

Health and Safety

Promoting activities to protect employees' health and safety as part of corporate social responsibility (CSR)

Enterprise evaluation standards now include not only economic aspects, such as business performance, but also environmental and social aspects. Looking at employees' health and safety more carefully, the Ricoh Group positions occupational health and safety activities as an important part of CSR. Ricoh, in line with its management philosophy of thinking like an entrepreneur and finding personal value in its work, promotes people-oriented management. Moreover, this philosophy is always applied to occupational health and safety activities. Recently, Ricoh, in promoting the establishment of an occupational health and safety management system, made continuous efforts to ensure a higher level of health and safety and create a comfortable and vibrant work environment.

Japan

OHSAS 18001 Certification Awarded

On March 20, 2002, Ricoh's Gotemba Plant obtained OHSAS 18001, an international occupational health and safety management certification. The plant was the first in the Ricoh Group to get this certificate. The occupational health and safety management system is a new scheme to reduce, eliminate, or prevent hazards at the workplace. The system aims at the continual reduction of occupational



The certificate of DNV (DET NORSKE VERITAS AS) (based in Oslo, Norway)

hazards and diseases. For almost a year, since August 2000, a companywide program carried out by the people in charge of health and safety affairs at nine business sites in Japan has been acquiring the know-how to establish this system. In the future, this effort is to be expanded to the Company's Japanese production sites, including the Numazu Plant, as well as other Ricoh Group companies.



The health and safety promotion staff at Ricoh's Gotemba Plant

Making Use of an In-House Network

Ricoh characteristically took advantage of the digital network technology it has become so good at creating in its business to establish a database and network to disseminate information on health and safety. The database and network allows the



Gotemba Plant's OHSMS navigation system

Health Management News

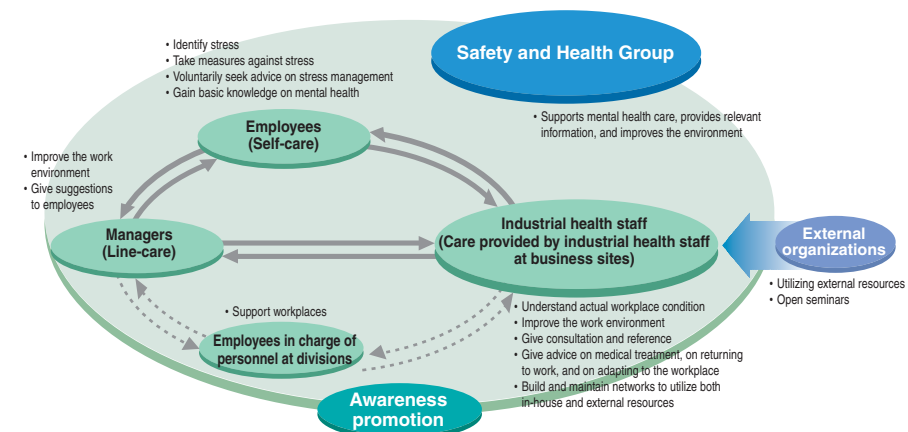
Company to quickly spread relevant information to employees and to promote the sharing of know-how throughout the Company. The Gotemba Plant, taking advantage of its OHSAS 18001 certification, established the Gotemba OHSMS* navigation system to promote the sharing of know-how with other business sites. The in-house network is also used for the issuance of health management news to promote employee awareness of health and safety. In fiscal 2002, the information was open to the employees of affiliates as well.

* OHSMS: Occupational Health and Safety Management System

Mental Health Care

Ricoh considers mental health care a current issue to be included in its health and safety measures and is doing its best to protect each employee's privacy. Companywide support is given to employees under this system, which is based on the Employee Assistance Program (EAP). Focusing on education in mental health care promotion activities, the Company is planning to promote educational programs for industrial mental health care staff and other relevant personnel in managerial positions in stages. In fiscal 2001, a trial introductory training program using the latest materials developed by experts was introduced to employees in managerial positions. The short program is designed to let each employee notice his/her own mental health condition.

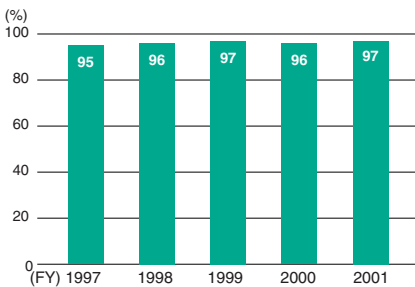
Ricoh's Mental Health Care System



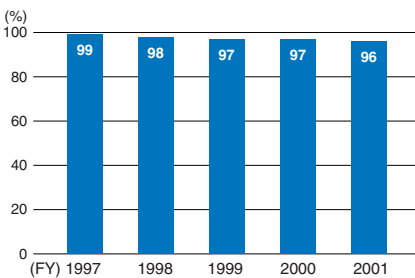
Health Checkups and Complete Medical Examinations

Ricoh offers health checkups and summary medical examinations to employees under the age of 40 (summary medical examinations to employees between the ages of 35 and 40) for the prevention and early diagnosis of diseases. Ricoh requires a complete medical examination for employees 40 years old or older. Furthermore, for employees whose checkups or examinations have revealed health problems, the Company established a follow-up system for re-examinations, detailed examinations, continued observation, and medical treatment. Thus, the Company's efforts toward the prevention, early diagnosis, and treatment of diseases are ongoing. Ricoh's health management system also covers the family members of employees, with complete medical examinations offered to employees' spouses.

Health Checkup Rate



Complete Medical Examination Rate



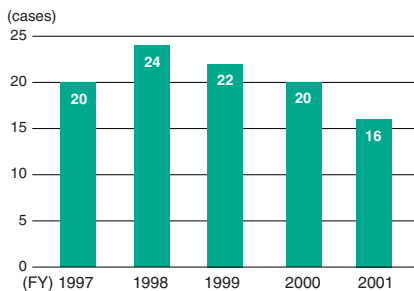
Safety Management Activities

To reduce occupational hazards, Ricoh is promoting on-site voluntary safety activities for employees, especially at its production sites. Such activities include examining accident prevention measures* based on the near-accident experiences of employees, providing introductory training on safety to new employees, promoting employee awareness of safety, and having industrial doctors visit the workplace.

Moreover, should an accident occur, a careful examination will be made to establish measures to prevent reoccurrence. The site where the accident occurred will then be notified of the newly established measures to prevent reoccurrence in the future.

* Measures to prevent accidents from happening by looking at occurrences that came close to becoming an accident but that only frightened or surprised the employee(s) involved

Number of Occupational Hazards at Ricoh



Records of Outstanding Accident-Free Operations

- Level 5 accident-free operations (23.8 million hours)
Atsugi Plant (May 1999)
- Level 4 accident-free operations (15.9 million hours)
Atsugi Plant (April 1996)
- Level 4 accident-free operations (15.9 million hours)
Omori Office (August 1991)
- Level 1 accident-free operations (4.6 million hours)
Numazu Plant (March 2001, this level is continually being surpassed)

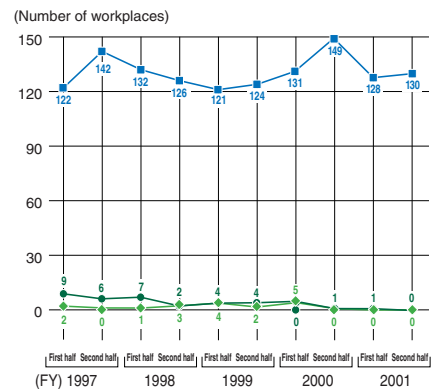


Certificate commending the Numazu Plant for its accident-free operations

Work Environment Measurement

The Ricoh Group continues to measure its work environment to prevent work-related health problems. The Ricoh Group endeavors to improve the work environment by measuring not only those substances that are required to be measured by law but also those substances that are not required to be measured by law but may be hazardous to employees' health.

Work Environment Measurement (Ricoh and its affiliates in Japan)



1st control area

In most of the workplaces (95%), the concentration of toxic substances in the atmosphere does not exceed the controlled density.

2nd control area

The average concentration of toxic substances in the atmosphere of the workplaces does not exceed the controlled density.

3rd control area

The average concentration of toxic substances in the atmosphere of the workplaces exceeds the controlled density.