

**Ricoh Group's  
Green Procurement Policy**

〈 Annex 〉  
**Environmental Impact Information  
Survey Manual**

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Ricoh Company, Ltd.  
Ricoh Group

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## 1.Objective

This Survey Manual (Environmental Impact Information Survey Manual) provides requirements concerning the survey of chemical substances contained in products or used in manufacturing process based on <Annex> Environmentally Sensitive Chemical Substances for Imaging System Equipment Products Ver.1.0, of Ricoh Group Green Procurement Standard (hereinafter referred to as "RG\_Green Procurement Standard\_Chemical Substances"), as part of efforts to promote management of chemical substances, etc. used in Ricoh Group brand equipments and products.

This Survey Manual reflects in part "Material Composition Survey and Response Manual, 2nd Edition" published by Japan Green Procurement Survey Standardization Initiative (JGPSSI), of which Ricoh is a member.(Table-1 shows the differences between the manual of JGPSSI and the manual of Ricoh)In addition, the detailed explanation of method of entering the survey responses is described in a separate volume called, "Environmental Impact Information Input Manual" (hereinafter referred to as "Input Manual").

## 2.Applicability of Investigation

Apply this manual to the survey of copiers (excluding diazo copiers), multifunctional copiers, printers, facsimiles, scanners, printers, bar codes, and PCB products.

## 3.Terminology

### 1) Mold/Press

The mold and press that use the raw materials are controlled by Ricoh. They are abbreviated as MO and PR in this Manual and Input Manual.

### 2) Net Weight

It means the net weight per investigation unit. It does not include the scraps from the manufacturing processes.

### 3) Presence of chemical substance

Whether it is intentional or unintentional, the presence of a chemical substance means it was added, mixed in or attached to a component or the material of product. This also includes cases where a chemical substance is unintentionally mixed in or attached to a product in manufacturing process.

### 4) Presence by intentional addition

It means a chemical substance is used for the purpose of improving the performance of a part or material or changing their properties. This includes cases where said substance is used in manufacturing process and contained in final products. However, impurities are excluded.

\* In this Manual, it may be referred to as "intentional presence" for short.

### 5) Presence other than intentional addition

It refers to cases where said substance is contained in natural materials, and it cannot be technically eliminated completely through refinement, or when said substance is unintentionally mixed in or attached to a product. These substances are so-called impurities.

### 6) Content threshold value

It refers to the maximum permissible volume of the content and concentration of a substance contained in parts or materials.

Content thresholds are set concerning some chemical substances, and depending on the substance, a

number of thresholds are set by uses.

In the case of a complex part in which a number of materials are contained, concentration of a substance can be calculated by quoting the homogeneous material in which the subject material is contained as the denominator instead of the total mass of the part. However, exceptions exist when total mass of a part is quoted as denominator depending on specific material or use. (As for mercury in cells and batteries, part's mass is quoted as denominator.)

#### 7) Homogeneous Material

Homogeneous material is a material that cannot be mechanically separated into some isolated materials.

- Metal alloys, polymer alloys, chemical compounds, etc.
- Paint, adhesive, ink, paste, plastic polymer, glass powder, ceramic powder, etc.

As for parts applied with paint, print or plating, the base material and the paint, ink or plating can be mechanically isolated. Thus, each portion is homogenous material. "Mechanical separation" means that material are isolated by mechanical operation such as cutting, crushing, grinding, polishing, etc.

#### 8) Metal Conversion Factors

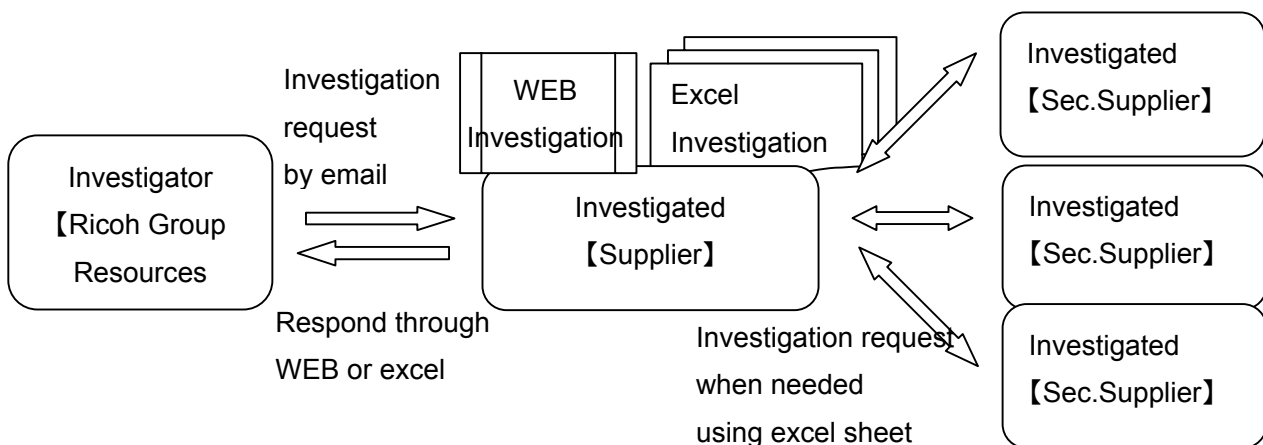
Chemical substances, including metal element, consist of metal element and nonmetallic element. Metal Conversion Factor is the factor to calculate the amount of metal element from the containment amount of the chemical substance. (total of atomic mass of metal element in compound ÷ molecular mass of compound). Multiply the conversion factor to the compound mass and seek the element mass. (Extracted from a document published by Ministry of Economy, Trade and Industry)

### 4. Investigation Procedure

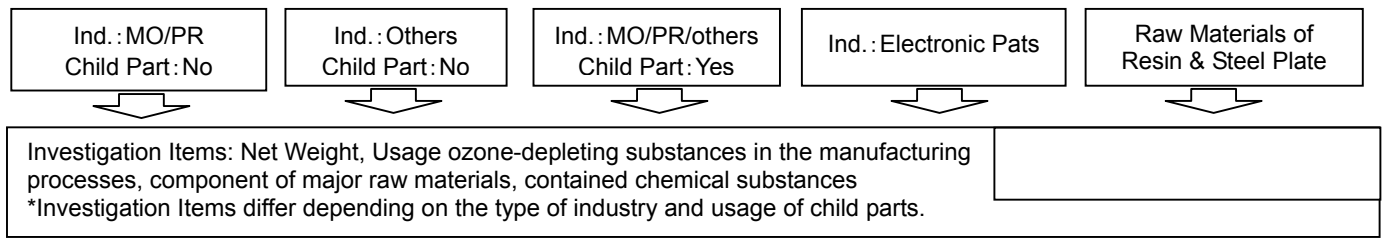
Conduct the Investigation according to this Survey Manual and Input Manual. If there was any part that the internal investigation could not clarify, request the external body for the investigation.

There are two responding methods available; through WEB, or Excel sheet. WEB method is recommended for the reliability of the data and efficiency. Thus, the response through WEB is requested. When submitting the response through WEB, the entry application must be made in advance.

Additionally, JGP Format (the format for investigation data exchange prepared by JGPS) is accepted besides Investigation Format of Ricoh Group. If JGP Format is to be used, there are some investigation questionnaires unique to Ricoh Group that are not included in JGP Format, so respond those questionnaire separately



The diagram below describes the outline of the investigation. As for the investigation of parts, the items of the investigation will differ depending on the type of industry and the use of child parts. Furthermore, material characteristics are added to the investigation. The details are covered in “6. Information Survey of Parts and Materials”



### 5. Recommended PC Environment

When the responses are sent via Web, we recommend the following conditions.

- Microsoft Office is required.
    - \*Notice) Some versions don't comply.
      - Unable to comply: Office2000 Personal, Office 98 and the former version
      - Able to comply: Office2000 (except: Personal), Office XP (all version), Office 2003 (all version)
    - Following applications can comply even if without any Microsoft Office.
      - Microsoft Excel 2002, Microsoft Access 2000 or 2002, Microsoft FrontPage 2002,
  - Memory: over 128MB
  - OS: Windows98/ME/2000/XP/NT(4.0) or over
  - Internet Explorer 5.5 or over
- \* In case your PC is not updated to Office 2000, try to update it, or respond in Excel sheet.  
 \* The operation of the versions other than those mentioned in the above, it has not been verified yet. As for the compatibility of the latest version, you will be notified as soon as it is verified.

### 6. Part and Material Information Survey

#### 1) Items of Investigation

- ① Net Weight
- ② Investigation of major raw material component,
- ③ Investigation of fastening materials such as soldering and adhesive.
- ④ Usage of ozone-depleting substance in the manufacturing processes.
  - \* Refer to the section “7-11 Ozone depleting substance”. As for the target substances, refer to Attached Table 1. The detailed list of ozone depleting substances of “Ricoh Group Green Procurement Standards”.
  - \* As for exemption of uses for ozone depleting substances in manufacturing process, refer to Table 3-1-1 of Ricoh Group Green Procurement Standards.
- ⑤ Contained Chemical Substances
 

Conduct surveys on the presence of chemical substances by intentional addition, their presence beyond the thresholds per individual material, understanding of the presence, content per component, used part and purpose of the use of chemical substances, etc.

\* Chemical substances subject to the survey and their illustrative substances are shown in Table-2. Refer to it when conducting the survey. **“RG\_Green Procurement Standard\_Chemical Substances” was revised to 2<sup>nd</sup> edition in April 2008, however chemical substances subject to the survey are based on the 1<sup>th</sup> edition.**

\* Since presence or non-presence of chemical substances and existence or non-existence of a need to investigate their content differ depending on the substance, refer to the following table.

Classification of chemical substance	Intentional presence	Presence beyond threshold	Understanding of the presence	Content
Banned substances (with thresholds)	○	○	○	○
Banned substances (without thresholds)	○	×	○	○
Restricted substances	○	×	○	○
Controlled substance A	○	×	○	○
Controlled substance B	○	×	×	×

○ : Answer is required

× : Answer is not required

\* As for standards specifying chemical substances subject to the survey, see Attached Table 1 of “RG Green Procurement Standards\_ Chemical Substances”.

## 2) Classification of Parts

Survey items are different between parts and materials. In addition, parts are classified into the following four categories depending on the type of business and whether or not they have child part item numbers. And they have different survey items. Thus, refer to “part information” column in the survey sheet in order to investigate into the required items.

① Type of Industry : Mold(MO)/Press(PR), Child parts number: No

### 【Definition】

MO or PR manufactured with the raw materials controlled by Ricoh, and the parts with no child parts.

### 【 Items of Investigation】

a . Net Weight

b . Usage of ozone-depleting substance in the manufacturing processes

② Type of Industry : Mold(MO)/Press(PR)/ Others, Child parts number: Yes

### 【Definition】

An assembled product with child parts specified by Ricoh’s part number.

\*Type of Industry, “Others”, means parts and/or units except MO/PR defined in ① and electronic parts defined in ④.

### 【Target of survey】

Target of survey are the bonding materials (adhesives and solders) that bond together child parts whose item numbers are set by Ricoh. Expendables (grease and ink for printing, paints for painting) are also included in the target of survey.

\* Assembled components consisting of child parts who do not have child part item numbers set by Ricoh are subject to the survey of “③ Type of business: Others, Child part item no.: none.”

Example. Survey of a unit for which a child part A and a child part B that have Ricoh’s item numbers are bonded together by soldering.

Target of the survey: Solders used for bonding are the target of survey

Important notice: The survey of child part A and child part B is conducted on another occasion under their respective item numbers. Therefore, do not any submit answer regarding child parts A or B.

**【Items of Investigation】**

- a. Net weight of a solder, adhesive used for assembly.
    - 1. Net weight of solder, adhesive (including the double-sided tape used to attach child parts, grease used for assembling. (Separate solders with lead and non-lead when investigating.))
    - 2. Net weight of ink and paint for silk print
  - b. Usage of ozone-depleting substance in the manufacturing processes
  - c. Contained Chemical Substances  
(Solder, adhesive, grease, ink and the like as above are subjected .  
Intentional containment, containment exceeding the threshold value per material, understanding of the containment, amount of containment per part, location of use and purpose)
- \* In conducting the survey, refer to “Attached Sheet 1: How to conduct survey when there are child part item numbers.”

③ Type of Industry : Others, Child parts number: No

**【Definition】**

Parts and units that do not fall into MO/PR defined in the above ① and electronic parts defined in ④, and the parts and units that do not come with the child parts specified in Ricoh Group’s part number.

**【Investigation Item】**

- a. Net Weight
- b. Component of major materials
- c. Usage of ozone-depleting substance in the manufacturing processes
- d. Contained Chemical Substances  
(Intentional containment, containment exceeding the threshold value per material, understanding of the containment, amount of containment per part, location of use and purpose).

④ Electronic Parts

**【Definition】**

Semi-conductors with custom IC and generic electronic parts including electric cables.

\* The electronic parts mounted on a cord set/unit and modules are not included.

(Example: The electronic parts of the child parts that suppliers were commissioned to design and develop are not subject to investigate.

**【Investigation Item】**

- a. Net Weight
- b. Usage of ozone-depleting substance in the manufacturing processes
  - \* Enter "No" if using Chlorofluorocarbon-Replacing Material, because the usage of it is considered as an exception in the case of electronic parts.
- c. Contained Chemical Substances  
Intentional containment, containment exceeding the threshold value per material, understanding of the containment, amount of containment per part, location of use and purpose
  - \* The unit for electric cables, tubes, tapes and exposed lead cables coated with tinning is in lengthwise (meter)

⑤ Raw Materials

**【Definition】**

Raw materials of plastic and steel sheets under the management of Ricoh

## 【Items of Investigation】

- a .Material Characteristics (The characteristics may differ depending on resin or copper plate.)
- b .Flame Retardant (Only resin)
- c .Usage of ozone-depleting substance in the manufacturing processes
- d .Contained Chemical Substances

Intentional containment, containment exceeding the threshold value per material, understanding of the containment, amount of containment per part, location of use and purpose

\* As for the content, answer content per 1kg

## 7.Tips for Investigation

### 1) Investigation on Component of Major Materials

Materials are those labeled as steel, copper, glass, plastic, rubber, and etc. 31 materials are selected as major materials for this Investigation. Refer to the major materials when investigating the parts in question.

Note that the following are considered as single material.

- ① Press/Mold units (including the materials that Ricoh does not control) treated with plating, silk print or paint.
- ② Screw, E-shaped stopper ring, washer
- ③ urethane foam or labels treated with adhesives (including a double sided tape)
- ④ Printed paper

### 2) Regarding intentional addition

The presence of a chemical substance by intentional addition is regarded as addition regardless of the quantity of addition. Therefore, investigate even a very small quantity of addition, as intentional addition. Furthermore, survey of and answer to the question of whether or not a chemical substance is present by intentional addition is mandatory.

Note: Even if a substance is used in manufacturing process, if it is used to form a different substance in the final product other than itself, or it is clear that its residue does not remain in the product, it is not considered as presence by intentional addition.

However, if there are residues, they are treated as impurities. (Such as Hexavalent chromium in after-treatment of electroless nickel plating, etc.)

### 3) Philosophy on Investigating 『Containment Beyond the Threshold Value Per Material』

- ① Material means a homogeneous material in here. More details are required than they are on “Composition research of main element material” mentioned in 1) above, so that the material such as plating film, print ink, and adhesive etc. is treated as individual material. Answer whether the content per homogeneous material that parts are composed with exceeds the content threshold or not.
- ② Different values may be set as content thresholds depending on the uses. In such a case, take the use into consideration in determining if the value exceeds the thresholds. For details of thresholds, see Table 4-1-2, Management standard of banned substances of “RG Green Procurement Standards\_ Chemical Substances”
- ③ With respect to a substance whose content threshold is set, determine if there is a “presence beyond the threshold per material”, whether it is intentional or unintentional presence, and whether or not it is subject to exempt use (see Table 4-1-2 Management Standard of Banned Substances in “RG Green Procurement Standards\_ Chemical Substances”).

#### 4) Calculation of Containment

Respond the amount of containment in the control value, or theoretical value, calculation value, design value, actual measurement value. If the containment amount fluctuates due to the manufacturing lot, or if there is a discrepancy in the measurement, enter the maximum value. When calculating the containment amount of a part, track down the procured a part component and the chemical substances contained in its material as well as the contained amount in the manufacturing processes. (It is not required to take a new measurement, using an analytical instrument.)

In case the containment level falls into the following condition, make sure to investigate the amount of containment.

- If it contains more than the intentional addition
- Contained by unintentional addition, the containment rate is exceeding the threshold value per material.

Even though it has not passed the threshold value, or the threshold value was not established, if the amount of containment is available, please report it.

#### 5) Usage Part

Usage Part indicates where the usage controlled substance subject to the investigation is contained among other parts of the component.

Report the name(s) of Usage Part that contain(s) the usage controlled substances. In case the identical chemical substance is contained in a multiple parts, report those parts up to 5.

Select answer from the list.

#### 6) Purpose of Usage

Respond the purpose and intention of usage of the contained chemical substance. If an identical chemical substance is added for a multiple purposes, write up to 5 objectives.

Select answer from the list.

#### 7) Metal and its compounds in the investigation of the contained chemical substances

- ① Alloy is included in metals.
- ② Nickel alloy needs not to be reported (example: stainless)
- ③ Magnesium is subject to investigate as a single metal, but its compound is exempt.
- ④ The amount of a metal and its compound containment must be converted to the value of metal element.

Note1) Converting to metal element can be done as “compound amount” x ”conversion factor”. As for typical conversion factors, refer to Table-3 of 『Metal Conversion Factor』. Metal conversion factors that are not indicated, seek the atomic mass published in the chemical substances journal.

The following is the example of conversion calculation, for your reference.

##### 【Example of Calculation】

Antimony trioxide contains Antimony, which is one of the Controlled Substances in Use. Therefore if Antimony trioxide exists, the content of Antimony is needed to investigate. The amount of antimony containing 100mg of antimony trioxide ( $\text{Sb}_2\text{O}_3$ ) equals metal conversion factor of 0.835.

$$\text{Amount of Antimony} = 100\text{m g} \times 0.835 = 83.5\text{m g}$$

Note2) Remove the film oxidation that normally exists on the metal surface.

#### 8) Investigation on Chemical Substances Defined as Example Substances

Antimony compound and bromic flame retardant must be investigated and reported on the contained

chemical substances, even though it may be within the example substance level  
For details please refer to 『Input Manual III-6-8 On Chemical Substances』 .

#### 9) Chemical Substances Used In the Manufacturing Processes

The solvent and detergent are used in the manufacturing processes, but they are volatile and are not likely to stay in the finished products, it is not necessary to respond. However the substances listed in 『Table-2-1 Usage Controlled Substances』 『Table-2-2 Controlled Substances in Use (Electronic parts)』 are to be used intentionally in the manufacturing processes, there are many nonvolatile substances and are likely to stay in the products.

#### 10) In case the identical chemical substance falls into a multiple chemical substance groups

If the identical chemical substance falls under a multiple chemical substance groups, report all containments. For instance, if lead chromate is contained, report the amount of lead in 『Lead and its Compounds』 and the amount of hexavalent chromium in 『Hexavalent and its Compounds』 .

#### 11) Ozone-Depleting Substances

Be aware that there 2 different investigations for ozone-depleting substances; 『 Usage in the Manufacturing Processes』 and 『Contamination on the Products』 .

If it is used in the manufacturing, it is exempted from the banned usage. In such case, respond “no” in usage.

- Refer to Table-4 for ozone-depleting substances.
- For exemption, refer to 『Ozone-Depleting Substances Banned for Usage in the Manufacturing Processes of Parts & Raw Materials, Table 5-1-1 Ricoh Group Green Procurement Criteria (3<sup>rd</sup> Edition)

#### 12) Bromic Flame Retardant (Excluding PBB, PBDE, Tetra Bromobisphenol A(TBBA), 1,1,2,2,TetraBromoetan)

Find out the containment from the total amount. Report the amount of containment based on either Table-3 which indicates CAS.No of bromic flame retardant or ISO1043-4 Code.

#### 13) Radioactive Substances

If the radioactive substance is added intentionally, report the amount of radioactive Becquerel (Unit: Becquerel (Bq)), rather than the containment amount.

#### 14) Regarding the change of suffix (SFX) of item number.

SFX as of the time of survey request is set. SFX in the display window will not be updated even when SFX is advanced as a result of a design change after the request of survey is made. But, SFX can be changed on the display window.

#### 15) Regarding the correction of data already submitted.

When it becomes necessary to correct the data already submitted, please correct the data.

- When correcting data entered by mistaken.
- When a change occurred to the target object as a result of a design change.

16) Multiple Investigations

Assembled units are composed of child parts. As described below, there are those assembled units made of the child parts with Ricoh Group reference number, and the child parts with no defined reference numbers. To solve this, multiple investigations are conducted, trying to locate 『with child part number』 and 『without child number』 with parent's part number. The parts that are subject to the multiple investigation will be entered to the part information column of investigation sheet.

Example of the Normal Component (the case that all the child parts have numbers)

- Parent Rubber Roller : Assemble
- Child 1 Roller : shaft
- Child 2 Roller: Rubber
- Child 3 Roller, washer

Example of Component for Multiple Investigations

- Parent Rubber Roller : Assembly
- Child 1 Roller : Shaft

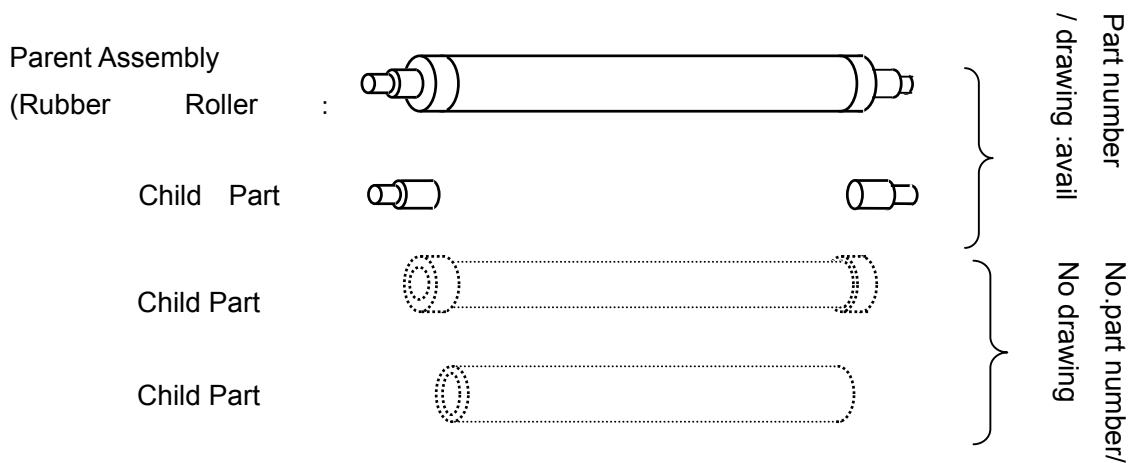
\* There are no part numbers or drawings for the rubber part and washer; Dimensions and characteristics required for the assembly drawing (rubber roller: assembly) are specified. In this case, if the investigations of child's parts, "roller: shaft" and that of parent's "rubber roller: assembly" will miss the investigations of rubber part and washer part.

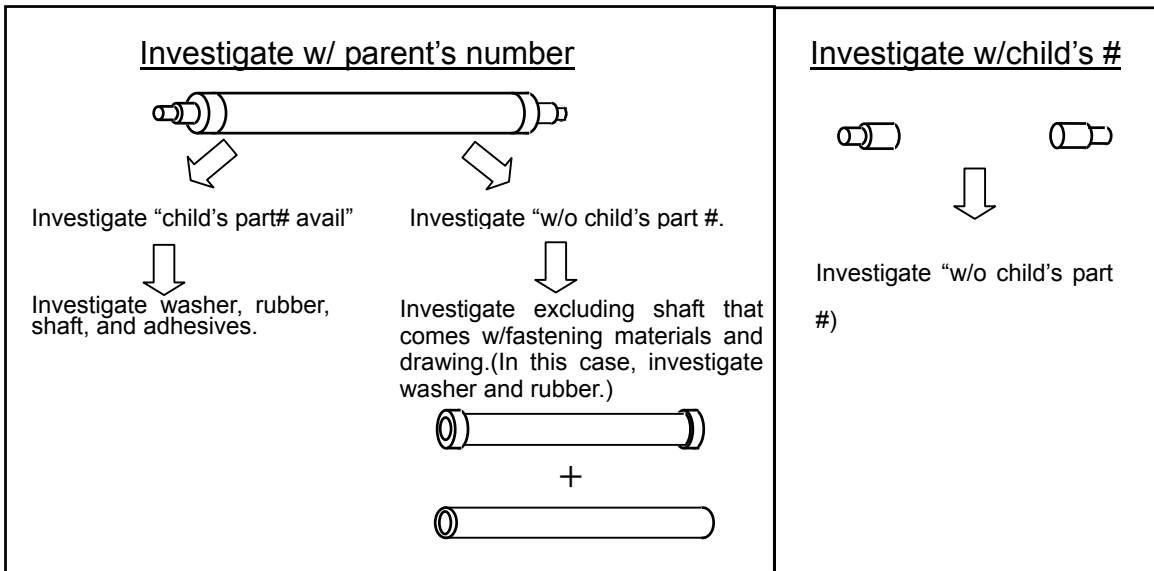
Therefore, it will proceed to a "multiple investigation", and the following investigation will be implemented.

Make a request to investigate "with child part number" and "without child number" with a parent's number. Investigation should proceed as described below.

- ①With a parent's number, investigate "with child part number": investigate the fastening material used during the assembly.
- ②With a parent's number, investigate "without child number" : From the overall composition, proceed the investigation, excluding those child's numbers of drawing and part number (in this case shaft) and fastening materials for assembly (in this case rubber and washer).

\* As for a child's part with a clear part number and drawing, a separate investigation will be conducted with the part number of a child's part.





The other example case is mold with print (or press) manufactured with the materials specified by Ricoh.

**Example of a normal composition**

Parent Case : Print

Child1 Mechanical

Child2 Case \* Materials and dimension of the case are given in this drawing.

**Example of Multiple Investigation**

Parent Case : Print \* Materials and dimensions of the case are given in this drawing.

Child1 Mechanical

\* Single drawing/part number for case does not exist. Materials and dimensions are specified in the assembly drawing (case:print). This case applies to a multiple investigation and the following investigation is conducted.

- Investigate "Child's Part Number" with Parent's Number: Investigate the ink used for printing.
- Investigate "No Child's Number Part "with Parent's Number: Investigate the part where the ink is excluded from the entire composition (in this case, a case is a single unit).

**8. Investigation In the Processes of Proto-Type**

While the specification/characteristics of a part is being reviewed internally at Ricoh Group, an investigation may be implemented to focus on the containment of banned substances, aside from this Investigation. The purpose is to scan the possible containment of banned substances at the early stage of the proto-type. When the request for the investigation is sent to you, please cooperate and respond promptly.

• Table-3-1 is the investigation sheet and Table-3-2 is the threshold value of the substances subject for the investigation.

• Refer to Table-2 List of chemical substances subject to the survey in order to find out more about the banned substances.

## **9. Registration for Email Address of Investigation Request**

Submit the following document for the registration to the proper procurement department in Ricoh Groups.

- Registration Form for Email Address of Investigation Request (see p25)

Submit to

- Suppliers dealing with Ricoh Co., Ltd.
  - Green Procurement Secretariat, Procurement Strategic Department, Procurement Control Center, Production Business Group, Ricoh Co., Ltd.
- Suppliers dealing with Ricoh Groups' Manufacturing Subsidiaries
  - Procurement department of a Ricoh Groups' manufacturing subsidiary which deals with
- Suppliers dealing with both Ricoh Co., Ltd. and Ricoh Groups' Manufacturing Subsidiaries
  - Green Procurement Secretariat, Procurement Strategic Department, Procurement Control Center, Production Business Group, Ricoh Co., Ltd.

**Table-1 Comparison of Investigation Criteria between JGPSSI and Ricoh Group**

No	Item	Investigation Criteria of JGPSSI (Input Manual Version 2)	Investigation Criteria of Ricoh Group (Ver5.00)
1	Classification of Investigation	Uniformed	Classified by 5 groups depending on the investigation items. 1 . Investigation on Parts Type of Industry: MO, PR, Child Part: No Type of Industry: MO, PR, Others, Child Part: Yes Type of Industry: Others, Child Part: No Type of Industry: Electronic Parts 2 . Investigation on Raw Materias (MO, PR)
2	Investigation on Major Raw Material	Investigate for reference	Investigate on the component of major raw materials (31 raw materials)
3	# of Substances subject for Investigation	24 substance groups and their example substances	43 substances (group)
4	The content thresholds for Level B substances on the JIG list	The content thresholds are provided.	The content thresholds are not provided.
5	Warnings for Investigation on Contained Chemical Substances · Bromic Flame Retardant	Values for brominated flame retardants (excluding PBBs and PBDEs) are all answered in total volumes.	As for Brominated flame retardants (excluding PBBs and PBDEs), presence by intentional addition or presence beyond the thresholds must be answered in total volumes, and content/ used part/ purpose of use must be answered for each CAS NO or ISO 1043-4 Code.
6	Ozone-Depletion Substances	Not subject to investigation.	All substances covered in Montreal Protocol are surveyed.
7	Part in Use and Purpose (If the identical chemical substance is contained in many parts and purposes.)	Enter themajor parts in use and purpose	Enter up to 5 different parts in use and purposes.
8	Response Method and Format	The responses must be converted to the electronic file (JGP File) based on the Investigation Response Format set forth by Institute.	It is possible to respond in the original investigation format unique to Ricoh Group, or in JGP File. If the response is sent by JGP File, additional items must be filled out separately, as there are some investigation questionnaire unique to Ricoh Group which does not exist in JGP File.