

POLICIES AND SECURITY PRACTICE AT RECORDS MANAGEMENT LTD

CONFIDENTIALITY

Records Management Ltd and our staff promise to keep all customer materials under the same standard of care that would be applied to our own materials.

We strive to embody the highest standards when it come to the handling and guarding of materials left to our care. We adhere to the guidelines set forth in the Personal Information Protection and Electronic Documents Act. It is a company policy that no 3rd party is ever given access to a client's files or details, or even just our client list. For marketing and advertising promotions, we may use a client as a reference ONLY if that client has specifically agreed to allow their name to be used in the aforementioned promotional items.

Additionally, Records Management Ltd adheres to all privacy standards set forth by the CSA as per the CSA's Code for the Protection of Personal Information.

Every staff member employed by Records Management Ltd must sign an agreement covering all privacy issues addressed above. Additionally, each employee is subject to fingerprinting and criminal checks run by the RCMP. They are also required to pass Level 1 security clearance with Public Works Canada. Photographic IDs are carried at all times and all staff are given thorough training on privacy and handling protocols.

OUR STORAGE SPACE

All access points to our storage space are secured by scan-key lock pads and/or fingerprint scanning. Our individual storage areas with the facility are further secured by additional safe doors and locks.

The storage spaces have sprinklers and smoke alarms installed, as well as remote monitoring and security devices. Strict security and fire protocols are observed at our storage space. In case of an event, the system communicates directly with emergency officials as well as our personnel. Each individual storage locker also has temp/humidity gauges to guarantee an optimal environment for data storage.

TRANSPORTATION

Records Management Ltd employs authorized and well-trained drivers to deliver and pick up all client materials. Our trucks and vans are carefully monitored for temperature and humidity, like our storage facilities. The security protocols required at our storage facility are also employed in our transportation vehicles. Our drivers always carefully monitor customer materials and never leave vehicles open or files unwatched.

DELIVERY SCHEDULES

Materials do not spend more than 24 hours in turnaround when scheduled for delivery.

VISITORS AT OUR STORAGE SPACE

Any guest or visitor in our storage space must register at a security desk and wear visible identification at all times. Employees are also required to escort guests through the storage space. We maintain Review Rooms for the secure review of materials. Review of materials must be scheduled in advance to appropriate personnel.

ACCESSING YOUR FILES

Records Management Ltd maintains an online system which allows you instant access to your materials as needed. This online system is closely monitored to ensure the security of your files and information. User names and passwords can be assigned to individual files and to separate areas/departments within your company. Our system can also be set to request new passwords at certain intervals, further enhancing the security of your materials. Data transfers are encrypted in standard 128bit SSL.

DOCUMENTS MANAGEMENT SOLUTIONS

Records Management Ltd has developed a Document Management solution that is the key to our indexing and storage system.

The DMS is an adaptable application that lets us oversee and manage all files, while also allowing us to integrate with your own in-house system with add-ons.

The advanced scope of the system lets you perform everything from a basic, single doc retrieval to complex, advanced file management.

We give each customer a version of the web-based DMS that can be assigned to one user. The DMS gives you:

- The ability to add new boxes to be sent to our storage space
- Customizable data entry fields for “labeling” shipments
- The ability to assign individual login details for separate users
- Label printing
- Editing capabilities for info on previously stored file boxes
- A “search & find” function for document retrieval
- Customizable report function on your stored documents and “search & find” actions
- The ability to place orders for materials and transportation of files

Our DMS is designed to give you comprehensive control of your stored files and materials. The data entry associated with the DMS are boilerplate (dates, descriptions, etc.), but we give you the option to edit and tailor the fields to exactly fit your needs.

The DMS will retain all details and transaction records that take place within your account, so you will always be able to access complete information on any activity that has occurred in association with your stored materials.

MANTAINING ENVAIROMENTAL RESPONSIBILITY

Records Management Ltd is dedicated to pursuing policies in our offices and practices that exhibit an environmentally conscious approach. These policies will include:

- Reducing waste
- Disposing of trash waste responsibly
- Utilize recycled materials when possible
- Regularly analyzing and upgrading our in-house practices to maintain efficiency
- Engaging partners and affiliates who maintain high environmental standards and practices

- Providing training & education for staff on environmental best practices
- Maintaining transparency on environmental issues

IN-HOUSE PRACTICE INCLUDES:

- Recycling of all packing materials
- Sizable waste reduction, with a goal of halving waste in the next year
- Environmentally responsible destruction and elimination of files
- A well-enforced “No Idling” policy on all Transpo vehicles