

## Third Party Review

The Ricoh Group receives a third party review, for the purpose of disclosing more reliable information and facilitating improvements in sustainable management. Giving useful feedback on the fiscal 2001 review results\* and improving the Ricoh Group's environmental management system contributed to the higher evaluation for this fiscal year. The Ricoh Group continues to promote environmental management by effectively making use of third party review.

\* See the Ricoh Group Sustainability Report 2002.  
<http://www.ricoh.co.jp/ecology/e-report/index.html>

### Reference View (whole statement)

BVQI has reported many findings and opinions regarding environmental activity at the head office and site level through the data verification process. BVQI has concluded the following:

#### 1. Environmental Impact Information System (EIS)

Most of the data were collected through the Environmental Impact Information System. BVQI observed improvements on the system itself and its implementation as follows:

- Presentation of a documented flow sheet in which designed data collection and aggregation is described
- Scope expansion of EIS covering overseas production (Ricoch Asia Industries China)
- Establishment and implementation of environmental management information system database application to marketing group
- Competency improvement of the data base operator

As a result of these improvements BVQI observed less manual calculation via Excel spreadsheets, a wider data collection scope and more reliable aggregated figures. The environmental management information system in sales activity includes data for 396 sites. The data is linked with the ISO14001 management system for sales and marketing and the linkage contributes to continual improvement in environmental impact reduction. BVQI observed manual aggregation and data input at the sites. The application scope for overseas production was being expanded. As a result, continual improvement is expected.

#### 2. Environmental Accounting

Issues in data collection and aggregation processes were identified and addressed properly. Furthermore, the new database input system was introduced in April 2003. As a result, the reliability of data collection and the efficiency of data aggregation were improved. Environmental accounting can be utilized as strategic decision. In addition, the scope of application became wider in terms of geographic area and items covering non-manu-

facturing sites. However, the definition of environmental cost was not fully understood. Some data could not be verified when BVQI asked for manual recalculation at overseas sites. Ricoh still has this issue outstanding although it did not affect the overall quality and value of the report. Opportunity for improvement is as follows

- Intended use of environmental accounting should be clarified. The feedback from the head office to sites and a comparison between each site needs to be more visible.
- Adequate training is needed for all involved persons, including the responsible person, because it is difficult for personnel to understand the Ricoh environmental accounting guideline in a short training course.

#### 3. Improvement practice in 2002

1. It was well appreciated as a step forward that environmentally sensitive substances, especially lead and hexavalent chromium, contained in the products have been quantified for the Ricoh group since 2002 and disclosed in the report.

- Furthermore, a description of soil and underground water contamination survey and cleanup activity is specific. It shows Ricoh's positive attitude towards cleanup activity.
2. It was well appreciated that environmental impact reduction activity has been on line toward the goals set by Ricoh.
    - Amount of environmentally sensitive substances out of products in operation
    - Product recycle and resource recovery rate of used product
    - Environmental impact such as CO<sub>2</sub>
    - Recycle paper sales ratio
  3. It was well appreciated that Environmental Management System implementation levels at RC and REI where BVQI conducted verification are very mature.

#### 4. Internal review

Responsibility for the report was segmented. Therefore overall responsibility of the report, corrective action and continual improvement need to be defined. The internal data review like the one for the Ricoh Type III environmental declaration management system should be included in the system.

