

3 Fiscal 2005 Actions

4 Example of ISMS Activities Undertaken Outside Japan

ISMS Challenge: Experience of a Manufacturing Company in France

Ricoh Industrie France S.A.S.* (RIF), obtained ISMS certification for its entire operations in December 2005. RIF took up the challenge as part of the Ricoh Group's ISMS group certificate initiatives. Its course of actions is outlined below.

*Founded in 1987, Ricoh Industrie France S.A.S. (President: Tomoaki Inoue; number of employees: 987) is one of the leading manufacturing companies in the Ricoh Group, with a monthly production capacity of 7,000 digital copiers. It also manufactures toner and thermal paper, which, along with digital copiers, are shipped to various European markets from its facility in the Alsace region of eastern France.

● All members of RIF were involved in improving the Information Management System

RIF embarked on activities to prepare for ISMS certification in December 2004, with all of its members participating. From March 2005 through December of that year, it identified 600 information assets, performed risk assessments, conducted training for all employees and carried out other activities in support of ISMS establishment. Subsequently, it repeatedly went through internal auditing, which resulted in improvements of over 250 points of concern, before undergoing external audit in December 2005.

● Structures that emerged in ISMS establishment have begun to take root in daily activities

"Viewpoints and values held by employees are increasingly diverse as we grow in size and in staff count every year, and this could very well result in uneven implementation of measures for information management even within a single organization," notes Hubert Schwanger, Vice President and Chief Information Security Officer. "Nevertheless, we managed to embark on ISMS building under a unified approach, and we successfully built foundations for ISMS. This endeavor was especially worthwhile."

The eight members of the Administrative Office were engaged in the ISMS-related duties only on a part-time basis. Unable to spend sufficient time on ISMS activities, they often had to hold meetings after regular office hours and take unfinished work home to prepare documents. Basic ISMS educational training was offered at the beginning of the ISMS initiative but, due to unfamiliarity with the materials, a considerable amount of time was needed before knowledge was shared by all employees.

The effective use of new structures and mechanisms that emerged in the course of ISMS establishment grew in daily operations. For instance, in the area of documentation, each person performed filing, classification and storing tasks according to his or her own previous know-how. This resulted in significant confusion when a person's work needed to be taken over by another due to a resignation or transfer. As part of the ISMS initiative, a set of rules was established and is now followed by everyone. This has led to a substantial improvement in operational efficiency. Another challenge was the preparation of ID cards for all 1,000 members of RIF for entry/exit control. It was not easy as the photos submitted by the members were of different size, and a uniform size had to be worked out and ID cards prepared in only two weeks. Plans are under way to develop a system that allows entry and exit control of premises based on the ID cards.

These new structures have begun to take root in RIF's operations.

● New channels of exchanges and higher evaluation by business partners begun.

Efforts to build ISMS also resulted in a new level of cooperation among Ricoh Group companies. Human resources assistance and other support in the form of tools and information were provided to RIF by Ricoh's Corporate Social Responsibility Office and relevant divisions, while ideas for successful ISMS creation were offered by manufacturing facilities that had begun ISMS ahead of RIF, such as Ricoh Electronics, Inc. (U.S. production facility) and Ricoh Optical Industries Co., Ltd. Later, RIF made its experience available to others by passing on the know-how it developed to Ricoh Europe B.V. (Ricoh's European Headquarters) and Ricoh UK Products Ltd. (UK production facility) with the hope that others would find RIF's experiences useful in building their own system. Information sharing and exchanges among Ricoh companies around the globe provided valuable experience for RIF, with added benefits such as an expanded network of personal contacts. The certificate helped the company earn a higher evaluation by clients purchasing thermal paper and other business partners, who now give RIF top marks not only for information security but also for overall competency. "We will add improvements to the ISMS we have built on an ongoing basis in an efficient manner, while ensuring that we continue to produce better products," noted President Inoue. "All of us will take part in the challenge of elevating the company to a new level of excellence and even higher regard."

■ RIF Executives and members of the Administrative Office for ISMS Establishment

