

## Management Philosophy

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### Our Purpose

To constantly create new value for the world at the interface of people and information

### Our Goal

To be a good global corporate citizen with reliability and appeal

### Our Principles

1. To think as an entrepreneur
2. To put ourselves in the other person's place
3. To find personal value in our work

## Ricoh Group Corporate Social Responsibility (CSR) Charter

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To grow as a respected enterprise, the Ricoh Group must fully discharge its corporate social responsibility (CSR) from a consistent global perspective and throughout every aspect of its operations. To ensure this, the following principles are to be observed, with the proper social awareness and understanding, compliant with both the letter and the spirit of national laws and the rules of international conduct.

### Integrity in Corporate Activities

1. Every company in the Ricoh Group will develop and provide useful products and services, with high quality, safety, reliability and ease of use, while maintaining security of information and giving proper consideration to the environment.
2. Every company in the Ricoh Group will compete fairly, openly and freely, maintaining normal and healthy relationships with political institutions, government administration, citizens and organizations.
3. Every company in the Ricoh Group will take responsibility for managing and safeguarding its own information and that of its customers.

### Harmony with the Environment

4. Every company in the Ricoh Group will take responsibility, as a citizen of the world, working voluntarily and actively to preserve the environment.
5. Every company in the Ricoh Group, and all employees of each company, will seek to implement technological innovations that reflect environmental concerns and will participate in ongoing activities to preserve the environment.

### Respect for People

6. Every company in the Ricoh Group will, apart from corporate group activities, maintain a working environment that is safe and that makes it easier for its staff to do perform their duties, respecting their richly individual characteristics and encouraging their autonomy and creativity.
7. Every company in the Ricoh Group will respect the rights of all those connected with it, and will seek to create a cheerful working environment, free of discrimination.
8. No company in the Ricoh Group will permit forced labor or child labor, and none will tolerate the infringement of human rights.

### Harmony with Society

9. Every company in the Ricoh Group will, as a good corporate citizen, actively engage in activities that contribute to society.
10. Every company in the Ricoh Group will respect the culture and customs of its country or region, and will operate so as to contribute to their development.
11. Every company in the Ricoh Group will engage in the fullest possible communications with society, actively seeking to provide proper and unbiased disclosure of corporate information.

## Statement by Management Concerning Information Security

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### Basic Policy

As a member of the global information society, the Ricoh Group recognizes the importance of each and every information asset, including customer information. The Ricoh Group will establish the necessary information security management system to enhance data use and so live up to its stakeholders' strong faith in the Group. This will further refine Ricoh's corporate ethics, which are firmly anchored in legal compliance, and will ensure security and reliability in the information society.

### Directives

1. The person in charge of each organization will put into place a structure that facilitates the implementation of information security management appropriate for that organization.
2. Each organization will define security policies that correspond to the value of the information assets it holds and will manage daily operations to which management measures based on the policies will be applied.
3. An appropriate intra-group organization will be formed for efficient Group information security management.
4. Appropriate education will be carried out to fully familiarize employees and other parties concerned with security requirements.
5. The state of operation with respect to the information security management system will be periodically audited and continuously improved.
6. All employees will comply with the rules related to information security, and penalties will be applied in case of a violation.

## Basic Policy on Personal Information Protection

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Ricoh Company, Ltd. (Ricoh) recognizes the importance of the "protection and use of personal information" in the global information society. In handling all personal information provided in the course of business, Ricoh will comply with relevant laws and regulations and other criteria. Furthermore, Ricoh will implement, apply, and manage voluntary rules in line with international trends of personal information protection. The rules will be disseminated to and are to be followed by all employees and other parties concerned, and will be maintained and reviewed continuously.

1. Ricoh will acquire personal information by lawful and appropriate means, and will not collect personal information improperly.
2. Ricoh will specify the purposes of personal information use, and will handle the personal information within the scope necessary for accomplishing the purposes of use.
3. Ricoh will endeavor to keep the acquired personal information accurate and up-to-date within the scope necessary for the purposes of use.
4. Ricoh will take necessary and appropriate steps such as protection from destruction, leakage, and modification, etc. to ensure the security of the personal information being handled.
5. Ricoh will give proper consideration to allowing the person who is the subject of personal information (the principal) to be appropriately involved in the handling of the information.

## Outline of the Ricoh Group

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Ricoh Co., Ltd. was established in Japan on February 6, 1936. The Ricoh Group consists of Ricoh Co., Ltd., 306 subsidiaries, and 11 affiliates.\* The Ricoh Group engages in activities on a global scale that include the development, production, marketing, after-sales services, and recycling of office equipment, including copiers and printers, in five regions around the world (Japan, the Americas, Europe, China, and the Asia-Pacific region). The Group has more than 83,000 employees.

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\*The definition of an affiliate follows the U.S. Generally Accepted Accounting Principles (U.S. GAAP), which differ slightly from the definition given in Japan's GAAP.

## Ricoh Group Brands

The Ricoh Group markets products under its own brand name "RICOH" as well as the following brands.

### Brand logos



## Major Product Lines of the Ricoh Group

### Office Solutions Fields

#### Imaging Solutions

Digital plain-paper copiers (PPCs), color PPCs, analog PPCs, duplicators, facsimile machines, scanners, multifunctional printers (MFPs), diazo copiers, and related supplies and services, related software, etc.

#### Network Systems Solutions

Personal computers (PCs), servers, networking equipment, network-related software, application software, services and support, etc.

### Industrial Fields

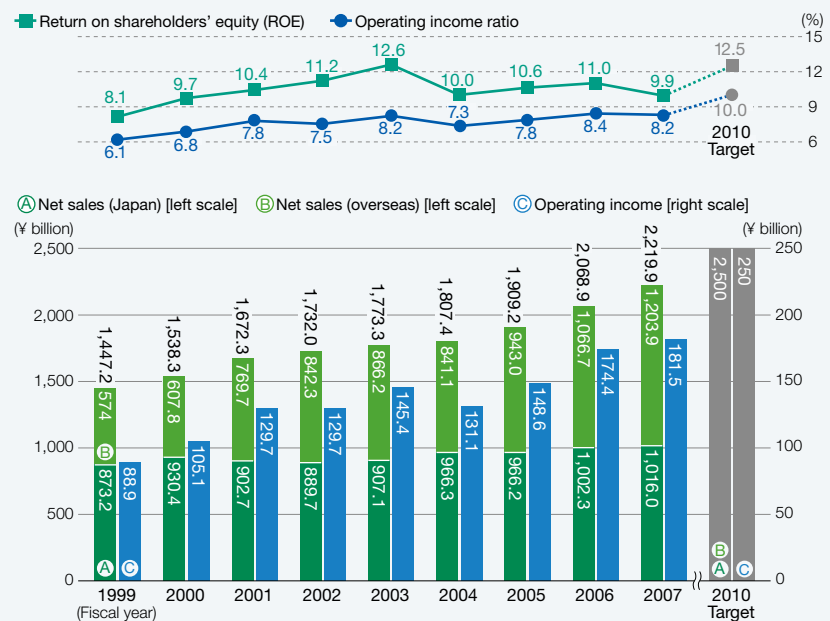
Thermal media, optical equipment, semiconductors, PC unit products, meters, etc.

### Others

Optical disc products, digital cameras, etc.

## Major Business Data

### Return on Shareholders' Equity (ROE)/Operating Income Ratio/Net Sales/Operating Income



### Consolidated Dividend Payout Ratio/Market Capitalization

