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| Vision of Better Sustainable Management   | 3                |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Profile of Organization/Corporate Philosophy/<br>Management Philosophy/Ricoh General<br>Principles on the Environment   | 5                |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Sustainability Chart  | 7                |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| The Global Environment and Society<br>(Three P's Balance™)  | 9                |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Society and Business (The Comet Circle™)  | 11               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Activities to Improve Sustainable Management  | 13               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Achievements in Fiscal 2002   | 15               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
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| <b>How to Promote Sustainable Management</b>  |                  |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
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| Environmental Management System   | 23               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Environmental Management Information System   | 25               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Identifying Environmental Impact (Eco Balance)  | 27               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Environmental Accounting  | 29               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
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| <b>Stakeholder 1. Global Environment</b>  |                  |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Fiscal 2002—2004 Environmental Action Plans<br>and Fiscal 2002 Results  | 33               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Environmental Technologies and<br>Products Development  | 35               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Environmental Technologies and Products<br>Development (Energy Conservation)  | 38               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Environmental Technologies and Products<br>Development (Resource Conservation and<br>Recycling)   | 41               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Environmental Technologies and Products<br>Development (Pollution Prevention)   | 43               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Procurement   | 45               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Production (Preventing Global Warming)  | 47               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Production (Resource Conservation and<br>Recycling)   | 49               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Production (Pollution Prevention)   | 51               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Transportation  | 53               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Marketing and Maintenance   | 55               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Recycling   | 58               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
|   |                  |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| <b>Stakeholder 2. Society</b>   |                  |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Social Contribution of Environmental<br>Conservation  | 63               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Environmental Communication   | 69               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
|   |                  |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| <b>Stakeholder 3. Partners</b>  |                  |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Partnerships  | 72               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
|   |                  |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| <b>Stakeholder 4. Employees</b>   |                  |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Environmental Education and Awareness<br>Promotion  | 73               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Health and Safety   | 75               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
|   |                  |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| The Ricoh Group's Global Network  | 77               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Business Site Data  | 79               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| The Ricoh Group's Environmental Conservation<br>Activities (1976–March 2002)  | 81               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| The Ricoh Group's Environmental Conservation<br>Activities (April 2002–March 2003)  | 82               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Principles of the Environmental Report and<br>Responses from the Ricoh Group Sustainability<br>Report 2002 Questionnaire  | 83               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |
| Third Party Review  | 84               |   |                                      |   |  |  |   |   |   |   |                      |   |  |   |  |    |  |    |                             |    |  |  |  |  |  |    |                                 |    |   |    |  |    |                          |    |  |  |  |  |  |    |  |    |  |    |   |    |   |    |  |             |    |  |    |   |    |                                   |    |                |    |                           |    |           |    |  |  |                               |  |  |    |                             |    |  |  |                                |  |              |    |  |  |                                 |  |  |    |                   |    |  |  |                                  |    |                    |    |  |    |  |    |  |    |                    |    |

**To promote its own sustainability and contribute to the development of a sustainable society, the Ricoh Group established its CSR (Corporate Social Responsibility) Division in January 2003. The office supervises all departments involved in activities that aim to fulfill the Ricoh Group's corporate social responsibilities, including environmental conservation.**

◎ **Change in the scope of this report following the establishment of the CSR Office**

The corporate social responsibility-related information traditionally included in the *Ricoh Group Sustainability Report (Environment)* will be provided in a separately published report. The Ricoh Group's environmental management-related activities will be given in this report.

◎ **Editorial policy for the Ricoh Group Sustainability Report (Environment) 2003**

This report is aimed to clearly explain the Ricoh Group's concept of and specific measures and activities for sustainable management to all Ricoh Group stakeholders in order to facilitate communications and receive and integrate feedback into the Ricoh Group's sustainable management. To show our goal more clearly, we changed the name of our Japanese report from *Shakai Kankyou Houkokusho* (Social/Environmental Report) to *Kankyou Keiei Houkokusho* (Environmental Management Report) in 2002. However, the name of the English version shall remain the same, i.e., *Ricoh Group Sustainability Report (Environment)*.

● **Target readers**

This report is prepared for all readers, including users of Ricoh products, suppliers, local communities, shareholders and investors, rating agencies, environmental specialist, people in charge of environmental issues for their companies, researchers, students, administrators, NGO/ NPOs, and Ricoh Group employees. They are all present and future stakeholders in the Ricoh Group's sustainable management.

● **Disclosing information worldwide**

Environmental activities should be covered globally; however, it is also very important to take action closely connected with each country and community in which the Ricoh Group operates to tackle environmental issues. This report describes the Ricoh Group's environmental management activities that are based on global partnerships.

● **Disclosing financial information**

To successfully carry out sustainable management, the Ricoh Group endeavors to improve its management system by looking at all managerial aspects from an environment-conscious point of view. The Ricoh Group identifies the effects and economic benefits of environmental conservation for each business unit and for the entire Ricoh Group and discloses relevant information in environmental accounting.