

## RECORDS MANAGEMENT SERVICES SPECIFICATION

### **Ordering of RM Services:**

- Authorised Users should place orders for RM Services (as described in its component parts below) using IM's online portal, IM Connect.
- Authorised Users may order RM Services by use of a service order form via email to [cis@ironmountain.nl](mailto:cis@ironmountain.nl) / [cust@ironmountain.be](mailto:cust@ironmountain.be).
- Support by telephone can is provided by IM's Customer Services Department on +31(0) 800 ARCHIEF (272 4433) / 0032 2 712 2020 , no orders are accepted through phone.
- Iron Mountain will charge an order fee for every Customer service order processed with the assistance of Iron Mountain's customer service (orders placed via email).
- Authorised Users shall be responsible for providing IM with sufficient information to perform the Services.
- The Fees for the RM Services shall be as detailed in the then current Charges Schedule or as otherwise agreed between the parties.

### **At the Customer's instruction IM will provide the following Services:**

#### **Storage of Articles**

- IM will maintain space for the Articles within a suitable environment in an IM Facility from which IM will be able to satisfy its obligations under this Agreement.
- The basis upon which the Customer pays for the storage of the Articles is per Cubic Foot, the volume of the item invoiced. Services provided in relation to Articles throughout the life of this Agreement are invoiced per requested quantity, after completion of the service order at months end. For example should the Customer store at a per Cubic Feet level the limitations of liability and any permanent withdrawal charges shall be calculated on a per Container basis.
- IM's records storage facilities are configured for the efficient storage of IM's standard Containers (i.e. archive boxes. IM's operating processes, costs, and pricing are modelled around its standard Containers. Each Container type, including IM's standard archive box, vary in dimensions based upon manufacturer, style of design, weight of loading, normal wear-and-tear from storage and retrieval. To maintain this high efficiency standard the actual volume is measured, optimal storage location is selected and storage volume is invoiced.
- There are three main standard Archive Boxes sizes at IM (1.0 (B Box), 1.3 (A Box) & 0.35 (I box)cubic foot). The calculation of the storage volume is established by assessing the space occupied by a box and not its precise dimensions; cubic footage for billing purposes is then determined. All other box types and Articles received for storage are assigned a specific cubic footage for billing purposes at the time of receipt, taking into account such factors as: shape & weight.

#### **Initial Move**

- For a new Customer, the initial transfer of Articles to an IM Facility for storage will include: pickup; transportation; inbounding and placement into storage.
- The Customer acknowledges that IM's Fees for any initial move are based on the assumption that the Articles will be available from a ground floor location or location easy accessible through an elevator. Should this assumption prove inaccurate, and in the absence of prior agreement between the parties, IM reserves the right to charge the Customer any additional costs incurred relating to its failure to provide the Articles for collection as anticipated.
- The Customer shall be responsible for providing IM with any required information, that includes completing the archive registration trough the Iron Mountain Connect web portal or upload form, prior to collection of the Articles.

#### **Receiving and Entry (New Archive Boxes)**

Upon arrival of the Archive Boxes at the IM Facility IM shall:

- Inbound the Container (in accordance with the Customer's request).

- Assign a size to the Container as detailed above.
- Allocate the Container to a location within an appropriate IM Facility.
- Capture the descriptive metadata (i.e. storage term, destruction date, references) from the information provided by the Customer prior to ingestion into SafeKeeperPLUS and/or any other IM system (i.e. Iron Mountain Connect™) used for recording and tracking Articles in storage.

#### **Individual Listing (New Files)**

Upon arrival of the files at the IM Facility IM shall:

- Inbound the file (in accordance with the Customer's request).
- Allocate the file to a location within an appropriate IM Facility.
- Capture the descriptive metadata (i.e. storage term, destruction date, references) from the information provided by the Customer prior to ingestion into SafeKeeperPLUS and/or any other IM system (i.e. Iron Mountain Connect™) used for recording and tracking Articles in storage.

#### **Retrieval & Delivery**

- Upon request of the Customer IM shall locate, physically identify and, if in storage, retrieve the Article requested by the Customer from the relevant IM Facility. Note any service performed in addition to the retrieval will be billed as a separate line item on the invoice (e.g. permanent withdrawal, destruction, imaging, or secure destruction).
- IM shall deliver the Article(s) to a central location within the Customer's Facility. Unless agreed otherwise as a premium service, IM will not deliver Articles to specific departments or individuals within the Customer's Facility.
- Service frequency will be determined based on the Customer's Facility postcode. IM utilises "zones" based on the distance from the Customer's Facility to IM's Facility. Customers with postcodes located in Metro, Zones 1 or 2 will be serviced on a daily basis. Customers located in Zones 3, 4, or 5 will be serviced on a fixed weekly schedule. The service schedule for the Customer's Facility is set out here:

<https://www.ironmountain.com/nl-nl/contact/zip-code-lookup>

- When ordering retrieval services by use of Iron Mountain Connect the Customer may elect one of the following delivery options.
  - *Standard Delivery:* subject to the order being received through Iron Mountain Connect™ by IM before 15:00 IM will deliver the Articles within the hours of work but usually between 08:00 and 17:00 on fixed working days depending on the region of delivery in the Netherlands.  
A maximum of 50 Articles may be ordered by the Customer using this delivery option.
  - *Rush Delivery:* IM will deliver the Articles within 4 hours of receipt of instruction, or within such other period as may be agreed between the parties. A maximum of 5 Articles may be ordered in each Rush Delivery. Note Delivery orders placed and required outside of IM's standard working hours may be provided by IM as Rush Delivery orders.

Effective January 2024:

- *Expedited Delivery:* In the event a Customer's Facility is located in Zones 3, 4, or 5 and requires service outside of their fixed weekly schedule day, the Customer may request Expedited Delivery service for an additional fee.

Should the Customer require a delivery of:

- more than 50 Articles, IM will contact the Customer within four working hours of receipt of the order to agree timescales for the delivery of the Articles;
- Any 'List X' Articles by IM, IM will contact the Customer within 4 working hours of receipt of the order to agree timescales for the delivery of the Articles.
- The Customer must state in any request for Retrieval Services the type of delivery required. In the event that the Customer fails to specify the delivery option IM will provide a Standard Delivery service.
- For Customers outside of the Netherlands, or in remote regions, delivery times will be agreed between the parties prior to the provision of Services

### **Image on Demand**

The Customer may request that IM scan and transmit parts or all of an Article electronically (via Secure File Transport Protocol transfer ("SFTP") or via a secure image repository) to the Customer.

- Upon the creation and storage of an Image or Images by IM, IM shall use reasonable endeavours to notify the Customer that the Image or Images is/are available for the Customer to download via a SFTP, image repository or similar system made available by IM.
- IM shall make the Image or Images available through the SFTP, image repository (or similar system made available by IM) for 30 days following the date of notification referred to above. Following this 30 day period IM may remove the Customer's access to the Image or Images and has irrevocable authority from the Customer to delete such Image or Images.
- IM shall not be liable for a failure to: (i) create an image if IM is unable to locate the required Article; or (ii) to the provide access to the Image or Images due to:
  - o factors outside of IM's reasonable control;
  - o any action or inaction of the Customer or its Authorised Users; or
  - o the Customer's or an Authorised User's equipment or telecommunications facilities, and/or third party equipment that are not within the sole control of IM.

Should the Customer wish to receive the contents of a large number of Articles through the method described above, or to benefit from IM's Insight platform, the Customer should contact its account manager.

### **Permanent Withdrawal of Articles**

- Upon request of the Customer IM shall locate, physically identify and, if in storage, permanently retrieve the Article requested by the Customer from the IM Facility. This applies whether upon termination or expiry of this Agreement or whether as part of the Services during the term of this Agreement.

### **Collection Services**

The following collection types may be requested by the Customer:

#### **New Boxes**

- A box being sent into storage at an IM Facility for the first time.

#### **Refiles**

- A box or file, previously retrieved from storage by the Customer, which is being returned to storage at an IM Facility.
- Service frequency will be determined based on the Customer's Facility postcode. IM utilises "zones" based on the distance from the Customer's Facility to IM's Facility. Customers with postcodes located in Metro, Zones 1 or 2 will be serviced on a daily basis. Customers located in Zones 3, 4, or 5 will be serviced on a fixed weekly schedule. The service schedule for the Customer's Facility is set out here:

<https://www.ironmountain.com/nl-nl/contact/zip-code-lookup>

Should the Customer require the collection of more than 50 Articles by IM, IM will contact the Customer within 4 working hours of receipt of the order to agree timescales for the collection of the Articles.

#### **Interfile**

- A new file being sent in for storage in an existing box already in storage at an IM Facility.

#### **Imaging**

A box being sent in for storage in an IM Facility requiring the contents be digitally scanned.

### **Article Destruction**

- Authorised Users may request to have a specific Article destroyed. Upon receipt of request the Article will be retrieved from the storage location at the IM Facility and destroyed in a secure and safe manner and in accordance with CA+ and DIN 66399. Should the Customer require a significant volume of Articles to be destroyed the parties shall agree timescales for the destruction.
- A certificate of destruction will be supplied to the Customer within 4 to 6 weeks of the date of destruction.

### **Re-boxing Containers**

If at any time Containers holding the Articles are damaged or deteriorate to such an extent that the Articles are at risk of damage or loss, IM will replace the Articles into new Containers (Re-Box). The Container(s) and the Re-boxing fee will be charged to the Customer at IM's rates then prevailing.

### **Contaminated Articles**

If Article(s) are damaged at Customer premises or otherwise (e.g. mould/damp/age/pests/animals) IM may use a partner which complies to the IM standards to restore the Articles where possible.

### **Miscellaneous / Ancillary Services**

- The cost and scope of any Services not detailed within this Agreement shall be agreed in writing in advance between the parties. In the absence of prior written agreement such services shall be charged at IM's then standard rates.

### **Administration Support & Reports**

- As part of the RM Services IM shall, upon reasonable request, provide administrative assistance to the Customer in the management of its accounts.
- The Customer may generate reports through IM Connect, including those detailing Article movement and spend history (split by storage type and services).
- Should the Customer require additional reports or management information to be generated by IM (other than through IM Connect) the Customer agrees to pay IM's reasonable costs in providing such information (which may be charged at IM's discretion).

### **Training**

- An introductory training programme on IM's bespoke online records management utility, "IM Connect", is available to Authorised Users free of charge as part of the implementation procedure.
- This training will cover how to place orders for the component aspects of IM's RM Services as described above and any other relevant procedures that may be required.
- Trainings are normally provided within an Iron Mountain location. Upon special request these can be provided on Customers location against hourly rates available upon request.