

Working with our partners toward a more sustainable society

To achieve the development of a sustainable society, the Ricoh Group has adopted a CSR management approach in collaboration with our suppliers and sales partner companies. Our objectives are not limited to managing and reducing environmental and human rights risks throughout the supply chain; we aim to make a positive contribution to society. We believe our commitment to giving back to society will lead to greater approval from society, which then will increase the morale of our employees, add a competitive edge to our business, and ultimately improve our business performance. To create this virtuous circle, there must be a deeper understanding and continuous implementation of effective CSR activities by all the parties involved, including our partner companies. Therefore, the Ricoh Group will further advance CSR procurement*, and provide comprehensive support for sales and other partner companies to help them become more socially responsible businesses.

* A procurement scheme in which CSR initiatives are taken by the supplier set as a condition for purchasing

Fiscal 2008 Activities Review

<Ricoh Group>

● Expanding CSR activities to our suppliers

We have developed an overall CSR activity structure within our supply chain in Japan, and started to discuss a set of rules to be applied when implementing CSR activities in China.

● Green procurement

- 1) We worked with suppliers toward mitigating the effects of climate change through joint efforts to reduce costs and carbon emissions. As a result, CO₂ emissions from the manufacturing processes of model suppliers were reduced by 10%.
- 2) We revised the items that are checked during the renewal review of the chemical substance management system (CMS), aiming to improve the effectiveness of the review system.
- 3) We held briefing sessions on compliance with the EU's REACH Regulation with approximately 800 suppliers worldwide.

● Implementation of procurement ethics (including the Act Against Delay in Payment of Subcontract Proceeds, etc., to Subcontractors) at procurement divisions

- 1) Employees of procurement divisions in the Ricoh Group, including temporary staff, conducted self-checks.
- 2) We created improvement plans and took remedial action in accordance with those plans.

● Expansion to sales partners in Japan

- 1) We completed the introduction of a Code of Conduct for consolidated sales subsidiaries.
- 2) Together with our sales partners, we conducted joint customer satisfaction surveys of our partners' customers.

● Future challenges

- 1) Developing a system for effective implementation of the PDCA cycle
- 2) Upgrading the capabilities of personnel in charge of interacting with partner companies

Plan for Fiscal 2009

<Ricoh Group>

● Introducing self-assessment systems to suppliers

- 1) We will hold briefings for our suppliers on the Ricoh Group's CSR activities, aiming to nurture greater understanding and promote shared values within the supply chain.
- 2) We will request major suppliers in Japan to conduct self-assessments. We will provide feedback on the results and support them in implementing improved CSR.
- 3) We will take preparatory measures to introduce self-assessment systems in China and other parts of Asia.

● Green procurement

- 1) We will implement improvement activities to meet the fiscal 2010 target (5% reduction from the fiscal 2005 level).
- 2) We will actively collect information on chemical substances subject to controls, including SVHC.

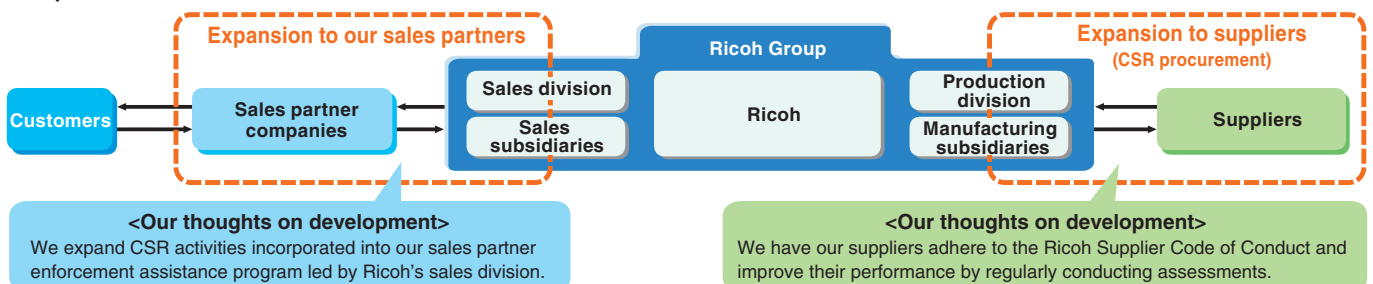
● Implementation of procurement ethics (including the Act Against Delay in Payment of Subcontract Proceeds, etc., to Subcontractors) at procurement divisions

We will take improvement actions based on the results of our performance in fiscal 2008, and will conduct self-checks on an ongoing basis.

● Full-scale expansion of CSR activities to sales partners

- 1) Using Ricoh's own practical expertise and experience, we will develop a support program for sales partners focusing on quality of management.
- 2) We will make available a system to visualize and share case examples on good CSR practices of our partners.

Expansion to Our Partners



Promoting CSR Activities at Suppliers

Introducing a self-assessment system to suppliers

In promoting CSR activities by our suppliers, we first defined the objectives and implementation policies and rules for the activities. Then we prepared a guidebook that provides an easy-to-understand explanation of the Ricoh Group Supplier Code of Conduct and what the Group aim to achieve through this. We also developed a Self-Assessment Sheet to evaluate suppliers' present performance in CSR activities. Some suppliers cooperated with us in conducting a preliminary self-assessment using this sheet, and provided valuable feedback and insights for future

full-scale introduction.

From May 2009, we held briefing sessions on the Self-Assessment Sheet program for our major Japanese suppliers in five different regions in Japan. During the briefings, participants from a total of 220 suppliers listened to lectures by external specialists, an explanation of CSR activities in the Ricoh Group, and a request to conduct self-assessments among other things. We hope that our suppliers will use the results of their self-assessments to identify opportunities to make improvements and develop and put into practice a PDCA cycle based on the findings. In doing so, we believe our entire

supply chain will be more able to meet the demands and expectations of the public.



Stepping up efforts to reduce CO₂ emissions

We conducted a survey to assess what percentages of our suppliers are working to reduce carbon emissions from their manufacturing activities in light of the growing interest in preventing global warming. The result shows that while many suppliers are conducting environmental activities, only 40% of suppliers have implemented measures to reduce CO₂ emissions, and the remaining 60% have taken no specific action to reduce their

carbon footprint. In response to this result, the Ricoh Group has been accelerating its wide-ranging efforts to reduce carbon emissions throughout the entire supply chain. To this end, we provide a wide range of support, including training seminars, consultations, providing reference materials to suppliers, and working together with them.



Training seminar for suppliers

For details of green procurement refer to the Ricoh Group Sustainability Report (Environment) 2009, available on our website.

Promoting CSR Activities at Our Sales Partners

Supporting CSR activities at sales partners

The expansion of our CSR activities to sales partners started with implementing a Code of Conduct for our consolidated sales subsidiaries. Following this, we introduced our CSR reports, environmental reports, and the Code of Conduct we posted on our website for their reference. Based on our own experience and expertise in customer satisfaction surveys, we have also started to conduct surveys of our sales partners' customers. Sharing the survey results, which demonstrate our partner companies' strengths and challenges, we and our sales partners have been working together to create greater customer satisfaction. We are confident that expanding our CSR

activities to involve our sales partners will lead to enhancing the corporate culture in our partner companies, building good relationships with communities, and in turn achieving excellent performance. Based on

this belief, we are working to categorize our own cases studies from a management quality perspective to offer to our sales partners.

