

## After-Sales Service

### Promoting Zero-Waste-to-Landfill and looking at the customer's office as a responsibility

Ricoh Technosystems Co., Ltd., a Japanese service company in the Ricoh Group, promotes Zero-Waste-to-Landfill as a key activity in improving environmental conservation and customer satisfaction. Zero waste was achieved by 46 of the company's sites by the end of fiscal 2001, and all 233 sites are to achieve the same by December 2002. One of the most important areas of service companies is equipment maintenance. For this reason, Ricoh Technosystems considers the customer's office as a part of its responsibility and brings back all replaced parts to be recycled. The company also instructs their service engineers to leave the customer's office cleaner than when they found it. The employees are developing a variety of activities in regions other than Japan.



The staff of the Chiba Branch, Ricoh Technosystems

### Japan

#### Zero-Waste-to-Landfill Activities

In the past, service engineers would bring used and replaced parts back with them to their sites for disposal. Ricoh, however, established a recycling scheme to collect used parts and achieved zero waste for those parts. Ricoh promoted employee awareness of the need to reduce the amount of waste being discharged and to thoroughly sort waste while looking for new recycling routes. Ricoh bought recycling equipment to dispose of household solid waste, including used tea leaves.



Waste-sorting area

#### Energy Conservation Activities

Ricoh Technosystems focused on saving fuel used in company vehicles and electricity at offices. To reduce fuel consumption, the company made its employees aware of the need to turn the vehicle's engine off while at a complete stop and is planning to replace gasoline vehicles with electric vehicles. The company designated places where the lights can remain on for the morning, afternoon, and/or evening. The layout of the office was also changed, placing the clerical staff's desks together because service engineers seldom sit at their desks during the day.

#### Reducing Paper Consumption

To reduce paper consumption, personal computers and projectors are being used to replace paper used internally or for presentations, and duplex copying is being strongly urged. The Chiba Branch reduced its paper consumption 10% in fiscal 2001 from the previous year.

#### Promoting Employee Awareness of Environmental Conservation and Spreading Know-How

Standards were set for sorting waste materials and keeping the workplace and company vehicles clean and orderly. Photos of how offices and vehicles should look were taken by digital camera and compiled into an exclusive database that all employees can use for reference. The company established other databases on recycling and ISO to encourage employees to share success stories or opinions.



Environmental conservation activities help keep company vehicles clean and orderly.

### Europe

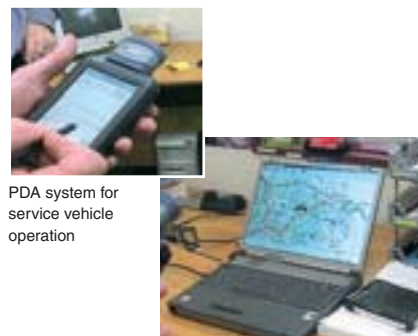
#### Ricoh France

Ricoh France S.A., a sales and after-sales service company in France, promotes duplex copying and detailed wastepaper sorting to reduce paper consumption. The company created "Duplex Copying Saves the Earth" posters to promote employee awareness of environment-consciousness. A PDA system determines the most efficient route for service and sales vehicles to take in order to reduce environmental impact.

### Asia-Pacific Region

#### Ricoh New Zealand

Ricoh New Zealand Limited, a sales and after-sales service company in New Zealand, uses a PDA system to operate service vehicles more efficiently and reduce environmental impact.



PDA system for service vehicle operation