

# Principles of the Environmental Report and Responses from the Ricoh Group Sustainability Report 2001 Questionnaire

## Principles of the Environmental Report

In fiscal 2001, Ricoh established principles for environmental reports, which comprise of the requisites for providing the information useful for the stakeholders when they make their decisions for environmental management. The environmental report is based on the corporate accounting principles as no official principles or terminology is developed for the environmental report.

### Principles of the Environmental Report

1. The environmental report must contain true statements about companies' state of environmental management <sup>1</sup>.
2. The environmental report must fairly represent the results of all the environmental management activities <sup>2</sup>.
3. The environmental report must clearly represent the facts necessary for stakeholders not to misjudge the environmental impact of companies <sup>3</sup> and <sup>4</sup>.
4. The environmental report must continuously reflect the principles and procedures of basic data processing and representation methods every fiscal year and may not change those principles, procedures, and representation methods without good reason <sup>5</sup>.

#### Notes:

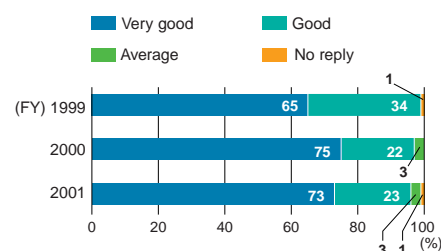
1. "Companies" refer to the Ricoh Group as a whole, Group companies, and/or their business sites, depending on the coverage and level of the report.
2. The avoidance of disclosing negative information shall not be regarded as a fair representation of all information.
3. The state of companies' environmental risk management shall be included in the information stakeholders use in decision making.
4. Significant subsequent events shall be described in the report. Subsequent events refer to events that occur during the period from the day after the reporting period ends to the date the report is completed. Such events may influence the state of companies' environmental management from the next fiscal year onward. Examples of significant subsequent events are as follows:
  - a) Critical damage caused by environmental pollutants and similar causes
  - b) The announcement and implementation of large environment-related investment projects
  - c) The assignment and transfer of significant environment-oriented business transactions
  - d) Significant, controversial environment-related cases that arose or were solved
  - e) The announcement of significant development in environment-oriented technologies
 Subsequent events disclosed as notes are useful as supplemental information to determine the state of companies for future environmental management.
5. Ongoing applications may be cancelled only if there is good reason and it has been determined that the environmental report would be more rational if it followed procedure or if there were changes in representation. "Good reason" includes significant changes in company management policies, business reorganization, drastic technological innovation, and amendments in and the abolition of relevant laws, regulations, and standards.

## Responses from the Ricoh Group Sustainability Report 2001 Questionnaire

Beginning with the 1998 issue, the Ricoh Group has included questionnaires (only in Japan) in its environmental report to collect comment and opinion from the readers on improving its environmental conservation activities as well as information disclosure. 20,390 copies of the report 2001 were distributed and 94 readers returned the questionnaire as of the end of June, 2002.

### Questionnaire Results

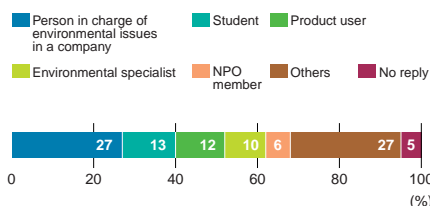
#### 1. How would you rank the Ricoh Group's environmental conservation activities described in the report?



#### 2. Which section(s) of the report were you most interested in?

- No. 1 Production (Zero-Waste-to-Landfill)
- No. 1 Environmental Accounting
- No. 3 Social Contribution Activities
- No. 4 Recycling
- No. 4 Environmental Volunteer Leaders
- No. 6 Working with Administrations and Local Communities

#### 3. In what position did you read this report?



## Some of the opinions from the Ricoh Group Sustainability Report 2001 readers and improvements in the 2002 report

- Since I visited Numazu Plant last autumn, I am fairly impressed by your attitude for environmental conservation activities. I introduced your activities at the seminar which I act as a lecturer.
- I wish the summary was in this report and details were posted on the website.
- ▶ Past data of the Environmental Conservation Activities and ISO 14001 Certified Divisions and Business Sites of the Ricoh Group as well as the details of Type III Environmental Impact Disclosure are stored in the website. We continue to disclose the information, making the best use of advantage of the printed and Internet media.
- I felt that fewer people actually participate in the environmental volunteer activities, even though more are interested in them. I hope more will participate in the activities in fiscal 2002.
- ▶ In fiscal 2002, we further developed the activities. (See "Social Contribution Activities," starting from page 61.)
- Environmental activities were explained in terms of LCA. Why don't you take the approaches in terms of product development and design?
- ▶ The Group established a new section called "Research and Development" (page 31) to explain the product design.
- I want to read the details about cost-effectiveness, investment effects, and environmental accounting.
- ▶ The Group took new approaches including estimates of costs and effect according to the segment environmental accounting (pages 17, 36, 40, 48, and 50), development of indicators (page 74), and Eco-Balance environmental accounting (pages 77–80).
- It was hard to understand whether recycling activities cover only Japanese business sites or all the business sites both Japan and overseas.
- ▶ Many examples of the countries other than Japan were added in more sections including "Recycling." We would like you to know about the Ricoh Group's global activities in environmental management.