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ISMSs in Action (Japan) Case 1: Ricoh Logistics System Co., Ltd.

Leveraging the Workplace Management System for Stronger Information Security

Ricoh Logistics Group has transformed recycling-oriented logistics into a system. And, as a comprehensive logistics company with global reach, it serves customers both within and beyond the Ricoh Group. Its information security initiatives are incorporated into the 5S+S Campaign (see below), which encompasses product quality and environmental initiatives in addition to information security. This section introduces you to activities designed to boost the Group's security level as the Campaign spreads among its employees.

Distinct Approach to Information Security

Ricoh Logistics Group is a comprehensive logistics company offering "arterial" logistics services covering procurement, processing distribution, and direct shipments to users, and the "venous" logistics services of salvaging and recycling, among others. Having transformed recycling-oriented "cradle to cradle" logistics into a system, the company is expanding its business globally.

In the 1960s, it initiated a campaign called 5S+S, which stands for *seiri* (organize things in order), *seiton* (sort things out), *seisou* (clean up), *seiketsu* (sanitize), *shitsuke* (develop good habits through training) + *shitsukoku* (be insistent), and this has served as a code of conduct for occupational health and safety management. Since 2000 a renewed version of the campaign, in which the *shitsukoku* in the original version was replaced with "safety and security," has been in place to raise information security awareness.

Another distinct feature of the 5S+S Campaign is that information security activities are viewed as an integral part of corporate management, along with product quality and environmental actions. This is demonstrated by the campaign's incorporation of quality, environmental and information security concerns into its CSR policies, by the implementation of integrated internal audits addressing different concern areas and by other activities where an integrated approach is key.

Formulating Basic Rules to Achieve a Uniform Level of Security Across the Group

About 85% of personnel working for Ricoh Logistics Group are engaged in duties directly related to distribution (employees in warehouses, drivers, etc). This makes it difficult to familiarize all employees with the requirements of ISO and other standards. But they are the very personnel who come into contact with items containing customer and business information,

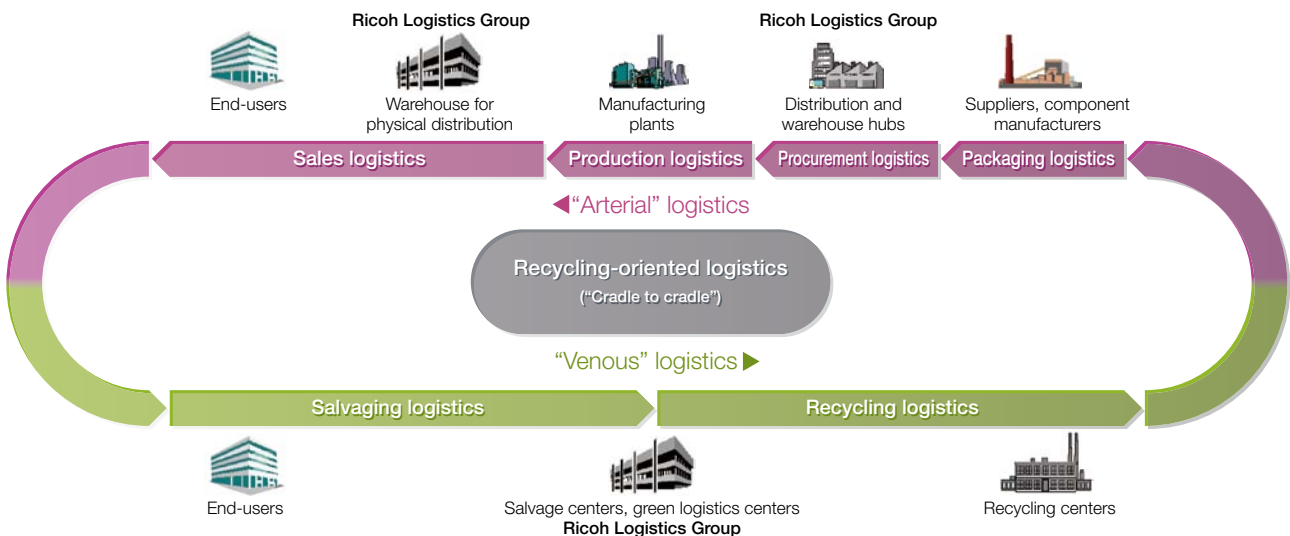
which must be properly protected and managed from information security standpoints.

To respond to this challenge, the Group has formulated a set of basic rules to address risks likely to arise in the course of duties, and this initiative has been further supplemented by the identification of employees, mutual reminding, patrolling, storing of customers' items in locked places and other measures. For greater information security, Ricoh Logistics makes sure that a uniform level of security is achieved across the Group and that the basic rules are fully enforced.

■ Keihinjima Logistics Center



■ Recycling-oriented logistics (conceptual model)



Full Launch of the 5S+S Campaign to Firmly Put Management Activities in Place

The full enforcement of entry/exit control based on the badge rule and others effectively prevents incidents caused by unauthorized entry. Unauthorized removal of documents and missing items are prevented by strict control of warehouses. At various locations on the warehouse floors, the 5S+S Campaign action rules and explanations are posted for increased awareness. The reason is that the 5S+S Campaign is the basis for activities to prevent the information leakage. The Ricoh Logistics Group is firmly putting information security management activities in place by presenting specific action guidelines to employees at their worksites.

■ 5S+S Campaign poster



Familiarizing All Employees with Non-Conformity Information and Sharing Corrective Actions

Workplace patrolling has long been in place as part of the combined actions to improve the work environment, the 5S+S, and the greater environment. In July 2006, information security was added to the scope of the monthly patrolling as the fourth area of concern. When

any non-conformity is discovered, the details are posted on the internal bulletin boards to familiarize all members and to encourage their sharing of corrective actions. In the area of system development—the backbone of logistics business—self-checks are administered as part of information security activities and in compliance with the Sarbanes-Oxley Act of the United States.

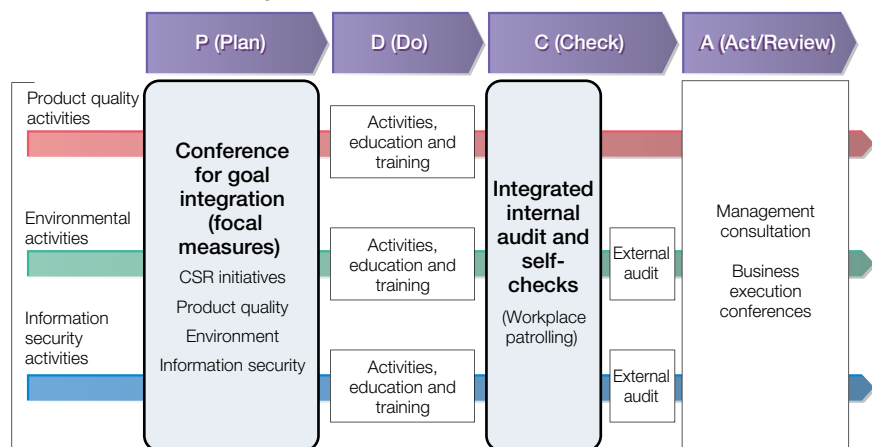
■ Workplace patrolling



Establishing Security Management to Grow as a Competitive Logistics Company

With aspirations of becoming a logistics firm with top-level competitiveness, Ricoh Logistic Group is redoubling its efforts to further enforce its basic rules and to accelerate the spread of its information security management system.

■ Building an integrated management system for product quality, the environment, and information security activities



Various activities integrated as a management activity

5S+S Campaign as the base