

## Health and Safety from a CSR Point of View

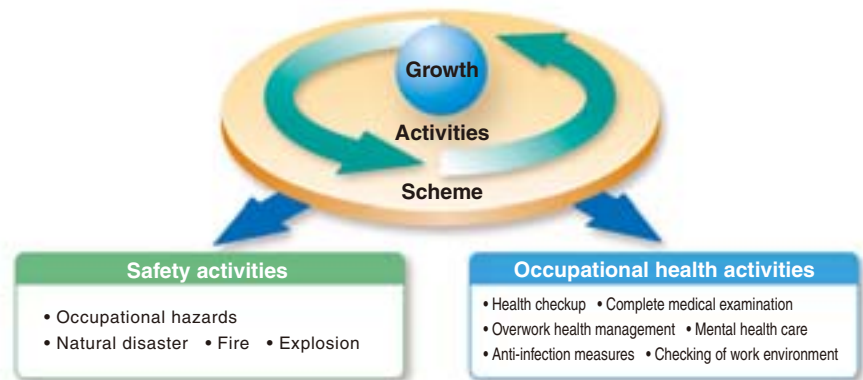
The Ricoh Group is continuously committed to an ever higher level of health and safety and to creating a safer and more comfortable working environment. The basic policy and action agenda of its health and safety activities have been made clear to all employees and positioned as its commitment to society. Ricoh believes encouraging more individually motivated activities is a necessary condition for continued and stable improvements. Accordingly, efforts are being made to create new systems and to utilize them.

### Mental Healthcare

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 Employee Assistance Program (EAP), where employees will be supported by the whole company while giving sufficient consideration to the protection of personal information.

### Health Management

Ricoh has run its overwork management in accordance with the guidelines presented by the Ministry of Health, Labor 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. In June 2004, these sheets were standardized within the Group.



### Health and Safety Activities in Fiscal 2004

#### ●Protecting Personal Information

To respond to full enforcement of the personal information protection law, Ricoh makes sure that employees agree to the use of their information on the health checkups and complete medical examinations, and also that they are familiar with the traditional handling of the information.

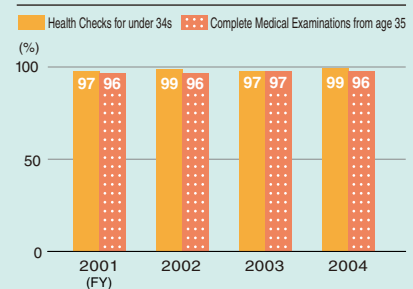
#### ●Ricoh Group Health and Safety Common Indexes

The Ricoh Group has revised its indexes and created new ones that are common to the entire Group. These indexes clearly show the relationship between the cost and effects and the effectiveness of our health and safety activities. The indexes contain 26 items, including data for costs and effects, in order to produce four safety management indexes concerning safety factors. These indexes are scheduled to be implemented in the first half of fiscal 2005.

#### ●Visual Compliance Management for Health and Safety

Ricoh has built a structure for compliance management for health and safety activities in a database format to be shared within the Group. This has allowed us to see the operational flow at a glance, and follow the compliance status for various regulations. By utilizing such a database, the efficiency of searches by each department for relevant regulations on occupational health and safety factors has been improved, and a system was actualized to determine the execution of compliance operations. In addition, it promoted elicitation of tasks to help us abide by the regulations.

#### Health Checkup Rate/Summary/Complete Medical Examination Rate



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



\*The increase was due to the change of the standard in data collection.