

## RM Services (Finland)

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 against regularly charged fees, or against pre-paid fees (“**RM Agreement**” and “**Prepaid RM Agreement**”).

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

### INTRODUCTION

Iron Mountain’s basic activity in the records management field is that it stores Customer’s Articles at its facility. In this respect, Iron Mountain separates two regular ways of storage. One is when Customer Articles are stored in Boxes, and the other when the Articles are stored on open-shelves in Folders. In addition, Iron Mountain distinguishes four different sub-service lines: Pronto, Refile, OnCall and Legacy, depending on what level of access the Customer needs to the stored Articles. Customer is advised to choose “**Pronto**” if it wishes to retrieve the stored individual documents (Articles) on a regular basis. If Customer needs regular access to its Folders and Boxes, but not to the individual Articles, Customer is advised to choose “**Refile**” (where no access to individual Articles will be available). If Customer opts to use OnCall or Legacy, access is given to Boxes only, but not to the Folders/Articles separately. “**OnCall**” is advised for Customers who store their Articles in sealed Boxes, but need a frequent access to their Boxes; whereas “**Legacy**” is advised for Customers who would just rarely need access to their Boxes. The differences between these storage categories and sub-service lines are detailed under this Annex thoroughly. Customer understands that any change from one way of storage to the other, and/or from one sub-service line to another will have an impact on the charged fees, therefore, such change will not be effective until Customer accepted Iron Mountain’s revised fee table (in e-mail or in a written form).

### STORAGE SERVICES

**Retention:** In return for the retention fee, Iron Mountain stores in its facility the Articles handed over by the Customer. The retention fee is based on the quantity of Boxes within which the Articles are stored, whereas in case of open-shelf storage, the fee is based on the reserved shelf-place calculated in shelfmeter. Iron Mountain’s standard box type (S7030) is apt to store 30 litres of Articles. If the quantity-based storage fee calculated for 30 days would not reach this, Customer will pay **monthly minimum retention charge** set in the fee table. Storage will be charged semi-annually in advance regardless of the number of days in the respective half-year during which the Boxes have been in storage. Iron Mountain reserves the place of Boxes/Folders/Articles ordered for retrieval, therefore, the storage fee will be charged even when the respective Boxes/Folders/Articles are retrieved.

### ARCHIVING SERVICES

**Registration:** This service includes the registration of barcoded Boxes (Legacy and OnCall), or Boxes and Folders (Pronto and Refile) in the inventory system (ReQuest), plus the allocation of Boxes/Folders in the facility. Where Iron Mountain delivers the Boxes/Folders to the Facility, collection fee (see below) will also apply. Iron Mountain will never register individual Articles placed into the Folders, no matter of the applied sub-service line (Pronto, Refile, OnCall or Legacy), or way of storage.

**Retrieval:** This Service includes the physical identification of the requested Box/Folder/Article stored in the facility, and its temporary retrieval from the facility. Iron Mountain will charge the retrieval fee per item (Box/Folder), but in case of retrieval from a fully disordered portfolio (e.g. retrieval from pallets), Iron Mountain will charge an hourly fee. When retrieving the full Box, Iron Mountain will charge the Box retrieval fee only (except for Pronto and ReFile storage, where the retrieval of all registered Folders within the Box will also be charged). When retrieving certain Articles (available in Pronto) or Folders (available in Pronto and Refile) from a Box, Iron Mountain does not charge Box retrieval separately. In case of retrieving an Article (only available in Pronto), however, Iron Mountain will charge Folder retrieval beyond Article retrieval. Since Articles are never barcoded separately (and so are never registered), Customer has to provide descriptive information if it wishes the retrieve certain Articles only, and will be obliged to pay the applicable service fees even when Iron Mountain did not find the respective 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. faxing, e-mailing, delivery, permanent withdrawal, destruction Services). Therefore, the completion deadline 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 fax and/or urgent e-mail delivery orders, beyond charging the retrieval fee plus the respective service fee, Iron Mountain will also charge the urgent retrieval add-on (surcharge).

<b>SLA – Retrieval Box / Folder / Article</b>	50 Boxes / Folders / Articles / day
<b>SLA – Urgent retrieval Box / Folder / Article</b>	15 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. Provisions set for the retrieval service apply mutatis mutandis.

**Fax delivery:** Only available in the Pronto and Refile sub-service lines. Iron Mountain charges a per package fee (max. 15 pages of A4 size/per package) for sending Articles/Folder contents via facsimile to the Customer. Normal faxing orders placed on working days until 2 pm will be completed until 4 pm on the next working day, whereas orders placed after 2 pm on working days will be completed until 4 pm on the working day following the next working day. Urgent faxing orders will be completed within 4 working hours (e.g. service order placed at 3 pm will be completed until 11 am next working day).

**E-mail delivery:** Only available in the Pronto and Refile sub-service lines. Iron Mountain charges a per package fee (max. 15 pages of A4 size/per package) for the scanning of Articles/Folder contents and for the e-mail transmission of the scanned images to the Customer. Normal e-mail delivery orders placed on working days until 2 pm will be completed until 4 pm on the next working day, whereas orders placed after 2 pm on working days will be completed until 4 pm on the working day following the next working day. Urgent e-mail delivery orders will be completed within 4 working hours (e.g. service order

placed at 3 pm will be completed until 11 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.

**Destruction:** Iron Mountain charges per Box fee for the destruction (secure shredding) of Customer's Boxes stored in Iron Mountain's facility, whereas it charges a per kilogram fee if (in the Pronto and Refile sub-service lines) Customer wishes to destruct certain Folders/Articles only. Also, kilogram-based fee will apply if (a) Articles are collected from the Customer's premises directly, or were stored at Iron Mountain's facility on (b) pallets, or (c) on open-shelves. Articles are not restorable after destruction. Since Iron Mountain does not examine the real contents and value of the individual Articles, Customer is responsible to ensure that – due to the specific contents and value of the respective Articles - the destruction is not subject to special conditions (such as preliminary official authorization, notarial certification, permit from public archives, etc.). It is also the Customer's responsibility to make sure that the statutory periods provisioned for the retention of Articles have 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. If the preliminary destruction protocol arrives back to Iron Mountain in a written form (scanned-signed copy or electronic signature suffices) by 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. Iron Mountain will not send any destruction protocol with respect to Articles collected from the Customer's premises. Storage fee for Articles destroyed before the end of an invoicing period are non-refundable. Delivery fee to the destruction facility is not included in this Service (please see the delivery fees below).

**Permanent withdrawal:** If Customer permanently removes Boxes/Folders from Iron Mountain's facility, Iron Mountain will charge permanent withdrawal fee beyond retrieval, no matter that such removal takes place during the term or upon expiry/termination of the Agreement (different types of permanent withdrawal are further described in Section 14 of the GT&Cs). Permanent withdrawal entails additional Services beyond simple retrieval (e.g. status modification in the Request system, preparation of electronic closing report, repeated revision of barcodes, maintenance works, and – if necessary - replacement of pallets). The fee depends on the quantity of the permanently withdrawn Boxes/Folders. Daily maximum SLA set for retrieval applies. Permanent withdrawal does not include courier services.

#### 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.

<b>Normal delivery/collection</b>	In the Pronto, Refile and OnCall sub-service lines, normal delivery/collection orders placed on working days until 2 pm will be completed until 4 pm on the next working day, whereas orders placed after 2 pm on working days will be completed until 4 pm on the working day following the next working day, provided in both cases that the Customer's site is within a 30 km distance from Iron Mountain's facility. In the Legacy sub-service line, normal delivery/collection orders will be completed within one week provided the Customer's site is within a 30 km distance from Iron Mountain's facility. Iron Mountain charges a lump sum for deliveries/collections of no more than 6 Boxes or 26 Folders per day. Beyond this quantity, a per item delivery/collection fee will also apply.
<b>Express delivery</b>	If Customer ordered express delivery, Iron Mountain delivers the Articles/Folders/Boxes to the Customer's site within 4 working hours from the placement of the order provided that the Customer's site is within a 30 km distance from the facility (e.g. service order confirmed at 3 pm will be completed until 11 am next working day). Express delivery fee works as a per occasion surcharge added beyond normal delivery fee and normal retrieval fee. Iron Mountain does not provide express collection service. Express delivery service is not available in the Legacy sub-service line.
<b>Delivery/Collection waiting time</b>	The delivery/collection services are scheduled to include a maximum of 15 minutes waiting time at the Customer's site. After 15 minutes of delay waiting fee shall be charged per every commenced 15 minutes period.
<b>Courier service charge</b>	If Customer's location is outside of 30 km distance from Iron Mountain's facility, for all deliveries/collections, Iron Mountain will charge a per hour delivery/collection fee. Also, this fee will apply when Iron Mountain visits the sites of Customer for the purposes other than to deliver Articles/Folders/Boxes/products. Completion deadline will be one week from the placement of the order.

#### RESOURCE – ADDITIONAL SERVICES

**Data entry, data import and other labour:** Customer may provide descriptive information on the Articles delivered to the facility (no matter that the Articles are stored in Boxes or on open shelves). 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, Iron Mountain will register these data in the inventory system (ReQuest), and will charge for the uploading of data only (**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. Iron Mountain never examines the authenticity of the listed information, the real contents of the Articles, and the matching between the two. Iron Mountain charges data import per excel sheet, whereas it charges for data entry per hour. After every commenced hour, a full hourly fee will apply.

Customers using the *ReQuestWeb online customer service system* may unilaterally list and/or modify any descriptive information regarding their Articles; in this case, data entry or data import fees will not apply. Hourly **other labour** fee will apply when, upon Customer's request, Iron Mountain fulfils on or off-site document sorting, packing (i.e. archiving) services. Based on Customer's actual order, archival services might include the barcoding of Folders/Boxes, the preparation of an inventory list regarding the descriptive information listed on the head/spine/back of the Boxes/Folders, the boxing of Folders, and their handling. Iron Mountain does not sort the individual Articles, however. This Service can be ordered as a preliminary service before the store-in (registration) of the Boxes/Folders to Iron Mountain's facility, or can be ordered as a stand-alone service assisting Customers to store their documents at their own site.

**Reboxing:** If the 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, unless the Boxes were sealed. 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.). After every commenced day, a full daily fee will be charged.

**Creation of service orders by customer service:** If Customer places its Service order via e-mail or fax to Iron Mountain's Customer service (i.e. not applying the ReQuestWeb online customer service system), Iron Mountain will charge this fee per each order.

**Shipping:** When due to urgency, the physical delivery order is completed via post or postal intermediary, Iron Mountain will charge this shipping charge beyond the actual postage expenses.

**Copy:** Iron Mountain charges a per page fee for photocopying Articles (until A4 size – one page).

**Reports:** Upon Customer's order Iron Mountain provides several report-types to the Customer, e.g. movement statistics, full inventory report, customised billing reports. Customers using ReQuestWeb may order an arbitrary number of standard reports free of charge.

**Supplies:** Iron Mountain sells to the Customer document management products, such as carton boxes, pallets, barcode tags and box seals. Iron Mountain sells carton boxes in a bunch of 25, Box barcode tags in a bundle of 100, whereas Folder barcode tags in a bundle of 2000 pieces.

#### **NOTES**

Iron Mountain provides its Services during normal business hours only (working days between 8 am and 4 pm). Customer must indicate clearly if his order requires urgent completion (in the subject of the e-mail and with accompanying phone call).

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