

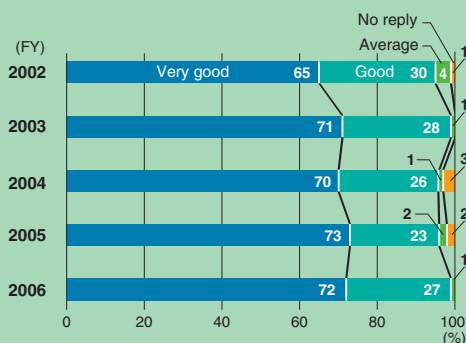
Responses to the Questionnaire for Ricoh Group Sustainability Report 2006

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 17,380 copies of the Japanese version report were distributed and 105 readers answered the questionnaire as of the end of April 2007. The main responses are as follows.

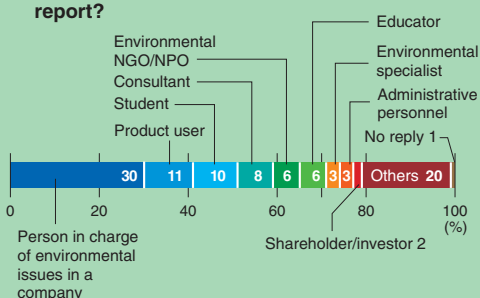
① How would you rank the Ricoh Group's environmental conservation activities that are described in the report?



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

- 1st Extra-Long-Term Environmental Vision
- 2nd Feature Article: Developing "Live Offices"
- 2nd Business Sites: Energy Conservation and Prevention of Global Warming
- 2nd Environmental Accounting
- 2nd Social Contribution of Environmental Conservation
- 6th Feature Article: Practical Application of Plant-Based Plastic
- 7th Three Ps Balance
- 8th Business Sites: Resource Conservation and Recycling

③ In what capacity did you read this report?



Some of the opinions from the Ricoh Group Sustainability Report 2006 and Improvements in the 2007 Report

- There is no mention of direct talks with stakeholders.
- I think that it lacks any dialogue with different stakeholders.
- ▶ We held the Ricoh Environmental NPO Meeting and the Global Environment Month Symposium with an aim of strengthening the partnership between environmental NPOs and companies. We plan to hold these meetings regularly. [See pages 13 and 14.](#)
- ▶ When we rolled out our Extra-Long-Term Environmental Vision, we received assessments and opinions from experts in universities, research institutes, environmental NPOs, etc., and incorporated these opinions in our vision. [See pages 17 to 20.](#)
- ▶ We held risk communication meetings with citizens, local communities, and administrations to share information on environmental pollution and chemical substances and to promote understanding between each other. [See page 46.](#)

- I have been running a dealer selling Ricoh products for years. Environment is an issue we can never avoid these days. My trading partners and clients are also keen on environmental matters. The Report is helpful as it provides information that is useful when selling Ricoh products.
- ▶ Ricoh is working on developing easy-to-use products which will help our customers save energy and reduce costs by reducing the energy consumption of individual products and by shortening the recovery time from energy-saving mode. In the 2007 Report, we explained the benefits of reductions in CO₂ emissions and costs brought by the energy-saving mode. We hope these articles will be useful for your business. [See pages 25 and 27.](#)

- There are three reports and I first thought it was too much information to digest. However, each report seems to be honestly and carefully compiled. I think that the voices of stakeholders such as customers, suppliers, and employees are appropriately included in the Report.

- ▶ In the 2007 Report, we included the opinions of recyclers in addition to the opinions of our customers, suppliers, and employees. [See pages 23, 27, 29, 30, 33, 40 and 44.](#)

- The Report has many graphs, charts, and photos, and I can see that efforts were made to make it easier to understand. It was very informative. At the same time, I felt that it takes a lot of effort to digest this amount of information unless you are an expert.

- ▶ We have added the new "Summary on Sustainable Environmental Management" pages. This summarizes the results of our sustainable environmental management during fiscal 2006 in a two-page spread. We hope it makes it easier for readers to understand. [See page 5.](#)

- The Report gives me great hope. I hope more people in Atsugi City find out about Ricoh's activities. I also feel very happy that there is a company like Ricoh in my city.