

ORIGINAL



IRON MOUNTAIN®

PROPOSAL

CITYWIDE DOCUMENT MANAGEMENT SERVICES

FOR **CITY OF CHARLOTTE**

BY IRON MOUNTAIN September 23, 2014

Bid No.: 269-2014-085

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PROPOSED SOLUTION

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3.1. General Scope.

The City of Charlotte is seeking a Service Provider(s) to supply Document Management Services including, but not limited to:

- Scanning;
- Storage; and/or
- Shredding.

Service Providers shall propose on any related additional services that might be useful to the City.

While the City is flexible with respect to certain elements of its proposed relationship with the Citywide Document Management Services Provider, the City does have certain preferences for that relationship and has developed the following proposed model for that relationship.

Iron Mountain understands and acknowledges.

3.2. Charlotte Cooperative Purchasing Alliance.

Pursuant to N.C. G.S. 160A-461 and 143-129(e)(3), the City of Charlotte Procurement Management Division has established the Charlotte Cooperative Purchasing Alliance (CCPA). The purpose of the CCPA is to allow other public agencies regionally and nationwide to use contracts competitively solicited and awarded by the City. Combining the volumes of government agencies achieves cost effective pricing and reduces the administrative and overhead costs of suppliers and public agencies alike. By providing a comprehensive and competitively solicited Contract through a single RFP process, county, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public and private), state, other government agency or nonprofit organization can utilize the subsequent contract(s) without the need for further solicitation. Service Providers should consider the potential volumes when responding to this RFP. Participation by other entities is strictly voluntary and no volumes are guaranteed. Participating Public Agencies (PPA's) must register with the CCPA at: www.charlottealliance.org.

The objective of this RFP is to utilize participation among the City, as well as various other Public Agencies, to provide low cost reliable Services. The Service Provider must agree to receive orders from the City and all Participating Public Agencies and to provide all Services ordered to a specified City and Participating Public Agency address.

Iron Mountain understands and acknowledges.

3.3. Current Environment.

Currently, the City uses a combination of vendors for Scanning Services, offsite Records Storage, and Shredding. Specific volumes for each service are unknown at this time due to the variability between users and from year to year.

Iron Mountain understands and acknowledges.

3.4. Service Components.

3.4.1. Account Setups.

The Service Provider shall setup and invoice each department of the City under a separate account. At each department's discretion, they may choose to further separate invoicing by division, project, or other grouping system.

Iron Mountain understands and acknowledges.

3.4.2. Service Requests.

The Service Provider shall allow Service requests via telephone, fax, email, and/or web portal.

Iron Mountain can accept service requests from the City in all of these ways.

3.4.3. Service Reporting.

The Service Provider shall provide reporting to the Department on a monthly basis that is a combined report of usage and other required metrics for all combined City departments.

Using the Iron Mountain Connect web-based reporting tool, the City can see and print these reports 24/7/365.

They are available anytime that you need them.

3.5. Scanning Services.

Service Providers that perform Scanning Services shall maintain the following requirements:

3.5.1. Service Requirements.

- Pickup and securely transport Records to the scanning facility as requested by the City;

Vehicle Security

Iron Mountain's patented vehicle security system is supplied by Babaco Alarm, Inc. of Moonachie, NJ, a specialist in high security and customized vehicle security applications. The objective is to focus protection around the cargo area, with features included in the base structure that mitigate cargo or vehicle theft. This base system has been the vehicle security foundation for all new Iron Mountain vehicles since the spring of 2001, and can presently be found on over 90% of the fleet in North America, including 100% of all Data Protection vehicles.

The patented Version 3.1 upgrade to the Babaco foundation system is available exclusively to Iron Mountain in the records management industry. It was developed in the summer of 2006 to systemically incorporate additional layers of vehicle and cargo protection to further diminish the opportunities for loss. Since its development, Version 3.1 represents the new vehicle security standard for Iron Mountain in North America. It has been installed on all vehicles in the US and Canada.

Foundation System

In-Cab Starter Kill

Prevents vehicle from starting without use of a second, high-security Babaco key.

- Start kill key-switch uses registered Abloy keys.

Audible Alarm on Cargo Doors

Armed even when vehicle is in motion to deter cargo theft.

- Utilizes a secured and protected power source that is independent of vehicle power.
- Automatically arms upon cargo door closure.
- Uses high security, registered Abloy keys in lieu of fob.
- Installed shock sensor as anti-tow protection.

High Security Cargo Door Locks

Replaces manufacturer locks with high grade, installed commercial locks.

- Key-switch uses high security, registered Abloy key.
- Door lock engages automatically upon closure (van only).

Version 3 Upgrade

DM Mod

Prevents driver from starting vehicle with an open cargo door.

- Piezo alarm will sound in cab to alert driver that a cargo door is open.

RF Proximity Sensor

Audibly warns driver when they leave the vicinity of the vehicle without securing the vehicle, i.e. closing cargo doors and setting alarm.

Single Cargo Door Operation

Discourages the driver from having more than one cargo door open at a time. (Installed on vehicles with multiple cargo doors.)

- Audible alarm will sound if more than one set of cargo doors are open at the same time.

J-Latch with Integrated High Security Lock

Integrated J latch acts as both latch and lock in place of the manufacturers latch and padlock assembly on truck cargo doors.

- Lock automatically arms when latch is engaged.
- Key-switch uses high security, registered key.

Cylinder Lock Backing Plates

Establishes a reinforced platform for installation of aftermarket high security door locks that protects against drilling or tampering with lock mechanism.

Chain of Custody

Iron Mountain is sensitive to the security and environmental risks associated with transporting your records. Strict procedures are followed to ensure transit and dock security.

The transportation of customer materials is performed by trained staff in assigned vehicles unless alternate methods such as air cargo are agreed to by the customer.

Iron Mountain's InControl® ensures the protection of information while it is in transit with patented security, real-time tracking, and auditable chain of custody.

Patented Vehicle Process Controls. Iron Mountain's patented security controls are designed to mitigate sources of transportation workflow errors. This combination of security controls is exclusive to the Iron Mountain transportation platform.

- Compartmentalized cargo areas that are protected by patented locking mechanism on all vehicles.
- Patented vehicle alarm systems with the following features:
- Driver proximity controls. Drivers are equipped with RF key fobs. Should a driver mistakenly leave the proximity of a vehicle with an unsecured cargo area, the RF proximity system will automatically trigger an audible vehicle alarm.
- Dual key ignition immobilizer. Vehicles require two-keys to be inserted into the ignition to start the vehicle. Both keys are designed to prevent vehicle theft; one of the keys is also designed to prevent breaches or errors in the vehicle cargo area by securing, locking and activating the cargo alarming system prior to vehicle ignition.
- In Motion Security Detection System prevents information loss while vehicle is in motion. Operator warning alarm is triggered if any cargo-area locking or security system is improperly opened or fails while the vehicle is in motion.

Cargo area controls are in place to ensure only 1 door can be opened at a time. This ensures that the driver cannot leave doors inadvertently open.

- Maintain a facility to capture and image the source material (Records) in a central location;

Iron Mountain understands and acknowledges.

- Prepare Records for scanning, including removal of fasteners, separation of folded forms, and/or paste-up of small documents;

The standard document preparation includes removing fastenings (staples, clips, binder posts, etc.), unfolding, straightening bent corners, minor repairs, and taping small documents to carrier sheets.

- Scan, index, Quality Control, and Re-File Records in City boxes;

Scanning

Prepared boxes of documents are scanned; the operator monitors the feeding and the resultant images, correcting misfeeds, multiple feeds, image capture, and image legibility issues as they are encountered. The software and hardware automated features are used where possible to ensure optimal image quality output without intensive and expensive manual intervention.

A Scan QC inspection is performed, verifying the correctness of the document grouping and verifying the overall legibility of the images.

Indexing

Documents will be indexed as documented in the SOW and Operations documentation, using combinations of automated extraction and manual entry.

If required, a double entry pass is performed to verify that the index data is correct and complete.

Quality Inspection

Iron Mountain's standard QC Inspection uses the ANSI/ASQC Standard Z1.4 Sampling and Acceptance Plan, inspecting the specified number of random document images throughout the batch. Images must be present, complete, and a faithful reproduction of the original. Exceptions are corrected and noted; corrective action to prevent reoccurrence is documented. If the number of exceptions discovered exceeds the Plan's rejection boundary, the batch is returned for 100 percent paper to image inspection and correction.

The alternative QC Inspection plan compares every page to the generated image(s), ensuring completeness of capture and faithful reproduction. This extra-cost option is suitable for vital records and business-critical records where assurance of 100 percent capture is required.

Output Packaging and Release

The resulting image set and associated index information is packaged by the capture software as required and released as designated. Standard output image formats include single- and multi-page TIFF G4 image files and multi-page, image-only PDF files. Optional formats include multi-page image plus text PDF files, PDF/A files, Bates-numbered, single- page G4 TIFFs, and less popular formats. Standard index-file formats include delimited ASCII text files and ODBC-compatible files. Custom outputs are available through Iron Mountain's Professional Services.

Output packaging produces image and index information suitable for ingestion into the destination system – in this case, Iron Mountain's Digital Record Center for Images.

- Deliver scanned electronic Records to the City; and
- Return/deliver original Records to the City as required.

Iron Mountain understands and acknowledges.

3.5.2. Formatting.

The Service Provider shall format Records in such a way as to minimize or eliminate the possibility of such Record becoming obsolete or inaccessible over time. Given technology advances, it is possible that a very common format in use today, may not be in existence five (5) years from now. Therefore, it is critical that the data be coded in such a way that it will continue to be readable in the future. The file formats and protocols utilized must be approved by the respective Department.

Standard output image formats include single- and multi-page TIFF G4 image files and multi-page, image-only PDF files. Optional formats include multi-page image plus text PDF files, PDF/A files, Bates-numbered, single-page G4 TIFFs, and less popular formats. Standard index-file formats include delimited ASCII text files and ODBC-compatible files. Custom outputs are available through Iron Mountain's Professional Services.

3.5.3. Quality Control.

The Service Provider shall perform Quality Control on each scanned image to verify readability, de-skew, de-speckle, and preparation defects, and will rescan as necessary to correct all issues. Service Provider shall provide its Quality Control Plan as requested in Form 8 – Service Provider Questions.

Iron Mountain understands and acknowledges.

3.5.4. Security.

The Service Provider shall ensure the security of the Records and the data contained therein throughout the project workflow, including Records that contain confidential information and sensitive data protected by law (e.g. HIPAA).

Facility Security

We require that all facilities maintain a system of positive employee and visitor identification and logging, whether electronic or manual. All personnel are required to wear identification badges while on Iron Mountain premises. Badges are color coded to indicate access authorization levels. Unescorted access to our facilities is prohibited for all but Iron Mountain employees.



Figure 1 - Keycard Access

All of our facilities are equipped with intrusion detection systems that are monitored by a central station for after-hours control. Alarm technology may include passive infrared motion detectors, dual technology glass break detection, photo-beam detectors, sound-activated microphones and magnetic door contacts. Alarm systems are designed to accommodate specific site requirements.

Security procedures for visitor and employee identification as well as our physical intrusion detection systems serve to deny access to any unauthorized person. We further test these measures by employing Integrity and Compliance Audits as a routine method of evaluating our security posture.

We contract with a specialized security vendor and select several facilities, monthly, for review. Undercover agents, supplied with letters of authority, attempt to gain entry to all facilities. These agents may use any number of methods of subterfuge in their mission. After business hours, these agents return to the facility and check the physical integrity of the building.

As a component of the integrity audit, a surveillance of company vehicle operations is conducted to ensure all vehicle and safety requirements are followed. At the conclusion of the integrity audit, one local facility is randomly selected and a complete review of all of the components and selected documentation of the required security program is performed. Results of these audits are evaluated and, if required, corrective measures employed. All audit results are reported to senior management. These audits, together with our Internal Audit, Traveler Audit and self-audit programs, help to maintain the physical integrity of our operations.

Finally, Iron Mountain utilizes education and awareness-training tools to ensure that all employees are aware of the criticality of controlling access to our buildings.

IT Security

Companies entrust Iron Mountain to properly manage and secure their business records. It is vital, not only to our organization, but to those businesses that hand over their private records to us, that we maintain the highest level of ethical and security standards, derived from industry best practice woes. The continued success of Iron Mountain requires the commitment of all employees to the maintenance of appropriate standards of information security.

All Iron Mountain employees are expected to use proper judgment when using company technology resources and are accountable for inappropriate use of these resources. Accordingly, employees must take reasonable precautions to secure the information and equipment entrusted to them and adhere to the company policies. To minimize any business interruptions that may be caused by inappropriate use of company computers, employees are well versed in computer operating and security policies as stipulated in the Iron Mountain Information Security Policies manual. As part of its commitment to shareholders and as a requirement of the New York Stock Exchange, Iron Mountain participates in an annual third-party audit of all IT, financial and business practices, policies and procedures.

Iron Mountain adheres to industry standard best practices in the management of all infrastructure hardware and software components, including daily operations, disaster recovery preparedness and business continuity. Our program is built upon the ISO27001/2 standard for the management of information security. Iron Mountain has Certified Disaster Recovery Professionals (CDRP) on staff — experts in business continuity, risk evaluation, business impact analysis, and awareness/training programs. Our disaster recovery initiative employs our enterprise-wide infrastructure and diverse geographic locations to ensure immediate fail-over of critical business applications in the event of disaster. Iron Mountain's multi-tiered approach features geographical dispersion of data centers/critical operations, redundant network connectivity over diverse Tier-1 service providers, layered defense architecture for information security, and highly available secure ingress gateways.

Iron Mountain IT Security staff maintains the following certifications as evidence of their commitment to the security of information under our protection:

- CISSP
- CISA
- CISM
- CGEIT

Iron Mountain maintains a rigorous practice around vulnerability management in both our internal corporate environment as well as in our Application Service Provider (ASP) environment. This practice entails both, testing using commercially available tools as well as external testing on an annual basis. Our Security Assessment Program includes:

- Discovery and Prioritization of all network assets
- Proactively Identifying and Fixing Vulnerabilities
- Managing and Reducing Business Risk
- Ensuring Compliance with Laws, Regulations, Standards, and Corporate Security Policies

Our External Security Assessment Program is made up of the following components:

- Threat Modeling
- Architecture Review
- Code Review
- Application Penetration Test
- Network Penetration Test
- Iron Mountain Remediation Management
- Retest Findings from Application Penetration Test
- Creation of technical education program aimed at reducing occurrence of Vulnerability Types

Iron Mountain will make available upon request a Security Assurance Package.

HIPAA

As a valued Business Associate to numerous HIPAA Covered Entities, Iron Mountain has long provided them with HIPAA Privacy and Security Rule compliant services, and fully expects to continue to do so as the HITECH Act changes to HIPAA come into effect over the next several years.

Current HIPAA Privacy and Security Compliance Program

Iron Mountain has long maintained a HIPAA compliance program to appropriately protect the privacy and security of individually identifiable health information in our possession. This program incorporates the physical, organizational, and technical security controls required of business associates by our customer contracts and the Security Rule. Iron Mountain's security program is comprehensive and includes dedicated security resources, mandatory safety and security policies, regular audits, and effective employee training and management oversight. Our facilities meet privacy regulation requirements and include physical access controls, intrusion detection systems and advanced fire suppression controls. We strictly enforce processes governing access to our buildings, and maintain a highly secure chain of custody for all patient information under our care.

In addition, to address the requirements of our customer contracts and the Privacy Rule, we carefully control and monitor all uses and disclosures of the protected health information (PHI) in our possession, and restrict access to that information to those necessary to deliver our services. These restrictions are reinforced through our policies, procedures, and training.

While Iron Mountain will work with each individual customer to determine their service levels, in general you may expect Iron Mountain's HIPAA-compliant services to follow these guidelines:

- (a) Iron Mountain only uses and discloses customer PHI for the purpose of delivering its services.
- (b) We physically restrict access to customer PHI during transit, storage, and disposal. Digitally stored patient information receives the additional benefit of strong technical controls over access.
- (c) Iron Mountain maintains a regular dialogue with our customers regarding the privacy and security of their protected health information.

A Sampling of our HIPAA Compliance Measures

In response to the new regulations, Iron Mountain undertook and completed an extensive compliance assessment of each of our service lines regarding HIPAA's Privacy and Security Rule requirements. We also

performed an enterprise-wide risk management analysis and have used this data to drive additional investments in our business operations.

These measures resulted in a number of new operating procedures as part of our HIPAA enforcement, including:

- HIPAA-compliant Business Associate Agreements with all of our 3rd party vendors who handle PHI.
- Redesigned methods and procedures to reduce risk.
- Documented procedures and workflows posted throughout our facilities.
- Updated HIPAA training for all Iron Mountain employees and specific job functions that handle PHI to deliver our services.

In addition, as new rules and guidelines are issued under the HITECH Act's requirements, and new provisions come into effect, Iron Mountain is committed to taking whatever steps are necessary to be in compliance with these requirements.

3.5.5. Electronic Records Management Portal.

The Service Provider shall utilize a web-based electronic Records Management Portal ("Records Management Portal") that allows users to locate electronic Records, edit the Records database, and produce a variety of reports on demand. The Records Management Portal shall meet the following requirements, at a minimum:

- Secure storage of the City's electronic Records upon request in a web- hosted repository on a dedicated server or cloud hosting solution;
- Back-up of Records Management Portal on a remote server or computer with a network connection, in order to prevent any potential loss of City's electronic Records;
- Immediate secure access by City to Records through a web browser;
- Indexing and secure web-based search functionality to allow the City to search for, locate, and retrieve documents 24/7;
- Access to export reports in a searchable format such as Microsoft Excel; and
- If Service Provider is proposing a cloud hosted solution, they shall meet all Cloud Technology Requirements detailed in Exhibit B.

Iron Mountain understands and acknowledges. The Iron Mountain Connect system facilitates multi-site records management programs, enabling centralized audit and management oversight while allowing individual sites, departments and authorized user's efficient access to records program information.

Please see the [Report Center Reporting](#) and [Iron Mountain Connect User Guide](#) documents both attached in the [Appendix](#).

3.5.6. Other Media for storing Records

Service Providers shall also be capable of providing the following media for retainage of electronic Records, at a minimum:

- Compact disc (CD);
- Flash drive; and
- Portable hard drive.

Iron Mountain understands and acknowledges.

Service Provider shall supply additional media options as technology advances and additional options become accessible.

Iron Mountain understands and acknowledges.

3.5.7. Document Retention.

The Service Provider must retain a copy of all images and data for six (6) months of the later of Contract termination or expiration. In the event of disaster or data loss at the City, on request, the Service Provider shall transmit a copy of the missing images to the City at no cost to the City. If the Service Provider is unable to satisfy this request, all expenses for reprocessing the documents shall be incurred by the Service Provider.

Iron Mountain understands and acknowledges.

3.6. Storage Services.

Service providers that provide Storage Services shall maintain the following requirements:

3.6.1. Service Requirements.

- Provide Storage of City Records twenty-four (24) hours a day, 365 days a year;
- Pickup, accept, and deliver Records as requested by a City Department, including delivery, all labor, materials, fuel, handling, and resources necessary to complete request;
- Pickup and process all Records to include bar-coding, labeling, data entry, and inventorying of boxes/cartons to be stored at the Service Provider's Facility; and
- Maintain all Records in an appropriate storage facility meeting all requirements detailed in Section 3.6.2, to minimize deterioration of Records and/or boxes.

Iron Mountain understands and acknowledges.

3.6.2. Facility Requirements.

The Service Provider's Storage Facility shall:

- Comply with all North Carolina Records requirements per any state statutes regarding Storage, retention and Records destruction procedures;

Iron Mountain understands and acknowledges.

- Be located within a fifty (50) mile radius from the address of the requesting department;

Iron Mountain understands and acknowledges

- Be an individual structure separated from other buildings and external hazards to ensure safety from fire, flood and other disasters;

Please see Exceptions section, beginning on pg. 21.

- Be located above the local flood plain and constructed of concrete block or steel that meets all national fire code prevention standards;

Iron Mountain understands and acknowledges.

- Maintain temperature and humidity within the range of seventy (70) degrees F +/- 2 degrees and a relative humidity of 30% - 50%, +/-3%;

Standard storage is kept at “ambient temperature”. RIM offers “Climate Controlled” storage (which is NOT vault storage, vault storage is our classification reserved for Data Protection. Climate controlled storage is maintained at 70 +/- 2 degrees and humidity between 30-50%.

- Be of fire retardant, chemically neutral, steel construction;

Iron Mountain understands and acknowledges.

- Have bottom shelves that are least six (6) inches from the floor;

Please see Exceptions section, beginning on [pg. 21](#).

- Meet all codes of the American Disabilities Act (“ADA”);
- Have no water stream or other piping in the Records Storage area other than pipes for the sprinkler system;
- Have firewalls that are structurally sound and capable of withstanding impact and imposed loads if severe fire exposure would cause collapse of the framing on one wall;
- Have only openings in fire walls that are protected on each side by fire doors suitable for Class A openings;
- Have a non-combustible roof;
- Possess a twenty-four (24) hour security system with interior and exterior security;
- Have a remote sprinkler system that meets all national, county, and local fire code standards with smoke detectors and heat sensors;
- Be clean, well-organized, and free of rodents and pest infestation; and

Iron Mountain understands and acknowledges.

- Have areas separate from other Service Provider customers for all City departments that use the Services.

Please see Exceptions section, beginning on [pg. 21](#).

The City shall have the right to inspect, at any time during normal business hours from (8am-5pm) Monday through Friday without prior notification, the operation of any or all Storage facilities the Service Provider uses to determine if the facility meets or continues to meet the standards for Storage of public Records, as established by the National Archives and Record Administration regulation (1228.228) and the American Records Management Associations, that such facility is properly shelved, fully secured and equipped with fire safety systems, motion alarms and smoke and heat detector/alarms to prevent loss from theft and fire and to audit Records stored and invoice charges.

Please see Exceptions section, beginning on [pg. 21](#).

3.6.3. Box Requirements.

The Service Provider shall not require that the City use the Service Provider’s Record Storage boxes as long as the City’s chosen boxes meet the industry standard size, but the Service Provider shall make Storage boxes available for purchase by the City on an as-needed basis.

Iron Mountain understands and acknowledges.

The City will consider any box or Record not located and delivered in the expected timeline to be lost by the Service Provider. In the case of any box deemed by the City to be lost, the Service Provider shall promptly refund all Storage fees for said box since last / most recent Service Provider Acceptance.

Iron Mountain understands and acknowledges.

The City shall not pay any Re-box fees after initial Service Provider Acceptance of a box. The Service Provider is responsible for any/all damage occurring to any of the City's property stored on the Service Provider's premises. Any potentially damaged box shall be inspected by City for the integrity of the Records contained therein, prior to Re-box.

Iron Mountain understands and acknowledges.

3.6.4. Records Management Portal.

The Service Provider shall utilize a web-based Records management portal that allows users to locate Records, edit the Records database, and produce a variety of reports on demand, as follows:

- Querying and reporting on location of boxes, cartons, and/or Records on demand on a 24/7 basis;
- Editing of Records database information as needed; and
- Configurable querying and reporting options, and ability to export reports in a searchable format such as Microsoft Excel.

Iron Mountain Connect

Our Iron Mountain Connect system facilitates multi-site records management programs, enabling centralized audit and management oversight while allowing individual sites, departments and authorized user's efficient access to records program information.

Reports

Reports are organized at the level of detail appropriate for our customers' records managements program and information needs.

Iron Mountain offers numerous reports to enable users to reference inventory and records status, monitor our service, designate cartons eligible for destruction, analyze records activity, perform quality control audits, and monitor program cost. There are four basic categories of reports, within which there are numerous options:

1. Inventory Reports
2. Activity Reports
3. Retention Reports
4. Financial Reports

Inventory Reports

Inventory Reports offer "snapshot" and historic details of carton and file inventory and inventory quality, providing current status and trend insights.

Activity Reports

Activity Reports document user data and activity histories, to track employees' use of Iron Mountain's services and adherence to your records management program.

Retention Reports

Retention Reports provide a detailed summary of records classifications, retention schedules, hold codes, and destruction eligibility. These summaries identify cartons with missing or inconsistent information, descriptive data that has been changed, and fields with illogical dates. They can also be used to review information about previous destructions and permanent withdrawals. Retention Reports enable customers to audit the quality of their records programs.

Financial Reports

Financial Reports provide a high level of information for records management program improvement. These reports enable customers to create financial forecasts, review invoice history, and analyze costs related to specific program activity.

Report Formats

Iron Mountain Connect provides customers with downloadable reports, available in multiple formats: CSV, PDF or XML. In addition, Iron Mountain can provide customers with data via email, diskette, CD-ROM, or paper.

3.6.5. Retrieving and Releasing Records.

Service Provider shall perform the following services as directed by the City:

A. Retrieving Records from another City Service Provider or Storage Facility location (all Records are physically located in Mecklenburg County):

- Retrieve Records for Storage;
- Re-index boxes/containers as needed for Storage;
- Report to the City any boxes damaged during transport and relocation that need Re-boxing prior to performing Re-boxing and Storage in accordance with 3.6.3. above; and
- Provide additional related Services as required by the City.

Iron Mountain understands and acknowledges.

B. Releasing Records to another Service Provider:

- Verify conditions of boxes and Records in accordance with 3.6.3. above, prior to any Re-boxing, and communicate with the City as needed, prior to releasing Records to new City Service Provider;
- Release Records to another City Service Provider that has been directed to retrieve Records, as indicated above; and
- Provide additional related Services as required by the City.

Iron Mountain understands and acknowledges.

3.7. Shredding Services.

Service Providers supplying Shredding Services shall comply with the following minimum service requirements:

- Provide all labor, personnel, equipment, supplies, secured vehicles, fuel, materials, supervision, and other related services and supplies to provide secure confidential shredding Services either onsite or offsite as required for various City Departments;

Iron Mountain understands and acknowledges.

- Shredding of paper, staples, and compact discs (CD's);

Iron Mountain does not require presorting of confidential paper materials or the removal of any items such as staples, clips, etc. CDs cannot be placed in standard shred bins.

- Provide a Certificate of Destruction to the Department in which Services are provided upon request by the City Department; and

For service verification and compliance tracking purposes, Iron Mountain provides certificate of destruction language on each invoice. Customers can also retrieve a certificate of destruction on Iron Mountain Connect for Offsite and Onsite Secure Shredding services.

Please see the [Sample Certificates of Destruction](#) located in the [Appendix](#).

- (OPTIONAL) Provide Shredding of Public Safety or other uniforms as necessary "Uniform Shredding". Service Providers shall indicate whether they have this ability on Form Four, Pricing Worksheet.

Iron Mountain can shred uniforms as necessary for an additional fee.

3.8. Disaster Recovery.

The Service Provider must have the capability to recover from natural, human-caused, and electronic disasters (including security compromises) that could interrupt service to the City. The Service Provider will detail their solution to include:

- Procedures for off-site Storage of Records;
- Capabilities and availability of alternate processing, communications, and operations facilities;
- Plans for maintaining business processes, including communications with the City;
- Estimated time to recover from disaster events, and service level expectations for business continuity following a disaster;
- Cost to the City, if any, for disaster recovery services; and
- Documented disaster recovery and business continuity plan, including dates of disaster recovery tests and schedule for future tests.

Iron Mountain has an enterprise-wide Disaster Recovery plan in place, structured to address a vast array of potential business interruptions. In addition to the corporate-level policy, plans are tailored to each site to accommodate risks associated with local business operations, and to ensure the flexibility needed to address changing risk management challenges. Our Disaster Response Teams report through the Iron Mountain chain of command to ensure timely and appropriate response to emergencies. Each team member is tasked with specific responsibilities in the event of an emergency, with a coordinated focus on protecting customer records. Each district maintains a comprehensive, up to date listing of emergency response resources that are available 24 hours per day. These resources are deployed as needed to assist the company in meeting an emergency, containing actual and collateral damage, and ensuring a rapid return to business as usual.

Please see the [Business Continuity Management System Overview](#) located in the [Appendix](#).

3.9. Reporting.

3.9.1. General Reporting Requirements.

A. Quarterly Reports.

The Service Provider shall furnish quarterly usage reports in a searchable format with querying capabilities, showing a summary of the ordering and history of each City Department and for each PPA for the previous quarter to the Procurement Management Division. The report must show at minimum:

- description and total volume of each service utilized during the period;
- reporting period;
- City Department;
- City Contact Person; and
- total dollars expended per Department.

The City reserves the right to request additional information, if required, when reviewing contract activity.

The Iron Mountain Connect system provides a range of reports to help manage records effectively. Reports are organized at the level of detail appropriate for our customers' records managements program and information needs.

Reports are available 24/7/365.

Iron Mountain offers numerous reports to enable users to reference inventory and records status, monitor our service, designate cartons eligible for destruction, analyze records activity, perform quality control audits, and monitor program cost. There are four basic categories of reports, within which there are numerous options:

1. Inventory Reports
2. Activity Reports
3. Retention Reports
4. Financial Reports

Inventory Reports

Inventory Reports offer "snapshot" and historic details of carton and file inventory and inventory quality, providing current status and trend insights.

Activity Reports

Activity Reports document user data and activity histories, to track employees' use of Iron Mountain's services and adherence to your records management program.

Retention Reports

Retention Reports provide a detailed summary of records classifications, retention schedules, hold codes, and destruction eligibility. These summaries identify cartons with missing or inconsistent information, descriptive data that has been changed, and fields with illogical dates. They can also be used to review information about previous destructions and permanent withdrawals. Retention Reports enable customers to audit the quality of their records programs.

Financial Reports

Financial Reports provide a high level of information for records management program improvement. These reports enable customers to create financial forecasts, review invoice history, and analyze costs related to specific program activity.

Report Formats

Iron Mountain Connect provides customers with downloadable reports, available in multiple formats: CSV, PDF or XML. In addition, Iron Mountain can provide customers with data via email, diskette, CD-ROM, or paper.

B. Monthly and Annual Reports.

Provide monthly and annual reports of all Scanning, Storage, and/or Shredding Services provided by the Service Provider and City.

Reports can all be viewed and printed using the Iron Mountain Connect online portal. These reports can be accessed 24/7/365 by authorized users of the City.

3.9.2. Environmental Reporting Requirements.

The Service Provider shall furnish quarterly and annual environmental impact reports showing a summary of the ordering and history of each City Department for the previous quarter to each Department. The report must show at minimum, description and total volume of each service utilized during the period, reporting period, City Department, City Contact Person, and total dollars expended per Department. The City reserves the right to request additional information, if required, when reviewing contract activity.

Please see the [Sample Green Report](#) located in the [Appendix](#). This report can be accessed using the Iron Mountain Connect online portal. This report can be accessed 24/7/365 by authorized users of the City.

3.10. Customer Service

The City is very focused on Customer Service with a philosophy to provide all customers with quality services in a manner that is courteous, responsive, accessible, and seamless. The Services will be delivered with patience, understanding, good will, and without regard to our own convenience. The selected Service Provider will be expected to use these guidelines in developing the Proposed Solution:

- Accessible, courteous, responsive and seamless customer service is of highest priority for the City;
- Accessible service means that citizens have easy access to the organization;
- Seamless customer service means that a customer gets good service no matter who is responsible;
- Responsible customer service means that our employees know what they are doing: that information they give is accurate; that they have a good understanding of how to get problems and decisions made; that they are trained and evaluated for the jobs they are doing;
- Customer Service goals must be measurable and regularly evaluated; and
- Continuous improvements in customer service must be made in order to make City services accessible, responsive and as seamless as possible.

Iron Mountain understands and acknowledges.

Iron Mountain's centralized Customer Response Team is structured to provide quick response and accurate processing of service requests. The team consists of two call centers with a total staffing of over 170 employees

with a 10 to 1 supervisory ratio. The department staggers start time, break, and lunch schedules to provide maximum staffing levels for peak demand times during the day.

Because the team is centralized, our customers realize the advantages of having one point of contact for all service communication needs, regardless of customer or records location. In addition, because we tie our online communicator system into our SafeKeeperPLUS inventory control and records management system, we are able to fulfill service orders expediently and accurately, regardless of records storage location.

When a customer calls the Customer Response Team with an order or an issue, an online "Communicator" opens. The "Communicator" documents the request, issue, or problem, and identifies the appropriate Iron Mountain employee who is responsible for completing or resolving the open order or issue. The Communicator is sent electronically to the Iron Mountain district and contact for fulfillment and/or resolution. Once resolved, the Communicator is closed and tracked for quality assurance and statistical reference.

Our Customer Response Team structure and procedures enable us to quickly and accurately process a large volume of service requests and inquiries. Each month, we receive and process more than 124,000 calls and 60,000 faxes.

Customers also have the option of placing orders and inquiries online through the Iron Mountain Connect™ web-based records management system.

3.11. Pricing.

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in Section 6, Form Four. Pricing must be all-inclusive and cover every aspect of the required Services. Cost must be in United States dollars rounded to the nearest quarter of a dollar. A pricing worksheet is provided in Section 6, Form Four. You may change/modify the form as necessary as long as all costs are identified and explained.

Iron Mountain understands and acknowledges.

3.12. Length of Relationship.

The City expects to establish a long-term relationship with its Offsite Records Storage, Shredding and Related Services Service Provider in order to permit costs and fees to be distributed properly over a sufficient time period. For purposes of this RFP and the Service Provider's Proposal, assume an initial term of three (3) years, with the City having an option to renew for two (2) additional consecutive one (1) year terms thereafter.

Iron Mountain understands and acknowledges.

3.13. Training Plan.

The City views training as a critical element of the Project. Explain the training curriculum available to support the Service Provider's Proposed Solution. The Service Provider shall schedule training classes and modules to align with appropriate phases of the Project and all training shall be conducted on site at City facilities.

The Service Provider shall submit a preliminary Training Plan that shall outline the content, sequence and duration of each segment of each training session necessary to thoroughly and comprehensively train City personnel to fully utilize the Services (the "Training Plan"). Additionally, the Training Plan will:

3.13.1. Outline all subjects necessary to train City staff to fully understand and utilize the Services, and to train the designated “trainers” to effectively train other City personnel to fully understand and utilize the Deliverables and Services.

3.13.2. Provide operator/end user training and comprehensive “train the trainer” training for the numbers of City designated personnel.

3.13.3. Take into account classroom resources and personnel scheduling.

3.13.4. Include a written description of the training classes that will be conducted, the number of persons that can be trained in each session, and the total number of hours required for each person to be trained.

The cost of all training referenced in this Section shall be included in the Proposed Pricing.

Online training may be proposed by the Service Provider as a supplement to the Service Provider’s Training Plan, but in no way replaces the on-site training specified and required above.

Iron Mountain will train the City on an as needed basis, and we would be happy to hold “Lunch and Learn” sessions to educate on records management training.

Please see the [Iron Mountain Connect – Quick Reference Guide](#) and [Records Management Customer Support Guide](#), both located in the [Appendix](#).

3.14. City Contract Requirements.

The City will enter into a Contract written by the City with the successful Service Provider that contains the terms and conditions set forth in Exhibit A. Each Service Provider must state specifically in its Proposal any exceptions to the terms and conditions included in Exhibit A, and any proposed additional terms or conditions deemed important by the Service Provider. The City will take any such exceptions and proposed additions into account during the evaluation process. Any terms and conditions that the Service Provider does not specifically object to will be incorporated into the resultant Contract. Notwithstanding the foregoing, the City reserves the right to change the proposed contractual terms and conditions prior to or during contract negotiations if it is in the City’s best interest to do so.

The terms and conditions set forth in Exhibit A are not all inclusive. The City will propose additional terms and conditions based on the responses to this RFP and the City’s analysis of the successful Service Provider’s Proposal.

Please see the [Legal Amendment](#) document located in the [Appendix](#).

3.15. Environmental Purchasing Requirements.

3.15.1. Biodegradable.

Products must be capable of decomposing under natural conditions. Please state whether each Product offered in your proposal is biodegradable.

N/A

3.15.2. Ecosystem Impacts.

Please state any adverse impacts your product or service may have on the ecosystem; for example, endangered species, wetlands loss, fragile ecosystems, and erosion.

No adverse impacts on the ecosystem from our services.

3.15.3. Energy Consumption.

Please include the total amount of energy consumed for product or service manufacture, use and disposal. Different sources of energy are associated with different environmental impacts.

Please see the [Sample Green Report](#) located in the [Appendix](#). This report can be accessed using the Iron Mountain Connect online portal. This report can be accessed 24/7/365 by authorized users of the City.

3.15.4. Energy Efficiency.

Products must meet or exceed the Department of Energy (DOE)/Federal Energy Management Program's product energy efficiency recommendations which identify the top twenty five percent (25%) of energy efficiency for all similar products, or that meet the energy efficiency criteria of the Environmental Protection Agency (EPA)/DOE Energy Star program.

N/A

3.15.5. Pollution Prevention.

Please state your company's policy on "source reduction." The Pollution Prevention Act defines source reduction to mean any practice that: (1) Reduces the amount of any hazardous substance, pollutant or contaminant entering any waste stream or otherwise released into the environment (including fugitive emissions) prior to recycling, treatment or disposal, and (2) Reduces the hazards to public health and the environment associated with the release of such substances, pollutants or contaminants. The term includes: equipment or technology modifications, process or procedure modifications, reformulation or redesign of products, substitution of raw materials, and improvements in housekeeping, maintenance, training or inventory control.

Please see the [TakingCare](#) document located in the [Appendix](#).

3.15.6. Reusability.

Please state how many times your product may be reused. (Since reusable products generally require more upfront costs than disposable products, they are often subjected to a cost/benefit analysis in order to determine the life cycle cost).

N/A

3.15.7. Take-back.

Will the manufacturer or designee accept the product back at the end-of-life? (who pays for the transportation of the product may be situation-specific).

N/A

3.15.8. Waste Prevention.

Please state any design, manufacturing, purchase or use of materials or products (including packaging) associated with your product that reduces the amount or toxicity before the product becomes municipal solid waste.

N/A

EXCEPTIONS

EXCEPTIONS



Section 3.6.2.

The City shall have the right to inspect, at any time during normal business hours from (8am-5pm) Monday through Friday without prior notification, the operation of any or all Storage facilities the Service Provider uses to determine if the facility meets or continues to meet the standards for Storage of public Records, as established by the National Archives and Record Administration regulation (1228.228) and the American Records Management Associations, that such facility is properly shelved, fully secured and equipped with fire safety systems, motion alarms and smoke and heat detector/alarms to prevent loss from theft and fire and to audit Records stored and invoice charges.

Iron Mountain welcomes the City to audit and inspect our facilities at any point. Due to client confidentiality, we would need a 3-5 day window to accommodate this request.

- Be an individual structure separated from other buildings and external hazards to ensure safety from fire, flood and other disasters;

Record Centers are not stand alone facilities, but Iron Mountain requires 4 hour rated demising walls to separate our space from neighboring tenants.

- Have bottom shelves that are least six (6) inches from the floor;

Our shelving units are 4" from the floor.

- Have areas separate from other Service Provider customers for all City departments that use the Services.

Iron Mountain uses the "honeycomb" methodology for box placement in the storage facility for disaster recovery preparedness. The following is the workflow process recommended: The SafeKeeperPLUS Inventory Control module manages the physical movement of every carton and file in our record centers by tracking records throughout their life cycle. This is accomplished through built-in quality control checks utilizing barcode technology and redundant processing at every step in the workflow. SafeKeeperPLUS reduces human error to a minimum.

As cartons are received at Iron Mountain, they are barcode-scanned into our system and given a unique identifier that will stay with that carton for its complete life cycle. New cartons are scanned at the dock, and again at the unique storage location that corresponds to the carton barcode. Once a carton is scanned into SafeKeeperPLUS, all further transactions are consequently recorded, building an ongoing audit trail of activity. SafeKeeperPLUS' redundant processing and barcode tracking to location results in system-driven inventory accuracy.

Because the SafeKeeperPLUS system features barcode technology, robust location assignment and reporting capabilities, it enables Iron Mountain to store cartons on an "open location" basis. That methodology, coupled with lock-step workflow and the design of our record centers & high-density racking systems, yields significant operational efficiencies and labor savings. Those efficiencies translate into speedy receiving and entry, retrievals and other service order fulfillment. This translates into cost savings for our customers.

REQUIRED FORMS

REQUIRED FORMS



All required forms can be found in the [Appendix](#).

APPENDIX

APPENDIX



- Section 6, Form 2 – Addenda Receipt Confirmation**
- Section 6, Form 3 – Proposal Submission**
- Section 6, Form 4 – ALL PRICING FORMS**
- Section 6, Form 5 – Proposal Certification**
- Section 6, Form 6 – MWSBE Utilization**
- Section 6, Form 7 – Service Provider Background & Experience**
- Section 6, Form 8 – Service Provider Technical Response**
- Section 6, Form 9 - References**
- Section 6, Form 10 – E-Verify Certification**
- CCPA Plan**
- Iron Mountain NAID Certification**
- SOC 3 SysTrust Report**
- Implementation Flyer**
- Sample Implementation Timeline**
- Document Conversion Services Tech Brief**
- Legal Amendment**
- TakingCare**
- Business Continuity Management Systems Overview**
- RIM 360 Solution Brief**
- Authorized Signature Page**
- Report Center Reporting**
- Iron Mountain Connect User Guide**
- Sample Certificates of Destruction**
- Sample Green Report**
- Iron Mountain Connect – Quick Reference Guide**
- Records Management Customer Support Guide**
- The Sentinel Program**

**SECTION 6, FORM 2 – ADDENDA
RECEIPT CONFIRMATION**

Section 6
Required Forms

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION
RFP # 269-2014-085

CITYWIDE DOCUMENT MANAGEMENT SERVICES

Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to www.ips.state.nc.us.

ADDENDUM #:

1
2

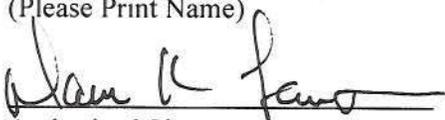
**DATE ADDENDUM
DOWNLOADED FROM NC IPS:**

9/10/14
9/18/14

I certify that this proposal complies with the General and Specific Specifications and conditions issued by the City except as clearly marked in the attached copy.

Darron Lawson

(Please Print Name)


Authorized Signature

9/23/14

Date

District Manager

Title

Iron Mountain

Company Name

**SECTION 6, FORM 3 – PROPOSAL
SUBMISSION**

Section 6
Required Forms

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM

RFP # 269-2014-085

CITYWIDE DOCUMENT MANAGEMENT SERVICES

This Proposal is submitted by:

Service Provider Name: Iron Mountain Information Management, LLC

Representative (printed): Adrienne Jones

Representative (*signed*): Adrienne Jones

Address: 2920 Hutchinson-McDonald

City/State/Zip: Charlotte, NC 28269

Email address: adrienne.jones@ironmountain.com

Telephone: (704) 674-4548
(Area Code) Telephone Number

Facsimile: _____
(Area Code) Fax Number

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts. It is understood by the Service Provider that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for one hundred and eighty (180) calendar days from the Proposal due date.

Iron Mountain Information Management, LLC

Service Provider

Dale Lawing

Authorized Signature

9/23/14

Date

Dale Lawing

Please type or print name

SECTION 6, FORM 4 – ALL PRICING
FORMS

Attachment #1

REQUIRED FORM 4 - PRICING WORKSHEET

RFP # 269-2014-085

CITYWIDE DOCUMENT MANAGEMENT SERVICES

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please insert a line item for each additional cost in the appropriate section (i.e., Scanning, Storage, and/or Shredding). Your Price Proposal must reflect all costs that the City will be responsible for.**

Service Providers may submit pricing on all or any parts of the pricing requested. The City reserves the right to award all, part or none of the Services to one or more Service Providers as deemed in the best interest of the City.

Service Providers must indicate their pricing using the following guidelines:

- Delivery prices shall include all labor, materials, fuel, handling, and resources necessary to complete delivery.
- Note that no volume or dollar amount is guaranteed.

CCPA Administrative Fees: Service Providers shall submit to the City as an Administrative Fee a minimum of **one percent (1%)** of overall CCPA Program spend by the City and all Participating Public Agencies (PPAs) during the term of the Contract. The Administrative Fee shall be paid no later than thirty (30) days after the end of each calendar quarter during the term of the Contract, and include a report as mutually agreed to by the parties outlining the CCPA spend. .

Administrative Fees: The Service Provider agrees to pay the City an Administrative Fee of 1 % (minimum of 1%) based on all City and PPA sales volumes within thirty (30) days of the end of each calendar quarter set forth in the subsequent Contract.

Reference the Charlotte Cooperative Purchasing Alliance (CCPA) website at www.charlottealliance.org

Please list any additional incentives and rebates offered based on electronic ordering, total PPA Volumes, or criteria:

Scanning Services				
Services	Unit Of Measure	Cost	Additional information	Additional Service Provider Comments
Regular Scanning of 8½"x11" Records	Per Image	\$.065	Include all Scanning, indexing, Quality Control, and Re-Filing of Records in City boxes	Assumes 1 fastener per 20 pages, good paper condition, 10% duplex, 2 index fields totaling 35 characters, standard pdf, placement of paper back into original folder, into boxes.
Regular Scanning of 8½"x14" Records	Per Image	\$.076	Include all Scanning, indexing, Quality Control, and Re-Filing of Records in City boxes	95% 8.5 X 11, 5% larger size, and up to 1 fastener per 5 pages.
Regular Scanning of 11"x17" Records	Per Image	\$.108	Include all Scanning, indexing, Quality Control, and Re-Filing of Records in City boxes	80% 8.5 X 11, and 20% larger size mix, and 1 fastener every 5 pages.
Bulk Scanning of 8½"x11" Records. * Include all Scanning, indexing, Quality Control, and Re-Filing of Records in City boxes. **Indicate Pricing by single project volume tier.	Per Image	\$.065	_____ to _____ images	Assumes 1 fastener per 20 pages, good paper condition, 10% duplex, 2 index fields totaling 35 characters, standard pdf, placement of paper back into original folder, into boxes.
	Per Image	\$.065	_____ to _____ images	Assumes 1 fastener per 20 pages, good paper condition, 10% duplex, 2 index fields totaling 35 characters, standard pdf, placement of paper

				back into original folder, into boxes.
	Per Image	\$.065	_____ to _____ images	Assumes 1 fastener per 20 pages, good paper condition, 10% duplex, 2 index fields totaling 35 characters, standard pdf, placement of paper back into original folder, into boxes.
	Per Image	\$.065	_____ to _____ images	Assumes 1 fastener per 20 pages, good paper condition, 10% duplex, 2 index fields totaling 35 characters, standard pdf, placement of paper back into original folder, into boxes.
Bulk Scanning of 8½"x14" Records. * Include all Scanning, indexing, Quality Control, and Re-Filing of Records in City boxes. **Indicate Pricing by single project volume tier.	Per Image	\$.076	_____ to _____ images	95% 8.5 X 11, 5% larger size, and up to 1 fastener per 5 pages.
	Per Image	\$.076	_____ to _____ images	95% 8.5 X 11, 5% larger size, and up to 1 fastener per 5 pages.
	Per Image	\$.076	_____ to _____ images	95% 8.5 X 11, 5% larger size, and up to 1 fastener per 5 pages.
	Per Image	\$.076	_____ to _____ images	95% 8.5 X 11, 5% larger size, and up to 1 fastener per 5 pages.
Bulk Scanning of 11"x17" Records. * Include all Scanning, indexing, Quality Control,	Per Image	\$.108	_____ to _____ images	80% 8.5 X 11, and 20% larger size mix, and 1 fastener every 5 pages.

and Re-Filing of Records in City boxes. **Indicate Pricing by single project volume tier.	Per Image	\$.108	_____ to _____ images	80% 8.5 X 11, and 20% larger size mix, and 1 fastener every 5 pages.
	Per Image	\$.108	_____ to _____ images	80% 8.5 X 11, and 20% larger size mix, and 1 fastener every 5 pages.
	Per Image	\$.108	_____ to _____ images	80% 8.5 X 11, and 20% larger size mix, and 1 fastener every 5 pages.
Setup/Preparation of Records * Include all removal of fasteners, separation of folded forms, and/or paste-up of small documents	Per Hour	\$	Identify number of pages and the number of boxes prepared per hour	Set-up is a flat rate of \$500.00 A quote for prep can be provided upon inspection of documents included in the scope of the RFP.
Transportation fee	Per Trip	\$19.71	Pickup from City or deliver to City (round-trip)	
Storage in Records Management Portal *Indicate Pricing by total storage volume tier.	Per Image / Per Month	\$10.00	_____ <u>0 GB</u> _____ to _____ <u>500 GB</u> _____ [storage unit (Gigabyte, Terabyte, etc.)]	Fee is per GB per month and per User per month, with a \$800 minimum. There is a one time setup fee of \$6,000.
	Per Image / Per Month	\$9.00	_____ <u>500 GB</u> _____ to _____ <u>1024 GB</u> _____ [storage unit (Gigabyte, Terabyte, etc.)]	User fee per month is \$9.00 for 101-250 total users.
	Per Image / Per Month	\$8.00	_____ <u>1 TB</u> _____ to _____ <u>2 TB</u> _____ [storage unit (Gigabyte, Terabyte, etc.)]	User fee per month is \$8.00 for 251-500 Users
	Per Image / Per Month	\$7.00	_____ <u>2 TB</u> _____ to _____ <u>5 TB</u> _____ [storage unit (Gigabyte, Terabyte, etc.)]	User fee per month is \$7.00 for 501-1000 Users.
Copy Records to CD - R	Per CD	\$45.00	Specify maximum storage size per CD	50GB

Copy Records to CD - RW	Per CD	\$	Specify maximum storage size per CD	
Copy Records to flash drive	Per Flash Drive	\$75.00	Specify maximum storage size per CD	50GB
Copy Records to portable hard drive	Per Hard Drive / Per Hr.	\$75.00	Indicate whether you allow customer to supply device, or standard price for device (by size).	Customer may sup.

Storage Services				
Services	Unit Of Measure	Cost	Additional information	Additional Service Provider Comments
Box Storage	Per Cubic Foot	\$.22/cf	Standard box storage is kept at "ambient temperature"	
Vault Storage	Per Cubic Foot & Per Tape/CD	\$1.75 per cf & \$.53 per tape/cd	Data Protection/ Media Storage – Tape/CD Rotation	
Climate Control Storage	Per Cubic Foot	\$1.75	Climate controlled storage is maintained at 70 +/- 2 degrees and humidity between 30-50%	
Record Delivery and/or Pickup	Per Trip	\$19.71	Service Provider shall split the fee for single trips to pickup and/or deliver to multiple Departments at the same facility between each Department equally	
Next day delivery by Noon	Per Trip	\$19.21	Call by 3pm for delivery next day by Noon	
Next day delivery by 5pm	Per Trip	\$19.21	Call by 3pm for delivery next day by 5pm	
Half day delivery	Per Trip	\$44.18	Call by 10am for delivery same day by 5pm	
Delivery/Pickup during afterhours/weekend/Holiday hours.	Per Trip	\$162.84		
Rush Deliveries	Per Trip	\$102.34	Delivery within 3 hours of placement of Order (for Orders received not later than 2:00 PM) on a Business Day.	

Procurement Management Division
 Shared Services/City of Charlotte 600 East Fourth Street Charlotte, NC 28202-2850
 Phone: 704/336-2256 Fax: 704/336-2258

Receiving and Entry of box information by Company	Per Cubic Foot	\$1.36/cf		
Onsite access to City Box(es) in Storage	Per Box	\$1.65/cf	PER CUBIC FOOT	Iron Mountain charges by per cubic foot not per box
Retrieval/Re-File from Service Provider Storage location	Per Box	\$1.65/cf	PER CUBIC FOOT	Iron Mountain charges by per cubic foot not per box
Retrieval/Re-File from Service Provider Storage location	Per File	\$3.58		
Rush Retrieval Carton from Service Provider Storage location	Per Cubic Foot	\$4.64	Delivery within 3 hours of placement of Order (for Orders received not later than 2:00 PM) on a Business Day.	
Rush Retrieval –File from Service Provider Storage location	Per File	\$7.58		
Retrieval/Re-File – Interfile	Per File	\$.76	A new File or document that is sent to storage and inserted into an existing Carton or File.	
City/County Access onsite to boxes/files in storage Audit Room	Per Visit	\$0.00	Per Visit for Conference Room Use	
Box (1.2 cubic foot)	Per Box	\$2.50	#2000 Standard Letter/Legal 1.2 cubic foot Carton	
Box (2.4 cubic foot)	Per Box	\$3.10	#450 Letter Transfile 2.4 cubic foot Carton	

Box (3.6 cubic foot)	Per Box	\$3.80	#550 Legal Transfile 3.6 cubic foot Carton	
Indexing	Per Box	\$.53 per file	Individual Listing/Indexing PER FILE	Iron Mountain charges by per cubic foot not per box
Permanently withdrawal of Box/container from Service Provider's facility	Per Box	\$2.58/cf	PER CUBIC FOOT	Iron Mountain charges by per cubic foot not per box
Permanently withdrawal of File from Service Provider's facility	Per File	\$3.02		
Destruction charge for City Records stored by Service Provider	Per Box	\$2.27/cf	PER CUBIC FOOT	Iron Mountain charges by per cubic foot not per box
Destruction charge for City Records stored by Service Provider	Per File	\$3.58	Destruction File from Carton	
Retrieval/Fax/Scan/Email/Refile a copy of a stored Record by Service Provider	Per File / Per Box	\$.25 per image	Image on Demand – Digital Images Scanned/Fax/Email after 1st 50 images)	
Retrieval/Fax/Scan/Email/Refile a copy of a stored Record by Service Provider	Minimum	\$25.00	Image on Demand – Imaging Minimum (incl. 1st 50 images)	
Retrieval/Fax/Scan/Email/Refile a Record to a third party by Service Provider	Per File / Per Box	\$.25 per image	Image on Demand – Digital Images Scanned/Fax/Email after 1st 50 images)	
Retrieval/Fax/Scan/Email/Refile a Record to a third party by Service Provider	Minimum	\$25.00	Image on Demand – Imaging Minimum (incl. 1st 50 images)	

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Phone: 704/336-2256 Fax: 704/336-2258

Hourly Labor	Per Hour	\$48.00		
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Shredding Services				
Services	Unit Of Measure	Cost	Additional information	Additional Service Provider Comments
Paper, per bin at City facility	Per Bin	<ul style="list-style-type: none"> • \$5.00/Sec. console • \$7.00/ 65-gallon 	<ul style="list-style-type: none"> • Security Console: ~100 lbs • 65-gallon bin:~200 lbs • On-Site Shredding Services by Company with Mobile Shred Truck 	<ul style="list-style-type: none"> • \$35 minimum charge per service (minimum is charged if total service provided is under the \$35) • Locations in Mecklenburg Cty Only
Paper, per bin at Service Provider facility	Per Bin	<ul style="list-style-type: none"> • \$3.00/Sec. console • \$5.00/ 65-gallon 	<ul style="list-style-type: none"> • Security Console: ~100 lbs • 65-gallon bin:~200 lbs • Off-Site Shredding Services shredded by Company at Company owned Shred Plant located in Charlotte, NC 	<ul style="list-style-type: none"> • \$25 minimum charge per service(minimum is charged if total service provided is under the \$25) • Locations in Mecklenburg Cty Only
Paper Shredding at City facility *Not in bins	Per Pound	<ul style="list-style-type: none"> • \$.09 per pound • (based on estimated weight) 	<ul style="list-style-type: none"> • 0-499 Lbs. • On-Site Shredding Services by Company with Mobile Shred Truck 	<ul style="list-style-type: none"> • \$35 minimum charge per service (minimum is charged if total service provided is under the \$35) • Locations in Mecklenburg Cty Only
	Per Pound	<ul style="list-style-type: none"> • \$.09 per pound 	<ul style="list-style-type: none"> • 500-999 Lbs. 	<ul style="list-style-type: none"> • \$35 minimum

Procurement Management Division
Shared Services/City of Charlotte 600 East Fourth Street Charlotte, NC 28202-2850
Phone: 704/336-2256 Fax: 704/336-2258

		(based on estimated weight)	On-Site Shredding Services by Company with Mobile Shred Truck	charge per service(minimum is charged if total service provided is under the \$35) Locations in Mecklenburg Cty Only
	Per Pound	• \$.09 per pound (based on estimated weight)	• 1000+ Lbs. On-Site Shredding Services by Company with Mobile Shred Truck	• \$35 minimum charge per service(minimum is charged if total service provided is under the \$35) Locations in Mecklenburg Cty Only
Paper Shredding at Service Provider facility *Not in bins	Per Pound	• \$.05 per pound • (based on estimated weight)	• 0-499 Lbs. • Off-Site Shredding Services shredded by Company at Company owned Shred Plant located in Charlotte, NC	• \$25 minimum charge per service (minimum is charged if total service provided is under the \$25) • Locations in Mecklenburg Cty Only
	Per Pound	• \$.05 per pound (based on estimated weight)	• 500-999 Lbs. Off-Site Shredding Services shredded by Company at Company owned Shred Plant located in Charlotte, NC	• \$25 minimum charge per service (minimum is charged if total service provided is under the \$25) Locations in Mecklenburg Cty Only
	Per Pound	• \$.05 per pound	• 1000+ Lbs.	• \$25 minimum

		(based on estimated weight)	Off-Site Shredding Services shredded by Company at Company owned Shred Plant located in Charlotte, NC	charge per service (minimum is charged if total service provided is under the \$25) Locations in Mecklenburg Cty Only
Uniforms	Per Bin / Per Weight	<ul style="list-style-type: none"> • \$1.00 per pound • (based on estimated weight) 	<ul style="list-style-type: none"> • Containers TBD 	<ul style="list-style-type: none"> • \$25 minimum charge per service (minimum is charged if total service provided is under the \$25) • Locations in Mecklenburg Cty Only
Paper Delivered to Iron Mountain Shred Plant in Charlotte	Per Pound	<ul style="list-style-type: none"> • \$0.03 per pound • (based on estimated weight) 	<ul style="list-style-type: none"> • 500+ Lbs. 	<ul style="list-style-type: none"> • \$25 minimum charge per service (minimum is charged if total service provided is under the \$25) • Locations in Mecklenburg Cty Only

Service Providers should utilize the list below to include any related or ancillary services they provide that would be beneficial to the City and Participating Public Agencies when considering Scanning, Storage, and Shredding Services.

Additional Services				
Services	Unit Of Measure	Cost	Additional information	Additional Service Provider Comments
Hard Drive Destruction	Per Drive	TBD	Pricing based on quantity	
Evidence Storage	Per Cubic Foot	TBD	Pricing based on quantity and storage parameters	
Vital Records	Per Cubic Foot	TBD	Pricing based on quantity and storage parameters	
Consulting	Per Hour	TBD	Pricing based on scope of project	
Special Projects	Per Hour	TBD	Pricing based on scope of project	
Accutrac Software	Per User	TBD	Pricing based on subscription or license model	
Financial Assistance with termination fees from other vendors	Per Cubic Fees	TBD	Dependent on Vendor contract and Termination Invoice	
Retention Schedules	Per Hour	TBD	Pricing based on scope of project	
Data Validation	Per Hour	TBD	Pricing based on scope of project	
Data Integrity	Per Hour	TBD	Pricing based on scope of project	
Large Format Scanning	Per Image	TBD	Pricing based on size of document and scope of the project	
Converting 16mm microfiche/film to digital indexing parameters	Per Frame	TBD	Pricing based on film quality and quantity	

**SECTION 6, FORM 5 – PROPOSAL
CERTIFICATION**

Section 6
Required Forms

REQUIRED FORM 5 - PROPOSAL CERTIFICATION

RFP # 269-2014-085

CITYWIDE DOCUMENT MANAGEMENT SERVICES

SERVICE PROVIDER: Iron Mountain Information Management, LLC

The undersigned Service Provider hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. For purposes of this section, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the bid submitted by the Bidder on this Project and to terminate any contract awarded based on such bid.
4. As a condition of contracting with the City, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Service Provider or terminate any contract awarded on such bid.

Iron Mountain Information Management, LLC

NAME OF FIRM

BY: Dale Lawing

SIGNATURE OF AUTHORIZED OFFICIAL

Dale Lawing - Territory General Manager

TITLE

**SECTION 6, FORM 6 – MWSBE
UTILIZATION**

Section 6 Required Forms

REQUIRED FORM 6 – M/W/SBE UTILIZATION

RFP # 269-2014-085

CITYWIDE DOCUMENT MANAGEMENT SERVICES

Service Providers may use the form below to indicate if they intend to use a Small Business Enterprise (SBE), Minority Business Enterprise (MBE), or Woman-Owned Enterprise (WBE) in the provision of the Services. While inclusion of SBE, MBE, and/or WBEs as subcontractors in your proposed solution is not required, the City highly encourages utilization wherever possible.

Subcontractor 1	
Subcontractor Name	N/A
Designation (MBE, WBE, or Certified City SBE)	
Services Performed or Goods provided	
Estimated percent of cost of Services to be performed by the Company	
Subcontractor 2	
Subcontractor Name	N/A
Designation (MBE, WBE, or Certified City SBE)	
Services Performed or Goods provided	
Estimated percent of cost of Services to be performed by the Company	
Subcontractor 3	
Subcontractor Name	N/A
Designation (MBE, WBE, or Certified City SBE)	
Services Performed or Goods provided	
Estimated percent of cost of Services to be performed by the Company	

Date: 9/23/14

Iron Mountain Information Management, LLC
Name of Company

Adrienne Jones, Business Development Executive
Name, Title and Signature *Adrienne Jones*

Citywide Document Management Services
Proposed Product or Service

See Pricing Sheets
Total Dollar Amount Bid

**SECTION 6, FORM 7 – SERVICE
PROVIDER BACKGROUND &
EXPERIENCE**

Section 6 Required Forms

REQUIRED FORM 7 – SERVICE PROVIDER’S BACKGROUND RESPONSE RFP

269-2014-085

CITYWIDE DOCUMENT MANAGEMENT SERVICES

Service Providers should complete and submit the form below as part of their response to this RFP.

Question	Response
Service Provider Identification	
Service Provider Name (Official Name)	Iron Mountain Information Management, LLC
Service Provider Location (corporate headquarters)	One Federal Street Boston, MA 02110
Service Provider Experience	
Years of Experience:	
<i># of years in business:</i>	63
<i># of years providing public sector Citywide Document Management Services:</i>	Iron Mountain has been providing Citywide Document Management Services for over 20 years.
Customer Base:	
<i># of public sector clients</i>	Iron Mountain has over 156,000 corporate clients. We have thousands of public sector clients.
<i># of public sector clients using the services being proposed.</i>	See answer directly above.
<i># of clients that are municipalities/counties</i>	See answer directly above.
<i>Identify by name some of the clients similar to City (e.g., similar in size, complexity, location, type of organization)</i>	Due to confidentiality clauses, Iron Mountain cannot disclose that information.
Market Focus:	
<i>Identify industries and public sector market segments served</i>	Iron Mountain's customer base represents a cross-section of size, geographical location and industry, ranging from small businesses to more than 94% of the Fortune 1000 companies. Most every industry segment is represented in our customer base including corporate, banks and financial services, legal, healthcare, insurance, manufacturing, and retail. Iron Mountain has more than 156,000 corporate clients. We add approximately 8,000 new customers a year through new sales. No one customer represents more than 2% of annual revenue. Approximately 40% of new customers come to Iron Mountain via referral by existing.

Section 6 Required Forms

User Groups:	
<i>Identify national and regional user groups</i>	<p>Iron Mountain participates in industry associations as a way to keep current with emerging standards, best practice approaches and new technologies in its field. Additionally, involvement in trade groups enables the company to continually improve and to fulfill its leadership responsibility to educate businesses on managing their information and keeping it safe.</p> <p>One organization central to information management is ARMA, Association of Records Managers and Administrators. Iron Mountain has more than 85 active members in local ARMA chapters. Many Iron Mountain employees have held leadership positions in ARMA; we count among them a past president and chairman of the board, several present and past regional and chapter presidents and other office holders.</p> <p>Iron Mountain and ARMA International have joined together to recognize excellence in records and information management. The Iron Mountain/ARMA Award for Excellence in Records and Information Management was established in 1998. This award is given to organizations for implementing superior records and information management programs. In establishing the award, both organizations agreed that it was important to reflect new business trends and applications including risk management, cost effectiveness, customer service and changes in technology affecting the way we create and use information. The award is given in two areas: "Government" (including utilities) and "Corporations/Organization."</p> <p>Iron Mountain subscribes to and supports the policies of ARMA International.</p> <p>Another such organization is PRISM International (Professional Records & Information Services Management). PRISM International is comprised of service providers like Iron Mountain who supply their customers with physical and digital information protection, access, retention, storage and disposal. Iron Mountain is proud to have been a founding member since the nonprofit was formed in the early 1980s.</p>
<i>Explain the purpose and function of user groups</i>	Please see above.
<i>Identify if there is an annual or biannual user conference</i>	ARMA meets annually.

Section 6 Required Forms

<p><i>Identify next planned national conference (location and date)</i></p>	<p>The next ARMA meeting is October 26 – 28 in San Diego, CA.</p>																
<p>Terminated Projects:</p>																	
<p><i>List any terminated projects. Please disclose the jurisdiction and explain the reason for the termination.</i></p>	<p>Due to confidentiality clauses, Iron Mountain cannot disclose that information.</p> <p>Iron Mountain enjoys a customer retention rate among the highest in the industry. Iron Mountain's retention rate is greater than 98 percent per annum. Reasons customers have left are as follows:</p> <table border="1" data-bbox="769 705 1421 978"> <thead> <tr> <th><u>Reason For Leaving</u></th> <th><u>% of Customer Base</u></th> </tr> </thead> <tbody> <tr> <td>Bankruptcies</td> <td>0.3%</td> </tr> <tr> <td>Relocations</td> <td>0.3%</td> </tr> <tr> <td>Program move to in-house</td> <td>0.4%</td> </tr> <tr> <td>Price</td> <td>0.3%</td> </tr> <tr> <td>Lost to competitor</td> <td>0.2%</td> </tr> <tr> <td>Service</td> <td>0.1%</td> </tr> <tr> <td>Total</td> <td>1.6%</td> </tr> </tbody> </table>	<u>Reason For Leaving</u>	<u>% of Customer Base</u>	Bankruptcies	0.3%	Relocations	0.3%	Program move to in-house	0.4%	Price	0.3%	Lost to competitor	0.2%	Service	0.1%	Total	1.6%
<u>Reason For Leaving</u>	<u>% of Customer Base</u>																
Bankruptcies	0.3%																
Relocations	0.3%																
Program move to in-house	0.4%																
Price	0.3%																
Lost to competitor	0.2%																
Service	0.1%																
Total	1.6%																
<p>Litigation:</p>																	
<p><i>List any litigation that you have been involved with during the past two (2) years on Citywide Document Management Services implementations.</i></p>	<p>Iron Mountain is a large company providing services to more than 156,000 corporate clients, and operates over 1,000 records management facilities in the U.S., Canada, Europe, Latin America, and Asia. Due to the size and nature of the business, Iron Mountain may have a number of claims and/or legal actions that may be outstanding at any given point in time; however, in the opinion of management, no single suit or the pending suits in aggregate are likely to have a material effect on Iron Mountain's operations or its ability to provide services to its customers.</p> <p>Iron Mountain is not a defendant in any litigation that, in the company's opinion, even if adversely determined, would have a material effect on its operations or financial performance. However, Iron Mountain is a defendant in various lawsuits that are of a nature customary for a business of Iron Mountain's size. In many of these actions, insurers provide for defense and/or settlement; in others, Iron Mountain believes it has meritorious defenses. Additional information may be found in our public filings with the SEC, which are available on our Web site: www.ironmountain.com.</p>																

Section 6 Required Forms

Organization Size	
# of Employees:	
<i>If Service Provider is a subsidiary, identify # of employees in proposing company/division.</i>	Iron Mountain has over 17,500 employees across the globe.
Financial Information:	
<i>If Service Provider is a subsidiary, identify revenues of proposing company/division</i>	Iron Mountain had revenues of over \$3 billion in 2013.
<i>Identify the percentage of revenue used for research & development by the proposing company/division</i>	Iron Mountain uses capital to support our business line growth and our ongoing operations as well as for technology and the development and improvement of products and services. In 2013, we invested over \$200 million total on all such activities and Iron Mountain plans to continue such investments going forward.
Corporate Notes	
Ownership:	
<i>Privately held? Publicly traded? Parent Company?</i>	Publicly-traded
Certified Partnerships:	
<i>Identify any certifications held by your firm if you are implementing or reselling another firm's products. Include how long the partnership or certification has been effect.</i>	N/A
Additional Narrative Response	
Background and Experience:	

Section 6 Required Forms

<p><i>Provide an overview and history of your company.</i></p>	<p>Iron Mountain History</p> <p>Iron Mountain has a rich and colorful history dating back to 1951, when a depleted iron ore mine in upstate New York was converted to the nation's first secure underground records storage center, designed to protect corporate vital records in the event of a nuclear holocaust.</p> <p>Since that time, the motivation for records storage and management services has changed, and Iron Mountain has been the vanguard of this evolving industry. Herman Knaust founded Iron Mountain in 1951 in Livingston, NY. Hailed as the “Mushroom King” by his Hudson River Valley neighbors, Knaust first made his fortune by growing and selling mushrooms. In 1936, he paid \$9,000 for a depleted iron ore mine and 100 acres of land so that he could have more space to grow his product. But by 1950, the mushroom market had shifted, so Mr. Knaust decided upon a new business venture—one that would make good use of his mine, which he named “Iron Mountain.”</p> <p>After World War II, Mr. Knaust sponsored the relocation to the United States of many Jewish immigrants who had lost their identities because their personal records had been destroyed during the war. At this time, the world was also embroiled in Cold War apprehension regarding atomic security. Both factors caused Mr. Knaust to focus on protecting vital information from wars or other disasters.</p> <p>As a result, Iron Mountain Atomic Storage, Inc. was founded in 1951. Mr. Knaust opened the first vaults inside Iron Mountain and put a sales office in the Empire State Building. Having a knack for publicity, he persuaded luminaries such as General Douglas MacArthur to visit the Iron Mountain site. The attendant publicity was the extent of the new venture's marketing program. Iron Mountain’s first customer was East River Savings Bank, which brought microfilm copies of deposit records and duplicate signature cards in armored cars to the new mountain facility for storage.</p> <p>Today, Iron Mountain stands as the industry leader in information management services, serving more than 156,000 customers in 35 countries on five continents.</p> <p>With 2012 revenue of over \$3 billion and the broadest service platform serving the most global markets, Iron Mountain is the world's trusted partner for information management services. Herman Knaust displayed great foresight in 1952 when he said, “This business will mushroom...”</p>
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Section 6 Required Forms

<p><i>Describe your total organization, including any parent companies, subsidiaries, affiliates and other related entities.</i></p>	<p>Iron Mountain Information Management, LLC is a wholly owned subsidiary of Iron Mountain, Inc.</p>
<p><i>Describe the ownership structure of your organization, including any significant or controlling equity holders.</i></p>	<p>Iron Mountain Information Management, Inc, a Delaware corporation, is a subsidiary of Iron Mountain Incorporated, a public company traded on the New York Stock Exchange under the ticker symbol IRM. It held an Initial Public Offering in February 1996. Iron Mountain Information Management, Inc. operates multiple lines of business, including hard-copy records management, off-site data protection of magnetic media and vital records, film and sound media storage, digital archives and records management consulting. In addition, the company operates several subsidiaries including Iron Mountain Information Management, LLC.</p>
<p><i>Provide a management organization chart of your overall organization, showing director and officer positions and names and the reporting structure.</i></p>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;"> <p>Dale Lawing Vice President, Territory General Manager Charlotte, NC, US Directs: 5 Total: 233</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;"> <p>Teresa L. Oswald Director, Customer and Business Development Morrisville, NC, US Directs: 6 Total: 6</p> </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Adrienne M Jones Business Development Executive Charlotte, NC, US Directs: 0 Total: 0</p> </div>
<p><i>Provide detailed information for the Citywide Document Management Services business segments of your organization, showing the reporting structures within these segments and among these segments and the overall organization.</i></p>	<p>Iron Mountain Executive Management</p> <ol style="list-style-type: none"> 1. Bill Meaney, Chairman and CEO 2. Rod Day, Chief Financial Officer 3. Marc Duale, President 4. Tasos Tsolakis, Executive Vice President, Chief Information Officer 5. Annie Drapeau, Executive Vice President, Human Resources
<p><i>Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Citywide Document Management Services business segments that have occurred in the latest two (2) years or are anticipated in the future. Include all appropriate organizational charts.</i></p>	<p>Iron Mountain is constantly acquiring new businesses and companies to expand our global footprint as well as to solidify our current service areas. We are the global leader in information and records management.</p>

Section 6
Required Forms

<p><i>Detail how long the company has been providing Citywide Document Management Services to local governments and include information regarding experience with similar Citywide Document Management Services projects.</i></p>	<p>Iron Mountain has been providing Citywide Document Management Services to local governments for over 20 years. Please see Section 6, Form 9, References for experience with similar projects.</p>
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Section 6 Required Forms

Personnel Management:	
<p><i>Describe the key individuals, along with their qualifications, professional certifications and experience that would comprise your organization's team for providing Services to the City.</i></p>	<p>Dale Lawing Vice President, Mid-South Territory 2213A Distribution Center Drive Charlotte, NC 28269 704-972-2185 dale.lawing@ironmountain.com 28 years with Iron Mountain 18 years as Vice President</p> <p>Darron Lawson District General Manager Mid-South Territory Charlotte, NC 28269 O- 704-972-2183 Darron.Lawson@ironmountain.com Been with Iron Mountain for 13 years. General Manager for 12 and a District Manager for 1. All in Operations</p> <p>Adrienne Jones Business Development Executive, South Carolina P: (704) 916-6809 M: (704) 674-4548 adrienne.jones@ironmountain.com Been with Iron Mountain for 2 years . Customer Development Executive 1 year and Business Development Executive over 1 year</p> <p>Cindy McClain Customer Development Executive, Mid-South Territory 2920-E Hutchison-McDonald Dr. Charlotte NC 28269 Office: 704-972-9461 Cell: 704-913-0755 cindy.mcclain@ironmountain.com Customer Service Manager 9/2005 till 3/2009; Imaging Operations Manager 3/2009 till 2/2014; Customer Development Executive 2/2014 to present</p> <p>Paul N. Kirby Operations Manager 2920-E Hutchison-McDonald Rd. Charlotte, NC 28269 704.634.8357 (Mobile) paul.kirby@ironmountain.com 15 years with Iron Mountain – Operations</p>

Section 6 Required Forms

<p><i>If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, provide a description, which includes the teaming relationships, form of partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated</i></p>	<p>N/A</p>
<p><i>Explain how your organization ensures that personnel performing technical support services are qualified and proficient.</i></p>	<p>Please see The Sentinel Program located in the Appendix of the RFP response document.</p>
<p><i>Please provide information regarding the level of staffing at your organization's facilities, as well as the level of staffing at subcontractors' facilities, if known.</i></p>	<p>The Charlotte facility has 62 employees, 4 Managers, and 4 Supervisors</p>
<p><i>If your organization has been the subject of a dispute or strike by organized labor within the last five (5) years, please describe the circumstances and the resolution of the dispute.</i></p>	<p>No strikes or disputes that we are aware of with organized labor.</p>

**SECTION 6, FORM 8 – SERVICE
PROVIDER TECHNICAL RESPONSE**

Section 6 Required Forms

REQUIRED FORM 8 – SERVICE PROVIDER QUESTIONS RFP # 269-2014 085

CITYWIDE DOCUMENT MANAGEMENT SERVICES

Service Providers should complete and submit the form below as part of their response to this RFP.

Question	Response
Service Provider Name (Official Name)	Iron Mountain Information Management, LLC.
<i>What steps will your organization take to ensure that any transition of Services runs smoothly?</i>	Please see the Implementation Flyer and Sample Implementation Timeline located in the Appendix for more information on our transition plan.
<i>Describe the communications scheme that your organization will use to keep City Departments and the City Project Manager informed about the Services.</i>	Iron Mountain has assigned both Adrienne Jones, Business Development Executive, and Cindy McClain, Customer Development Executive, to this project. Adrienne and Cindy will reach out to you and keep you informed about services currently being offered and any potential future services which might be appropriate for the City.
<i>Describe the risks associated with this Contract. What contingencies have been built in to mitigate those risks?</i>	No risks that we currently foresee.
<i>If the Service Provider is proposing Scanning Services, specifically indicate which software or solution(s) your Company is proposing for your electronic document management system.</i>	<p>The solution that Iron Mountain is proposing is our Digital Record Center for Images electronic document management system. It is an efficient, cost effective, and robust hosted solution that provides the following functionality:</p> <p>Standard Applications allow you to implement the Digital Record Center for Images quickly and cost effectively using predetermined index fields based on Iron Mountain's industry expertise in areas like human resources, contracts, and finance.</p> <p>High-capacity, high-availability storage for digital copies of business documents in many different formats.</p> <p>Sophisticated search tools and rapid retrieval capabilities, built on IBM® Content Manager OnDemand™, a proven system actively used by over 13,000 companies the Digital Record Center for Images allows authorized users to quickly access records on a 24/7 basis over the Internet.</p> <p>Flexible configuration, anytime/anywhere access, disaster recovery and business continuity, enhanced security, rich administrative functionality, self-service administrative capabilities, and rapid deployment.</p>

Section 6 Required Forms

<p><i>If the Service Provider is proposing Scanning Services, provide a list of all software and electronic document management system applications that your systems are compatible with.</i></p>	<p>Please see the Document Conversion Services Tech Brief located in the Appendix of the RFP response document.</p>
<p><i>If the Service Provider is proposing Scanning Services, indicate whether your software or solution is a web-hosted repository on a dedicated server, or a cloud hosting solution.</i></p>	<p>The Digital Record Center for Images is a web-hosted repository on a dedicated server. To access the Digital Record Center® for Images, a user must have a basic Web browser and access to the Internet. The security model requires that the user supply a valid user ID and password combination to gain access. Authorization to use the system can be validated by the Digital Record Center for Images application or it can be configured to pass the user ID/password combination to your security model for validation.</p>
<p><i>If the Service Provider is proposing Scanning Services, indicate whether your software or solution is backed up on a remote server or computer with a network connection, in order to prevent any potential loss of City's electronic Records.</i></p>	<p>The Digital Record Center for Images is backed up on a remote server.</p> <p>Within the United States, the Digital Record Center for Images system is housed in Iron Mountain's 15,000-square-foot underground data center in Western Pennsylvania. The facility is 220 feet underground and is a Tier 3 data center with multiple active power and cooling distribution paths. With redundant components, the facility provides 99.982 percent availability. The site, which has earned the U.S. government's highest Level 4 security rating, has emergency power, CCTV, magnetometers, and X-ray machines, all secured by a five-ton gate at its entrance and armed guards on duty 24/7.</p> <p>The facility is operationally self-sufficient with redundant commercial power feeds and diverse telecom providers as well as full backup power for up to seven days. The facility also has an EPA-certified water treatment plant, an OSHA-certified fire company, 24-hour maintenance, and a 24/7 service operation.</p> <p>The data center is controlled by electronic access, with CCTV monitoring throughout. It is also protected by a clean agent fire extinguishing system (CAFES) with a preaction (dry pipe) sprinkler system as a backup. Electrical equipment is segregated in a separate room from the computing equipment and all segregating and outside walls and doors are three-hour fire rated. Redundancy is built in throughout the entire facility to provide ultra-reliable service and continuous uptime.</p>

Section 6 Required Forms

<p><i>If the Service Provider is proposing Scanning Services, indicate your electronic document management system availability (outside of scheduled maintenance, what is your system's percentage of uptime?).</i></p>	<p>The Digital Record Center for Images can be accessed by the City 24/7/365.</p>
<p><i>If the Service Provider is proposing Scanning Services, indicate your electronic document management system's requirements for scheduled maintenance (how often is the system unavailable for the City's use due to scheduled maintenance, what amount of time is necessary to complete scheduled maintenance, and what time(s) does scheduled maintenance occur?)</i></p>	<p>The Digital Record Center for Images system uptime is targeted to meet or exceed 99.5% in any 7x24x365 window.</p> <ul style="list-style-type: none"> • The above availability corresponds to some 43 hours of unplanned downtime per year. • In addition, there may be cause for up to 40 hours of planned downtime, for which advance notification will be given. • Those hours will be utilized for procedures such as (but not limited to): <ul style="list-style-type: none"> o System Upgrades o Scheduled Backups o Scheduled Downtime • Any planned downtime will follow the standard IM Downtime Scheduling process
<p><i>If the Service Provider is proposing Scanning Services, attach a Quality Control Plan that meets or exceeds the requirements listed in the Scope of Services.</i></p>	<p>Iron Mountain's standard QC Inspection uses the ANSI/ASQC Standard Z1.4 Sampling and Acceptance Plan, inspecting the specified number of random document images throughout the batch. Images must be present, complete, and a faithful reproduction of the original. Exceptions are corrected and noted; corrective action to prevent reoccurrence is documented. If the number of exceptions discovered exceeds the Plan's rejection boundary, the batch is returned for 100 percent paper to image inspection and correction.</p> <p>The alternative QC Inspection plan compares every page to the generated image(s), ensuring completeness of capture and faithful reproduction. This extra-cost option is suitable for vital records and business-critical records where assurance of 100 percent capture is required.</p>

Section 6 Required Forms

<p><i>If the Service Provider is proposing Storage Services, specify square footage, and Storage capacity in cubic foot (both free space and items currently stored).</i></p>	<p>We will never run out of space for your records. Sourcing and providing appropriate space for inventory growth is a joint responsibility of District Management and our Corporate Real Estate/Facilities Group.</p> <p>Iron Mountain conducts a detailed growth projection analysis to avoid storing customer inventory in more than one building. However, that cannot always be avoided. In those cases, the robust location reporting capabilities of Iron Mountain's SafeKeeperPLUS system, and a detailed operational workflow, render this scenario transparent to the customer.</p>
<p><i>If the Service Provider is proposing Storage Services, please detail both your facility access policy and the hours the City can access Records.</i></p>	<p>Each Iron Mountain district has an on-site viewing area for use by customers. These viewing areas are ideal for audits, legal discovery, special projects and other records review. Customers can make use of copy, fax and telephone equipment.</p> <p>An Iron Mountain employee is assigned to assist customers using viewing areas. To ensure the protection of all our customers' information, Iron Mountain security protocols for customer access are followed.</p> <p>The City can access its records and reporting 24/7/365 using the Iron Mountain Connect online portal.</p>

Section 6 Required Forms

The City requires that security measures be taken – both physical security and network security, in that the City’s information and other documents are made available only to the Service Provider and parties that the City approves. Define and demonstrate any/all security procedures that are in place in relation to the Service Provider’s proposed service(s).

Facility Security

We require that all facilities maintain a system of positive employee and visitor identification and logging, whether electronic or manual. All personnel are required to wear identification badges while on Iron Mountain premises. Badges are color coded to indicate access authorization levels. Unescorted access to our facilities is prohibited for all but Iron Mountain employees.

All of our facilities are equipped with intrusion detection systems that are monitored by a central station for after-hours control. Alarm technology may include passive infrared motion detectors, dual technology glass break detection, photo-beam detectors, sound-activated microphones and magnetic door contacts. Alarm systems are designed to accommodate specific site requirements.

Security procedures for visitor and employee identification as well as our physical intrusion detection systems serve to deny access to any unauthorized person. We further test these measures by employing Integrity and Compliance Audits as a routine method of evaluating our security posture.

We contract with a specialized security vendor and select several facilities, monthly, for review. Undercover agents, supplied with letters of authority, attempt to gain entry to all facilities. These agents may use any number of methods of subterfuge in their mission. After business hours, these agents return to the facility and check the physical integrity of the building.

As a component of the integrity audit, a surveillance of company vehicle operations is conducted to ensure all vehicle and safety requirements are followed. At the conclusion of the integrity audit, one local facility is randomly selected and a complete review of all of the components and selected documentation of the required security program is performed. Results of these audits are evaluated and, if required, corrective measures employed. All audit results are reported to senior management. These audits, together with our Internal Audit, Traveler Audit and self-audit programs, help to maintain the physical integrity of our operations.

Finally, Iron Mountain utilizes education and awareness-training tools to ensure that all employees are aware of the criticality of controlling access to our buildings.

Section 6 Required Forms

	<p><u>Information Technology</u></p> <p>Companies entrust Iron Mountain to properly manage and secure their business records. It is vital, not only to our organization, but to those businesses that hand over their private records to us, that we maintain the highest level of ethical and security standards, derived from industry best practice woes. The continued success of Iron Mountain requires the commitment of all employees to the maintenance of appropriate standards of information security.</p> <p>All Iron Mountain employees are expected to use proper judgment when using company technology resources and are accountable for inappropriate use of these resources. Accordingly, employees must take reasonable precautions to secure the information and equipment entrusted to them and adhere to the company policies. To minimize any business interruptions that may be caused by inappropriate use of company computers, employees are well versed in computer operating and security policies as stipulated in the Iron Mountain Information Security Policies manual. As part of its commitment to shareholders and as a requirement of the New York Stock Exchange, Iron Mountain participates in an annual third-party audit of all IT, financial and business practices, policies and procedures.</p> <p>Iron Mountain adheres to industry standard best practices in the management of all infrastructure hardware and software components, including daily operations, disaster recovery preparedness and business continuity. Our program is built upon the ISO27001/2 standard for the management of information security. Iron Mountain has Certified Disaster Recovery Professionals (CDRP) on staff — experts in business continuity, risk evaluation, business impact analysis, and awareness/training programs. Our disaster recovery initiative employs our enterprise-wide infrastructure and diverse geographic locations to ensure immediate fail-over of critical business applications in the event of disaster. Iron Mountain's multi-tiered approach features geographical dispersion of data centers/critical operations, redundant network connectivity over diverse Tier-1 service providers, layered defense architecture for information security, and highly available secure ingress gateways.</p>
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Section 6 Required Forms

<p><i>Provide a copy of HIPAA certification or other supporting documentation regarding your Company's HIPAA compliance, policies, and/or procedures.</i></p>	<p>As a valued Business Associate to numerous HIPAA Covered Entities, Iron Mountain has long provided them with HIPAA Privacy and Security Rule compliant services, and fully expects to continue to do so as the HITECH Act changes to HIPAA come into effect over the next several years.</p> <p>Current HIPAA Privacy and Security Compliance Program Iron Mountain has long maintained a HIPAA compliance program to appropriately protect the privacy and security of individually identifiable health information in our possession. This program incorporates the physical, organizational, and technical security controls required of business associates by our customer contracts and the Security Rule. Iron Mountain's security program is comprehensive and includes dedicated security resources, mandatory safety and security policies, regular audits, and effective employee training and management oversight. Our facilities meet privacy regulation requirements and include physical access controls, intrusion detection systems and advanced fire suppression controls. We strictly enforce processes governing access to our buildings, and maintain a highly secure chain of custody for all patient information under our care.</p> <p>In addition, to address the requirements of our customer contracts and the Privacy Rule, we carefully control and monitor all uses and disclosures of the protected health information (PHI) in our possession, and restrict access to that information to those necessary to deliver our services. These restrictions are reinforced through our policies, procedures, and training.</p> <p>While Iron Mountain will work with each individual customer to determine their service levels, in general you may expect Iron Mountain's HIPAA-compliant services to follow these guidelines:</p> <ul style="list-style-type: none">(a) Iron Mountain only uses and discloses customer PHI for the purpose of delivering its services.(b) We physically restrict access to customer PHI during transit, storage, and disposal. Digitally stored patient information receives the additional benefit of strong technical controls over access.(c) Iron Mountain maintains a regular dialogue with our customers regarding the privacy and security of their protected health information.
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Section 6 Required Forms

	<p>A Sampling of our HIPAA Compliance Measures</p> <p>In response to the new regulations, Iron Mountain undertook and completed an extensive compliance assessment of each of our service lines regarding HIPAA's Privacy and Security Rule requirements. We also performed an enterprise-wide risk management analysis and have used this data to drive additional investments in our business operations.</p> <p>These measures resulted in a number of new operating procedures as part of our HIPAA enforcement, including:</p> <ul style="list-style-type: none"> - HIPAA-compliant Business Associate Agreements with all of our 3rd party vendors who handle PHI. - Redesigned methods and procedures to reduce risk. - Documented procedures and workflows posted throughout our facilities. - Updated HIPAA training for all Iron Mountain employees and specific job functions that handle PHI to deliver our services. <p>In addition, as new rules and guidelines are issued under the HITECH Act's requirements, and new provisions come into effect, Iron Mountain is committed to taking whatever steps are necessary to be in compliance with these requirements.</p>
<p><i>Describe alternative approaches to the requested Services where feasible or additional services offered or recommended, which may not be specifically requested, but could be of benefit to the City.</i></p>	<p>Iron Mountain will help build a road map for the City of Charlotte to reduce overall costs, reduce litigation risks and gain control by consolidating services with us.</p> <p>Please see the RIM 360 Solution Brief located in the Appendix of the RFP response document.</p>

SECTION 6, FORM 9 – REFERENCES

Section 6
Required Forms

REQUIRED FORM 9 – REFERENCES

RFP # 269-2014-085

CITYWIDE DOCUMENT MANAGEMENT SERVICES

REFERENCE 1:

Name of Client: Novant Health **Phone:** 704-384-9477

Address: 2085 Frontis Plaza Blvd. Charlotte, NC

Primary Contact: Lucille Scott **Title:** Records Manager

Phone: 704-384-9477 **E-mail Address:** lucille.scott@novanthealth.org

Service Dates: 1/02/2008

Summary & Scope of Services: Iron Mountain manages records storage, scanning, shredding Scanned medical records into their Electronic Medical Records System. Perform Image on Demand for their hospitals as well as clinics. Manage their secure shred program for more than 343 clinics and 15 hospitals.

Operating Budget: \$ _____ **Number of Employees:** 24,400

REFERENCE 2:

Name of Client: City of Denver **Phone:** 720-865-8692

Address: _____

Primary Contact: Juan Guzman **Title:** Deputy Clerk and Recorder

Phone: 720-865-8692 **E-mail address:** juan.juzman@denvergov.org

Service Dates: 05/01/2012

Summary & Scope of Services: Iron Mountain manages over 25,000 cubic feet of records Storage as well as the City & Counties Secure Shred Program

Operating Budget: \$ _____ **Number of Employees:** 13,000

Section 6
Required Forms

REFERENCE 3:

Name of Client: New Market Waste **Phone:** 704-632-9934

Address: 2701 Coltsgate Rd. Suite 100 Charlotte, NC 28211

Primary Contact: Cynthia Anderson **Title:** Executive Assitant

Phone: 704-632-9934 **E-mail address:** canderson@newmarketwaste.com

Service Dates: 10/01/2010

Summary & Scope of Services: IM manages their Secure Shredding program for 50 plus locations

Operating Budget: \$ _____ **Number of Employees:** _____

REFERENCE 4:

Name of Client: SGL Carbon LLC **Phone:** 704-593-5129

Address: 10130 Perimeter Parkway Suite 500 Charlotte NC 28216

Primary Contact: JoAnn Costell **Title:** Paralegal

Phone: 704-593-5129 **E-mail address:** joann.costell@sglcarbon.com

Service Dates: 05/01/1994

Summary & Scope of Services: IM manages records storage, secure shredding programs
Also completed a scanning project for their permanent legal files

Operating Budget: \$ _____ **Number of Employees:** 6,300

Section 6
Required Forms

REFERENCE 5:

Name of Client: Neighborhood & Business Services **Phone:** 704-336-3380

Address: 600 East Fourth Street, Charlotte NC 28269

Primary Contact: Monique M Angevin **Title:** Office Assistant IV

Phone: 704-336-3380 **E-mail address:** mangevine@ci.charlotte.nc.us

Service Dates: 02/11/2003

Summary & Scope of Services: IM Manages records storage for Neighborhood & Business Services with the City of Charlotte

Operating Budget: \$ _____ **Number of Employees:** _____

**SECTION 6, FORM 10 – E-VERIFY
CERTIFICATION**

Section 6
Required Forms

REQUIRED FORM 10 – E-VERIFY CERTIFICATION

RFP # 269-2014-085

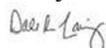
CITYWIDE DOCUMENT MANAGEMENT SERVICES

This E-Verify Certification is provided to the City of Charlotte (the "City") by the company signing below ("Company") as a prerequisite to the City considering Company for award of a City contract (the "Contract").

1. Company understands that:
 - a) E-Verify is the federal program operated by the United States Department of Homeland Security and other federal agencies to enable employers to verify the work authorization of employees pursuant to federal law, as modified from time to time.
 - b) Article 2 of Chapter 64 of the North Carolina General Statutes requires employers that transact business in this state and employ 25 or more employees in this state to: (i) verify the work authorization of employees who will be performing work in North Carolina through E-Verify; and (ii) maintain Records of such verification (the "E-Verify Requirements").
 - c) North Carolina General Statute 160A-20.1(b) prohibits the City from entering into contracts unless the contractor and all subcontractors comply with the E-Verify Requirements.

2. As a condition of being considered for the Contract, Company certifies that:
 - a) If Company has 25 or more employees working in North Carolina (whether now or at any time during the term of the Contract), Company will comply with the E-Verify Requirements in verifying the work authorization of Company employees working in North Carolina; and
 - b) Regardless of how many employees Company has working in North Carolina, Company will take appropriate steps to ensure that each subcontractor performing work on the Contract that has 25 or more employees working in North Carolina will comply with the E-Verify Requirements.

3. Company acknowledges that the City will be relying on this Certification in entering into the Contract, and that the City may incur expenses and damages if the City enters into the Contract with Company and Company or any subcontractor fails to comply with the E-Verify Requirements. Company agrees to indemnify and save the City harmless from and against all losses, damages, costs, expenses (including reasonable attorney's fees) obligations, duties, fines and penalties (collectively "Losses") arising directly or indirectly from violation of the E-Verify Requirements by Company or any of its subcontractors, including without limitation any Losses incurred as a result of the Contract being deemed void.



Signature of Company's Authorized Representative

9/23/14

Date

Print Name and Title: Dale Lawing, Territory General Manager

CCPA PLAN

CCPA Plan

Attachment #1

Iron Mountain is a storage and information management company, assisting more than 156,000 organizations in 36 countries on five continents with storing, protecting and managing their information. Publicly traded under NYSE symbol IRM, Iron Mountain is an S&P 500 company, a member of the FORTUNE 1000 (currently ranked: 726), and a member of FTSE4Good index. Organizations in every major industry and of all sizes—including more than 94% of the Fortune 1000—rely on Iron Mountain to store and manage their information. We're honored that our customers have put their trust with us. We safely store some of the world's most valuable historical artifacts, cultural treasures, business documents and medical records. To properly protect and render this information, Iron Mountain employs almost 17,000 professionals and boasts an unrivaled infrastructure that includes more than 1,000 facilities and 3,600 vehicles. Altogether, our experience, knowledge and reputation for service have combined to make us the world's leading provider.

Generally speaking, Iron Mountain has the footprint and infrastructure to service all 225 registered CCPA agencies directly in the contiguous forty-eight states without having to partner with a third party provider.

Please note a list of the 225 agencies with exact physical locations have not been provided as part of this RFP. Iron Mountain will not honor the CCPA rates if an agency has a current agreement directly with Iron Mountain until the end of the term of the existing agreement.

- A. Iron Mountain does not have locations in Alaska or Hawaii.
- B. Iron Mountain has a national salesforce and can directly service participating public agencies in the contiguous forty-eight states.

Attachment #2

Iron Mountain will set up a reporting ID for all accounts tied to the CCPA contract. The total CCPA spend will be reported to The City of Charlotte on a quarterly basis.

Attachment #3

- A. Iron Mountain will allow the use of its logo on the CCPA website.
- B. Iron Mountain will not allow the use of the CCPA logo on the Iron Mountain website.

IRON MOUNTAIN NAID CERTIFICATION

Iron Mountain Information Management

All North American Locations Providing Information Destruction Services

HAS ACHIEVED CERTIFICATION FROM THE NATIONAL ASSOCIATION FOR INFORMATION DESTRUCTION

FOR



Mobile & Plant-based Operations

(varies by location)

ENDORSED MEDIA DESTRUCTION FOR

Paper / Printed

October 1, 2013 thru September 30, 2014

VALID

Henry Vandewort

NAID CERTIFICATION PROGRAM OFFICIAL

SOC 3 SYSTRUST REPORT



IRON MOUNTAIN

Service Organization Control 3 Report

**Description of the Information Technology (IT) Infrastructure
Environment Services System relevant to Security, Confidentiality and
Availability**

Table of Contents

Report of Independent Accountants	2
Assertion of Management	3
System Description	4



Report of Independent Accountants

To the Management of Iron Mountain Information Management, LLC

We have examined [management's assertion](#) that Iron Mountain Information Management LLC ("Iron Mountain"), during the period January 1, 2013 through December 31, 2013, maintained effective controls over its Information Technology Infrastructure Environment Services System ("IT Environment" or "System") to provide reasonable assurance that:

- the IT Environment was protected against unauthorized access (both physical and logical);
- the IT Environment was available for operation and use as committed and agreed; and
- information from the IT Environment designated as confidential was protected as committed and agreed

based on the criteria for security, availability, and confidentiality in [the American Institute of Certified Public Accountants' TSP Section 100a, Trust Services Principles, Criteria, and Illustrations for Security, Availability, Processing Integrity, Confidentiality, and Privacy](#). This assertion is the responsibility of Iron Mountain's management. Our responsibility is to express an opinion based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants and, accordingly, included (1) obtaining an understanding of Iron Mountain's relevant security, availability, and confidentiality controls, (2) testing and evaluating the operating effectiveness of the controls, and (3) performing such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion.

Because of inherent limitations in controls, error or fraud may occur and not be detected. Furthermore, the projection of any conclusions, based on our findings, to future periods is subject to the risk that the validity of such conclusions may be altered because of changes made to the system or controls, the failure to make needed changes to the system or controls or a deterioration in the degree of effectiveness of the controls.

In our opinion, Iron Mountain's management assertion referred to above is fairly stated, in all material respects, based on the aforementioned criteria for security, availability and confidentiality.

The SOC 3 SysTrust® for Service Organizations Seal on Iron Mountain's Web site constitutes a symbolic representation of the contents of this report and it is not intended, nor should it be construed, to update this report or provide any additional assurance.

Ernst & Young LLP

April 25, 2014



**Report by Management on the Controls Over the Information Technology (IT)
Infrastructure Environment Services System Based on the AICPA/CICA Trust Services
Criteria for Security, Availability, and Confidentiality**

Iron Mountain maintained effective controls over the security, availability, and confidentiality of its Information Technology Infrastructure Environment Services System ("IT Environment") to provide reasonable assurance that:

- the IT Environment was protected against unauthorized access (both physical or logical);
- the IT Environment was available for operation and use as committed and agreed; and
- information from the IT Environment designated as confidential was protected as committed or agreed;

during the period January 1, 2013 through December 31, 2013, based on the criteria for security, availability and confidentiality in [the American Institute of Certified Public Accountants' TSP Section 100a, Trust Services Principles, Criteria, and Illustrations for Security, Availability, Processing Integrity, Confidentiality, and Privacy](#).

Our attached [System Description](#) of the IT Environment Services summarizes those aspects of this system covered by our assertion.

The Management of Iron Mountain

April 25, 2014



System Description of Iron Mountain's Information Technology (IT) Infrastructure Environment Services 2013

Executive Summary

The following system description covers Iron Mountain's Information Technology Infrastructure Environment Services System ("IT Environment" or "System") including: data center operations, database administration, server administration, help desk support, system backup as well as network operations, system monitoring tools and processes, system security (both logical and physical), change management and common support processes, applicable to all lines of business.

The System is comprised of the following components:

- Infrastructure (facilities, equipment, and networks)
- Software (systems and utilities)
- People (developers, operators, users and managers)
- Procedures (automated and manual)
- Data (transaction streams, files, databases, and tables)

The following sections of this description define each of these five components comprising the System.

Infrastructure

The Iron Mountain IT Environment includes five data centers, located in Pennsylvania, United States; Missouri, United States; Quebec, Canada, Ontario, Canada and Milton Keynes, United Kingdom. Housed within these data centers are the supporting operating system platforms (UNIX, Linux, and Windows based), networking components (routers, switches, firewalls), and data storage devices. The data centers are inter-connected to several designated Iron Mountain office locations by an IP based network architecture. The IT personnel that support these data centers are primarily based at the Company's corporate office facilities in Massachusetts and Pennsylvania as well as each of the Company's datacenter locations in Pennsylvania, United States; Missouri, United States; Quebec, Canada, Ontario, Canada and Milton Keynes, United Kingdom .



This system description covers the IT infrastructure (e.g., network, operating system, and database components) supporting the following technology solutions, which are managed by Iron Mountain’s Global Infrastructure Services group:

- Document Management Storage – Digital Records Center Imaging (DRCi)
- Medical Imaging – Digital Record Center medical imaging (DRCMi)
- Document Management Storage – Kofax
- Iron Mountain Connect Web Portal
- SafeKeeper Plus (SKP)
- Secure Base

Infrastructure Services is presently responsible for supporting approximately 400 servers supporting the in-scope technology solutions. These servers are summarized below by operating system and the various purposes served.

Operating System	Server Purpose	
RHEL 5.x RHEL 6,x HP-UX 11.2x HP-UX 11.3x AIX 5.x, 6.x Solaris 10	Database servers System management tools Networking systems Backup/Recovery services	Web servers and FTP Monitoring tools Application servers
RHEL 5.x RHEL 6.x Windows 2012 Windows 2008 Windows 2003	Web servers and proxies Customer data intake servers (ESF, MQ, FTI) Backup/Recovery services Image storage	Monitoring tools FTP services Application servers Data Ingestion Processes
RHEL 5.x RHEL 6.x Windows 2012 Windows 2008 Windows 2003	Data Ingestion processes Monitoring tools Application servers Database servers	FTP services Backup/Recovery services Domain controllers



Software

Software utilized by Global Infrastructure Services to manage and support the Iron Mountain IT Environment includes 1) system monitoring, 2) job scheduling, processing and monitoring, 3) network monitoring, 4) security monitoring, 5) change management, and 6) help desk support. The Iron Mountain IT Environment described herein does not include the application software supporting the technology solutions provided by Iron Mountain to individual clients or Iron Mountain's business unit applications.

People

Global Infrastructure Services personnel provide the following core support services over the Iron Mountain IT Environment components above:

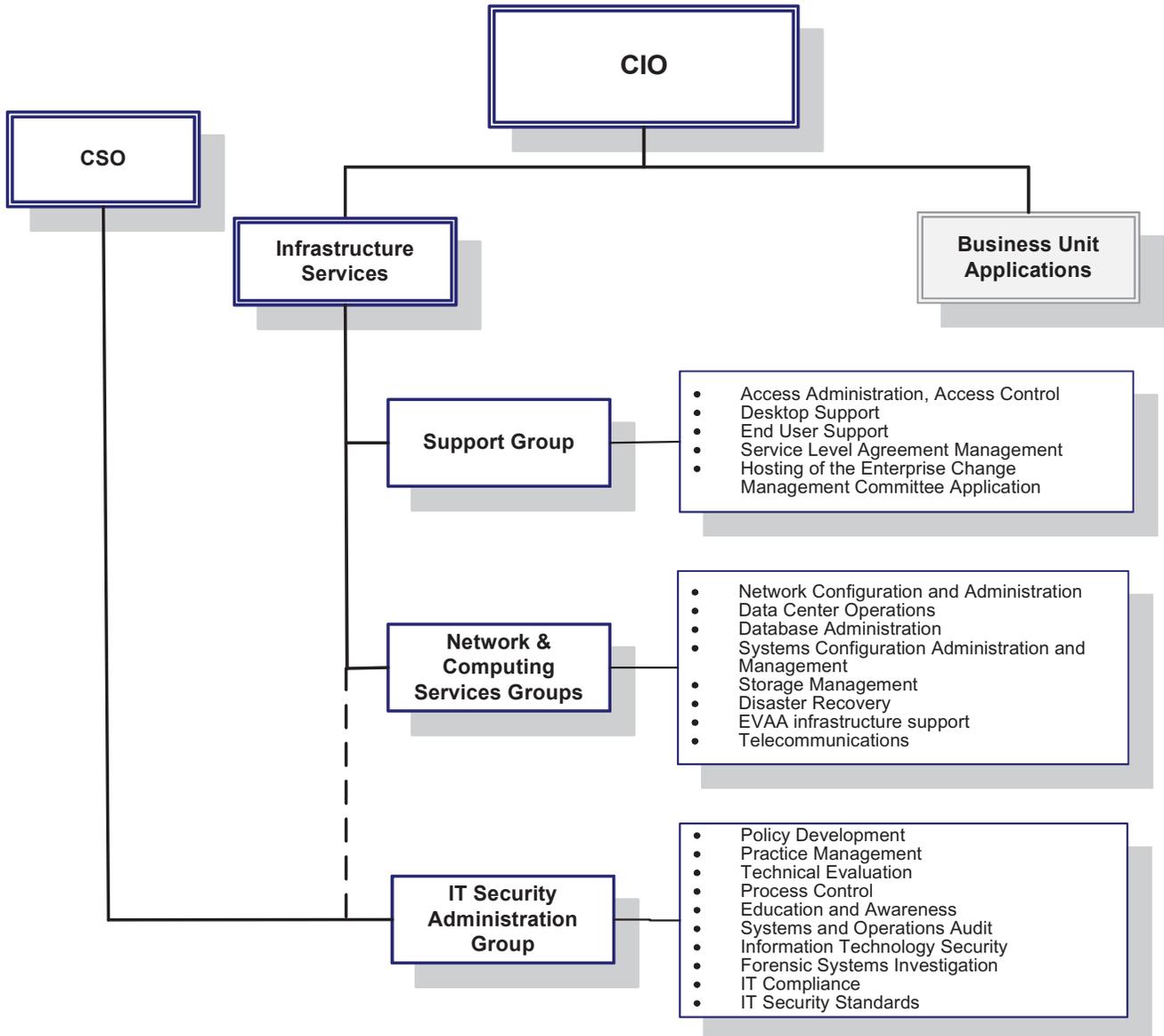
- Data Center Operations
- Database Administration
- Data Storage Management
- System Administration
- Network Operations
- System Monitoring (including job processing)
- Network Administration
- Information Technology Security Administration
- Application/System Access Administration
- Help Desk Support
- Service Management
- Change Management

In order to provide these services, Global Infrastructure Services is divided into four functional areas: Network Services, Computing Services, IT Security Administration and Support. Below is a brief description of each of these functional areas:

- **The Network Services and Computing Services groups** are responsible for Network Configuration and Administration, Data Center Operations, Database Administration, Systems configuration, administration and management, DRCMi infrastructure support and Telecommunications. Telecommunications services performed by the Computing Services group are excluded from the scope of the SysTrust® examination.
- **The Information Technology Security Administration group** is responsible for ensuring the protection of all information and telecommunications systems through policy development, practice management, technical evaluation, process control, education and awareness, systems and operations audit, information technology security and forensic systems investigation, IT Compliance and IT Security Standards.
- **The Support group** is responsible for Access Administration, Access Control, Desktop Support, End User Support, Service Level Agreement Management and hosting of the Enterprise Change Management committee Application. The Business Unit specific tasks (e.g., end user administration, application support and security) performed by the Support Team are excluded from the scope of the SysTrust® examination.

The following diagram depicts the organizational structure described on the previous page.

***Grayed out areas are out of scope of this SysTrust® examination**





Procedures

Iron Mountain has documented policies and procedures to support the operations and controls over its IT Infrastructure Environment managed by Infrastructure Services. Specific examples of the relevant policies and procedures include the following:

- Policy management and communication
- System security administration
- Server security configuration
- Computer operations
- Network operations
- Disaster recovery planning
- Job scheduling and monitoring of data processing
- Enterprise change management
- Incident/Problem management
- Physical security administration
- Tape back-up and offsite storage

Data

Global Infrastructure Services manages the following four database platforms within the Iron Mountain IT Infrastructure Environment: Oracle, SQL, DB2, and Progress. Access to data is limited to authorized personnel in accordance with the Company's system security administration policies.

Global Infrastructure Services is also responsible for the overall availability of data, including system backups, monitoring of data processing and file transmissions as well as identifying and resolving problems.

The scope of the IT Environment covered by this system description is limited to the IT infrastructure supporting the technology solutions above, which are managed by Global Infrastructure Services. Global Infrastructure Services also provides the following functions, which are not in scope of this report:

- Telecommunications
- Business Unit specific tasks
- Application software and support tasks



Company Overview

Iron Mountain is a trusted Global outsourcing partner for both records management and data protection services. The Company's comprehensive services help businesses save money and manage risks associated with legal and regulatory compliance, protection of vital information, and business continuity.

Iron Mountain's Records Management services include:

- Records management program development and implementation based on best-practices and expertise to help customers meet specific regulations that impact their business
- Policy-based records management programs that feature secure, cost-effective storage, flexible retrieval access and retention management
- Secure Shredding and record destruction services provided in conjunction with records retention schedules, that ensures secured chain of record custody
- Customized services for vital records, film & sound, and regulated industries such as financial services and healthcare.
- Digital Record Center – Content Management

Iron Mountain's Data Protection services include:

- Secure, off-site vaulting of data backup tapes for fast and efficient data recovery in the event of a disaster, human error or virus

Iron Mountain's Digital services include:

- Intellectual Property Management services to secure source code and other proprietary information with a trusted, neutral third party – IPM
- Digital Archives for Medical Images (DRCMi)
- Digital Record Center for images (DRCi)
- Imaging Services

IMPLEMENTATION FLYER

IMPLEMENTATION SERVICES

Ensuring Your Success with Expert Program Implementation Services and Resources



The effectiveness of any information management program or engagement depends upon its implementation. Let the experts at Iron Mountain ensure that your program/engagement achieves its objectives for years to come.

MAXIMIZE YOUR INVESTMENT IN IRON MOUNTAIN SOLUTIONS

Choosing an Iron Mountain information management solution to protect and better manage your data is a wise decision. To maximize the effectiveness and benefits of that solution, turn to Iron Mountain's experienced implementation experts for the guidance you need to launch and execute your well-designed program or engagement across all of Iron Mountain's vast business lines.

Examples of primary implementations include:

- Records Inventory Transfers
- Shred Program Implementations
- Comprehensive Project Engagements
- Litigation Support Engagements
- Healthcare (EMR Enablement & Information Consolidation)

Working in close collaboration with your team, our results-oriented, program design and implementation professionals will shorten your learning curve, limit complexity, and control costs, all while helping to mitigate risk. Your assigned Iron Mountain Implementation resource is supplemental to your relationship management team members and, to ensure ongoing success, will be available to you throughout the implementation and post-implementation phases.

IRON MOUNTAIN IMPLEMENTATION EXPERTISE

SOLUTION DESIGN INPUT



PROJECT PLANNING/
SCHEDULING



COMMUNICATION
PLANNING



Announcement Memo

TRACKING/
REPORTING



POST-IMPLEMENTATION REVIEWS



EXECUTION/PROJECT MANAGEMENT



STATUS REVIEWS



Project Status Report

To learn more about how our implementation experts can help you maximize the effectiveness and benefits of your Iron Mountain information management solutions, contact <who/how>

PRE-IMPLEMENTATION PLANNING

Once agreement is reached on the appropriate program or engagement solution to meet your organization's stated goals, understanding the necessary steps to execution becomes the priority. Partnering with your organization, Iron Mountain will leverage its years of hands-on experience and best practices to facilitate a pre-implementation session focused on assisting you to:

- Document overall program/engagement objectives
- Identify your national, regional, and local program/implementation stakeholders to align with the Iron Mountain team
- Define any technology-related requirements, including system setups, authorizations, etc.
- Identify potential program/engagement risk concerns, and methods to mitigate each
- Define and document key measurements for determining program/engagement implementation success
- Assistance in program announcement, communication, and training strategy, leveraging proven Iron Mountain templates and resources in alignment with your internal communications protocol
- Define the implementation timeline and expectations

IMPLEMENTATION EXECUTION

Iron Mountain Implementation professionals subsequently turn their attention from a planning to an execution emphasis, acting as both implementation Lead and primary liaison between both organizations' key stakeholders, ensuring the successful and timely fulfillment of your program/engagement. This includes:

- Tracking/reporting of agreed-upon metrics and activity/volume levels
- Status reviews conducted through regularly scheduled calls of varied frequency throughout implementation
- Ongoing communication within internal Iron Mountain markets and with local project leads

POST-IMPLEMENTATION REVIEWS

Conducting post-implementation reviews, which enables you to review the execution and communication strategy, is a critical step in the overall implementation process. This review addresses any exceptions and reconciliation requirements. It ensures a seamless and successful transition to the ongoing relationship management team members, as well as highlights opportunities to implement cost-effective program changes.



ABOUT IRON MOUNTAIN. Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company Web site at www.ironmountain.com for more information.

SAMPLE IMPLEMENTATION TIMELINE

DOCUMENT CONVERSION SERVICES TECH BRIEF

Document Conversion Services**INTEGRATED, SECURE
DOCUMENT IMAGING PROGRAM**

Contents

- 02 Intelligent Conversion
- 02 Flexible Input-Output Options
- 02 Hardware
- 03 Software
- 03 Architecture
- 04 Business Continuity/Disaster Recovery
- 04 Footprint
- 04 Image Conversion Process
- 07 Summary
- 07 About Iron Mountain Document Management Solutions

Iron Mountain's Document Conversion Services helps businesses understand and realize a new digital imaging program that will streamline their ability to store, access and manage their documents. Document Conversion Services is a global service offering that provides the intelligent conversion of a variety of physical documents into digital format.

With over 90 Imaging Centers in North America, each located inside an Iron Mountain record center, Document Conversion Services provides businesses with a broad coverage footprint, consistency, industry leading hardware and software and an intensive quality control program to produce first-class output.

Iron Mountain's corporate stability, physical security, chain of custody tracking, transportation and post-scan document handling bring additional value to customers seeking a broad-service, wide capability provider.

Document Conversion Services

INTELLIGENT CONVERSION

In conjunction with our Records Management offerings, customers can choose the image conversion process that best matches their access requirements to the expenses involved with scanning. They can also selectively apply different processes to different document categories, such as back-file conversion versus day-forward.

- **A traditional “scan all” approach** is appropriate when immediate access is required, high retrieval rates are experienced or to protect vital record information from loss or destruction.
- **Image on Demand™** provides quick electronic access to documents on an as-needed basis, matching the expense to the retrieval demand.
- **Abstract scanning**, where only selected documents from the record collection are scanned, provides fast access to often-retrieved documents. Access to the complete collection is provided through the standard record storage services.

FLEXIBLE INPUT-OUTPUT OPTIONS

Iron Mountain’s capability covers a wide range of input media from microforms (roll microfilm, microfiche, microfiche jackets and aperture cards) through standard business paper to large format (maps, engineering drawings) documents. In addition to output feeds to Iron Mountain’s hosted electronic document storage solution, the Digital Record Center® for Images, and standard image outputs (TIFF, PDF) with index outputs (comma separated variable (CSV) text), a wide variety of output formats and output packaging is available to feed customer imaging/enterprise content management (ECM) systems. Standard transfer mechanisms to move the results securely between Iron Mountain and the customer include Secure FTP and encrypted media (CD, DVD, USB). Custom solutions are also available.

HARDWARE

A baseline Imaging Center is outfitted with two state-of-the-art, production-level scanners that are equipped with automatic document feeders and flatbeds, and are capable of generating black and white (bitonal), grayscale or color images. The units feature one-pass duplex capture through the automatic document feeder (ADF) for pages in good condition and flatbed capture of up to 11” x 17” documents for oversized, undersized, fragile or bound pages. The scanners employ automated contrast, brightness and threshold adjustments to optimize image quality, as well as multi-feed detection to prevent page overlaps and missed images. The standard units also operate VirtualReScan (VRS), a hardware and software option that offers the options of automated color detection and capture, automated content-based image rotation, automated image de-skewing, automated image de-speckling, automated image cropping, automated blank page removal, automated background suppression and automated hole punch fill-in, all at scanner capture speed.

As demand and capacity requirements dictate, additional scanners are installed into our scanning centers. Expansion units are typically high-speed, autofeed-only production scanners with matching hardware and software features.

To address specific customer needs, select Iron Mountain Imaging Centers make use of special-purpose scanners to handle wide-format requirements (e.g. engineering drawings) and microform (roll microfilm, microfiche, microfiche jackets and aperture cards) scanning.

A standard-configuration PC connected to Iron Mountain’s wide-area network is used for each scan station.

Document Conversion Services

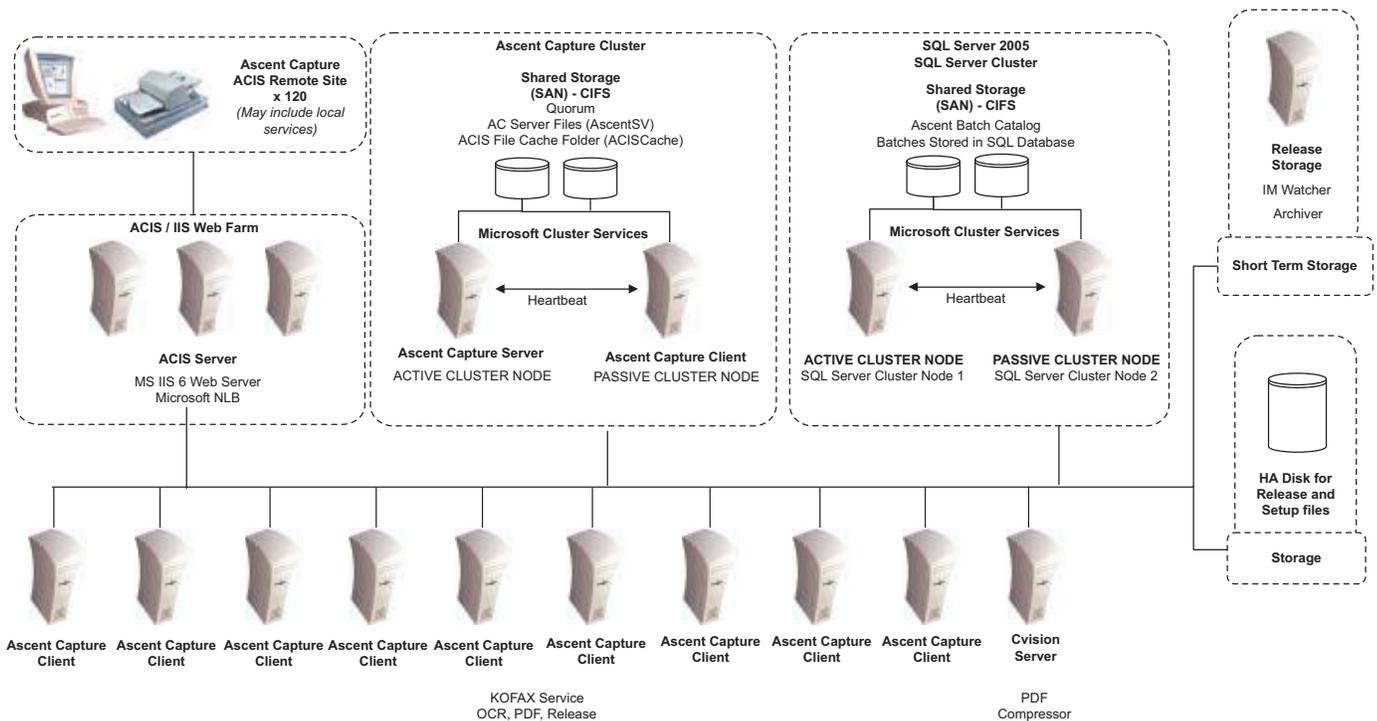
SOFTWARE

Iron Mountain's standard image capture software is Kofax® Capture, implemented in an Enterprise environment. This industry-leading package drives a wide variety of capture devices, provides batch process control and sequencing and can generate a wide variety of output to feed business and content management systems. Applications can be uniquely defined to fit the capture, process flow and output requirements, resulting in consistently high-quality document image and index packages. Automated capabilities of the software are utilized where possible to reduce human workloads and costs. These features include barcode recognition, Optical Character Recognition (OCR), hand writing/hand printing recognition (ICR), mark recognition (OMR), forms recognition and data match and merge.

The Iron Mountain Enterprise environment allows centralized management for all distributed scanning locations and supplies considerable post-capture processing resources for computer-intensive tasks, such as PDF generation and OCR. Individual scanning sites may create batches and upload images to the central environment in a matter of minutes. This process, in conjunction with Iron Mountain's Standard Operating Procedures, provides uniform quality across all imaging centers.

ARCHITECTURE

IRON MOUNTAIN KOFAX ASCENT CAPTURE ENTERPRISE



Document Conversion Services

BUSINESS CONTINUITY/DISASTER RECOVERY

Iron Mountain's contingency planning for Document Conversion Services includes multiple layers. A minimum of two business document scanners are installed in each Imaging Center, providing in-center redundancy and backup capability. In addition, Imaging Center scanners are under maintenance contracts, minimizing unscheduled maintenance downtime.

Each Imaging Center is a Disaster Recovery site for other sites and leverages the following:

- A centralized management approach that allows application software and supporting documentation to be distributed to any site in minutes.
- Standard Operating Procedures that ensure consistent operations regardless of physical location.
- Centralized processors that use redundant, fault-tolerant equipment.
- Centralized back-end processors that are located in an Iron Mountain Data Center that is 220 feet underground in a secure location. The back-up site is in a similar secure underground location over 500 miles away.

Iron Mountain's existing Business Continuity/Disaster Recovery plans also include contingency plans for business functions that are not specific to the Imaging Centers.

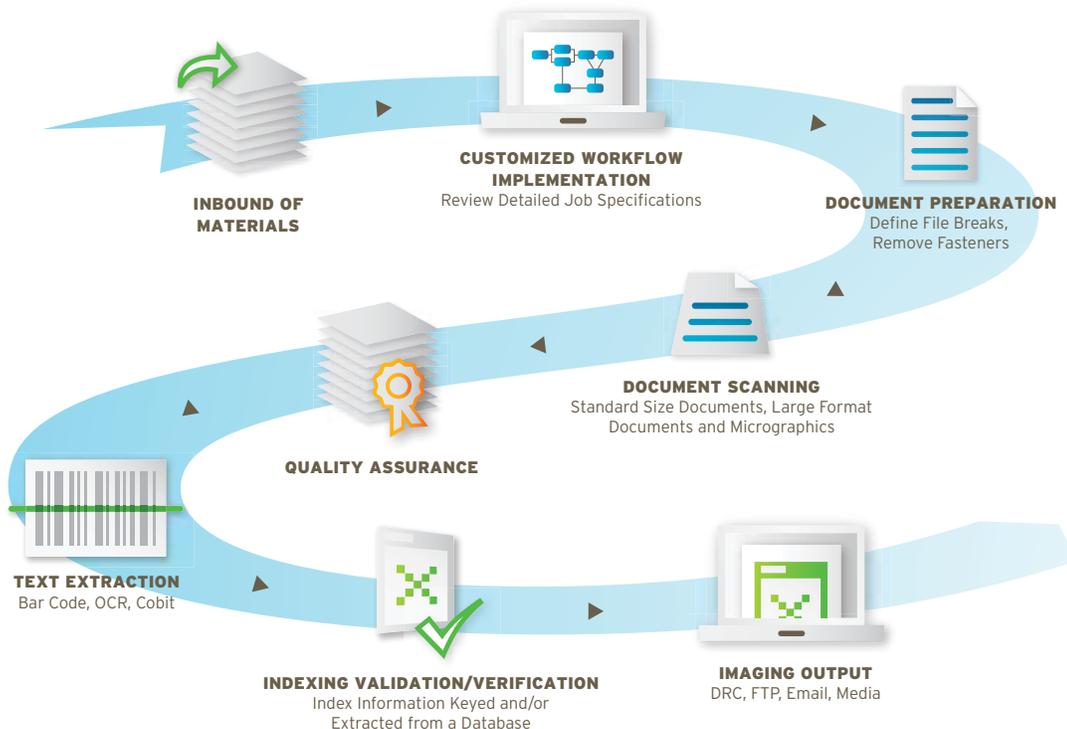
FOOTPRINT

Iron Mountain has been performing document conversion services for over 18 years and we convert over 50 million pages per month on a global basis. There are currently more than 90 imaging centers across the United States and Canada – a number that continues to grow as demand increases.

IMAGE CONVERSION PROCESS

Standard Operating Procedures

Iron Mountain has established Standard Operating Procedures (SOP's) for its Image Conversion process. The Imaging Center staff is trained on the procedures, and adherence to them is verified through the Internal Audit group as part of the regular site inspections.



Document Conversion Services

These SOP's include the establishment of documentation for each distinct application, training acknowledgement for each operator involved in the application, tracking and logging of tasks and operators and Quality Assurance (QA) inspections with any resulting corrective actions.

Transportation

Transfer of the documents to be imaged from the customer is normally handled by Iron Mountain's secure transportation, beginning the chain of custody tracking at the pickup point. Further information on this is available separately.

Inbounding

Boxes of documents destined for the Imaging Center are received, logged into SafekeeperPLUS®, Iron Mountain's inventory management system, and directed to the appropriate location.

Document Preparation

Standard document preparation includes removing fasteners (staples, clips, binder posts, etc.), unfolding, straightening bent corners, minor repairs and taping small documents to carrier sheets. Job-specific preparation steps (e.g. the handling of sticky notes) will be performed as documented in the Statement of Work (SOW) and the Imaging Center Operations documentation.

Each box is prepared as required; the activity is logged and signed off by the operator. A Quality Control (QC) inspection of the preparation work is performed, logged and signed.

Scanning

As prepared boxes of documents are scanned, the operator monitors the feeding and the resultant images, correcting misfeeds, multiple feeds, image capture and image legibility issues as they are encountered. The software and hardware automated features are used where possible to ensure optimal image quality output without intensive and expensive manual intervention.

A Scan QC inspection step is performed, verifying the correctness of the document grouping and verifying the overall legibility of the images.

Indexing

Documents will be indexed as documented in the SOW and Operations documentation, using combinations of automated extraction and manual entry. If required, a double entry pass is performed to verify that the index data is correct and complete.

Quality Inspection

Iron Mountain's standard QC Inspection uses the American National Standards Institute/American Society for Quality (ANSI/ASQ) Standard Z1.4 (Sampling Procedures and Tables for Inspection by Attributes) for inspecting the specified number of random document images throughout the batch. Images must be present, complete and a faithful reproduction of the original; exceptions are corrected and the noted, corrective action is documented to prevent re-occurrence. If the number of exceptions discovered exceeds the Plan's rejection boundary, the batch is returned for 100 percent paper-to-image inspection and correction.

The alternative QC Inspection plan compares every page to the generated image(s), ensuring completeness of capture and faithful reproduction. This extra-cost option is suitable for Vital Records and business-critical records where assurance of 100% capture is required.

Output Packaging and Release

The resulting image set and associated index information is packaged by the capture software as required and released as designated. Standard output image formats include single and multi-page TIFF G4 image files and multi-page image-only PDF files. Optional formats include multi-page image plus text PDF files, PDF/A files, Bates-numbered single page G4 TIFFs and less popular formats. Standard index file formats include delimited ASCII text files and ODBC-compatible files. Custom outputs are available through Iron Mountain's Professional Services.

Document Conversion Services

Output packaging produces image and index information suitable for ingestion into the destination system and is dictated by the requirements of that system. Common formats include XML packaging and output for specific business systems (e.g. Iron Mountain's Digital Record Center® for Images).

Output Transfer

Options for the secure transfer of the output package to the destination system include a Secure FTP transfer (hosted by Iron Mountain or by the customer), the use of media carrying encrypted data (e.g. DVD's, USB drives) and custom communication links.

Post-Imaging Document Handling

Following the image conversion process, the source documents may be stored securely with Iron Mountain, held for a short time pending destruction authorization, then securely shredded by Iron Mountain or returned to the customer. Information on Iron Mountain's storage and destruction options and specifics are available in separate documentation.

SUMMARY

The conversion from paper to digital is critical in business today to remain efficient and competitive. With Document Conversion Services, you can implement a new digital imaging program or redesign your current one. Cost control is achieved by utilizing Iron Mountain's Intelligent Scanning – scanning only certain documents as needed.

As this paper describes, Iron Mountain provides an efficient, scalable and secure environment that is supported by the latest technology, extensive industry know-how and tight controls based on proven best practices. Iron Mountain has created a first-class imaging workflow, which ensures that whether a business needs backfile scanning, day forward scanning, abstract scanning, or Image on Demand, Iron Mountain will follow the same secure operating procedures. Iron Mountain's expert staff understands that each customer has its own unique imaging records management needs and we ensure that they always receive the best quality product.

ABOUT IRON MOUNTAIN DOCUMENT MANAGEMENT SOLUTIONS

Iron Mountain Document Management Solutions help organizations create a comprehensive, fully integrated document management program that provides complete visibility and access to all business records – where and when they are needed. Organizations can become more effective and efficient managing employee information, supplier agreements, contracts, customer relationships, and more. Our enhanced access and control can speed business processes and decision-making, improve customer service, and support compliance requirements.

For more information on Iron Mountain's Document Management Solutions visit www.ironmountain.com/storeaccessmanage.

LEGAL AMENDMENT

**AMENDMENT TO THE CITY OF CHARLOTTE
REQUEST FOR PROPOSALS
RFP # 269-2014-085
CITYWIDE DOCUMENT MANAGEMENT SERVICES (“RFP”)**

In the event the City of Charlotte (“Customer”) selects Iron Mountain Information Management, LLC (“Iron Mountain”) as the Service Provider in connection with the Customer’s above referenced RFP, then merely by responding to the RFP, Iron Mountain shall not be bound by any legal terms and conditions within the RFP, including but not limited to the terms and conditions set forth in Section 7, Exhibit A Sample City Contract. If selected, Iron Mountain intends to discuss contract terms and conditions with the Customer and Iron Mountain will consider using select Customer terms, but Iron Mountain requests the following, customary storage industry terms form part of that discussion:

1. **Charges.** Rates and charges shall be as specified in the Pricing Schedule (Schedule A) and/or other Schedules. Transportation surcharges apply and change monthly without notice in accordance with the fuel surcharge policy, which may be found at <http://cic.ironmountain.com>.
2. **Payment; Late Fees, etc.** Payment terms are net, thirty (30) days.
3. **Insurance.** Iron Mountain shall, at its sole cost and expense, throughout the term of this Agreement, procure and maintain in full force and effect, the following insurance coverages, with an insurance carrier that is rated B+ or better by A.M. Best.

General Liability:	\$2,000,000 General Aggregate
	\$1,000,000 Product Aggregate
	\$1,000,000 Each Occurrence
Automobile Liability:	\$1,000,000 Each Occurrence
Workers' Compensation:	Statutory Limits
Employer's Liability:	\$1,000,000 Each Accident
	\$500,000 Disease
Umbrella Coverage:	\$5,000,000 General Aggregate
Crime Insurance:	\$2,000,000 Each Occurrence

Iron Mountain shall name "Customer, its subsidiaries and affiliates" as an additional insured with respect to the General Liability and Automobile Liability coverages only.

4. **Compliance with Laws.** Iron Mountain shall comply with all local, state and federal laws as such laws are applicable to Iron Mountain as a third party processor of data.
5. **Risk Allocation.** For the purposes of this Agreement, Customer declares the following values for items stored under this Agreement (“Deposits”): (a) for hard-copy records, \$1.00 per carton, linear foot of open-shelf files or other storage pricing unit, and (b) for media, the cost of replacing the physical item (each a “Declared Value”). Customer acknowledges that it has declined to declare an excess valuation, for which an excess valuation fee would have been charged. Iron Mountain shall not be liable under this

Agreement, with respect to any claims related to the Deposits and data therein or with respect to any non-storage services or electronic storage services performed, unless Iron Mountain fails to exercise such care as a reasonably careful person would exercise under like circumstances. If liable, the amount of Iron Mountain's liability is limited as follows: (i) with respect to Deposits and related data, Iron Mountain's liability is limited to the Declared Value; and (ii) with respect to non-storage services and electronic storage services and data related to each, Iron Mountain's liability is limited to six (6) months of fees paid by Customer for the particular service that gave rise to the claim. Deposits and data are not insured by Iron Mountain against loss or damage, however caused. If Deposits and/or data are placed in the custody of a third-party carrier for transportation, the carrier shall be solely responsible for any claim related to the Deposits and/or data while in the custody of the carrier. In no event shall either party be liable for any consequential, incidental, special or punitive damages, or for loss of profits or loss or interruption of business, or the cost of recreating any data or information, regardless of whether an action is brought in tort, contract or under any other theory of liability, and regardless of whether any remedy set forth herein fails of its essential purpose and even if a party knew of or should have known of the possibility of such loss or damage.

This section shall apply to all services provided by Iron Mountain *except* for records management (paper records storage and services) and shredding services. For records management services and shredding services only, Iron Mountain agrees to the indemnification provision set forth in Section 26 of Exhibit A – Sample Contract.

6. **Additional Services.** The terms and conditions in this Agreement are suitable for physical storage of paper based and media based records and non-storage services such as shredding or imaging. The parties may elect additional services such as electronic storage services ("DRCI") and such additional services will be offered on terms and conditions contained in this Agreement as well as terms and conditions unique to such services.

Approved as to Form and Legal Content:
Iron Mountain Legal Department



Thomas J. Lane
Corporate Counsel
Date: 09/18/14
Customer: City of Charlotte

TAKINGCARE

CORPORATE RESPONSIBILITY: IT'S THE WAY WE DO BUSINESS



Supplier, Employer and Neighbor of Choice.

At Iron Mountain, we believe that how a company conducts its business, treats the environment and acts within a community can have a profound impact on people's lives. While the Iron Mountain box has long served as a testament of our unwavering commitment to safeguarding our customers' information, our corporate responsibility extends beyond our core services. It's embedded in everything we do and the actions we take every day, around the world. Taking CARE is the platform that expresses our commitment to serve our communities, help protect the environment, preserve the world's treasures and create an inclusive and diverse work environment that gives each of our employees an opportunity to achieve their potential.

"Our commitment to corporate responsibility begins with the steps that each of us takes every day to protect and manage the information that we have been entrusted with."

- **JOHN "JT" TOMOVCSIK**
EXECUTIVE VICE PRESIDENT,
GENERAL MANAGER,
RECORDS & INFORMATION
MANAGEMENT

Our Taking CARE pillars:

Our People



Our Communities



Our Planet



Our Promise



Our People

We value our fellow Mountaineers above all, and our mission is to create a workplace where they can thrive and realize their full potential. Our focus on diversity, safety and career development training is designed to maximize the full capabilities of our workforce to drive best-in-class customer service and promote innovation.

SUPPORTING OUR EMPLOYEES

The John Jamison Iron Mountain Education Fund: Named in memory of a dedicated Mountaineer, this fund is designed to encourage and recognize academic excellence and help employees cover the cost of their children's college tuition. Funded by Iron Mountain shareholders, directors and managers, the program has awarded 96 scholarships totaling \$768,000 since its beginning in 2011.

The Richard Reese Iron Mountain Employee Relief Fund: Originally established by employees to help their colleagues affected by Hurricane Katrina, this fund has continued to grow through employee giving and matching gifts from the Iron Mountain Foundation. Since 2005, more than \$500,000 has been distributed to employees and their families impacted by catastrophic events.

BUILDING CAREERS

At Iron Mountain, professional development isn't just about completing courses; it's about collaborating within diverse teams and trying new things. We continually invest in our people to help them learn and reach their potential.

For example, in 2011, we opened a \$1.4 million North American Learning Center to train new couriers and records workers in environments that simulate our transportation and records management operations. These environments include the same tools, terminals, workstations and vehicles as a real Iron Mountain operation facility. Since its opening, we have invested more than \$3 million in training employees at this facility.

We also develop our future leaders through management training such as Insights into Leadership and Inspire, developed in partnership with Harvard Business Publishing. These training programs include virtual seminars with Harvard Business School faculty, case discussion and applied learning exercises.

ENSURING THE HEALTH & SAFETY OF OUR COLLEAGUES

Iron Mountain is committed to providing a safe and healthy workplace for our employees, contractors, visitors and neighbors. We believe that the health of our people is directly tied to the health of our company. Our Safety & Health Operating System is designed to minimize workplace risks proactively and reduce the occurrence of occupational injuries and illnesses.

"Once I got home, I realized that it was pretty bad. My clothes were out in the street, and when I walked in to the house, there was water everywhere. We lost pretty much everything. We could not stay in my house and didn't have power for about a week. With my general manager's help, I applied to the Iron Mountain Employee Relief Fund and received a grant. Knowing that the company you work for has your back during difficult times is a great feeling. Plus, it felt great knowing that my co-workers were helping me and it made me aware that I was part of a bigger picture. At some point, I will be able to help others to get back on their feet too."

**- MARLON LOPEZ
AREA CUSTOMER SERVICE
ASSOCIATE, MOONACHIE, NJ,
AFFECTED BY SUPERSTORM
SANDY**

“Veterans at Iron Mountain have an unparalleled sense of commitment, discipline and leadership. We know what it means to do a good job, follow process and procedures and provide assistance to others. I’m so proud to work for a company that is as committed to hiring veterans, as we are committed to making Iron Mountain successful.”

- STEVEN JAMES
VICE PRESIDENT, GENERAL
MANAGER, CHICAGO
TERRITORY



One great example of our health strategy can be seen in our new LiveWell program. In addition to implementing www.IMLiveWell.com, which includes a health assessment and a community forum, we have hired an onsite health coach in our corporate headquarters. After just the first phase of the program, 85 percent of eligible employees have registered on the site.

We’ve also invested \$6.6 million in comprehensive training and development programs, as well as workplace improvements and equipment upgrades, specifically focused on improving employee safety. In addition, between 2010 and 2012, we created more than 50 training modules to help employees across the enterprise work safely.

ENCOURAGING DIVERSITY

We believe that having a diverse employee base that reflects our customers and communities not only sustains the business, but is critical for its success and innovation. We have approximately 17,000 employees worldwide, of which approximately 10,000 are in North America. Over 39 percent of our North American employee base is ethnically diverse.

Veterans: Iron Mountain recognizes the value of hiring veterans and actively seeks them for our positions. We are a founding member of the 100,000 Jobs Mission Coalition in partnership with JPMorgan Chase and more than 120 other companies. In November of 2012, we started an employee resource group – IMVET – for our veterans and active service members, and membership has grown quickly since its inception. As a result of our work, GI Jobs magazine has named us as a Military Friendly company.

Women: The employee group Women@IronMountain was formed in March of 2011. Today, there are more than 500 members that have made numerous connections through mentoring, networking and volunteer opportunities.





Our Communities

Iron Mountain's team of approximately 17,000 employees works at more than 1,000 facilities located in small towns and large cities around the world. Our commitment to our colleagues and our customers includes doing our part to help make our neighborhoods better places to work and live. We do this by creating broader access to our world's cultural treasures, and by giving our employees time to volunteer for the causes they care most about.



MOVING MOUNTAINS

Our employees are actively engaged in the communities where they live and work through our Moving Mountains volunteer program. This program empowers them to support causes they care about in their own backyards. We offer our employees 16 hours of paid time off to volunteer and we give our top volunteers the opportunity to offer grants to the community organizations they support.

Since the program launched in May 2012, employees have logged over 100,000 volunteer hours with hundreds of non-profits and community organizations across North America.

“I’ve been familiar with Iron Mountain as a company my entire working life, but I’m now so impressed with your employees as people. You have amazing employees – hard working, competent, generous and kind. I would leap at the chance to partner with Iron Mountain again.”

**- MICHELLE MANSON
VOLUNTEER COORDINATOR,
NATIONAL INCLUSION
PROJECT, CHICAGO, IL**



Living LEGACY INITIATIVE

PRESERVING THE WORLD'S TREASURES

THE LIVING LEGACY INITIATIVE

At Iron Mountain, we believe that everyone deserves equal access to the ideas and artifacts that compose our human experience, regardless of economic or geographic barriers. That's why we created the Living Legacy Initiative to help museums and other nonprofit institutions protect and provide access to these cultural and heritage treasures. To fulfill our mission, we draw on our 60-year experience and provide our non-profit partners with a combination of financial grants, in-kind services and information management expertise.

Our Recent Partners:

John F. Kennedy Presidential Library: The John F. Kennedy Presidential Library is home to one-of-a-kind papers, photos, films and other records of the 35th president's time in office. Iron Mountain created a digital archive of these records and keeps the data in our secure underground facility in Boyers, Pennsylvania. The digital archive is available on the library website so people from all over the world can enjoy and learn from it.

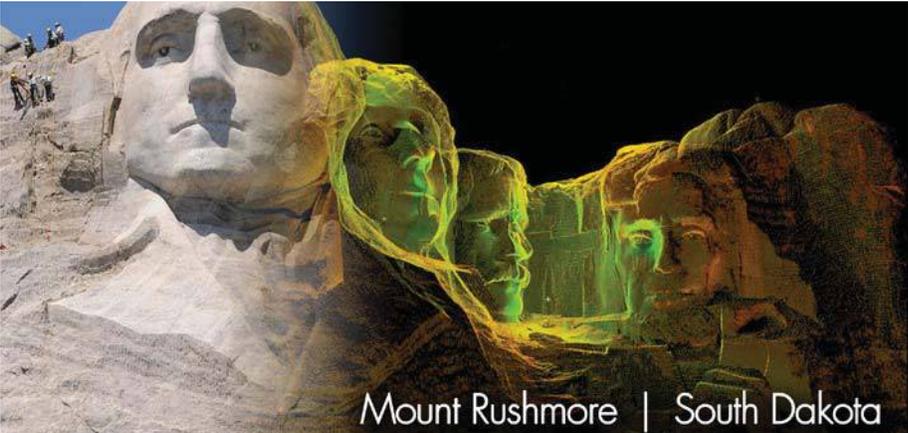
The C.H. Booth Library in Newtown, Connecticut: The Sandy Hook community received over 600,000 condolence items after their 2012 tragedy, including letters, cards, signs, quilts, teddy bears and many other objects. It became a priority for the library to preserve these items and make them accessible in an online archive for the whole world to see. Iron Mountain provided financial grants for the purchase of computer and scanning equipment for the digitization process, and will provide secure storage for the items in a facility in Watertown, Connecticut.

CyArk: CyArk is a non-profit foundation that uses 3-D laser scanners to digitally preserve the world's most important cultural and heritage sites. In order to fulfill their mission, CyArk needed an information archive that was accessible, scalable and secure. Iron Mountain used financial grants to build them a custom archive, leveraging our tape back-up solution and other technology partners, and offered CyArk in-kind services. A gold copy of this unique, irreplaceable data is also securely stored in Iron Mountain's underground facility.



“The Living Legacy Initiative allows us to apply the skills and expertise we’ve acquired helping organizations to store and manage valuable information for more than 60 years.”

- HAROLD EBBIGHAUSEN
EXECUTIVE VICE PRESIDENT,
GENERAL MANAGER, DATA
MANAGEMENT AND EMERGING
BUSINESSES



Mount Rushmore | South Dakota



“Reducing our carbon footprint is the right thing to do both for our business and our environment. With thousands of trucks on the road and an expansive network of storage facilities, we plan to continually optimize our operations so that we’re serving customers most efficiently and minimizing our environmental impact in the process. We’re excited about the progress we’ve made with environmental sustainability, and we’re proud to announce our first-ever target for reducing greenhouse gases.”

**- BILL MEANEY
PRESIDENT AND CHIEF
EXECUTIVE OFFICER**

Our Planet

At Iron Mountain, we recognize the importance of environmental stewardship and continuously seek new ways that we and our customers can reduce our collective footprint. Through a focus on driving efficiency in our facilities and our fleet, and by offering customers sustainable information management services, our goal is not to simply comply with what’s required of us but to also go above and beyond to ensure our world sustains us for generations to come.

GREENHOUSE GAS FOOTPRINT

In 2013, we established a commitment to know, disclose and address the business risks and opportunities associated with climate change and Iron Mountain’s GHG emissions. We established our first baseline carbon inventory and reported publicly to the Carbon Disclosure Project. We also committed to reducing our footprint by five percent at the end of 2014 from our 2012 baseline. In 2013, we made progress toward that goal through our efforts in energy efficiency and transportation/fleet improvements.

Energy Efficiency: Iron Mountain invested \$11 million in lighting and HVAC upgrades in over 200 facilities in the United States and Canada over the past two years. These efforts have created significant shared business and environmental benefits, reducing our operating costs and saving an amount of energy equivalent to the electricity needed to power over 3,000 homes per year.

Fleet: Our fleet is a key component in the work we do and the services we provide to our customers. We implement policies and embrace new technologies that increase efficiency, and curb our environmental impact. A large percentage of our fleet uses the latest diesel technology. In 2011, we discovered that by increasing our weight load per truck, we could



FTSE4Good

2013 inclusion in the FTSE4Good Index

“I’m proud to work for a company that is looking to meet the needs of the present without compromising the needs of the future, and I love working in the facility that is hosting our first solar array.”

- **CARRIE MAKSYMIW**
TERRITORY MANAGER,
BUSINESS SUPPORT
SERVICES, WINDSOR, CT

decommission vehicles, directly removing fuel and emissions from the road. Last, routing optimization and our routing software and performance-reporting suite allow us to use fewer vehicles and drive fewer miles. To date, our efforts have won us the Green Fleet Award in the United Kingdom in 2010 and 2011 for the Best Private Sector Fleet.

Alternative Energy: We also look for opportunities to leverage our real estate footprint in ways that better our environment. In 2013, we completed construction of the first solar array hosted on an Iron Mountain facility in Windsor, Connecticut. This 902-panel array will produce 313,760 kilowatt hours annually, which is equivalent to the amount of electricity needed to power over 30 homes. We plan to expand our program to additional locations in 2014.

WASTE/RECYCLING

Operations: In 2013, we established our first waste stream baseline and began efforts to measure recycling and waste reduction opportunities throughout our operations. In 2014, we will establish goals as we address key waste issues such as the use of shrink wrap.

Supply Chain: We purchase 7,565 tons of curated boxes annually to store the valuable and irreplaceable information of our clients. Working with our suppliers, we ensure that these boxes are made of 65 percent recycled material.

Enabling Customer Sustainability Efforts:

- **Shredding:** In 2013, our paper recycling and shredding service helped customers save close to seven million 50-foot trees.
- **E-waste:** Electronic waste is a growing concern among both consumers and corporate entities and it is an issue we take seriously. We have been recognized as an e-Stewards Enterprise, verifying our commitment to securely destroy, recycle or dispose of our customers' electronic assets properly.





OUR CORE VALUES

Security

We protect our customers' information as if it were our own.

Total Customer Satisfaction

We deliver what our customers expect, when they expect it.

Candor

We communicate in an open and truthful way that is constructive and respectful.

Integrity

We are always honest and never compromise our Core Values.

Accountability

We hold ourselves personally responsible for our actions, commitments and results.

Action Orientation

We are alert to opportunities and problems and act with a sense of urgency.

Teamwork

We work in teams to accomplish far more together than we could as individuals.

Our Promise

At Iron Mountain we believe that every individual and every company has the right to information protection, security and privacy. It's the promise that we live out each and every day. Upholding this promise is embedded in the culture of our business, from investing in new technologies to developing Mountaineer professional training in order to be the strongest innovators and stewards of information.

WHO WE ARE

For more than 60 years Iron Mountain has been managing information and ideas for organizations of all sizes and in every major industry. We have more than 1,000 facilities and fleet 3,600 vehicles, and operate in 32 countries on five continents. Our commitment to information responsibility goes beyond our internal operations and can be found at the core of our products and services. As a trusted partner to 94 percent of the Fortune 1,000 companies and with approximately 500 million cartons and more than four petabytes of data in our protection, we help our customers keep confidential employee and business data secure. Privacy and security is at the core of who we are.

RECOGNITION AND AWARDS IN 2013

- *FORTUNE* magazine's World's Most Admired Companies
- FTSE4Good Index inclusion
- *InformationWeek* top 100 innovative users of technology
- *Chief Learning Officer Magazine* Gold Learning in Practice: Collaboration Award for the company's North American Operations employee development and training program
- *Security Magazine's* Security 500 – Named one of the most secure companies in the U.S.

ABOUT IRON MOUNTAIN. Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company Web site at www.ironmountain.com for more information.

BUSINESS CONTINUITY MANAGEMENT SYSTEMS OVERVIEW



BUSINESS CONTINUITY MANAGEMENT SYSTEM (BCMS) OVERVIEW

EMERGENCIES, BUSINESS CONTINUITY, & CRISIS MANAGEMENT

EXECUTIVE BRIEF

The Business Continuity Management System Executive Brief provides an overview or synopsis of the organizational structure for responding to and recovering from unplanned events. The Executive Brief intent is not to provide detailed explanation of how each response and recovery occurs, but only an introduction or overview of the Iron Mountain planned responses.

Revision Date: Thursday, February 20, 2014

Revision Number: 1.4

Brief Owner: Business Continuity

EMERGENCIES, BUSINESS CONTINUITY, & CRISIS MANAGEMENT

INTRODUCTION

Iron Mountain provides information management services for a client base of over 140,000 organizations, and helps them reduce their information availability risk by providing a continuously secure and available operating environment. To maintain this high-level of client trust and provide a safe environment for its employees, Iron Mountain takes proactive measures in preparing for unplanned events that can threaten the continuous availability of business operations and/or the safety of personnel.

This Executive Brief provides a high-level overview of the implemented Iron Mountain programs that help ensure the continuous availability of business operations and/or the safety of personnel. The brief provides an overview of the organizations response structure and activities in responding to an unplanned event.

ORGANIZATIONAL RESPONSE STRUCTURE

The Iron Mountain organizational response structure is segmented to address three strategic areas (Emergencies, Business Continuity, and Crisis Management). Each of these segments is outlined below and forms the basis for the remainder of this Executive Brief.

- **Emergency Response Management**, which is designed to manage responses and actions to site emergencies, and is focused on the life / safety of employees, visitors, etc.
- **Business Continuity Management**, which is designed to manage the response and recovery of the technical infrastructure (Disaster Recovery Plans) and business operations (Business Continuity Plans) within the Business Continuity Management Program.
- **Crisis Management**, which is designed to facilitate senior management's response to and supervision of an event and/or business interruption

KEY TERMS

Emergency – an unexpected or impending situation that may cause injury, loss of life, or property damage.

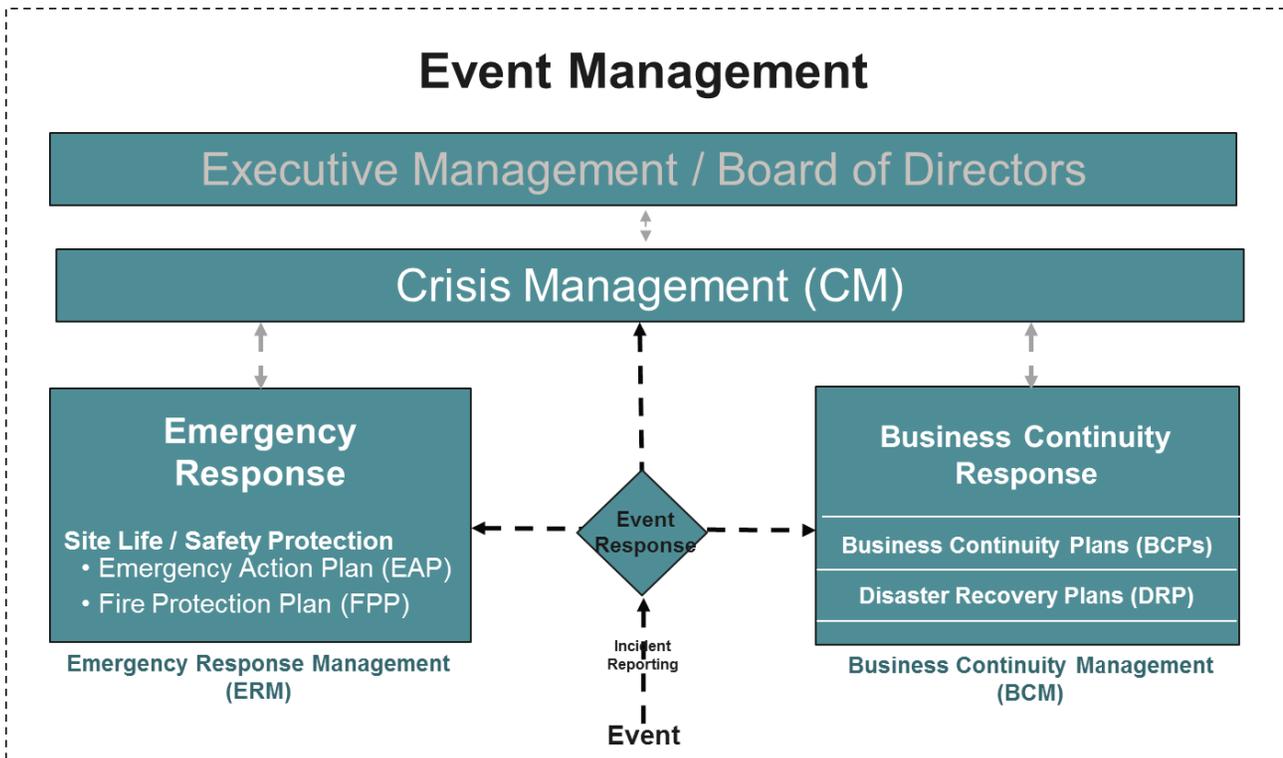
Bus. Continuity – Capability of the org. to plan for and respond to events, in order to continue business operations at an acceptable level

Crises - An inherently abnormal, unstable, and complex situation that represents a threat to the strategic business objectives, reputation, or existence of the organization

EVENT MANAGEMENT APPROACH

EVENT MANAGEMENT PROCESS-FLOW

The below diagram provides a logical overview or framework of the Iron Mountain organizational response process-flow and structure relevant to the specific strategic response areas. Each of these segments is defined in more detail within this document.



EMERGENCY RESPONSE MANAGEMENT

EMERGENCY ACTION PLAN (EAP) PURPOSE

The Emergency Action Plan (EAP) facilitates and organizes Iron Mountain's actions during workplace emergencies, and is focused on the life / safety of personnel. The EAP communicates to team members the policies and procedures to follow in emergency situations.

EAP SITE REQUIREMENTS

A written Emergency Action Plan (EAP) will be available at each Iron Mountain site for review by any interested employee, temporary employee, supervisor, sub-contractor and their employees. Site personnel should contact the sites Emergency Action Plan Coordinator for EAP specific questions / additional information.

Note: Iron Mountain's separate Fire Prevention Plan (FPP) spells out the procedures for reducing the chance or effect of a fire emergency. Each site is required to have a Fire Prevention Plan.

EAP CORE ELEMENTS

Iron Mountain is committed to minimizing the threat and impact of fire or other emergencies to employees, visitors, and property; complying with all applicable laws, regulations, codes, and good practices pertaining to emergency response. At a minimum, each EAP is comprised of the following core elements:

- Emergency Reporting and Response (fires and other emergencies)
- Emergency Alarm System(s)
- Rescue and Medical Duties for Employees
- Critical Pre-evacuation Procedures
- Emergency Evacuation Procedures
- Emergency Evacuation Escape / Exit Routes
- Accounting for All Employees and Visitors after Evacuation

EAP COMPLIANCE

The following table identifies the compliance percentage for each area relevant to implementation of Emergency Action Plans for their specific sites:

Area / Locations	Compliance % (total sites / site plans)
Headquarters (NAO)	100%
NAO	100%
Canada	100%
Latin America	Implementation to occur in 2014
Europe / Asia Pacific	Implementation to occur in 2014

EMERGENCY RESPONSE RESPONSIBILITY

The following table identifies the primary personnel responsible for the successful implementation and continuous monitoring of the Emergency Response program:

Area of Responsibility	Responsible Role / Department	Key Contact
Program Responsibility	Global Security Services/Business Continuity	VP, Physical Security / Business Continuity
Site Responsibility	Operation/Plant Manager(s)	Site Specific

CRISIS MANAGEMENT

CRISIS MANAGEMENT PLAN (CMP) PURPOSE

The Crisis Management Plan or “CMP” is designed to provide an overall management process as well as the underlying foundational structure that enables the appropriate level of senior management oversight to a potential crisis situation. The purpose of the Crisis Management Plan (CMP) is to provide oversight, support, and the appropriate resources to manage and mitigate a potential crisis situation. The CMP is invoked relevant to a significant event or potential crisis situation.

CMP SCOPE

The CMP provides the management structure for responding to any significant event and/or potential crisis situation that may impact an Iron Mountain business operation / facility. While the focus is on a physical event, the CMP notification and escalation framework can be applied to other situations as needed.

CMP OBJECTIVES

The objectives of the CMP are to provide Iron Mountain with a Crisis Management structure that:

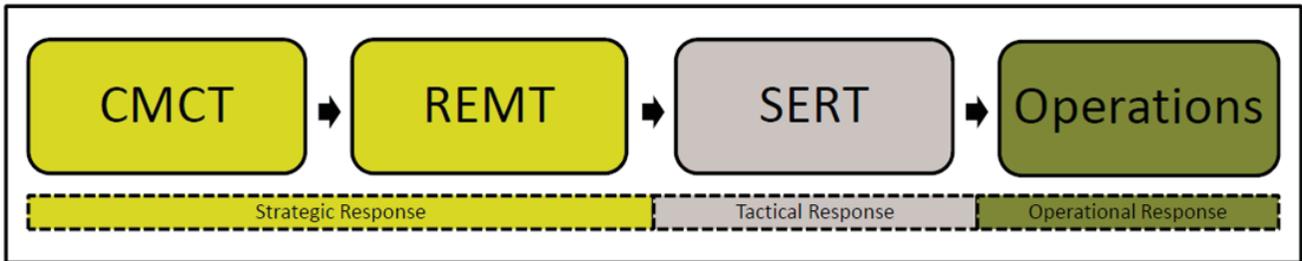
- Ensures appropriate decision-making is addressed at the right levels of the organization;
- Ensures the appropriate level of support in a timely manner;
- Ensures the appropriate level of communications across all organizational levels;
- Ensures information is accurate and current across all organizational levels;
- Ensures a consistent response and escalation process regardless of event type; and
- Ensures for a coordinated and integrated event response (i.e. business, technology)

CMP PHYSICAL STRUCTURE

The Iron Mountain “logical” Crisis Management structure is comprised of three teams described below:

- 1) **CMCT / REMT** (Crisis Management Core Team / Regional Event Management Team) - Senior Management Personnel
- 2) **SERT** (Site Event Response Team) – Site Response and Recovery Personnel
- 3) **OPERATIONS** – Site Personnel Performing the Daily Business Production Activities

The following diagram is a representation of the physical Crisis Management organization within Iron Mountain. The CMCT/REMT Teams are identified as Corporate and/or Regional Management Teams that will support and coordinate the event response to a local site. The SERT Teams are local to a site and provide the local tactical recovery activities. Operations represent the daily business activities that are being restored.



Note: The above is a sample physical representation of the overall IM organization, and is not intended to be all inclusive.

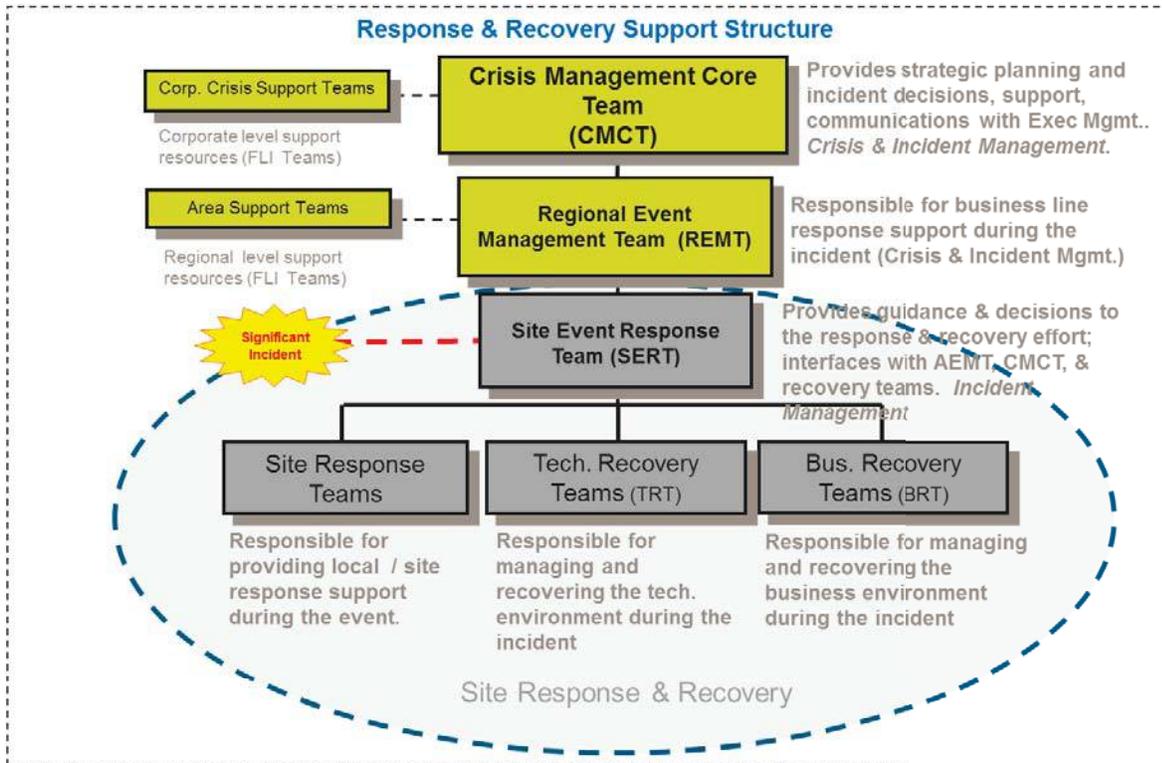
The following describes the Crisis Management Organization:

Acronym	Description	Responsibility
CMCT	Crisis Management Core Team	Maximum point of escalation at a corporate level
REMT	Regional Event Management Team	Activities and escalation at an area or regional level
SERT	Site Event Response Team	Activities and escalation at a site level
Operations	Business Operations	Perform the business operations upon resource availability

CMP RESPONSE AND RECOVERY STRUCTURE

The Crisis Management Plan Recovery Support Structure is similar in context for any / all Iron Mountain facilities / locations. This Crisis Management Teams provide the oversight for implementing the selected recovery strategies within the Business Continuity and Disaster Recovery Plans:

Crisis Management Notification and Escalation



CRISIS MANAGEMENT CORE TEAM

The Crisis Management Core Team (CMCT) is responsible for providing overall corporate support and strategic direction in coordinating and managing the event response at any Iron Mountain, from the start of an incident through its conclusion / resolution.

The following identifies the core members of the Crisis Management Core Team (CMCT):

CMCT Role	Primary	Alternate
Team Leader	[REDACTED]	[REDACTED]
Safety & Security (Team Leader)	[REDACTED]	[REDACTED]
Business Continuity (Team Member)	[REDACTED]	[REDACTED]
Risk Management (Team Member)	[REDACTED]	[REDACTED]
Real Estate (Team Member)	[REDACTED]	[REDACTED]
Corporate Communications (Team Member)	[REDACTED]	[REDACTED]
Employee Communications (Team Member)	[REDACTED]	[REDACTED]
Information Technology (Team Member)	[REDACTED]	[REDACTED]
Legal (Team Member)	[REDACTED]	[REDACTED]
Procurement	[REDACTED]	[REDACTED]

BUSINESS CONTINUITY MANAGEMENT

SITE EVENT RESPONSE TEAM (SERT)

The Site Event Response Team (SERT) is responsible for providing local response and recovery at any Iron Mountain location. The SERT will work in conjunction with the CMCT and AEMT in determining the required activities and have primary responsibilities for implementing the determined actions. The local site team will have hands-on responsibility for implementing any selected recovery strategies within the Business Continuity and/or Disaster Recovery Plans.

SERT RESPONSIBILITIES

The following provides an overview of the types of SERT responsibilities:

- Initial response and recovery during business or non-business hours
- Event escalation by logging event in the Incident Reporting Center (IRC), or by phone for severe incidents (888-464-3571)
- Coordinating local personnel and identifying interim staffing, equipment, supplies and space needs as required.
- Conducting recovery activities under the direction of the AEMT to limit damage to customer records and the business
- Provide ongoing tactical/strategic support to mitigate known risks to the business (i.e. human element, natural hazards, etc.)

SERT ROLES

The following provides an overview of the types of SERT roles within the various locations:

SERT ROLES: Boyers (Data Center)

SERT Role (Data Center)
Director of Safety & Security
Manager of Safety and Security
Director of Facility Maintenance
Disaster Recovery Team Leader

SERT ROLES: Business Locations

SERT Role (Business site)
District Manager/Director
Human Resource Business Partner
Operations/Plant Manager
Transportation Manager
Operations Supervisor
Transportation Supervisor

BUSINESS CONTINUITY PLANS (BCP)

BUSINESS CONTINUITY PLAN (BCP) PURPOSE

A Business Continuity Plan refers to the planned response and recovery actions of the business operations to an unplanned event. The purpose of Iron Mountain BC Plan is to facilitate the process to resume the time-sensitive processes, operations, and business processes in a timely and organized manner in order to continue as a viable and stable business entity.

BCP SITE REQUIREMENTS

Business Continuity Plan templates are provided to each line of business. Each business unit location is required to populate the BC Plan template with their unique information and validate the strategies identified within their BC Plan.

BCP CORE ELEMENTS

Iron Mountain Business Continuity Plans are developed on scenario based planning. Scenario planning entails identifying the potential disruptions that could suspend business operations and determining the planned response to restore operations within the specified recover time objective. At a minimum, each BCP is comprised of the following four scenarios:

- Loss of Workplace
- Loss of Workforce (mass absenteeism)
- Loss of Vendor / Provider
- Loss of IT Services (applications)

BCP RESPONSIBILITY

The following table identifies the primary and alternate personnel responsible for the development and ongoing maintenance of the Business Continuity Plans:

Area	Line of Business	Primary Contact	Alternate Contact
Corporate (Office)	Corporate offices	[REDACTED]	[REDACTED]
Field	All	District Manager	Operation/Plant Manager

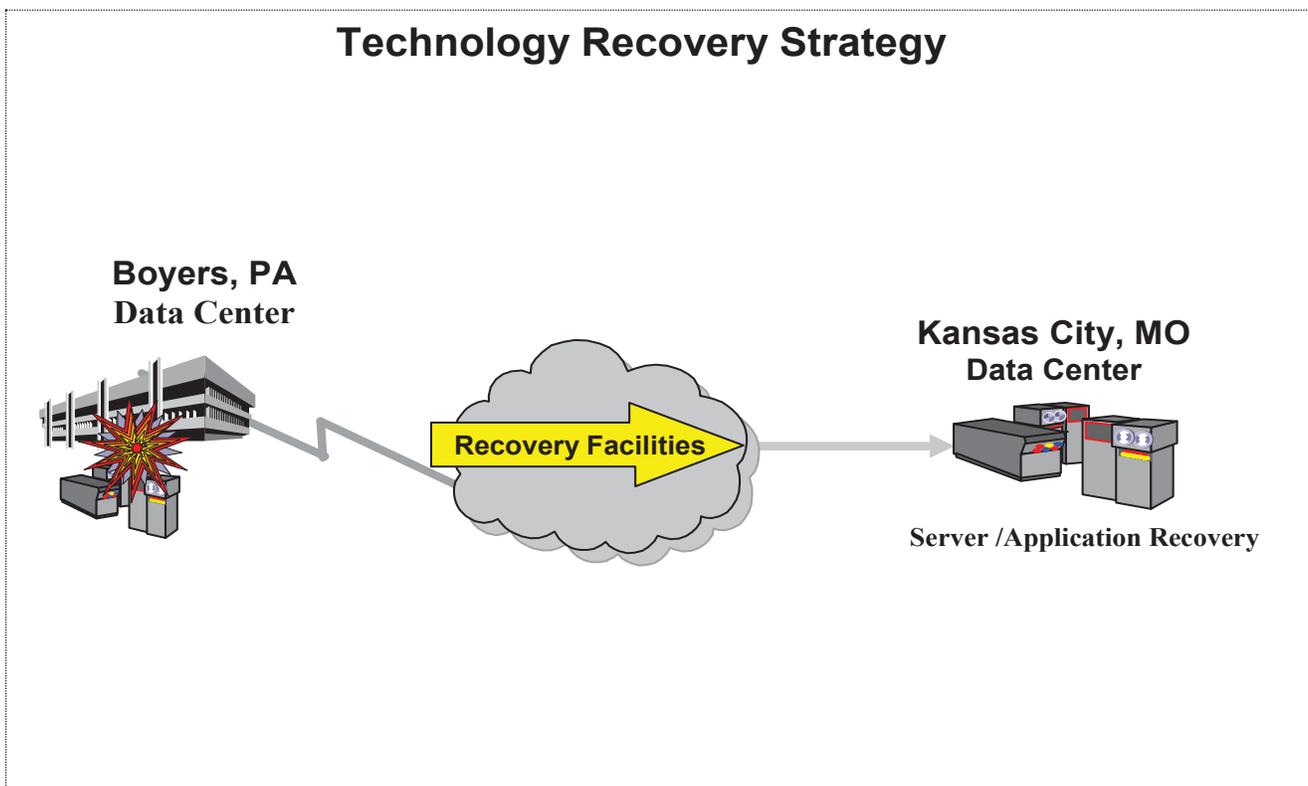
DISASTER RECOVERY PLANS (DRP)

DISASTER RECOVERY PLAN (DRP) PURPOSE

A Disaster Recovery Plan refers to the planned response and recovery actions of the technical infrastructure / environment. The purpose of Iron Mountain DR Plan is to facilitate the process to recover the critical technical components in a timely and organized manner and within the predetermined recovery time objectives.

DISASTER RECOVERY STRATEGIES

The following diagram represents the DR strategies for a loss of the Boyers data center facilities:



Recovery Strategy Overview:

- Loss or failure of the Boyers, PA Data Center would result in a failover to the Kansas City, MO Data Center.
- All Required systems, applications and recovery materials are available at the Kansas City, MO Data Center.
- Some development and QA resources at Kansas City will be requisitioned for DR purposes.
- Technology Recovery Time Objective (RTO) is based from point of plan activation.
- Plan is currently developed only for Tier 0 and 1, but may be enhanced in the future to include additional tiers.

DISASTER RECOVERY PLANS

The following table identifies the Disaster Recovery Plans currently developed and implemented for the Boyers and Kansas City data centers:

Application Suite	DR Plans Objectives	Application(s)
Records Management / Shred	Restore the entire critical technical infrastructure and applications that support Records Management production capabilities within four (4) hours and with a data loss not to exceed fifteen (15) minutes from the time of the Technology Recovery Plan activation	SKP IMConnect RoadNet Assyst
Data Management	Restore the entire critical technical infrastructure and applications that support Data Protection production capabilities within two (2) hours and with a data loss not to exceed fifteen (15) minutes from the time of the Technology Recovery Plan activation	SecureSync SecureBase

DISASTER RECOVERY RESPONSIBILITY

The following table identifies the primary personnel responsible for the response and management of a significant event at the Boyers and Kansas City data centers:

Location	Primary	Alternate
Boyers, PA	[REDACTED]	[REDACTED]
Kansas City, MO	[REDACTED]	[REDACTED]

RIM 360 SOLUTION BRIEF

Records Information Management (RIM) 360° Solution

Records management is in the process of a significant transformation. It has moved from a tactical endeavor – where and how do I save and protect my physical records – to something far more strategic. The compounding growth of electronic records has been the primary driver of this change, and electronic records management is continuing to shape the types of solutions and policies organizations must apply to all of their information. The pace of change is being exacerbated by the creation of new types of records through collaborative applications such as e-mail, social networks and SharePoint.

Iron Mountain 2012 Compliance Benchmark Report

For the past several years, Iron Mountain has surveyed hundreds of companies to build an annual **Iron Mountain Compliance Benchmark Report**. This report developed by Iron Mountain Professional Services represents our ongoing commitment to provide a clear and comprehensive review of the current state of information management trends and practices to help organizations like yours solve information management challenges. The **2012 Iron Mountain Compliance Benchmark Report** provides a fact-based perspective on how our customers run their programs, while at the same time helping them reduce cost and risk. This analysis is made up of more than 4,000 Compliance Risk Assessments, which represent input from professionals in every major vertical market. The high level results of the report reveal:

2012 Compliance Benchmark Report Findings



Figure 1 - Key Benchmark Findings

Most organizations recognize the need to get their records programs under control. In fact, in the survey, 63% of companies said they have experienced an event that cost them money. The survey also showed that more than 90% of companies plan to increase spending on information management, 80% have formal policies for records and information management

(RIM) and 77% have formal policy-driven processes to protect private information from unauthorized or inadvertent access. Yet, only 37% of these same companies said they are able to consistently apply policies across all of their records types. Our complete report is available upon request.

Companies that fail to adapt quickly to these changes are putting themselves at considerable risk. They are also likely spending a lot of money they could be saving if they had a strategic records management solution in place. The risks of poor record management include failure to meet regulatory compliance and eDiscovery requirements, possible disruptions to business continuity and a wide range of costs, from litigation losses and settlement charges to rising data storage costs.

Primary Records Management Challenges

Most organizations today don't have the systems or processes in place to apply consistent policies across all of their records. In fact, many organizations have their physical records stored across multiple facilities – both on-premises and/or with one or more third-party vendors – and have their electronic records stored in a multitude of locations in a wide range of formats. Without a system in place to unify and centralize the management of physical and electronic records, it is nearly impossible to apply and enforce one set of policies to govern access rights, retention periods and destruction protocols, regardless of where the information is stored.



Figure 2 - Primary Records Management Challenges

At the same time, electronic records are growing at a staggering pace. Organizations are generating more information more quickly than they ever have before. What's more, much of this information is coming from applications like e-mail, social media and collaborative platforms such as SharePoint, where industry-accepted standards and practices for governance, retention and destruction are still being determined. This is creating even more urgency to get all records properly classified, tagged and managed under one centralized solution.

Potential Consequences for Not Applying Consistent Policies and Governance

If you are unable to locate specific records in a timely manner, your organization may be subjected to fines for regulatory compliance violations. The same holds true if you destroy certain records too soon or retain them too long. You can also put the company at risk for significant eDiscovery challenges and costs.

Many companies will settle civil litigation cases rather than go to trial because the cost of a settlement is actually less than the costs involved in eDiscovery. It can be even worse, however, if the company actually goes to trial and loses a judgment because of records that should have been either kept or destroyed.

Business continuity and disaster recovery are other areas of concern. Do you have a plan in place to recover vital records in the event of a disaster? What about other official records? You should be able to assign a value to each record within your organization at every stage throughout its life cycle, and you should be able to locate it simply and easily through a centralized system at any point in its life cycle. Another major issue is the cost of digital storage. The explosion in electronic records means organizations have many more records to store. By classifying and tagging each electronic record, your organization can manage it more easily throughout its life cycle, using technologies such as data deduplication and automated tiering to cut down on storage costs.

How do we get records management under control?

The key to addressing records management challenges is to adopt a unified solution whereby the organization is applying consistent policies, procedures and governance to both physical and electronic records.

This unified approach is critical because neither electronic nor physical records exist in isolation: They are inexorably linked in terms of content creation, retention policies, privacy and disposal policies, disaster protection, retrievability and myriad other factors.

Taking the First Step

For many organizations, the first step in transforming their records management program is recognizing that they need expert help.

Records management is changing dramatically, fueled by massive growth in electronic records, the ongoing need to keep physical records safe and secure, shifting regulatory and eDiscovery requirements, and confusion caused by a whole new class of unstructured data from e-mail, social media, SharePoint and similar applications.

For most organizations, these dynamic changes can be overwhelming – and often they don't know where to begin to get their records management under control. Many organizations discover that they don't fully understand changing parameters, that their technology investments are not working together, and that their internal resources and departments are not focused on the fundamental best practices of sound records management.

This is where bringing in an expert partner can be transformative. Iron Mountain is the logical first choice for many organizations because of its successful track record in delivering state-of-the-art unified records management solutions to companies of all sizes in all industries – more than 97% of Fortune 1000 companies rely on Iron Mountain as their information management partner.

Records Information Management 360° Solution

Iron Mountain's **Records Information Management (RIM) 360° Solution** is a comprehensive suite of **Consulting, Technology and Services** tailored to an organization's specific requirements resulting in a compliant Records Management program that mitigates risks while reducing operating expense through enterprise wide best practices and records management optimization technology.

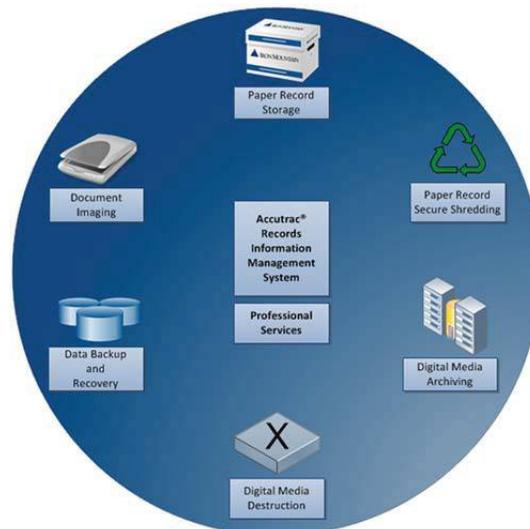


Figure 3 - Popular Services

Consulting

RIM 360° is a holistic, lifecycle framework where **Iron Mountain Professional Services** collaborates with your team to identify records management policy and strategy gaps. Once identified, recommendations are developed to bridge those gaps; leveraging your infrastructure. The framework of the solution includes specific services you require to optimize their records management processes.

Creating and maintaining an information management program, processes and systems helps you reduce storage and administrative costs, supports regulatory obligations, minimizes risk and provides you with accessibility of critical documents.

Iron Mountain Professional Services supports your efforts with tools, resources and best practices to guide you along the way and help optimize your program to lower costs, decrease risk and drive efficiencies.

The following Iron Mountain Professional Services expertise areas focus on key Best Practices that form the building blocks of an information management program that lowers costs, drives efficiencies and minimizes risk exposure. As such, it's important to keep these in mind as you organize your program:

- **Policies and Procedures** - Your program should be built around formalized policies and procedures that address each area of information management in accordance with operational, legal and compliance requirements.

As regulations evolve, your ability to maintain compliance will hinge on how well you can incorporate, communicate and apply these changes to your existing information management policies and procedures. But doing so can be confusing, time consuming and error prone — and distract you from addressing key business strategies.

Iron Mountain Professional Services can help you train users on your policies and procedures, and ensure they are properly applied and followed wherever you do business — even in international locations. And because you'll have access to a host of industry-specific expertise, you can rest assured knowing your policies have been built around the legal, ethical and regulatory guidelines that are most pertinent to your operations.

- **Retention** - A sound, legally credible retention schedule that defines how long you should keep a specific record is the core of a compliant information management program.

Retention policies must be “legally credible.” It is essential for your retention guidelines to reflect the key laws and regulations governing your particular industry. Making sure you’ve accounted for them all is a daunting process, and the consequences of neglecting one can be considerable.

Iron Mountain Professional Services can draw upon its extensive knowledge of legal guidelines, regulations and court decisions to determine which are most pertinent to your operations and ensure they are reflected in your retention schedules — and enforced throughout your organization. This way, you’ll be able to prove during audits and lawsuits that your retention policies show evidence of “good faith” across all formats and storage locations.

- **Index and Access** - Proper indexing enables the usability of information and ensures that you can access what’s needed to support business goals, litigation responses and audits or investigations.

We know you are doing more with less. The amount of information you’re managing has grown considerably, but your records management headcount may remain unchanged. Despite this reality, auditors and regulators mandate quick turnaround times for every request — and impose steep penalties if you fail to comply.

Iron Mountain Professional Services can help you put these concerns to rest by systematically indexing all of your records by subject matter, across all formats, storage media and locations, giving you the control required to act decisively in the event of an audit or regulatory review.

As such, you’ll find yourself well positioned to enable accurate, controlled and authorized access to your information — which can eliminate the chances that you fail to respond in a timely manner.

- **Privacy and Disposal** - Consistent disposal practices can decrease corporate risk and minimize inadvertent disclosures by ensuring that confidential information is safely destroyed at the end of its useful lifecycle.

You clearly understand the importance of keeping sensitive employee and customer information secure throughout its lifecycle — after all, the risks and ill effects of an inadvertent disclosure are headline news. However, if you are not building policies that protect information from creation to disposal — and ensuring they are properly enforced across your business — you may be jeopardizing the well-being of your company and its customers.

When you outsource your information management processes to Iron Mountain Professional Services, you'll be able to leverage our deep knowledge of new and emerging privacy regulations, and employ proven best practices for integrating, communicating and enforcing these requirements company-wide. This should help you ensure that records are stored, transported and disposed of in a consistent, secure manner, so you can limit the potential for inadvertent data leakage.

- **Audit and Accountability** - To be truly successful, your program needs a team of individuals, including a Corporate Records Manager, to administer it across all areas of the business and perform routine audits to maintain ongoing compliance.

Say you're audited tomorrow, or told that a class-action lawsuit has been filed against your company. If you aren't able to quickly locate all of the information needed for these events, or can't determine if a requested document was destroyed, your organization may run the risk of incurring significant fines and penalties.

Working with a qualified service provider can help you alleviate these concerns by ensuring that you'll be able to deliver exactly what's needed for an audit or lawsuit. You can leverage Iron Mountain's experience in supporting similar companies' audit and litigation responses to identify and classify any records that may be required during such an event — and build formal, well-communicated and strongly enforced destruction hold policies — so you can quickly locate and retrieve all of the necessary documents.

Ready to get moving, but not sure of where to begin? Don't worry. You can take advantage of Iron Mountain Professional Services and Iron Mountain's proven, best practices and six-step records management methodology — a framework that has been successfully implemented by more than 3,000 customers — for developing, implementing and sustaining an information management program.

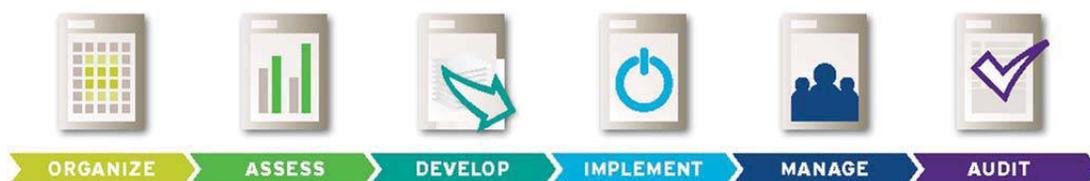


Figure 4 - Six Step Compliant Records Management Methodology

Iron Mountain has partnered with many companies like yours to maximize their compliance postures. With the help of our proven expertise and best practices, you will find yourself well positioned to identify the key laws and regulations governing your industry, understand the effect these have on your operations and create a comprehensive information management program that protects your organization's critical assets in a compliant manner.

Technology

The **RIM 360° Solution** addresses the electronic records integration by leveraging the Iron Mountain **Accutrac®** records management system to provide a single application for providing consistent visibility, access and policy management for both physical and electronic records. Retention schedules, legal holds, retrieval and destruction can all be set and executed in Accutrac and applied to records of all types, wherever they reside: at Iron Mountain, the customer, or other records management vendors.

Accutrac 360° for SharePoint, Iron Mountain's software for managing multiple paper and electronic record inventories integrates with Microsoft SharePoint through a partnership with Gimmal, a maker of information lifecycle solutions for Microsoft SharePoint. Customers can now use Iron Mountain's records management platform to classify SharePoint records and apply legal holds and retention periods within the SharePoint graphical user interface.

Accutrac 360° for SharePoint is an optional software component for users who wish to manage records within the SharePoint interface.

By integrating Accutrac and Gimmal, the **Iron Mountain Records and Information Management 360° Solution** extends native SharePoint functionality to deliver capabilities for consistent classification and management of physical and electronic records, a key prerequisite for accessing information quickly, meeting compliance requirements, and being prepared for litigation or a disaster/data loss event. Specifically, it delivers:

- **Greater visibility** – Records inventory can be centralized through SharePoint, regardless of whether it's in a physical or electronic format or stored onsite, within SharePoint, with Iron Mountain or with another vendor.
- **Better reliability** – Using SharePoint as the unified “system of record” allows the consistent application of policy across all records and all parts of the organization, eliminating inconsistencies in adoption.
- **Improved control** – Policies for how long an organization keeps a record for business, compliance or litigation reasons can be standardized and enforced, including an automated, auditable process for destruction.

Services

Business Challenge

Your hardcopy records hold the answers you need to drive your company forward. So, it's no surprise that you rely on them every day to enable new business strategies, respond to customer requests or support your compliance practices. But when you struggle to find your records in a timely manner, your ability to answer the questions that are so essential to the success of your organization will be significantly impaired.

INDUSTRY FACT:

66% of knowledge workers indicated that they spent at least 15% of their day searching for information.

This can equate to an annual cost of roughly \$11,500 per administrative support person and \$28,500 per manager.

If you aren't storing and protecting your information using the proper process, security and environmental controls, then making it available where and when it's needed is nearly impossible. And when this happens, you'll be putting the reputation and well-being of your company at risk.

What if you could:

- Safeguard your vital information assets from theft, damage, loss or inadvertent disclosure?
- Quickly locate and access a specific record 24/7, and deliver it physically or electronically wherever it's needed?
- Free up your valuable space and resources by storing your records in a secure offsite facility?
- Build a compliant records management program that is supported by operational procedures and technology designed to prevent errors before they happen?

With Iron Mountain Records Management services, you'll have the resources you need to effectively store and safeguard your information assets, and make them easily accessible to individuals across your organization. By leveraging our proven capabilities and best practices, you'll be able to:

- **Keep it safe** - Employ storage processes designed to protect your critical records from a myriad of internal and external threats.
- **Get it when you need it** - Classify, store and track your records online, following proven best practices, so you'll be able to retrieve a particular piece of information as efficiently as possible.
- **Manage with experience** - Leverage the insights and expertise needed to maximize scarce resources and make records management a seamless extension of your everyday operations.

Iron Mountain helps customers store, access, and manage all of their business records wherever and whenever they are needed. Iron Mountain empowers customers to create a comprehensive, fully integrated document management program that gives them complete visibility and access to all of their business records. In turn, our enhanced access and control can speed business processes and decision-making and support compliance requirements.

<p>Secure Shredding Protect your organization from information privacy breaches destroy records in compliance to your retention schedule. Iron Mountain Secure Shredding is convenient, reliable, cost-effective and environmentally responsible.</p>		<p>Document Conversion Services Lower your costs of 'going digital'. A range of document conversion services provide back file conversion and intelligent scanning, based on access requirements. Rarely accessed documents can be scanned only when needed and delivered through our Image on Demand™ services.</p>	
<p>Digital Record Center® for Images Quickly and securely access your digital records from geographically dispersed locations. Provides secure storage and access to digital images 24x7 with a sophisticated search tool for rapid retrieval.</p>		<p>Data Backup and Recovery Store copies of crucial records and data offsite to ensure that in the event of a disaster, you can quickly restore the information and resume business and meet record compliance mandates.</p>	
<p>Paper Record Storage Store your paper documents offsite in a secure environment with quick access and free up space in your office for core business functions.</p>		<p>Digital Media Destruction Destroy digital media such as CDs and hard drives to ensure that confidentiality is not breached.</p>	

Figure 5 – RIM 360° Popular Records Management Services

Summary

RIM 360° Services

Information Governance and Discovery

- Records Management
- Secure Shredding
- Federal Records Storage
- Compliant Records Management
- Compliant Information Destruction
- Health Information Services
- Medical Image Archiving
- Film and Sound Archives
- Fulfillment Services
- Energy Data Services

Data Backup and Recovery

- Offsite Tape Vaulting Services
- Online Vaulting Services, including:
 - Server Backup
 - PC Backup
- Data Restoration Services
- Intellectual Property Management
 - Software, SaaS, Data Escrow
 - Verification Services
- Consulting Services
- Value Added Services, including:
 - Disaster Recovery Testing
 - Library Moves
 - Media Destruction

Document Process Efficiencies

- Document Management Solutions
- Business Process Management

With **RIM 360°**, Iron Mountain acts as your trusted records management advisor to help you meet the challenge of unifying your records management. We work collaboratively with you to identify your company's specific areas of risk, and then guide you through the process of mitigating risk by applying best-practice strategies, tactics and technology to your records management processes. The result from each **RIM 360°** engagement is a customized solution designed specifically for your organization. In doing so, we leverage our 60 year history as the leader in records management to bring our deep knowledge and perspective gained from assisting customers of all types to help your organization complete the journey from risk to confidence and compliance.

Iron Mountain stands ready to support you with a rich portfolio of **RIM 360°** services.

Detailed information regarding each service can be obtained from your Iron Mountain solution representative or visit our website at: www.ironmountain.com.

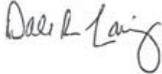
AUTHORIZED SIGNATURE PAGE

Authorized Signature Page

Company: Iron Mountain

Name: Dale Lawing

Title: Territory General Manager

Signature:  _____

Date: September 23, 2014

REPORT CENTER REPORTING



Report Center Reports

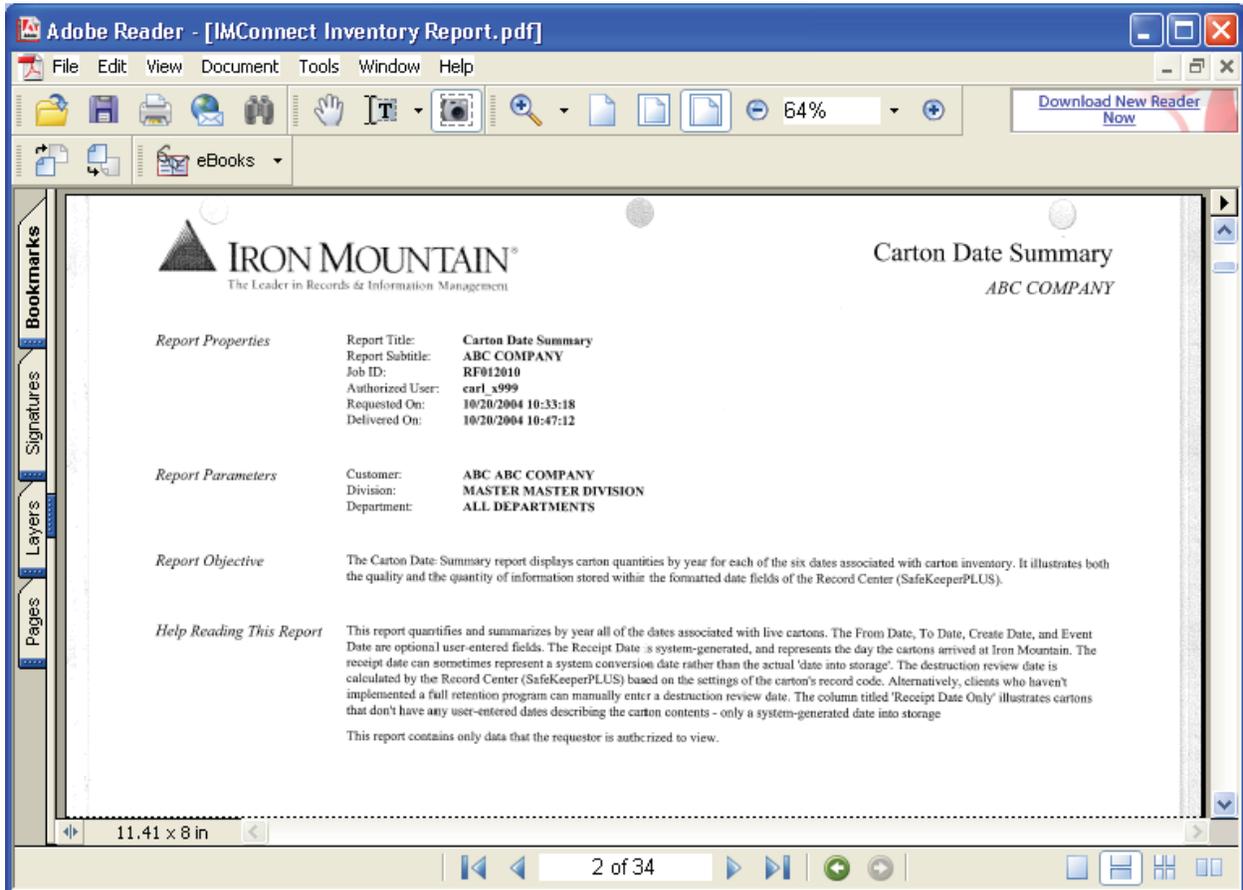
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READING AND UNDERSTANDING REPORTS

Cover Pages

Each PDF Report is formatted with a cover page that provides valuable information including the report objective, helpful tips for analyzing and the report parameters –making it easy to run report in the future.



REPORT PROPERTIES

Report Title: Title of the report you requested

Report Subtitle: States what account this report was run for

Job ID: Used to reference the report if speaking to an Iron Mountain Representative

Authorized User: Name of person requesting the report

Requested on: Date report was requested from user

Delivered on: Date report was delivered to user

<i>Report Properties</i>	Report Title:	Carton Date Summary
	Report Subtitle:	ABC COMPANY
	Job ID:	RF012010
	Authorized User:	carl_x999
	Requested On:	10/20/2004 10:33:18
	Delivered On:	10/20/2004 10:47:12

REPORT PARAMETERS, OBJECTIVES AND TIPS

Report Parameters: this section displays the criteria you used to run the report (customer, Division and Department)

Report Objective: Provides information on how this report will meet your business needs.

Help Reading this Report: Provides tips on how to understand the report so it can be used to audit and analyze your records management program. It includes explanations for column headers and data abbreviations.

<i>Report Parameters</i>	Customer: ABC ABC COMPANY Division: MASTER MASTER DIVISION Department: ALL DEPARTMENTS
<i>Report Objective</i>	The Carton Date Summary report displays carton quantities by year for each of the six dates associated with carton inventory. It illustrates both the quality and the quantity of information stored within the formatted date fields of the Record Center (SafeKeeperPLUS).
<i>Help Reading This Report</i>	This report quantifies and summarizes by year all of the dates associated with live cartons. The From Date, To Date, Create Date, and Event Date are optional user-entered fields. The Receipt Date is system-generated, and represents the day the cartons arrived at Iron Mountain. The receipt date can sometimes represent a system conversion date rather than the actual 'date into storage'. The destruction review date is calculated by the Record Center (SafeKeeperPLUS) based on the settings of the carton's record code. Alternatively, clients who haven't implemented a full retention program can manually enter a destruction review date. The column titled 'Receipt Date Only' illustrates cartons that don't have any user-entered dates describing the carton contents - only a system-generated date into storage This report contains only data that the requestor is authorized to view.

AVAILABLE REPORTS – RECORDS MANAGEMENT

Activity

These reports are compiled from user data, providing participation statistics and activity history.

- **Account List**
 - Volume and contact information for active Iron Mountain accounts.

Account List Report	Enter the Criteria for the Account List Report
	Customer: <input type="text" value="Select a Customer"/>
	Sort Report By: Customer Id
	Report Format: <input type="text" value="CSV"/>
	<input type="text" value="CSV"/> <input type="text" value="PDF"/> <input type="text" value="XML"/>
	<input type="button" value="Close Window"/> <input type="button" value="Submit"/>

- **Activity by Location**
 - This is a summary of ordering activity by location, quantity and order type.

Activity By Location Report	Enter the criteria for the Activity By Location Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (I1)]"/>
	From: <input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/> (MM/DD/YYYY)
	To: <input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/> (MM/DD/YYYY)
	Sort Report By: State/Province, City, Address Line 1
	Report Format: <input type="text" value="CSV"/>
	<input type="button" value="Close Window"/> <input type="button" value="Submit"/>

- **Cubic Foot Summary Snapshot**
 - This is a summary of box information including type, description, quantity and cubic footage.

Cubic Foot Summary Report	Enter the criteria for the Cubic Foot Summary Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (I1)]"/>
	Department Id: <input type="text" value="Select All"/>
	Sort Report By: <ul style="list-style-type: none"> <input checked="" type="radio"/> Customer Name, Box Type <input type="radio"/> Customer Name, Box Type, Division Name <input type="radio"/> Customer Name, Box Type, Division Name, Department Name <input type="radio"/> Customer Name, Box Type, Division Name, Department Name, Record Code
	Report Format: <input type="text" value="CSV"/>
	<input type="button" value="Close Window"/> <input type="button" value="Submit"/>

- **Record Center User Report**
 - The Record Center user report will display all Record Center users that can access the selected Customer/Division/Department. This report will display the access points for the user and the associated privileges.

Record Center User Report	Enter the Criteria for the Record Center User Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (I1)]"/>
	Department Id: <input type="text" value="Select All"/>
	Sort Report By: Customer Id
	Report Format: <input type="text" value="CSV"/>
	<input type="button" value="Close Window"/> <input type="button" value="Submit"/>

- **Retrieval History**
 - This is the activity history for out carded, permanently withdrawn, and destroyed inventory.

Retrieval History Report	Enter the criteria for the Retrieval History Report
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] Department Id: Select All From: / / (MM/DD/YYYY) To: / / (MM/DD/YYYY) Record Status: Checked out Inventory Type: Box <input type="checkbox"/> Exclude Returned Boxes? Sort Report By: <input checked="" type="radio"/> Contact, Request Date <input type="radio"/> Customer Box Number, Request Date <input type="radio"/> Customer Id, Division Id, Department Id, Customer Box Number, Request Date <input type="radio"/> Customer Id, Division Name, Department Name, Customer Box Number, Request Date <input type="radio"/> Customer, Order Division Id, Order Department Id, Customer Box Number, Request Date <input type="radio"/> Customer, Order Division Id, Order Department Id, Request Date, Customer Box Number <input type="radio"/> Request Date, Customer Box Number Report Format: CSV Close Window Submit

- **Storage Growth Analysis**
 - Detailed storage breakdown with inventory growth analysis.

Storage Growth Analysis Report	Enter the criteria for the Storage Growth Analysis Report
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] Department Id: Select All From: / / (MM/DD/YYYY) To: / / (MM/DD/YYYY) Sort Report By: Customer Id Report Format: CSV Close Window Submit

- **Box Data Entry Exception Report**
 - Provides the ability to identify boxes that were recently in bounded at Iron Mountain for which required metadata information is missing.

Box Data Entry Exception Report	Enter the Criteria for Box Data Entry Exception Report.
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] Department Id: Select All From: / / (MM/DD/YYYY) To: / / (MM/DD/YYYY) Report Format: CSV Close Window Submit

- **IOD Order Audit Report**
 - This report will capture all IOD orders placed for a selected Customer, Division, Department, regardless of order status based on the date range specified.

IOD Order Audit Report	Enter the criteria for the IOD Order Audit Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (II)]"/>
	Department Id: <input type="text" value="Select All"/>
	From: <input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/> (MM/DD/YYYY)
	To: <input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/> (MM/DD/YYYY)
	Report Format: <input type="text" value="CSV"/>
	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; padding: 2px;"> CSV PDF XML </div> <div style="text-align: right;"> <input type="button" value="Close Window"/> <input type="button" value="Submit"/> </div> </div>

- **XOD Activity Summary**
 - This report will capture all XOD orders placed for a selected Customer, regardless of order status over a specified period of time.

XOD Activity Summary	Enter the criteria for the XOD Activity Summary Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (II)]"/>
	Department Id: <input type="text" value="Select All"/>
	From: <input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/> (MM/DD/YYYY)
	To: <input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/> (MM/DD/YYYY)
	Sort Report By: Customer Name, Division Name, Department Name, Order Number
	Report Format: <input type="text" value="CSV"/>
	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; padding: 2px;"> CSV PDF XML </div> <div style="text-align: right;"> <input type="button" value="Close Window"/> <input type="button" value="Submit"/> </div> </div>

Retention

Provide Detailed and summary information related to records classification, retention schedules, hold codes and destruction eligibility. You can also audit your company’s compliance against your own records management program.

- **Destruction Eligibility Forecast**
 - Forecast of carton volumes eligible for destruction review; highlights the number of cartons without assigned destruction review dates. This report provides you with a planning tool that allows destruction program analysis and forecast destruction expenditures.

	
<p>Destruction Eligibility Forecast Report</p>	<p>Enter the Criteria for the Destruction Eligibility Forecast Report</p>
	<p>Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (11)]"/></p> <p>Department Id: <input type="text" value="Select All"/></p> <p>Sort Report By: Customer Id, Year</p> <p>Report Format: <input type="text" value="CSV"/></p>
	<p><input type="button" value="Close Window"/> <input type="button" value="Submit"/></p>

- **Destruction Eligibility List**
 - List of all cartons stored with Iron Mountain that are eligible for destruction review as of report request date.

<p>Destruction Eligibility</p>	<p>Enter the criteria for the Destruction Eligibility Report</p>
	<p>Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (11)]"/></p> <p>Department Id: <input type="text" value="Select All"/></p> <p>Destruction Date: <input type="text" value="MM/DD/YYYY"/></p> <p><input type="checkbox"/> Include Long Description</p> <p>Sort Report By:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Customer Box Number <input type="radio"/> Customer Name, Division Name, Department Name, Customer Box Number <input type="radio"/> Customer Name, Division Name, Department Name, Record Code, Customer Box Number <input type="radio"/> Customer Name, Division Name, Department Name, Record Code, From Date, To Date, Major Description, Minor Description, Customer Box Number <input type="radio"/> Customer Name, Division Name, Department Name, Record Code, SKP Box/Barcode Number <input type="radio"/> Customer Name, Division Name, Department Name, SKP Box/Barcode Number <input type="radio"/> Destruction Date, Customer Box Number <input type="radio"/> Major Description, Minor Description, Customer Box Number <input type="radio"/> Receipt Date, Customer Box Number <input type="radio"/> SKP Box/Barcode Number <p>Report Format: <input type="text" value="CSV"/></p>
	<p><input type="button" value="Close Window"/> <input type="button" value="Submit"/></p>

- **Held Carton Summary**
 - Summary of all records with a current hold status, including both hold codes and destruction indicators.

The screenshot shows the RecordCenter interface for the 'Held Carton Summary' report. The header includes the Iron Mountain logo and 'RecordCenter powered by the SafeKeeper PLUS system'. The report title 'Held Carton Summary' is on the left. The main area contains the text 'Enter the criteria for the Held Carton Summary Report'. Below this are several dropdown menus: 'Customer' (set to 'ADEMO [IMRM DEMO ACCOUNT (IT)]'), 'Department Id' (set to 'Select All'), 'Sort Report By' (set to 'Customer Id, Hold Code'), and 'Report Format' (set to 'CSV'). A dropdown menu for 'Report Format' is open, showing options for 'CSV', 'PDF', and 'XML'. At the bottom right are 'Close Window' and 'Submit' buttons.

- **Record Classification List**
 - List of all record classes set up in SafeKeeperPLUS and their associated settings.

The screenshot shows the RecordCenter interface for the 'Record Classification List' report. The report title 'Record Classification List' is on the left. The main area contains the text 'Enter the criteria for the Record Classification List'. Below this are several options: 'Customer' (set to 'ADEMO [IMRM DEMO ACCOUNT (IT)]'), a checked checkbox for 'Include Inactive Record Codes', and a 'Sort Report By' section with radio button options: 'Customer Name, Division Name, Department Name, Record Code' (selected), 'Department Id, Record Code', 'Division Name, Department Name, Record Code', 'Record Code, Customer Id, Division Name, Department Id', 'Record Code, Department Id', and 'Record Code, Division Name, Department Name'. At the bottom left is the 'Report Format' dropdown (set to 'CSV'), and at the bottom right are 'Close Window' and 'Submit' buttons.

- **Record Classification Summary**
 - A detailed summary of your record classes and the quantity of cartons associated with each.

Record Class Summary Report	Enter the criteria for the Record Class Summary Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (II)]"/>
	Department Id: <input type="text" value="Select All"/>
	Sort Report By: <input checked="" type="radio"/> Customer Id, Division Id, Department Id, Carton Count Descending <input type="radio"/> Customer Id, Division Id, Department Id, Record Code
	Report Format: <input type="text" value="CSV"/> <input type="text" value="CSV"/> <input type="text" value="PDF"/> <input type="text" value="XML"/>
<input type="button" value="Close Window"/> <input type="button" value="Submit"/>	

Inventory

These reports provide snapshots and historic details of data, like carton inventory and file inventory by type

- **Carton Date Summary**
 - Carton quantities by year for each of the dates associated with carton inventory.

Carton Date Summary	Enter the criteria for the Carton Date Summary Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (II)]"/>
	Department Id: <input type="text" value="Select All"/>
	Sort Report By: Customer Id, Year, Month
	Report Format: <input type="text" value="CSV"/> <input type="text" value="CSV"/> <input type="text" value="PDF"/> <input type="text" value="XML"/>
<input type="button" value="Close Window"/> <input type="button" value="Submit"/>	

- **Carton Descriptive Details**
 - A detailed list of descriptive data in SafeKeeperPLUS.

Carton Descriptive Details	Enter the criteria for Carton Descriptive Details
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (II)]"/>
	Department Id: <input type="text" value="Select All"/>
	Sort Report By: Customer Name
	Report Format: <input type="text" value="CSV"/> <input type="text" value="CSV"/> <input type="text" value="PDF"/> <input type="text" value="XML"/>
<input type="button" value="Close Window"/> <input type="button" value="Submit"/>	

- **Carton Inventory**
 - Current inventory report for all cartons stored with Iron Mountain.

Carton Inventory	Enter the criteria for the Carton Inventory Report
	<p>Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (II)]"/></p> <p>Department Id: <input type="text" value="Select All"/></p> <p><input checked="" type="checkbox"/> Include Destroyed and Permanently removed from Iron Mountain Inventory Statuses</p> <p><input type="checkbox"/> Include Long Description</p> <p>Sort Report By:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Customer Box Number <input type="radio"/> Customer Name, Division Name, Department Name, Customer Box Number <input type="radio"/> Customer Name, Division Name, Department Name, Record Code, Customer Box Number <input type="radio"/> Customer Name, Division Name, Department Name, Record Code, From Date, To Date, Major Description, Minor Description, Customer Box Number <input type="radio"/> Customer Name, Division Name, Department Name, Record Code, SKP Box/Barcode Number <input type="radio"/> Customer Name, Division Name, Department Name, SKP Box/Barcode Number <input type="radio"/> Destruction Date, Customer Box Number <input type="radio"/> Major Description, Minor Description, Customer Box Number <input type="radio"/> Receipt Date, Customer Box Number <input type="radio"/> SKP Box/Barcode Number <p>Report Format: <input type="text" value="CSV"/></p>

- **File Inventory**
 - A detailed review of your active files and their associated descriptive information.

File Inventory	Enter the criteria for the File Inventory Report
	<p>Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (II)]"/></p> <p>Department Id: <input type="text" value="Select All"/></p> <p><input checked="" type="checkbox"/> Include Destroyed and Permanently removed from Iron Mountain Inventory Statuses</p> <p>Sort Report By:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Customer Box Number, File Sequence Number <input type="radio"/> Customer Name, Division Id, Department Id, Record Code, File Description 1, File Description 2, Customer Box Number, File Sequence Number <input type="radio"/> File Description 1, File Description 2, Customer Box Number, File Sequence Number <input type="radio"/> File Description 2, File Description 1, Customer Box Number, File Sequence Number <p>Report Format: <input type="text" value="CSV"/></p>

- **Inventory Ownership Summary**
 - A detailed review of the quantity of carton and files for division and departments.

Inventory Ownership Summary	Enter the criteria for the Inventory Ownership Summary Report
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] Department Id: Select All Sort Report By: <ul style="list-style-type: none"> <input checked="" type="radio"/> Carton Count Descending <input type="radio"/> Customer Id, Division Id, Department Id <input type="radio"/> Department Id <input type="radio"/> Department Name <input type="radio"/> Division Id, Department Id <input type="radio"/> Division Name, Department Name Report Format: CSV PDF XML
<input type="button" value="Close Window"/> <input type="button" value="Submit"/>	

Inventory - File Types

- **Accounting File Inventory**
 - A detailed review of your active accounting files and their associated descriptive information.
- **Insurance 1 File Inventory**
 - A detailed review of your active insurance files and their associated descriptive information.
- **Insurance 2 File Inventory**
 - A detailed review of your active insurance files and their associated descriptive information.
- **Law File Inventory**
 - A detailed review of your active law files and their associated descriptive information.
- **Loan File Inventory**
 - A detailed review of your active loan files and their associated descriptive information.
- **Medical File Inventory**
 - A detailed review of your active medical files and their associated descriptive information.

Financial

This report provides summary activity and projected forecasts, invoice history and activity tied to dollars spent.

- **Cost And Activity Report**
 - This report provides billing activity for the specified invoice period.

Cost and Activity Report	Enter the criteria for the Cost and Activity Report
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] Department Id: Select All Billing Month From: Jan / 2012 Billing Month To: Jan / 2012 Sort Report By: Activity Group, Billing Code Report Format: CSV PDF XML
<input type="button" value="Close Window"/> <input type="button" value="Submit"/>	

- **Invoice to Download**

- The report provides information about charges that have been invoiced to a customer. Users may specify a customer, billing month, and the type of charges to output on the report

Invoice Download Report	Enter the criteria for the Invoice Download Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (11)]"/>
	Department Id: <input type="text" value="Select All"/>
	Billing Month: <input type="text" value="Jan"/> / <input type="text" value="2012"/>
	Show Charges: <input type="text" value="All Charges"/>
	<input checked="" type="checkbox"/> Include Charges with Zero Amounts <input checked="" type="checkbox"/> Include Addresses
	Sort Report By: Invoice Number
	Report Format: <input type="text" value="CSV"/>
<input type="button" value="Close Window"/> <input type="button" value="Submit"/>	

- **Records Management Trend Report**
 - The report provides invoice trend data for Records Management services over a period of time.

Records Management Trend Report	Enter the criteria for the Records Management Trend Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (11)]"/>
	Department Id: <input type="text" value="Select All"/>
	Report Level: <input type="text" value="Customer"/>
	Billing Month From: <input type="text" value="Jan"/> / <input type="text" value="2012"/>
	Billing Month To: <input type="text" value="Jan"/> / <input type="text" value="2012"/>
	Services: <input type="text" value="All Charges"/>
	Sort Report By: Customer
	Report Format: <input type="text" value="CSV"/> <input type="text" value="PDF"/> <input type="text" value="XML"/>
<input type="button" value="Close Window"/> <input type="button" value="Submit"/>	

AVAILABLE REPORTS – SHREDDING

Activity

- **Scheduled Visit Report**
 - Provides information about upcoming scheduled visits for shredding services. Can specify a customer, date range, and order type when requesting the report

Shredding Scheduled Visit Report	Enter the criteria for the Shredding Scheduled Visit Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (11)]"/>
	Department Id: <input type="text" value="Select All"/>
	From: <input type="text" value="MM/DD/YYYY"/>
	To: <input type="text" value="MM/DD/YYYY"/>
	Order Types: <input type="text" value="All Orders"/>
	Sort Report By: <input type="radio"/> Department Name <input checked="" type="radio"/> Service Date
	Report Format: <input type="text" value="CSV"/>
<input type="button" value="Close Window"/> <input type="button" value="Submit"/>	

- **Shredding Trend Report**
 - The report provides invoice trend data for shredding services over a period of time. Powerful tool for viewing shredding activity in several ways. For example: By Service (Scheduled vs. On Call) By type (charges vs. units)

Shredding Trend Report	Enter the criteria for the Shredding Trend Report
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] Department Id: Select All Report Level: Customer From: Jan / 2012 To: Jan / 2012 Shredding Services: All Services Totals Type: Charges Include Number Of Visits: No Sort Report By: Customer Report Format: CSV
	<input type="button" value="Close Window"/> <input type="button" value="Submit"/>

- **Secure Shredding Green Report**
 - Provides a summary of the environmental benefits associated with a customer's shredding program.

Secure Shredding Green Report	Enter the criteria for the Secure Shredding Green Report
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] Department Id: Select All From: Jan / 2012 To: Jan / 2012 Standard/ Metric: Standard Report By State/ Province: No Report Format: PDF
	<input type="button" value="Close Window"/> <input type="button" value="Submit"/>

- **Program Monitoring Report**
 - Provides a list of shredding activities/services, performed over a specified period of time and also provides a certificate of destruction.

Program Monitoring Report	Enter the criteria for the Program Monitoring Report
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] Department Id: Select All From: Jan / 2012 To: Jan / 2012 Shredding Services: All Services Report Format: CSV
	<input type="button" value="Close Window"/> <input type="button" value="Submit"/>

- **Visit Profile Summary**

- The Visit Profile Summary provides a list of services you requested of Iron Mountain on a recurring basis.

Visit Profile Report	Enter the Criteria for Visit Profile Summary Report.
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] Department Id: Select All View Inactive Profiles?: No Report Format: CSV PDF XML
	<input type="button" value="Close Window"/> <input type="button" value="Submit"/>

- **InControl Shredding Usage Report**

- Contains summary level information on container volume which is captured during each service with an InControl scanner. By reviewing this information and identifying usage trends over time, customers will be able to correct potential compliance issues before they impact the business and identify opportunities to reduce costs

InControl Shred Usage Report	Enter the criteria for the InControl Shred Usage Report
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] From: / / (MM/DD/YYYY) To: / / (MM/DD/YYYY) Summarize By: Div/Dept Scheduled/On-Call: Both Report Format: CSV PDF
	<input type="button" value="Close Window"/> <input type="button" value="Submit"/>

Financial

- **Invoice Transaction Report**

- The report provides information about charges that have been invoiced to a customer over a period of time. Users may specify a customer, date range, type of charge, and type of shredding service to be included in the output.

Shredding Invoice Transaction Report	Enter the criteria for the Shredding Invoice Transaction Report
	Customer: ADEMO [IMRM DEMO ACCOUNT (II)] Department Id: Select All From: Jan / 2012 To: Jan / 2012 Show Transactions: All Charges Shredding Services: All Services Sort Report By: <input type="radio"/> Department <input checked="" type="radio"/> Order Date Report Format: CSV PDF XML
	<input type="button" value="Close Window"/> <input type="button" value="Submit"/>

- **Invoice to Download**
 - The report provides information about charges that have been invoiced to a customer. Users may specify a customer, billing month, and the type of charges to output on the report.

Invoice Download Report	Enter the criteria for the Invoice Download Report
	Customer: <input type="text" value="ADEMO [IMRM DEMO ACCOUNT (II)]"/> Department Id: <input type="text" value="Select All"/> Billing Month: <input type="text" value="Jan"/> / <input type="text" value="2012"/> Show Charges: <input type="text" value="All Charges"/> <input checked="" type="checkbox"/> Include Charges with Zero Amounts <input checked="" type="checkbox"/> Include Addresses Sort Report By: Invoice Number Report Format: <input type="text" value="CSV"/>
<input type="button" value="Close Window"/> <input type="button" value="Submit"/>	

SAMPLE REPORTS

Reports Available in CSV format



Sample Reports - Available in CSV.zip

Reports Available in PDF format



Sample Reports - Available in PDF.zip

IRON MOUNTAIN CONNECT USER GUIDE

SAMPLE CERTIFICATES OF DESTRUCTION



Invoice

SAMPLE OFF-SITE SHRED CUSTOMER INVOICE
ACCOUNTS PAYABLE DEPT.
1000 CAMPUS DRIVE
COLLEGEVILLE, PA 19406

Invoice Date: 3/31/2012
Due Date: 5/1/2012
P.O. No.:
Page: 1
Amount Paid: _____

Division Id:
Department Id:

Please Remit To:
IRON MOUNTAIN RECORDS MANAGEMENT
PO Box 27128
New York, NY 10087-7128

Please return this copy with your payment

Customer ID	Invoice Range	Due Now	Finance Charge After Due Date	Pay This Amount After Due Date
A031	9456789	614.46	7.69	622.15

CERTIFICATE OF DESTRUCTION:
IRON MOUNTAIN CERTIFIES THAT
THE MATERIALS RELATED TO
SHREDDING SERVICES ON THIS
INVOICE HAVE ENTERED THE
DESTRUCTION PROCESS IN ACCORDANCE
WITH OUR SECURE SHREDDING WORKFLOW
SO THAT THE INFORMATION
CANNOT BE RECONSTRUCTED.

Please direct any questions about this invoice to:

BILLING DEPARTMENT (610) 555-5555

Remittance Copy

INV01S



Invoice

SAMPLE ON-SITE SHRED CUSTOMER INVOICE
ACCOUNTS PAYABLE DEPT.
1000 CAMPUS DRIVE
COLLEGEVILLE, PA 19406

Invoice Date: 3/31/2012
Due Date: 5/1/2012
P.O. No.:
Page: 1
Amount Paid: _____

Division Id:
Department Id:

Please Remit To:
IRON MOUNTAIN RECORDS MANAGEMENT
PO Box 27128
New York, NY 10087-7128

Please return this copy with your payment

Customer ID	Invoice Range	Due Now	Finance Charge After Due Date	Pay This Amount After Due Date
A031	9345678	759.99	9.52	769.51

CERTIFICATE OF DESTRUCTION:
IRON MOUNTAIN CERTIFIES THAT
THE MATERIALS RELATED TO
SHREDDING SERVICES ON THIS
INVOICE HAVE ENTERED THE
DESTRUCTION PROCESS IN ACCORDANCE
WITH OUR SECURE SHREDDING WORKFLOW
SO THAT THE INFORMATION
CANNOT BE RECONSTRUCTED.

Please direct any questions about this invoice to:

BILLING DEPARTMENT (610) 555-5555

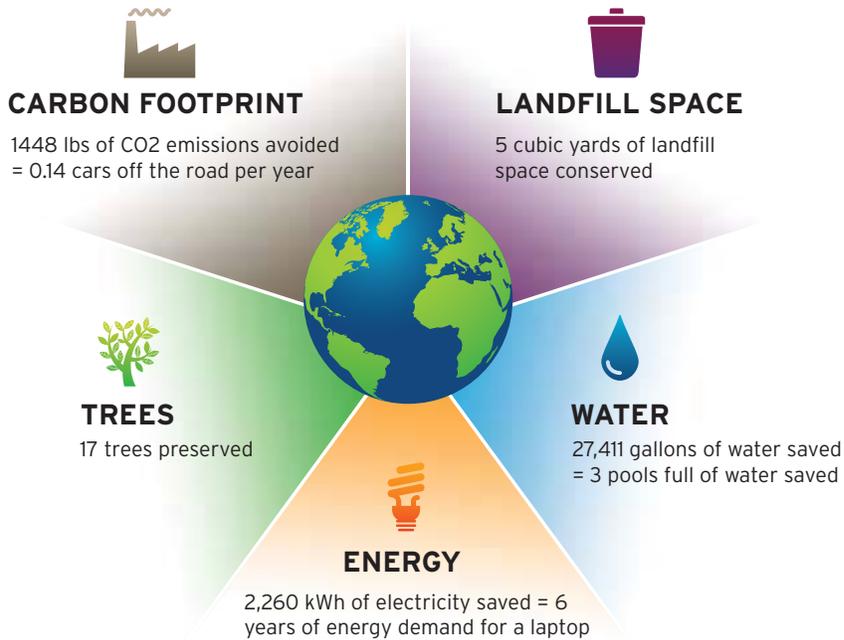
Remittance Copy

SAMPLE GREEN REPORT

REPORT ON ENVIRONMENTAL BENEFITS

[COMPANY NAME]

Your organization's eco-friendly decision to securely shred and recycle 1.0 short (US) ton(s) of paper with Iron Mountain resulted in the following environmental benefits between January and May of 2014:



UNDERSTANDING YOUR RESULTS

Once Iron Mountain securely shreds information, the processed materials are transported to paper mills for pulping. This destruction process provides benefits to both the security of your business and to the global environment by reducing pollution, preserving landfill space and likewise saving trees, water, and energy resources.

The above results are calculated based on the shredding orders serviced on your account(s) during the time period referenced, using average container weight calculations. For additional information regarding the environmental benefits of Iron Mountain® Secure Shredding solutions, visit our website at www.ironmountain.com/services/secure-shredding.

REFERENCES

All calculations for metrics in this report were calculated by an independent third party named Quantis, a leading lifecycle assessment consulting firm specializing in supporting companies to measure, understand and manage the environmental impacts of their products, services and operations.

 Assumes that, for each short ton of paper recycled, 17 trees are preserved (USEPA 2013a. Communicating the Benefits of Recycling. <http://www.epa.gov/osw/conserve/tools/localgov/benefits/>).

 Assumes the density of dry office paper entering landfill is 5 cubic yards per short ton (Iron Mountain's measurement).

 Assumes a notebook laptop computer is rated 120 watts, used eight hours a day, 365 days per year (estimation).

 Assumes a household in-ground pool volume of 12' x 24' x 5' (estimation).

 Assumes each short ton of CO2-eq emissions saved is the equivalent to 0.189 cars taken off road annually (USEPA 2013b. Greenhouse Gas Equivalencies Calculator. <http://www.epa.gov/cleanenergy/energy-resources/calculator.html>).

IRON MOUNTAIN CONNECT – QUICK REFERENCE GUIDE

Audience Iron Mountain Connect Users

Purpose Use this Quick Reference Guide when completing tasks in Iron Mountain Connect.

Topics

Access Iron Mountain Connect

1. [Log In and Navigate](#)

Record Center

2. [Access and Navigate](#)

Send New Materials to Iron Mountain

3. [Create a Supply Order](#)

4. [Add Records](#)

5. [Create a Pickup Order](#)

Retrieve Materials from Iron Mountain

6. [Perform a Basic Search / Order Retrieval](#)

7. [Order Inquiry](#)

Additional Information

8. [Change the Address on an Order](#)

9. [Quick Order Entry](#)

Record Center (continued)

10. [Perform an Advanced Search](#)

11. [Set Search Preferences](#)

12. [Create a Search Results Report](#)

13. [Edit Box Level Information](#)

Report Center

14. [Run Reports](#)

Shredding Center

15. [View Profiles and Look Up Service Dates](#)

16. [Request Services and Run Shred Reports](#)

Administrators

17. [Iron Mountain Connect Administration](#)

18. [Record Center Administration](#)

Access Iron Mountain Connect:

1. Log In and Navigate

[Back to Topic List](#)

Step	Action
1.	To access Iron Mountain Connect, type the URL, https://www.ironmountainconnect.com .
2.	Click Go .
3.	To log in to Iron Mountain Connect, from the login page, enter your username and password .
4.	Click Log In .
5.	<p>The first time you log in as a new user, you need to change the password generated by the system. Passwords must meet the following criteria:</p> <ul style="list-style-type: none"> • At least eight characters long • Contain at least one letter • Contain at least one number or special character • Cannot have been used previously <p>Enter your old and new passwords in the appropriate fields.</p>
6.	Click Set Password to enter your new password.
7.	<p>Set up your Password Challenge Response Questions. These questions are used if you forget your password or have locked yourself out of the system with three unsuccessful attempts to enter your password.</p> <p>You need to select three challenge questions (out of 12 available questions) and enter your answers. In Iron Mountain Connect, a red asterisk next to a field indicates a required field.</p>
8.	Set up a Voice Response PIN Number . If you contact Iron Mountain by phone, you need this PIN to identify yourself to the Customer Care Representative.
9.	After entering your information, click OK .
10.	<p>Modify your personal information such as name, address, email address, and company by clicking on the My Profile link along the top menu bar.</p> <p>The password and challenge response question links are located under the username field of your profile.</p> <p>After reviewing and/or updating your information, click Home to go to the Iron Mountain Connect home page.</p>
11.	<p>The Iron Mountain Connect Home page gives you access to different components of the system. You can use the quick links or application portlets to access these areas.</p> <p>My Quick Links: Provides access to commonly used tools.</p> <p>Record Center: Allows you to easily locate cartons or files, search for records, and schedule pick-ups all in one convenient location.</p> <p>Escrow: Online tool designed to help manage your escrow accounts.</p> <p>Shredding Center: Allows you to view current visit profiles available on your account for shred services. You can view all visit profiles as well as details about individual profiles. Additional reports about Shredding Visits can be requested through the Report Center.</p> <p>Report Center: Enables you to run reports and monitor records management practices to ensure the ongoing quality of the program. Audit and compliance reports can be run on Inventory, Financial, Retention, and Activity data.</p> <p>Manage Users: Allows you to edit and add new user profiles to their company list. Only Administrators</p>

have access to this component.

Resources: You can obtain Records Management 101 training, tips and best practices. You can also access Demos and User Guides from this area on Iron Mountain Connect.

Pay Bill: A quick way to pay your bill.

Profile: View and update your IM Connect user details.

Support: Provides information on how to contact Iron Mountain 24 hours a day, 7 days a week.

Log Out: Allows you to exit the system.

Record Center:

2. Access and Navigate

[Back to Topic List](#)

Step	Action
1.	From the Iron Mountain Connect home page, My Quick Links, click Records Management to access the Record Center.
2.	The Record Center Opens in a new browser window. The components of the Record Center include Search, Orders, Add Records, Preferences, and Administration. Each component is covered in more detail in later demonstrations. Please note: The components you see may vary based upon your security privileges.
3.	The Search feature contains Basic, Advanced, Last Search Results : Basic Search lets you search across all inventory maintained at Iron Mountain. This includes your boxes, files, and associated customer account numbers. Advanced Search allows you to search across all inventory associated with a customer's account number(s). Advanced Search lets you filter your search based on the selected criteria. Last Search Results lets you pull up search results from your last search conducted while logged into that session.
4.	The Orders feature includes: Creating a New Order - For retrieval from Iron Mountain. Creating a Pickup Order - To send files or boxes to Iron Mountain. Creating a Supply Order - For delivery. Creating a Quick Order - Fewer screens for ordering if you know the specific information you want retrieved from Iron Mountain. Invoice Inquiry - Review details for invoice transactions. Order Inquiry - Review details for order transactions.
5.	Add Records enables you to enter your box and file descriptions to the Record Center before sending your information to Iron Mountain.
6.	There are two functions available from the Preferences menu: General Preferences and Search Preferences . These are preferences that will default each time you return to the Record Center. General Preferences specify the default search method, delivery method, and quick order entry for your Record Center sessions. Search Preferences include settings that limit your searches to selected organizations, record types, record statuses, and other criteria.
7.	The last component of the Record Center is Administration . If you have administrative rights, you can view and update the Security Settings, Data Parameters, and Account Profile information from the Administration drop down menu.

Record Center:
3. Create a Supply Order
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Step	Action
1.	From the Record Center, select Create Supply Order from the Orders drop down menu.
2.	<p>The system displays the Supply Order screen.</p> <p>Verify the information in the Deliver to, Priority and Order Options fields.</p> <p>Some users have the ability to change the address on an order.</p> <p>Please note: Not everyone has the ability to change the address on an order. Please check with your company's administrator for any questions.</p> <p>Verify or complete the Supplies for and Bill to Department information. Then Enter a P.O. Number and a Chargeback code, if required.</p>
3.	Select the supplies you want to order from the Description drop down list.
4.	<p>The list of supplies display.</p> <p>Common supplies include Standard Letter/Legal Cartons, T-Labels (Transmittal Label/Barcode) to place on your cartons for storage, and File Transport Bags to send your individual files back to Iron Mountain for refile.</p>
5.	After selecting the supply item, the units per bundle automatically populates.
6.	From the Quantity to Order box, type the number of units . Supplies can be ordered in bundles only.
7.	<p>The total number of supply items is automatically calculated.</p> <p>If you want to add another supply item to your order, click Add Supply.</p>
8.	Once your order is ready to be placed, click Proceed .
9.	<p>The Supply Order Confirmation screen displays. Review that the information on the screen is correct.</p> <p>Click Submit Request to submit your order or Go Back to change your order.</p>
10.	Once your request has been submitted, you will receive your order confirmation number via email within 15 minutes.

Record Center:

4. Add Records

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Step	Action
1.	From the Record Center, select Add Records .
2.	The Add Records screen displays. The first step is always to create boxes, even if you are going to individually list your files. To enter box-level descriptive data, select Box from the Data Format drop down list.
3.	Once Box is selected, fill in all applicable fields. When adding a new box to the system, you have the ability to lookup any Department IDs and Record Codes associated with the account, if they have been populated by your company administrator. The more data you provide the easier it will be to locate the records when needed at a later date.
4.	The Department Lookup screen displays. Search for the Department ID using the Search for: field or by browsing through the pages. Once you locate the desired Department ID, click the Select link next to it.
5.	The selected Department ID displays next to the field. For quicker data entry, the system provides a feature that allows you to Lock or Unlock each field as you enter your information. The benefit is that you can Lock a specific field to keep the same information as you enter descriptive data for multiple boxes that require the same information. Clicking Unlock on a locked field enables you to change the data in the field that had been locked. You may either re-lock the field, or proceed with entering boxes and re-typing that data each time.
6.	After entering all the descriptive information for a box, click Add Record .
7.	The Records Added indicator changes to display 1 for the record you just added. If you want to add multiple records, follow the same process, and as additional records are added, the records added indicator will track how many have been created. If you would like to add individually listed files to your boxes, follow the same process once your boxes have been entered, but change the data format to Standard File and proceed to complete all required fields.
8.	You can also view your recently added records in greater detail, to assure accuracy prior to requesting their pickup. To view your recently added records, click the Records Added link.
9.	The Recently Added Records screen displays. From this screen, you can Download an Excel spreadsheet of your records and all their associated data. You can also edit, or remove the records if you determine an error or discrepancy. Downloading the recently added records list is a great way to double check that all your boxes have been added correctly before the boxes are picked up.

Record Center:
5. Create a Pickup Order
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Step	Action
1.	From the Record Center, select Orders .
2.	Select Create Pickup Order from the drop down menu.
3.	<p>Verify the information in the Pickup from, Priority, and Order Options fields is correct.</p> <p>Verify or complete the Pickup for and Bill to Department information. If there is more than one department for the account, ensure you select the correct one.</p> <p>If required, enter a P.O. Number and a Chargeback code.</p> <p>Scroll down to view all the items in the pickup order.</p>
4.	<p>Enter the quantity of items to be picked up under the New and Refile fields for each type of inventory record being sent to Iron Mountain.</p> <p>A New item is an item that has never been to Iron Mountain. A Refile item has previously been to Iron Mountain.</p> <p>Then, add any specific instructions in the Instructions field.</p>
5.	After you enter all your information for the pickup items, click Proceed .
6.	<p>The Pickup Confirmation screen displays.</p> <p>Confirm the information is correct, and then click Submit Request. If you want to cancel your order, click Cancel.</p>
7.	Once your request has been submitted, you will receive an order confirmation number via email within 15 minutes.

Record Center:
6. Perform a Basic Search / Order Retrieval
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Step	Action
1.	<p>You can perform a Basic Search from the Record Center home page.</p> <p>By performing a Basic Search you can enter search criteria for a broad search across your inventory. For example, you may want to look for records associated with the term “mortgage.” By completing a basic search, Iron Mountain Connect pulls all files and boxes that include the word “mortgage.” This may produce numerous results that you can select from.</p> <p>You can use any of the following options in a Basic Search:</p> <ul style="list-style-type: none"> • Keywords • Box number • File number • Portions of a word • Portions of a box/file number <p>Type your search criteria in the Search for: field, and then click Go.</p>
2.	<p>The Search Results screen displays.</p> <p>You can see various places where the word search criteria are found in the record center.</p> <p>In addition, the following information is displayed:</p> <ul style="list-style-type: none"> • Whether the information is in a file or a box, and • Descriptive information and status about the file or box. <p>You can click any of the following Actions for either files or boxes:</p> <ul style="list-style-type: none"> • Add to Cart allows you to add the selected item directly to your cart and continue searching and adding items to your cart. • Instant Checkout allows you to select one item and go directly to the checkout screen. • Edit allows you to edit any of the fields that were input during the data entry process. • Request Unlisted File allows you to select a specific file from a box that is not individually listed. <p>To access additional information about the files or boxes, click on the box or file number link.</p>
3.	<p>The link brings you to the Box or file details pages. Box Details lists any specific descriptions entered, the receipt date at Iron Mountain, and the size of the box. For customers who individually list their files, the details also contain the amount of files listed within the box.</p> <p>Click the Contents link to view the listing of files in this box. If you don’t want to retrieve the entire box, you can request one of the listed files or request an unlisted file.</p>
4.	<p>Additional information displays for the files contained within that box. You can click the file name link to see additional details about the file, and you also have the ability to add these to your cart, edit or instant checkout, instead of requesting the entire box.</p>
5.	<p>From the Search Results screen, click Add to Cart for the box listed on the screen.</p>
6.	<p>The Add to Cart link turns red and changes to Remove from cart after the item has been added.</p>
7.	<p>Once you have selected all inventories that you need to request and added them to your cart, click the Cart contents link or shopping cart icon at the top of the page.</p>

8.	<p>The Cart options screen displays.</p> <p>You have the option to select whether this is a temporary or permanent retrieval of the box by clicking the Check out or Permanently remove from Iron Mountain check boxes. These options are based upon user access privileges and not all users will see all options. Some users will also see the capability to request their files via Image on Demand.</p> <p>Review the rest of the details on this screen, make any revisions, and select one of the following options:</p> <ul style="list-style-type: none"> • Save allows you to save the order and complete the process at another time. • Order selected items allows you to order the selected items during this transaction. • Remove selected items allows you to remove certain items from your cart. • Empty Cart allows you to remove all the items from your cart.
9.	<p>Verify or update the following:</p> <ul style="list-style-type: none"> • Delivery to Address • Priority option (Please note: Half Day or Rush have premium pricing attached to the service.) • Order options • Instructions • Email confirmation <p>Click Proceed with Checkout.</p>
10.	<p>Review your order information and click Submit Request to submit your order.</p>
11.	<p>Once your request has been submitted, you will receive your order number via email within 15 minutes.</p>
12.	<p>If you are only ordering one item, the Instant Checkout feature allows you to check out immediately, bypassing the need to review the box or file in your cart before checking out.</p>
13.	<p>The Checkout screen displays.</p>
14.	<p>If you only want to request a file from a box, instead of the entire box, you have the option to request an unlisted file. Unlisted files are stored files that have not been individually listed. This means that Iron Mountain’s inventory does not include file level descriptions of what is inside your box.</p> <p>Select Request Unlisted File for the first box on the screen.</p>
15.	<p>From the Request Unlisted File window, complete all the fields, and then click Add to Cart or Instant Checkout. You will need to include the information that should be on the tab of the file jacket, so Iron Mountain personnel can identify it.</p>

Record Center:
7. Order Inquiry
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Step	Action
1.	From the Record Center, Orders drop down menu, select Order Inquiry .
2.	<p>The Order Inquiry screen displays.</p> <p>You can find orders that are submitted to Iron Mountain by their order number, request date, order type, or request by user. Depending on their order type and order status, you can view, edit, and cancel orders.</p> <p>Select a Customer from the drop down list.</p>
3.	<p>Select one of the following Search for criteria from the drop down list:</p> <ul style="list-style-type: none"> • To search by Order Number, type an order number • To search by Request Date, type a date • To search by Order Type, select all, a month and year, or select an order type. • To search by Requested By, type all or part of the user's first name, last name, or the Iron Mountain Connect username. <p>Please note: When searching for orders by Requested By user, only orders that are submitted using the Record Center are displayed.</p>
4.	Click Go to find the order.
5.	<p>The Order Inquiry screen displays.</p> <p>The system lists orders by their order number. You can View Details and Order History for each order.</p>
6.	<p>The Order History screen displays in a new window.</p> <p>You can view the Date, Time, Transaction Status, and the User for the order.</p> <p>Click Close Window to exit the screen.</p>
7.	From the Order Inquiry screen, click View Details for an order to view additional details.
8.	<p>The Order Details screen opens.</p> <p>This provides detailed information about the order such as the delivery address, type, inventory that was ordered, and date of the order.</p>

Record Center:
8. Change the Address on an Order
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Step	Action
1.	Changing the address is the same process whether you are placing a supply, pickup or retrieval order. From the Supply Order screen, click Change Address under the Deliver To field.
2.	The Address Book opens in a new window. <ul style="list-style-type: none"> To edit the existing address, click Edit. To add a new address, click New Address. To copy an existing address, click Copy Address. Click Copy Address .
3.	From the Copy Address screen, select the customer in which you want to copy the address from.
4.	A list of addresses display that are on file for the selected customer. Review the list and click Select next to the address you would like to copy and add to the order.
5.	The address you selected displays on the Add Address screen. Click Use this address to change the address on the order.
6.	The updated address displays in the Deliver To field.

Record Center:
9. Quick Order Entry
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Step	Action
1.	From the Record Center, Orders drop down menu, select Quick Order Entry .
2.	The Quick Order Entry Preferences screen displays. You must first set and or edit your Quick Order Entry Preferences . These preferences will be saved for you and enable you to search in the manner you wish each time you want to place an order from this screen.
3.	Click Save and Return . You can modify your Quick Order Entry Preferences at any time.
4.	Your preferences are saved and the system returns to the Quick Order Entry screen. Enter the Search for values, and then click Go .
5.	Click Cart Contents to go to your cart and place the order.
6.	To place the order for the selected files, click Order selected items .
7.	From the Checkout screen, review and complete the fields to place your order. Then click Proceed with Checkout to place the order.
8.	From the Checkout Confirmation screen, click Submit Request .
9.	Once your request has been submitted, you will receive your order confirmation number via email within 15 minutes.

Record Center:
10. Perform an Advanced Search
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Step	Action
1.	From the Record Center, Search drop down menu, select Advanced Search .
2.	The Advanced Search screen displays. The Advanced Search screen provides you with additional options to narrow your returned results.
3.	After entering your search criteria, select Go .
4.	<p>The Search Results screen displays</p> <p>Review the box or file details by clicking on the highlighted box and/or file number link.</p> <p>You can select any of the following Actions:</p> <ul style="list-style-type: none"> • Add to Cart allows you to add the selected item directly to your cart and continue searching and adding items to your cart. • Instant Checkout allows you to select one item and go directly to the checkout screen. • Edit (depending on privileges granted) allows you to edit any of the fields that were input during the data entry process.
5.	Also located under the Search drop down menu from the Record Center is the Last Search Results option. The Last Search Results lets you pull up search results from your last search conducted while logged into that session.

Record Center:
11. Set Search Preferences
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Step	Action
1.	From the Record Center, select Preferences .
2.	<p>There are two functions available from the Preferences menu:</p> <ul style="list-style-type: none"> • General Preferences allows you to specify the search method, delivery method, and quick order entry when placing orders in the Record Center. • Search Preferences allows you to include settings that limit your searches to selected organizations, record types, record statuses, and other criteria. If not set correctly, the search preferences can restrict you from finding what you are searching for. <p>Select General Preferences.</p>
3.	<p>The General Preferences screen displays.</p> <p>By setting the preferences on this screen, the values will be set for you each time you place an order. Select from the following:</p> <ul style="list-style-type: none"> • Select a Primary Function (a menu option) from the drop down list. • Select one of the Primary Delivery Method radio buttons. • Select a File status option from the checklist. <p>Please note: The options available depend on privileges granted according to your security status.</p>
4.	Click Save .
5.	<p>From the Search Preferences screen, select the desired item from each of the following drop down lists:</p> <ul style="list-style-type: none"> • Customer • Box Division • Box Department • Record Type <p>This enables you to better refine results that display when performing a search in the Record Center.</p>
6.	Check the desired Status for your search.
7.	<p>Click in the Display box and select number of results per page.</p> <p>Please note: The options available depend on your security level.</p>
8.	Click Save .

Record Center:
12. Create a Search Results Report
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Step	Action
1.	From the Basic Search screen, enter your search criteria, and then click Go .
2.	The Search Results screen displays. To run a report for the results, click Create Search Results Report .
3.	The Create Search Results Report opens in a new window. Enter the criteria for the Search Results report, and then click Submit .
4.	The Create Search Results Report screen displays and you will receive an email once the report is ready. Reports will be ready for pickup within three hours of the request. Reports are available in the Report Center for 30 days only at which time they will be deleted. To retain a report, save it to a local or network drive on your computer.

Record Center:
13. Edit Box Level Information
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Step	Action
1.	From the Basic Search screen, enter your search criteria, and then click Go .
2.	The Search Results screen displays. To edit information for a box, click Edit next to the item.
3.	The Edit screen for the box selected displays. Make changes to the fields which are editable.
4.	Click Save to save the changes. To exit the screen without making changes, click Go Back .
5.	From the Box Details screen, you receive a message that the changes have been saved. From this screen, you can also add the item to your cart, instant checkout, request unlisted file, edit, or view the history of the item.

Report Center:

14. Run Reports

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Step	Action
1.	To run reports, locate the Reports Center on the Iron Mountain Connect Home page.
2.	Request a report by selecting the Report Category and Service Area drop down menus.
3.	The available reports display with a description of each. You can view a sample of each report by clicking on the Excel and PDF icons.
4.	Click the report name to run the report.
5.	The Report opens in a new window. Select the criteria applicable to the report requested. Select the Report Format from the drop down list.
6.	Click Submit to submit your request.
7.	The Report Confirmation screen displays and you will receive an email once the report is ready. Reports will be ready for pickup within three hours of the request. Please note: Reports are available in the Report Center for 30 days and then will be deleted. To retain a report, save it to a local or network drive on your computer. Click the Exit button to close the Report window.
8.	Your available reports display in the Report Center under the My Recent Reports tab. Click the report name to access the report.
9.	Common reports run in Iron Mountain Connect include: <ul style="list-style-type: none"> • The Carton Inventory report is available from the Inventory reports. The report includes the current inventory for all cartons stored with Iron Mountain. • The Retrieval History report is located in the Activity section of the Report Center. The report includes activity history for outcarded, permanently withdrawn, and destroyed inventory. • The Invoice Download Report which is available from the Financial section of the Reports Center provides detailed transaction level information regarding your invoice. The information contained in the report is at the order level and includes the order number, order date, description of service, quantity, rate, and the extended amount for each transaction.

Shredding Center:

15. View Profiles and Look Up Service Dates

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Step	Action
1.	To access the Shredding Center, click Shredding from My Quick Links on the Iron Mountain Connect home page.
2.	<p>The Shredding Center displays. From this screen, you can view Visit Profiles and access the Shredding Request Form.</p> <p>First, let's review the Shredding Schedule using the Visit Profiles List.</p> <p>Select a Customer ID from the drop down menu.</p>
3.	After selecting your customer, you can select the Department ID you want to review. Your Department ID list may consist of a drop down or a link may be provided called View Select List if your account has a large volume of departments.
4.	<p>The Department List displays.</p> <p>This list includes all departments within your account. Select the Department Profile you wish to view from this list.</p>
5.	Click View Visit Profiles to view the Visit Profiles for each service location that has scheduled shredding service.
6.	<p>The Visit Profiles List displays.</p> <p>Please note: OnCall shredding orders that are placed outside of your regular service do not have a Visit Profile.</p> <p>From this view, the Address, Cycle, Schedule, Next Visit, Service Type, and Open Orders display.</p>

Shredding Center:

16. Request Services and Run Shred Reports

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Step	Action
1.	To access the Shredding Center, click Shredding from My Quick Links on the Iron Mountain Connect home page.
2.	To place a request for secure shredding services, click the Request Form link.
3.	From the Request Type drop down, select the type of shredding request you wish to make.
4.	A form opens based on the service request you selected. Complete the form, and then click Submit the Request . Remember, a red asterisk indicates a required field.
5.	A message appears indicating your form has been successfully submitted. A confirmation email will also be sent to the email address entered on the form.
6.	Next, you can run shred reports from the Reports Center.
7.	All shredding reports are located in either the Activity or Financial reports sections. Using the Request a Report drop down menu, select the report you want to run.
8.	The Report opens in a new window. Complete the fields on the report, and then click Submit .
9.	The report has successfully been submitted. You are provided a confirmation number and your criteria display. You will receive an email when your report is available and can return to the Report Center to view the report. Reports are available for 30 days, and if you need to retain your report longer than that, please save it to a local or network drive.

Administrators:
17. Iron Mountain Connect Administration
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Step	Action
1.	From the Iron Mountain Connect home page, My Quick Links, click Manage Users to access the Manage Users section of Iron Mountain Connect.
2.	The Manage Users screen displays. You have a few options from this screen: Search for existing users, Create a new user, or run an Iron Mountain Connect User Report Click Email User Report (All Users) .
3.	The user report is emailed to you. The User Report is an Excel document and includes detailed information about your Iron Mountain Connect users.
4.	To create a new user and set up profiles, click Create a User .
5.	The Create User screen displays. Complete the information under the Contact Information, Settings, and Account sections . Each user requires their own unique user ID and email address. Iron Mountain considers using email address as a user id best practice. Keep in mind a red asterisk indicates a required field.
6.	Scroll down after completing the new user contact information.
7.	Then complete the fields under Settings and Account.
8.	Under the Account section, enter the Username and Password. You can also set the user's Status, Role and assign the user to a Report Group and Lines of Business.
9.	You must assign the user lines of business or they will not have access to anything in the Record Center. Then, click Save to add the new user.
10.	If all fields have been completed properly, a message displays that you have successfully created a new user. You now have the ability to clone or terminate the user. Once the new user has been created, scroll to the bottom of the page and click Grant Access/Privileges to assign account IDs and privileges.
11.	The Administration section of the Record Center opens. From the User Profiles screen, click Change Security to edit the new user's profile.
12.	Make sure Standard User is selected under User Type. This allows you to update the user's privileges. In the Privileges section, select or deselect each privilege that you want to assign to the new user.
13.	In the Organization's section, select each organization you want to grant the selected user access to and click Save Changes . If you know the name of the Customer, Division, or Department that you want to select (but are unsure of its location in the Individual Organizations structure), type the name in the Customer, Division, or Department entry fields and click Search . The Individual Organizations structure automatically opens to display any names matching your search criteria.

	Your changes have been saved.
14.	<p>From the Manage Users screen in Iron Mountain Connect, you can also search for and modify existing users.</p> <p>In order to view or modify an existing user, you must first search for an existing user. You can either do a basic search by selecting one user property and entering the value or do an advanced user search, allowing you to search up to three selection criteria. You must enter the entire search term; a partial term will not return any results.</p> <p>Please note: If an administrator changes a user's password, the user will be prompted to reset his password on the next login.</p>
15.	<p>The search results display on the right side of the screen.</p> <p>Select the user you want to modify.</p>
16.	<p>Enter or modify all applicable fields for the user.</p> <p>Please note: Once a user is created, you cannot modify the user name.</p>
17.	Click Save to save the changes.
18.	<p>The profile was successfully updated.</p> <p>The next step is to email the user their credentials so they have their user information the next time they access Iron Mountain Connect.</p>

Administrators:

18. Record Center Administration

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Step	Action
1.	From the Record Center home page, click Administration .
2.	From the Administration drop down menu, you can view and update the security settings, data parameters, and account profile information. First, click Security .
3.	The User Profile screen displays the functions and organizations to which you are granted access. Please note: Standard Users can view their own profiles only. Iron Mountain Administrators can view and edit the profiles of all Administrators and Users in the enterprise. Business Group Administrators can view and edit the profiles of Business Group Administrators and Users in their Business Groups. To view your User Profile, click Select User or search for a user from the drop down list.
4.	Your current User's Type, Privileges, and Organizations display. To edit single User Profiles, click Lookup to display the User Lookup screen. If the correct name is already displayed, click Select User .
5.	Click Select next to the user name requested or select First Name or Last Name in Search For box. Then type the name, and click Search .
6.	The User Profiles screen with the selected user's name displays. Click Change Security to edit the selected user's profile.
7.	In the Privileges section, select or deselect each privilege that you want to assign to the selected user.
8.	In the Organizations section, select each organization you want to grant the selected user access to and click Save Changes . If you know the name of the Customer, Division, or Department that you want to select (but are unsure of its location in the Individual Organizations structure), type the name in the Customer, Division, or Department entry fields and click Search . The Individual Organizations structure automatically opens to display any names matching your search criteria.
9.	The next feature in the Administration section of the Record Center is Data Parameters .
10.	If enabled, administrators have the ability to customize the field names for the types of data captured about their inventory. The customized field names will be visible in the Search Results, Order screens and reports. There are two types of customization: <ul style="list-style-type: none"> • Drop down lists from which the Administrator can choose the most appropriate description. • Fully customizable field names.
11.	From the Data Parameters screen, ensure Enable Custom Data Parameters has been checked.
12.	If the account has multiple customers, you can apply the customization to all customer accounts by clicking the check box .
13.	Select a Key Identifier from the drop down list. The options depend upon the type of Data Item.
14.	Select the Data Format from the drop down list.
15.	Then configure each data field by checking the appropriate boxes.

<p>16.</p>	<p>The Enabled field allows you to enable or disable fields for data entry. A Required field must be completed by a user in order to successfully add a box or file. Once Activate Label is checked, either select a label from the drop down list for the on screen and report field labels or enter a free-text description for each. Report header character lengths are displayed in the far right column. If left unchecked, the Field Name description from the left column will be displayed on the screen and on reports.</p>
<p>17.</p>	<p>Click Save to save your settings.</p>
<p>18.</p>	<p>The Data Parameters were successfully saved.</p>
<p>19.</p>	<p>The last feature under the Administration menu is Account Profile. From the Administration menu, select Account Profile.</p>
<p>20.</p>	<p>On the Customer Details pages, administrators can view address and contact information, monthly storage volume, service priorities, data requirements, divisions, departments, record codes, and hold codes associated with the customer. Administrators can also create departments, record codes, hold codes, and addresses.</p>

RECORDS MANAGEMENT CUSTOMER SUPPORT GUIDE



RECORDS
MANAGEMENT

RECORDS MANAGEMENT CUSTOMER SUPPORT GUIDE

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Introduction

INFORMATION MANAGEMENT SOLUTIONS

The face of records management and the definition of “business records” as you’ve come to know them have changed. It’s no longer just active versus inactive files or items that you put into storage at an offsite location and forget about. Business records today encompass a much broader spectrum of information that transcends traditional recordkeeping practices.

However, it’s not just the changing definition of business records or their formats to consider. It’s also legislation and compliance, legal exposure, privacy and security regulations, disaster recovery and business continuity planning – not to mention the day-to-day factors such as space constraints due to increased volume, the need to control costs, and your ability to access your information when you need it. Smart, well-run organizations recognize this ever-changing records management environment and adapt accordingly by sharing the responsibility with a reliable resource.

Iron Mountain is the world’s trusted partner for outsourced records and information management services. Founded in 1951, the Company services more than 310,000 customers throughout the United States, Canada, Europe, Latin America, and Asia Pacific. Our experience and records management expertise enable us to analyze your business from a unique perspective. Additionally, we can provide your organization with the full range of services essential to maintaining the health of your records management program.

CONTROL, CONSISTENCY AND ACCESS THROUGH TECHNOLOGY

Today’s business environment demands accurate information and quick turnaround times. Not to mention, the underlying responsibilities of records management have shifted towards mastering current compliance requirements and applying them to your records and information management program. Iron Mountain can help you achieve consistency by making it easy to integrate standard, company-wide retention schedules and policies into everyday practices.

We put you in control. Our technology solutions enable you to manage extensive inventory databases and sophisticated indexing, as well as track down your shipment in transit – right from your desktop. We call this robust technology infrastructure Iron Mountain Connect which is powered by the SafeKeeper PLUS® system – Iron Mountain’s proprietary inventory management software. Our IT professionals are continually developing next-generation solutions based on *your* records management requirements.

RECORDS MANAGEMENT PROFESSIONALS, AT YOUR SERVICE

Managing your business records today involves a lot more than it use to. At a minimum, it requires planning, expertise, experience, and resources – from scanning barcodes, to listing descriptive information, to archiving your records, to placing your order, to retrieving your information when you need it. A vast array of products, services and technology is impressive, but it means very little if not backed by great service. What sets Iron Mountain apart from the others? Simply put, it’s our people.

Iron Mountain’s ability to service your records management requirements professionally and efficiently is a direct result of our team of specialists who are dedicated to ensuring your satisfaction by understanding your business needs. Expert consultants, friendly and knowledgeable customer service representatives, experienced account managers, around-the-clock technical support, and courteous drivers are just a few of the hundreds at your service – every day.

Our goal is to build a lasting, mutually beneficial relationship with you. Whether you need us to pick up your records or walk you through our online system, help is just a phone call away, 24 hours a day, 7 days a week, 365 days a year.

Introduction

DOCUMENT MANAGEMENT SOLUTIONS

With Iron Mountain Document Management Solutions, you'll have complete visibility and quick access to your most active business records. The enhanced access and control of this integrated solution will speed business processes and decision making, improve customer service and support regulatory compliance.

WHAT IS DMS?

DMS is an umbrella for a suite of offerings that will enhance your ability to access information in a secure and timely fashion. These offerings include:

Digital Record Center

- ▶ Hosted solution
- ▶ Easy set-up
- ▶ Flexible security configurations
- ▶ Workflow capabilities

Document Imaging

- ▶ Document scanning and conversion from paper to digital images
- ▶ Integrated with physical workflow
- ▶ Multiple delivery options: email, direct upload, Iron Mountain-hosted e-archive
- ▶ "Intelligent Scanning"

Onsite Active File Management

- ▶ File Room Management
- ▶ Records Center Management
- ▶ Imaging
- ▶ Records Program Management

Active File Management

- ▶ File completion verification
- ▶ Interfiling & versioning
- ▶ Multiple delivery options

Document Workflow Consulting

- ▶ Physical conversion and digital workflow design
- ▶ Implementation support

CONTACT US

For more information on Document Management Solutions please call us today at 800 899 IRON (4766).

THE IRON MOUNTAIN CONNECT RECORDS MANAGEMENT PORTAL

COMPLIANT RECORDS MANAGEMENT — NO LONGER OPTIONAL

The Iron Mountain Connect Web-based system provides you with the tools you need to implement a comprehensive, compliant records management program.

Utilize the numerous resources available on the Iron Mountain Connect system, such as the Record Center, which provides instant access to your records, the Retention Schedule to review retention policies, and the Report Center to manage program compliance.

Iron Mountain Connect can transform your organization's records management program into a compliance program by providing the necessary tools to integrate records management best practices into your everyday business discipline. Use the Iron Mountain Connect system as a guide through every stage in the development of a Compliant Records Management Program.



ORGANIZE

Start by determining the scope of your organization's records management program and what staffing is necessary to support a compliance program.

Records Management 101. Review Iron Mountain's information repository, which offers advice and best practices on program auditing, indexing for quick access and proper disposition of records.
Knowledge Center: www.ironmountain.com/knowledge-center/knowledgcenter-home.html

ASSESS

As part of the assessment phase, you should identify all of your organization's records, along with their physical location and legal retention requirements. If your records are consolidated at Iron Mountain, the Iron Mountain Connect system can provide a single view of your entire program.

DEVELOP

Develop a comprehensive retention schedule and standard, company-wide policies to set the foundation for a credible and consistent records management program.

Tips and Best Practices. View best practice guidelines on corporate records retention policies posted on the Iron Mountain Connect system.

IMPLEMENT

The Iron Mountain Connect system plays a vital role during the implementation and phased launch of a compliant records management program. By providing program administrators instant access to records and the flexibility to tailor specific training programs, the Iron Mountain Connect system facilitates implementation and adoption.

Access Information Instantly. The Record Center in Iron Mountain Connect maintains an electronic index of descriptive data on your records. This system handles search and retrieval, enforces the retention schedule and manages the health and maintenance of your records management program. The Record Center's predictive search engine takes advantage of everything Iron Mountain has learned about how people really retrieve records. The result: you find your cartons or files fast.

Schedule Services at Your Convenience. Use the Record Center to request pick up and delivery anytime and order supplies from Iron Mountain as you need them.

Customize Content, Personalize Views. Administrators can upload records management policies and procedures specific to your organization and control what modules display for which users at an individual or group level. This can aid in training and adoption as materials are centralized and users only access approved information.

MANAGE

Managing long-term program maintenance and adoption is vital to establishing a culture that projects good faith in the compliance of their records management program. With features such as built-in retention capability, the Iron Mountain Connect system enforces best practices such as assigning hold codes to suspend the destruction of records. Flexible administrative architecture provides control over program users.

Manage User Access. Create a security structure that fits your specific business needs. Administrators govern a security model with up to three tiers that create, edit, and manage users on an individual or group basis. Add and remove privileges or organizational access from one or multiple users easily.

Provide Consistent Records Classification. Define data validation rules to ensure cartons and files are being added in accordance with your records management program.

Manage and Enforce Your Company's Retention Schedule. Systematically enforce retention for all records, as the integrity of the retention schedule is the foundation of a compliant program.

Manage Disposition of Records Through Hold Codes. Apply hold codes on individual boxes, departments, record series, or accounts to prevent disposition when necessary.

Control Data Entry. Customize data entry to enable consistent classification and management of records to fit your business needs.

AUDIT

Use the Iron Mountain Connect records management system to perform periodic checks and audits necessary to ensure program continuance.

The Report Center provides you with the reports you need to effectively monitor and manage your organization's records management program. Ensure that the retention schedule is being followed: classify records consistently and destroy them in conjunction with proper disposition. Numerous reports are available in the following categories on demand for your program management needs.

Activity Reports. User data, participation analysis, and activity history.

Inventory Reports. Snapshots and historic details of carton and file inventory and inventory quality reports.

Retention Reports. Detailed and summary information related to records classification, retention schedule, hold codes, and destruction eligibility.

Financial Reports. Summary activity and projected forecasts, invoice history, and activity tied to dollars spent.

Shredding Reports. Detailed information about upcoming scheduled visits for shredding services, an invoice trend data report for shredding services over a period of time, and an invoice report that provides information about charges that have been invoiced.

All reports will be delivered to the Report Center within 3 hours of submission.

Introduction

THE IRON MOUNTAIN CONNECT FEATURES AND BENEFITS

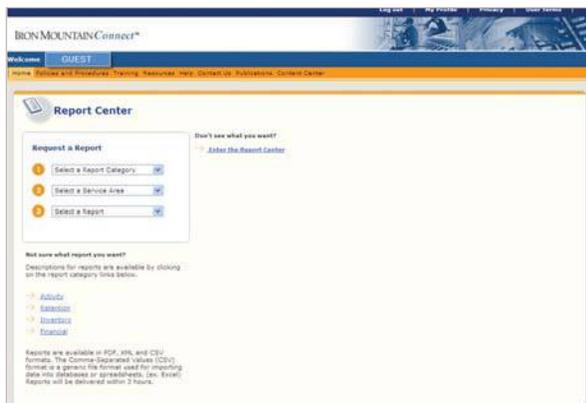
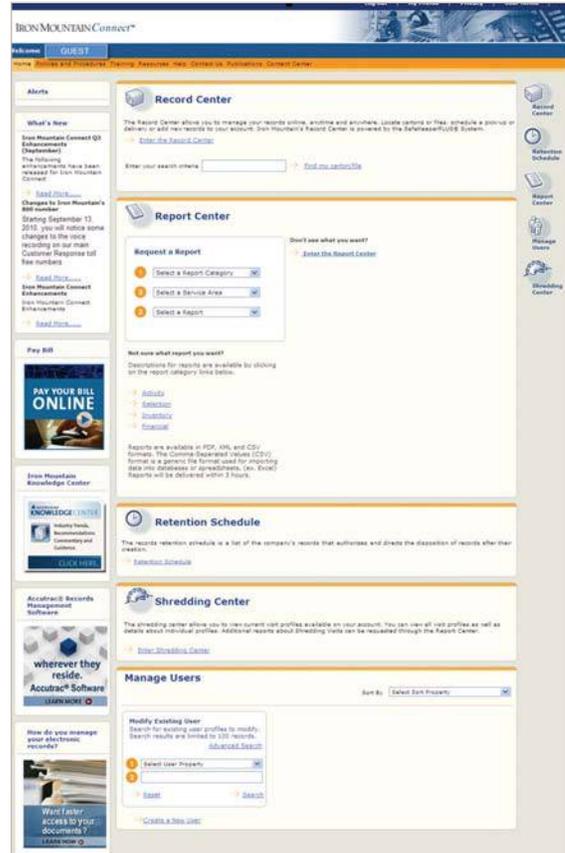
The Iron Mountain Connect portal is your online connection to Iron Mountain, providing the tools necessary to manage records and information assets in today's regulatory environment. Iron Mountain Connect puts you in control, transforming records storage into compliant records and information management programs.

Take advantage of the knowledge resources available on the Iron Mountain Connect system.

Tips And Practices. Industry white papers on best practices in compliant records and information management and information destruction.

Regulatory Resources. Regulations that affect the destruction of company information assets.

Shredding Service Area for Report Center. Access information vital for effective information destruction program control. New shredding-specific reports include activity and financial reports to enable activity and program financials monitoring.



Activity Reports. Scheduled Visit Report provides detailed information about upcoming scheduled visits for shredding services by date range and/or order type. The Shredding Trend Report provides invoice trend data for shredding services over a period of time. It enables shredding activity viewing by service or type.

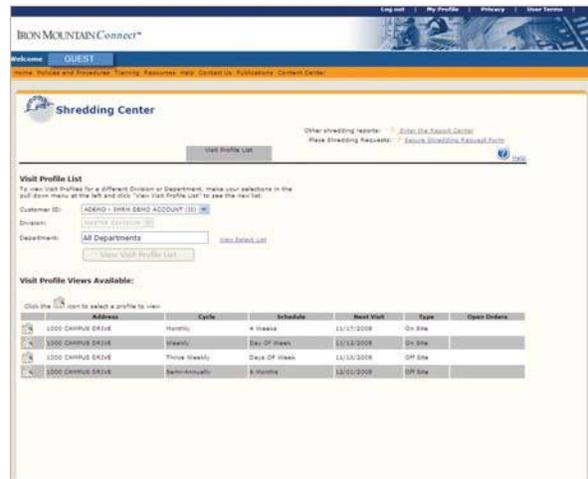
Financial Reports. The Invoice Transaction Report provides information about charges by billing month and/or charge type.



The **Invoice Download** report provides information about charges that have been invoiced to you over a period of time. Reports can be generated by date range, charge type, and/or shredding service type.

Shred Center. Your online, anytime connection to Iron Mountain and your compliant shredding activities. Use Shred Center to monitor your shredding visit profiles and to view your pending shred order list at your convenience.

The Visit Profile List enables visit profile details to be viewed by company, division, or department. The Pending Orders List is a pop-up screen that displays open orders that have not yet been serviced by company, division or department.



ADDITIONAL IRON MOUNTAIN CONNECT FEATURES

Iron Mountain Connect Self-paced Training. Iron Mountain is offering **complimentary** Web-based training that covers the basics of how to most effectively use the Iron Mountain Connect Web-based system.

- ▶ This training is **self-paced**, so you can learn the system at your convenience.
- ▶ It is **modular** in design, so you can choose which learning topics you'd like to focus on.
- ▶ It is **interactive**, with simulations of common Iron Mountain Connect functions.
- ▶ And it is **repeatable**, so you can access a module as often as you'd like.



The Iron Mountain Connect Web-based training covers the following:

- ▶ How to navigate Iron Mountain Connect
- ▶ How to search for your records and place orders in Iron Mountain Connect
- ▶ How to add new boxes or files to your inventory
- ▶ How to run reports to manage and audit your program
- ▶ How to find additional Iron Mountain Connect tools and resources

See for yourself at www.ironmountain.com.

Manage Users. Flexible administrative architecture provides the ability to manage user groups and privileges across divisions, departments and locations, ensuring users access appropriate information.

Innovative Search Technology. The predictive search engine in Record Center takes advantage of everything Iron Mountain has learned over the past 60 years about how people really retrieve records. The result: you find your cartons or files fast.

Easily Managed Transactions. Conduct quick search and retrieval for your information assets on Iron Mountain Connect.

24/7 Support. Search content-specific FAQ information, online help forms for general inquiries and technical issues and 24/7 Help Desk support for all Iron Mountain Connect applications.

Secure SSL Connection. Company information is safe and secure with industry-standard 128-bit encryption providing the highest level of protection for Internet communications.

All reports will be delivered to the Report Center within 3 hours of submission.

To learn more about the Iron Mountain Connect records management portal, and to get connected, please contact Customer Response (1-800-FASTFILE) or your Iron Mountain Account Manager.

The Iron Mountain Customer Support Guide

USING IRON MOUNTAIN'S SERVICES

The Iron Mountain **Customer Support Guide** is your reference guide for using our services. This manual provides step-by-step instructions for all the tasks you are likely to perform when working with us — your records management services provider.

The following pages summarize the steps needed to:

- ✓ Pack and index your business records
- ✓ Complete the forms required to send these records to storage at Iron Mountain
- ✓ Retrieve records from Iron Mountain
- ✓ Return records to Iron Mountain
- ✓ Understand the various types of available reports
- ✓ Destroy the records that have outlived their usefulness
- ✓ Read and understand your invoice and invoice reports

IRON MOUNTAIN RESOURCES

Iron Mountain offers you a team of Customer Response Specialists who are equipped with the latest tools and resources of the records management industry. Support is available 24/7 for your convenience. If you have been assigned an Account Manager, you have an additional layer of support. The Account Managers' critical mission: "To make our Customer's job easier while promoting professional records management."

The Customer Response Specialists and the Account Managers provide the link between you — our Customer — and Iron Mountain. Account Managers make regular Customer visits to ensure your satisfaction and to build long-term partnerships. The Account Management staff provides records management training and education on Iron Mountain's procedures, as well as current legislation and regulatory requirements that could impact your company and its recordkeeping practices.

Please contact your Iron Mountain Customer Response Specialist or your Account Manager with any questions you might have, or to learn more about Iron Mountain's products and services as described in this **Guide**.

Throughout this **Guide**, we make reference to several departments within Iron Mountain. For your convenience, we've included their contact information below:

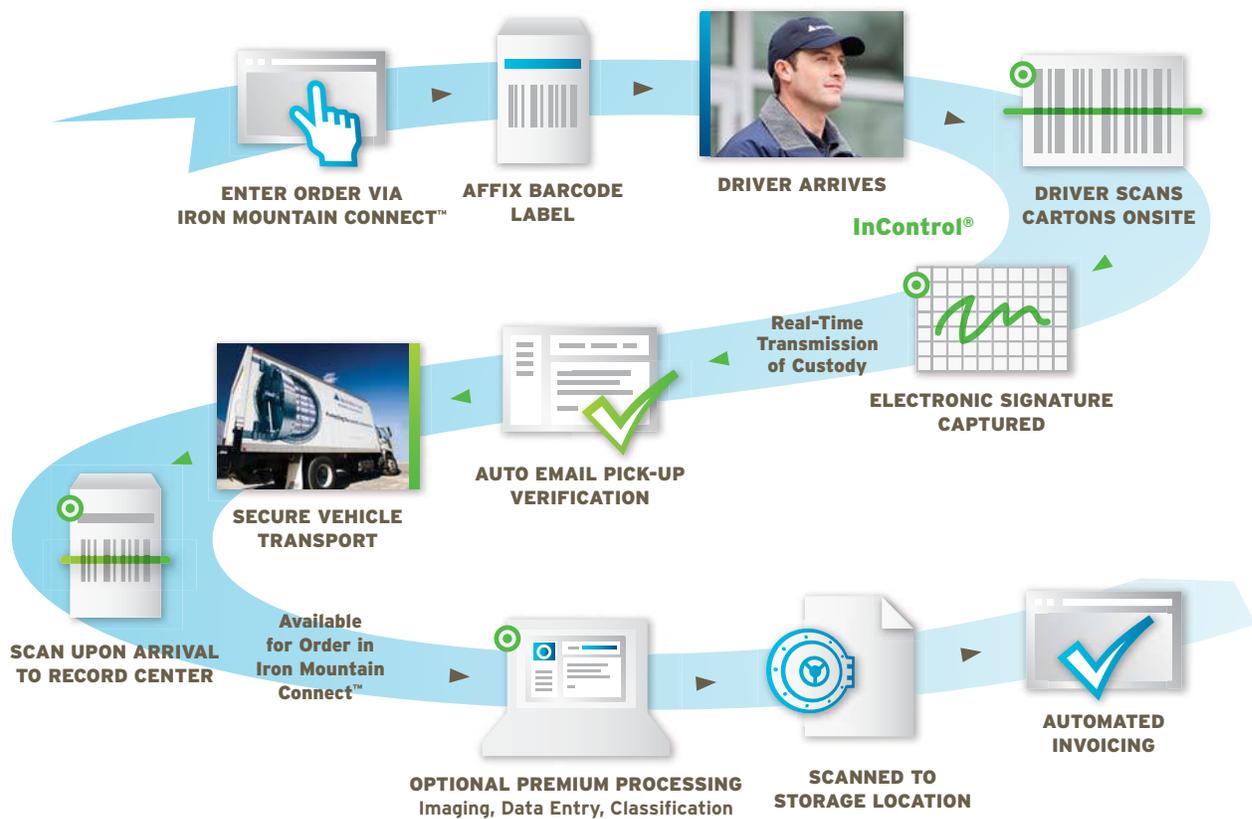
- ▶ **Online records management with Iron Mountain: www.imconnect.com**
- ▶ **Information Technology Services (ITS) Info Center, 24 hours a day, 7 days a week:
Phone: 1-800-888-2774 (for technical support only)**
- ▶ **Customer Response, U.S.
Phone: 1-800-FASTFILE Fax: 1-800-934-5348**
- ▶ **Customer Response, Canada (within Canada)
Phone: 1-800-FASTFILE Fax: 1-800-387-0124; 1-800-316-2464 (Maritimes)**
- ▶ **Iron Mountain Web site: www.ironmountain.com**

SENDING RECORDS

Accuracy is a top priority at Iron Mountain and that's why we've developed checks and balances to ensure that your files are packed, transported, barcoded, indexed, stored, retrieved, and refiled without error. As you pack your records, you'll know precisely what you're keeping and what you're sending offsite. The easy-to-use **Transmittal** makes everything clear.

The Iron Mountain transportation team will carefully move your records to a local record center where they are well protected. They're readily available whenever you need them.

RECORDS MANAGEMENT WORKFLOW | INCOMING



 SCAN POINTS & REAL-TIME TRANSMISSION OF CUSTODY

RETRIEVING INFORMATION

Iron Mountain can help you quickly retrieve any information you require.

Need a record fast? Just enter your request on your PC, call, fax, or email. Our online capabilities and Customer Service Team can handle your order right over the phone. Our knowledgeable Representatives will access the Iron Mountain SafeKeeper PLUS inventory management system to locate your records.

Then, we'll quickly retrieve your record. For files, we'll place a barcoded outcard in the space from where your file is taken and place an identical barcode on the file. For cartons, we'll place a barcode on the carton itself. When you return your record, we'll match the barcodes, assuring 100% refiling accuracy.

Iron Mountain offers a number of standard delivery options thus ensuring that you can have the information you need, when you need it. When you're finished with it, call us. We'll pick it up and store it quickly and accurately.

RECORDS MANAGEMENT WORKFLOW | RETRIEVAL



DESTROYING INFORMATION

Upon written authorization by a **Destruction Authorized User** from your organization, Iron Mountain will destroy your records.

- ▶ **Secure Shredding.** Under this method, Iron Mountain destroys records by shredding, rendering those materials beyond reconstruction by reasonable procedures. At all times prior to physical destruction, records are in the secured custody of Iron Mountain. Upon completion, a certificate is provided, indicating that the material was destroyed by shredding.

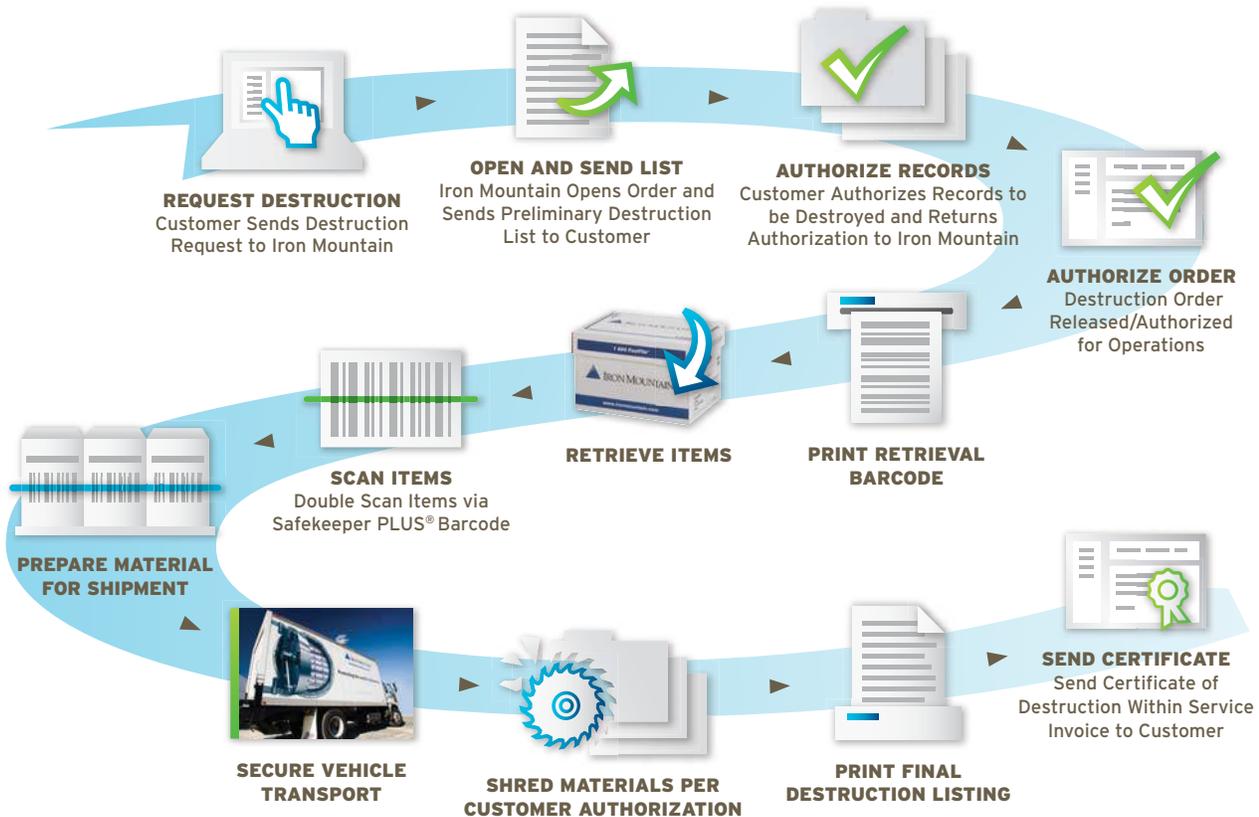
You can identify those records eligible for destruction by reviewing a **Destruction Eligibility** or **Inventory Report**, highlighting the desired records for destruction and sending a letter of authorization with the report to Iron Mountain.

Our Data Entry department enters the desired records into the SafeKeeper PLUS inventory management system through which a destruction order is opened and a **Preliminary Destruction Listing** is generated. The **Listing(s)** are then sent to you for verification, sign-off, and subsequent return to Iron Mountain for final processing.

*Iron Mountain will not destroy your inventory without the signed **Preliminary Destruction Listing(s)** and instruction letter from a **Destruction Authorized User** at your organization.* Upon receipt of the signed **Preliminary Destruction Listing**, Data Entry will close the destruction order. Your records will be removed from storage and destroyed.

Lastly, we'll send you a **Final Destruction Listing** which verifies that the destruction of your records, as you specified, has taken place.

RECORDS MANAGEMENT WORKFLOW | ARCHIVAL DESTRUCTION



FACTA OVERVIEW

In December 2003, the federal government passed the Fair and Accurate Credit Transactions Act of 2003 (FACTA). This new law affects various aspects of consumer credit.

Under FACTA, certain federal agencies were required to create regulations designed to minimize the risk of identity theft and consumer fraud by enforcing the proper destruction of consumer information. One of the resulting regulations, known as the Disposal Rule, was issued by the Federal Trade Commission in November 2004. Identical rules adopted by the federal banking agencies and the Securities and Exchange Commission now apply to organizations regulated under their authority.

Effective June 1, 2005, the Disposal Rule states that "any person who maintains or otherwise possesses consumer information for a business purpose" is required to properly dispose of the information, whether in electronic or paper form, by "taking reasonable measures to protect against unauthorized access to or use of the information in connection with its disposal."

COMPUTERIZED REPORTING

You will receive an **Inventory Report** to help you find your inventory — when you need it. These reports include information such as the carton barcode number, the description of carton contents, division/department assigned to the carton, arrival date, retention period and much more. Use the **Reports** to verify the status and complete storage history of all your records.

Your **Returned Records Report** tracks the cartons and files you returned to us.

Destruction Listings display those records eligible for destruction, as well as those that have already been destroyed.

Cost & Activity Reports give you an at-a-glance look at the costs and activities of your records management program. This report helps you pinpoint expenditures, control costs, and allocate expenses to individual cost centers.

GETTING STARTED

To begin using Iron Mountain's services, several forms are available for your use. Contact Customer Response or your Account Manager to order an adequate supply of the following items:

▶ **Access Authorization Forms**

You will need to complete one or more of these forms in order to authorize individuals from your organization to access and/or destroy your records and information.

▶ **Division/Department Forms**

You will need one form for each division/department to establish the Division and/or Department IDs, as well as to create record codes for your records retention schedule.

▶ **Transmittal Sheets/Transmittal Forms**

You will need multiple *Sheets* for multiple cartons, or one *Form* per carton, to catalogue the descriptive information about each carton to be sent to Iron Mountain.

▶ **Barcode Labels**

You will need one barcode label for each carton to be stored.

▶ **File Listing Input Sheets and Green Barcode Labels**

If you would like to individually list each file within a carton, you will need one or more *File Listing Input Sheet(s)* per carton depending on how many files need to be individually listed. If you use the green barcoded labels on the box, this will indicate that the entire box needs to be individually listed and there is no need to complete the File Listing Input Sheet(s).

▶ **Interfile Labels/Document Insert Labels**

You will need one *Interfile Label* for each file, or one *Document Insert Label* per document, to be interfiled into cartons already in storage at Iron Mountain.

Additional forms are available to make working with us simple and efficient. They are discussed where appropriate throughout this **Guide**.

Contact Customer Response (1-800-FASTFILE) or your Account Manager for more information about the forms and labels necessary for you to prepare your records for offsite storage at Iron Mountain.

Sending New Records to Iron Mountain

PACKING THE CARTON

When packing records into approved storage containers for offsite storage, please follow these simple guidelines.

ORGANIZING

- ▶ **Group like records together.** Like records are defined by a common division, department, or record code. Organizing your records in this fashion ensures accurate retrieval histories and inventory reporting.
Example: All payroll records from December 2002 for last names ranging between S – Z.
- ▶ **Choose a logical system of organization.** Sort the files within a carton in a logical sequence, such as by product type, line of business, customer number, employee name, etc., and, if possible, sequentially by number, alphabetically by name, or in date order.

PACKING

- ▶ **Letter-sized documents.** Pack files facing the end of the carton to be labeled, i.e., the *InfoPanel* located on one of the handhold sides. Make sure that they face in the same direction. Leave about an inch and a half of free space behind the last file to make retrieving files and interfiling new files easier.
- ▶ **Legal-sized documents.** Pack files from side-to-side, making sure that they all face in the same direction. Leave about an inch and a half of free space behind the last file to make retrieving files and interfiling new files easier.



HELPFUL HINTS

- ▶ **Don't over-pack the carton.** Pack cartons to a maximum 90% capacity, leaving about an inch and a half of free space behind the last file. This will make it easier to retrieve files and will give you room for future interfiles. Also, a carton that's too densely packed will be too heavy for you to comfortably lift.
- ▶ **Don't under-pack the carton.** Files in cartons that are packed at less than 90% capacity may not remain organized, and the carton could collapse under the weight of other cartons once shelved at Iron Mountain. If a carton cannot be packed to capacity, consider combining those files with files in another carton, or keep them in-house until you have an entire carton's worth.
- ▶ **Pack only records.** Cartons should house only Official Records (the version of a record that must be retained for the official records retention period). Convenience Records (a duplicate copy, reference material, etc., that is for reference or convenience purposes, and is not designated as an Official Record) should be discarded or handled separately.

CARTONS FROM IRON MOUNTAIN

Specially designed for ease of assembly, convenience, strength, and durability, Iron Mountain offers an entire line of cartons and supplies to help you with your records preparation process. They're exactly what you need at a very affordable price. And, all of our records containers are sold in conveniently packaged incremental quantities. Refer to the *Records Management Resources* section of this **Guide** for more information.

For more information about preparing your records for offsite storage, or purchasing storage cartons and supplies, contact Customer Response (1-800-FASTFILE) or your Iron Mountain Account Manager.

Sending New Records to Iron Mountain

ESTABLISHING DIVISIONS, DEPARTMENTS, AND RECORD CODES

Most likely, your organization is structured into a logical series of business units called divisions (e.g., Outpatient Care, Hospice Care, Ambulatory), as well as departments within those divisions (e.g., Pediatrics, Cardiology, Obstetrics). You can further break down the types of records (i.e., patient charts, x-rays, ultrasound images) pertinent to each one. Ideally, you should use these same categories when preparing your records for offsite storage.

The Iron Mountain **Division/Department Form** helps you to:

- ▶ Organize your records
- ▶ Create a list of divisions, departments, and record codes to which your records will be assigned
- ▶ Establish retention schedules

THE DIVISION/DEPARTMENT FORM

One **Division/Department Form** must be completed for each new Division* and/or Department created for your account, as well as for new Record Codes. Enter the correct information in the areas indicated, clearly and legibly printing all information. Begin all entries from the left side of each field. Please note that Iron Mountain systems do not recognize leading zeros in the **DIVISION ID**, **DEPARTMENT ID**, and **RECORD CODE** fields. For example, Department 0001234 would be recognized as Department 1234.

***NOTE:** Only customers specifically set up to use Divisions should utilize the **DIVISION** field.

The form is titled "Division/Department" and includes the Iron Mountain logo. It contains several sections for data entry:

- CUSTOMER ID:** A four- or five-digit field labeled 'a'.
- CUSTOMER NAME:** A text field labeled 'b'.
- DIVISION ID:** A four- or five-digit field labeled 'c'.
- DIVISION NAME:** A text field labeled 'd'.
- DEPARTMENT ID:** A four- or five-digit field labeled 'e'.
- DEPARTMENT NAME:** A text field labeled 'f'.

Below these are sections for **RECORD CODE** and **RECORD CODE TITLE**, followed by a table for **RET. SCH.**, **RETENTION PERIOD**, and **AUTO CALC.** The bottom of the form has fields for **PREPARER'S FULL NAME**, **DIVISION ID**, **DEPARTMENT ID**, **TELEPHONE NUMBER AND EXTENSION**, **FLOOR**, and **DATE**. A note at the bottom right states: "Note: Regarding the use of social security numbers and birth dates. Use of this information constitutes personal data that may be protected by privacy laws. Iron Mountain is happy to include this data, and the furnishing of such data by the Customer constitutes the Customer's consent to its inclusion on Iron Mountain's inventory management systems."

Adding a New Division and/or Department

To establish a new **DIVISION**, complete the **Division/Department Form** by printing:

- Your four- or five-digit **CUSTOMER ID**.
- Your **CUSTOMER NAME**.
- The **DIVISION ID*** of the **DEPARTMENT**, using up to 12 alphanumeric characters.
***NOTE:** Only customers specifically set up to use Divisions should utilize the **DIVISION** field.
- The **DIVISION NAME** using up to 35 alphanumeric characters.

To establish a new **DEPARTMENT**, complete the **Division/Department Form** by printing the **DIVISION ID** of the **DEPARTMENT** (if you use **DIVISION IDs**; if not, leave the **DIVISION ID** field blank) and:

- The **DEPARTMENT ID** using up to 12 alphanumeric characters.*
***NOTE:** Only customers specifically set up to use extended Department IDs should use blocks 11 and 12.
- The **DEPARTMENT NAME** using up to 35 alphanumeric characters.

Lastly, be sure to include your **NAME**, **DIVISION ID**, **DEPARTMENT ID**, **TELEPHONE NUMBER**, **FLOOR** and **DATE** at the bottom of each **Form**.

-
- j.** The **RETENTION PERIOD**:
This is the number of months or years (based on the **RETENTION SCHEDULE CODE**) that records are assigned to a **RECORD CODE** and are retained before they are eligible for destruction.
***NOTE:** Only if the **RETENTION SCHEDULE CODE** is 'M' or 'Y' should this field be used.
- k.** The **AUTO CALCULATE CODE**:
By entering one of the following codes, Iron Mountain automatically calculates a **DESTROY DATE**:
1 = To, Else From, Else Receipt Date **2** = Receipt Date **3** = Create Date **4** = Event Date
5 = To Date
***NOTE:** Only if the **RETENTION SCHEDULE CODE** is 'M' or 'Y' should this field be used.

Lastly, be sure to include your **NAME, DIVISION ID, DEPARTMENT ID, TELEPHONE NUMBER** and **EXTENSION, FLOOR** and **DATE** at the bottom of each **Form**.

Automatically Assigning Destruction Dates

One of the benefits of setting up a formal records classification structure for records retention using **RECORD CODES** is the ability to automatically calculate the **DESTROY DATE** of every carton sent to Iron Mountain. This way, the burden of identifying the **DESTROY DATE** is removed from the **Transmittal** preparation process.

According to your instructions, Iron Mountain can automatically apply the correct **DESTROY DATE** to a carton based on the **DIVISION/DEPARTMENT ID** and **RECORD CODE** combination from the **Transmittal**.

To authorize Iron Mountain to use **AUTO CALCULATE DESTROY DATE** processing, submit a letter of authorization indicating which of the following methods of calculation should be used:

“To, Else From, Else Receipt Date” Processing

Assigns the **DESTROY DATE** based on the **TO DATE**, indicated on the **Transmittal**, plus the **TOTAL RETENTION LENGTH** for the corresponding **RECORD CODE** (if there's no **TO DATE**, the **FROM DATE** will be used; if no **FROM DATE**, then the **RECEIPT DATE**).

“Receipt Date” Processing

Assigns the **DESTROY DATE** based on the **RECEIPT DATE** on inventory plus the Iron Mountain **RETENTION LENGTH** for the corresponding **RECORD CODE**.

“Create Date” Processing

Assigns the **DESTROY DATE** based on the **CREATE DATE** on inventory plus the Iron Mountain **RETENTION LENGTH** for the corresponding **RECORD CODE**. If the **CREATE DATE** is blank, a **DESTROY DATE** or **DESTRUCTION INDICATOR** must be entered.

“Event Date” Processing

Assigns the **DESTROY DATE** based on the **EVENT DATE** on inventory plus the Iron Mountain **RETENTION LENGTH** for the corresponding **RECORD CODE**. If the **EVENT DATE** is blank, a **DESTROY DATE** or **DESTRUCTION INDICATOR** must be entered.

“To Date” Processing

Assigns the **DESTROY DATE** based on the **TO DATE**, indicated on the **Transmittal**, plus the **TOTAL RETENTION LENGTH** for the corresponding **RECORD CODE**. If the **TO DATE** is blank, a **DESTROY DATE** or **DESTRUCTION INDICATOR** must be entered.

*Contact Customer Response or your Account Manager for more information about creating an appropriate records retention program for your organization and how to use the **Division/Department Form**.*

Sending New Records to Iron Mountain

COMPLETING THE TRANSMITTAL/USING THE BARCODE LABEL

A Transmittal is the medium by which a carton's descriptive information is captured. Iron Mountain provides three types of **Transmittals**:

- ▶ The easy-to-complete, multi-carton **Transmittal Sheet**
- ▶ The easy-to-complete, one-carton-at-a-time **Transmittal Form**
- ▶ **Online data entry** by using the Iron Mountain Connect records management portal

The **Transmittal Sheet** and **Transmittal Form** are offline methods. The **Transmittal Sheet** accommodates the descriptive information for up to five cartons per **Sheet**. The **Transmittal Form**, in triplicate copy, accepts only one carton per **Form**. Online data entry is available in limited capacity to some Iron Mountain Connect users who are authorized to access the Inventory Maintenance menu. Contact Customer Response or your Iron Mountain Account Manager for more information about online data entry.

The method you use will depend on how your account is setup. Regardless of the method, however, all descriptive information that is captured is provided back to you via inventory reports generated by Iron Mountain.

The Transmittal Sheet

Complete one **Transmittal Sheet** for each group of five new cartons to be stored at Iron Mountain. Enter the correct information in the areas indicated, clearly and legibly printing all information. Begin all entries from the left side of each field except where noted. Please note that the Iron Mountain systems do not recognize leading zeros in the **DIVISION ID**, **DEPARTMENT ID**, and **RECORD CODE** fields. For example, Department 0001234 would be recognized as Department 1234.

SafeKeeper PLUS BARCODE Labels

Carton InfoPanel

The TRANSMITTAL SHEET

Customer Box Number	Record Code*	Date Range FROM	Date Range TO	AlphaNumeric Range - FROM	AlphaNumeric Range - TO	Create Date	Event Date	Destruction Eligibility	Hold Code
1	e	MM/YY	MM/YY	MM/YY	MM/YY	MM/YY	MM/YY	Permanent or Undefined	
2	f	MM/YY	MM/YY	MM/YY	MM/YY	MM/YY	MM/YY	Permanent or Undefined	
3	g	MM/YY	MM/YY	MM/YY	MM/YY	MM/YY	MM/YY	Permanent or Undefined	
4	h	MM/YY	MM/YY	MM/YY	MM/YY	MM/YY	MM/YY	Permanent or Undefined	
5	i	MM/YY	MM/YY	MM/YY	MM/YY	MM/YY	MM/YY	Permanent or Undefined	

Transmittal Sheet

SafeKeeper PLUS BARCODE Labels

Carton InfoPanel

The TRANSMITTAL SHEET

1 Complete the **Transmittal Sheet** by printing:

- a. Your four- or five-digit **CUSTOMER ID** on both the **Transmittal Sheet** and large peel-off **Barcode Label** (this is a must).
- b. Your **CUSTOMER NAME**.
- c. The **DIVISION ID*** of the **DEPARTMENT**, using up to 12 alphanumeric characters.
***NOTE:** Only customers specifically set up to use Divisions should utilize the **DIVISION** field.
- d. The **DEPARTMENT ID** of the new cartons, using up to 12 alphanumeric characters.*
***NOTE:** Only customers specifically set up to use extended Department IDs should use blocks 11 and 12.
- e. The **CUSTOMER BOX NUMBER** for each carton. This field should only be completed if you specifically assign a carton number other than the **SafeKeeper PLUS (SKP) BARCODE NUMBER** for your internal tracking purposes.
- f. The **RECORD CODE** using up to 10 alphanumeric characters.*
***NOTE:** Only customers specifically set up to use extended Record Codes should use blocks 7 through 10. If the **RECORD CODE** parameter is set to '1' or '2,' then anything in the **DESTROY DATE** or **DESTRUCTION INDICATOR** will be ignored by the system and overridden by the **RECORD CODE** rules. Only if the parameter is set to '0' or '3,' will the system consider these values.
- g. The **DATE RANGE/FROM** and **DATE RANGE/TO**, which are the oldest and most recent dates of the records contained in the carton. Retention can be calculated from these dates. Only valid dates including month, day and year are acceptable here.
- h. The **ALPHA/NUMERIC RANGE-FROM** and **ALPHA/NUMERIC RANGE-TO**, which are the beginning and ending alphabetical/numerical ranges of the records contained in the carton. The FROM and TO Alpha/Numeric Range fields can be used to describe a name range (Jones through Smith), a numeric "File ID" range (20450 through 20567), or an alphanumeric "File ID" range (AD123 through BZ784).
- i. The **CREATE DATE**, which is the date that the materials were packaged and labeled for storage or the date that the records were actually created. Retention can be calculated from these dates. Only a valid date including month, day and year is acceptable here.
- j. The **EVENT DATE**, which is the date of the event that the contents of the carton contains, if applicable. Retention can be calculated from this date. Only a valid date including month, day and year is acceptable here.
- k. The **DESTRUCTION ELIGIBILITY** identifies when a carton is scheduled for destruction. Leave this section blank if your organization establishes **DESTRUCTION ELIGIBILITY** using **RECORD CODES**. If your organization does not use **RECORD CODES** to determine when a carton is eligible for destruction, enter either a valid **Destruction Date** (month/day/year) or check one of the **DESTRUCTION INDICATORS: Permanent** or **Undefined**.
NOTE: Nothing will be destroyed automatically. A letter of authorization from your organization is required for destruction.
- l. The **HOLD CODE** for each carton extends the **RETENTION PERIOD** of a carton. **HOLD CODES** must be set up on the system prior to use. If records should be retained permanently, select the check box under **DESTRUCTION ELIGIBILITY**.
- m. The **MAJOR DESCRIPTION** of the contents of the carton as it is to appear on the **Inventory Reports** provided by Iron Mountain.

Example: ALE - AMA or 100 - 999 (alpha or numeric ranges must be separated with a dash).

Example: CORRESPONDENCE (complete descriptions may be spelled out).

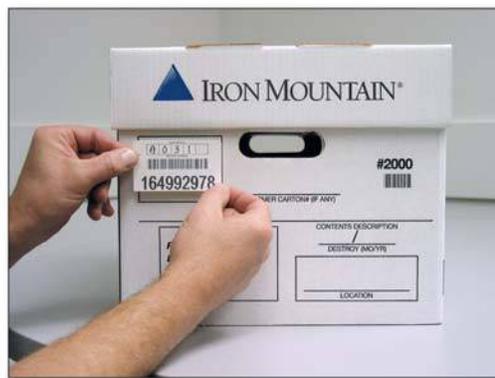
NOTE: To keep numeric ranges in the proper sort sequence and to maintain an orderly listing, the dash '-' should be placed to the right of the heavy vertical line; fields should be zero-filled where necessary.

| | | 0|0|1|2|5|-|0|0|1|8|5| | | |
| | | 1|2|0|5|0|-|1|2|1|7|5| | | |

If the files within the carton will be individually listed, print the phrase “Individual List” in the **MAJOR DESCRIPTION** field.

- n. Print additional **MINOR DESCRIPTION** information as it is to appear on your **Inventory Reports** (follow the instructions for **MAJOR DESCRIPTION**).
- o. The **REFERENCE #1** field, which is a miscellaneous, alphanumeric field used for additional cross-reference information about the carton.
- p. Your name in the **PREPARER'S FULL NAME** field, as well as the **DATE**, your **DIVISION ID**, **DEPARTMENT ID**, **TELEPHONE NUMBER** and **EXTENSION**, and **FLOOR**. At the top of the **Sheet**, be sure to number the pages in sequence, starting with “Page 1.”

- 2 Place the large peel-off **Barcode Label** on the carton's *InfoPanel* in the area marked “Affix Transmittal Label Here” on one of the handhold sides. Make sure your Customer ID is also displayed on the **Label**.



Place the smaller, identically numbered **Barcode Label** on the **Transmittal Sheet** in the area marked “Place the SafeKeeper PLUS Barcode Label (T-Label) Here.”

- 3 Once you have completed all of the **Transmittal Sheets** for this group of cartons you are sending, count the total number of **Sheets** and place this total number on all of the **Sheets** in the space marked “Page ____ of ____.” Staple the **Sheets** together, in order.
- 4 Have the **originals** ready for the driver to pick up with the new cartons. Make photocopies of the **Transmittal Sheets** for your records.
- 5 Verify that the physical carton count matches the itemization on the **Transmittal Sheets**.
- 6 Contact Iron Mountain to schedule a pick up.

***NOTE:** To ensure the accuracy and integrity of your inventory requirements, please review all information listed on the transmittal document to ensure it is complete, accurate and legible, and that the document has not been folded or torn before it is submitted to Iron Mountain.

For detailed information about placing orders with Iron Mountain, refer to the Placing Requests and Orders section of this **Guide**.

THE TRANSMITTAL FORM

As an alternative to the **Transmittal Sheet**, Iron Mountain also offers the three-ply **Transmittal Form**, which allows you to provide all of the information required to properly index your records **one** carton at a time.

Completing the Transmittal Form

Complete one **Transmittal Form** for **each** new carton to be stored at Iron Mountain. Enter the correct information in the areas indicated, clearly and legibly printing all information. Begin all entries from the left side of each field. Please note that the Iron Mountain systems do not recognize leading zeros in the **DIVISION ID**, **DEPARTMENT ID**, and **RECORD CODE** fields. For example, Department 0001234 would be recognized as Department 1234.

The image shows the Iron Mountain Transmittal Form with several fields labeled with letters a through n. Callout 1 is a large blue circle with the number 1, pointing to the top left section. Callout 2 is a large blue circle with the number 2, pointing to a peel-off barcode label on the right side. Callout 3 is a large blue circle with the number 3, pointing to the bottom section of the form.

1 Complete the **Transmittal Form** by printing:

- a. Your four- or five-digit **CUSTOMER ID** on both the **Transmittal Form** and the peel-off **Barcode Label** (this is a must).
- b. Your **CUSTOMER NAME**.
- c. The **DIVISION ID*** of the **DEPARTMENT**, using up to 12 alphanumeric characters.
*NOTE: Only customers specifically set up to use Divisions should utilize the **DIVISION** field.
- d. The **DEPARTMENT ID** of the new carton, using up to 12 alphanumeric characters.*
*NOTE: Only customers specifically set up to use extended Department IDs should use blocks 11 and 12.
- e. The **RECORD CODE** using up to 10 alphanumeric characters.*
*NOTE: Only customers specifically set up to use extended Record Codes should use blocks 7 through 10. If the **RECORD CODE** parameter is set to '1' or '2,' then anything in the **DESTROY DATE** or **DESTRUCTION INDICATOR** will be ignored by the system and overridden by the **RECORD CODE** rules. Only if the parameter is set to '0' or '3,' will the system consider these values.
- f. The **DATE RANGE/FROM** and **DATE RANGE/TO**, which are the oldest and most recent dates of the records contained in the carton. Retention can be calculated from these dates. Only valid dates including month, day and year are acceptable here.
- g. The **CREATE DATE**, which is the date that the materials were packaged and labeled for storage or the date that the records were actually created. Retention can be calculated from these dates. Only a valid date including month, day and year is acceptable here.
- h. The **ALPHA/NUMERIC RANGE-FROM** and **ALPHA/NUMERIC RANGE-TO**, which are the beginning and ending alphabetical/numerical ranges of the records contained within the carton. The FROM and TO Alpha/Numeric Range fields can be used to describe a name range (Jones through Smith), a numeric "File ID" range (20450 through 20567), or an alphanumeric "File ID" range (AD123 through BZ784).

- i. The **EVENT DATE**, which is the date of the event that the contents of the carton contains, if applicable. Retention can be calculated from this date. Only a valid date including month, day and year is acceptable here.
- j. The **REFERENCE #1** field, which is a miscellaneous, alphanumeric field used for additional cross-reference information about the carton.
- k. The **MAJOR DESCRIPTION** of the contents of the carton as it is to appear on the **Inventory Reports** provided by Iron Mountain.

Example: ALE - AMA or 100 - 999 (alpha or numeric ranges must be separated with a dash).

Example: CORRESPONDENCE (complete descriptions may be spelled out).

NOTE: To keep numeric ranges in the proper sort sequence and to maintain an orderly listing, the dash '-' should be placed to the right of the heavy vertical line; fields should be zero-filled where necessary.

```

| | | | 0 | 0 | 1 | 2 | 5 | - | 0 | 0 | 1 | 8 | 5 | | | | |
| | | | 1 | 2 | 0 | 5 | 0 | - | 1 | 2 | 1 | 7 | 5 | | | | |

```

If the files within the carton will be individually listed, print the phrase "Individual List" in the **MAJOR DESCRIPTION** field.

- l. Print additional **MINOR DESCRIPTION** information as it is to appear on your **Inventory Reports** (follow the instructions for **MAJOR DESCRIPTION**).
- m. The **HOLD CODE** for each carton extends the **RETENTION PERIOD** of a carton. **HOLD CODES** must be set up on the system prior to use. If records should be retained permanently, select the check box under **DESTRUCTION ELIGIBILITY**.
- n. The **DESTRUCTION ELIGIBILITY** identifies when a carton is scheduled for destruction. Leave this section blank if your organization establishes **DESTRUCTION ELIGIBILITY** using **RECORD CODES**. If your organization does not use **RECORD CODES** to determine when a carton is eligible for destruction, enter either a valid **Destruction Date** (month/day/year) or check one of the **DESTRUCTION INDICATORS: Permanent** or **Undefined**.
NOTE: Nothing will be destroyed automatically. A letter of authorization from your organization is required for destruction.
- o. The **CUSTOMER BOX NUMBER** for each carton. This field should only be completed if you specifically assign a carton number other than the **SafeKeeper PLUS (SKP) BARCODE NUMBER** for your internal tracking purposes.
- p. Your name in the **PREPARER'S FULL NAME** field, as well as the **DATE**, your **DIVISION ID**, **DEPARTMENT ID**, **TELEPHONE NUMBER** and **EXTENSION**, and **FLOOR**.

- 2 Place the peel-off **Barcode Label** from the **Transmittal Form** on the carton's **InfoPanel** in the area marked "Affix Transmittal Label Here" on one of the handhold sides. Make sure your Customer ID is also displayed on the **Label**.
- 3 Place the **pink copy** of the **Transmittal Form** inside the carton on top of the files underneath the lid; Retain the **yellow copy** for your records; and, Present the white copy to the Iron Mountain driver along with the new cartons to be picked up.
- 4 Verify that the physical carton count matches the quantity of white copies of the **Transmittal Form**.
- 5 Contact Iron Mountain to schedule a pick up.



For detailed information about placing orders with Iron Mountain, refer to the Placing Requests and Orders section of this **Guide**.

Sending New Records to Iron Mountain

INDIVIDUALLY LISTING YOUR FILES

Some Customers elect to catalogue **file-level** information such as file name and/or file number for each file within a carton. This process is called **Individually Listing** your files.

Iron Mountain **File Listing Input Sheets** are designed to help you list the files within a carton in a logical and orderly fashion and are available based on your type of business:

- ▶ The **green Standard File Listing Input Sheet**, generic enough for most organizations
- ▶ The **brown Law File Listing Input Sheet** for law firms and those in the legal profession

File-level descriptive information entered on the **Standard** or **Law File Listing Input Sheets** will subsequently appear on the **File Inventory** produced by Iron Mountain. Although individual files can be retrieved regardless of whether or not they have been Individually Listed, a complete file-level inventory report is a valuable tool because it provides full and accurate information about each file at a micro level. The individual files and all of the information about them are then available online as you place orders.

Iron Mountain can help you with the maintenance of your professional records management program by Individually Listing the contents of each carton that you send to us. Contact Customer Response or your Iron Mountain Account Manager for more information.

INDIVIDUALLY LISTING IS A TWO-STEP PROCESS

When you make the decision to Individually List your files, you will need to complete a **Transmittal Sheet** in order to capture the *carton-level* information, as well as a **File Listing Input Sheet** to capture the *file-level* descriptive information.

Completing the Transmittal Sheet

For each carton of files to be individually listed:

- 1 Include all pertinent carton information on the **Transmittal Sheet**, including the Iron Mountain **CUSTOMER ID** and **DESTRUCTION ELIGIBILITY**. Additionally, the phrase “Individual List” should be written in the **MAJOR DESCRIPTION** field.
- 2 For each carton that contains files to be individually listed: Place the large peel-off **green-bordered Barcode Label** (i.e., **Green** T-Label) on the carton’s *InfoPanel* in the area marked “Affix Transmittal Label Here” on one of the handhold sides. Make sure your Customer ID is also displayed on the Label. Place the smaller, identically numbered **green-bordered Barcode Label** on the **Transmittal Sheet** in the area marked “Place the SafeKeeper PLUS Barcode Label (T-Label) Here.”

The **green** border on the **Barcode Label** alerts Iron Mountain Data Entry that the contents of the carton should be individually listed.

Completing the File Listing Input Sheet

Complete the appropriate **File Listing Input Sheet** for each carton of files that you would like to have individually listed. Multiple **File Listing Input Sheets** may be needed to list all of the files within a particular carton. Always begin with a new **File Listing Input Sheet** when describing a new carton of records.

THE STANDARD FILE LISTING INPUT SHEET

Use the **green Standard File Listing Input Sheet** for virtually any type of business and file type.

1 Complete the **Standard File Listing Input Sheet** by printing:

- a. Your four- or five-digit **CUSTOMER ID**.
- b. Your **CUSTOMER NAME**.
- c. The **CUSTOMER BOX NUMBER** (provided that you assign your own carton numbers) and **SafeKeeper PLUS (SKP) BARCODE NUMBER** of the files listed on this **Sheet**.
- d. The **DIVISION ID*** of the **DEPARTMENT**, using up to 12 alphanumeric characters.
*NOTE: Only customers specifically set up to use Divisions should utilize the **DIVISION** field.
- e. The **DEPARTMENT ID** of the file, using up to 12 alphanumeric characters.*
*NOTE: Only customers specifically set up to use extended Department IDs should use blocks 11 and 12.
- f. The **RECORD CODE**, using up to 10 alphanumeric characters.* This information should match the **Transmittal Sheet**.
*NOTE: Only customers specifically set up to use extended Record Codes should use blocks 7 through 10.
- g. The **SOCIAL SECURITY NUMBER**** of the individual on this file, if applicable.
NOTE: Use of social security numbers in California may be prohibited. Iron Mountain recommends that Customers in California who wish to include social security numbers first consult with their Legal Counsel.
- h. The **DATE RANGE/FROM** and **DATE RANGE/TO**, which are the oldest and most recent dates of this file. Only valid dates including month, day and year are acceptable here.
- i. The **CREATE DATE**, which is the date that the file was packaged and labeled for storage or the date that the file was actually created. Only a valid date including month, day and year is acceptable here.
- j. The **BIRTH DATE**** of the individual on this file, if applicable. Only a valid date including month, day and year is acceptable here.
- k. The **DESTROY DATE**, which is the date that the file should be reviewed for destruction. Only a valid date including month, day and year is acceptable here. This information should match the **Transmittal Sheet**; check PERM if the file is to be retained Permanently.
- l. The **DISCHARGE DATE**, which is the date that the individual on this file was released from care, if applicable. Only a valid date including month, day and year is acceptable here.

-
- m. The **VOL#** (Volume Number), which is a quantity of files that makes up one file unit.
 - n. The description(s) of each file, using **FILE DESCRIPTION 1** and **FILE DESCRIPTION 2**.
 - o. Additional descriptions of each file, using **FILE DESCRIPTION 3** and **FILE DESCRIPTION 4**.
 - p. The **ALPHA/NUMERIC RANGE-FROM** and **ALPHA/NUMERIC RANGE-TO**, which are the beginning and ending alphabetical/numerical ranges of the records contained within the carton. The FROM and TO Alpha/Numeric Range fields can be used to describe a name range (Jones through Smith), a numeric “File ID” range (20450 through 20567), or an alphanumeric “File ID” range (AD123 through BZ784). This information should match the **Transmittal Sheet**.
 - q. Your name in the **PREPARER’S FULL NAME** field, as well as the **DATE**, your **DIVISION ID**, **DEPARTMENT ID**, **TELEPHONE NUMBER** and **EXTENSION**, and **FLOOR**.

****NOTE:** Regarding the use of social security numbers and birth dates: Use of these fields constitutes personal data that may be protected by privacy laws. Iron Mountain is happy to include this data, and the furnishing of such data by the Customer constitutes the Customer’s consent to its inclusion on Iron Mountain’s inventory management systems.

- ② Once you have completed all of the **Standard File Listing Input Sheets** for this group of files you are Individually Listing, count the total number of **Sheets** and place this total number on all of the **Sheets** in the space marked “Page ____ of ____.” Staple the **Sheets** together, in order.
- ③ Have the **originals** ready for the driver to pick up with the new cartons. Make photocopies of the **Standard File Listing Input Sheets** for your records.
- ④ Verify that the physical file count matches the itemization on the **Standard File Listing Input Sheets**.
- ⑤ Contact Iron Mountain to schedule a pick up.

*For detailed information about placing orders with Iron Mountain, refer to the Placing Requests and Orders section of this **Guide**.*

THE LAW FILE LISTING INPUT SHEET

The **Law File Listing Input Sheet** is tailored specifically for those in law firms and the legal profession. If your company's files are maintained in Iron Mountain's LAW format, then use the **brown Law File Listing Input Sheet** for listing individual legal file information.

- 1 Complete the **Law File Listing Input Sheet** by printing:
 - a. Your four- or five-digit **CUSTOMER ID**.
 - b. Your **CUSTOMER NAME**.
 - c. Your name in the **COMPLETED BY** field, as well as the **DATE** and your **TELEPHONE NUMBER** and **EXTENSION**.
 - d. The **CUSTOMER BOX NUMBER** (provided that you assign your own carton numbers) and **SafeKeeper PLUS (SKP) BARCODE NUMBER** of the files listed on this **Sheet**.
 - e. The initials of as many as two contributors to this file in the **LAWYER 1** and **LAWYER 2** fields.
 - f. The **CLIENT NUMBER** and **MATTER NUMBER** that correspond to this file.
 - g. Use the **LETTER** and **SUB NUMBER** fields as you desire.
 - h. The **CLIENT NAME** and **MATTER DESCRIPTION** of this file.
 - i. Use the **TYPE** and **# FILES** as you desire.
 - j. The **CLOSE DATE** of this file. Only a valid date including month, day and year is acceptable here.
 - k. The **DESTROY DATE**, which is the date that the file should be reviewed for destruction. Only a valid date including month, day and year is acceptable here. This information should match the **Transmittal Sheet**; check PERM if the file is to be retained Permanently.
 - l. The **ALPHA/NUMERIC RANGE-FROM** and **ALPHA/NUMERIC RANGE-TO**, which are the beginning and ending alphabetical/numerical ranges of the files within the carton in which this file is stored. The FROM and TO Alpha/Numeric Range fields can be used to describe a name range (Jones through Smith), a numeric "File ID" range (20450 through 20567), or an alphanumeric "File ID" range (AD123 through BZ784). This information should match the **Transmittal Sheet**.

****NOTE:** Regarding the use of social security numbers and birth dates: Use of these fields constitutes personal data that may be protected by privacy laws. Iron Mountain is happy to include this data, and the furnishing of such data by the Customer constitutes the Customer's consent to its inclusion on Iron Mountain's inventory management systems.

- ② Once you have completed all of the **Law File Listing Input Sheets** for this group of files you are Individually Listing, count the total number of **Sheets** and place this total number on all of the **Sheets** in the space marked "Page ____ of ____." Staple the **Sheets** together, in order.
- ③ Have the **originals** ready for the driver to pick up with the new cartons. Make photocopies of the **Law File Listing Input Sheets** for your records.
- ④ Verify that the physical file count matches the itemization on the **Law File Listing Input Sheets**.
- ⑤ Contact Iron Mountain to schedule a pick up.

*For detailed information about placing orders with Iron Mountain, refer to the Placing Requests and Orders section of this **Guide**.*

Sending New Records to Iron Mountain

PLACING YOUR ORDER

Regardless of the type of order you're placing or the method you're using to place your order, you'll be asked to verify and/or provide some basic information along with the specifics related to your order.

- ① Your four- or five-digit **CUSTOMER ID**.
- ② Your **CUSTOMER NAME**.
- ③ The **DIVISION ID**, if applicable. Must be established prior to use. Contact Customer Response or your Account Manager for more information.
- ④ The **DEPARTMENT ID** if departmentalized billing for services performed is used. If one department is placing the request but another department is being billed, you may note *both* departments on the order.
- ⑤ The **AUTHORIZED USER**, a representative from your organization who is permitted to access your account, and his/her **PASSWORD**, if applicable.
- ⑥ Your **PURCHASE ORDER NUMBER**, if applicable.
- ⑦ The desired **ORDER TYPE**: Retrieval, Fax and Refile, Internal Project, Permanent Withdrawal, Pick up, or Supplies.
- ⑧ The **LOCATION**, including **ADDRESS, FLOOR, NAME, PHONE NUMBER, EXTENSION**, and **EMAIL ADDRESS** of the person who will be receiving the delivery or who is responsible for the pick up.
- ⑨ To **RETRIEVE** cartons or files from storage, you'll need:
 - ▶ The **CUSTOMER BOX NUMBER** or **SafeKeeper PLUS (SKP) BARCODE NUMBER** (the **SKP BARCODE NUMBER** is especially important if your **CUSTOMER BOX NUMBERS** repeat).
 - ▶ For *individual files*, describe, specifically, the record needed. Include the **CUSTOMER BOX NUMBER** or **SKP BARCODE NUMBER**. If your files are *individually listed*, you may use either the **FILE DESCRIPTION** or the **FILE SEQUENCE NUMBER** from your most recent **File Inventory Report**.
 - ▶ Any **SPECIAL INSTRUCTIONS** or restrictions regarding the delivery.

To request a **PICK UP**, you'll also need to provide:

- ▶ The **type** of records to be picked up: **New Cartons, Entire Carton Refiles, Individual File Refiles, Interfiles**, or **Tapes/Vital Records**.
- ▶ The exact **QUANTITY** and **SIZE** of the cartons and/or number of files so that an appropriately sized vehicle can be dispatched.
- ▶ Any **SPECIAL INSTRUCTIONS** or restrictions regarding the pick up.

To order **SUPPLIES**, you'll also need to provide:

- ▶ The **CARTON TYPE, DESCRIPTION**, or **DIMENSIONS** of the carton or the **TITLE** or **FORM NUMBER** of the form you need.
- ▶ The exact **QUANTITY** desired (typically packaged in incremental quantities).
- ▶ Any **SPECIAL INSTRUCTIONS** or restrictions regarding the delivery.

- ⑩ The desired **SERVICE LEVEL**, which is based on your contract, the **ORDER TYPE** selected, and the time your order was placed. Options include: Next Day, Half Day, Rush, After-Hours Rush.

AN ACKNOWLEDGEMENT OF YOUR TRANSACTION

YOUR IRON MOUNTAIN ORDER NUMBER

When you place your order via Iron Mountain Connect or by telephone, Iron Mountain will provide you with an **ORDER NUMBER** which confirms that the order was accepted. Please make a note of it because it will appear on all documentation generated as a result of this transaction.

When you use any other order placement method and you require an **ORDER NUMBER**, please clearly state that on your request. An Iron Mountain Representative will be happy to call, fax, or email the order number to you.

REVIEWING YOUR PACKING SLIP

The **Packing Slip** is a comprehensive acknowledgement of your order. It ensures accurate communication between Iron Mountain and you and is designed to provide pertinent, order-specific information. The Iron Mountain driver will give you a copy of the **Packing Slip**. Save this copy for your records. **Packing Slips** may include multiple pages and will vary depending on the type of order being fulfilled, but certain features appear on all:

OL25B010 IRON MOUNTAIN RECORDS MANAGEMENT Date: 08/08/2007
 Order: 79586342 REP: AL PACKING SLIP Time: 16:40:55
 Page: 1 1 800 FastFile

ROUTR: 00 DIST-BLDG: A-93 Order: 79586342 CUST: X999 DIV: DRPT:
 SHIP TO: 14444 IRON MOUNTAIN XYZ COMPANY ATTENTION TO: 321
 3 MAIN ST 321
 ROCKOLA, PA 19426 321
 JOHN SMITH 321, PA 321
 (610) 555-1212 321

Service: NEXT DAY 08/08/2007 5:00 PM RDT How Received: PHONE
 Boxes Packages Storage Units Last Modified By: TKRAYCCK
 On: 08/08/2007 At: 3:42 PM

INST: ** ALL DELIVERIES MUST BE MADE TO THE FRONT DESK.
 ** DRIVER MUST SHOW ID FOR ADMITTANCE.

Ord Line	TY	SKP ID	File PK	Description/Disposition	Fnd	Extra Action
1	EB	608175		1 KRNDALL MACK	YRS	
2	TP	608175	00001 01	0 CINDY JOHNSON 54111 FIRST PAGE ONLY	YRS	PHOTOCOPY Copies: 1

PACKING SLIP SUMMARY

Shipping Charges:	Count	Packages	Boxes	St Units
Checked By:	Entire Box	XXXXXXXX	XXXXXXXX	
Lines Picked: 2	Indv Files			
Lines NOT Picked: 0	Interfile			
*** Extra Actions ***	Tape/Vital			
Add'l Labor:	Other			
Add'l Searches:	Total			
Boxes:				
Unpacked Boxes:				
Re-lid Boxes:				
Other:				

- The **ORDER NUMBER**, as well as your **CUST[OMER] ID**, **DIVISION ID**, and/or **DEPARTMENT ID**. If the order was charged to a Division/Department other than the *ordering* Division/Department, that information will display next to **BILL DIV** and **BILL DEPT**.
- ATTENTION (CONTACT) NAME** and **SHIP TO ADDRESS** with **PHONE NUMBER**.
- DATE** and **SERVICE LEVEL** of the order.
- ORDER-LEVEL SPECIAL INSTRUCTIONS (INST)** regarding this order enable prompt and accurate pick ups and deliveries.
- The **DATE** and **TIME** you placed the order, as well as how the order was received by Iron Mountain.
- The **SKP ID** (SafeKeeper PLUS BARCODE NUMBER) and **CUSTOMER BOX NUMBER**. EB (*Entire Carton*) or IF (*Individual File*) describes the type (**TY**) of item requested.
- Details and descriptions about each service transaction at the carton or file level. **SPECIAL INSTRUCTIONS**, which pertain to *this order line only*, appear here. **DESCRIPTION/DISPOSITION** relays pertinent information regarding the item.
- The **FND** column indicates whether the item requested was *Found* or *Not Found* (YES or NO).

- An **EXTRA ACTIONS** field displays the type of extra action(s) taken for that particular item, if any, as well as the quantity of actions performed.
- A **Packing Slip Summary** displays the total number of *Found* items (**LINES PICKED**), *Not Found* items (**LINES NOT PICKED**), **EXTRA ACTIONS** taken, if any, and, the total number of **BOXES**, **PACKAGES**, and **STORAGE UNITS**.
- The **PK ID** column indicates the Package ID Number that contains the individual file listed on the Packing Slip. This is only applicable to individual file items on the Order. The Package ID can be found on the Package Label affixed to the outside of any package containing individual files.

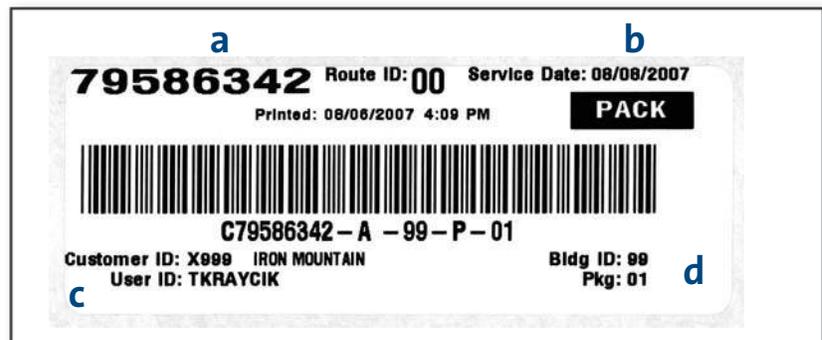
Customer and driver signatures appear on Iron Mountain **Daily Vehicle Logs** and validate services performed.

REVIEWING YOUR PACKAGE LABEL FOR INDIVIDUAL FILE DELIVERY

When your individual file orders are delivered, Iron Mountain now affixes a Package Label to the outside of each package that is used for delivery. For larger orders, Iron Mountain may place the individual files into a box for easier handling and delivery. When the files are retrieved, each individual file is scanned and matched to the Package Label to confirm what files were delivered in which package. The barcoded Package Label contains information that matches corresponding information on the Packing Slip. For individual files, the Package Label is scanned upon delivery to ensure the correct package is delivered.

Standard features of the hard-copy **Package Label** include:

- a. **ORDER NUMBER** and **ROUTE ID**.
- b. **SERVICE DATE**.
- c. **CUSTOMER ID** and **COMPANY NAME** for Delivery.
- d. The **PACKAGE NUMBER** can be matched with the **PK ID** column on the Packing Slip so you know what files are in what package before opening the package.



Sending Records Back to Iron Mountain

RETURNING PREVIOUSLY RETRIEVED RECORDS BACK TO STORAGE AT IRON MOUNTAIN

In order to maintain a well-controlled records management program, the timely return of previously retrieved items to the record center is critical.

Outcards are created and retained for individual files that have been retrieved from storage. Retrieval information is kept as history on both the Outcard and Iron Mountain's systems. This information is then automatically updated upon the return and subsequent barcode scanning of the items back into storage and, ultimately, to their shelf locations.

RETURNING RECORDS TO STORAGE

Returning previously retrieved records to storage at Iron Mountain is a three-step process:

- ① For ease of counting later on, **separate the records** you are returning to storage into
 - Individual Files
 - Entire Cartons
 - Tapes/Vital Records
 - Interfiles
 - Files
 - Documents

- ② **Count** how many of each item you have. For *Entire Carton* refiles, please note how many there are of each carton model [size].

Example: There are 10 entire carton refiles: five are letter/legal model #2000, and five are legal transfer model #550. Knowing the carton model numbers helps determine each carton's cubic footage, which helps Iron Mountain schedule an appropriately sized vehicle to pick up your records.

For *Individual File Refiles*, please specify the quantity of **files** and **individual documents**.

- ③ **Contact Iron Mountain** to schedule a pick up.

*For detailed information about placing orders with Iron Mountain, refer to the Placing Requests and Orders section of this **Guide**.*

Using Third-Party Transportation

GUIDANCE ON HOW TO PREPARE A THIRD-PARTY TRANSPORTATION SERVICE

Shipments from your location to Iron Mountain

(Third-Party Examples: UPS®, FedEx®, etc., from your location to Iron Mountain.)

The following steps must be completed prior to shipping your material via third-party transportation:

- 1 Verify the Iron Mountain delivery address by contacting Iron Mountain prior to placing an order and shipping material.
- 2 Place a pick-up order with Iron Mountain for your shipment by contacting Iron Mountain's Customer Response at 1-800-FAST FILE or orders@ironmountain.com.

Include the following information on your order:

- ▶ Number of pieces on the shipment.
- ▶ Estimated date of arrival.
- ▶ Name of delivering third-party transportation company.

- 3 Secure material for shipment. Ensure boxes are properly labeled with SKP barcodes (unless you have made prior arrangements with Iron Mountain to have your items barcoded for you by Iron Mountain or your shipment is a box of re-file files that belong inside other boxes currently stored at Iron Mountain) and all lids are properly secured.

- 4 Complete the shipping paperwork (example: FedEx.com, UPS.com, bill of lading, shipping manifest, etc.).

Include the following information on the shipping paperwork:

- ▶ Iron Mountain as the recipient.
- ▶ Your customer account number.
- ▶ Reference the Iron Mountain order number.
- ▶ Your Company name and an Authorized User on your account with contact information.
- ▶ The contact name and phone number of the shipping party (e.g., UPS, FedEx, etc.).
- ▶ The number of boxes/elements being delivered.

Additionally, it is important to understand that, although Iron Mountain will make every attempt to resolve problems if they occur, failure to place the order with Iron Mountain in advance or to clearly identify your Company name, contact information, account number and Iron Mountain's order confirmation number may result in shipments being refused.

If boxes/elements are damaged or missing inventory per content description provided by the customer, Iron Mountain will inform the shipping company and contact the customer to further investigate.

Using Customer Reports

PERIODIC AND SPECIAL REPORTING

Detailed reports are provided to you by Iron Mountain for your use in tracking and managing your records management program. All reporting is available in an 8.5" x 11" laser-printed format for your convenience or, if you wish, in a number of electronic transmission formats such as the Iron Mountain Connect records management portal, email, electronic file transfer, or CD-ROM.

THE INVENTORY REPORT

An **Inventory Report** may be generated by contacting Customer Response or by placing a direct order through the Report Center in Iron Mountain Connect.

Standard informational fields provided in this report include:

DIVISION ID, DEPARTMENT ID, RECORD CODE, FROM DATE, TO DATE, MAJOR DESCRIPTION, MINOR DESCRIPTION, CUSTOMER BOX NUMBER, RECEIPT DATE, DESTROY DATE, SafeKeeper PLUS (SKP) BARCODE NUMBER, CUBIC FOOTAGE, STATUS.

All inventory is automatically sorted in the following manner (unless you have specifically requested a customized sort):

DIVISION ID, DEPARTMENT ID, RECORD CODE, FROM DATE, TO DATE, MAJOR DESCRIPTION, MINOR DESCRIPTION, CUSTOMER BOX NUMBER.

The image displays two sample reports. The left report is a 'Carton-level Inventory Report' showing columns for 'Carton ID', 'Division ID', 'Department ID', 'Record Code', 'From Date', 'To Date', 'Major Description', and 'Minor Description'. It lists various cartons such as 'ACCOUNTING' and 'BOX' with their respective dates and descriptions. The right report is a 'File-level Inventory Report' showing columns for 'Division ID', 'Department ID', 'Record Code', 'From Date', 'To Date', 'Major Description', and 'Minor Description'. It lists individual files within cartons, such as 'STANDARD' and 'CUSTOMER' files, with their specific dates and descriptions.

Carton-level Inventory Report

File-level Inventory Report

Using the Inventory Report

The **Inventory Report** is cumulative and represents all carton or individually listed file inventory that you currently maintain with Iron Mountain.

Your most recent **Inventory Report** should be used in preparation for any service transaction with Iron Mountain. This includes, but is not limited to, retrievals, internal projects, permanent withdrawals, destruction, and carton-level inventory maintenance.

Simply access the inventory by finding the **DIVISION ID, DEPARTMENT ID**, and then the **RECORD CODE** of the carton or individually listed file you are researching, and scan across the page to review the inventory description.

The Returned Records Report. The **Returned Records Report** includes Information about cartons and files that have been returned to Iron Mountain (i.e., refiled) during the prior month. The date range included on the report is clearly listed at the top of each page. All inventory refiled during the prior month is automatically sorted in the following manner:

PICK UP ORDER NUMBER and **BILL TO DEPT ID, REFILE DATE, DEPARTMENT ID** from *inventory*, **CUSTOMER BOX NUMBER, SafeKeeper PLUS (SKP) BARCODE NUMBER, FILE SEQUENCE NUMBER, REFILE TYPE** (EB: *Entire Carton* or IF: *Individual File*), and **FILE DESCRIPTION**.

Dept ID	Order Number	Refile Date	Customer Box Number	SKP Barcode Number	File Sequence Number	Refile Type	File Description	
30908938	11/19/2003	242369328	242369328			EB		
COPTSERV	34238591	09/11/2003	208710231	208710231		EB		
INCU	2494762	08/11/2003	175786687	175786687		EB		
INFOSERV	34423057	08/10/2003	183306846	183306846		EB		
INFOSERV	34744328	08/11/2003	183306846	183306846		EB		
Total Box Storage Units							8	

The **Returned Records Report** is a monthly recap of all of your cartons and files that have been *refiled* at Iron Mountain during the prior month for the **DATE RANGE** specified. If no cartons or files were returned to Iron Mountain in the prior month, then a **Returned Records Report** is not generated.

The **ORDER NUMBER, REFILE DATE, DEPARTMENT ID** from the inventory record, **CUSTOMER BOX NUMBER, SafeKeeper PLUS (SKP) BARCODE NUMBER, FILE SEQUENCE NUMBER** (for Individual File refiles), **REFILE TYPE, STORAGE UNITS**, and **FILE DESCRIPTION** are all listed for your convenience.

You can review the **Returned Records Report** by **ORDER NUMBER** and **REFILE DATE**. The **TOTAL STORAGE UNITS** for both carton refiles and individual file refiles are listed at the end of the report and may be used for **Invoice** reconciliation.

MANAGEMENT REPORTING

There are several management reports that are available to you through Iron Mountain. These reports will help you to:

- ▶ Manage your records program
- ▶ Maintain records retention schedules in records classification form
- ▶ Review cost allocations of your program for a designated time frame
- ▶ Prepare your records for destruction

The most commonly requested management reports are the **Records Classification Report**, the **Cost & Activity Report**, the **Retrieval History Report**, and the **Authorized Users Report**. Contact Customer Response or your Account Manager for assistance in deciding which inventory and/or management reports are appropriate for your organization.

The Records Classification Report. The **Records Classification Report** displays the **DIVISION ID**, **DEPARTMENT IDs**, and **RECORD CODES** on file with Iron Mountain for your **CUSTOMER ID**. The report sorts by **DIVISION ID** and **DEPARTMENT ID**, listing the following: **DIVISION ID**, **DIVISION NAME**, **DEPARTMENT ID**, **DEPARTMENT NAME**, **RECORD CODE**, **RECORD CODE TITLE**, **TOTAL RETENTION**, **RETENTION SCHEDULE**, **AUTOCALCULATE CODE**, and **DIVISION/DEPARTMENT STATUS**. If **HOLD CODES** are used, the **HOLD CODE** and the **HOLD CODE DESCRIPTION** will also be shown.

Record Classification List		Job ID: Q1932003		Authorized User: kimberly.mcdonald@ironmountain.com		Delivered On: 03/09/2005 10:00:28		Page Number: 2	
Customer ID	Division ID	Division Name	Record Class Code	User ID	Total Retention	Retention Schedule	Autocalc Code	Autocalc Description	Department Name
XYZ COMPANY	X999	GLOBAL CLASSIFICATION	1	RC-CW	0	PERMANENT	0		
		GLOBAL CLASSIFICATION	Record Code	03/12/2002	ACTIVE	0		NO CALCULATION	
	X999	GLOBAL CLASSIFICATION	2	RUMNON	0	UNDEFINED	0		
		GLOBAL CLASSIFICATION	IRMX	03/12/2002	ACTIVE	0		NO CALCULATION	
	X999	GLOBAL CLASSIFICATION	10	RC-CW	30	YEARLY	1		
		GLOBAL CLASSIFICATION	10 GLRG	03/12/2005	ACTIVE	1		TO/FROM/RECEIPT DATE	
	X999	GLOBAL CLASSIFICATION	111	RC-CW	3	YEARLY	1		
		GLOBAL CLASSIFICATION	TEST 111	03/12/2005	ACTIVE	1		TO/FROM/RECEIPT DATE	
	X999	GLOBAL CLASSIFICATION	123	RC-CW	2	YEARLY	1		
		GLOBAL CLASSIFICATION	123 TEST	03/12/2005	ACTIVE	1		TO/FROM/RECEIPT DATE	
	X999	GLOBAL CLASSIFICATION	139	JWENR1	0	UNDEFINED	0		
		GLOBAL CLASSIFICATION	TEST	08/24/2002	ACTIVE	0		NO CALCULATION	
	X999	GLOBAL CLASSIFICATION	149	VERLEB	0	UNDEFINED	0		
		GLOBAL CLASSIFICATION	COLA	11/13/2002	ACTIVE	0		NO CALCULATION	
	X999	GLOBAL CLASSIFICATION	520	RC-CW	3	MONTHLY	1		
		GLOBAL CLASSIFICATION	IMPROCES	03/12/2005	ACTIVE	1		TO/FROM/RECEIPT DATE	
	X999	GLOBAL CLASSIFICATION	1111	RC-CW	7	YEARLY	1		
		GLOBAL CLASSIFICATION	BENEFITS FILES	03/12/2005	ACTIVE	1		TO/FROM/RECEIPT DATE	
	X999	GLOBAL CLASSIFICATION	1222	RC-CW	16	YEARLY	1		
		GLOBAL CLASSIFICATION	LEADING ZERO TEST	03/12/2005	ACTIVE	1		TO/FROM/RECEIPT DATE	
	X999	GLOBAL CLASSIFICATION	1234	RC-CW	3	YEARLY	1		
		GLOBAL CLASSIFICATION	EXPENSE REPORT FILES	03/12/2005	INACTIVE	1		TO/FROM/RECEIPT DATE	
	X999	GLOBAL CLASSIFICATION	5511	RC-CW	6	YEARLY	1		
		GLOBAL CLASSIFICATION	INCB TEST LEAD ZERO	03/12/2005	ACTIVE	1		TO/FROM/RECEIPT DATE	
	X999	GLOBAL CLASSIFICATION	7777	LANO	0	UNDEFINED	0		
		GLOBAL CLASSIFICATION	TEST	09/28/2001	ACTIVE	0		NO CALCULATION	
	X999	GLOBAL CLASSIFICATION	12345	RC-CW	4	MONTHLY	1		
		GLOBAL CLASSIFICATION	23456789	03/12/2005	ACTIVE	2		RECEIPT DATE	
	X999	GLOBAL CLASSIFICATION	654321	RC-CW	2	MONTHLY	1		
		GLOBAL CLASSIFICATION	TTTTT	03/12/2005	ACTIVE	1		TO/FROM/RECEIPT DATE	
	X999	GLOBAL CLASSIFICATION	1234A	RC-CW	13	YEARLY	1		
		GLOBAL CLASSIFICATION	CUSTOMER FILE PG.14	03/12/2005	ACTIVE	1		TO/FROM/RECEIPT DATE	

This report is sorted by Customer, Division, Department and Record Class Code. Iron Mountain Records Management

The **USER ID** of the person who last modified the **RECORD CODE** and the **RETENTION TRANSACTION DATE** of the last modification is also displayed.

This report can be requested for one specific **DIVISION/DEPARTMENT ID** or for all **DIVISIONS** and/or **DEPARTMENT IDs**, with or without page breaks on the report.

The Cost & Activity Report. The **Cost & Activity Report** displays billing activity for a specified **DATE RANGE**. It can be used for cost allocation, as well as budget preparation or review. The **DATE RANGE** of the information included is clearly noted in the heading of the report.

For the **DATE RANGE** specified, all billing transactions are totaled and the following fields are displayed: **QUANTITY, BILLCODE, BILLCODE DESCRIPTION, RATE, EXTENDED AMOUNT, SALES [TOTAL] TAX, and GRAND TOTAL.**

```

0108400                                IRON MOUNTAIN
Cost & Activity Report                 Page: 8
From 09/01/2003 To 09/30/2004         Report Date: 02/03/2004
                                        Report Time: 12:59

Cust Id: AEMED    INSM DEMO ACCOUNT
Div Id:          MASTER DIVISION
Dept Id: MEDICAL

Quantity Billing Code Description Rate Extended Amount
-----
2.00 0122 SERIAL CARTON 2.000 4.94
130.00 0122 TRANSPORTATION HANDLING 2.370 4.94
130.00 0122 INDIVIDUAL ITEMS 1.500 15.60
Total Tax 0.00
Grand Total 74.98
***** End Of Report *****
  
```

The Retrieval History Report. The **Retrieval History Report** displays the retrieval and refile activity history of cartons and files for a particular **DATE RANGE**. It can also be generated for inventory that has been permanently withdrawn or destroyed. The report sort and **DATE RANGE** of the activity history are identified in the report title, while the **CUSTOMER NAME** and **REQUESTING DIVISION** and/or **REQUESTING DEPARTMENT** titles are displayed in the report header.

Inventory matching the specified **DATE RANGE** and **STATUS OPTION** (OUT[carded], WTH[withdrawn], and DST [destroyed]) are displayed in the report body along with the: **SafeKeeper PLUS (SKP) BOX NUMBER** (barcode number), **CUSTOMER BOX NUMBER, REFERENCE 1 BOX NUMBER, REFERENCE 2 BOX NUMBER, TYPE** of inventory item requested: EB: *Entire Carton* or IF: *Individual File*, **REQUEST DATE, REFILE DATE, REFILE SEQ[ue]nce** Number, **FILE DESCRIPTION, CONTACT** person's name, **DIVISION ID** and **DEPT ID**, the **REQUESTING DIVISION ID, REQUESTING DEPT ID**, and the **ORDER NBR** on which the item was retrieved.

```

0108401                                IRON MOUNTAIN
Retrieval History Report Sorted By Customer Box Page: 1
From 09/01/2003 To 09/30/2004         Report Date: 02/03/2004
                                        Report Time: 11:02
                                        Belleville

Cust Id: AEMED    INSM DEMO ACCOUNT
Div Id:          MASTER DIVISION

Req Div Id: ALL
Req Dept Id:

SKP Box Nbr REF 1 Box Nbr REF 2 Box Nbr RT Request Dt File Seq File Description Div Id Dept Id Ord Nbr
-----
0000000019 09/10/2003 SB 09/10/2003 BELINDA HUNNEVILLER MEDICAL 35242242
0000000020 09/10/2003 SB 09/10/2003 BELINDA HUNNEVILLER MEDICAL 35242242
0000000021 09/10/2003 SB 09/10/2003 BELINDA HUNNEVILLER MEDICAL 35242242
0000000022 09/10/2003 IF 09/10/2003 BELINDA HUNNEVILLER LAM 35242242
0000000023 09/10/2003 IF 09/10/2003 BELINDA HUNNEVILLER FILE 35242242
0000000024 09/10/2003 IF 09/10/2003 BELINDA HUNNEVILLER FILE 35242242
0000000025 09/10/2003 IF 09/10/2003 BELINDA HUNNEVILLER FILE 35242242
***** End Of Report *****
  
```

The Authorized Users Report. The **Authorized Users Report** lists the Authorized Users, representatives from your organization who are permitted to perform service transactions with Iron Mountain, for a particular **CUSTOMER ID** in the SafeKeeper PLUS system at a global, **DIVISION ID** or **DEPARTMENT ID** level. The report sort is identified in the report title, while the **CUSTOMER NAME** and **DIVISION** and/or **DEPARTMENT** titles are displayed in the report header.

Authorized User **NAMES** are listed alphabetically in the report body along with the: **USER ID, STATUS** of the Authorized User (Active or Inactive), whether or not the Authorized User is also an Iron Mountain Connect user, the Authorized User's **TITLE** and **PHONE NUMBER**, whether or not a **PASSWORD** has been established (Yes/No) for that Authorized User (the actual password itself does not appear on the **Authorized Users Report**, however), and a **DESTRUCTION RELEASE AUTHORIZED?** indicator (Yes/No).

```

0108401                                IRON MOUNTAIN
Sorted By Division/Department, By Authorized User's Name Page: 1
Report Date: 02/03/2004
Report Time: 12:02

Cust Id: A031    IRON MOUNTAIN RECORDS MANAGEMENT
Div Id:          MASTER DIVISION
Dept Id: MARKETING

Authorized User's Name Id Status IN Connect User Title Phone Nbr Password Intet Release
-----
JENNIFER DRAGNER JDRAGN INACTIVE NO BODS COMM REPRESENTAT (610)831-2679 ext NO YES
LARA W. DANIEL LDANIEL ACTIVE NO DTPS MARKETING (610)831-2678 ext NO YES
LAWY LAVALA LLVALA ACTIVE NO MARKETING ASSISTANT (610)831-2678 ext NO YES
SARAH LANE SLANE ACTIVE NO MARCON SPECIALIST (610)831-2659 ext NO YES
KELISA MERTONSON KMERTSON ACTIVE NO MARCON MANAGER (610)831-2554 ext YES YES
***** End Of Report *****
  
```

DESTRUCTION REPORTING

Other reports such as the **Destruction Eligibility Report** are also available to you by making a Special Request through Iron Mountain. Contact Customer Response or your Account Manager for assistance with standard industry guidelines and in deciding which destruction criteria is best for your organization.

The Destruction Eligibility Report. The **Destruction Eligibility Report** is an inventory report which lists cartons and/or files that have a **DESTROY DATE** within a specified **DATE RANGE**. This report can be sorted several different ways based on your criteria and is used primarily to identify those inventory items eligible to be destroyed. All or part of the report can be highlighted, signed by a Destruction Authorized User, and sent to Iron Mountain to initiate the destruction of inventory.

To facilitate your review, the full **INVENTORY DESCRIPTION** is displayed on the report.

Div Id	From Date	Major Desc	Dest Date	REF	Box	Ref	Reference #1	BoxType	Chd	Pr
1	12/31/1998	GEN MGTG	04/20/1999	4243393				ACC-001		01.20
100	01/01/2002	FACTURES	02/28/2002	8087001					139	01.20
100	02/01/2002	18611740923	02/28/2002	8020001						01.20
100	02/01/2002	CHOCOS CANCELADOS	02/28/2002	8002002					520	01.20
STANDARD	01/01/1993	PERSONEL FILES	04/20/1999	4243393				HR-002		01.20
22		NO TRANSMITTAL	11/10/2002	1110018						01.20
4			12/31/2003	1110018					1222	

Total Overall Records: 5

If you are confident that all of the cartons and/or individually listed files that match your **DESTROY DATE** criteria should be destroyed, you can request that a destruction order be created using a *span* of **DESTROY DATES**.

The Preliminary Destruction Listing. Upon receipt of your destruction request, Iron Mountain creates an order for the destruction of the cartons or files and automatically sends you a **Preliminary Destruction Listing**, which reflects only those records that you previously identified as being eligible for destruction. Please review this **Listing** and for each item, sign in the designated area and on the instructions letter, and return the **Listing** to Iron Mountain at the address clearly shown on the cover letter which accompanies it so that the destruction order may be processed. **Iron Mountain will never destroy your inventory without the signed Preliminary Destruction Listing and instructions letter from a Destruction Authorized User in your organization.**

```

09036621          IRON MOUNTAIN          Page: 1
0819491          PRELIMINARY          Date: 02/02/2004
DESTR-LINE       Destruction Listing    Report Time: 15:09
-----
Cust ID: 3589 XYS COMPANY          Address: 4158 BOULDER RIDGE STREET
Order No: 5872910                  ATLANTA                GA 30336

Instructions: OUT OF STATE SHIP UPS USING UPS ACCTS SEE BILLING WINDOW!

Item  Div ID  From Dt  Order Description  1  STD Box No  Receipt Dt  Dest Dt  Rec. Cd  File  Cu. Ft  Stat
-----  -  -  -  -  -  -  -  -  -  -  -  -
000001  12  TEST  080555  05/07/2003 UNDELETED  1.20

Total Records Listed: 1          Total Cubic Feet: 1.20
***** End of Report *****

The preceding items are pending destruction based on your approval. Any items which are OUT at the time of order processing will
not be destroyed.
Thank you

Secure Shredding:
The removal and disposal of identified items via supervised shredding, rendering those materials beyond reconstruction. Upon
completion, a certificate of final disposition is provided.

Name (Please Print): _____ Date: ___/___/___
Signature: _____

Please return the Preliminary Destruction Listing in its ENVELOPE to Iron Mountain. Thank you.

```

The Final Destruction Listing. After Iron Mountain receives your signed **Preliminary Destruction Listing(s)** and the destruction order is processed, a **Final Destruction Listing** is automatically generated and sent to you to verify that the destruction of your records, as you specified, has taken place. At that point, you will no longer pay storage for the destroyed inventory. Each record’s descriptive information and retrieval history, however, will remain on the SafeKeeper PLUS system for future reference.

```

09036621          IRON MOUNTAIN          Page: 1
0819491          FINAL                Date: 02/02/2004
DESTR-LINE       Destruction Listing    Report Time: 08:51
-----
Cust ID: 3589 XYS COMPANY          Address: 4158 BOULDER RIDGE STREET
Order No: 5872910                  ATLANTA                GA 30336

Instructions: OUT OF STATE SHIP UPS USING UPS ACCTS SEE BILLING WINDOW!

Item  Div ID  From Dt  Order Description  1  STD Box No  Receipt Dt  Dest Dt  Rec. Cd  File  Cu. Ft  Stat
-----  -  -  -  -  -  -  -  -  -  -  -  -
000001  12  TEST  080555  05/07/2003 UNDELETED  1.20

Total Records Listed: 1          Total Cubic Feet: 1.20
***** End of Report *****

Iron Mountain certifies that the records listed above have been destroyed as authorized by RDU.

```

For detailed information about destroying records, refer to the Permanently Removing Records from Storage section of this [Guide](#).

SPECIAL REPORTING

Iron Mountain’s standard inventory, management, and destruction reports described previously are suitable for the vast majority of our Customers. However, we recognize that you may have unique requirements, and report customization is available. Contact Customer Response or your Account Manager for assistance in deciding which inventory and/or management reports are appropriate for your industry and business needs.

SHREDDING REPORTS

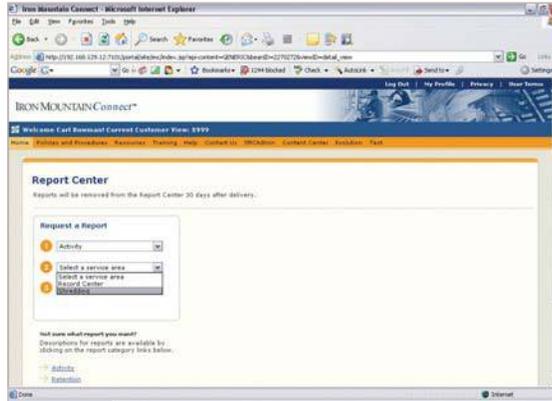
The Shredding service area is now available within the Report Center. The Shredding service area provides reports in the following areas.

Activity

- ▶ Scheduled Visit Report
- ▶ Shredding Trend Report

Financial

- ▶ Invoice to Download
- ▶ Invoice Transaction Report



Scheduled Visit Report. This report provides detailed Information about upcoming scheduled visits for shredding services. You may specify a customer, date range, and order type when requesting the report.



Shredding Trend Report. This report provides invoice trend data for shredding services over a period of time. There are several ways to view this report. For example:

- ▶ By Service (Scheduled vs. On Call)
- ▶ By Type (Charges vs. Units)



Chart ID	Month	Charges	Units
2000	JAN 04	0.00	0
	FEB 04	0.00	0
	MAR 04	0.00	0
	APR 04	0.00	0
	MAY 04	0.00	0
	JUN 04	0.00	0
	JUL 04	24,974.75	24
	AUG 04	4,441.25	15
	SEP 04	0.00	0
	OCT 04	0.00	0
	NOV 04	0.00	0
	DEC 04	0.00	0
	JAN 07	0.00	0
2000 CUMULATIVE TOTAL:		29,416.00	43

Invoice Transaction Report. This report provides a list of all shredding charges invoiced for a specified billing period. Shredding charges include those charges generated from onsite shredding orders, offsite shredding orders, and shredding supply orders serviced.

Users may specify a customer, date range, type of charge, and type of shredding service to be included in the out-put.



Shredding Invoice Transaction										Job ID:	00007277
Multiple Customer Accounts										Authorized User:	msak1
										Delivered On:	01/30/2007 14:48:54
										Page Number:	2
Customer ID	Department	Department Name	City	State	Zip	Date	Invoice	Invoice Date	Invoice Description	Charge	Total
ABC	0000	0000-0 DEPARTMENT	MOBILE	WA	98424	12/04/2004	12/04/2004	13.00	SHREDDING CONTAINER	13.00	249.00
ABC	0000	0000-0 DEPARTMENT	KING OF PR IS	WA	98414	12/04/2004	12/04/2004	8.00	SHREDDING CONTAINER	16.00	168.00
SUMMARY DEPARTMENT DEBITMENT TOTAL:										29.00	
ABC QUALITY ADDRESS COMPANY TOTAL:										249.00	

Invoice Download Report. The report provides information about charges that have been invoiced to a customer.

- Users may specify a customer, billing month, and the type of charges to out put on the report.



All reports will be delivered to the Report Center within 3 hours of submission.

Placing Requests and Orders

LOCATING YOUR INVENTORY

Placing orders with Iron Mountain Records Management is easy when you know your **SafeKeeper PLUS (SKP) BARCODE NUMBER** and **FILE SEQUENCE NUMBER**.

CARTON NUMBER LOOKUPS

The **Inventory Report** is used to research carton numbers for retrieval. The standard **Inventory Report** sorts left to right across the page by **DIVISION ID, DEPARTMENT ID, RECORD CODE, FROM and TO DATE RANGES, MAJOR DESCRIPTION, MINOR DESCRIPTION** and **CUSTOMER BOX NUMBER**.

Look up the **DIVISION ID, DEPARTMENT ID** and the **RECORD CODE** (if any) of the carton you are researching and use the rest of the inventory description to determine the carton number. At this point, you are ready to place retrieval orders through Iron Mountain Connect, etc. Both your **CUSTOMER BOX NUMBER** and the unique **SKP BARCODE NUMBER** are listed on the **Report**, and either may be used for order entry purposes. If you know that your account has repeating **CUSTOMER BOX NUMBERS**, please use the **Report** to look up the unique **SKP BARCODE NUMBER** before placing your order.

Div. Id	Dept. Id	Cart. No.	Box No.	Reference #1	From Date	Major Description	Recpt. Date	Rev. 03	Co. No.
		9000000001			12/31/1999		12/31/1999		01.20
		9000000002			12/31/1999		12/31/1999		01.20
		9000000003			12/31/1999		12/31/1999		01.20
ACCOUNTING		9000000004	1234570		12/31/1999	TRN'S BOX	12/31/1999	GLOBAL	01.20
BOX		9000000005			12/31/1999		12/31/1999		01.20
BOX		9000000006			12/31/1999		12/31/1999		01.20
BOX		9000000007			12/31/1999		12/31/1999		01.20
BOX		9000000008			12/31/1999		12/31/1999		01.20
BOX		9000000009			12/31/1999		12/31/1999	GLOBAL	01.20
BOX		9000000010			12/31/1999		12/31/1999		01.20
BOX		9000000011			12/31/1999	SELECT FILES	12/31/1999		01.20
BOX		9000000012			12/31/1999	FILE EVENTS	12/31/1999		01.20
BOX		9000000013			12/31/1999	447878 - 1941	12/31/1999		01.20
BOX		9000000014			12/31/1999	HOLIDAY SCHEDULES	12/31/1999		01.20
BOX		9000000015			12/31/1999	FILE	12/31/1999		01.20
BOX		9000000016			12/31/1999	ADMINISTRATIVE FORMS	12/31/1999		01.20
BOX		9000000017			12/31/1999	HUMAN RESOURCES	12/31/1999		01.20
FILE		9000000018			12/31/1999	STAFFING FILES	12/31/1999		01.20
FILE		9000000019			12/31/1999	STAFFING FILES	12/31/1999		01.20
FILE		9000000020			12/31/1999	STAFFING FILES	12/31/1999		01.20
FILE		9000000021			12/31/1999	PATIENT INFORMATION	12/31/1999		01.20

INDIVIDUAL FILE LOOKUPS

Use the **File Inventory** to research your *individually listed* files in storage at Iron Mountain. The **FILE SEQUENCE NUMBER, FILE DESCRIPTION(S), CUSTOMER BOX NUMBER**, and unique **SKP BARCODE NUMBER** for each individually listed file are displayed. To retrieve an individually listed file, provide all or part of the **FILE DESCRIPTION** during order entry. Or, to place your request in the most efficient way possible, use the combination of the **SKP BARCODE NUMBER** with the **FILE SEQUENCE NUMBER**.

File Seq #	Seq #	Box No.	File Seq #	File Desc	From Date	To Date	File Desc 1
X999	42483981	0001	STANDARD	04211999			123456789
X999	42483981	0003	STANDARD	04211999			147892345
X999	42483981	0005	STANDARD	04211999			345678912
X999	42483981	0006	STANDARD	04211999	01011999	10101999	147892345
X999	42483983	0002	STANDARD	04211999			SMITH, BRIGGS JR.
X999	42483983	0004	STANDARD	04211999			1234
X999	42483983	0004	STANDARD	04211999			WILSON, DOUGLAS
X999	42483983	0002	STANDARD	04211999			ANYWHERE LAWN SERVICE
X999	42483983	0003	STANDARD	04211999			CORNER SIGN
X999	42483983	0004	STANDARD	04211999			EVERYDAY CLEANING
X999	42483983	0005	STANDARD	04211999			POLICE'S REPAIR
X999	42483980	0001	STANDARD	04211999			WELDON WATER
X999	42483980	0002	STANDARD	04211999			SMITH ALABAMA
X999	42483980	0003	STANDARD	04211999			WE PALLETS
X999	42483980	0004	STANDARD	04211999			WELDON FREIGHT
X999	42483980	0005	STANDARD	04211999			WELDON ELECTRIC
X999	42483980	0007	STANDARD	04211999			TRIP FILE
X999	608003	0004	1601 TRUCKS	02042004			TRIP 2004
X999	608003	0008	608003	02042004			147892345
X999	1189	1001	1189	1001	1189	1001	00010002 04152002 DESCRIPTION TESTING
X999	1189	1002	1189	1002	1189	1002	00010002 04152002 DESCRIPTION TESTING
X999	1189	1003	1189	1003	1189	1003	00010002 04152002 DESCRIPTION TESTING
X999	1189	1004	1189	1004	1189	1004	00010002 04152002 DESCRIPTION TESTING
X999	1189	1005	1189	1005	1189	1005	00010002 04152002 DESCRIPTION TESTING
X999	1189	1006	1189	1006	1189	1006	00010002 04152002 DESCRIPTION TESTING

For more information about locating your inventory, please contact Customer Response (1-800-FASTFILE) or your Iron Mountain Account Manager.

Placing Requests and Orders

INVENTORY MAINTENANCE REQUEST FORM

The Inventory Maintenance Request Form is used for changing information for inventory located in the SafeKeeper PLUS system. "Inventory Maintenance" is also known as either box or file maintenance, and includes the changing of information in the fields listed at the transmittal/box level such as: **Customer Box Number, Division/Department Code, Record Code, From/To Dates, Major/Minor Description, Hold Codes, Destruction Date/Indicator**, and others, **except** the **Reference 2** and **Receipt Date** fields.

Requests to have Inventory Maintenance updates, changes or transfers can only be made by individuals authorized by your organization.

When your organization transfers boxes from one **Account ID** to another, you may want to establish new **Department Codes** and **Record Codes**, or inactivate unused **Department Codes** and **Record Codes**. Please use the "Special Instructions" box to communicate this information to Iron Mountain.

Requests may be faxed or emailed to Iron Mountain.



Inventory Maintenance Request Form

Use this form to authorize access to change or add information to your inventory maintained at Iron Mountain. Please fax or send completed form to:

Iron Mountain
Attn:
Address
City, State/Province, Zip Code

Questions? Call _____ at XXX-XXX-XXXX
Or Fax to: XXX-XXX-XXXX

Today's Date: ____/____/____ : ____ AM/PM

Please fill in the information below as appropriate for your request.

Customer Name	
Customer ID	
Division Name	
Division ID	
Department Name	
Department ID	

Please note the type of Inventory Maintenance Requested: (Change/Add)

Division	Department	Box Number	Record Code	Hold Code	Data	Other

Special Instructions:

Only individuals authorized by the customer are able to request Inventory Maintenance Updates or Changes: Please note the information below so that we can provide verification of the requester.

REQUESTED BY - CONTACT NAME / PHONE NUMBER
ADDRESS 1
ADDRESS 2
CITY, STATE/PROVINCE, ZIP/POSTAL CODE

FOR IRON MOUNTAIN INTERNAL USE ONLY:

Request Completed by: _____ Date Completed: _____

For more information about establishing Authorized Users, please contact Customer Response (1-800-FASTFILE) or your Iron Mountain Account Manager.

Placing Requests and Orders

ORDER PLACEMENT METHODS

Orders may be placed by using any one of four methods:

- 1 **Via the INTERNET** to access Iron Mountain Connect, Iron Mountain's online records management portal, at **www.imconnect.com**. Contact Customer Response or your Account Manager for more information about this service.
- 2 **Via TELEPHONE** by simply calling Iron Mountain Customer Service. A fully trained representative will take your order and confirm all of the information about your request, immediately and courteously.
- 3 **Via FAX** by simply completing and transmitting the Iron Mountain **Fax Order Form**.
- 4 **Via EMAIL** for those Customers with email access to the Internet, by completing and transmitting the Iron Mountain Fax/Email form to Iron Mountain's email address, **order@ironmountain.com**. Be sure to include all of the pertinent inventory and transportation information as you would for an online, phone, or fax order.

ONLINE ORDERING: USING THE IRON MOUNTAIN CONNECT RECORD CENTER

Iron Mountain Connect is powered by the SafeKeeper PLUS system, and it provides you with a real-time, Web-based means to access all of your records management information maintained at Iron Mountain. With its intuitive, user-friendly interface, you can perform many records management functions directly from your desktop. To request additional information, or to inquire about establishing access to Iron Mountain contact Customer Response or your Account Manager.

Iron Mountain Connect Offers an Easy Way to:

- ▶ Manage your organization's records management policies, procedures, and retention schedule
- ▶ Conduct research on the current status and history of carton- or file-level inventory
- ▶ Place orders for pick ups, retrievals, refills, supplies, and permanent withdrawals
- ▶ Check on the status of previously placed orders
- ▶ Input information about new cartons and files to be transmitted to Iron Mountain
- ▶ Maintain and modify descriptive information on any inventory
- ▶ Initiate online invoice inquiries
- ▶ Request and receive online reports that help you monitor your records management program
- ▶ Receive valuable records management program information and resources

Getting Started

Log onto the Internet. Double-click your browser icon. Enter the URL: **www.imconnect.com**. The Iron Mountain Connect login screen appears. Enter your Username and Password. From the home page, in the module labeled "Record Center," click the "Enter the Record Center" link.



Iron Mountain Customer Response or your Account Manager will help you to initially define Login IDs and appropriate security levels for your organization, as well as establish your confidential access to the Iron Mountain Connect records management portal.

The **Record Center SEARCH BAR** and **MAIN MENU** appear. From the **MAIN MENU**, some or all of these tasks may be displayed depending on your individual security level. Click on the desired option.

- ▶ Search
- ▶ Orders
- ▶ Add Records
- ▶ Preferences
- ▶ Administration



Entering Orders via The Record Center

Select the type of order from the **Order** menu:

- ▶ **New Order** (for retrievals)
- ▶ **Pick up Order**
- ▶ **Supply Order**

The **ORDER TYPE** selected determines the information that the user is prompted for next.

Checking Out

From your **Cart** you can select the items you want to order from storage. You can also enter the delivery method and special instructions for each item.

On the **Checkout** page, do the following:

- 1 Make sure the delivery address is correct (if it is not, click **Change Address** and select an address from your Address Book)
- 2 In the Priority section, select a delivery date and time
- 3 Enter a carrier, instructions, confirmation email address, and other order options
- 4 Enter the Division and Department to be billed (if necessary)
- 5 Enter the P.O. Number — up to 17 characters (if required)
- 6 Enter the Chargeback Code — up to 20 characters (if necessary)
- 7 From a dropdown list, select whom the requested item is for, or enter the information manually

The **SERVICE LEVEL**, a required field, defaults to **NEXT DAY**; however, you can choose from **Next Day**, **Half Day**, **Rush**, or **Scheduled** (future date). The **CARRIER** defaults to Iron Mountain. Review the **SPECIAL INSTRUCTIONS** for this order (if any), and change if necessary. To place the order, click **Proceed to checkout** followed by **Submit Request**. A confirmation screen will appear, notifying the User that the order was placed. You can search for the Order Number by clicking **Order Inquiry** under the Orders Menu.

This is only a sample of what the Iron Mountain Connect Record Center can do for you. For more information, contact Customer Response (1-800-FASTFILE) or your Iron Mountain Account Manager.

USING THE IRON MOUNTAIN FAX/EMAIL ORDER FORM – RECORDS MANAGEMENT ORDERS

When you have multiple transactions such as retrieval, pick up and supply orders, the **Fax/Email Order Form** provides a convenient way for you to organize the information you need to efficiently place your order. Additionally, it acts as a hard-copy backup for your records. If you request multiple transactions regularly, contact Customer Response or your Account Manager for information about performing transactions through the Iron Mountain Connect records management portal.

A blank **Fax/Email Order Form** should be used as a **master** for making photocopies. Some helpful hints:

- 1 Make photocopies of the blank form for each person in your organization who places orders.
- 2 Have each User complete the standard information used for orders, such as his/her **NAME** and **PHONE NUMBER**, your **CUSTOMER ID** and **CUSTOMER NAME**, **DIVISION ID** and/or **DEPARTMENT ID**, and the **SHIPPING ADDRESS** (if the same address is always used).
- 3 Photocopy the **Form** that contains all of the standard information. That way, each time you place an order you'll only need to fill in the variable information such as carton number to be retrieved, number of refiles to be picked up, or quantity of empty cartons needed.



Fax/Email Order Form – Records Management Orders

Use this form to place orders via fax to: USA: 1-800 934-5348, Canada: 1-800 387-0124, Maritimes: 1-800 316-2464,
or via email at: order@ironmountain.com
Questions? Call Customer Response at 1 800 FASTFILE

Today's Date: ____/____/____ : ____ AM PM

Required Information: (Order cannot be processed with out this information)

Customer ID: _____ Service Level: Please Circle: Next Day Half Day Rush After-Hours Rush

If Applicable:

Division ID: _____ Authorized User: _____
Department ID: _____ Password: _____

Required: Delivery/Pick-Up Address: (Order cannot be processed with out this information.)

Company Name: _____
Attention: _____ Phone: _____ / _____ - _____
Address: _____ Floor/Suite: _____
City: _____ ST/PROV: _____ Zip/Postal Code: _____
E-Mail Address: _____ @ _____
Special Instructions: _____

CUSTOMER BOX NUMBER	SafeKeeperPLUS® (SKP) Box Number (Barcode Number)	FILE DESCRIPTION or FILE SEQUENCE # (4 DIGITS) (If Individual File Request)	Entire Box or Individual File	REQUESTED FOR (5 spaces)

ORDER TYPE: <input type="checkbox"/> PICKUP	ORDER TYPE: <input type="checkbox"/> SUPPLIES			
DESCRIPTION	QUANTITY	CARTON TYPE (Size)	QUANTITY	ITEM
New Cartons	_____	_____	_____	#2000 Carton (10/pk), 1.2 cubic feet
Entire Carton Refiles	_____	_____	_____	# _____ cubic feet
Individual File Refiles	_____	_____	_____	Transmittal Sheets (50/pad w/ 250 labels)
Interfiles (New Files)	_____	_____	_____	T-Labels (250 Labels)
			_____	Transmittal Forms (3 part, 25/pk)
			_____	Other Supply Item (specify)

ORDER NO. _____ Date: ____/____/____ Time: ____:____ AM/PM

FOR IMRM USE ONLY Contact Name: _____

IMRMFOF rev 8/08 Standard Page 1 of _____

Completing the Iron Mountain Records Management Fax/Email Order Form

Just complete the **Fax/Email Order Form** as shown below, and fax to Iron Mountain at the number listed at the top of the form. It's that simple!

IRON MOUNTAIN
Fax/Email Order Form – Records Management Orders
 Use this form to place orders via fax to: USA: 1-800 934-5348, Canada: 1-800 387-0124, Maritimes: 1-800 316-2464, or via email at: order@ironmountain.com
 Questions? Call Customer Response at 1 800 FASTFILE

Today's Date: ____/____/____ : ____ AM PM

Required Information: (Order cannot be processed with out this information)

Customer ID: ____ **a** Service Level Please Circle: Next Day Half Day Rush After-Hours Rush **b**

If Applicable:

Division ID: ____ **c** Authorized User: ____ **e**

Department ID: ____ **d** Password: ____ **f**

Required: Delivery/Pick-Up Address: (Order cannot be processed with out this information.)

Company Name: _____

Attention: _____ Phone: _____

Address: _____ Floor/Suite: _____

City: _____ ST/PROV: _____ Zip/Postal Code: _____

E-Mail Address: _____ @ _____

Special Instructions: _____

ORDER TYPE: RETRIEVAL FAX & REFILE INTERNAL PROJECT PERMANENT WITHDRAWAL

CUSTOMER BOX NUMBER	SafeKeeperPLUS (SKP) Box Number (Barcode Number)	FILE DESCRIPTION or FILE SEQUENCE # (4 DIGITS) (If Individual File Request)	Entry Box or Individual File	REQUESTED FOR (Quantity)
		h		

ORDER TYPE: PICKUP **i** **ORDER TYPE:** SUPPLIES

DESCRIPTION	QUANTITY	CARTON TYPE (Size)	QUANTITY	ITEM
New Cartons	_____	_____	_____	#2000 Carton (18/pk), 1.2 cubic feet
Entire Carton Refiles	_____	_____	_____	# _____ cubic feet
Individual File Refiles	_____	_____	_____	Transmittal Sheets (50/pad w/ 250 labels)
Interfiles (New Files)	_____	_____	_____	T-Labels (250 Labels)
			_____	Transmittal Forms (3 part, 25/pk)
			_____	Other Supply Item (specify)

Common Carton Size:
 Cubic Footage Dimensions Model #
 1.2 15" x 12" x 10" 2000
 2.4 24" x 12" x 10" 400
 3.6 24" x 12" x 10" 300

Page 1 of ____

FOR IRM USE ONLY
 ORDER NO. _____
 Date: ____/____/____
 Customer Name: _____

- Print your **CUSTOMER ID**.
- Choose the **SERVICE LEVEL** to tell us how fast you need to have your request performed.
- Print your **DIVISION ID** (if used by your company) to specify ownership of individual records.
- If used by your company, the **DEPARTMENT ID**, that is, the name or number of the department or cost center associated with this order for billing purposes.
- If you have requested that only certain people have access to place orders for your company, enter the **AUTHORIZED USER**.
- If you have requested that the user on the account be **PASSWORD** protected, enter the user's password.
- Print the delivery (pick up) address.
- Include **SPECIAL INSTRUCTIONS** if there is anything unique about this particular order.

i. Choose an **ORDER TYPE**:

Retrieval/Internal Project/Permanent Withdrawal. Access to materials already stored at Iron Mountain.

Fax and Refile. Access to materials already stored at Iron Mountain that will be faxed to a person's attention and then refile.

Pick up. Pick up of new or previously referenced materials.

Supplies. Delivery of additional forms or empty cartons.

USING THE IRON MOUNTAIN FAX/EMAIL ORDER FORM - SHREDDING ORDERS

When you have multiple transactions such as retrieval, pick up and supply orders, the **Fax/Email Order Form** provides a convenient way for you to organize the information you need to efficiently place your order. Additionally, it acts as a hard-copy backup for your records. If you request multiple transactions regularly, contact Customer Response or your Account Manager for information about performing transactions through the Iron Mountain Connect records management portal.

A blank **Fax/Email Order Form** should be used as a **master** for making photocopies. Some helpful hints:

- 1 Make photocopies of the blank form for each person in your organization who places orders.
- 2 Have each User complete the standard information used for orders, such as his/her **NAME** and **PHONE NUMBER**, your **CUSTOMER ID** and **CUSTOMER NAME**, **DIVISION ID** and/or **DEPARTMENT ID**, and the **SHIPPING ADDRESS** (if the same address is always used).
- 3 Photocopy the **Form** that contains all of the standard information. That way, each time you place an order you'll only need to fill in the variable information such as carton number to be retrieved, number of refills to be picked up, or quantity of empty cartons needed.



Fax/Email Order Form - Shredding Orders

Use this form to place orders via fax to: **USA: 1-800 934-5348, Canada: 1-800 387-0124, Maritimes: 1-800 316-2464, or via email at: order@ironmountain.com**
 Questions? Call Customer Response at 1 800 FASTFILE

This form shall be used for requests to Iron Mountain for the following Shredding services only:
 1) Empty Container/Console - bins are full and require additional service before the scheduled service date.
 2) Requirement of an additional container/console
 3) Removal of Container/Console – consoles/containers are not being used.
Please note: this form is not for Scheduled Services

Today's Date: ____ / ____ / ____ (You will be notified of your service date)

Required Information: (Order cannot be processed with out this information)

Customer ID: _____

Requestors Name: _____ Phone: ____ / ____ - _____

If Applicable:

Division ID: _____ Authorized User: _____

Department ID: _____ Password: _____

Required: Service Location Address: (Order cannot be processed with out this information.)

Company Name: _____

Contact Name: _____ Phone: ____ / ____ - _____

Address: _____ Floor/Suite: _____

City: _____

ORDER TYPE:

On-Site Shredding (Shredding will take place at your location with a Mobile Shred Truck)

Off-Site Shredding (Materials to be shredded are removed from the customer location & shredded at IM)

____ Empty containers	Total number of containers	____ Container/65 gal	____ Console
____ Add containers	Total of additional containers needed	____ Container/65 gal	____ Console
____ Remove containers	Total number of containers to be removed	____ Container/65 gal	____ Console
____ Non-Archival Boxes	Total number of boxes _____	(Note: this order would be Off Site Shredding)	

All other service requirements (shred other items, change service frequency, closing location, etc.): Please contact Customer Response for assistance: 1-800-FASTFILE

Completing the Iron Mountain Shredding Fax/Email Order Form

Complete the **Shredding Fax/Email Order Form** as shown below and fax it to Iron Mountain at the fax number listed at the top of the **Form**. It's that simple!



Fax/Email Order Form - Shredding Orders

Use this form to place orders via fax to: **USA: 1-800 934-5348, Canada: 1-800 387-0124, Maritimes: 1-800 316-2464,**
or via email at: order@ironmountain.com
 Questions? Call Customer Response at 1 800 FASTFILE

This form shall be used for requests to Iron Mountain for the following Shredding services only:
 1) Empty Container/Console - bins are full and require additional service before the scheduled service date.
 2) Requirement of an additional container/console
 3) Removal of Container/Console – consoles/containers are not being used.
Please note: this form is not for Scheduled Services

Today's Date: ____/____/____ **a** (You will be notified of your service date)

Required Information: (Order cannot be processed with out this information)

Customer ID: ____ **b**

Requestors Name: ____ **c** Phone: ____/____/____ **d**

If Applicable:

Division ID: ____ **e** Authorized User: ____ **g**

Department ID: ____ **f** Password: ____ **h**

i **Required: Service Location Address:** (Order cannot be processed with out this information.)

Company Name: _____

Contact Name: _____ Phone: ____/____/____ - _____

Address: _____ Floor/Suite: _____

City: _____

J **ORDER TYPE:**

On-Site Shredding (Shredding will take place at your location with a Mobile Shred Truck)

Off-Site Shredding (Materials to be shredded are removed from the customer location & shredded at IM)

____ Empty containers	Total number of containers	____ Container/65 gal	____ Console
____ Add containers	Total of additional containers needed	____ Container/65 gal	____ Console
____ Remove containers	Total number of containers to be removed	____ Container/65 gal	____ Console
____ Non-Archival Boxes	Total number of boxes	____ (Note: this order would be Off Site Shredding)	

All other service requirements (shred other items, change service frequency, closing location, etc.): Please contact Customer Response for assistance: 1-800-FASTFILE

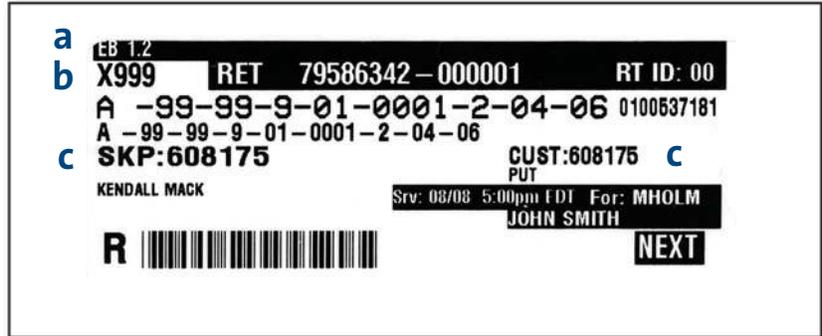
- a.** Print **"TODAY'S DATE."** You will be notified of your service date.
- b.** Print your **CUSTOMER ID**.
- c.** **REQUESTOR'S NAME:** The person within your company making the request.
- d.** **PHONE:** Requestor's phone number.
- e.** Print your **DIVISION ID** (if used by your company) to specify ownership of individual records.
- f.** If used by your company, the **DEPARTMENT ID**, that is, the name or number of the department or cost center associated with this order for billing purposes.
- g.** If you have requested that only certain people have access to place orders for your company, enter the **AUTHORIZED USER**.
- h.** If you have requested that the user on the account be **PASSWORD** protected, enter the user's password.
- i.** Print the **SERVICE LOCATION** for pick up/delivery.
- j.** Choose an **ORDER TYPE**.

REVIEWING YOUR OUTCARD/OUTCARD LABEL

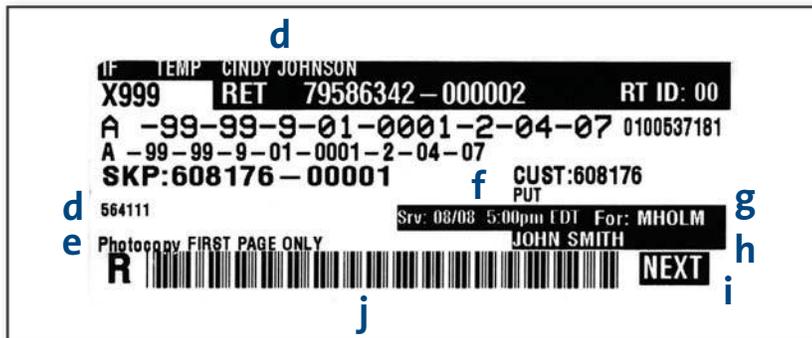
The Iron Mountain **Outcard** assists in the maintenance of inventory history. It is used to locate needed inventory when you request it, and acts as a place marker for an individual file that is pulled from its carton or open file shelf location during a retrieval. The barcoded, self-adhesive label contains an abbreviated version of the **Packing Slip** information and is placed on the outside of the carton or file that has been retrieved, thereby facilitating delivery within your organization as well as proper refiling at Iron Mountain. For boxes, the barcode on the Outcard Label is scanned upon delivery to ensure the correct box is delivered.

Standard features of the hard-copy **Outcard/Outcard Label** include:

- a. The **ITEM TYPE** will be either EB for a box or IF for an individual file.
- b. The **CUSTOMER ID, ORDER TYPE, ORDER NUMBER** and **LINE**, and **ROUTE ID**.
- c. The **SKP ID** (SafeKeeper PLUS Barcode Number) and **CUSTOMER BOX NUMBER**, if any.



Outcard for a Retrieved Carton



Outcard for a Retrieved File from a Carton

- d. The description of the file as it was entered during order entry.
- e. **LINE-LEVEL SPECIAL INSTRUCTIONS** refer only to that particular item, providing information helpful in retrieving and/or refiling the item.
- f. **TRANSPORTATION DATE** and **TIME**.
- g. The **FOR** (Requested For) identifies the End User who is actually receiving the item.
- h. **CONTACT NAME** indicates who placed the Order and/or whom the order is to be delivered to.
- i. **SERVICE LEVEL**.
- j. Barcode technology ensures that inventory and related paperwork are processed quickly and accurately.

For more information about how to read your Packing Slip and/or Outcard, please contact Customer Response (1-800-FASTFILE) or your Iron Mountain Account Manager.

Permanently Removing Records From Storage

PERMANENT WITHDRAWAL AND DESTRUCTION

In a properly maintained records management program, inventory is monitored to ensure the timely removal, when appropriate, of records from storage. Descriptive information and retrieval activity patterns for these records should be reviewed prior to making any removal decisions.

At Iron Mountain, there are two types of removal: Permanent Withdrawal and Destruction.

- ▶ **Permanent Withdrawal** is the Customer-initiated process of removing a carton or file from inventory with **no intention of sending it back to storage**. Once permanently withdrawn, the record is assigned a WTH (withdrawn) status and the Customer is no longer charged for storage on that record.
- ▶ **Destruction** is the process by which Customer-authorized records are **permanently disposed of** by Iron Mountain. Once destroyed, the record is assigned a DST (destroyed) status and the Customer is no longer charged for storage on that record.

PERMANENT WITHDRAWAL

A **Permanent Withdrawal** is a special type of retrieval order. By following the established authorization procedures for your organization, you can permanently withdraw records the same way you would request a typical retrieval: online through the Iron Mountain Connect records management portal, phone, fax, or email. If ordering online, simply select the “Permanent Withdrawal” order type. If ordering by fax, check the “Permanent Withdrawal” order type box; if ordering by email, indicate that “the following items are for “Permanent Withdrawal.” And, if ordering by phone, instruct the Iron Mountain Representative *at the beginning of your order* that you “would like to permanently withdraw the following items.” Doing so ensures that your permanent withdrawal request will be processed accurately and in the most efficient way possible.

NOTE: If you make frequent withdrawal orders, or would like to permanently withdraw a large percentage of your inventory, please contact Customer Response or your Account Manager

Once permanently withdrawn, each record’s inventory history is updated to a WTH (withdrawn) status. Beginning with your next regular billing cycle, you will no longer pay for storage on that record. Upon delivery of your permanently withdrawn items, you will receive a **Packing Slip** which details each withdrawn item and its current disposition.

If you have previously retrieved records from storage but did not indicate at that time that they should have been permanently withdrawn, please provide Iron Mountain with written authorization (by an Authorized User from your organization) to have them permanently withdrawn from your inventory. Upon receipt of the authorization, Iron Mountain will create a permanent withdrawal order for the records, which discontinues further storage charges and updates each record’s disposition to “WTH.”

DESTRUCTION

Selecting the appropriate destruction method for your organization based on the types of records you store and their retention schedule requirements is an important decision to make in the records management lifecycle. Iron Mountain securely destroys material by shredding:

- ▶ **Secure Shredding.** *Under this method, Iron Mountain destroys records by shredding, rendering those materials beyond reconstruction by reasonable procedures. At all times prior to physical destruction, records are in the secured custody of Iron Mountain. Upon completion, a certificate of destruction is provided, indicating that the material was destroyed by shredding.*

Upon written authorization from a **Destruction Authorized User** in your organization, Iron Mountain will initiate the destruction process based on the method(s) you choose.

Identifying Records for Destruction

There are two ways for a **Destruction Authorized User** to advise Iron Mountain about the records that have met their retention period and should be destroyed: by highlighting a **Destruction Eligibility Report** or **Inventory Report**, and/or by using **Specific Criteria**.

Requesting Destruction Using the Destruction Eligibility Report and/or Inventory Report. Iron Mountain provides comprehensive **Inventory Reports** of the cartons and individually listed files that you have in storage. From these **Reports**, the **DESTROY DATES** of your inventory can be reviewed and identified for destruction.

- 1 Photocopy the **Destruction Eligibility Report** or **Inventory Report** and highlight the **CUSTOMER BOX NUMBER** and/or the **SafeKeeper PLUS (SKP) BARCODE NUMBER** of the record(s) to be destroyed.
- 2 Attach a letter, signed by a **Destruction Authorized User** from your organization, to the **Destruction Eligibility Report** or **Inventory Report**, which clearly states that the highlighted records are authorized for destruction by Iron Mountain.
- 3 Address this letter and the highlighted **Report(s)** to the Iron Mountain Data Entry department at your local Iron Mountain District. If you don't know that address, contact Customer Response or your Iron Mountain Account Manager.

Requesting Destruction Based on Specific Criteria. You may wish to create a destruction order with Iron Mountain based on a specific set of criteria; for example, all cartons that have passed a particular **DESTROY DATE**.

The criteria from which you can select are: **DESTROY DATE, RECEIPT DATE, FROM DATE, TO DATE, CUSTOMER BOX NUMBER, DIVISION ID, DEPARTMENT ID, RECORD CODE, DEPARTMENT ID/RECORD CODE** combination.

The **DIVISION ID, DEPARTMENT ID, and/or RECORD CODE** can also be used in conjunction with other criteria to limit the destruction order to records that meet the criteria and are inventoried to that **DIVISION ID, DEPARTMENT ID, and/or RECORD CODE**.

To create a destruction order using criteria, send a letter, signed by a **Destruction Authorized User** from your organization, to your local Iron Mountain District. If you don't know that address, contact Customer Response or your Account Manager. Be sure to note the criteria and ranges to be used to create the destruction order.

The Final Destruction Listing

After Iron Mountain receives your signed **Preliminary Destruction Listing(s)** and instructions letter and the destruction order has been processed, a **Final Destruction Listing** is automatically generated and sent to you to confirm that the destruction of your records, as you specified, has been completed.

```
000180011
000180011
000180011
Cust Id: X999 XYZ COMPANY
Order No: 38727910
IRON MOUNTAIN
Destruction Listing
Report Date: 02/03/2004
Report Time: 08:51
Address: 6158 BOULDER RIDGE STREET
ATLANTA GA 30336
Instructions: CMT OF STATE SHIP UPS USING UPS ACTY9 ARE BILLING WINDOW:
Item Div Id From Dt To Date Order Description 1 SEQ Row No Recpt Dt Dest Dt Rec. Ch File Seq Co. Pt Stat
Ref Source # Order Description 2 Ref Source # Cust Box No
-----
000001 12 TEST 608092 06/07/2003 UNUSP'RD 1.20
*****
Total Records Listed: 1 Total Cubic Feet: 1.20
***** End of Report *****
Iron Mountain certifies that the records listed above have been destroyed as authorized by RDO.
```

As a part of the destruction process, Iron Mountain maintains a record of the carton, changes the **STATUS** of the item to 'DST' [Destroyed by Iron Mountain], and creates a history record for the item which captures the **DATE OF DESTRUCTION**, the **ORDER NUMBER**, **DIVISION ID**, and **DEPARTMENT ID** of the division/department who requested the destruction (if applicable), as well as the **CONTACT** person for the destruction order.

Any item requested to be destroyed but that was previously Outcarded [OUT], Permanently Withdrawn [WTH], Destroyed by Iron Mountain [DST], or Destroyed by Your Organization [DSO] would be **excluded** from your destruction order request and, instead, be detailed on an accompanying **Destruction Exception Report**. Outcarded records will continue to incur storage charges. If a record will **not** be returning to storage at Iron Mountain **or**, if you have destroyed records at your own facility, please provide Iron Mountain with written authorization (from an Authorized User in your organization) to have them permanently withdrawn from your inventory. Upon receipt of the authorization, Iron Mountain will create a permanent withdrawal order for the records, which discontinues further storage charges and updates each record's disposition to "WTH."

If the status of an inventory item has **changed** between the time you originally requested that the item be destroyed and the time the destruction order was processed (after signing the **Preliminary Destruction Listing** and instructions letter), then a **Status Change To Records On The Destruction Order Report** is also included. This may occur if a record listed on the **Preliminary Destruction Listing** was subsequently retrieved from storage and delivered to you.

CERTIFICATE OF DESTRUCTION

A **Certificate of Destruction** statement will appear on your next Iron Mountain invoice. For more information about removing records from storage, please contact Customer Response or your Iron Mountain Account Manager.

For more information about removing records from storage or selecting the appropriate destruction method for your organization, please contact Customer Response (1-800-FASTFILE) or your Account Manager.

CUSTOMER QUICK REFERENCE CARD

Please take a moment to complete the **Customer Quick Reference Card** with the information pertinent to your organization. The information contained in this document will be the information you will be asked for when you contact Iron Mountain.



Customer Quick Reference Card

Check Service Type: Records Management Shredding

Customer Name: _____ **Customer #/ID:** _____
Division ID, if applicable: _____ Department ID, if applicable: _____

Records Management/Shredding - for Questions, Orders, Authorized User Updates:

USA Customers **Iron Mountain Customer Response**
1000 Campus Drive
Collegeville, PA 19426
Call 1 800 FASTFILE Fax 1 800 934-5348

Canadian Customers **Iron Mountain Customer Response**
120 MacDonald Street
Saint John, NB E2J 1M5
Call 1 800 FASTFILE Fax Canada: 1-800 387-0124
Maritimes Fax: 1-800 316-2464

Local IM Mailing & Shipping Address Iron Mountain – Location:
Street Address:
City: _____, State/Prov.: _____ Zip/Postal Code: _____

Contacts **General Manager:**
Customer Service Manager:
Local Office Phone#: _____ Local Office Fax#: _____

Placing orders with Iron Mountain Your IM Department ID
 is is not required when placing orders

General Reminders – All Customers

- Always make a note of your Order Number for your future reference
- Contact Customer Response as noted above for orders, address changes or authorized user changes.
- When faxing orders, make sure all information is complete, including Customer ID, Division/Department ID if applicable, Ship to Address, Contact Name, & Phone Number.

CARTON QUICK REFERENCE GUIDE

Information – today, it's the single most important asset your organization possesses. For almost 60 years, Iron Mountain has been the leader in records and information management services. That's why we take protecting and preserving your most valuable information very seriously.

One way to ensure the integrity of your organization's valuable information is to use storage cartons specifically designed for the job. Whether you store your information onsite, or with Iron Mountain offsite, we can provide you with a wide variety of cartons — each one manufactured to exacting standards, designed for ease of assembly and convenience, and tested for strength and durability.

Cartons Designed to Meet Your Needs

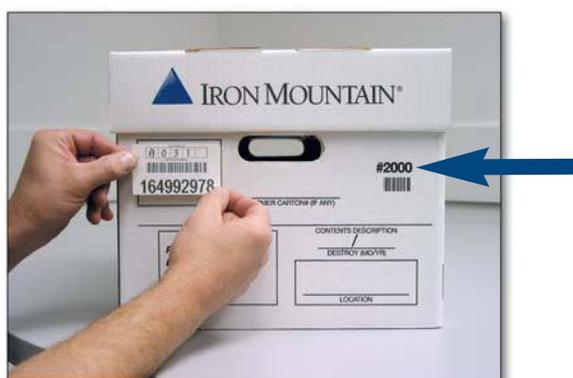
Records come in a wide variety of shapes, sizes, and mediums. To ensure that yours are adequately protected, Iron Mountain offers cartons designed to store such items as:

- ▶ Standard, letter-sized business documents
- ▶ Legal and oversized documents
- ▶ Medical records, x-rays, and ledgers
- ▶ Blueprints, architectural plans, and engineering drawings
- ▶ Business checks, deposit slips, and time cards
- ▶ Cassette tapes and videotapes
- ▶ Any other important document

All of Iron Mountain's cartons are environmentally friendly. They are composed of both virgin and recycled materials and are recyclable as well.

How to Order Iron Mountain Cartons

Ordering Iron Mountain cartons is easy! You can order online by using the Iron Mountain Connect records management portal, or by contacting us at 1-800-FASTFILE. Regardless of the method, an Iron Mountain Representative will be happy to assist you. For more efficient ordering, please provide the carton model number located on the handheld side of each carton.



When it comes to serving the document needs of your business, small or large, trust Iron Mountain.

IRON MOUNTAIN STANDARD CARTON INVENTORY

	MODEL #	CARTON TYPE AND DESCRIPTION
 15" L x 12" W x 10" H*	2000	Standard (letter/legal) <ul style="list-style-type: none"> • Easy-to-assemble, sturdy, letter/legal storage solution • Double-ended construction • 200 lb. test corrugated
 15" L x 12" W x 10" H*	2000A	Auto-fold (letter/legal) <ul style="list-style-type: none"> • Pop-up assembly, durable, letter/legal storage solution • Double-walled construction • 200 lb. test corrugated
 15" L x 12" W x 10" H*	2750	Deluxe (letter/legal) <ul style="list-style-type: none"> • Durable enough to withstand the demands of frequent reference and retrieval • Triple-walled construction • 200 lb. test corrugated
 24" L x 12" W x 10" H*	450	Letter Transfer <ul style="list-style-type: none"> • Double the space capacity of the Standard carton, the Letter Transfer carton conveniently holds the contents of an entire file drawer • Double-walled construction • 200 lb. test corrugated
 24" L x 15" W x 10" H*	550	Legal Transfer <ul style="list-style-type: none"> • Larger storage capacity than our Standard carton in order to accommodate legal-sized documents • Double-walled construction • 200 lb. test corrugated
 15" L x 6.25" W x 20" H*	200	X-ray <ul style="list-style-type: none"> • Securely holds x-rays, ledger books and similarly sized documents upright and in order • Single-walled construction • 275 lb. test corrugated
 42" L x 4" W x 4" H*	630	Small Planner <ul style="list-style-type: none"> • Convenient storage for rolled maps, blueprints, plans and drawings • Single-walled construction • 200 lb. test corrugated
 44" L x 9.25" W x 9.25" H*	632	Large Planner <ul style="list-style-type: none"> • Designed to hold the contents of four Small Planner cartons. Provides maximum storage capacity for rolled maps, blueprints, plans and drawings • Single-walled construction • 275 lb. test corrugated
 24" L x 9" W x 4.5" H*	844	Check <ul style="list-style-type: none"> • Convenient storage for all types of checks, deposit slips, time cards, cassette tapes, videotapes, and similarly sized documents • Double-walled construction • 200 lb. test corrugated

*Internal Dimension

For more information about ordering cartons and supplies, please contact Customer Response (1-800-FASTFILE) or your Iron Mountain Account Manager.

THE SENTINEL PROGRAM

IRON MOUNTAIN GETS EMPLOYEES 'JOB QUALIFIED'



"As a user of Iron Mountain's services, knowing that I am placing my information in the hands of a properly trained Transportation Specialist, gives me the peace of mind of it being disposed of in a safe, secure and confidential manner."

— Iron Mountain customer

Iron Mountain has implemented The Sentinel Program, an approach that allows our Transportation employees to be better prepared and supported in their daily roles and responsibilities. The goal of the program is for someone to be formally qualified to work independently prior to ever touching or delivering customer data. The program allows a new employee to work with a Certified Transportation Coach and a Supervisor over a two-week period. During that time, the employee is learning through a series of e-learning, self study, on the job and on-route activities, followed by in-market assessments and practice. All newly hired Transportation employees begin their program on the first day of employment and navigate through the program within 10 business days.

The Certified Coach role serves as a peer support mechanism to help guide and teach new employees in a very formalized and structured way, both in their own markets and out on the road. The Coach acts as mentor for the new employees and partners closely with the Supervisor. The Certified Transportation Coaches are co-located in the building with the new employee. All eligible Certified Transportation Coaches are trained to perform their Coach responsibilities at Iron Mountain's Operations learning center based in Atlanta, Georgia. This learning center mirrors the environment of the organization's field-based record centers, vaults, and shredding facilities. It is here that Coaches receive their Certification to work with new employees.

The curriculum encompasses course work on each aspect of operating a vehicle in Iron Mountain's Transportation fleet, workflow, and internal company policy. Examples of some topics addressed in this training / certification process include:

- Safety
- Vehicle Maneuvering & Operation
- Preparation / End of Day Tasks
- Pre-trip Driver Vehicle Inspection Report (DVIR)
- Technology / Scanners
- Vehicle Reporting, Maintenance and Accident
- Customer Service
- Security

Iron Mountain uses a form called the Record of Completion (ROC) to track the learning paths for new employees. All learning modules on the ROC must be satisfactorily completed and the form must be signed by a Supervisor before an employee is allowed to operate a vehicle and interface with you and your information.