

Earning the public's trust

Activity reports from 3 perspectives:

"Environment," "Corporate social responsibility," and "Economic"

Being a good corporate citizen means striving to be a valued and respected member of society by contributing to its sustainable growth. To this end, the Ricoh Group is committed to being outstanding in all areas of the environment, economic performance, and corporate social responsibility. We also openly communicate all our activities to the public. The Ricoh Group publishes information on its activities in reports written from three different perspectives: the environment, economic performance, and corporate social responsibility.

This report provides our shareholders, customers, and other stakeholders with information on our sustainable environmental management policies and business performance in fiscal 2009 to facilitate a better understanding of what we do and how we work.

Sustainability Report (Economic)

- Management policy
- Management results
- Financial status



Economic

Sustainability Report (Corporate Social Responsibility)

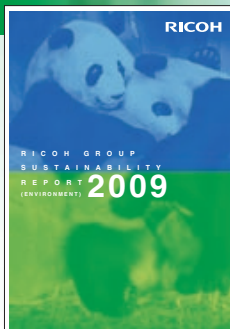
- Concept of CSR
- Integrity in corporate activities
- Harmony with the environment
- Respect for people
- Harmony with society



Corporate Social
Responsibility

Sustainability Report (Environment)

- Concept of sustainable environmental management
- Improving our products
- Improvements made in business activities
- Basis for sustainable environmental management
- Environmental communication/Conservation of biodiversity



Environment

■ For information related to this report, visit the websites listed below.

- Sustainable environmental management
<http://www.ricoh.com/environment/>
- Corporate social responsibility
<http://www.ricoh.com/csr/>
- IR (for shareholders and investors)
<http://www.ricoh.com/IR/>
- Social contribution
http://www.ricoh.com/about/csr_environment/sc.html
- Information security
<http://www.ricoh.com/about/security/index.html>

■ Reporting Guidelines

In compiling this report, we have referred to the Sustainability Reporting Guidelines (version 3.0) and Biodiversity Resource Documents by the Global Reporting Initiative (GRI), as well as the Environmental Reporting Guidelines by the Japanese Ministry of the Environment to confirm items that should be reported. We have made every attempt to disclose as much information as possible.

● Structural Changes

Incorporating the same organization as the Environmental Action Plan (fiscal 2008 to 2010), the Report is now organized by the different stages of a product lifecycle. "Raw materials and Parts procurement," "Non-manufacturing," "Customers," "Distribution and Transportation" sections have been newly added to provide further details of the Ricoh Group's activities throughout the product lifecycle.

● Printed Version Suspended

The Sustainability Report 2009 is available in PDF format only. We have temporarily suspended publication of a printed version of the Report not only to minimize costs but also to encourage a new way of environmental communication that incorporates different types of media, such as internet materials (in PDF or HTML) and printed matter.

■ Cover photograph: Giant Pandas

The giant panda is native to the mountain forests that stretch from north to south China. They typically grow to between 120 and 190 centimeters tall and weigh 85-120 kilograms. With an estimated population of 1,600, the species is designated as an endangered species. Ricoh lent support to China's Sichuan Province government for its giant panda population recovery project from 2001 to 2007.

Profile of Organization

Ricoh Co., Ltd., was established in Japan on February 6, 1936. The Ricoh Group consists of Ricoh Co., Ltd., 302 subsidiaries, and 9 affiliates.* The Ricoh Group engages in activities on a global scale that include the development, production, marketing, after-sales services, and recycling of office equipment including copiers and printers in five regions around the world (Japan, the Americas, Europe, China, and the Asia-Pacific region). The Group has approximately 108,500 employees.

* The definition of a subsidiary/affiliate follows the U.S. Generally Accepted Accounting Principles (U.S. GAAP).

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Major Product Lines

Imaging and Solutions

● Imaging Solutions

Digital copiers, color copiers, analog copiers, printing machines, facsimiles, diazo copiers, scanners, multifunction printers (MFPs), and printers as well as related supplies and maintenance services, related software, and others

● Network System Solutions

Personal computers, servers, networking equipment, network-related software, applications, services and support, and others

Industrial Products

Thermal media, optical devices, semiconductors, electronic component units, measuring instruments, and others

Other

Digital cameras, and others

Ricoh Group Main Brands

The Ricoh Group provides products and services under the following brand names.

RICOH

SAVIN®

LANIER

nashuatec

Rex-Rotary

Gestetner

infotec

RICOH | IBM.
InfoPrint Solutions Company™

IKON Document Efficiency
At Work.
A RICOH COMPANY

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■ Report on the imagio MF 7070RC and the Law Concerning the Rational Use of Energy

In December 2008, we received notification from the Japanese Ministry of Economy, Trade and Industry on possible nonconformity of the recycled copier imagio MF 7070RC (on the market from January 2004 to January 2007) with Japan's Law Concerning the Rational Use of Energy. This problem occurred because we mistakenly used the standard for the start of new copier sales instead of the standard for the start of recycled copier sales. Reflecting on this incident, we have now set measures to improve compliance processes for every standard involved from product development to end sales. We will continue striving to develop products with energy-saving features that meet standards higher than those officially designated.