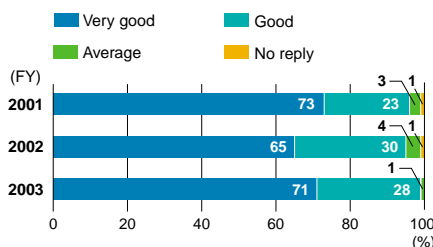


Responses to the Questionnaire for Ricoh Group Sustainability Report 2003

21,045 copies of the Japanese version report were distributed and 122 readers answered the questionnaire as of the end of April 2004. The main responses are as follows.

■ Responses to the Questionnaire

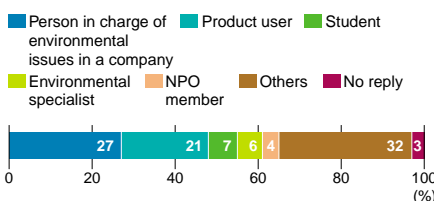
1. How would you rank the Ricoh Group's environmental conservation activities that are described in the report?



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

1st Social Contribution Activities
 2nd Environmental Accounting
 3rd Three P's Balance
 4th Development of Eco-Conscious Technologies and Products
 4th Sustainability Chart
 6th Production (Resource Conservation and Recycling)
 6th Achievements in fiscal 2002

3. In what capacity did you read this report?



■ Some of the opinions from the Ricoh Group Sustainability Report 2003 and improvements in the 2004 report

- Every year, I take pleasure in reading your sustainability report. I am deeply impressed with your company's commitments, including those of your President, stated in the report. I would like to use the report as a reference book on environmental conservation.
- Every year, I am surprised with the volume of the report. If an index were made, the report would be easier to read.
- ▶ An index by term is provided on the right page.
- The development of eco-conscious technologies and products development is excellently presented.
- It is easy to read, as your statements are described in the first half and information is presented in the second half. The 2003 report is a significant improvement over the 2002 report.
- ▶ The concepts of sustainable environmental management and supporting mechanisms are mentioned in the first half, and data and actual cases for each product and business site are described in the second half. In addition, the FOCUS section is provided to explain themes of primary concern in society and activities unique to the Ricoh Group in detail. (See pages 21, 51 and 59.)
- I would like to recommend that plans and performance be compared and future plans be mentioned.
- ▶ In the 2004 report, basic concepts, targets for fiscal 2004, review of fiscal 2003, and future activities are described at the beginning of each section for products and business sites. (See pages 39, 43, 48, 53, 57, 61 and 62.)
- If you have mid- and long-term environmental visions, roadmaps and unique programs, let us know such information.
- It would be a better approach if permissible emissions were computed based on the maximum regeneration level of the earth and emissions were controlled within the level.
- ▶ Our Year 2010 Long-Term Environmental Goals are explained. We will draw up an ideal level at first, and then establish targets to achieve the level. (See page 13.)
- I am interested in the transportation section. I believe that manufacturers should pay more attention to the environmental impact caused by the transportation process.
- ▶ Cases of modal shift are mentioned in the recycling-based logistics section. (See page 56.)
- I am impressed by the section on pollution of soil and underground water. The results of your investigation are important.
- I highly appreciate your approach, in that information unfavorable to your company is also reported.
- I highly appreciate your company's stance that information, whether favorable or unfavorable, be disclosed in good faith.
- ▶ Although information was disclosed only for domestic activities in the 2003 report, information is now disclosed even for overseas activities. This 2004 report discloses all of the results of investigations for overseas activities and the names of domestic business sites that have caused pollution in the past. All relevant information, including information on domestic business sites without a record of pollution, is disclosed on our web site. (See pages 63 and 64.)

<http://www.ricoh.com/environment/data/survey.html>