Method of QC in Warehouse

Weekly Log will include the following:

- Date
- Name/Initials of individual performing the check
- Items checked:
  - Particle size (paper and micro media shredders). Is the equipment performing according to OEM and certification specifications?
  - Quality of physical hard drive destruction. Are the internal discs destroyed in a manner that prevents them from being put back on the hard drive mechanism to spin?
  - Non-paper media destruction. Does the standard method of destruction adequately destroy the material so that it would be impossible to retrieve the data using standard/traditional methods?
  - Paperwork control
- Weekly logs
- Visitor logs
- Recordation of serial numbers
  - Length of time undestroyed material is held.
- Results
- Corrective Actions, if any

Corrective Actions

Management will be responsible for directing any Corrective Actions to be executed in the event of a failed quality control check. These actions may include the following:

- If the particle size is too large and/or the equipment is underperforming:
  - Management will arrange for maintenance of the blades and/or other components, as recommended by the equipment OEM.
- If material has been staged for more than 72 hours, or for a longer period of time than previously agreed upon with the customer:
  - Management will notify the customer in writing (email is acceptable) of the actual/revised timeframe.

The “Nothing Leaves” Policy

As a security measure, employees at the company may take nothing into or out of the destruction area without the permission of Management. This includes personal effects, as a rule, these materials should be left in the employee’s locker. Any employee found taking materials into or out of the destruction area without the knowledge and permission of Management may be terminated without any previous disciplinary action having been taken.

The company’s business is media/document destruction. The following standards are in place to ensure that the company’s facility and employee’s provide secured destruction for their clients at all times.

- All materials to be destroyed are always attended by an Access employee or physically secured from unauthorized access while in the custody of the company before they are destroyed. Collection containers with confidential media/documents must never be left unattended, even if they are locked, unless they are secured in a locked company vehicle.
- Company vehicle cabs and boxes must always be secure during transport.
- Management controls the receipt, inspection, and staging of all materials delivered to the destruction facility.
- All materials are to be weighed immediately upon delivery to the destruction facility by our service (collection) vehicles. The material will be unloaded from the truck and staged by the Driver and/or the Driver Helper. All bins should be marked with the customer number, location number and service date. The associated shred ticket should be left in the designated location.
- All materials from routine, regular service will enter the destruction process immediately upon arrival at the destruction facility. Incoming service bins will be emptied and rotated among those regularly serviced customers. Exceptions would include acts of God, breakdowns, or client instructions to retain the media for a longer period. The Access employees that are responsible for sorting incoming materials will stage materials in the designated area by the order in which they arrived at the facility.
- At time of media/document pick-up, the customer must be provided with a shred ticket indicating type and quantity of media being collected and the destruction services being provided for the media/materials collected. This must include the type of service operations Plant-based and destruction (paper shredding, micro media, computer hard drive, or non-paper media) being provided to the customer.

Sorting is to be performed according to the material type designations posted at the sorting station(s). When the materials have been completely sorted, they should be moved to the designated secure holding area.

- Non-information bearing material (unmarked binders, plastic file inserts, among other things) should be placed into the designated bin for storage until Management approves their disposal. If confidential materials are found in the non-information bearing trash, they should be immediately removed and placed in the proper pre-destruction area.

The destruction process is not complete at the company until these final steps have been done.

- At the end of a shift, the entire exposed floor should be swept and pass the sweepings through the destruction process.
- Management will check waste receptacles and areas directly outside of the information destruction building/area to see that no unshredded, confidential information has been deposited in waste receptacles or that no loose information bearing materials are scattered around or near the destruction building.
- Management is responsible for relieving employees of duty at the end of each shift. At this time, red employee identification badges should be returned and any company-related items. Only blue and yellow badges may stay with the employee.
- Once all employees have been relieved from a shift, Management is responsible for touring the facility and completing a visual security check.
- Management will ensure that all processed receiving tickets are placed in the appropriate holding box located in the business office.