

RICOH IRELAND LIMITED
160, Airside Business Park
Swords
Co. Dublin
Ireland

01 8953900
www.ricoh.ie

11th July 2019

Private and Confidential

Mary Fleming
31 Delvin Banks
Naul
Co Dublin
K32 RD28

Dear Mary,

We write to confirm your new terms and conditions of employment with Ricoh Ireland Ltd (RIE) which will take effect from 19th August 2019.

As an employer, we believe in having a fair and transparent reward package and to this end your terms and conditions of employment are defined in the following documents that operate in conjunction with each other and are attached for you to review:

Contract of Employment – This documents all contractual terms and conditions of employment. With the new transparent RIE benefit structure your contract will define the benefit grade applicable to your role (as per your employee Total Reward Statement issued to you during the consultation process).

Employee Handbook – The Handbook has been produced to give you guidance and assistance in your day to day employment with RIE. In addition, the Handbook contains details of your benefits specifically linked to your benefit grade as defined in your Contract of Employment.

The Handbook should be read in conjunction with RIE's policies which are available on the HR Section of the RIE language page. You can also obtain a copy of these policies from your line manager.

Salary

Your base salary is €85,000.00 gross per annum. Your salary will be paid monthly in arrears on or around the 26th of every calendar month. Your salary will be reviewed in April each year, but will not necessarily increase as a result of any such review.

Your Benefit Grade

The benefit grade aligned to your job role is Grade B. Please refer to the Employee Handbook for details of the benefits you are entitled to in line with your grade.

Please also find enclosed a Benefit Opt in form, which you are required to complete and return ASAP to advise us of your benefit choices.

Bonus

You are eligible for a discretionary bonus of up to a maximum of €47,500.00 per annum, which will be payable quarterly in arrears and based on specific objectives agreed in advance.

Non Recoverable Commission Guarantee

You are entitled to a guaranteed minimum monthly payment of €3,958.00 for the first 3 months of your employment. This payment is on account of any commission payments you would otherwise be entitled to. For the avoidance of doubt, the monthly guaranteed payment is not in addition to any commission payment entitlement. Therefore if you earn commission above the monthly guaranteed payment in any given month during the period, such commission payment will be reduced to account for your guaranteed payment entitlement.

Company Car or Car Allowance

You are eligible to receive either a Company Vehicle or Car Allowance in line with the requirements of your role and in accordance with the Company Fleet Policies. Please refer to the Employee Handbook for further details of the Car Allowance you are eligible to receive and the Company Vehicle Policy.

It is our understanding that you have opted to receive a Car Allowance. In order to process your payment through your monthly pay, it is a requirement that we conduct a DVLA Driving Licence clearance check and that you provide the company with the details related to your personal vehicle before any payment is approved.

We therefore request that you:

- Complete the Driver Declaration Form and the Driver Intelligence Mandate Form that are both enclosed.
- Provide a copy of your insurance certificate with business cover, your MOT certificate and your V5 form.

In the event that this check is incomplete upon your transfer to your new role, you will be required to assist the Fleet Department in carrying out a phone based check with the DVLA. Please refer to the Car Allowance Pack that will be posted to you separately for further information.

Data Queries

Should you have any data queries or errors in your contract, please can you kindly contact your line manager in the first instance who will liaise with HR.

Accepting your new Terms and Conditions

To confirm your acceptance of your new RIE terms and conditions of employment, I would be grateful if you could electronically sign a copy of your enclosed Contract of Employment via EchoSign by close of business on 18th July 2019. Should you experience any problems with accessing and/or using EchoSign, please contact your line manager in the first instance who will liaise with HR.

We would like to thank you for your continued hard work and dedication and we look forward to a long and successful future.

Please do not hesitate to contact your line manager if you have any questions.

Yours sincerely,

Recruitment Team

Dated 11th July 2019

- (1) RICOH IRELAND LTD
(2) Mary Fleming, 31 Delvin Banks, Naul, Co Dublin, K32 RD28
-

CONTRACT OF EMPLOYMENT



THIS AGREEMENT is made on the 19th August 2019

BETWEEN

Ricoh Ireland Ltd, a company registered in Ireland, under company number 11971 and whose registered office is at 160, Airside Business Park, Swords, Co. Dublin, Ireland (the “**Company**”) and

Mary Fleming, 31 Delvin Banks, Naul, Co Dublin, K32 RD28 (the “**Employee**”)

The basic terms and conditions of your employment are as set out in this contract of employment, your offer letter and the Employee Handbook as amended from time to time (a copy of which is available from the HR Department or Ireland lengage page).

In the event that there is any conflict between the terms of this agreement and the provisions of the Employee Handbook, the terms of the contract shall prevail. The Company reserves the right to amend the terms of this agreement and/or the contents of the Employee Handbook with reasonable notice from time to time.

1 APPOINTMENT AND DUTIES

The Employee is appointed as a Sales Director with effect from 19th August 2019. For the purposes of this agreement, the Employee’s continuous employment commenced on 19th August 2019. The specific duties applicable to the Employees employment will be those as set out in the job description and/or as from time to time reasonably required by the Company.

The employees benefit grade aligned to their job role is a Grade B. Please refer to the Employee Handbook for benefit entitlement.

2 PROBATION PERIOD

This appointment will be subject to a 6 month probationary period, receipt of medical information, a driving licence DVLA clearance, and security and employment references satisfactory to ourselves.

Ricoh also reserves the right to extend your probationary period should it be deemed necessary. Your appointment will be confirmed in writing should your probation period prove satisfactory.

3 PLACE OF EMPLOYMENT

The Employees normal place of work is Field Based, with the nearest office being, 1st Floor, Unit 160, Airside Business Park, Swords, Co. Dublin, D01. However, the Company may require the Employee to work at such other locations as may be required from time to time. The Company reserves the right to relocate the Employee on reasonable notice to such other locations if necessary.

The Employee may be required to travel throughout Ireland /Europe in order to fulfil the duties of his/her employment. If this is necessary, the Employee will have his/her reasonable travelling expenses reimbursed in accordance with the Company’s Expenses Policy and subject to the Employee’s adhering to the Company’s policies and procedures.

4 SALARY

The Employees base salary is €85,000.00 gross per annum subject to the deduction of statutory taxes and levies. The Employee’s salary will be paid monthly in arrears on or around the 26th of every calendar month. The Employee’s salary will be reviewed in April each year, but will not necessarily increase as a result of any such review.

You have the right to request a written statement of your hourly rate of pay for any pay reference period falling within the previous twelve months.

5 PENSION ENTITLEMENT

You will be have access to a contributory personal retirement savings account (PRSA) on successful completion of your probationary period. Details of the relevant pension provisions are specified in the Employee Handbook.

6 HOURS OF WORK

The Employee's normal hours of work are 37.5 hours per week between 08:00am and 18:00pm, Monday to Friday with an hour for lunch each day. However, the Employee may be required to work at such different times as the Company reasonably requires.

The Company reserves the right to change your working hours and you may be required to work extended hours where necessary to properly discharge your duties. The Employee is required to work such additional hours as may be necessary or appropriate from time to time to enable him/her to carry out his/her duties properly. The Employee shall not be entitled to receive any additional remuneration for work outside his/her normal hours

The Company places great importance on punctuality. Employees should be at their place of work, ready to commence work at their required starting time. The Company will use appropriate means to record timekeeping and attendance. A poor record of timekeeping may lead to disciplinary action, up to and including dismissal.

7 HOLIDAY

In addition to public holidays, the Employee shall have an annual holiday entitlement which is 26 paid days per year (and pro rata for any lesser period) to be taken at times agreed with the Company. Your holiday entitlements will be granted in accordance with the terms of the Organisation of Working Time Act, 1997.

The holiday year shall run from 1st January to 31st December.

Employees are entitled to benefit from ten public holidays. Public holiday entitlements will be granted in accordance with the provisions of the Organisation of Working Time Act 1997. The current public holidays in Ireland are as follows:

- 1 January (New Year's Day);
- St Patrick's Day;
- Good Friday
- Easter Monday
- The first Monday in May;
- The first Monday in June;
- The first Monday in August;
- The last Monday in October;
- Christmas Day;
- St Stephen's Day

You may be required to attend for work on a public holiday.

No payment will be made by the Company in lieu of holiday not taken during the course of this Agreement. On the termination of the Employee's appointment their entitlement to holiday will be calculated on a pro-rata basis (as detailed in the holiday policy) and payment in lieu will be made for any accrued holidays not taken at the date of such termination at the rate of 1/260 of the

Employee's annual salary. If the Employee has taken days in excess of their accrued holiday entitlement at the date of the Employee's employment termination, the Employee shall be required to repay to the Company any salary received in respect of such excess entitlement calculated on the basis set out above. The Employee shall agree that this sum may be deducted from their final salary payment.

Unused holidays may not be carried forward from one year to the next unless otherwise agreed with the Company in writing.

If the Employee has taken days in excess of their accrued holiday entitlement at the date of the Employee's employment termination, the Employee shall be required to repay to the Company any salary received in respect of such excess entitlement calculated on the basis set out above. The Employee shall agree that this sum may be deducted from their final salary payment.

8 OTHER LEAVE

The company provides for the following forms of leave in line with statutory provisions:

- Maternity leave
- Paternity leave
- Adoptive leave
- Parental leave
- Force majeure leave
- Carer's leave
- Leave for jury service

Full details of the company policy in relation to the above are included in the company handbook/Ireland HR iengage page.

9 TERMINATION OF EMPLOYMENT

Notice of termination of employment either by the Employee or by the Company in writing shall be as follows:

Length of Service	Notice to the Employee by the Company	Notice to the Company by the Employee
During probation period up to 13 weeks	1 week	None required
From 13 weeks to end of probation period	1 week	1 week
After successful completion of probation	3 Calendar Months	3 Calendar Months

The Employee's employment may be terminated without notice or salary in lieu of notice if the Employee is guilty of any gross misconduct or is guilty of a serious breach of the Employee's obligations.

The Company reserves the right after notice has been served by either party, to require the Employee, and the Employee to agree, to perform such duties as the Company requires (provided they are not demeaning) or to perform no duties and/or to remain away from the office and not to undertake any competing employment during the notice period. In addition, during any such period, the Employee may be requested not to contact or communicate in any way with employees, customers, suppliers, clients or agents of the Company. During this time (to be referred to as a "Garden Leave Period"), the Company will continue to comply with its obligations under the terms of the Employee's employment and the Employee will continue to be an Employee of the Company and will not be employed by any other company, firm or person during such period and the

employee will remain subject to his/her duty of fidelity to the Company during the Garden Leave Period.

The Company reserves the right to pay the Employee monies in lieu of the salary they would have earned during all or part of the notice period (on a net basis).

10 RETIREMENT

The normal retirement age in the Company is 65 and the Employee will retire on their 65th birthday.

11 LAY OFF/SHORT TIME

The Company endeavours to provide you with full employment at all times, however this may not be possible in certain circumstances. The organisation reserves the right to lay you off from work or reduce your working hours (with pro-rata reduction in your salary) where, through circumstances beyond its control, it is unable to maintain you in employment or maintain you in full-time employment.

You will be given notice prior to such lay off or short-time. No payment will be made for any period of layoff. Payment will only be made for hours actually worked during any period of short time.

12 APPOINTMENT AND DUTIES

The Employee's key duties and responsibilities are set out in the job description although the Employee may be required to perform any other duties that fall outside of their job title or key job duties as determined by the Company from time to time. The Employee shall work to the best of their ability and to use their best endeavours to promote, develop and extend the Employer's business and interests.

The Employer requires the highest standards from the Employee in their performance at work and his/her general conduct and in particular the Employee must:

- (i) be diligent, honest and ethical in the performance of his/her duties and during working hours devote the whole of their time, attention and abilities to the Company;
- (ii) render his/her services in a professional and competent manner in willing co-operation with others and at all times conform to the reasonable directions of his/her manager;
- (iii) conduct his/her personal and professional life in a way which does not risk adversely affecting the Employer's standing and reputation;
- (iv) adhere to any policies and/or procedures from time to time in force;

13 DEDUCTIONS

The Employee shall agree to the Company making deductions from his/her monthly remuneration in the event of:

- 13.1 damage and/or loss caused to Company property under the Employee's control, whether by negligence or otherwise;
- 13.2 goods, materials and/or services misused or misapplied by the Employee or by persons under the Employee's control, including excessive unreasonable spending on expenses;
- 13.3 the Employee having incurred parking fines which have been referred to the Company, plus any relevant administration charge;
- 13.4 overpayment in excess of the Employee's contractual entitlement or, in the case of expenses, the amount of reimbursement due to the Employee;

- 13.5 the Employee failing to submit or follow Company policy for business related costs or payments
- 13.6 If requested, by the Company, provide the following:
 - 13.6.1 evidence of the Employee's Eligibility to work in Ireland;
 - 13.6.2 evidence of professional qualifications;
 - 13.6.3 written consent to undergo a medical examination;
 - 13.6.4 written consent for the Company to obtain a driving license clearance via a 3rd party agency nominated by the Company

To unreasonably refuse to provide any of the above documentation will be treated as an act of either misconduct or gross misconduct, which may result in disciplinary action, up to and including dismissal.

14 SICKNESS

Sick pay is payable at the sole discretion of the Company and subject to the length of service of the Employee and subject to an Employee complying with the sickness absence policy and reporting procedures.

Any sick pay paid by the Company will be calculated by reference to your basic salary less any social welfare payments which you are eligible to receive, whether or not actually recovered by you. You should claim Illness Benefit (or any other social welfare benefit to which you may be entitled) from the Department of Social Protection.

You will be required to furnish a medical practitioner's certificate in respect of any illness or injury related absences of three days or more and on a weekly basis after the initial 3 day absence.

The Company may refer you from time to time for a medical examination by a medical practitioner nominated and paid for by it and shall be entitled to receive full details of the results of your medicals.

Please refer to the Employee Handbook for further information.

15 DRIVING LICENCE VALIDATION

The Company will require access to up to date information regarding the Employees driving status. This will require direct contact with the NDLS and/or nominated agency who will confirm said status at any time requested by the Company.

This is a mandatory requirement for all those entitled to a Company vehicle or car allowance and by signing the terms and conditions of employment the Employee gives consent to the Company and /or its nominated agency to obtain any information that may be held on NDLS's computerised driver database relating to the Employee. The Employee should be aware that this may include sensitive personal data including any endorsements, disqualifications etc.

16 DISCIPLINARY PROCEDURE

The Company's Disciplinary Procedure is to be found in the Employee Handbook. However, the Company's Disciplinary Procedures do not form part of the Employee's terms of employment and are not contractually enforceable.

17 GRIEVANCE PROCEDURE

The Company's Grievance Procedure is to be found in the Employee Handbook. However, the Company's Grievance Procedure do not form part of the Employee's terms of employment and are not contractually enforceable.

18 EQUAL OPPORTUNITIES

The Company is an equal opportunity employer and will not unlawfully discriminate against any individual in matters of recruitment or selection for any position, promotion, development or training on the grounds of religion, gender, sexual orientation, age, marital status, family status, disability, race or membership of the travelling community.

Breach of the Company's Equal Opportunities Policy may constitute gross misconduct leading to dismissal without notice. A copy of the Equal Opportunities policy can be found on the Ireland HR iengage page.

19 HEALTH & SAFETY

You are required to familiarise yourself and comply with the health & safety regulations and fire drill applicable in your department. Should you have any reason to believe that your health may be adversely affected by your work you must immediately contact your Line Manager.

20 DATA PROTECTION

In order to keep and maintain records relating to your employment it will be necessary for the Company to record, keep and process personal data relating to you. This data may be recorded, kept and processed on computer and in hard copy form. To the extent that it is reasonably necessary in connection with your employment and in the performance of the Company's responsibilities as your employer, it may be necessary for the Company to disclose this data to others, including other employees of the Company i.e. Payroll, associated companies of the Company, the Company's advisers, the Revenue Commissioners and other authorities. By signing these terms and conditions, you are consenting to the recording, processing, use and disclosure by the Company of personal and sensitive data relating to you as set out above. This consent cannot be withdrawn by you. This does not affect your rights as a data subject or the Company's obligations and responsibilities under the Data Protection Acts 1988 and 2003.

21 OBLIGATIONS DURING EMPLOYMENT

During the Employee's employment, the Employee will not make any arrangement to provide any goods or service, which is not in accordance with the Company's standard terms of trading, or specifically approved in writing by the Employee's Board Director.

During the Employee's employment, the Employee will not become involved in any way with the provision or sale of machine(s), supplies, service or parts unless properly documented through the employee's branch in accordance with the Company's standard terms of trading.

During the Employee's employment, the Employee will not loan or agree to loan any piece of equipment unless specifically authorised by the employee's Line Manager.

During the Employee's employment, the Employee will not carry out any activity nor be associated in any way with an undertaking, whether for personal gain or otherwise, which in any way competes or conflicts with the business of the Company.

During the Employee's employment, written consent must be obtained from the Employee's Board Director should the Employee wish to take up secondary employment. The Employee must ensure that the combined hours of work do not exceed a total of 48 hours per week in accordance with the Organisation of Working Time Act 1997.

22 CONFIDENTIAL INFORMATION AND DOCUMENTATION

- 22.1 The Employee shall neither during the Employee's employment (except in the proper performance of the Employee's duties nor at any time after the termination of the Employee's employment (without prior written consent of the Board):
- 22.1.1 divulge or communicate Confidential Information to any person, company, business entity or other organisation;
 - 22.1.2 use Confidential Information for the Employee's own purposes or for any purposes other than those of the Company; or
 - 22.1.3 through any failure to exercise due care and diligence, cause any unauthorised disclosure of any professional or trade secrets or Confidential Information relating to the Company;
 - 22.1.4 but so that these restrictions shall cease to apply to any information which shall become available to the public generally otherwise than through the Employee's default.
- 22.2 "**Confidential Information**" shall mean details of suppliers and their terms of business, details of clients and their requirements, the prices charged to and terms of business with clients, the prices charged to and terms of business with support service providers, marketing plans and business forecasts, financial information, results and forecasts (save to the extent that these are included in published audited accounts), any proposals relating to the acquisition or disposal of a company or business or any part thereof or to any proposed expansion or contraction of activities, details of Employees and partners and of the remuneration and other benefits paid to them, information relating to research activities, training activities, innovative working processes, designs, development strategy, any information which the Employee is told is confidential and any information which has been given to the Company in confidence by clients, suppliers, support service providers or other persons.
- 22.3 All notes, memoranda, records, lists of customers and suppliers and employees, correspondence, documents, computer and other discs and tapes, data listings, codes, designs and plans and other documents and material whatsoever (whether made or created by the Employee or otherwise) relating to the business of the Company (and any copies of the same):
- 22.4 shall be and remain the property of the Company; and
- 22.5 shall be handed over by the Employee to the Company on demand and in any event on the termination of the Employee's employment.

23 RESTRICTIVE COVENANTS

- 23.1 For the purposes of clause 23 the following words have the following meanings:
- 23.1.1 "**Associated Company**" means any firm, company, business entity or other organisation of which the Company or any Holding or Subsidiary Company owns or has a beneficial interest (whether directly or indirectly) in 20% or more of the total issued share capital or 20% or more of the capital assets of it;
 - 23.1.2 "**Group Company**" the Company and its Holding, Subsidiary and Associated Companies thereof;
 - 23.1.3 "**Holding Company**" has the meaning assigned to such by section 8 of the Companies Act 2014;
 - 23.1.4 "**Subsidiary Company**" has the meaning assigned to such by section 7 of the Companies Act 2014;

- 23.1.5 “**Company**” means the Company and any Group Company
- 23.1.6 “**Company Services**” means any services the same as or substantially the same as those provided by the Employee during the Employee’s employment with the Company and in particular to any person who is, on termination of the Employee’s employment, an agent, client or customer of the Company with which the Employee’s duties were concerned or for which the Employee were responsible during the 12 months immediately preceding the Termination Date;
- 23.1.7 “**Confidential Information**” has the meaning ascribed thereto in clause 22 above;
- 23.1.8 “**Customer**” means any person, agent, supplier, client, customer, company or other organisation whatsoever to whom or which the Company provided Company Services during the 12 months immediately preceding the Termination Date and with whom or which, during such period:
- (i) the Employee had personal dealings in the course of the Employee’s employment; or
 - (ii) any employee who was under the Employee’s direct or indirect supervision had personal dealings in the course of [his/her] employment;
- 23.1.9 “**Prospective Customer**” means any person, agent, supplier, client, customer, company or other organisation whatsoever with whom or which the Company shall have had negotiations or discussions regarding the possible provision of Company Services during the 12 months immediately preceding the Termination Date and with whom or which, during such period:
- (i) the Employee shall have had personal dealings in the course of the Employee’s employment by the Company; or
 - (ii) any employee who was under the Employee’s direct or indirect supervision who had personal dealings in the course of [his/her] employment by the Company.
- 23.1.10 “**Termination Date**” means the date of termination of the Employee’s employment.
- 23.1.11 “**Significant Employee**” means any employee in a supervisory or management role, any employees discharging a senior administrative function, any employee involved in research and development or technical studies or any employee who by virtue of his or her position holds confidential information (which shall be deemed to include sales, technical, customer, marketing and pricing information which is not in the public domain), or any executive.
- 23.2 The Employee hereby undertakes with the Company that the Employee will not either during the Employee’s employment nor during the periods as outlined below without the prior written consent of the Company (such consent not to be unreasonably withheld) whether by the Employee’s self, through the Employee’s employees or agents or otherwise howsoever and whether on the Employee’s own behalf or on behalf of any other person, firm, company or other organisation, directly or indirectly:
- 23.2.1 for a period of three months after the date of the termination of the Employee’s employment, howsoever arising (such period to be reduced by the duration of any Garden Leave Period), the Employee will not be concerned or interested, directly or indirectly, whether on the Employee’s own account or in partnership or as an employee, director or manager for any other person, in any business in competition with the Company Services within the island of Ireland

- 23.2.2 for a period of three months after the termination of your employment, howsoever arising (such period to be reduced by the duration of any Garden Leave Period), the Employee will not solicit in competition with the Company, deal with and/or provides Company Services to the business of any person, firm or company who is a Customer of the Company or a Prospective Customer at the time of the Employee's termination and with whom the Employee had material dealings during his/her employment in the 12-month period prior to your termination date.
- 23.2.3 for a period of three months after the termination of the Employee's employment, howsoever arising (such period to be reduced by the duration of any Garden Leave Period), the Employee will not solicit any employee who is or was a Significant Employee at any time during the six-month period immediately preceding the date on which the Employee's employment with the Company terminated and who, by means of such employment, is or is likely to be in possession of Confidential Information relating to the Company or any Associated Company.
- 23.2.4 for period of three months after the termination of the Employee's employment, howsoever arising (such period to be reduced by the duration of any Garden Leave Period), interfere or seek to interfere with the supply to the Company or any associated Company of any goods or services by any supplier who is key to the Company's business interests who, during the 12 months preceding the date of the Employee's termination, supplied goods or services to the Company or such associated company, being a supplier of goods or services with whom during such 12-month period the Employee had dealings of a material kind, nor will the Employee interfere or seek to interfere with the continuance of such supply or the terms on which such supply has during such period as stated above been made.

- 23.3 The Employee hereby undertakes with the Company that the Employee will not at any time:
 - 23.3.1 during the continuance of the Employee's employment or after the Termination Date engage in any trade or business or be associated with any person, firm or company engaged in any trade or business using the name RICOH;
 - 23.3.2 after the termination of the Employee's employment in the course of carrying on any trade or business, claim, represent or otherwise indicate any present association with the Company or for the purpose of carrying on or retaining any business or custom, claim, represent or otherwise indicate any past association with the Company to its detriment.

- 23.4 The Employee and the Company each acknowledge and agree:
 - 23.4.1 that each of the sub-clauses in this agreement constitutes an entirely separate and independent restriction and with respect to the numbered sub-clauses herein specified shall survive termination of this agreement;
 - 23.4.2 that the duration, extent and application of the restrictions are no greater than is necessary for the protection of the interests of the Company;
 - 23.4.3 that, if a court or arbitrator determines that any of these restrictions are void or unenforceable in their present form but that they would be valid or enforceable if their duration or extent reduced or their wording altered, then the restriction shall be effective with such changes as the court or arbitrator deems necessary to ensure their validity and enforceability.

24 RETURN OF COMPANY PROPERTY AND DOCUMENTATION

On termination of the Employee's employment with the Company, the Employee must forthwith return all of our property provided to the Employee for the performance of the Employee's duties (this includes cars, lap-top computers, mobile phones and SIM cards, copies of electronic data stored on computer disks, company software and any and all company documents, reports, papers and lists; it also includes personal copies of such information made by the Employee during the period of the Employee's employment).

25 INTELLECTUAL PROPERTY

- 25.1 The definitions and rules of interpretation in this clause apply in this Agreement.

"Employment Inventions"

any inventions which are made wholly or partially by the Employee at any time in the course of the Employee's employment with the Company or any Group Company (whether or not during working hours or using the Company's or any Group Company's premises or resources and whether or not recorded in material form);

"Employment IPRs"

Intellectual Property Rights created by the Employee in the course of the Employee's employment with the Company or any Group Company (whether alone or in concert and whether or not during working hours or using the Company's or any Group Company's premises or resources);

"Intellectual Property Rights"

patents, rights to inventions, utility models, copyright and related rights, trade marks, service marks, logos, trade names and domain names, rights in get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications (or rights to apply) for, and renewals or extensions of, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world; and

"Inventions"

any invention, idea, discovery, development, improvement or innovation whether or not patentable or capable of registration and whether or not recorded in any medium.

- 25.2 The Employee hereby acknowledges that all right, title and interest in and to all Employment IPRs, Employment Inventions and all materials relating to or embodying them shall automatically vest immediately upon creation in the Company and shall belong to and be the absolute and exclusive property of the Company to the fullest extent permitted by law. The Employee hereby irrevocably and unconditionally assigns to the Company any and all rights that the Employee may have in any such Employment IPRs, Employment Inventions and materials related thereto. To the extent that any rights to any of the foregoing do not vest in the Company immediately upon creation, the Employee hereby irrevocably agrees to keep and hold all such rights on trust for the sole benefit of the Company and hereby irrevocably undertakes to execute all such documents and do all things requested by the

Company as may be necessary to vest and confirm in the Company all right, title and interest in and to all such Employment IPRs, Employment Inventions and materials.

- 25.3 Without prejudice to the provisions of the Patents Act 1992 to 2006, the Trade Marks Act 1996, the Industrial Designs Act, 2001, the Copyright and Related Rights Acts 2000 to 2007 and any other applicable legislation, the Employee hereby irrevocably undertakes and agrees to:
- 25.4 immediately disclose to the Company full details of any Employment IPRs and Employment Inventions which relate to or are capable of being used or adapted for use in connection with the Company's or Group Company's business;
- 25.5 if requested by the Board or any Group Company whether during the Employee's employment or after its termination, give to the Company all originals and copies of correspondence, documents, papers and records on all media which record or relate to any of the Employment IPRs and Employment Inventions;
- 25.6 not attempt to register any Employment IPRs nor patent any Employment Inventions unless requested to do so by the Company or any Group Company; and
- 25.7 keep confidential each of any Employment Inventions and Employment IPRs unless the Company or any Group Company has consented in writing to its disclosure.
- 25.8 The Employee hereby irrevocably and unconditionally waives in favour of the Company the present and future moral rights which the Employee has under the Copyright and Related Rights Acts 2000 to 2007 or related legislation and all similar rights in other jurisdictions relating to any copyright which forms part of the Employment IPRs and agrees not to support, maintain or permit any claim for infringement of moral rights in such copyright works.
- 25.9 The Employee acknowledges that, except as provided by law, no further payment or compensation other than that provided for in this Agreement is or may become due to the Employee in respect of the Employee's compliance with this clause. This clause is without prejudice to the Employee's rights under applicable law.
- 25.10 The Employee hereby irrevocably undertakes to execute all documents and do all acts both during and after the Employee's employment with the Company or any Group Company as may in the opinion of the Company be necessary or desirable to vest the Employment IPRs in the Company, to register them in the name of the Company or any Group Company where appropriate throughout the world and for the full term of those rights and to protect and maintain the Employment IPRs and the Employment Inventions. Such documents may, at the Company's request, include waivers of all and any statutory moral rights relating to any copyright works which form part of the Employment IPRs. The Company agrees to reimburse the Employee's reasonable expenses of complying with this clause.
- 25.11 The Employee agrees to give all necessary assistance to the Company or any Group Company at the Company's or any Group Company's reasonable expense to enable it to enforce its Intellectual Property Rights against third parties and to defend claims for infringement of third party Intellectual Property Rights.
- 25.12 The Employee hereby irrevocably appoints the Company or any Group Company to be its attorney and in its name and on its behalf to execute and do any such instruments or things and generally to use its name for the purpose of giving to the Company (or its nominee) the full benefit of the provisions of this clause 25 and in favour of any third party a certificate in writing signed by any director or the Secretary of the Company that any instrument or act falls within the authority hereby conferred, shall be conclusive evidence that such is the case.

26 VARIATION AND CHANGES IN PERSONAL CIRCUMSTANCES

It is the Employee's responsibility to notify the HR Department in writing of any changes in personal status, address, telephone number, etc.

This Statement of Terms and Conditions together with the documents to which it refers, Company policies and any other terms and conditions implied by law, form the Employee's contract of employment with the Company.

The Company reserves the right to make reasonable changes or to vary these terms and conditions. Any changes will be communicated to the Employee in writing by letter, general notice or the re-issue of this document or any accompanying schedules.

All benefits will be subject to the terms and conditions of the benefit plan under which they are provided. The Company reserves the right at all times to vary or discontinue any benefit plans (including any Company pension contributions) in which you may be eligible to participate and/or to substitute new benefit plans for any plan in which you may be eligible to participate. Any Company benefit plan which is insured will be subject to and conditional upon the terms and conditions of the relevant policy of insurance.

All benefits payable or otherwise made available to you under any Company benefit plan(s) in which you may be entitled to participate from time to time shall automatically cease, as shall your eligibility to participate in such plan(s), upon the termination of your employment for any reason whatsoever. In the event of such termination, the company shall be under no obligation to replace the terminated or discontinued benefit plan(s) and/or provide the same or similar benefits or compensation in lieu.

This document cancels and replaces all previous contracts and agreements between the Employee and the Company.

27 COLLECTIVE AGREEMENTS

There is no collective agreement which directly affects your employment.

28 SEARCH

The Company reserves the right to search employees on entering or leaving the Company's premises, as well as any package, handbag, motor vehicle or other items which are brought by employees on to the Company's premises.

29 CHOICE OF LAW

The Employee's employment shall at all times and in all respects be governed by the law of Ireland and the courts of Ireland shall have the exclusive jurisdiction in relation to all matters therein.

I have read and understood the above (receipt of a copy of which I acknowledge).

SIGNED: Mary Fleming



New Starter Checklist - Ireland

COMPLETION OF THIS FORM IS MANDATORY

We will not be able to pay you until this form is completed in full and returned

Employee's Personal Details

Surname: Fleming First Name(s): Mary

Date of Birth (dd/mm/yyyy): 06 / 06 / 79 Gender (tick one): Male

Female

PPS Number (9 digits): 7152892

Bank Account Details for Salary Credits

Name on Account: Mary Farrelly

Bank Name: Permanent TSB Branch: Dooradoyle

Account No (8 digits): 10841599 Sort Code (6 digits): 99 - 07 - 51

IBAN (22 digits): IE07IPBS99075110841599 BIC (11 digits): IPBSIE2D

P45 Attached

Do you have a P45 from your previous employer?

Yes No

If 'Yes' please ensure it is attached to this form

Employee Authorisation

Signature:	<u>Mary Farrelly</u> <small>Mary Farrelly (Jul 14, 2019)</small>	Date:	14/07/2019
-------------------	---	--------------	------------

Ricoh Ireland

Employee Handbook

RICOH
imagine. change.





Table of Contents

1. Welcome to Ricoh
2. Ricoh Ireland, Ricoh Europe, Ricoh Japan – putting the jigsaw together
3. Green to our roots
4. Experience the Ricoh brand
5. The start of your Ricoh Ireland journey
6. Your Total Reward
7. The People Way at Ricoh
8. Your wellbeing
9. Working together
10. Your learning and development
11. Your career opportunities
12. Your attendance
13. Corporate Responsibility
14. Business Excellence
15. Security and information



This handbook

This handbook has been produced to give you guidance and assistance in your day-to-day dealings while working at Ricoh Ireland. It will provide you with answers to many of the questions you are likely to have in your first few weeks or months of employment and contains the information you need to gain a thorough understanding of how we work, as well as the standards expected of you.

This handbook also forms part of your contract of employment; therefore it is vitally important that you read it thoroughly. The Company may amend this handbook from time to time, and reserves the right to make such changes as and when required, subject to appropriate consultation with you. You will be notified in writing of any changes.

This handbook should be read in conjunction with the Company's policies and procedures which are available on the RIE - iEngage page.

1. Welcome to Ricoh



Hello. Welcome to Ricoh Ireland and congratulations on your new role with us.

As an organisation, we are committed to our people and we hope that in working with us you will be able to share in our success and also realise your own goals and ambitions.

Since our inception in 1936, Ricoh has been at the forefront of industry innovation. We were the first to launch an office computer in 1971; in 1973 we succeeded in the first high-speed facsimile transmission via satellite between Tokyo and New York; and in 1985 we pioneered the development of speech recognition technology. In 2014, we introduced the world's smallest and lightest ultra-short-throw projector, ensuring that for an increasingly flexible workforce, presentations are a possibility anytime, anywhere.

These achievements are just the tip of the iceberg and are testament to the Ricoh Way and our Mission, Vision and Values which are upheld by our people worldwide. In the following pages you will learn more about how you can play your part, what is expected of you and what you can expect from us. We are delighted to have you on board and I wish you every success in your new role.



Our Mission

At the Ricoh Group, we are committed to providing excellence to improve the quality of living and to drive sustainability

Our Vision

To be the most trusted brand with irresistible appeal in the global market

Our Values – The Ricoh Way

To be one global company, we must care about people, our profession, our society, and our planet. We must dedicate our winning spirit, innovation and teamwork to sharpen our customer-centric focus, and we also must commit to the highest standards of ethics and integrity

Phil Keoghan
Chief Executive Officer
Ricoh UK

2.

Ricoh Ireland,
Ricoh Europe,
Ricoh Japan –
putting the jigsaw
together

One of the questions asked most often is, 'how does Ricoh Ireland link to Ricoh Europe?'

Quite simply, Ricoh Ireland is one of 200 operating companies that employ over 109,000 people worldwide. Each of these operating companies reports into the regional headquarters for parent company Ricoh Company Limited, based in Tokyo, Japan.

Ricoh Ireland (RIE) reports into Ricoh Europe, along with 23 other operating companies across EMEA (Europe, Middle East and Africa).

In the financial year ending March 2016, Ricoh Group had worldwide sales of 2,209 billion yen (approx. 19.6 billion USD).

There are four regional headquarters:

Ricoh Asia Pac

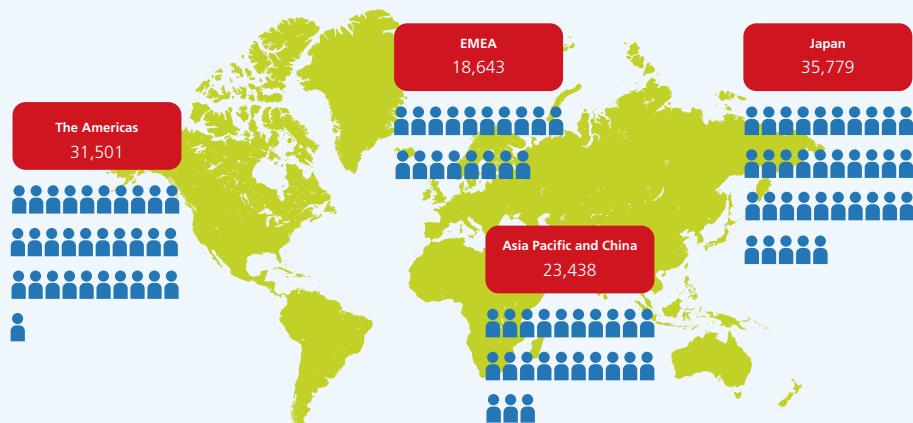
Ricoh China

Ricoh Europe

Ricoh Americas

Number of consolidated group employees: **109,361**

Number of consolidated group companies: **229**





3. Green to our roots

In the last few years, 'sustainability' has become one of the most popular buzzwords for businesses around the world. The bandwagon's full to bursting.

But we're different. Sustainability is part of our heritage. It's guided everything we've done since 1936. We established our environmental office in 1976, to keep an eye on how sustainable we are and to ensure that we continually improve, wherever possible.

And the fact that we're still winning awards and accreditations today proves we don't just talk the talk; we walk it too.

Five world firsts

1980s: introduced multifunctional printers, cutting energy waste and costs.

By 2001: none of our waste was going to landfill.

By 2002: all our offices had an ISO 14001 accreditation. (Environmental Management System)

2003: first Asian firm to win the World Environment Centre Gold Medal.

2009: launched the world's first biomass toner.

And (amongst many other accolades), we've been ranked highly within the world renowned Dow Jones Sustainability Indices since 2013.

Our approach to sustainability is founded on three principles:

- We look after our people
- We keep our impact on the planet to a minimum
- We make enough profit to be a risk-free choice for our partners

How we do it

It would be irresponsible of us to follow sustainable practices just while we're manufacturing products (the 'pre-use' phase). So, we also help our customers when they're using our products ('in-use') and take responsibility for them when they come to the end of their working life ('post-use').

What's next?

At a global level, by the end of FY2014 Ricoh had reduced its annual carbon emissions by 25% versus those in FY2000, and we're not stopping there. We've set ourselves these ambitious sustainability targets:

	By 2020	By 2050
CO2 emissions	-30%	-87.5%
Use of resources	-25%	-87.5%
Pollution	-30%	-87.5%

Our CO2 emissions reductions so far and these targets have earned us the Carbon Trust Standard, illustrating our commitment to making a real change.

4. Experience the Ricoh Brand



imagine. change. is our global tagline and the most important message we have to tell the world. These two words describe who we are and how we do business. Themes such as collaboration and partnership are at the core of our brand, making sponsorship an ideal way to express *imagine. change.*

Ricoh's Sponsorship Programme is centred around creating engagement and education platforms as well as building brand confidence, ensuring customers see a robust and confident brand with whom they are proud to be associated.

These platforms allow us to introduce our customers and prospects to environments where we are able to talk to them about our eight lines of business and how we can transform and add value to their business.

5.

The start of your Ricoh Ireland Journey



Your Ricoh induction

The Ricoh induction is an important programme to guide you through the 'Ricoh Way' and will provide you with all the information you will need to start your Ricoh Ireland Journey.

Ricoh Ireland's induction day is the first step in providing you with knowledge about Ricoh Ireland; it is highly participative and interactive, which reflects the structure of all Ricoh Ireland classroom-based learning programmes.

During your induction, you will learn about:

- Who Ricoh is from a Global, European and Irish perspective
- Health and safety
- Corporate strategy
- Ricoh's core Values from an organisational and behavioural perspective
- Ricoh Ireland's Mission statement
- The future Vision of Ricoh Ireland
- Introduction to our Power To Perform people strategy
- Corporate Responsibility (CR)

It is Ricoh Ireland's policy that you attend the corporate induction day within three months of joining Ricoh Ireland.

For further details, please refer to the Learning Portal www.ricohlearning.co.uk. Once you are in the Learning Portal, all you need to do is click on the bold 'Ricoh UK' button.

Alternatively you can contact the Learning team at learning&development@ricoh.co.uk who will be happy to help.

Your Line Manager's responsibility

Your Line Manager will be responsible for drafting an induction programme for your first three months of employment. This induction programme will involve in-depth training and development to ensure that you are equipped with the necessary skills and knowledge to carry out your role effectively.

Your e-Learning modules

To supplement your Ricoh Induction programme you will be asked to complete a number of mandatory e-learning modules which should be completed within four weeks of you joining Ricoh. Ideally we encourage you to complete them in your first week so you start to really understand our company and our vision for the future.

The e-learning Modules are as follows:

- Information Security and Management (ISMS)
- Health and Safety
- Manual Handling

- Dignity at Work
- Ricoh and the Environment
- Code of Conduct

For further details on these e-learning modules, please refer to the Learning Portal. Alternatively you may contact the Learning team at **learning&development@ricoh.co.uk** who will be happy to guide and support you.

Your laptop, mobile phone and company car (as appropriate)

Upon starting with Ricoh Ireland, dependent on your role and responsibilities, your Line Manager will arrange company equipment, such as a mobile phone and/or laptop and/or company car.

Should you have any issues relating to your laptop or mobile phone you will need to firstly liaise with your Line Manager and thereafter contact the IT support helpdesk by logging an 'incident' on the ServiceNow application via iEngage, or by calling the Direct Phone Support team on **+44178 441 6999** or **1506999** via a soft phone.

Company Car Policy

For any questions relating to your company car or fuel card, please contact the Fleet department by e-mail: **car.fleet@ricoh.co.uk**

Health and Safety Commitment

Ricoh has a responsibility, to provide a safe and healthy working environment for its employees in accordance with the Safety, Health and Welfare at Work Act 2005 and 2010, and the Safety, Health and Welfare at Work (General Application) Regulations 2007. Ricoh Ireland's health and safety rules are designed to include all relevant legal requirements which involve both the employee and the employer.

It is important that you familiarise yourself with the Health and Safety Statement, Handbook and procedures. Copies of the Health and Safety Statement, Handbook, risk assessment documents and procedures are available on the RUK – Health & Safety iEngage page. Alternatively please liaise with your Line Manager.

Ricoh Irelands' Health and Safety Statement

Your Line Manager has an obligation to ensure that you and your team members' health and safety is maintained at all times. This includes:

- Conducting regular risk assessments to ensure that work practices are carried out safely without risk to an employees' health
- Ensuring that employees working off-site are informed of any health and safety updates
- Ensuring that employees receive adequate training and supervision for the relevant role
- Reporting any work related accidents to the Health and Safety department on the day of which they occurred, and
- Ensuring that all equipment is regularly serviced and in full working order

The relevant forms and the full Health and Safety Statement can be obtained on the RUK – Health and Safety iEngage page. For more information, please liaise with your Line Manager.

Your health and safety responsibilities

Your health and safety responsibilities outlined below are primarily in place to ensure that your team members are not affected by any acts or omissions on your part in the workplace. These responsibilities include:

- Complying with statutory requirements regarding health and safety at work, as per the Ricoh Ireland Health and Safety Statement
- Reporting any potential health and safety risks or items to your Line Manager or the Health and Safety department immediately. Never assume someone else has reported it
- Ensuring that work stations/areas are clear of obstructions and are maintained in a safe condition at all times
- Not using equipment for which you have not received proper training
- Only using chemicals for which you have received appropriate training

For further details please refer to Ricoh Ireland's Health and Safety Policy Statement which can be obtained from our Ricoh Health and Safety Manager on **+44 7802 560665** or on the RUK – Health and Safety iEngage page.

Diversity Questionnaire

At Ricoh Ireland we want to ensure that we offer an inclusive culture for all employees, future employees and partners. Our aim is to create a culture which truly acknowledges and values the full range of differences between people within our organisation, the workplace in general and the wider society.

In order to achieve this aim, we have provided you with a diversity questionnaire to complete before commencing employment with us. By providing this information, you will help us to understand our workforce and ensure that we continue to celebrate diversity and support equality in our workplace.

Please note that any data collected is held confidentially and stored securely by the Ricoh UK HR team.

Communication is key

At Ricoh Ireland, we place a great deal of importance on communication, and see it as integral to everything we do. We know that when you have a clear understanding of how your contribution helps us to achieve our aspirations, you will feel motivated to succeed and valued as an individual.

As part of this commitment, we produce a range of clear and engaging communications to help keep you informed. These include publishing regular news articles to our homepage on iEngage and sharing a weekly round-up e-mail to ensure that you do not miss the highlights.

Our Board of Directors also take to the road each year to deliver a series of Roadshows across the UK and Ireland. The purpose of the Roadshows is to help keep you informed about the strategic direction of our business and provide you with the opportunity to have your questions answered face-to-face.

Our Internal Communications team is always happy to hear from you. If you have a message that you need to communicate, or a success story you would like to share, contact:
ricoh.internalcomms@ricoh.co.uk.



5. Your Total Reward

It is Ricoh Ireland's objective to maintain a sustainable business and remain competitive for the future. To ensure that Ricoh Ireland achieves this objective, the company commits to offering a Total Reward package that is relevant, competitive, fair and engaging for all employees, in line with the marketplace in which Ricoh Ireland operates.

To this end, Ricoh Ireland undertakes significant pay and benefits benchmarking against our competitors to ensure that we offer competitive reward packages which help us attract talented employees and help Ricoh Ireland to remain one of the leading companies in our industry.

Basic pay

Full details of your basic salary are set out in your Terms of Employment.

Overtime

In certain circumstances it may be necessary for you to be asked to work additional hours in excess of your contractual weekly hours in order to meet business and customer needs. In such circumstances an overtime payment will be paid to eligible employees.

Subject to your contract of employment, overtime may be paid for pre-agreed work or role-specific tasks that cannot be carried out during normal working hours and have been agreed in writing by your manager before the overtime is commenced.

Please see below the overtime payments that Ricoh Ireland will honour where managers have pre-authorised additional hours to be worked.

Benefit Grade	Overtime
A – D and Sales	No overtime entitlement
E – I	Monday to Saturday - 1.5x basic hourly rate. Sunday - 2x basic hourly rate.
	Bank Holidays - 2x basic hourly rate.

There is a one hour daily overtime window which means that of the total overtime a full-time employee works each day, the first hour of overtime will be paid at normal time. Following the first hour, a 1.5 basic hourly rate will then be paid for overtime worked on the same day. For each day that overtime is worked, the one hour overtime window will apply. If holiday is taken during this week, this will be classed as hours worked. Please note that in order for a full-time employee to be working overtime you would need to have worked your 37.5 contractual weekly hours. Then the one hour overtime window will apply.

If a part-time employee works overtime they will be paid at normal time until they reach 37.5 hours

Please note that overtime earned will be capped at 20% of full-time equivalent hours.

Overtime may be paid at different rates if specifically charged and pre-agreed with Ricoh Ireland's customers. If this is the case, your manager will specify in writing the overtime rate that applies to you prior to you commencing the overtime.

Overtime payment is paid a month in arrears and will be made through payroll. Please note that the cut-off date for inclusion in Payroll is normally on or around the 14th of the month.

Payments

You will be paid on the 26th of every calendar month or the nearest working day prior. The pay you receive will be your monthly basic salary for the current calendar month (i.e. you are paid up until the end of the month that you are working).

You will be paid by bank transfer directly into your bank account. You will receive a payslip from the Payroll department, detailing all payments and deductions. This will be posted to your home address.

Forms for submitting your bank details are available on the Ireland iEngage page or can be obtained from the Payroll team.

To help ensure that you pay the correct tax, you will be asked to complete a New Starter Declaration form. This is issued to you in your new starter pack and you will be asked to tick either box A, B or C depending on your circumstances. If you have joined Ricoh from another employer, you will also be required to provide the Payroll department with the P45 given to you from your previous employer.

If you start early in the month, you may be included in the Payroll for that month and you will receive a payslip as detailed above. If you start later, you may have missed the Payroll cut-off date for the HR Recruitment team to process your records. In this case you will be paid and receive a payslip in the next month. The Payroll department recommends that you keep all payslips for future reference.

The Payroll department also needs your PPS number as soon as possible. This can be found on your P45 and submitted by e-mail to: **payroll.uk@ricoh.co.uk**

If you have any queries, please speak to your Line Manager in the first instance. Most tax queries are dealt with on a regional or district basis. If you have a tax query then please visit the Irish Tax and Customs Revenue on **www.revenue.ie** to determine what your Regional Office contact number is. Your P60 contains important information about your earnings and tax. It is issued separately from your payslip after the end of each tax year. Please retain your P60 in a safe place.

Self-assessment

If you usually receive a tax return form, you will need to keep a record of all your income during the Tax Year.

For more information please visit the Irish Tax and Customs Revenue on **www.revenue.ie**.

Tax Office contact details

If you have a tax query then please visit the Irish Tax and Customs Revenue on **www.revenue.ie** to determine what your Regional Office contact number is and quote the below tax reference number.

Tax Reference Number: 0041042V

Variable pay

Where elements of your pay are driven by your own or company performance, these payments (whether monthly, quarterly or annually) are not guaranteed and may vary.

Full details of your personal variable pay are set out in your offer letter.

Commission payments

A number of roles within Ricoh Ireland allow for employees to be eligible for commission. These details are set out separately in your Pay Plan which forms part of your Terms and Conditions of employment.

If you are eligible for commission, this will be detailed in your offer letter. For further details of your individual Pay Plan, your Line Manager will provide this to you within the first week of your employment with Ricoh Ireland.

Any commission payments are non-pensionable and subject to statutory deductions.

Bonus payments

If you are eligible to earn a discretionary bonus, details of your earnings potential will be provided to you in your offer letter.

Any payments made in respect of bonus schemes are discretionary and Ricoh Ireland reserves the right to vary, amend or withdraw any bonus scheme at any time with reasonable notice. Participation in or payments under any such scheme for any year will not confer on you any right to participate or to be paid in the following year or any subsequent years. Any payments are conditional on Ricoh being satisfied with your performance and conduct up to the date of payment.

No payments in respect of any discretionary bonus scheme will be made if you have given notice of termination to Ricoh Ireland or if Ricoh Ireland has given notice of termination to you at the time any discretionary bonus payments would otherwise be made. Any bonus payments are non-pensionable and subject to statutory deductions.

Your benefits

All roles within Ricoh Ireland have been mapped to a benefit grade so that all benefits' packages are transparent and fair. Ricoh Ireland offers a wide range of benefits covering all aspects of life.

Your benefit grade can be found detailed in your contract of employment and further information is available on iEngage where you can read detailed information on each benefit and how to make the most of them.

Benefit Facts

- The benefit year runs from 1st April - 31st March (excluding holiday which will run from 1st January - 31st December)
- Your benefits have been broken down into four categories - Your Finance, Your Protection, Your Wellbeing and Your Lifestyle
- To view our full range of benefits please visit the Ireland iEngage page.

Your Finance

Flexible Retirement Plan

Ricoh Ireland is committed to helping you save for life after work, which is why you can opt-in to join the PRSA pension.

The Ricoh Ireland Flexible Retirement Plan has two levels of contribution rates:

- 3% employee contributions and 3% employer contributions, or
- 5% employee contributions and 5% employer contributions

As a member of the pension scheme you will have the opportunity to increase your contributions. To view our full range of benefits please visit the Ireland iEngage page.

Group income protection (GIP)

Group Income Protection can give you peace of mind during a difficult time and Ricoh Ireland contractually provides all employees with long-term disability protection through our Income Protection provider. If eligible, you can receive up to 50% of your basic salary (less single person's state benefit) capped at five years or to the employee's State Pension age if earlier. This is calculated at the date you are eligible to receive the income protection as determined by the GIP provider in the event of a qualifying claim, subject to the relevant terms of the GIP scheme.

Ricoh Ireland is entitled, at any time, to amend the terms of the GIP or to withdraw it completely, together with your entitlement under it, at its sole discretion and without compensation becoming due.

Life Cover

It is important to Ricoh Ireland that all employees have a level of cover which provides reasonable protection for your family in the event of death during employment. To this end Ricoh Ireland offers contractual life assurance provisions to you from day one of your employment aligned to your benefit grade. What this means is that Ricoh Ireland will provide a tax-free lump sum as follows:

Benefit grade level of entitlement

Benefit Grade	Overtime
A – B	4 x basic salary
C – I	3 x basic salary

Ricoh Ireland shall be entitled, at any time, to amend the terms of the Life Assurance cover or to withdraw it completely, together with your entitlements under it, at its sole discretion. Cover ceases when you leave Ricoh Ireland.

Your wellbeing

Healthcare

Ricoh Ireland offers healthcare benefits that support the retention of talented employees by increasing employee engagement and creating a work environment where people can make informed lifestyle choices.

To this end, Ricoh Ireland offers healthcare provisions to you from day one of your employment. Whilst the entitlement is contractual, arrangements or specific terms of cover are not contractual and are subject to the rules of the scheme, which may be amended from time to time.

Benefit grade	Type of healthcare	Level of entitlement
A – B	Funded Private Medical Insurance	Family Cover

Benefit grade	Type of healthcare	Level of entitlement
C – D	Funded Private Medical Insurance	Single Cover

Benefit grade	Type of healthcare	Level of entitlement
E – I	Funded Health Cash Plan	Family Cover

Private Medical Insurance

Private Medical Insurance (PMI) is a policy taken out by Ricoh Ireland, which enables you to receive eligible private treatment quickly with the minimum disruption. For further details on the scheme please refer to iEngage.

Please note that whilst Ricoh Ireland will fund the cost of the healthcare provision, it is a taxable benefit and therefore you will pay income tax on the premiums paid by Ricoh Ireland on your behalf. You may be required to pay an excess fee which is subject to the rules of the relevant scheme.

Employees are responsible for the full cost of any Lifetime Community Rating (LCR) weighting applied to their cover by the provider.

Private Medical Insurance cover will cease if a claim is accepted under the Group Income Protection scheme.

Health Cash Plan

A Health Cash Plan pays cash sums towards the cost of a wide range of treatments. Cash sums are paid if you have to go into hospital, see a specialist, visit the dentist or optician, give birth or require alternative therapies such as homeopathy, acupuncture or physiotherapy. Health Cash Plans are geared towards the day-to-day health expenses we all have to meet.

Employee Assistance Programme (EAP)

The EAP is a confidential support and advice service available 24 hours a day, 365 days a year and is here to help you manage demands throughout all aspects of your life. For more information on the EAP service, please refer to Section 8 of this handbook entitled 'Your wellbeing'.

Your lifestyle

Holiday

At Ricoh Ireland we appreciate it's important to take time off away from work, to relax and unwind.

In line with your benefit grade, you will be eligible to receive the following holiday entitlement each calendar year that runs from 1 January to 31 December:

Length of service	Level of entitlement
0-2 years continuous service	23 days
2 – 5 years continuous service	25 days
5 plus years continuous service	26 days

Some restrictions may apply, so please check the Car Allowance Policy which is available on the RUK - Fleet iEngage page.

If you are entitled to a car allowance, the amount you will receive will be in accordance with your benefit grade.

The table below demonstrates car allowance aligned to different grades:

Benefit grade	Car allowance (per month)
A	€987
B	€921
C	€821
D	€754
E	€688
F	€621
G	€568
H	€521
I	N/A

Booking holiday

To book holiday, simply submit your request using the 'Who's Off' online system **www.whosoff.com**. You will be given a user name and password to access your account which allows you to request time off and manage your requests. If you are experiencing any difficulties booking holiday, please speak with your Line Manager.

Where possible, please try to give as much notice in advance of your holiday request. Where notice is not provided, your manager will only be able to authorise the time off if appropriate cover arrangements can be made.

The company reserves the right to request you reserve up to 3 days holiday per year to cover mandatory shutdowns around the end of the year. Please be advised that holiday must be used in the relevant leave year and you will not be able to carry over any unused holiday into subsequent years

Company vehicle

Eligibility for a Company vehicle is detailed in your offer letter.

Ricoh Ireland operates a company vehicle scheme and if you are allocated a company vehicle to drive for business purposes it must be used in accordance with the Company Vehicle Policy, which may be subject to change. The policy is available on the RUK – Fleet iEngage page.

Car allowance

Ricoh Ireland offers employees who are eligible to receive a company vehicle the opportunity to take a car allowance as an alternative to a company vehicle in line with the Car Allowance Policy. The allowance is specifically provided to meet all costs associated with running a fit for purpose vehicle in order to fulfil job and business requirements.

7. The People Way at Ricoh



All HR policies and procedures can be found on the Ireland iEngage page, or obtained from your Line Manager. Below is a summary of the Company's key policies:

Dignity at Work

Ricoh Ireland values the loyalty and confidence of its employees and customers. Ricoh will always work to respect cultural and ethical beliefs. Ricoh aims to promote a positive working environment for all employees in which you feel comfortable to raise a complaint regarding harassment, bullying or victimisation.

Should you feel that you have been subject to harassment, bullying or victimisation then please refer to the Ricoh Equal Opportunities Policy. Every complaint raised will be treated confidentially and seriously in a sensitive manner.

Equal Opportunities

Ricoh Ireland is committed to providing equal opportunities and a proactive and inclusive approach to equality and diversity in employment. No applicant or employee will be treated less favourably than another on the grounds of sexual orientation, age, disability, gender, civil status, family status, race, religion or membership of the traveller community .

Ricoh Ireland recognises its legal and social responsibilities and endeavours to ensure that it follows correct procedures that are consistent with the relevant legislation.

Discrimination is not acceptable behaviour at any time and you as an employee must ensure that you actively uphold this policy at all times.

For further details please refer to the Ricoh Ireland Equal Opportunities Policy which can be found on the Ireland iEngage page or obtained via your Line Manager.

Code of conduct

Ricoh Europe's Code of Conduct establishes the basic standards that Ricoh expects you to observe throughout your daily activities.

The Code of Conduct is grouped under the four principles; integrity in corporate activities, harmony with the environment, respect for people and harmony with society.

These four principles define how Ricoh Ireland manages its global activities in a sustainable and responsible manner.

Ricoh expects that you:

- Observe the relevant national and regional laws at all times
- Maintain high ethical and moral standards
- Observe the rules and regulations established by Ricoh Ireland
- Make every effort to ensure the maximum possible customer satisfaction

- Seek to maintain creativity and think independently so that we collectively continue to add value to our business

Ricoh is committed to ensuring you:

- Have the opportunity to learn, develop and grow, not only in a work context but also as individuals
- Have the support to improve existing skills and develop new ones
- Have a fair and impartial system for evaluating and recognising individual skills and abilities
- Have a safe, pleasant and functional working environment

For further details, please refer to Ricoh Europe's Code of Conduct policy that can be found on the RIE - Ireland iEngage pages or obtained via your Line Manager.

Disciplinary Policy

The purpose of the Disciplinary Policy is to help and encourage all employees to achieve and maintain standards of conduct, attendance and job performance. The policy is designed to:

- Establish the facts quickly and deal consistently with disciplinary issues
- Advise you of the nature of any complaint against you and give you the opportunity to respond
- Ensure that your Line Manager looks to address shortcomings in work standards, conduct or attendance through informal discussion without invoking the disciplinary procedure
- Give you the opportunity to state your case and be accompanied by a colleague, Employee Forum Representative of your choice
- Provide you with a right of appeal against any disciplinary action taken

The level of warning issued by a manager will depend on the severity of the misconduct. The sanction for gross misconduct may be dismissal without notice and without pay in lieu of notice. Timescales for meetings, appeals etc. may be varied by mutual

agreement. The intention is to avoid unreasonable delay but to allow for reasonable flexibility.

For more information on the Disciplinary Procedure or guidance on managing disputes informally please refer to the RIE - Ireland iEngage page.

Grievance Procedure

The purpose of the Grievance procedure is to enable employees to raise any complaints concerning work-related matters so that the issue may be addressed promptly and as close as possible to the point of origin.

A grievance may be defined as a complaint which an employee(s) has concerning his or her terms and conditions of employment, working environment or working relationships.

The grievance procedure does not cover matters relating to improvements in pay or existing terms and conditions of employment which are of general application.

The employee has the right to be accompanied by a work colleague or employee representative at all formal hearings.

The employee should raise complaints on an informal basis in the first instance with his/her Line Manager or your manager's manager before invoking the formal grievance procedure.

Every effort will be made to address complaints quickly and fairly and at the lowest level possible at which the matter can be resolved.

If the matter has not been resolved at this stage or the employee wishes to appeal any decision, the matter may be referred to the employee's Head of Department.

Force Majeure

Force majeure leave is short-term paid leave that you can take to enable you to deal with family emergencies, resulting from the sudden injury or illness of a family member, once certain conditions have been met.

Any employee is entitled to paid leave owing to the urgent illness or injury of:

- a child (natural or adopted)

- a spouse/partner
- a person to whom he or she is in loco parentis
- a brother/sister
- a parent/grandparent
- a domestic dependant

Your entitlement to force majeure leave is limited to three days in any 12 consecutive months or 5 days in any 36 consecutive months. There is no service requirement for you to avail of force majeure leave. The full Force Majeure policy can be found on the Ireland iEngage page.

Data Protection

The Data Protection Acts 1988 and 2003 regulate the way in which certain information about you is held and used. Throughout employment and for as long a period as is necessary following the termination of employment, Ricoh Ireland will need to keep information for purposes connected with your employment, including recruitment and termination information. These records may include:

- Information gathered about you and any references obtained during recruitment
- Details of terms of employment
- Payroll, tax and National Insurance information
- Performance information
- Details of job duties
- Health records
- Absence records, including holiday records and self-certification forms
- Training records
- Details of any disciplinary investigations and proceedings if live
- Contact names and addresses
- Correspondence with the organisation and other information provided to the organisation

Ricoh Ireland believes these are consistent with our employment relationship and with the principles

of the DPA. The information held would be for our management and administrative use only but from time to time, we may need to disclose some information we hold about you to relevant third parties (e.g. where legally obliged to do so or requested to do so by an employee reference).

Due to the nature of our business we undertake a large number of TUPE transfers (transfer of undertakings) when we are awarded new contracts as part of a bidding process in which limited employee details are required to be supplied as part of this exchange, and therefore Ricoh Ireland may need to release your personal data in accordance with the TUPE regulations.

In order to keep and maintain records relating to your employment it will be necessary for the Company to record, keep and process personal data relating to you. This data may be recorded, kept and processed digitally and in hard copy form.

Whistle Blowing

The Ricoh European Whistle Blowing policy provides guidance on how you should raise concerns about issues at work that may damage our reputation such as:

- Criminal offences that have been, are being or are likely to be committed (for example fraud, financial irregularity, corruption, bribery or blackmail)
- Failure to comply with a legal or regulatory obligation in the local jurisdiction
- Improper accounting and auditing related matters
- Miscarriage of justice
- Endangering the health and safety of an individual
- Endangering the environment
- Concealment of information relating to any of the above

The policy enables you to raise genuine concerns at an early stage. Whilst we hope that the policy gives you the reassurance to raise matters internally, if you feel it is not appropriate to make a report through any of the internal reporting procedures you can report it to a third party through the Hotline Reporting Procedure.

The Ireland Hotline number is **1-800-558-549**. Should you be calling from another country, please refer to Appendix 1 at the back of the Ricoh Whistle Blowing policy, which can be obtained on the RIR – Ireland iEngage page.

8. Your wellbeing



A full list of the policies applicable to Ireland are contained here and can be accessed in full by visiting the Ireland iengage page:

<https://www.iengagewithricoh.com/community/ruk-community/rie-ireland>

Or if you do not have access to iEngage, please speak to your Line Manager who will obtain a copy for you.

List of Policies

- Adoptive Leave policy
- Attendance policy
- AWOL policy
- Car policy (owned by fleet)
- Carers leave policy
- Code of conduct policy
- Data protection policy
- Disciplinary policy
- Diversity policy
- Email policy
- Employee referral scheme
- Employee Security Vetting Policy
- Environmental policy (CSR)
- Equal Opportunities & Dignity at work
- Flexible working policy
- Force Majeure policy
- Grievance Procedure
- Internet policy
- Intoxicants policy
- Long service awards
- Maternity Policy
- New ways of working policy
- Parental Leave policy
- Paternity policy
- Probation Policy
- Reasonable accommodation policy
- Recruitment & Selection
- Retirement policy
- Sickness absence policy
- Smoke-free workplace
- Social media policy
- Special Leave policy
- Tax saver scheme
- Time off for Dependents
- Training & Development policy
- Wellbeing Policy
- Whistleblowing policy
- Work Life Balance

Our vision

Ricoh Ireland is committed to creating a work environment where people can make informed healthy lifestyle choices.

Health risk management

This service will help your manager to manage any absence and health related issues by providing day-to-day management of employee health risks. As an employee, should you be referred, you will have access to a simple and confidential service that supports you by:

- Obtaining clinical assessment and recommendations on how to support your recovery
- Providing additional support to you should you have periods of absence from work
- To support you on your return to work
- To ensure that Ricoh Ireland maintain its legal obligations to you under health and safety and other legislation

There are a number of factors that may prompt your manager to refer you to health risk management:

- If your absence is linked to any health and safety issue
- If you have multiple absences or a length of absence in line with the Sickness Absence Policy
- If you have any recurring issues that may affect your performance at work

When the Health Risk Management team begins to manage your case, they may make a referral to the most appropriate health professional in order to:

- Help you to receive prompt treatment
- Assist a return to work
- Avoid an absence from work
- Ensure the correct course of action is being followed at all times to help support the most appropriate and cost-effective health care procedures

Please be assured that all information that relates to any occupational health issues will be kept in strictest confidence, and can only be accessed by our Occupational Health provider. All information will be stored under the required data protection guidelines.

Should you wish to be provided with further information on this service, please speak with your Line Manager, or alternatively you can contact the HR Department on **+44 1604 814944**.

Employee Assistance Programme (EAP)

The Employee Assistance Programme is a confidential and impartial service that has been appointed to provide Ricoh Ireland's employees with advice and support, this is provided by Bupa.

We all face challenges in life that can take time to resolve and can result in worry, frustration and distress. It may be that you have not encountered this situation before and need specialist advice, or maybe it is something more serious that is affecting your personal life or your work and you need someone to talk to. This service offers the following:

- A 24 hours a day, seven days a week, 365 days a year telephone service that gives you access to specialist information and advice whenever you need it
- Confidential telephone counselling if you need someone to talk to
- Assistance with face to face counselling if appropriate

The BUPA Employee Assistance Programme is a service that is also available to your spouse or partner, and any dependents living in the same household as yourself.

This service can help you with a wide number of issues such as:

- Bereavement
- Relationship difficulties
- Finding care for elderly relatives or children
- Legal and money management information
- Landlord problems

- Child maintenance queries
- Challenging parking fines
- How to manage credit card debt

This list only provides some examples of the types of issues that the Employee Assistance programme can advise you on. A wide range of issues and situations can however be discussed using this service.

You do not have to tell anyone that you are contacting the Employee Assistance Programme and the service is completely confidential. When you call, you only need to provide your name and the name of the Company. All Employee Assistance counsellors are bound to confidentiality by a code of ethics.

The number to call for this service is **1-800-650-138**

Should you wish to find further information on the EAP, you may also refer to the following website:
eaponline

If you have any further questions about the service that the EAP provides, you can also e-mail:

takecare@ricoh.co.uk

Eyecare vouchers

If you use display screen equipment on a continuous basis, it is recommended that you have your eyes tested regularly. Routine eye tests are important regardless of your age and physical health. Opticians will also check for common eye diseases, assess how your eyes work together and evaluate your eyes as an indicator of your overall health.

Ricoh Ireland therefore provides all employees who use visual display screen equipment for the required periods of time, with eye care vouchers which will

cover the cost of an eye test at Specsavers.

Employees are entitled to one voucher every 2 years.

We will also provide you with a money off voucher should you require glasses.

Vouchers are sent to you electronically and are e-mailed to your Ricoh e-mail address, unless otherwise specified. These e-vouchers are available to you if you use display screen equipment as a significant part of your working day, or if you use the display screen equipment consecutively for three or more hours at a time, on most days. Should you fall outside of these parameters, this will be dealt with on a case by case basis and will require your Line Manager's sign-off.

These vouchers are available from the HR Department team prior to booking your eye test at Specsavers, in order to ensure that you qualify and receive the e-voucher needed to take with you to your appointment.

9. Working together



Job title and duties

Your job title is confirmed in your contract of employment. When you join us your duties will be fully explained to you during your induction and/or detailed in your job description. Your job description is non-contractual and should serve as a guide, together with any other instructions regarding your role accountabilities.

Your flexibility in performing tasks is paramount as on occasions we may request that you carry out other types of activity to ensure that operational requirements and ultimately the customer needs are met. These activities will be within your capabilities and may not be covered in your job description.

Probation period

As an employee of Ricoh Ireland you will be required to complete a satisfactory probation period, the length of which shall be detailed in your contract of employment, during which time the position will be monitored and reviewed. Probation objectives will be set through your probation and regular reviews will be held to support your personal needs. The probation period will come to an end when confirmed in writing by your Line Manager and the HR Department.

Ricoh Ireland may extend probation periods if it has not been possible to assess your performance due to absence, where your performance or conduct has been unsatisfactory or where references from previous employers have not been received.

Should your performance or conduct not meet the standards required your employment may be terminated at any time during your probation period by either you or Ricoh Ireland with one week's notice.

For further details please liaise with your Line Manager or contact the HR department.

Hours of work

Your hours of work are specified in your contract of employment and do not normally cover your travelling, unless hours of work are stipulated by a client. Ricoh Ireland reserves the right to vary your working hours if the needs of the business so require. Any request for a variation to your working hours may be considered, but will be subject to prior approval from your Line Manager.

You are expected to be flexible with your working hours, be at your place of work on time and remain there until your contracted hours end, with the exception of lunch breaks. There will be periods of time where you will be busier and you may be required to work extra hours (a working time opt-out form may need to be completed) as is necessary for completion of your duties. These times will depend on the needs of Ricoh Ireland and your department needs and no additional payment will normally be made.

Breaks

Lunch breaks are as specified in your contract of employment. You are required to organise your lunch break in agreement with your Line Manager. No other breaks apply within your working day.

Timekeeping

An essential part of your role is your ability to maintain an acceptable level of timekeeping. Timekeeping can mean a variety of things, for example getting to work on time and only leaving once your contracted hours have finished. It can also mean adhering to deadlines and responding quickly and positively on the telephone and in person. Should persistent lateness occur, Ricoh may follow its Disciplinary Policy.

Location

Your normal place of work is detailed in your contract of employment. In certain circumstances, there may be a requirement to transfer you to a different place of work within reasonable travelling distance, either on a temporary or permanent basis.

Ricoh Ireland property

Ricoh Ireland will supply you with the necessary tools, equipment and information to help you to do your job effectively. As such, we expect you to look after any Company property. Any lost, damaged or stolen Company property must be reported immediately to your Line Manager. When you leave, for whatever reason, all documents (including copies), software, hardware (e.g. laptops, mobile phones), books, office equipment, keys, security passes, uniforms, car and any other property belonging to Ricoh Ireland must be returned. There will be a charge applied for any property that isn't returned or that is found to be damaged upon return.

Personal details

At the start of your employment you would have been asked to provide full personal details, including your home address, emergency contact, bank details and previous employment history.

This information is used for HR and Payroll purposes in case of emergencies.

If your personal circumstances change in any way, you will need to inform your Line Manager, update the Employee Kiosk and then notify the HR Department if relevant, by e-mailing hrservice@ricoh.co.uk

It is solely your responsibility to ensure that this information is as up to date and correct as possible. Changes in personal circumstances are categorised as any change of name, address, marital status, next of kin and so on.

Business Dress / Work Wear

Attention to your appearance is vital. Ricoh Ireland wishes to project a professional image at all times. Therefore, you are required to come to work dressed in clean, ironed and suitable business dress. Where you have been provided with Safety or Company clothing, you are required to wear it at all times.

For further information please find the 'Employee Appearance and Dress Code Policy' on the RIE - Ireland iEngage page.

Use of personal mobile phones

Whilst it is appreciated that occasionally you may need to be contacted on a personal mobile during the working day, these calls should be kept to emergency use only. The same applies to text messages that should be read and sent outside office hours. Mobile phones should be kept on silent mode during working hours.

Secondary employment

If you are already employed by another Company upon commencing employment with Ricoh, you need to let your Line Manager and HR know as soon as possible.

If you wish to commence secondary employment, you will need to obtain written approval for this from your Managing Director and HR before commencing the secondary role.

Ricoh reserves the right, at any time, to rescind its permission for you to hold this role, if the second role is having an adverse impact on your performance or any other aspect of your employment with Ricoh, or is in breach of health and safety requirements. If permission is rescinded, we will give full reasons for the decision and provide reasonable notice, to allow

you to provide sufficient notice of termination to your secondary employer.

Conflict of personal interests

We believe it is important that close personal relationships or family ties do not compromise security and professional relationships, or in any way pose conflicts of interest to you, your work place or Ricoh as a whole.

You must inform us of any close family tie and/or relationship at the beginning of your employment. In such cases we will try to minimise potential difficulties within the working environment and may under certain circumstances, arrange to transfer individuals to alleviate any potentially difficult situations.

In the event that a relationship develops within your management structure, Ricoh Ireland reserves the right (should it be deemed necessary) to restructure a department or reporting line as appropriate. You will need to inform the HR department immediately should this situation occur.

Employee Forum

Ricoh Ireland has introduced an Employee Forum to ensure that your voice is heard. Ricoh Ireland feels this open culture enables discussions of a wide range and provides an opportunity for our employees to be heard. This also:

- Encourages a positive, two-way flow of communication and feedback between employees, senior management and Directors
- Provides a clear benefit to both employees and Ricoh Ireland by identifying the bigger issues that concern our employees and provides a mechanism to find solutions to these issues

Representatives from each business department attend regular Forum meetings. Their responsibilities are as follows:

- To be approachable to all employees
- To remain impartial and objective at all times
- To respect confidentiality
- To feedback issues raised by their department

For more information about the Forum, or to find out who your local representative is, please speak to your Line Manager.

Training

You may need to attend and travel to appropriate training courses from time to time in order to further your knowledge and expertise. This may involve travelling outside of your normal place of work and staying overnight as and where required. Where you are required to travel, you will be given reasonable notice in advance

10. Your learning and development



Your learning

Ricoh Ireland recognises the importance of structured and ongoing personal development. We also recognise that successful development is a collaboration between Ricoh, your manager and you.

The Ricoh Way

Ricoh adopts the global management philosophy of 'The Ricoh Way'. The Ricoh Way is a set of values shared amongst all Ricoh Group companies and is the foundation of our daily activities.

The Values of The Ricoh Way are:

- To have a Winning Spirit
- To show dedication to Innovation and Teamwork
- To demonstrate a Customer-Centric focus
- To commit to the highest standards of Ethics and Integrity

These Values are set for all employees to follow and embrace throughout employment with Ricoh. The Ricoh Way acts as a guide to how we want to be perceived and your part in helping Ricoh achieve its goals.

In order to reflect The Ricoh Way and ensure that the behaviours expected of all employees are exhibited, a pan European annual people review system was created and launched in 2012. The annual review system - Power to Perform - is an online system that

reviews behaviours against these core competencies: winning spirit, innovation, teamwork, customer centricity and ethics and integrity.

Power to Perform

You will be given a Personal Development Plan (PDP) on completion of your probation. This is a formal twelve month collaborative process which assists in the following:

- Identifying your performance measures against set criteria (The Ricoh Way)
- Identifying your performance measures against job specific criteria
- Setting measurable objectives for you to achieve over the 12-month period
- Creating a 12-month development programme consisting of self-study, iLearn, on-the job & classroom learning
- Reviewing all set criteria at the six month point to help achieve success
- Reviewing results at the end of the 12-month programme

Ricoh will:

- Provide managers with tools and processes to support them in developing you and your colleagues

- Deliver quality learning interventions where skill or knowledge gaps are identified
- Where a business need is identified and there is no in-house training programme in place provide external training if required

Ricoh managers will:

- Ensure that you have a documented job description and Power to Perform objectives
- Complete the twelve-month Power to Perform PDP process with you
- Agree learning objectives with you and create an Individual Development Plan (IDP) for you
- Agree a timeframe for learning objectives and ensure that you have the time to complete the learning objectives
- Provide coaching and support to you to ensure that your development needs are met
- Evaluate the effectiveness of learning interventions and feedback to the Learning department where required
- Work with you to identify future roles and any supporting development needs

Ricoh employees will:

- Identify development needs within the job role
- Agree with attendance to training courses with your Line Manager
- Take ownership of completing agreed development plans and attending training where required
- Apply skills and knowledge learned
- Work with your Line Manager to identify future roles and development opportunities

Bespoke development programmes

To support the needs of the business, the Learning department provides tailor-made development in soft skills, sales skills and managerial development.

iLearn

iLearn is a cloud based learning platform with a huge variety of exciting learning opportunities, including the industry's most popular professional certifications.

You can log in to iLearn at www.ilearnwithricoh.skillport.com where you will have access to:

- 4000 Online Courses in 65 Countries
- Over 100 certifications supported
- 3 to 5 minute video tutorials

A variety of mentoring options including:

- Real-time chat
- E-mail my mentor
- Optional daily e-mail reminders
- TestPreps to help learners prepare for certification exams

You will have access to iLearn within four weeks of your start date with Ricoh. If you haven't received log in details then please contact learning&development@ricoh.co.uk for assistance.

Ricoh Four Tier Leadership Strategy

Ricoh Ireland understands the importance of personal development and the business' need to nurture strong inspirational leadership and facilitate ideas. This understanding led to the development of a four tier leadership programme. By means of initial feedback from all Managers and Directors, we tailored bespoke programmes for future leaders/talent through to senior managers. Our Business Excellence and Finance departments developed specific content to weave into material to ensure the programme and projects are as realistic as possible.

We also include a number of Corporate Responsibility initiatives through each of these programmes, utilising our community partnership with The Prince's Trust, which aids in the practical application of transferrable skills outside the workplace, such as innovative charity work, facilitating workshops and delivering dragon's den style pitches. Volunteers also re-enforce their coaching skills by acting as a coaching buddy to a delegate on the next programme cohort. Aspiring senior leaders are allocated a Board

coaching buddy to enhance the “C” level credibility of our senior leaders. The programme ensures strategic alignment and enhancement gained through cross functional and personal projects, as well as idea generation through Executive insights delivered by the board to delegates.

Leadership development

Within our Learning Strategy, developing new Ricoh leaders across the business is of paramount importance and Ricoh currently has a very successful programme in place for team leaders. This programme provides future entry level managers with the necessary skills and tools to be able to successfully and consistently lead their teams to achieve high performance, whilst ensuring their individual team members feel valued, engaged and able to reach their full potential.

Ricoh also has further leadership programmes in place which underpin the development of advanced leadership and management skills for all managers within Ricoh Ireland. These programmes heighten managerial competence, enabling them to impart best practice within their area of responsibility and the greater Ricoh family. Furthermore they will empower their employees to strive for continuous improvement and realise their maximum potential.

For more information, please e-mail
learning&development@ricoh.co.uk

11. Your career can take you far within Ricoh



Ricoh Ireland has various programmes in place to develop its future talent. These include:

Work Experience

A small programme for friends and family of Ricoh employees, handled locally by your Line Manager and aimed at giving students the opportunity to experience life in a work environment over a number of weeks.

Gap Year Placements / Internships

A small programme offering students from all over the globe the chance to gain work experience within a corporate environment. Each application is assessed on an individual basis and only after consultations with the functional director for the requested area.

Vacancies

All job vacancies are posted in our weekly round-up e-mail each week and shared on the RIE - Ireland iEngage pages. If you are interested in viewing the vacancies within Ricoh Ireland or Europe you can view this by checking the EMEA job board. Before you apply for an internal vacancy, you should first discuss your interest with your Line Manager.

Employee referral scheme

If no suitable candidates are available internally to fill a vacancy, Ricoh Ireland may recruit externally. Should you know someone who may be interested

in joining Ricoh Ireland, you can introduce them via the Employee Referral scheme and earn yourself a tax free cash award.

This payment will be given once the employee has been introduced, employed, and has successfully completed his/her probation. You will only be eligible for this payment if you have referred a candidate prior to their application via the Recruitment team.

For further information please contact the Recruitment Administration team at:
recruitment@ricoh.co.uk

11. Your career can take you far within Ricoh



Supporting your attendance

Ricoh Ireland aims to encourage all employees to maximise their attendance at work whilst recognising that you may, from time to time, be unable to come to work due to sickness.

By implementing the Sickness Absence Policy, the Company aims to strike a reasonable balance between the pursuit of its business needs and the genuine needs of employees to take occasional periods of time off work because of sickness absence.

Please see the Sickness Absence Policy on the RIE - Ireland iEngage page. All cases of sickness absence will be dealt with based on individual circumstances.

Sick pay entitlement

Ricoh Ireland provides generous company sick pay to its employees, understanding that in the event you become ill, Ricoh Ireland will provide you with a reasonable level of financial support through company sick pay. Your level of service will depend on how many weeks' sick pay you would be eligible for in the unfortunate event you became absent due to sickness. Company sick pay is also paid in accordance with the Sickness Absence Policy. Please see the table below for further information on eligibility.

Company sick pay, as outlined on the right, is limited to three separate periods of sickness in any twelve-month period.

If you are entitled to Illness Benefit, you should remit this to the company when you are being paid

Length of continuous service on commencement of absence	Company sick pay entitlement in any 12month period
Probation period	One week full pay
0 - 24 months*	Four weeks full pay
Two to five years	Six weeks full pay followed by six weeks half pay
Five years plus	13 weeks full pay followed by 13 weeks half pay

*This includes a maximum of one week during probationary period

company sick pay. If you exhaust your company sick pay and you remain off sick you would then receive Illness benefit only.

Sickness Absence Procedure

If you are absent due to sickness you should notify your Line Manager by telephone before your contractual start time on the first day of your absence stating the reason for absence and likely duration of illness. You should also maintain regular contact with your Line Manager during any period of sickness absence on a daily basis unless you are certified sick by your doctor.

A doctor's medical certificate should be submitted after the third day of absence.

If your absence is caused by an accident or injury in work, and you are absent for three days or more, you must report the matter to the Health and Safety Manager on your return to work.

All sickness absences must be recorded by your manager submitting the information to HR.

Doctors and dentist appointments

We understand there are occasions when you need to attend doctors and dentist appointments. We would ask that these appointments are made either at the start or end of the working day, with the time worked back at a later date. You should make your Line Manager aware of any such appointments in advance of the appointment being made.

Maternity/Paternity/Adoption leave

Ricoh Ireland has policies in place for Maternity, Paternity and Adoption. These policies set out the statutory rights and responsibilities of employees and provide the arrangements for antenatal care, time off for appointments, pregnancy related illness and maternity, paternity and adoption pay. Ricoh's objective is to support and retain employees during periods of absence related to parental care.

For further information these policies can be found on RIE - Ireland iEngage pages.

Parental leave

If you are a parent with a child under the age of 8 or a parent of a child with a disability or a long-term illness under the age of 16, you may be eligible to request unpaid time off for parental leave in line with statutory provisions.

For more information about the Ricoh Parental Policies, please see the HR Policy section on the RIE - Ireland iEngage page.

Time off for dependants

In the event that an emergency occurs and you are the only person who can support/care for a dependant, then you have the right to a reasonable amount of unpaid time off during working hours to deal with the emergency and to make any necessary longer-term/alternative arrangements.

The emergency must involve a dependant which is defined as a spouse or cohabitee, child, parent, someone who lives in the same household as you (excluding tenant, lodger or boarder) or any person who reasonably relies on you for assistance if the person falls ill, is injured or assaulted. This policy is separate to the Force Majeure Leave Policy.

For further information on time off for dependants, please refer to the RIE - Ireland iEngage page.

Flexible working

Ricoh Ireland has a Flexible Working Policy that details its commitment to considering all formal applications in view of individual merits and to accommodate requests for flexible working where possible.

The types of flexible working arrangements Ricoh Ireland have in place currently are:

- Part-time hours
- Term-time working
- Compressed hours
- Working from home
- Job sharing

If you wish to request flexible working you should inform your Line Manager and complete a request form.

The Flexible Working Policy and request form can be found on the RIE - Ireland iEngage page. Once completed, please send your request to your Line Manager and hrservice@ricoh.co.uk.

13. Corporate Responsibility



Corporate Responsibility is the continual commitment by Ricoh to behave ethically and contribute to economic development while improving the quality of life of you and your family, as well as the local community and society at large. A well run business is a sustainable business, sought out by discerning employees and customers alike. Increasingly, successful businesses are judged not on how much profit they make, but instead upon how they make their profits.

Ricoh has established a set of guiding principles and values that serve as a foundation for our business activities - The Ricoh Way. By following these principles in corporate ethics and legal compliance and ensuring transparency in corporate management, we strive to continuously improve our governance system. This ultimately ensures our continued competitiveness and respected position within the marketplace.

Environment and sustainability

Ricoh is globally recognised as a leader in sustainability, with a focus upon the entire lifecycle management of our products and services. We have strived to reduce the impact of the manufacture and operation of our products by developing energy-efficient production lines, reusing materials, voluntarily prohibiting the use of numerous chemical compounds, and annually investing around 5% of global revenues into the research and development of new technologies.

Ricoh Green Centre

In 2004 we opened the 'Ricoh Green Centre', a 43,000 square foot facility in Wellingborough, UK.

At Ricoh we don't believe in looking at one single aspect of our products and calling it "environmentally friendly". We look at the entire product lifecycle. We have strived to reduce the environmental impact of the production of our products through eliminating landfill, economising power consumption and strictly limiting hazardous substances. When our products reach our customers, we ensure they are running at their most efficient with cutting edge technology and run consumable recycling programmes. Finally, we strive to have all machines and consumables returned to this unique recycling facility where they are given a new lease of life or broken in to raw materials and recycled.

Ricoh and the community

We encourage our employees to be involved and support volunteering activities that link to our CR themes:

- Environment & conservation
- Raising the next generation
- Local community

This might include:

Individual employee voluntary activities (e.g. assisting with primary school children with reading and maths-

based board games, conservation day at a local nature reserve)

- Community Action Team (CAT) voluntary activities (e.g. redecorating a community hall, tree planting)

We have long-term partnerships with several charities to support our delivery of relevant volunteering. Working with our community investment partners is also embedded in many aspects of our leadership development.

We help to raise funds for children's charities locally and nationally and 'lend' our National Contact Centre facility in the UK, staffed with Ricoh employee volunteers to BBC Children in Need on the night of the annual TV campaign. This helps to form part of a virtual national BBC callcentre to receive and process telephone donations from the public.

Volunteering with Ricoh

Our employees are involved with many different projects all over the country. Each employee is given an additional two days 'volunteering leave' each year to participate in charitable activities that support our CR themes. Please liaise with your Line Manager to organise this additional leave.

EXCELLENCE

14. Business Excellence



Our Business Excellence division strives to drive and support the organisation to achieve the highest operational standards, through three main departments.

Planning & Projects

At Ricoh Ireland we encourage a continual improvement culture across the business. We aim to deliver a balanced approach for agile transformation whilst still ensuring all activities are structured, controlled, managed and communicated. The team provides a centralised point to manage strategic projects and change within Ricoh Ireland, and also supports you to manage change through your own projects via a number of methodologies. Four methodologies have been adopted to cover a wide range of change activities, varying from small incremental improvements within a single department, to company wide changes that significantly transform the way employees work and collaborate.

- a) Process Improvement (Lean Six Sigma DMAIC) - when existing processes are inefficient or ineffective, root causes are unknown, therefore effective solutions are unknown
- b) Process Design (Lean Six Sigma for Design & Innovation) when new processes need to be developed, or existing processes are fundamentally broken
- c) Project Management (IPEC) - when solutions are known and a structured and controlled implementation is required

d) Change Management (ROCMM) - when employees are impacted by change and engagement is likely to drop

Entry level training for Lean Six Sigma starts at Red Belt level, equipping delegates with the necessary tools to lead a small project within their own department. Newly trained "Belts" are assigned Mentors from the Planning & Projects team to support them through their project journey.

Ricoh Ireland encourages creative thinking and turning good ideas into reality. To support this process, you can submit your innovative improvement ideas through the Project Suggestion Scheme. Submitted suggestions are reviewed and assessed by the Planning & Projects team, supported by subject matter experts from the target improvement area.

A number of training courses are available to employees wishing to sponsor or lead projects. These are aimed at arming you with the necessary tools to manage a project successfully. For more information on these courses please speak to your Line Manager in the first instance, or visit the Planning & Projects iEngage page for general information and posting questions.

Quality & Systems

The Quality & Systems team aims to ensure the continuity of quality services in a secure way to our customers and to guide and support our people, ensuring they remain safe whilst at work. The

department does this through employing a range of specialists that support our people, processes and wider business. It assists to ensure compliance to a range of international standards as well as promoting consistent ongoing improvement, and above all seeks out and mitigates risk.

The Quality & Systems team covers the following subject areas:

Information & Data Security

Otherwise known as ISMS (Information Security Management System) this specialist area manages the protection of Ricoh's information and data, and that of our customers.

As Ricoh's eight lines of business develop, we see more and more of our customers' data and information being entrusted to us.

Our business information is subject to increasing threats in this digital age. ISMS at Ricoh focuses upon mitigating risks in order to protect business information and to maintain data accuracy and reliability, whilst also ensuring assets are accessible to both the business and customers when needed.

Additionally we must consider the protection of our premises and IT networks, systems and applications to completely manage security risk.

Business Continuity & Disaster Recovery

In essence, Business Continuity Plans provide back-up for an organisation to ensure that after a significant event, normal business operations can continue to keep customers satisfied and revenue growth can continue. Our customers expect us to continue to perform, delivering products and services to them even in times of crisis.

Ricoh also has Disaster Recovery Plans in place to deal with immediate emergency issues. A disaster is a full scale operational disruption to a specific area of the business where there may be a significant threat to life, property or assets. In these cases we have to be prepared to move people, assets and operations elsewhere as quickly as possible to ensure that we can continue to deliver as usual.

Health & Safety

It is hugely important to Ricoh that its employees

operate and conduct its business in the safest of environments. Therefore, we have a dedicated Health and Safety Manager and supporting specialists that provide management with support and guidance at all levels of the business in order to help keep our people, our contractors and our visitors safe.

Quality

Our quality system focusses on customer-facing areas of the business, ensuring that we are delivering the best possible service at every point in time. Through collaboration with teams and departments across the business and by utilising their KPIs we are able to review our performance. Our aim is to promote best practice from within and look for ways to improve, linking such findings to our Planning & Projects team to realise further efficiencies and benefits.

New Ways of Working

The world around us is changing faster and faster, so how do we as individuals and as a company keep up and thrive? Back in 2013 we realised that to truly be a leading technology company we had to 'walk the walk' and make our offices and working culture as agile as possible. New Ways of Working (NWOW) is a practical way of helping us do this; it's about how and where we work, the processes we use and the physical environment we work in.

You will see this in how our buildings are laid out, and more importantly, in how we work inside and outside of these spaces. At our head office in Airside, Dublin, and an increasing number of other offices around the country and UK, you can see these principles in action.



Our own Ricoh technology supports this change; many offices around the country now have video

conferencing units (UCS P3000/P3500) and Interactive Whiteboards (IWBs). This gives you a face to face experience, without wasting the time and energy travelling to other offices.

There are a variety of spaces to suit how you need to work, whether it's using open plan desks, quiet one-person rooms, large meeting rooms or drop-in pods. Our solutions and technology are there to help make your working day go as smoothly as possible.

For you, this means you will be given space on the shared drive to store your documents and access them anywhere; you can also print from any device on the Ricoh network, and connect to other offices without physically travelling there. We hope that you will find your own benefits from NWOW, however these are a few of the top ones:

- More varied space to work in
- Fresh and bright offices
- Easy-to-book meeting rooms
- Problem solving rather than a blame culture
- Freedom to commute from office to office wherever possible

We now welcome customers into our offices to showcase how we work, and invite them to work with us to improve their own workplaces. This means you will see external customers around our sites and we ask you to be proud and take care of your environment so our customers see the very best side of Ricoh.

Another really important part of NWOW is our commitment to being a sustainable company; we are proud to promote sustainable working, and the biggest change that we can make is reducing the miles we travel between our different offices. Three quarters of our carbon footprint comes from car travel alone and there are a host of benefits up for grabs if we change our habits and stop sitting on the motorways to travel to internal meetings.



Ricoh Interactive Whiteboard

During your induction you will be given a training session on using the UCS and IWBs so that you can get to grips with how they work and how to make them a normal part of your working day. If you have any questions after this or need support setting up a session please get in touch via our RUK – New Ways of working iEngage page and we will be delighted to help you.

15. Security and General Information



Car Parking

At Ricoh Ireland all those using Ricoh car parking facilities are required to observe the Road Safety Authority rules, safety rules, signs displayed and rules established by the Company from time to time. The Company will take a zero tolerance approach against people found to be in breach of these.

Below are some examples of parking misuse, but this is not an exhaustive list:

- Parking in yellow hashed areas
- Parking in disabled bays without displaying an appropriate badge
- Parking in reserved & special areas without appropriate approval

Reserved parking is available at some sites. These bays are for the use of employees who have approval to use them for a short period of time as a reasonable adjustment on medical grounds.

If you require this approval, you should speak to your Line Manager in the first instance and contact HR, who will gather relevant information and provide approval if appropriate.

No Smoking Policy

Ricoh Ireland operates a no smoking policy in all of its premises. This ban also applies to all Company vehicles being driven for business or private use. You are restricted from smoking in the car parks of any of the

buildings unless there is a designated smoking shelter. Smoking can only take place at smoking shelters

and these can only be used during contractual lunch breaks. If you do use any of the smoking shelters, you should ensure that you dispose of your cigarette using ash trays or the provided cigarette disposers rather than using the pavement.

Alcohol and Drugs (and any harmful substances) Policy

Ricoh Ireland is committed to ensuring the health, safety and welfare of its employees. The Company prohibits the drinking of alcohol and/or forbids the taking (or possession of) any unlawful drugs whilst on Company premises, during working hours, or to have such substances in your system whilst carrying out your duties. You may also be required to have a random drug and alcohol test when working on any clients' sites.

Ricoh Ireland offers external support under the Employee Assistance Programme (EAP) which is provided by Bupa. This service will provide confidential, independent advice and counselling by phone - 24 hours a day, seven days a week, 365 days a year. So you can always get help when you need it. Please contact **1-800-650-138** for more information

Fire Drill & Evacuation Procedure

It is essential that you know the correct procedures to follow in the event of a fire; therefore if you discover a fire you must:

- Keep calm
- Be aware of where the call points and fire extinguishers are
- Be aware of how to raise the alarm in the event of a fire
- Know where the escape routes are
- Know where the assembly point is
- In the event of a fire don't panic
- Leave the building immediately
- Do not use the lift
- Do not stop for, or return to get personal items
- Ensure any visitors are escorted safely from the building
- Go directly to the assembly point
- Do not re-enter the building until you are told it is safe to do so

Treat every alarm as the real thing; do not assume it is a test! For further details please refer to the Company Health and Safety Induction Handbook which can be obtained via your Line Manager.

Information

Ricoh Ireland takes the security of information seriously including employees and customers' details. The Company is certified by BSI globally to ISO 27001. Ricoh Ireland also expects all employees to be responsible for ensuring that all information handled in your area is kept secure and to comply with the requirements of the standard.

Office opening hours

All Ricoh Ireland offices are open between the hours of 8:30am and 6pm. Admission to Ricoh offices during the weekend is not permitted unless this has been agreed previously with your Line Manager and the Facilities team.

Security questionnaires

At Ricoh Ireland we ensure that all employees who attend client sites are compliant, therefore it may be necessary for you to complete a security questionnaire

(CRB) and credit check etc in order to carry out a service on client premises such as schools, hospitals or airports.

Any information we divulge will be treated as private and confidential. Please note that refusing to complete a security questionnaire may be deemed as gross misconduct. In this circumstance please refer to Company Disciplinary Policy. If you wish to raise any concerns please speak with your Line Manager and/or HR department.

Right of Search

Should Ricoh Ireland believe that property belonging to the Company, you or a customer is missing and that it is in the possession of another employee, the Company has the right to stop and search any employee and/or employee's vehicle, parcels / packages or property.

If you are searched, it will be done so in a dignified manner and will not infringe on your rights as an individual. If a search is required a third party can be present at your request.

Security of company premises

While on the premises you should be constantly aware of the general security implications. General security covers many areas including:

- Windows – always ensure that they are closed and locked at the end of the day
- Fire exits – these are not to be used 'unofficially' for smoking etc
- Visitors to the premises – all visitors must be signed in and accounted for
- Confidential information – any information relating to the Company is confidential

ID Badges

At the start of your employment with Ricoh you will need to complete a 'Ricoh Security ID & Access Care Application Form' in order to obtain your ID badge. When completing this form you will need to include a digital head and shoulder photograph of yourself. This form is located on the Facilities iEngage page. Once you have completed the form you will need to send it to the Facilities Department to process.

It is a business requirement that you wear your ID badge at all times.

About Ricoh

Ricoh is a global technology company specialising in office imaging equipment, production print solutions, document management systems and IT services. Headquartered in Tokyo, Ricoh Group operates in about 200 countries and regions. In the financial year ending March 2015, Ricoh Group had worldwide sales of 1,924 billion yen (approx. 20 billion USD).

The majority of the company's revenue comes from products, solutions and services that improve the interaction between people and information. Ricoh also produces award-winning digital cameras and specialised industrial products. It is known for the quality of its technology, the exceptional standard of its customer service and sustainability initiatives.

Under its corporate tagline, imagine. change. Ricoh helps companies transform the way they work and harness the collective imagination of their employees.

For more information, visit www.ricoh.co.uk



RICOH
imagine. change.