

Undertakings Aimed at the Prevention of Information Leaks and Recurrences

In April 2007, information belonging to a Group company in Japan was leaked to the Internet from a computer belonging to an employee of that Group company via file exchange software affected by a virus. We extended our sincere apologies to the customers affected by the incident, which is outlined below.

An employee of a Group company brought in his own personal computer to the office without securing needed authorization and copied certain data stored in the computer belonging to the company for a backup. The employee's computer, on which "Winny" file exchange software had been installed, became infected with a virus subsequent to the backup of the company's data, and this caused the data to become available on the Internet.

The leaked data contained personal information on 786 customers and information on 273 employees of the Group Company, as well as information on computer and network set-ups of customers.

Measures Taken Subsequent to the Incident

The Ricoh Group apologized and explained to the customers whose information was leaked. At the same time, it proceeded to analyze causes of the incident and administer emergency actions.

In addition, measures were taken individually upon consultation with the customers, so as not to inconvenience them any further as a result of the data leak.

Measures to Prevent Recurrence

The Group company involved has reviewed its internal standards and rules, re-trained its

employees to again make them fully aware of the implications of corporate confidentiality and personal information, and reinforced internal auditing with respect to data handling.

Additionally, the Ricoh Group ensured that all Group companies were fully aware of this incident and that they reiterated the existing rules and performed emergency inspections.

Future plans include further strengthening of the rules for implementing information security management system, and improving the IT infrastructure to increase the security level.