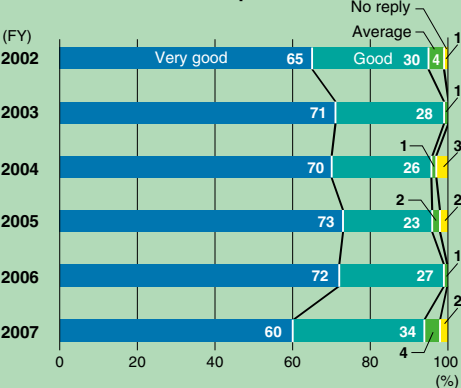


We appreciate customers responding to our questionnaire. We will use your valuable opinion to improve our activities and future reports.

Responses to Our Questionnaire

A total of 17,700 copies of the Japanese version report were distributed and 97 readers answered the questionnaire as of the end of April 2008. The main responses are as follows.

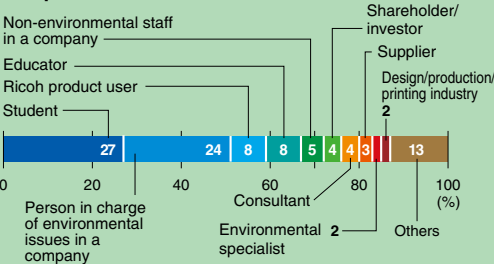
① How would you rank the Ricoh Group's environmental conservation activities that are described in the report?



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

- 1st Business Sites: Energy Conservation and Prevention of Global Warming
- 2nd Social Contribution of Environmental Conservation
- 3rd Feature Article: Ricoh Global Eco Action
- 3rd Extra-Long Term Environmental Vision and Promotion of Sustainable Environmental Management
- 5th Feature Article: Ricoh Tree Dedication Programme
- 6th Feature Article: Ricoh Environmental NPO Meeting
- 6th Products: Energy Conservation and Prevention of Global Warming
- 6th Products: Resource Conservation and Recycling
- 9th Summary of Sustainable Environmental Management in Fiscal 2006
- 9th Pursuing the Ideal Society (Three Ps Balance)
- 9th Products: Concept of Product Development

③ In what capacity did you read this report?



Some of the opinions from the Ricoh Group Sustainability Report (Environment) 2007 and Improvements in the 2008 Report

- I needed to visit your web site to obtain supplemental information to fully understand certain parts of your report.
- ▶ We disclose information in paper-based reports, on our corporate web site, or by using both, depending on the nature of the reporting content. In accordance with the issuance of the report this year, our web site was also updated. The latest information is available both electronically and in hard copy. For information on our environmental activities that began in a previous year and are generating ongoing benefits, please visit our web site (<http://www.ricoh.com/environment/>).
- I am engaged in the development of Ricoh products. The report reminded me that my work for Ricoh allows me to make positive contributions to the environment. My coworkers and I are very proud of our job.
- ▶ In addition to reducing its own environmental impact, the Ricoh Group is working to reduce the environmental impact of each of the upstream (procurement of raw materials and parts), product use (power and paper consumption, maintenance), and downstream (disposal, recycle) processes. From fiscal 2007, lifecycle-wide sustainable environmental management indicators are reported, which help us and the report readers to better understand how much environmental impact we have reduced across the entirety of our business activities. We have also developed and distributed a tool to support our suppliers in reducing their environmental impact. [See pages 8 and 13.](#)
- I think negative information (such as soil contamination and litigation) should be disclosed more.
- ▶ The information on soil contamination and penalties/fines is included in the report. [See page 52.](#)
- ▶ We began disclosing environmental liabilities in financial accounting. [See page 49.](#)
- I prefer to see some additional guidance (e.g., a simple summary of how data shown is arrived at) on complicated items, such as Corporate Environmental Accounting.
- ▶ This report includes calculation formulas for key reporting items such as Corporate Environmental Accounting and sustainable environmental management indicators. In addition, each page includes explanations of key words when necessary. [See pages 8 and 57.](#)
- As a student seeking career opportunities after graduation, I picked up your report because I thought it would give me a kind of yardstick to evaluate a possible employer. I also expected to gain some insight on what kind of goals I should aim at in the future by learning specific examples of your green actions. After reading the report, I have become strongly interested in Ricoh, a company that always strives for ambitious goals with concrete actions to contribute to the global environment. I hope I will be able to become part of your team in the future.