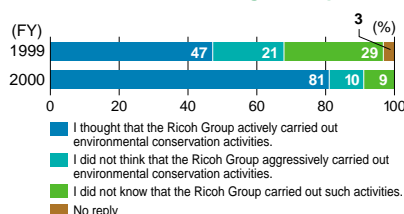


Responses from the Ricoh Group Environmental Report 2000 Questionnaire

Beginning with the 1998 issue, the Ricoh Group has included questionnaires (only Japan) in its environmental report to collect comment and opinion from the readers on creating a better environmental report and improving its environmental conservation activities, and 106 readers returned the questionnaire (as of March 2001).

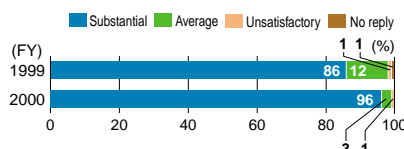
Questionnaire Results

(1) What was your impression of the Ricoh Group's environmental conservation activities before reading this report?



(2) What was your impression of this report?

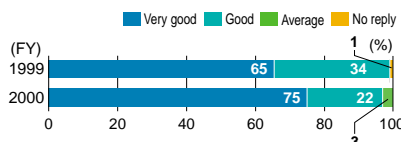
a) Contents



Comments from readers

- The difficulty to read due to small font size.
- It is great that the Ricoh Group is aggressively promoting environmental management and conducting diversified environmental activities. I hope the Group will go far beyond the attainment of ISO 14001-based objectives.
- The report objectively summarizes the Group's efforts to reduce environmental impact both within and outside the Group.
- The most satisfactory corporate information disclosure I have read. Compared with other companies' reports I have obtained for reference, the Ricoh Group's report is superior both in quality and quantity.
- It would have been better if it included a comprehensive analysis of environmental conservation activities, including a comparison of activities conducted in the previous year, and problems to be dealt with in the future.
- Both the text and sidebars are well organized, making the report easy to understand.

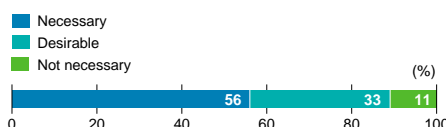
b) How would you rank the Ricoh Group's environmental conservation activities described in the report?



Comments from readers

- It is truly wonderful that the Ricoh Group is using other side of paper already copied.
- Some of the Ricoh Group's activities need to be explained in more detail.
- Through the development of environmental volunteer leaders, the Ricoh Group is clearly expanding its environmental conservation activities from internal activities conducted only by employees to activities involving the entire society.
- How about attributing more importance to making more people aware of the Ricoh Group's environmental conservation activities, especially housewives and younger children?
- I was impressed when I read that the affiliates were also included in the environmental activities.

c) We had our fiscal 2000 environmental report reviewed by an independent party. What is your opinion on an independent party reviews?



Comments from readers

- Because there are no established standards for environmental accounting, an independent party review is meaningless.
- An independent party reviews are necessary to ensure information transparency and accuracy.
- It is difficult to set objective criteria for evaluating environmental conservation activities, but it is great for the Ricoh Group to have their report reviewed by an independent party to ensure the objectivity of their report.
- Because there are no clear criteria for evaluating environmental conservation activities, the reliability of an environmental report could increase if reviewed by an independent party.

d) Which section(s) of the report were you most interested in?

- No. 1..... Environmental Accounting
- No. 2..... Social Contribution toward Environmental Conservation
- No. 3..... Green Partnership
- No. 3..... Pollution Prevention (Business Sites)
- No. 5..... Environmental Impact Analysis by Eco Balance
- No. 5..... Resource Conservation and Recycling (Products)
- No. 5..... Resource Conservation and Recycling (Business Sites)

e) What do you think about the sidebars (pages 22, 34, 42, 46, and 50)?

- They are easy to understand and provide satisfactory information on actual improvements made.
- They are great because they show actual examples that complement the formal explanations.
- The sidebars introduce actual onsite activities, and the less-formal "onsite reports" elicit sympathy.
- Sidebars are a wonderful inclusion to an environmental report, which tends to be very formal, especially those in which specific activities are introduced, keywords are explained, and internal and external examples are shown.
- Sidebars are not necessary.
- I think that the sidebars are designed to be "coffee breaks" for readers.

Please write down any opinions you may have about our report or activities.

- The font size needs to be a little larger.
- I wish there was an editor's postscript describing editing difficulties.
- The level of the report is high enough for other companies to refer to in preparing their own environmental reports.
- It is difficult for smaller businesses to make such a voluminous report. It is therefore not useful as a reference.
- For me, it is quite a useful report. However, I do not think that everyone needs that much information. It might be nice to have a summarized version.
- The report is well structured and easy to understand. In the 2000 issue, examples of actual onsite improvements were given, which made the report stand apart from those of other companies.
- The report could have been better if it described what measures the Ricoh Group took against buried waste.
- For whom was this report written? How about inserting more interesting and relatable illustrations and figures so that the users of Ricoh Group products who are indifferently turning the pages of the report will pay more attention to the details?

In what capacity did you read the report?

