

SECURE IT ASSET DISPOSITION SERVICES SPECIFICATION

Ordering of SITAD Services:

- Authorised Users should place orders for SITAD Services (as described in its component parts below) using IM's online portal, the SITAD Portal.
- Where this is not practicable or available, Authorised Users may order SITAD Services by telephone through IM's Customer Services Department on 08445 60 70 80, or via email to Cservices@ironmountain.co.uk or by contacting their account manager.
- Authorised Users shall be responsible for providing IM with sufficient information to perform the Services.
- The cost of SITAD Services shall be as detailed in the Charges Schedule or as otherwise agreed between the parties.

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

Collection from Customer Facilities of IT Assets

- The Customer shall ensure a safe, clear and hazard free route for the removal of all agreed IT Assets.
- Each IT Asset must be compliant with Applicable Law.
- Any IT Assets over 25kg should be clearly identified to IM prior to any collection.
- All IT Assets should be uninstalled, switched off and disconnected prior to collection unless otherwise agreed between IM and Customer.
- All items provided to IM must fall within the definition of IT Assets in the GT&Cs. Any items not fitting this description may be refused collection or, if collected, may be returned to the Customer at the cost of an additional transportation charge.
- Pallets and basic wrapping materials will be provided, but if additional materials such as dividers or Containers are required these will incur an additional charge.
- IM will supply a secure and appropriately sized vehicle that will arrive at a pre-agreed time. A standard collection is defined as within a 40 mile radius of an IM Facility and 4 pallets or less of IT Assets in total.
- To enable IM to scan Customer's IT Assets at the point of collection the Customer should supply asset information, such as serial number, in advance. IM will generate barcodes from this information and supply them to the Customer for application to the IT Assets. IM can apply barcodes to IT Assets at the point of collection if requested however these will be ascending numeric barcodes and will not contain information relating to the IT Assets or be associated to specific IT Assets; note an additional labour charge may be applied for this Service.
- If the collection is cancelled or postponed by the Customer then the Customer is liable to pay the full transportation charge as a cancellation Fee.

IT Asset Disposition

- **IT Asset Recovery** - Data bearing IT Assets will be securely purged and/or wiped using appropriate specialist tools, in line with the NIST 800-88 Guidelines for data erasure, followed by subsequent testing for residual data (to be purged and/or wiped if detected).
- **IT Asset Recycling** – IT Assets shall be degaussed to remove any data and component parts of IT Assets shall be recycled, with near zero landfill or export waste.
- **Onsite Services** - Onsite requirements will be scoped individually to ensure compliance with the Customer's Facility as well as Applicable Laws. Onsite services may include: drive degauss; drive shredding; risk assessment; inventory audit; packaging; and/or additional onsite labour.
- **Certification & Reporting:** where agreed a fully itemised confirmation will be provided with make, model and serial number (where present) of IT Assets in line with Applicable Law after completion of IT Asset disposition.

Remarketing of IT Assets

- Data bearing IT Assets should be securely purged and/or wiped using appropriate specialist tools, in line with the NIST 800-88 Guidelines for data erasure, followed by subsequent testing for residual data (to be purged and/or wiped if detected) to ensure 100% of sectors are overwritten.
- Drives with damaged sectors that cannot be overwritten are removed and shredded.
- IT Assets that pass and have residual value will be assigned a fair market value reflective of their estimated resale value ("Resale FMV") by IM and enter the circular economy. If sold, the Customer may receive a percentage of the Resale FMV (the "Percentage Return") where agreed.
- A disposition report to the Customer would include make, model, serial number, asset tag, asset type, asset grade and additional comments on the condition of the asset to be provided after completion of the disposition.
- IM shall operate in line with R2 Responsible Recycling standards and the UN E-Waste Coalition.

