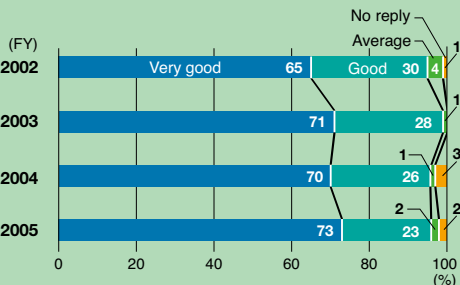


We appreciate customers responding to our questionnaire. We will use your valuable opinion to improve our activities and future reports.

Responses to Our Questionnaire

A total of 17,695 copies of the Japanese version report were distributed and 180 readers answered the questionnaire as of the end of April 2006. The main responses are as follows.

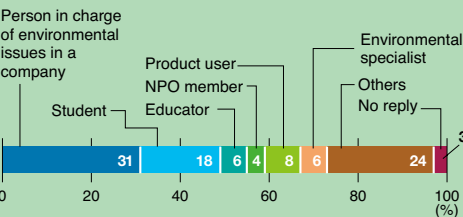
1 How would you rank the Ricoh Group's environmental conservation activities that are described in the report?



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

1st	Environmental Accounting
1st	Improving Our Products (in general)
3rd	Improvements Made at Business Sites (in general)
4th	Working Toward the World's Best Sustainable Environmental Management
4th	Eco Balance (Identifying Environmental Impact and Target Setting)
6th	FOCUS
7th	Basis for Sustainable Environment Management
8th	Environmental Action Plan

3 In what capacity did you read this report?



Some of the opinions from the Ricoh Group Sustainability Report 2005 and Improvements in the 2006 Report

- I thought it would be better if we could obtain information on certain characteristics of the Ricoh Group, particularly something effective.
▶ “Environmental Management in Action” appears as a new feature article at the beginning of the report. Three characteristic examples are shown in the section. [See page 7.](#)
- I want to know what efforts have been made in relation to chemical substances and toward environmental improvement in SCM, which are essential in manufacturing, as new regulations are introduced or existing regulations are upgraded.
▶ The report includes a feature article on the establishment of a management system for chemical substances contained in products to cope with regulations, including European RoHs Directives, globally. [See page 33.](#)
- I would like to know the current business conditions surrounding the selling of reconditioned copiers. How does Ricoh intend to increase the number of such machines sold?
▶ An explanation of the selling of reconditioned copiers is given along with the opinion of customers. [See page 28.](#)
Also, “Green Sales in the United States” and “Recycled Machine Business in the Americas” appear as feature articles. [See pages 11 and 29.](#)
- I would like to see [Rico]h’s efforts toward the paperless handling of work at the office introduced.
▶ The report carries a feature article called “Developing ‘Live Offices.’” [See page 7.](#)
- Ricoh’s efforts toward environmental conservation are varied, but it seems that priority is not given to the preservation of animals living in such environments. I would like to see the company’s efforts in the conservation of biodiversity introduced.
▶ We have had the representative of an environmental NPO that has formed partnerships with Ricoh talk about its efforts toward the conservation of ecosystems that are being carried out in partnership with the Ricoh Group. [See page 69.](#)
- We were able to understand Ricoh’s efforts to achieve targets set in the Kyoto Protocol.