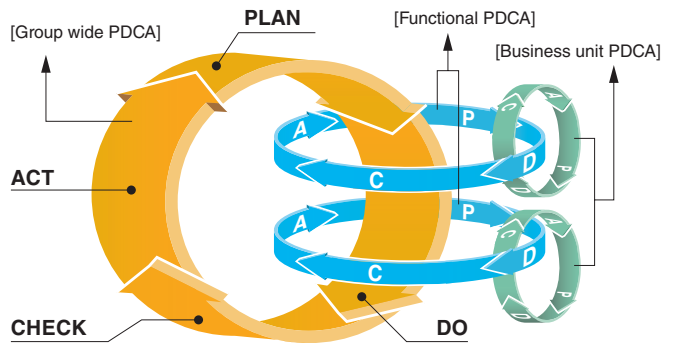


The Ricoh Group engages in CSR activities through consistent use of the PDCA cycle

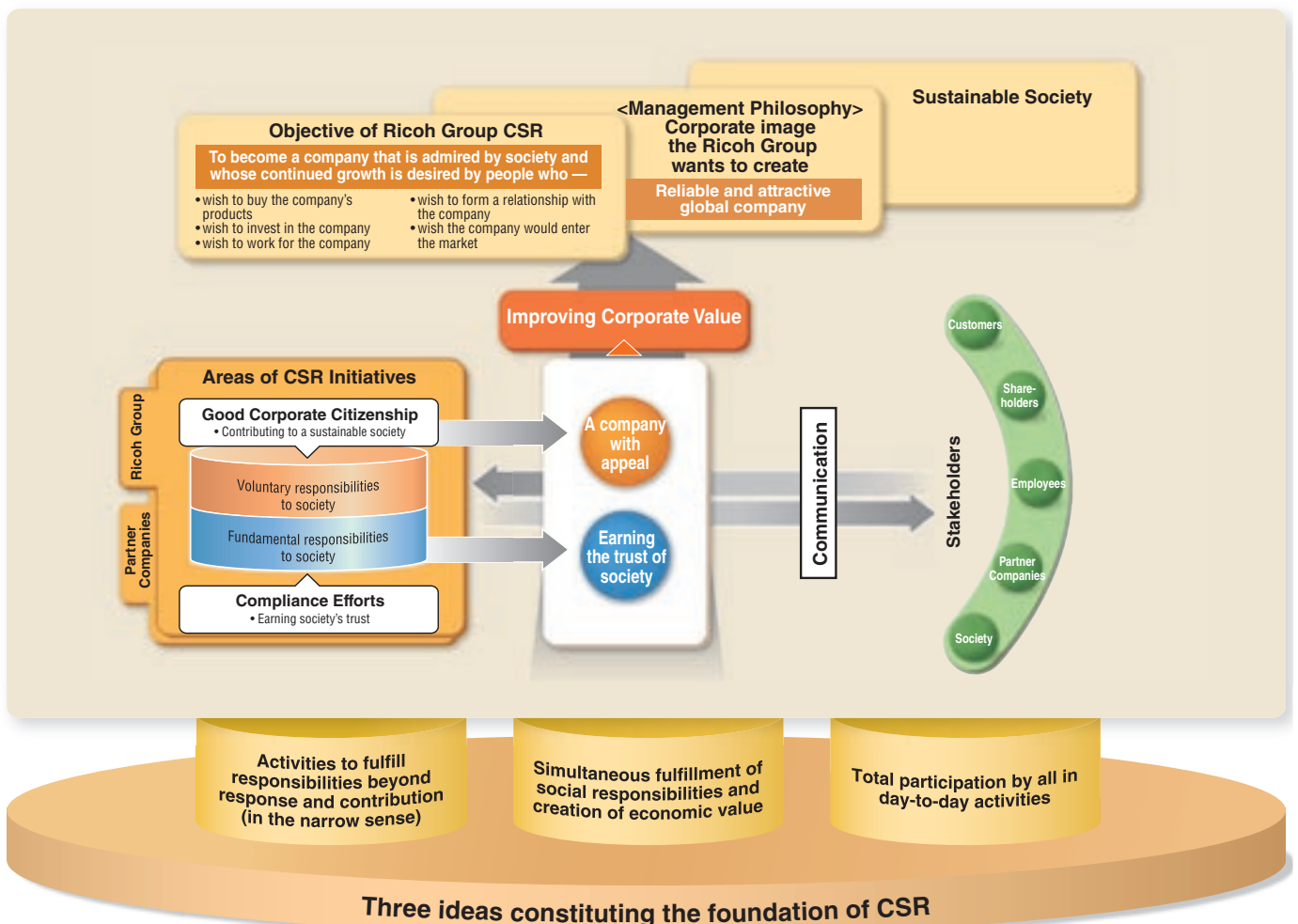
In accordance with our three CSR founding principles, the Ricoh Group engages in CSR activities with the goal to “become a company that is admired by society and whose continued growth is desired.” These activities are intended to fulfill two types of responsibilities, namely fundamental responsibilities to society and voluntary responsibilities to society, in the four areas specified in the Ricoh Group CSR Charter (see page 7). Efforts to fulfill these responsibilities are respectively called compliance activities and being a good corporate citizenship. We hope to achieve our CSR objective: earning society’s trust by enhancing compliance efforts, creating an attractive company, and at the same time, increasing our corporate value. This is how we visualize a reliable and attractive global company in line with our management philosophy, while contributing to the development of a sustainable society. In carrying out our activities, we join hands with other departments depending on the theme and issue, and repeat the PDCA cycle* for each topic.

* PDCA cycle: continuous improvement management system using a Plan-Do-Check-Act cycle

■ PDCA Responsible for Controlling Group and Business Functions



■ Framework of the Ricoh Group’s CSR



[How we determine our CSR activities]

In order to expand and deepen our CSR activities, the Ricoh Group looks at social issues from various perspectives, and finds links to specific activities by referring to our CSR Charter. And through communication with our stakeholders, we also reaffirm our stakeholders' expectations and requests for the Group.

**● Being a good corporate citizenship
(Voluntary responsibilities to society)**

To realize a sustainable society, the Ricoh Group sets its own goals and themes within and outside of its business domain and conducts various activities. Within our business domain, we strengthen activities that may help to resolve global social issues through the Ricoh Group's technology, products and services. Outside of our business domain, we place particular focus on global environmental conservation and the healthy development of youth as part of our social contribution activities, and have enjoyed many achievements in and outside Japan.

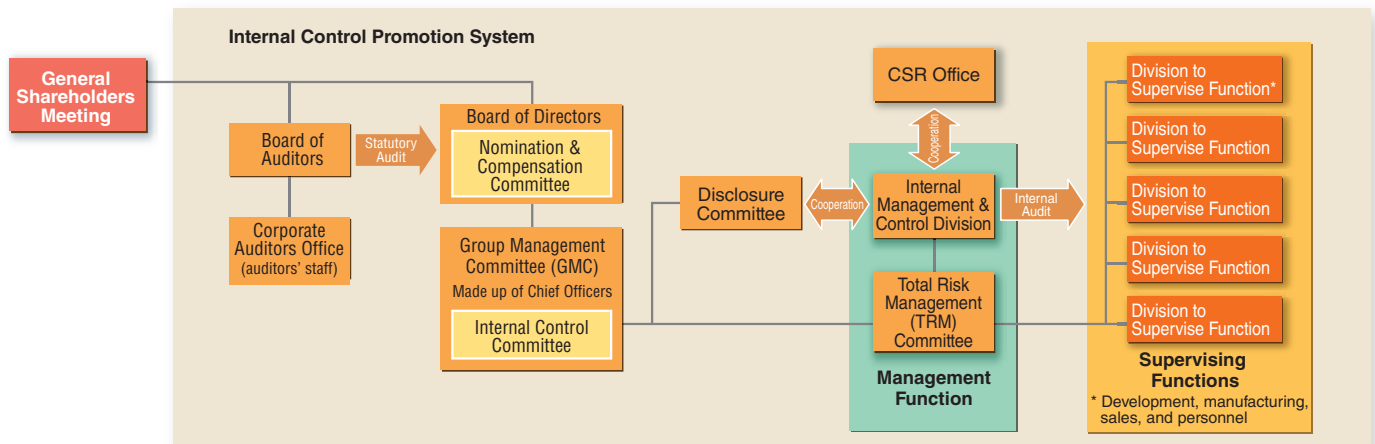


**● Compliance efforts
(Fundamental responsibilities to society)**

The Ricoh Group has developed compliance and risk management activities that adhere not only to related laws and regulations, but to basic behaviors and conscience as well. Particular efforts are made to institutionalize the Ricoh Group Code of Conduct by ensuring that it permeates into the thought processes and actions of our employees. To this end, we are continuing related education and assessment of understanding within the Group, so that the Code permeates and is established among our employees.

■ The Ricoh Group's Corporate Governance Structure

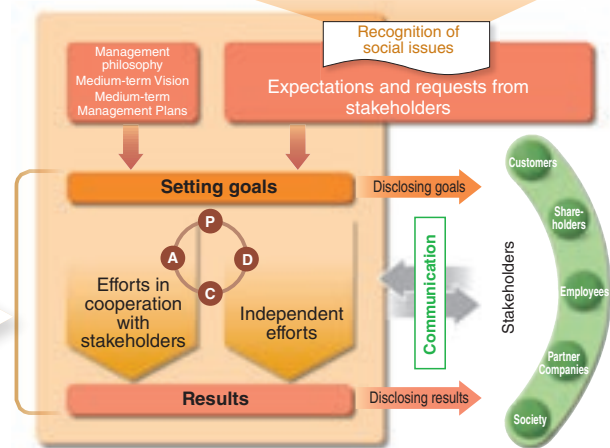
Discussions at board meetings, whose management oversight function has been enhanced, focus on social responsibility and compliance. The CEO and Chief Officers plan and carry out management strategies as well as supervise the execution of business for the whole Group. In addition, the Internal Management & Control Division reporting directly to the President was set up to reinforce the internal control functions. In the meantime, the Corporate Auditors Office, whose function is to assist auditors, was established to clearly show the independence of audits.



■ Analysis and Investigation of Social Issues

[Recognition of social problems]			
Region	Global Social Issues	Relevance to Ricoh Group CSR Charter	Examples of Ricoh Group Activities
Global	Negative Effects of IT Society: Resolving the Digital Divide	Developing and Providing Products and Services Beneficial to the World	Efforts to develop user-friendly products incorporating color universal design
Global	Protection of Personal Information		Obtaining the ISMS (Information Security Management System) global standard certification which includes protection of personal information
Global	Reducing Environmental Burden	Fair and free competition, sound activities with government and organizations	
Global	Preventing Global Warming		Creation of the Ricoh Group Supplier Code of Conduct
Global	Preventing Pollution Caused by Chemical Substances	Appropriately protecting and managing in-house information and customer data	Supporting efforts at stores
Global	Efficient Use of Resources		Reducing greenhouse gases released during manufacturing activities
Global	Rebuilding an Energy Supply System		Scaling back greenhouse gases released during non-manufacturing activities
Global	Boosting Energy Efficiency and Creating New Energy	Voluntary and pro-active efforts to preserve the environment	Reducing CO ₂ emissions released during distribution
Global	Measures Against New Viruses	Promoting Eco-Friendly Technological Innovation	Promoting CO ₂ emission reduction activities at client firms
Global	Preventing the Spread of Infectious Diseases in the Workplace		Contributing to reducing environmental burden of customers
Global			Strengthening management of chemical substances for Product XXXX
Global			Promoting development of energy efficient technology
Global			Improving energy efficiency of products

■ CSR Activity Domain and Specific Activities



● Promoting CSR among our partner companies

As part of our efforts to create a sustainable society, the Ricoh Group is promoting its CSR activities among our partner companies. We ask suppliers both in and outside Japan to observe the Ricoh Group Supplier Code of Conduct as well as to conduct self-assessments and gain feedback. By doing so, we plan to implement PDCA to further improve our CSR activities. The Group is also planning to ask sales partner companies to create systems where Ricoh's know-how can be passed down to them and ask them to voluntarily ensure that CSR takes root in their respective companies.