

## Earning the Public Trust

For corporations to grow and develop, they must give consideration to preserving the environment, respecting people, and being in harmony with society while pursuing corporate profits. When performing corporate activities based on such considerations, continuity becomes the key. To retain the respect of the world community, the company must continue these activities until they are well recognized by society.

In order to gain the respect of the world community, the Ricoh Group has continued to promote CSR activities based on corporate governance, communication with society, and the participation of all employees.

To actualize a better world and society, and to generate corporate profit concurrently, the Ricoh Group clarifies two areas of responsibility (fundamental responsibilities and voluntary responsibilities to society) and performs CSR activities while discovering what our stakeholders expect, and dealing with the issues.

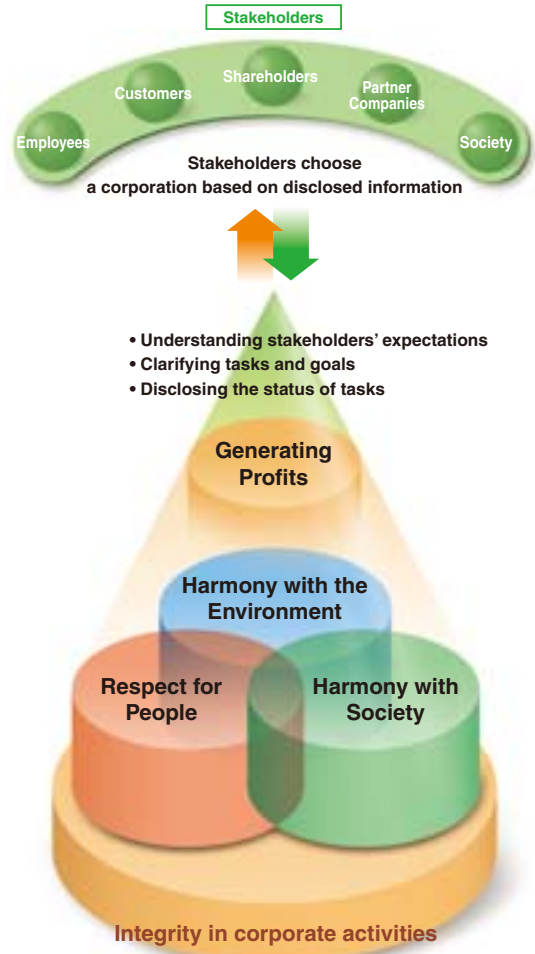
### ● CSR: Framework and governance

To obtain a good relationship with our stakeholders, the Ricoh Group established a CSR framework (see the figure on the right). In this framework, social responsibilities are divided into fundamental and voluntary responsibilities to society, in order to clarify the Ricoh Group's responsibilities to our stakeholders. In order to ensure the effectiveness of the framework, it is necessary to establish corporate governance, especially in the areas of leadership, management structure, management systems and information disclosure.

### ● Ricoh Group corporate governance structure

The Ricoh Group has established a CSR Committee, which has a director of CSR as chairman, and which is under the Group Management Committee organized by the Board of Directors, Chief Operating Officer and operating officers, who meet certain requirements. It is responsible for supervising operations and making important decisions regarding the Ricoh Group's management. Subcommittees are also established to implement and promote CSR activities. The activity plan and status of development are first reported and discussed by the CSR Committee and then proposed to the management committee.

### ■ Our Corporation's Continuous Development and Social Responsibilities



### ■ Framework of CSR



In March 2004, the Internal Control Promotion Office was established in order to promote internal control within the Ricoh Group to strengthen the management structure and to follow Section 404 of the Sarbanes-Oxley Act (broad corporate and accounting reform act) of the United States. With this office, the Ricoh Group aims to observe applicable laws and regulations, improve effectiveness and efficiency of operations, and maintain the reliability of financial reporting as a global corporation with strong corporate values. During fiscal 2004, the Internal Control Promotion Office has worked together with related sections and major companies in the Group to restructure the internal control of the entire Group, to educate the employees, and to improve the business process. In fiscal 2005, a self-assessment regarding internal control is planned and various improvements will be made to increase the effectiveness of business operations. In addition, a system will be introduced to examine the selection,

dismissal and remuneration of the directors and operating officers, to make our operations more transparent. To protect privacy, the Act for Protection of Computer Processed Personal Data held by Administrative Organs has been fully effective since April 2005 in Japan. In December 2004, the Ricoh Group established a Personal Information Control Office to quickly respond to such needs and to promote compliance with the act throughout the Group. An Information Disclosure Committee has been established, to oversee disclosure of corporate management information, including information that may reflect negatively on the group. In fiscal 2004, only one accident was discussed and reported by the Information Disclosure Committee.

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