

## RM Services

This document lists the Services (alongside with the service levels) Iron Mountain provides to Customer when Customer signed an Agreement on the provision of records management services (“**RM Agreement**”) or on the provision of prepaid document storage services (“**Prepaid RM Agreement**”). Out of the following general list of Services, Iron Mountain will only provide those actual Services, which are set in the respective Agreement’s Fee Table.

The content of this document is incorporated into and forms inseparable part of the RM Agreement and Prepaid RM Agreement by reference.

### **RETENTION SERVICES**

**Retention:** In return for the monthly retention fee, Iron Mountain stores in its facility the Articles handed over by the Customer. Articles are always stored in Boxes. Retention fee is charged per archive meter. If the so calculated monthly storage fee would not reach this, Customer will pay monthly **minimum retention charge** as set in the fee table. Storage will be charged for a full month regardless of the number of days in the month during which the Articles have been in storage. Iron Mountain reserves the place of Boxes/Folders ordered for retrieval, therefore, the storage fee will be charged even when the respective Boxes/Folders are retrieved.

### **ARCHIVING SERVICES**

**Barcoding:** Upon first sending the Articles to storage, for identification purposes, Customer puts barcodes on the Boxes or on the Boxes plus the Folders. If Customer failed to do so, Iron Mountain will automatically put barcodes on the Boxes or, if Customer’s inventory list details descriptive information at the Folder-level, on the Boxes and the Folders. Barcoding fee is a per item fee (if both the Box and the Folders are barcoded, barcode fee will be charged separately for Box and Folders). Parties will never barcode individual Articles placed into the Folders.

**Registration:** This service includes the registration of the barcoded Boxes and (if barcoded) Folders in the inventory system (RSSQL), plus the allocation of Boxes/Folders in the facility. Where Iron Mountain delivers the Boxes/Folders to the facility, cargo vehicle fee (see below) will also apply. Registration is a per item fee. Iron Mountain will never register individual Articles placed into the Folders.

**Retrieval:** This service includes the physical identification of the requested Box/Folder stored in the facility, and its temporary retrieval from the facility. Iron Mountain will charge the retrieval fee per item (Box/Folder). When retrieving certain barcoded Folders from a Box, Iron Mountain will only charge the Folder retrieval fee. However, in case of Folder/Article retrieval from a Box within which these items were not individually barcoded/registered, Iron Mountain will charge an hourly fee for searching the Folder/Article – alongside with the Box/Folder retrieval fee. Since Articles are never, whereas Folders are just sometimes barcoded/registered separately, Customer has to provide descriptive information if it wishes the retrieve certain unregistered items only, and will be obliged to pay the applicable service fees even when Iron Mountain did not find the respective Folder/Article, but searched for it. Retrieval fee is charged automatically if for the completion of Customer’s Service order, the prior retrieval is a prerequisite (e.g. e-mail delivery, courier services, permanent withdrawal, destruction Services). Therefore, the SLA for such Services will only apply if the quantity of daily retrieval does not exceed the below quantity limits. If Customer places urgent retrieval, urgent e-mail delivery, urgent courier orders, beyond charging the retrieval fee plus the respective service fee, Iron Mountain will also charge the urgent retrieval add-on (surcharge) per each order.

<b>SLA – Retrieval Box / Folder / Article</b>	30 Boxes / Folders / Articles / day
<b>SLA – Urgent retrieval Box / Folder / Article</b>	10 Boxes / Folders / Articles / day

**Refile:** When Customer hands back the previously retrieved Box/Folder/Article for further storage, Iron Mountain reinstates the Box/Folder/Article to its facility, and charges the refile fee per item. Provisions set for the retrieval service apply mutatis mutandis (including the hourly fee for reinstating unregistered items).

**E-mail delivery:** Iron Mountain charges a per page fee for the scanning of Articles/Folders - also containing the e-mail transmission of the scanned images to the Customer. Normal e-mail delivery orders will be completed until 5 pm on the next working day. Urgent e-mail delivery orders will be completed within 3 working hours (e.g. service order confirmed at 3 pm will be completed until 10 am next working day). Iron Mountain explicitly draws Customer’s attention that during scanning it prepares simple electronic copies only, which are not capable to trigger any legal effect. Iron Mountain does not provide electronic signature or time stamp services. The digitalised image created during scanning shall not be qualified as an authentic electronic document, and does not equivalently substitute the original paper-based document in official procedures.

**Preparation for destruction:** When Customer requests the destruction of Boxes/Folders, after retrieval, Iron Mountain separates these Boxes/Folders from the stored materials, and prepares these for destruction (put on pallets, wrapping in black packages). This is a per item fee.

**Preparation of destruction protocol:** Since Iron Mountain never examines the real contents and value of the individual Articles placed within the Boxes/Folders, Customer is responsible to ensure that the destruction of Boxes/Folders is not subject to special conditions (such as preliminary official authorization, notarial certification, permit from public archives, etc.). It is also for the Customer to examine whether the statutory periods provisioned for the retention of such Articles have already elapsed (or that such retention periods are not applicable). In order to examine all these factors, Iron Mountain sends a preliminary destruction protocol to the Customer before destruction, where it lists the barcoded Boxes/Folders prepared for destruction. Iron Mountain charges a per data line for the preparation of this protocol. If the preliminary destruction protocol arrives back to Iron Mountain in a form signed (on paper or electronically) by the Customer, Iron Mountain will consider that the destruction of the listed Boxes/Folders does not infringe any statutory instruments or regulatory decree, and does not jeopardise others’ property.

**Destruction:** Iron Mountain charges a per kilogram fee for the destruction (secure shredding) of Customer's Boxes/Folders (and their contents). Articles are not restorable after destruction. Storage fee for Articles destroyed before the end of an invoicing period are non-refundable. Delivery fee to the destruction facility is included in this Service.

**Permanent withdrawal:** When Customer orders the final removal of Box(es)/Folder(s) from Iron Mountain's facility, Iron Mountain prepares an electronic closing report for the Customer, and changes the inventory status from 'In' to 'perm-out' in the RSSQL inventory system. Permanent withdrawal is a per item fee. In case of permanently withdrawing/destroying the full quantity of Boxes/Folders, Customer is obliged to pay for permanent withdrawal in advance, before the actual start of removal. Storage fee of Articles withdrawn before the end of an invoicing period are non-refundable.

#### COURIER SERVICES

**Delivery/collection:** Iron Mountain charges delivery fee for visiting the sites indicated by Customer if the route involves or aims to involve the handling of Articles/Folders/Boxes, or if Iron Mountain delivers document storage supplies to Customer. Delivery/collection is a per trip charge, but during one trip a maximum of 10 Boxes can be delivered/collected.

<b>Normal delivery/collection</b>	Normal delivery/collection orders will be completed until 5 pm on the next working day provided that the Customer's site is within Tallinn or Harju county. The SLA for countryside orders is subject to negotiations.
<b>Urgent delivery</b>	If Customer ordered urgent delivery, Iron Mountain delivers the Articles/Folders/Boxes to the Customer's site within 3 working hours from the confirmation of the order provided that the Customer's site is within Tallinn or Harju county (e.g. service order confirmed at 3 pm will be completed until 10 am next working day). In case of urgent delivery order, urgent retrieval (/order) will be charged beyond normal retrieval (/item) plus normal delivery (/trip). Iron Mountain does not provide urgent collection service.
<b>Cargo vehicle</b>	Where Iron Mountain delivers new Boxes/Folders to its facility (i.e. not previously retrieved Boxes/Folders), this hourly fee will apply. The daily maximum service quantity is 90 Boxes.
<b>Loading</b>	Iron Mountain charges hourly fee for loading/unloading the Customer's Boxes/Folders/Articles/supplies. The fee is an add-on to delivery/collection/cargo vehicle fees.

#### RESOURCE – ADDITIONAL SERVICES

**Data import, data entry and inventory list preparation:** Customer may provide descriptive information on the Folders delivered to the facility. For this purpose, Iron Mountain provides template excel sheets to Customer where Customer may give such descriptive information. If Customer sends back the filled-in template excel sheet in an electronic format, or if Iron Mountain prepared the Folder-based inventory on Customer's behalf, Iron Mountain will register these data in the inventory system (RSSQL) by simply uploading the data (**data import**). If, however, the Customer submits the filled-in excel sheet in a paper-format or uses its own template, Iron Mountain will record (*type in*) the listed information into the inventory system, so the **data entry** fee will apply. If Customer indicated any descriptive information on the listing sheets, the data entry/data import service will be performed automatically, without the need of further order from the Customer. Where Iron Mountain is entrusted to draw-up the inventory list on behalf of the Customer, the **inventory list preparation** fee will be charged per every data line. In this case, Iron Mountain examines the data indicated on the spine/headings of the Folders, and records these data on the inventory list. Iron Mountain does not list the individual Articles located within the Folder though, and has no knowledge of the contents and value of these individual Articles. When the Customer drew-up the inventory list, Iron Mountain does not examine, nor accept the authenticity of the listed information, even with respect to Folders. **Other hourly charge** will apply when, upon Customer's request, Iron Mountain fulfils on or off-site document sorting, packing (i.e. archiving) services.

**Reboxing:** If Boxes are overloaded, damaged or worn due to normal wear to such extent that the Folders/Articles are at the risk of damage, Iron Mountain will automatically relocate the Folders/Articles into appropriate new, standard Iron Mountain Boxes. The price of new Boxes as well as the service fee of reboxing will be borne by the Customer. Barcoding and registration of the new Box is included. If any damage to the Boxes occurs due to Iron Mountain's wrongful conduct, the costs of relocation shall be borne by Iron Mountain.

**Consulting:** Upon Customer's separate order, Iron Mountain holds consultation and training sessions to get Customer's dedicated personnel familiarised with general practices and local legislation on document management. Also, this fee will apply when Customer (or its' dedicated third-party auditors) conduct off- or on-site audits at Iron Mountain, as the cooperation in audit procedures puts additional workload on Iron Mountain employees (e.g. filling-out audit surveys, providing services, accompanying auditors on-premises etc.). Hourly fee will apply.

**Document insert:** If Customer wishes to add a new Article to an already stored Box/Folder, Iron Mountain will do so against this per item fee charged beyond retrieval of the respective Box/Folder. Articles will not be registered in any way.

**Copy:** Iron Mountain charges a per page fee whenever it needs to photocopy Articles (until A4 size, one side = 1 page), e.g. when Customer orders the original Article for retrieval, but request Iron Mountain to keep a copy within the inventory.

**Supplies:** Iron Mountain sells to the Customer document management products, such as carton boxes, barcode tags, box seals and clips.

#### NOTES

Iron Mountain provides its Services during normal business hours only (working days between 9 am and 5 pm). During normal business hours, the confirmation of service orders will take place within the same working day. Customer must indicate clearly if his order requires urgent completion (in the subject of the e-mail or with accompanying phone call). Where for any Services an hourly fee applies, for each commenced hour, the full hourly fee will be charged.

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