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## Business Continuity Plan and Related Undertakings

### Development of a Structure for Response to Emergencies

Ricoh has formulated Business Continuity Plans (BCPs) for emergencies and assigned the task of ensuring business continuity to general affairs of business sites. Some key undertakings in fiscal 2007 are explained below.

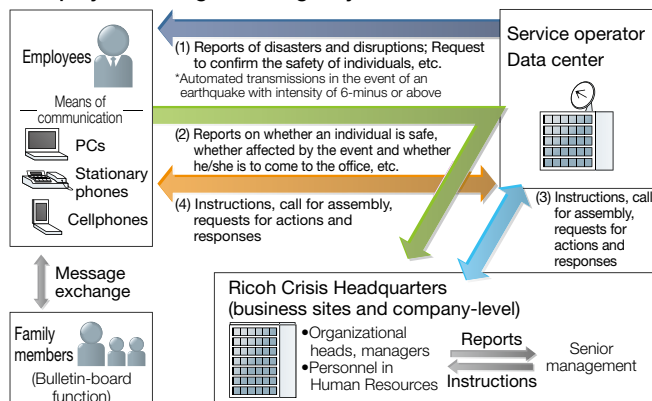
#### Simulation Based on SLA Recovery Manual

In fiscal 2006, Ricoh published "BCP for Business Sites: A Procedural Manual for SLA Recovery."\* It ran a drill based on the manual, which assumes the potential damage caused by an earthquake with an intensity of 6+ or above on the seven-point Japanese scale. During the drill, a run-through was conducted to confirm the on-site recovery procedures prescribed in the manual to be followed by business sites for applicable SLA matters in the event of a large earthquake or other disruption (for buildings, electric power, air conditioning, disaster prevention facilities and entry/exit control, etc.). At the same time, inspections of equipment and facilities and validation of supplies prepared for disruptions by the Anti-Crisis Headquarters were readied for a major disruption. These efforts are supplemented by the reinforcement of buildings and other structures for increased aseismic strengths, which was completed for some buildings in fiscal 2006. \*Service Level Agreement

#### Introduction of a System for Confirming Safety of Employees and their Families

In August 2008, a system designed to confirm the safety of employees and their families during emergencies in a timely and safe manner was instituted, and a drill session was conducted to make sure that the system would be used properly during an emergency. This system will eventually cover employees and subcontractors to confirm and ensure their safety (planned for fiscal 2008). Efforts are also being made to redesign and enhance the system for initiating action to resume work and business recovery.

#### Outline of Ricoh's system for the confirmation of the safety of employees during an emergency



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## Incident Report

### Undertakings Aimed at the Prevention of Information Leaks and Recurrences

In April 2007, customer information of a Group company was leaked externally from a computer belonging to an employee of that Group company via the file exchange software Winny. This section explains the measures Ricoh has taken to prevent a recurrence.

#### Actions Following the Incidents

As reported in the fiscal 2007 edition of the Information Security Report, Ricoh promptly apologized, gave an explanation to the customers affected by the incident, and 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 for the Prevention of Recurrences

Ricoh dispatched auditors from its security administration to the Group company responsible for the incident and audits were made to determine whether actions to prevent any recurrence were consistently carried out. In addition, The Ricoh Group has also implemented the following measures to prevent future incidents.

#### Reiteration of Existing Rules Including Rules Regarding the Removal of Data from the Office

The Ricoh Group ensured that all Group companies were fully aware of this incident and that they renewed their commitment to enforce existing rules.

#### Increased Awareness through Security Education

Through educational programs, managers and employees are reminded of the risk of information leaks caused by taking confidential data out of the office and the risk of data leaks to the Internet via file exchange software. Security education is also administered to raise security awareness.

#### Stronger Security for Client PCs

In addition to the uniform management governing the taking out of mobile PCs, assessments of thin client environments began in fiscal 2007. Mobile PCs will be replaced in stages beginning fiscal 2008.

#### Common Procedures for Incident Reporting

To address an incident promptly and properly, common reporting procedures applicable to the entire Group were set up. The Group is thoroughly committed to the prevention and the recurrence of similar incidents.