

TOWARD SUSTAINABLE MANAGEMENT

Sustainable management is central to all aspects of our business. You can see this first in our unwavering commitment to environmental preservation.

Sustainability also underlies our dedication to good corporate citizenship—covering everything from ethical conduct to close community involvement—which is ultimately good for business.

To better coordinate our sustainable management efforts, in fiscal 2003 we established the Corporate Social Responsibility Division. This organ monitors relevant activities across the Group and ensures that all Group operations and employees share our values, thereby enhancing enterprise value. The Division reports directly to the president and works closely with other internal bodies that deal with environmental, information security, and compliance issues.

The Ricoh Group's concerted approach to corporate responsibility has won broad recognition internationally. In 2002, for example, Oekom Research, a German agency that ranks corporate responsibility, rated Ricoh first worldwide among companies manufacturing office equipment and electrical household items. A 2002 *Financial Times* survey of the **World's Most Respected Companies** placed us sixth among companies that "best manage

environmental resources." In May 2003, we received the World Environment Center's prestigious 19th annual **WEC Gold Medal** for International Corporate Achievement in Sustainable Development. Mr. Sakurai, president of Ricoh, characterized the award as "testament to the strengths of our beliefs and operating principles."

In Japan, our report on environmental management (you can download the English PDF version from www.ricoh.co.jp/ecology/e-report/index.html) received prizes in early 2003 for excellence and sustainability report encouragement at the 6th Environmental Report Awards. The awards were sponsored by the Global Environmental Forum and were supported by Japan's Ministry of the Environment. For 2003, the *Japan Industrial Journal* bestowed the Global Environmental Award Grand Prix on Ricoh.

We are determined to keep broadening our commitment to sustainable management in the years ahead. One component of that is our participation in the Global Compact. This United Nations initiative consists of nine principles covering human rights, labor, and the environment. Around 1,000 companies around the world have agreed to engage in the Global Compact.

One of the World's Most Respected Companies

The January 20, 2003, edition of the *Financial Times* released the results of a poll of chief executive officers around the world. The survey placed Ricoh sixth among the World's Most Respected Companies in the category of "companies that best manage environmental resources."



2003 WEC Gold Medal Winner

In May 2003, Ricoh received the World Environment Center's prestigious 19th annual WEC Gold Medal for International Corporate Achievement in Sustainable Development from Dr. Klaus Toefer, executive director of the United Nations Environmental Programme.



Support for Bushland Restoration in Australia

Ricoh Australia Pty. Ltd., is funding an initiative at the Warrimoo Public School, located around 50 kilometers west of Sydney, Australia, for students to restore the surrounding bushland.



Involvement in Hong Kong Replanting Initiative

Through sponsorship and volunteer employee participation, Ricoh Hong Kong Ltd. is working closely with the government of the Hong Kong Special Administrative Region and an environmental nongovernment organization in a program to plant about 10,000 trees and shrubs in burned out parkland.