

## Health and Safety

Promoting activities for health and safety under corporate social responsibility

The Ricoh Group is committed to a higher level of health and safety and to creating a more comfortable working environment. "To find personal value in our work" is one of Ricoh's management philosophy, which is always reflected in its health and safety activities. Efforts are being made to restructure the occupational health and safety management system to observe the laws of the country or the region where the business is operating as well as to reduce risks. At the same time, global efforts are being made to establish the Work Health and Safety Management System based upon OHSAS18001\* and other standards, led by Ricoh.

\* OHSAS18001: Specifications for Occupational Health and Safety Management Systems

### The Ricoh Group's Approach to Health and Safety

#### ● Basic Policy and Action Guidelines

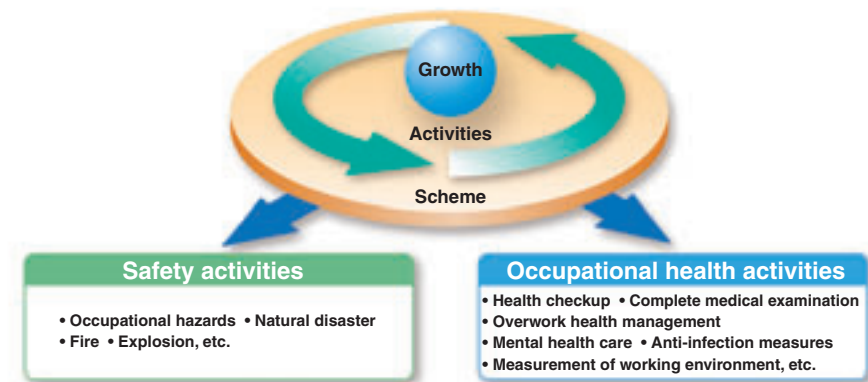
The direction of the Ricoh Group's health and safety activities has been made clear to all employees. It is also regarded as the group's commitment to society.

#### Basic Policy

By putting our management philosophy into practice, we are more aware of the need to secure employee health and safety, and we earnestly strive to achieve this, as well as to establish a comfortable work environment group wide.

#### Action Guidelines

- Not only do we comply with all domestic and overseas health and safety regulations, but we also set our own goals for employee health and safety and endeavor to achieve those goals.
- We shall continue to maintain and improve an independent health and safety promotion system to secure employee health and safety and to establish a comfortable work environment.
- By providing education in health and safety, we strive to raise the awareness of all our employees and support and encourage them to be interested in and to observe health and safety practices in all activities in society.
- In every country and region where we conduct business, we maintain close ties with local communities and widely contribute to their society by publicly disclosing our activities and assisting in health and safety activities.



#### ● Concept of Health and Safety

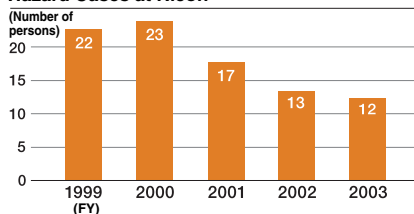
Ricoh believes encouraging more individually motivated activities is a necessary condition for continued and stable improvements. Accordingly, efforts are being made to create a system to make the processes of the different activities more transparent, which will lead to improved results. Efforts are being made to establish a system enabling the Ricoh Group's activities to be implemented on a global scale.

### Occupational Hazards

#### ● Shift to Preventive Activities

To reduce occupational hazards, voluntary safety activities closely related with the actual work sites are being implemented, mainly at production sites. The number of occupational hazards has steadily dropped as a result of the shift from after-the-fact activities to preventive measures by running the PDCA cycle on risk assessment, risk improvement for serious risks, and re-evaluation of risk.

#### Changes in Total Number of Occupational Hazard Cases at Ricoh



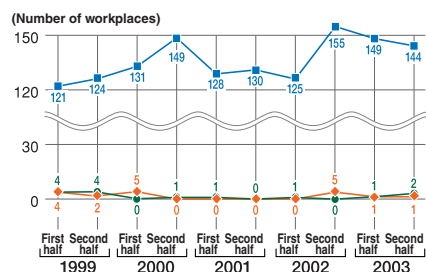
### Working Environment is Also Checked Frequently

#### ● Working Environment Measurement

The Ricoh Group continues to monitor its work environment to prevent work-related

health problems. The Ricoh Group endeavors to improve the work environment by measuring not only those substances that are required to be measured by law but also those substances that are not required to be measured by law but may be hazardous to employees' health.

#### Results of Working Environment Measurement (Ricoh and its affiliates in Japan)



- 1st control area: In most of the workplace (95%), the concentration of toxic substances in the atmosphere does not exceed the controlled density.
- 2nd control area: The average concentration of toxic substances in the atmosphere of the workplace does not exceed the controlled density.
- ◆ 3rd control area: The average concentration of toxic substances in the atmosphere of the workplace exceeds the controlled density.

### Infectious Diseases

#### ● Combating Infectious Diseases

In the spring of 2003, severe acute respiratory syndrome (SARS), which is an emerging infectious disease, spread through the world. Although the disease is calming down this year, there are no established diagnoses or treatments for the disease, while new infectious diseases such as bird influenza have emerged. This has made it necessary for us to continue taking adequate preventive measures that will be effective against all types of infectious diseases. What is more, recent progress in globalization has increased the risks of infectious diseases spreading rapidly to all parts of the world. The Ricoh Group,

which has business sites all over the world, is taking thorough measures against infectious diseases for all Ricoh Group employees working all over the world, as well as for their families.

### ● The Ricoh Group's Response to SARS

Ricoh has sent medical appliances such as masks and clinical thermometers to regions where the disease is active, organized a SARS Committee, established an information communication network, and set risk levels based upon three classifications: preventive measures, early detection, and preventing the disease from spreading. We have also prepared two manuals for the Ricoh Group, one for the company and another for employees (Japanese, Chinese, and English versions available). The manuals clarify the concrete responsibilities to be fulfilled by employees and make this known to all employees.

## Mental Health Care

### ● Establishing a System

Guidelines for Promoting Workers' Health at Workplaces (Directive No. 522 dated August 9, 2000\*) was published, clarifying the efforts to be made by our companies. Ricoh regards the care of employees' mental health as a contemporary issue in occupational health and safety and is striving to establish the concept of an EAP (Employee Assistance Program), where employees will be supported by the whole company, but with privacy given to individuals.

\* Directive No. 522: Issued by the Ministry of Health, Labour and Welfare—Notification of August 9, 2000

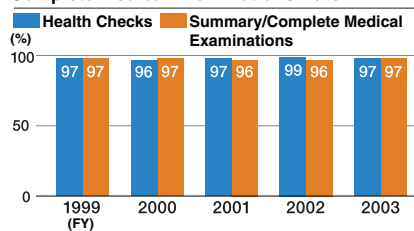
### ● Compilation of a Database

The mechanism of stress development, methods for stress relief and other information are provided in the Mental Health Care Database, which is available on the in-house LAN. Through stress checks, employees can monitor their own mental state and care for their own mental health. Thus, the database is being used to educate people. To raise the interest level of employees, basic education is given to new employees as well as administrative staff, while efforts are being made to cooperate closely with industrial physicians at business sites, psychiatrists, industrial counselors and clinical psychotherapists. Such efforts have led to early detection and treatment of patients.

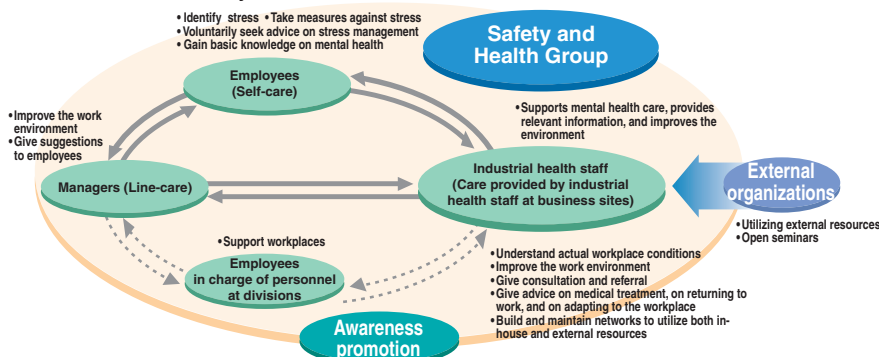
### ● Health Checkups and Complete Medical Examinations

Ricoh makes it compulsory for all employees between the ages of 35 and 40 to have a health check and summary medical examination, and those aged 40 or older to have a complete medical examination, as part of its continued efforts towards prevention and early detection of disease. Ricoh's health management system also covers the family members of employees, with complete medical examinations offered to spouses. All personal information is held according to strict confidentiality requirements.

Health Checkup Rate/Summary/Complete Medical Examinations Rate



### Ricoh's Mental Health Care System



## Health Management

### ● Health Management in Compliance with the Guidelines

Comprehensive Measures to Prevent Health Disorders Due to Overwork (Directive No. 0212001 dated February 12, 2002) clarified measures to be taken by companies for their employees working long overtime hours. In addition to the Health Checkups for Employees Working Long Overtime Hours guidelines, which are already in place, Ricoh has run its health management in accordance with the guidelines presented by the Ministry of Health, Labour and Welfare since 2002. The physical health of employees are recorded on Health Check Confirmation Sheets, which are used together with the results of past health checkups for interviews with industrial physicians. Such efforts have contributed to early detection of physical and mental disorders.

### ● Protecting the Privacy of Individuals and the Health Management Database

At some of the business sites, the in-house LAN is used by individuals for filling documents related to health checkups and for setting interview dates, and this has contributed to the protection of the privacy of individuals and improved efficiency in administrative work. In the future, efforts will be made to improve the quality of health management, by developing a company-wide database and increasing the frequency of interviews. At the same time, group standards for health management to avoid overwork will be established, and these will be introduced throughout the Group to improve quality.

### Chart of Health Checkup for Employees Working Long Overtime Hours

