

Information Security

The Ricoh Group regards information security as indispensable in fulfilling its corporate responsibility.

Information forms the basis of the Ricoh Group's business; our Corporate Social Responsibility (CSR) Charter clearly states that "Every company in the Ricoh Group will take responsibility for managing and safeguarding its own information and that of its customers." We are committed to offering customers reliable products and services to gain their absolute confidence. And every employee of the Ricoh Group is committed to the information security system.

Progress of Information Security Activities

● Activities started in January 2003

The Ricoh Group's information management system is focusing on global information security management and imple-

menting and operating a system to manage personal information. These activities started in January 2003. At the meeting to announce the Group's policy for that year, the President declared the Group's commitment to implementing an Information Security Management System (ISMS). This was the start of our information security activities.

● Framework of the Ricoh Group

The Ricoh Group established its ISMS system and process based on ISO/IEC17799¹ to manage personal information (CP: JISQ15001²) comprehensively. The figure below shows the relationship between the ISMS and the compliance program (CP) to manage personal information.

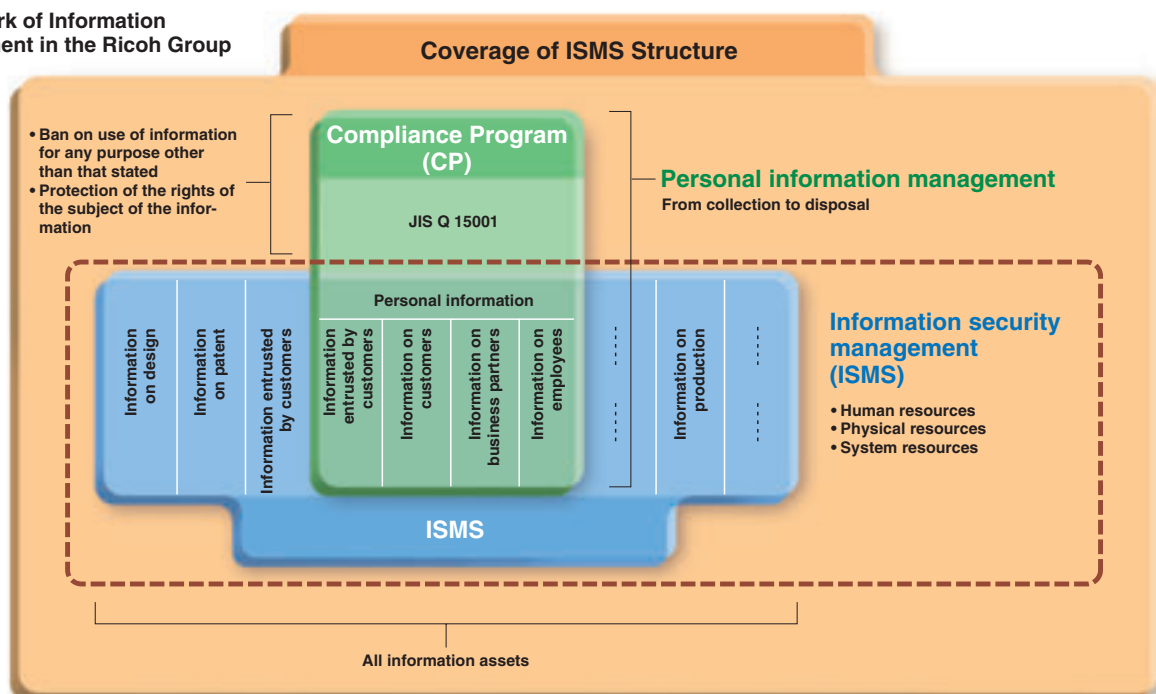
● Implementing the system

At the beginning, official ISMS certificates such as a privacy-mark³ were to be given only to related divisions. However, loss of personal information occurred in 2003, which led to a review of the

Group's ISMS implementation policy including restructuring of the personal information management system of the entire Group. Purposes of the review are (1) maintenance and improvement of the uniformity of the Group's security level, (2) promotion of thorough management and auditing in day-to-day business, and (3) economical and efficient operation. In order to achieve those three goals, the Ricoh Group is: (1) awarding ISMS unified certificates, (2) implementing a generalized management system, and (3) strengthening its internal auditing.

1. ISO/IEC17799: International standards for information security management systems
2. JIS Q 15001: Requirements of the compliance program regarding personal information protection
3. Privacy-mark: A system established by the Japan Information Processing Development Center (JIPDEC) to certify privacy information protection

Framework of Information Management in the Ricoh Group



System of Implementation

● Double-system management

The figure below shows how the system is being implemented in the Ricoh Group. A Chief Information Security Officer (CISO), a Chief Privacy Officer (CPO) in charge of customer information management, and a CPO in charge of employee information management were appointed under the CEO to oversee implementation of the activities for the entire Group. Subordinate organizations are established to manage information classified into groups, functions and regions, customer information, and employee information. An organization to implement ISMS/CP is created under each of these organizations.

Plan of Activity and Progress

● Triple-phase promotion

The Ricoh Group divides activities into three phases to complete the unified ISMS certificate as follows.

First phase: The Ricoh Group establishes standards and rules and prepares tools for risk assessment and education through activities led by the pilot division to estab-

lish ISMS and CP as well as obtain certificates, while making information security management activities known to everyone in the Group without exception. As a result, three internal organizations and four subsidiaries of the Group have obtained ISMS certificates by January 2004. The Ricoh Group is also improving the e-learning environment to make education on ISMS and personal information protection available to all employees.

Second phase: In order to obtain the unified ISMS certificate in December 2004, the Ricoh Group is implementing a globalized management system, standards and tools, and training for internal auditors.

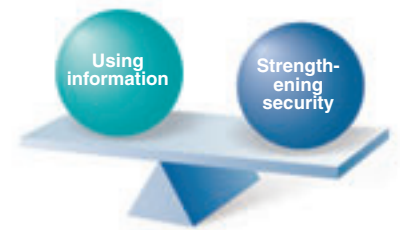
Third phase: The purpose of this phase is to extend the activities to the Group companies outside Japan. The Ricoh Group has finished preparing teaching materials and tools in English and started implementing ISMS at a pilot company.

● Key points in the management system

As a member of the expanding information society, the Ricoh Group believes that

it is important not only to promote effective use of information, but also to win the trust of society. In ISMS and personal information management, it is important to encourage the use of information, while at the same time strengthening information security. It is our aim to educate all employees to observe standards and rules in their daily management tasks, raising the security level in a continuous process of improvement. The Ricoh Group will continue to advance in its information security activities to heighten its corporate value.

Balance Between Using Information and Strengthening Security



Relationship Between the System for Implementing ISMS and the Generalized Personal Information Management System

