

Health and Safety

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

Ricoh, in line with its management policy, promotes people-oriented management. Moreover, this philosophy is always applied to occupational health and safety activities. The Ricoh Group positions occupational health and safety activities as an important part of CSR, diligently promotes employee health and safety, and works to create healthy and comfortable workplaces. As a part of these efforts, the Ricoh Group establishes occupational health and safety management systems in compliance with the laws of countries and regions where the Ricoh Group operates. For example, at present, establishment of a Ricoh Groupwide system based on the OHSAS 18001 is underway, led by Ricoh in Japan. Mental health care is also enthusiastically promoted at research and development divisions, not only at production sites.

OHSAS 18001 Certification Awarded

In March 2003, Ricoh's Numazu and Fukui Plants obtained the JISHA-method OSHMS* certification by Japan Industrial Safety and Health Association¹ (JISHA), a public organization affiliated with the Ministry of Health, Labor and Welfare. The Gotemba Plant obtained an occupational health and safety management certification² the first Ricoh Group facility to do so. The occupational health and safety management certification is a scheme to



An OSHMS certification ceremony

reduce, eliminate, or prevent hazards at the workplace. The system aims at the continual reduction of occupational hazards and disease.

1. Japan Industrial Safety and Health Association (JISHA) describes its system as the Occupational Safety and Health Management System (OSHMS) pursuant to ILO guidelines, focusing on the term "safety" prior to "health." This system differs from the Occupational Health & Safety Management System (OHSAS) used by certification organizations.
2. OHSAS 18001 certification was obtained in March 2002.



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

Basic Policy

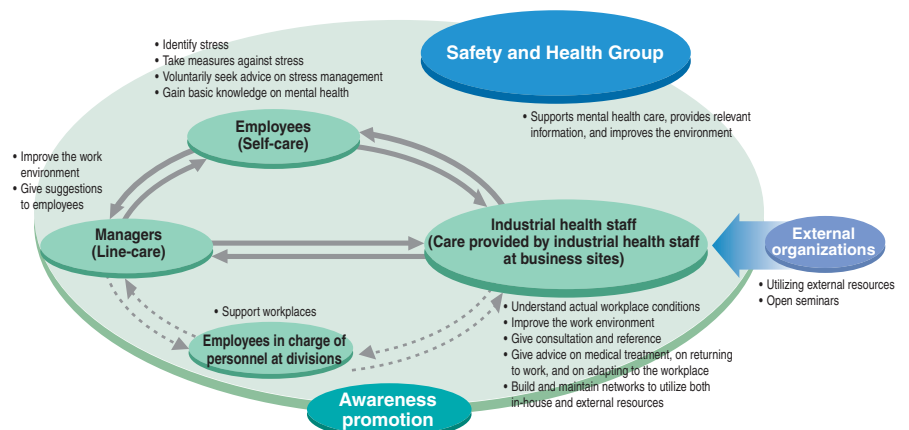
By putting our management philosophy into practice, we are more aware of the need to secure employee health and safety, and we earnestly strive to achieve this, as well as to establish a comfortable work environment companywide.

Action Guidelines

- Not only do we comply with all domestic and overseas health and safety regulations, but we also set our own goals for employee health and safety and endeavor to achieve those goals.
- We shall continue to maintain and improve an independent health and safety promotion system to secure employee health and safety and to establish a comfortable work environment.
- By providing education in health and safety, we strive to raise the awareness of all our employees and support and encourage them to be interested in and to observe health and safety practices in all activities in society.
- In every country and region where we conduct business, we maintain close ties with local communities and widely contribute to their society by publicly disclosing our activities and assisting in health and safety activities.

Employee Assistance Program (EAP). Focusing on education in mental health care promotion activities, the Ricoh is planning to promote educational programs in stages for industrial mental health care staff and other relevant personnel in managerial positions. In fiscal 2002, basic training programs were conducted for managers in the research and development divisions to promote their awareness of changes in the mental health of their subordinates. During the next fiscal year, similar efforts are scheduled to be extended to relevant personnel divisions, based on the know-how developed through previous educational efforts.

Ricoh's Mental Health Care System



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 Ricoh to quickly spread relevant information to employees and to promote the sharing of know-how throughout the Ricoh. 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 opened to the employees of affiliates as well.

* OHSMS: Occupational Health & Safety Management System

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 physicians 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

Health Checkups and Complete Medical Examinations

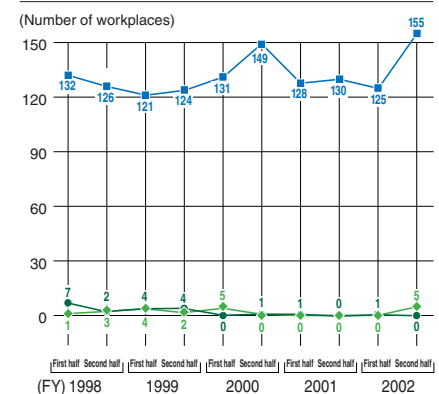
Ricoh offers health checkups and summary medical examinations to employees between the ages of 35 and 40. Ricoh requires a complete medical examination for employees 40 years old or older. For employees whose checkups or examinations have revealed health problems, the Company established a follow-up system for re-examinations, detailed examinations, continued observation, and medical treatment. Ricoh's health management system also covers the family members of employees, with complete medical examinations offered to employees' spouses. The checkup and examination results are compiled into the health checkup system. Such information is used in follow-ups for

employees whose checkups or examinations have revealed health problems, as well as for employees' own health management. All personal information is held according to strict confidentiality requirements.

Work Environment Measurement

The Ricoh Group continues to monitor 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.

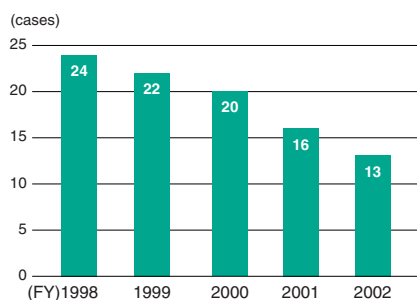
2nd control area

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

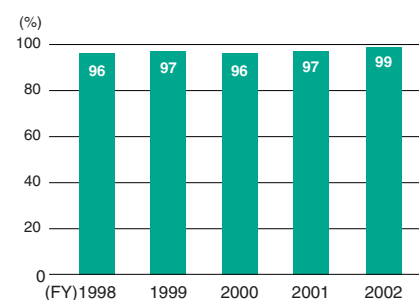
3rd control area

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

Number of Occupational Hazards at Ricoh



Health Checkup Rate



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)
Ohmori Office (August 1991)
- Level 1 accident-free operations (6.9 million hours)
Numazu Plant (November 2002. This level is continuously being surpassed.)

Complete Medical Examination Rate

