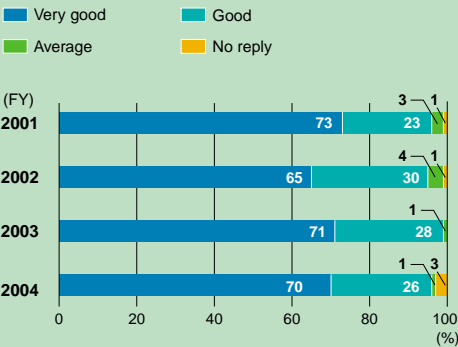


We appreciate customers responding to our questionnaire. We will use your valuable opinion to improve our activities and future reports.

### Responses to Our Questionnaire

A total of 18,245 copies of the Japanese version report were distributed and 238 readers answered the questionnaire as of the end of April 2004. The main responses are as follows.

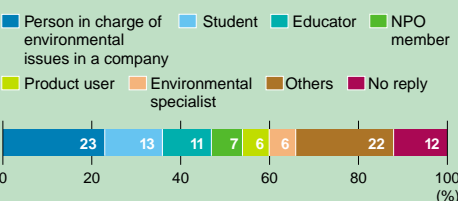
#### ① How would you rank the Ricoh Group's environmental conservation activities that are described in the report?



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

- 1st Environmental Accounting
- 2nd Social Contribution of Environmental Conservation
- 3rd Business Sites (Energy Conservation and Prevention of Global Warming)
- 4th FOCUS (Maintenance and Quality Improvement of Zero-Waste-to-Landfill/Fukui Plant)
- 5th Identifying Environmental Impact and Target Setting (Eco Balance)
- 6th Products (Resource Conservation and Recycling)
- 7th Pursuing the Ideal Society (Three P's Balance™)

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



### Some of the opinions from the Ricoh Group Sustainability Report 2004 and Improvements in the 2005 Report

○ Companies tend to be uncertain about the extent to which they may disclose information on environmental accounting. In your report, there are detailed reviews and explanations of items, which is quite unique. We feel that you really want us to read the environmental accounting section, and I think that is great.

○ I would like to know how you will use environmental accounting in evaluating sustainable environmental management and decision making.

▶ An example is given to illustrate how we used environmental accounting in promoting modal shifts. [See page 53.](#)

○ Your report is very readable and gives us a clear picture of your specific commitments to the environment.

○ I would like to read comments by customers who purchased your products because I would like to know what advantages they gained by using them.

▶ The report had a story about a customer who successfully reduced paper consumption by introducing Ricoh integrated print management system and another one about the customer who purchased recycled Ricoh products.

[See pages 22 and 24.](#)

○ Your report, which introduces a variety of concrete examples, is easy to understand, but readers will find stories of staff who were actually engaged in projects much more interesting.

▶ In the FOCUS section, examples of unique activities are introduced in articles using a Q&A format. Also, interviews with key people and employees who take initiatives in sustainable environmental management in each division of the Ricoh Group are introduced.

[See pages 25, 35, 70 and 72.](#)

○ Because of the size of the report, although it provides extensive and detailed information, readers tend to look at only what they are interested in. If there is a page that outlines the whole content, they can easily find that there are many other interesting reports.

▶ In the beginning of the report, apart from the table of contents, there is a section that introduces the structure of the report and the overall picture of sustainable environmental management.

[See pages 5 through 6.](#)