

# Principles of the Environmental Report and Responses from the Ricoh Group Sustainability Report 2002 Questionnaire

## Principles of the Sustainable Report

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

### Principles of the Sustainable Report

1. The sustainable report must contain true statements about companies' state of sustainable management <sup>1</sup>.
2. The sustainable report must fairly represent the results of all the sustainable management activities <sup>2</sup>.
3. The sustainable 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 sustainable 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.

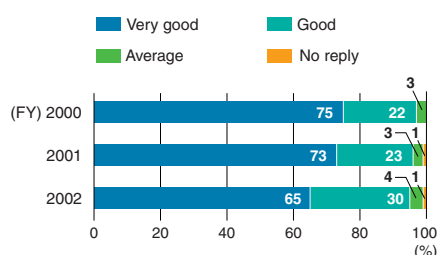
5. Ongoing applications may be cancelled only if there is good reason and it has been determined that the environmental report would be more rational if it followed procedure or if there were changes in representation. "Good reason" includes significant changes in company management policies, business reorganization, drastic technological innovation, and amendments in and the abolition of relevant laws, regulations, and standards.

## Responses from the Ricoh Group Sustainability Report 2002 Questionnaire

18,850 copies of the Japanese-language version report were distributed and 135 readers returned the questionnaire as of the end of April, 2003. Beginning with the 2002 edition, the Ricoh Group has included questionnaires in its English-language version, of which 6,050 copies were distributed and four readers returned the questionnaire.

### Questionnaire Results

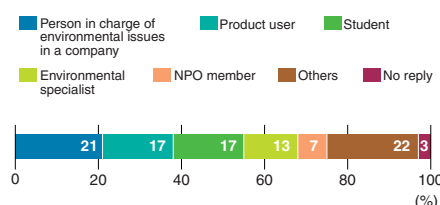
#### 1. How would you rank the Ricoh Group's environmental conservation activities described in the report?



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

- No. 1 Environmental Accounting
- No. 2 Social Contribution Activities
- No. 3 Logical Necessity of Environmental Conservation (Three P's Balance)
- No. 4 Research and Development
- No. 4 Production (Zero-Waste-to-Landfill)
- No. 5 Identifying Environmental Impact (Eco Balance)

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



### Some of the opinions from the Ricoh Group Sustainability Report 2002 readers and improvements in the 2003 report

- If I have some money to spare someday, I would like to become a Ricoh stockholder.
- Although the descriptions are quite specific, there is little numerical data in the report. I consider the Eco-Balance issue to be especially important, but it is hard for me to understand the meaning of numerical data and the calculation method.
- ▶ The Ricoh Group calculated the environmental impact in each business process, verified that the calculated data was converted by EPS, and integrated the environmental impact information and environmental accounting information (page 27).
- I would like to have more specific reports on soil and groundwater pollution prevention efforts. Have you conducted any surveys on heavy metals?
- ▶ We have disclosed additional figures from the survey results, including those for heavy metals (page 19).
- I was very interested in the answers to the question about environmental communication. Why don't you hold meetings for stakeholders more frequently?
- ▶ We have provided additional opportunities for sharing and exchanging opinions with the people outside the Ricoh Group, including a meeting for reading environmental reports (page 69).
- I believe it would be better if you specify the products that reduced environmental impact. We have a new section, "Environmental Technologies and Products Development," which explains our efforts to reduce environmental impact at the customer end, from the standpoint of product development. In this section, we provide information about specific products (pages 35–44). Product information is also given on the topics for fiscal 2002 (pages 16–80).