

Questions & Answers Canada

Q: What are the facts about the company?

A: Securit is a world leading Canadian information security company providing compliant services that ensure the security and integrity of our customers' private information. The company operates 140 branches in 16 countries worldwide, servicing over 150,000 global, national and local businesses, including the world's top intelligence and security agencies and more than 500 police forces, 1,500 hospitals, 8,500 bank branches and 1,200 universities and colleges. Securit offers three primary service lines, Shred-it Document Destruction, Records Management and Data Protection.

Company History

1988: Shred-it begins business in Oakville, Ontario, Canada
 1990: Shred-it expansion across Canada
 1993: Shred-it enters the U.S. market
 1993: The company begins manufacturing shredding trucks
 1995: Shred-it starts operations in Asia
 1996: Shred-it starts operations in South America
 1998: Shred-it starts operations in Europe
 1999: Shred-it starts operations in United Kingdom and Ireland
 2000: Shred-it starts operations in South Africa
 2001: Securit introduces Securit Records Management
 2002: Securit|Shred-it starts manufacturing industrial shredding equipment
 2003: Securit introduces Active File Management
 2004: Securit Foundation established
 2005: Securit|Shred-it starts manufacturing secure consoles
 2006: Securit introduces Media Imaging and Vault Storage
 2006: Securit|Shred-it client base grows to over 150,000
 2007: President Greg Brophy passes away
 2008: Securit|Shred-it begins to offer On Demand off site shredding services
 2008: Securit|Shred-it launches a Hard Drive Destruction service in select markets

Quick Company Facts

- Founded in 1988
- Privately owned Canadian company
- Head office in Oakville, Ontario
- 140 branches in 16 countries
- 150,000 customers around the world
- 3,000 employees worldwide

Q: What is the relationship between Securit and Shred-it?

A: Securit is the parent company of Shred-it, the document destruction service line.

Q: What service does Shred-it offer?

A: Shred-it offers secure, compliant shredding services for business's confidential documents. Here is a list of how Shred-it protects clients' confidential information:

- Shred-it on site service. Shred-it trucks use proprietary cross-cut technology to ensure confidential information stays confidential.

Q: Where are Shred-it branches located?**A:** Please see list for Shred-it branch locations.**Canada (14 locations)**

- Moncton
- Halifax
- Cambridge/
Kitchener
- London
- Ottawa
- Toronto
- Toronto East
- Montreal
- Quebec City
- Kelowna
- Vancouver
- Calgary
- Edmonton
- Saskatoon
- Winnipeg

USA (80 locations)

- Akron, OH
- Albuquerque, NM
- Arkansas, AR
- Arkansas North-West, AR
- Atlanta, GA
- Austin, TX
- Baltimore, MD
- Birmingham, AL
- Boise, ID
- Boston, MA
- Buffalo, NY
- Central PA/ Lancaster, PA
- Charleston, SC
- Charlotte, NC
- Chicago, IL
- Cincinnati, OH
- Cleveland, OH
- Columbus, OH
- Concord, CA
- Connecticut, CT
- Dallas, TX
- Delaware
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Fort Myers, FL
- Fresno, CA
- Grand Rapids, MI
- Greensboro, NC
- Honolulu, HI
- Houston, TX
- Indianapolis, IN
- Jackson, MS
- Jacksonville, FL
- Kansas City, KS
- Knoxville, TN
- Las Vegas, NV
- Long Island, NY
- Los Angeles, CA
- Los Angeles North, CA
- Louisville, KY
- Madison, WI
- Memphis, TN
- Miami, FL
- Milwaukee, WI
- Minneapolis, MN
- Mobile / Biloxi, AL
- Nashville, TN
- New Orleans, LA
- New York, NY
- Newark, NJ
- Norfolk, VA
- Oklahoma City, OK
- Omaha, NE
- Orlando, FL
- Philadelphia, PA
- Phoenix, AZ
- Pittsburgh, PA
- Portland, OR
- Providence, RI
- Reno, NV
- Richmond, VA
- Sacramento, CA
- Salt Lake City, UT
- San Antonio, TX
- San Bernardino, CA
- San Diego, CA
- San Francisco/San Jose, CA
- Seattle, WA
- Shreveport, LA
- Sioux Falls, SD
- Springfield, MO
- St. Louis, MO
- Tallahassee, FL
- Tampa, FL
- Tucson, AZ
- Utica, NY
- Washington, MD
- White Plains, NY
- Wichita, KS

Europe, the Middle East and Africa (EMEA - 34 locations)

- Argentina
- Belfast
- Berlin
- Birmingham
- Brussels
- Cologne
- Dubai
- Duesseldorf
- Edinburgh
- Frankfurt
- Glasgow
- Hamburg
- London City (UK)
- London North East
- London West
- Luxembourg
- Lyon
- M4 Corridor, UK
- Manchester
- Milton Keynes
- Munich
- Newcastle
- Nottingham
- Nuremberg
- Paris
- Plymouth
- Portsmouth/Southampton
- Puerto Rico
- Singapore
- South Africa
- South Korea
- Strasbourg
- Stuttgart
- Yorkshire

Q: Why is secure document destruction so important to businesses?

A: Businesses destroy their confidential documents in order to protect the privacy and security of their own and their customers' information and to adhere to legislative compliance regulations.

Q: What kind of documents should be securely destroyed?

A: Virtually all businesses produce confidential information that could cause issues such as security breaches, incidents of identity theft or the leaking of confidential business information by falling into the wrong hands. Examples include:

- Customer lists
- Credit card receipts
- Medical records
- Financial records
- Personnel files
- Cancelled cheques
- Computer printouts
- Tax records
- Price lists
- Competitive information
- Sales statistics
- Payroll records
- Legal documents
- Account records
- Correspondence and memos
- Invoices
- Inventory lists
- New product proposals

Q: What type of paper shredding does Shred-it provide?

A: Shred-it's proprietary shredding methodology involves a cross-cut shredding process, reducing paper to confetti-sized pieces, which provides far greater security than conventional strip-cut shredding (which can still be pieced back together). In addition, thousands of pounds of shredded paper are mixed together in the shredding trucks and then baled, ensuring that reconstruction is impossible.

Shred-it provides three shredding size options for customers:

Regular shred: (For regular documents)

- 5/8" knives in shredder
- Produces 5/8" x 1 1/2" material

Double Shred (For more sensitive documents that contain personal customer information)

- 3/8" knives in shredder
- Produces 3/8" x 1" material

High Security Double Shred: (Highly sensitive documents such as cheques or applications with personal information and signatures)

- 1/8" knives in shredder
- Produces 1/8" x 1/2" material

Q: How much paper does a Shred-it truck hold?

A: Each Shred-it truck holds 9,000 lbs of paper. One ream of paper (500 sheets) weighs approximately 5 lbs, so a full Shred-it truck holds approximately 900,000 sheets of paper. Once shredded (using the Regular Shred) the truck contains approximately 89 million pieces.

Q: Does Shred-it provide on site or off site document destruction?

A: Shred-it offers on site document destruction in all of its markets. However, based on the specific needs of customers, On Demand off site document destruction is available at a customer's request.

Q: How often does Shred-it schedule its service to customers?

A: This depends on the amount of sensitive information a customer produces. The customer may require daily, weekly, bi-weekly, monthly or as-needed shredding. If the frequency needs ever change, Shred-it's service can be modified to meet the customer's requirements.

Q: How do customers store confidential documents before shredding?

A: Shred-it provides customers locked office-quality security containers (called consoles) free of charge. These consoles are placed throughout the customer's offices. The confidential material is stored inside the locked consoles in specially-designed bags, and only the designated contact within the customer's office can open the consoles, if this is required. Otherwise the consoles remain locked until a Shred-it Customer Service Representative makes a service call and empties the consoles.

Q: What guarantee is provided that confidential documents have been completely destroyed?

A: After the shred has been completed, customers are given a Certificate of Destruction, assuring them that their materials have been completely destroyed. Customers may also witness their documents being shredded by the Shred-it truck by viewing it through the truck's locked security screen.

Q: What happens to documents after shredding?

A: The destroyed documents, in the form of confetti-sized pieces, are mixed with many other customers' shredded documents (making reconstruction impossible) and transferred to a recycling facility, where they are recycled into paper products.

Q: Why is a professional document destruction service better than in-house shredding?

A: The most secure document destruction services are provided by professional companies. In many cases, businesses do not have the staff or special equipment needed to ensure the total destruction of confidential documents.

By using an outsourced document destruction company, businesses can also free up staff from the time-consuming and onerous task of shredding documents. Based on calculations completed by Shred-it, using an outsourced document destruction provider can save businesses up to 17% on in-house shredding costs.

Q: Why is shredding documents a better idea than disposing them in a recycling bin?

A: Placing items in recycling bins is not a secure process, as anyone can access these items.

Q: How does Shred-it support the environment?

A: Shred-it supports the environment in a number of ways, including the following:

- After confidential documents are shredded, the material is baled and then recycled, thus preventing waste from entering landfills. Based on calculations done by Shred-it, for every two Shred-it consoles filled with paper, one tree is saved. In 2008, using this calculation, Shred-it helped its customers save over nine million trees. Annually, Shred-it customers receive an Environmental Certificate outlining how many trees they have saved during the year by paper recycling.
- Shred-it's recycled paper product is environmentally friendly. According to industry estimates, every tonne of recycled paper uses 64% less energy, 50% less water and causes 74% less air pollution than the same quantity of paper from virgin wood pulp.
- All Shred-it truck motors meet North American, United Kingdom and European emissions standards. Shred-it uses environmentally friendly hydraulic fluids (ENVIRON MV 32) in all vehicles which are:
 - Inherently biodegradable
 - Recyclable
 - Non-toxic, non-carcinogenic and low odour
 - Contain no heavy metals that contaminate ground and waste waters
 - Have a longer life than vegetable-oil-based fluids which decreases consumption
- Many of our trucks are now incorporating "Idle Down" technology, which helps reduce emissions and fuel usage.

Q: Does Shred-it destroy multimedia and other non-paper items?

A: Yes, Shred-it can thoroughly destroy almost any material required, including CDs, DVDs, videos, prototypes and product samples. This type of destruction is done separately from paper-based document destruction as some of these materials can be dangerous to shred for our employees so special precautions must be made. Shred-it also offers Hard Drive Destruction services in certain markets.

Q: What are some examples of some of the items you have been asked to shred?

A: Shred-it has shred uniforms, dress samples, designer items and recalled toys on occasion.

Q: Are Shred-it's policies up to date with government legislation?

A: Shred-it's services meet all legislative and compliance standards in the areas where we operate.

Q: Does Shred-it educate its employees on legislative policies and procedures?

A: Shred-it maintains an in-house training department that is responsible for training staff in all aspects of our business. In addition, the company produces and distributes both

newsletters and electronic aids, and has an accessible library on its intranet to help keep our staff abreast of recent changes in legislation.

Q: What are Shred-it's security standards?

A: Shred-it's standards are set to meet the highest level of security and customer service across our entire international network, including:

- All branches must adhere to Shred-it's Gold Standards annual review process – an internal audit of each individual branch's standards.
- All Shred-it CSRs have passed a thorough background check, including credit, criminal and driver's license review.
- All Shred-it employees must be bondable.
- All Shred-it CSRs wear a uniform and picture ID.
- All Shred-it trucks are inspected daily to ensure compliance with operational security standards.

Q: Does Shred-it provide document destruction services to consumers?

A: Shred-it's Community Shred events give community members the opportunity to have their confidential documents destroyed on site, free of charge.

- Held in both public and private places such as police stations and shopping center parking lots, Community Shred events vary in size and in scope. Shred-it's been known to serve as many as 2,000 community members at one Community Shred event, with more than 70 tonnes of paper recycled.
- Community Shred events increase the knowledge of identity theft, making our communities safer places to live.
- Community Shred events are organized by individual branches and occur at various times throughout the year.

Securit Records Management Services:

Q: What is record storage?

A: Records storage is a business solution for any organization that generates materials that require storage, either on site or off site. Customers that keep a large number of customer or patient files (i.e. hospitals) may need to store files off site to provide added security, to comply with current legislation, or because their facility has space restrictions. Securit Records Management facilities are designed to hold a large number of files in a completely secure environment and customers can access their files when they need.

Q: Why should records be stored off site?

A: Storing records off site has a number of advantages, including greater security, reliable tracking, better organization and an increase of staff efficiency. Also records often take up valuable office space that could be used for better purposes.

Q: What security measures does Securit offer at its off site facilities?

A: Securit Records Management facilities are specially built to protect records from theft, espionage, flood and fire damage. The fire suppression and counter-intrusion technology keeps records safe, and backup generators ensure there's no lapse in security or delivery. All facilities have 24-hour monitored video surveillance and biometric security access. Screened and highly-trained employees maintain strict in-transit procedures to ensure the safe transfer of records between locations.

Q: What customer and tracking processes does Securit offer for off site records management?

A: Securit uses proven technologies to ensure optimum security, flawless tracking and a seamless flow of information. Its online records management system, wireless scanners and printers offer safe, real-time inventory information and control. Integrated service maintains the chain of custody of all documents and provides a comprehensive audit trail.

Q: How does Securit offer flexibility and customization for customers using off site records management?

A: Customers can select the level of service, set the access criteria for records and request customized reports. Securit also offers packing, repacking, indexing, cataloguing, auditing, purging, file shuffling, scanning/duplication and database conversion to help manage customer records.

Q: How are records securely and efficiently tracked?

A: Securit uses barcode technology which allows customers to track records in real time. Customers will always know exactly what they have in inventory and where it's located, with a full electronic information audit. Customers can access and manage files via a secure, password-protected online connection. The system creates a full audit trail so customers will know precisely which record has been requested by whom, when and where.

Q: Can Securit help move records from one customer location to another?

A: Beyond transferring files securely from an on site to off site location, Securit can also help with transferring records from one customer location to another. Employees index and barcode all necessary records, then pack and move files to the right office, filing cabinet or desk. Strict in-transit security procedures, such as using unmarked trucks, ensure the safe transfer of records between locations.

Q: Does Securit personally move and deliver records during a transfer?

A: Yes, Securit uses its own fleet of vehicles and security-screened and insured drivers. Securit never uses non-bonded/non-professional couriers or taxis, which can leave records at risk.

Q: How does Securit ensure that the right information has been delivered to the right people?

A: Securit uses hand-held units and electronic signatures to ensure that CSRs transfer the right information to the right people. This system allows for real-time end-to-end tracking and an audit trail so customers are completely aware of where information is at all times.

Q: How long can records be stored for?

A: Records can be stored for as long as needed. All records are stored in secure, environmentally sound, access-restricted environment, on off-the-floor racks that are specially designed to hold boxes, architectural boxes and tubes. Securit's banker boxes and specialty containers withstand extensive handling and long-term storage.

Securit's Data Protection Services:

Q: How does Securit protect customer data?

A: Securit offers a highly controlled environment that protects customer data. Facilities are monitored 24 hours a day, seven days a week. They are built to withstand power outages, fires, floods, earthquakes and intrusion.

Q: What types of data should customers consider for storage?

A: Data that is critical, sensitive, irreplaceable or needs secure back up should be considered for safe storage. This could include wills and trusts, research, intellectual property, competitive information, legal information, patents, backup tapes and more.

Q: What sort of data files can be stored by Securit?

A: Securit can store electronic data, paper documents, photographs, data tapes, film, microfilm and more.

Q: What is vault rotation and why is it important?

A: Every day many companies back up their important network information onto external drives. To ensure this information is fully secure, it is recommended they store their backup drives off site.

Securit's climate-controlled storage environment keeps everything fully preserved and completely safe from moisture, dust, extremes in temperature and intruders. Using off site storage facilities should be part of every company's disaster recovery plan.

Flexible pickup schedules can be arranged to coincide with a company's risk management procedures, so the customer can access their information when they need it.

Q: Can data protection services help customers with legal and privacy compliance?

A: Securit has the knowledge and experience to help customers design an appropriate compliance program - one that meets all legal, financial, privacy and operational regulations.