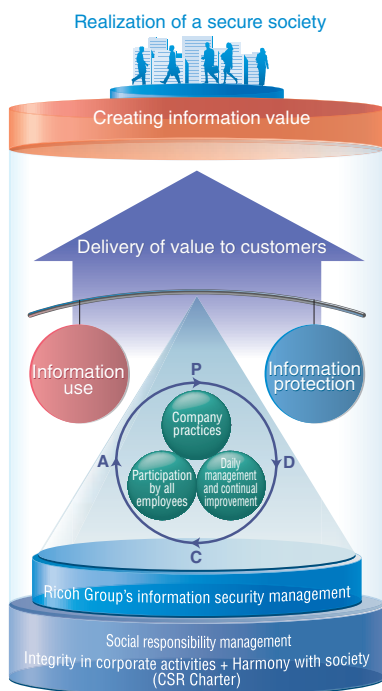


Promoting more secure society

Information is at the core of the Ricoh Group's business and we recognize that information security is indispensable in providing safe products and services to our customers. We therefore manage and improve the daily business activities of each of our employees based on an all-employee participatory approach. Based on such a management approach, we utilize our products and services internally to facilitate the creation of new value for our customers. Information security management at the Ricoh Group aims to implement "Integrity in Corporate Activities" and "Harmony with Society," as stipulated in the Ricoh Group CSR Charter.



Fiscal 2008 Activities Review

<Ricoh Group>

● Maintaining unified ISMS certification for the Group

Following the renewal review for the unified certification for the Group, 52 companies in Japan received their first renewal review and obtained ISMS* certification. Outside of Japan, 14 new companies acquired certification.

(In total 98 companies worldwide: 52 in Japan, 46 outside of Japan)

● Developing and familiarizing employees with common standards for information security measures among Group companies

We conducted risk assessments of Group companies, in accordance with the common standards for information security measures, and facilitated broader and deeper application of the standards among these companies.

● Stepping up efforts to prevent the recurrence of information security incidents and noncompliance with audits and reviews

We completed the development of a Group-wide database system for managing information security incidents. During the year, there were no significant incidents that required a public announcement or report to the governing regulators/review bodies. We also took appropriate action to prevent the recurrence of last year's noncompliance findings.

● Providing education for all employees

We provided an e-learning program to raise awareness of information security for all the employees in the Group. In addition, we developed and implemented a special new training program for Group companies' managers.

● Enhancing the Ricoh Group's Business Continuity Plan and its management

We developed and started to implement a BCP procedure specializing in the delivery and maintenance of imaging equipment products and the delivery of consumables.

* Information Security Management System

Plan for Fiscal 2009

<Ricoh Group>

● Maintaining unified ISMS certification for the Group

Companies in the Ricoh Group that have acquired ISMS certification, both in and outside Japan, will receive reviews in accordance with a plan to maintain compliance with the certification requirements.

● Continuous improvement and overseas expansion of the common standards for information security measures

Feedback on the fiscal 2009 version of the common standards for information security measures will be sought from those who have actually used the revised standards. Received feedback will then be incorporated into the development of a fiscal 2010 version. By applying the PDCA cycle both at a divisional and a Group-wide level, we will continuously improve the common standards. We are also planning to expand risk assessment based on the common standards to our Group companies worldwide.

● Using IT to prevent the recurrence of information security incidents

For immediate rectification and to prevent the reoccurrence of incidents categorized as significant, we will employ IT systems to the full, including automatic delivery date management using the alarm function of the database.

● Continuous education to raise awareness of information security issues

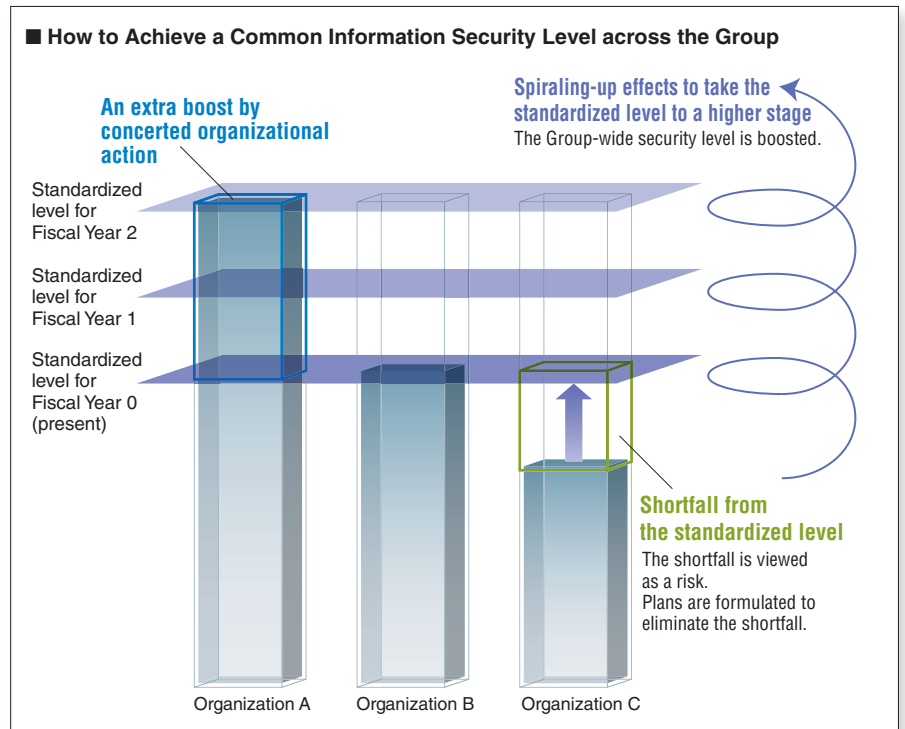
We will provide self-assessment-based education programs for all employees, aimed at greater awareness of information security issues and more effective implementation of related activities.

● Improving the Ricoh Group's Business Continuity Plan and its management

We will develop and implement global BCPs, starting with the development of a BCP to address the spread of new types of influenza.

Raise the Level of Security for the Entire Group

For the Ricoh Group to fulfill its corporate social responsibility and to increase corporate value through information security initiatives, it is essential to transcend organizational borders and raise security to a uniform level across the board. The companies of the Group vary in terms of size and corporate culture. And, they are engaged in a broad range of activities from research, development, design and production to sales and service. In addition, under such different situations from company to company, the level of information security undertaken individually is also likely to vary from one company to another. To solve these problems and to increase the effectiveness of Group ISMS—a foundation for information security activities—the Ricoh Group has stipulated that the performance standards corresponding to various risk levels be RFG ISMeasures, and the dissemination of the standards across the Group has begun



to ensure that they will take root in every Group company.

Preventing information security incidents

● Reporting and managing incidents

In the Ricoh Group, information security incidents are categorized into three levels, based on their significance. Any incident reporting—which includes information on the entire process from occurrence to response, the outcome, and any underlying

weaknesses found—is managed by a dedicated database, irrespective of the incident's category. Prompt reporting through the database enables (1) appropriate and timely reporting to the relevant parties, (2) a prompt and effective response, and (3) implementation of measures to prevent any recurrence. In addition, we share reported information

among Group companies to prevent the recurrence of similar incidents. If an incident is deemed significant, its information is reported in real time to the division responsible for overall management of information incidents, and then responded to expeditiously.

● Preventing erroneous outgoing emails

To avoid sending email messages to the wrong person, we have introduced the following functions:

- 1) Checking addresses of emails sent to Group companies

Email destination addresses will be displayed in Kanji characters when the Send button is clicked, which allows the sender to easily check that the address they typed or selected is the correct one.

- 2) Confirmation message for sending emails outside of the Group
- When an email destination address includes a non-Group domain name, a warning/confirmation message will be displayed to check the email address and encrypt any attachments.

