

# Internal Audits and External Inspections

## Internal Audits

Internal audits are carried out by employees certified as auditors, confirming the implementation of each department's environmental target set in accordance with the Environmental Policy and confirming that each department upholds various rules, including laws. These audits help improve problems and spread positive activities in our company. We carried out internal audits of 7 departments from May 15 to 17, 2023, and of 20 departments from September 19 to 29, 2023. We found 13 non-compliant cases, 0 cases requiring improvement, and 29 positive cases, all of which do not violate any laws.

## External Inspections

The external audit was conducted by the Japan Quality Assurance Organization (JQA) from May 22 to 29, 2023 as an audit on changes from the integration of the PFU IT Services Limited certifications into the Ricoh Group's integrated environmental management system. In addition, the periodic inspection of the Ricoh Group Integrated Environmental Management System was conducted from October 24 th to 25th, 2023. We received the results of this inspection with no non-compliant cases, eight cases requiring improvement, and two highly-rated case. It was determined that with our ESG integration with the Ricoh Group, the indicators for the Ricoh Group's ESG targets are being moved forward as our ESG targets/environmental targets and that we are making progress in our efforts to achieve these targets according to the plans.

**Fiscal 2023 Results of Internal Audits and External Inspection** (Cases)

Classification	Internal Audits			External Inspections		
	Non-compliant Case	Case Requiring Improvement	Positive Case	Non-compliant Case	Case Requiring Improvement	Highly-rated Case
Number of Detected Cases	13	0	29	0	8	2