play a decisive role. It is our declared aim to align our actions with the values and principles of "The Ricoh Way" philosophy. Through a structured training system, we ensure that managers and employees are aware of our guiding principles and values and are enabled to implement them in their daily work and carry out their activities to a high standard.

We take care of the **health and safety of our employees**, provide modern workplaces and tools and constantly strive to optimise the working environment.

Through a balanced system of **strategic and operational objectives**, we ensure that we adequately take into account the various demands placed on our management system and that the resources required to achieve these objectives are available.

Continuous improvement at all levels of the company is of central importance to us. Based on the agreed objectives, structured risk management and other methods, we systematically identify potential for improvement, evaluate it and implement it effectively.

We design the processes in our company in such a way that they have the **least possible negative impact on the environment**, are as energy-efficient as possible and meet the highest safety criteria.

Our own information and that of our customers is of the utmost importance to us. Our management system ensures that all **information is available and treated confidentially and securely**.

Ricoh Schweiz AG undertakes to carefully review and implement **all relevant laws and guidelines as well as contractual agreements** carefully.

Daniel Tschudi (CEO)



2 Quality policy

"Our quality policy is based on our corporate philosophy "The Ricoh Way".

With this policy, we describe the principles we follow in order to come as close as possible to our vision. We have derived objectives from our quality policy. These are pursued through the processes described in the manual and serve as a yardstick for deciding where these processes may need to be improved.

Our quality principles are:

- The **customer** sets the standard for our quality. The customer's judgement of our services and products is decisive.
- The thoughts and actions of each individual in the company must be orientated towards the requirements and wishes of the customer. All activities should be geared towards the **fulfilment of customer requirements**.
- **Managers** play a decisive role in the realisation of customer orientation. They exemplify this attitude and actively support their employees in satisfying internal and external customers.
- A structured **training system** ensures that every employee acquires the necessary qualifications to carry out their tasks to a high standard.
- Customer orientation is not limited to external customers. Internal customers are equally important, as good internal customer-supplier relationships are the key factor for the quality of **processes**.
- The **continuous improvement process** is of central importance at all levels of the company. Potential for improvement is identified, evaluated and, if possible, implemented in a structured manner.

Daniel Tschudi (CEO)



3 Environmental policy

As part of society, we see it as our responsibility to respect and preserve our environment. This responsibility is reflected in our corporate values, our corporate philosophy, our goals and within our processes. The following guiding principles form the basis for the actions of every employee in our company.

Our environmental principles are:

- **Avoiding** negative environmental impacts is our top priority.
- All processes in our company are designed in such a way that the individual process steps as well as products and services have the **least possible negative impact** on the environment while meeting the highest safety criteria.
- **Potential improvements** to reduce negative environmental effects are systematically identified and implemented.
- We not only comply with environmentally relevant **laws and guidelines**, but also exceed them where possible.
- We see active **communication** on environmentally relevant topics as an important factor in promoting environmental protection. We seek dialogue with our customers, within the Group, with suppliers, associations and public institutions in order to present our concepts and implement our objectives.

Daniel Tschudi (CEO)



4 Information security policy

For Ricoh, its own information and that of its customers is one of the most important assets the company possesses. Therefore, RICOH has established a global management system to ensure the confidentiality, integrity and availability of information.

Our information security guiding principles are:

- Ricoh recognises that all **employees** have a critical role to play in implementing and maintaining the ISMS. **Managers** are role models and actively support their employees to fulfil their responsibilities in handling internal and external information.
- A **training system** ensures that every employee acquires the necessary qualifications to carry out their tasks in accordance with the requirements of the ISMS.
- Information security-related **laws and guidelines as well as contractual agreements** are reviewed and implemented by us.
- Ricoh uses **risk management** to ensure the appropriateness and effectiveness of its security measures and management practices. These are based on the impact of a potential security incident on Ricoh, its customers, business partners or other stakeholders.
- Ricoh records security incidents, reviews the operation and effectiveness of the information security system and strives for **continuous improvement**.

Daniel Tschudi (CEO)

Transform business from the inside

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