

Reconciliation Action Plan

Reflect

May 2024 – May 2025



Acknowledgement of Country

Ricoh Australia acknowledges the Traditional Custodians of Country throughout Australia. We recognise their ancient and continuing culture and their deep knowledge and connections to land, water, and sky. We pay our respects to their Elders, past, present, and emerging.

Ricoh's Vision for Reconciliation

Ricoh's vision for reconciliation is to develop meaningful and respectful partnerships with Aboriginal and Torres Strait Islander peoples. In the spirit of reconciliation, it is to take our staff on the journey of reflection and embrace the world's oldest continuous living cultures that date back more than sixty thousand years. Implementing our Reconciliation Action Plan will create new learnings for many of our team members, who will better understand the importance of First Nations cultures and being on Country. We aim to create a proud culture for the people of our organisation and recognise the importance of the First Nations history of Australia.

TERMS USED

Throughout this Reconciliation Action Plan, the terms Aboriginal and Torres Strait Islander, and First Nations, are used interchangeably to reference Australia's First Peoples.



Trevor Eastwood

Buruwi Buyi (Three Spirits)

2024

Our RAP Artwork

To reflect our commitment to reconciliation, Ricoh Australia commissioned the artwork *Buruwi Buyi (Three Spirits)* by Trevor Eastwood, a proud Ngamba artist.

The artwork reflects the Ricoh Group's founding principles, 'The Spirit of Three Loves'.

Three prominent concentric circles symbolise each core principle: love your neighbour, love your country, love your work. Seven interconnected smaller circles signify the Ricoh values that guide our daily decisions and actions.

The vibrant colours of the symbolic shapes flowing through the artwork, connect First Nations culture to the lands. The smaller dots scattered across the land represent footsteps, echoing First Nations history and future.

The piece underscores our commitment to reconciliation through education, understanding, and unity.

Artist Profile

Trevor Eastwood, a proud Ngamba artist and co-founder of Dalmarri, has devoted the last fifteen years to delivering cultural immersion programs across Sydney. With a passion for teaching Aboriginal culture and supporting the community, Trevor uses creative mediums to facilitate deep connection and engagement between the wider Australian community and Aboriginal and Torres Strait Islanders. To view more of Trevor's artwork, cultural workshop offerings and educational products, visit www.dalmarri.com.au

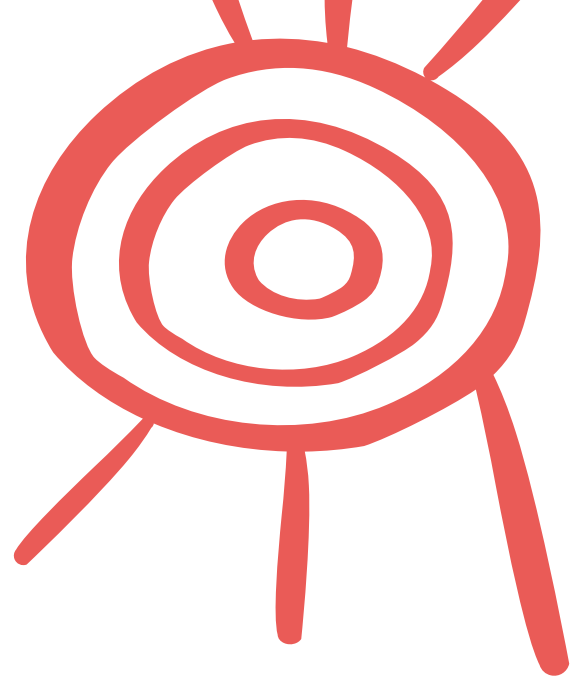
The artwork, *Buruwi Buyi*, hangs proudly in Ricoh Australia's Headquarters on Gadigal Lands (North Ryde, NSW)







Yasu Takahashi
Managing Director
Ricoh Australia



Managing Director Statement

On behalf of Ricoh Australia, I am pleased to present our inaugural Reflect Reconciliation Action Plan (RAP).

We are a company that prides itself on putting people first, and so it is natural and necessary that we join the national reconciliation movement.

Ricoh's roots reach back 87 years to 1936, when our visionary founder, Kiyoshi Ichimura, started our company with principles that still resonate today. He poured his heart and soul into his work and treated employees with respect and equity. The founding principles he formulated in 1936 are: *"Love your neighbour, Love your country, Love your work."*

It is in this spirit that we begin our reconciliation journey, committed to strengthening relationships between Aboriginal and Torres Strait Islander peoples and

non-Indigenous peoples, for the benefit of all Australians.

I would personally like to state my endorsement and support of the actions set out in our Reflect RAP. The actions outlined will help us to increase awareness of Aboriginal and Torres Strait Islander cultures within our sphere of influence, create direct employment opportunities for First Nations peoples, and support First Nations suppliers and companies to improve economic and social outcomes.

We pledge to meaningfully impact the reconciliation movement in Australia and contribute to a more inclusive and equitable society.

Yasu Takahashi
Managing Director | Ricoh Australia



Karen Mundine
Chief Executive Officer
Reconciliation Australia

Statement from CEO of Reconciliation Australia

Inaugural Reflect RAP

Reconciliation Australia welcomes Ricoh Australia to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Ricoh Australia joins a network of more than 2,200 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

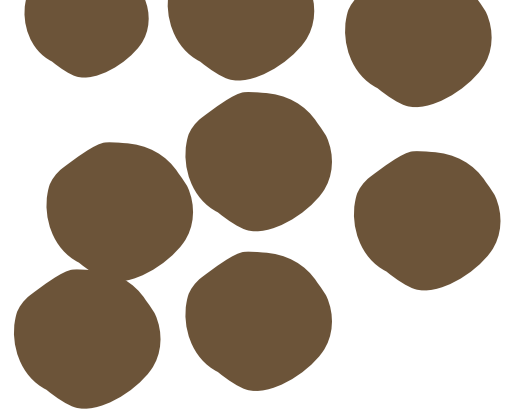
It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Ricoh Australia to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Ricoh Australia, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer | Reconciliation Australia





Our Business

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces, and optimising business performance.

From our beginnings in 1967 as Nashua Australia to becoming Ricoh Australia in 1997, we've always kept our customers at the forefront of technology.

Our journey started with cameras then the world's first high-speed fax, before we pioneered the multifunctional digital copier. Now, we lead the world in **empowering digital workplaces** with smart technology that **creates positive change**. Workflow to boost productivity, connecting and collaborating with effective visual communications, document systems and services, specialist print services, and IT services are all part of how we're simplifying business.

Our corporate headquarters is in Gadigal Country (Sydney) on Wallumettagal land (North Ryde), with state offices in each capital city. Ricoh Australia employs over 500 staff, with strong diversity and inclusion across the team. We currently employ one member of staff who identifies as being of Aboriginal and/or Torres Strait Islander origin.

Ricoh Australia is part of the Ricoh Group. Founded in 1936 and headquartered in Tokyo, the Ricoh Group is a global operation with over 107,000 staff. Wherever we are in the world, we're providing business solutions to automate, connect, and communicate. Key to our approach is high-quality technology, exceptional customer service and a genuine commitment to sustainability. We're consistently named among the **Global 100 Most Sustainable Corporations**, the **Top 100 Global Innovators** and one of the **World's Most Ethical Companies**.

We are in the initial stages of our reconciliation journey, and we are **committed to building relationships, opportunities, and respect** with **First Nations communities** as part of this important process.



Our Mission, Vision and Values

Our Corporate Philosophy, 'The Ricoh Way', is the cornerstone of how we do business. It is based on our founding principles, **the Spirit of Three Loves – “Love your neighbour”, “Love your country”, “Love your work”** – our seven values, and our Mission & Vision: “Fulfillment through Work”.

At Ricoh, we empower individuals to find **Fulfillment through Work** by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future.



Founding Principles

The Spirit of Three Loves



“Love your neighbour”

“Love your work”



Ricoh's founder, Kiyoshi Ichimura, formulated the Ricoh Group's Founding Principles in 1936. They inform 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.

"Love your country"



Values

Act from the customer's perspective

Learn and improve from the facts

CUSTOMER-CENTRIC

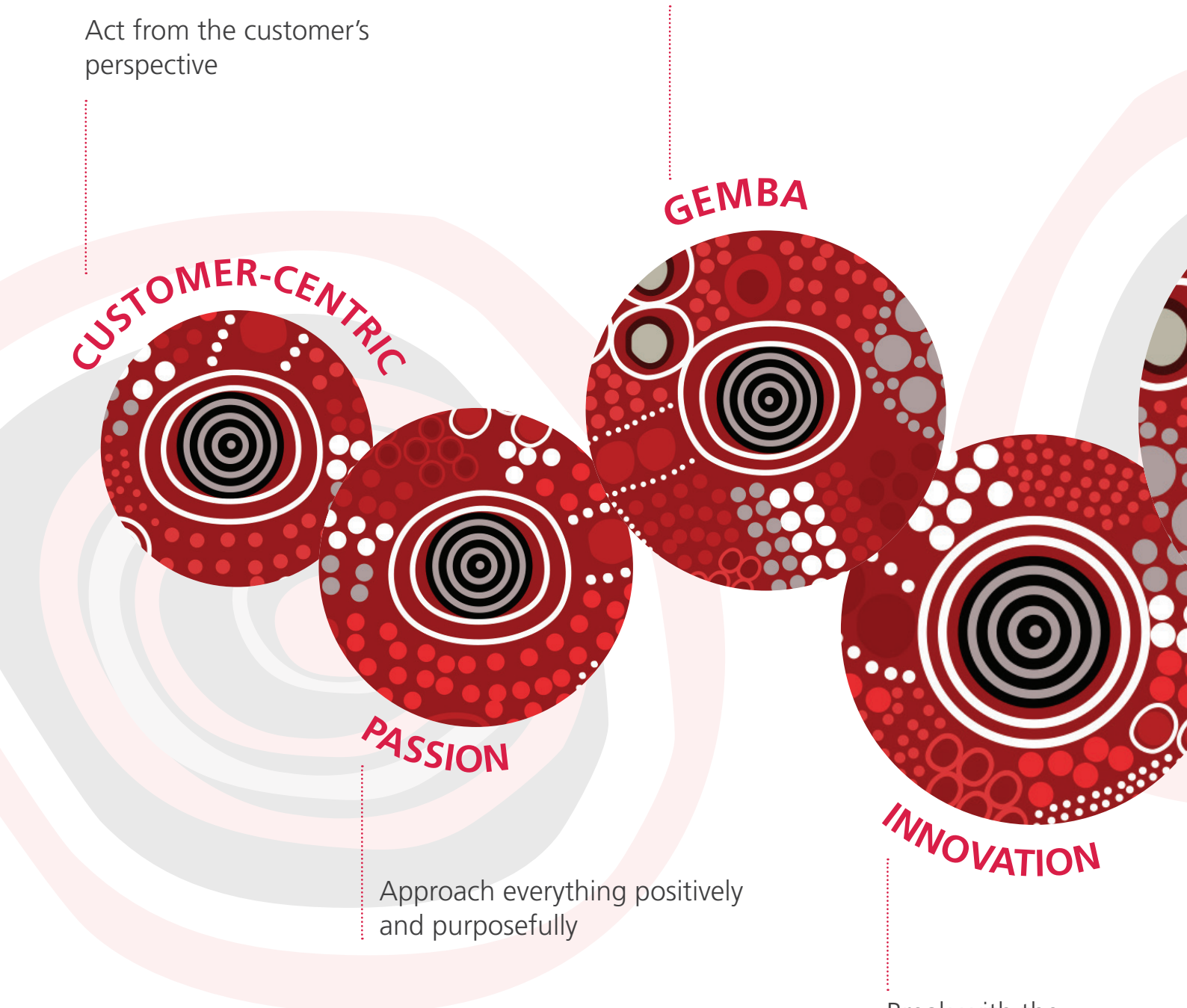
GEMBA

PASSION

Approach everything positively and purposefully

INNOVATION

Break with the status quo to create value without limits



Respect all stakeholders and co-create value

TEAMWORK

Act with honesty and accountability

ETHICS AND INTEGRITY

WINNING SPIRIT

Succeed by embracing challenges through courage and agility



Our RAP

Our guiding principles and management philosophies are the cornerstone of how we do business – the Ricoh Way. In a world where business and technology move fast, our decision-making is underpinned by a clear framework that puts people first. It is upon this ethos that we begin our reconciliation journey with First Nations peoples. Ricoh Australia's Chief Technology Officer is our RAP champion, responsible for driving and championing internal engagement and awareness of our Reconciliation Action Plan.

The creation of a sustainable Reconciliation Action Plan is a key component of Ricoh's Diversity Policy and outlines our commitment to the employment of Aboriginal and Torres Strait Islander peoples through the provision of pathways to employment, professional development, and retention strategies. Ricoh accepts and appreciates the importance of First Nations knowledge, histories, and cultures; respects and values the diversity of Aboriginal

and Torres Strait Islander peoples; and recognises the many challenges facing Aboriginal and Torres Strait Islander peoples and communities.

Ricoh is committed to creating a work environment in which Aboriginal and Torres Strait Islander cultures, beliefs and values are acknowledged and respected, and in which the individual career goals and personal aims of Aboriginal and Torres Strait Islander staff are identified, promoted, and achieved.

Ricoh commits to building new relationships with Aboriginal and Torres Strait Islander communities across Australia. The success of this strategy will be measured by the participation and retention of Aboriginal and Torres Strait Islander employees at Ricoh and by building the foundations for future engagement within Aboriginal and Torres Strait Islander communities.



Relationships

| Action | Deliverables | Timeline | Responsibility |
|---|--|----------------------------|--|
| 1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations | Identify and build relationships with Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. | September 2024 | Lead: People & Purpose Manager Support: Bids & Tenders Manager Support: Strategic Sales Specialist |
| | Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. | September 2024 | People & Purpose Manager |
| 2. Continue to build relationships through celebrating National Reconciliation Week (NRW) | Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. | May 2024 | Communications Manager |
| | RAP Working Group members to participate in an external NRW event. | 27 May 2024 – 03 June 2024 | Lead: Bids & Tenders Manager Support: People & Purpose Manager |
| | Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. | 27 May 2024 – 03 June 2024 | Chief Technology Officer |
| 3. Promote reconciliation through our sphere of influence | Communicate our commitment to reconciliation to all staff. | May 2024 | Communications Manager |
| | Identify external stakeholders that our organisation can engage with on our reconciliation journey. | August 2024 | Bids & Tenders Manager |
| 4. Promote positive race relations through anti-discrimination strategies | Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. | August 2024 | Bids & Tenders Manager |
| | Research best practice and policies in areas of race relations and anti-discrimination. | August 2024 | People & Purpose Manager |
| | Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. | August 2024 | People & Purpose Manager |

Respect

| Action | Deliverables | Timeline | Responsibility |
|---|---|-----------------------------|--------------------------|
| 5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning | Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. | October 2024 | Chief Technology Officer |
| | Collaborate with local First Nations partners to support and guide education for employees about First Nations Cultures. | May 2024 | People & Purpose Manager |
| | Develop and implement opportunities to incorporate respect for First Nations Cultures operationally (email signature, acknowledgement of country). | June 2024 | Bids & Tenders Manager |
| | Conduct a review of cultural learning needs within our organisation including cultural awareness training. | July 2024 | People & Purpose Manager |
| 6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols | Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. | August 2024 | Bids & Tenders Manager |
| | Develop an understanding of the local Traditional Owners or Custodians within each state location (consideration of WFH). | August 2024 | Bids & Tenders Manager |
| | Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. | September 2024 | People & Purpose Manager |
| 7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week | Raise awareness and share information amongst our employees about the meaning of NAIDOC Week. | June 2024 | People & Purpose Manager |
| | Support NAIDOC Week by promoting external events in our local area within each state. | Week commencing 1 July 2024 | People & Purpose Manager |
| | RAP Working Group to participate in an external NAIDOC Week event. | Week commencing 1 July 2024 | People & Purpose Manager |

Opportunities

| Action | Deliverables | Timeline | Responsibility |
|--|---|-----------|--|
| 8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development | Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. | June 2024 | People & Purpose Manager |
| | Investigate Indigenous owned and run Recruitment Agencies/Firms to provide employment opportunities for First Nations peoples. | June 2024 | People & Purpose Manager |
| | Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. | June 2024 | People & Purpose Manager |
| 9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes | Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. | July 2024 | Chief Financial Officer |
| | Become a member of the Northern Territory Indigenous Business Network. | July 2024 | People & Purpose Manager |
| | Become a member of Supply Nation. | June 2024 | People & Purpose Manager Bids & Tenders Manager |

Governance

| Action | Deliverables | Timeline | Responsibility |
|---|---|-----------------------|----------------------------|
| 10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP | Form a RAP Working Group to govern RAP implementation. | September 2023 | Strategic Sales Specialist |
| | Draft a Terms of Reference for the RAP Working Group. | September 2023 | Bids & Tenders Manager |
| | Establish Aboriginal and Torres Strait Islander representation on the RWG. | July 2024 | Strategic Sales Specialist |
| 11. Provide appropriate support for effective implementation of RAP commitments | Define resource needs for RAP implementation. | January 2024 | People & Purpose Manager |
| | Engage senior leaders in the delivery of RAP commitments. | January 2024 | Working Group |
| | Appoint a senior leader to champion our RAP internally. | September 2023 | Chief Technology Officer |
| | Define appropriate systems and capability to track, measure and report on RAP commitments. | May 2024 | Strategic Sales Specialist |
| 12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally | Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence. | June annually | People & Purpose Manager |
| | Contact Reconciliation Australia to request our unique link to access the online RAP Impact Measurement Questionnaire. | 1 August annually | People & Purpose Manager |
| | Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. | 30 September annually | People & Purpose Manager |
| 13. Continue our reconciliation journey by developing our next RAP | Register via Reconciliation Australia's website to begin developing our next RAP. | October 2024 | People & Purpose Manager |

For further information and enquiries:

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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.



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