

RM Services (Norway)

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: Registered ReFile, ReFile ProLink, OnCall and Legacy, depending on what level of access the Customer needs to the stored Articles. In case of **Registered ReFile**, all Folders are barcoded and registered upon first entry into the facility. Customer is advised to choose Registered ReFile, if Customer needs regular access to the Folders specifically. If Customer chose **ReFile ProLink**, Folders will only be barcoded and registered when first retrieved from the facility, thereby facilitating the refile of the Folders later. This is advised to Customers who need access to their Folders occasionally, but not on a frequent basis. If Customer opts to use OnCall or Legacy, access is given to Boxes only, but not to Folders 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).

RETENTION 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 number of used active-file compartments (S2010). Iron Mountain’s standard box types (S7030 and S7090) are apt to store 12/25 kg of Articles respectively, whereas tube S9010 is suitable to store 10 litres of rolled papers (e.g. drawings). If the quantity-based monthly storage fee would not reach this, Customer will pay **monthly minimum retention charge** as set in the fee table. Storage will be charged monthly in advance regardless of the number of days in the respective month during which the Articles 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.

FILING SERVICES

Registration: This service includes the registration of barcoded Boxes (Legacy, OnCall and ReFile ProLink), barcoded Boxes and Folders (Registered Refile), or active-file compartment (S2010) or Folders (active-file storage) in the inventory system upon first entry into the facility, plus the allocation of Boxes/Folders/active-file compartments in the facility. Where Iron Mountain delivers the Boxes/Folders to the Facility, pickup 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 or way of storage. In the ReFile ProLink sub-service line, Folders will only be barcoded and registered when first retrieved from the facility; in that case, registration fee (per Folder) will also apply.

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 or Folder). Folder retrieval is not available in the OnCall and Legacy service lines (only Box retrieval), whereas Iron Mountain will charge both the Box and the Folder retrieval fee in case of retrieving a non-registered Folder from a Box in the ReFile ProLink sub-service line. Since Folders are not barcoded this case, Customer has to provide descriptive information related to the Folder’s contents, and will be obliged to pay the applicable service fees even when Iron Mountain did not find the respective Folder, but searched for it. In case of retrieving a registered Folder (Registered ReFile sub-service line) from a Box, only Folder retrieval will be charged. Retrieval fees are charged automatically if for the completion of Customer’s Service order, the prior retrieval is a prerequisite (e.g. image on request, delivery, permanent withdrawal, destruction Services). Therefore, the completion deadline for such Services will only apply if the daily retrieval quantity does not exceed the below limits.

SLA – Retrieval Box / Folder	50 Boxes / Folders / day
SLA – Priority retrieval Box / Folder	20 Boxes / Folders / day
SLA – Urgent retrieval Box / Folder	10 Boxes / Folders / day

Refile: When Customer hands back the previously retrieved Box/Folder for further storage, Iron Mountain reinstates the Box/Folder to its facility, and charges the refile fee. Provisions set for the retrieval service apply mutatis mutandis.

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 Service Agreement (different types of permanent withdrawals 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. Permanent withdrawal for certain Folders is not available in the OnCall and Legacy service lines.

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 originally 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.

COURIER SERVICES

Pickup/delivery: Iron Mountain charges delivery/pickup 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 to/pickups from the Customer document storage supplies.

Pickup/delivery	In most sub-service lines, normal delivery/collection orders confirmed on working days will be completed next working day until 4 pm, provided in both cases that the Customer's site is within 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 30 km distance from Iron Mountain's facility. Completion deadlines for deliveries/pickups outside of 30 km distance from the facility are subject to negotiations.
Handling	Connected to each pickup/delivery occasion, Iron Mountain will charge a per-item fee for the handling/ loading/unloading of Boxes/Folders or document storage products at the Customer's or at its own premises. Customer must provide access to its premises, driveways, elevators for this purpose.
Priority delivery	Priority delivery orders placed and confirmed on working days before 10 am will be delivered until 16 pm the same day, whereas priority delivery orders placed and confirmed on working days after 10 am will be delivered until midday the next working day - provided in both cases that the Customer's site is within 30 km distance from the facility. Priority delivery fee consists of two parts, a per item surcharge on the one hand, and a per occasion priority surcharge on the other hand - both added to normal delivery fee. Iron Mountain does not provide priority pickup service. Priority delivery service is not available in the Legacy sub-service line.
Urgent delivery	Urgent delivery orders placed and confirmed on working days before 1 pm will be delivered until 16 pm the same day, whereas urgent delivery orders placed and confirmed on working days after 1 pm will be delivered until 11 am next working day - provided in both cases that the Customer's site is within 30 km distance from the facility. Urgent delivery fee consists of two parts, a per item surcharge on the one hand, and a per occasion urgent surcharge on the other hand - both added to normal delivery fee. Iron Mountain does not provide urgent pickup service. Urgent delivery service is not available in the Legacy sub-service line.
Waiting time	Delivery/pickup 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.

ELECTRONIC DELIVERY:

Only available in the Registered ReFile and ReFile ProLink sub-service lines. Iron Mountain charges a per page fee (A4 max. size) for the **scanning** of Folders, and a per workorder fee (**image on request**) for the e-mail (or if so agreed: SFTP) transmission of the scanned images to the Customer. If Customer ordered **urgent delivery**, per workorder surcharge will be added. Normal delivery orders confirmed on working days will be completed next working day until 4 pm. Urgent delivery orders placed and confirmed on working days before 1 pm will be delivered until 16 pm the same day, whereas urgent delivery orders placed and confirmed on working days after 1 pm will be delivered 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.

LABOR SERVICES

Packing and cataloguing: If Customer failed to barcode their Boxes/Folders (depending on the applied sub-service line), and Iron Mountain needs to do the barcoding, or if Iron Mountain is instructed to prepare the inventory list instead of the Customer, Iron Mountain will charge **packing and cataloguing** fee per hour. During cataloguing, Iron Mountain captures the descriptive information listed on the head/spine/back of the Boxes/Folders only, but never sorts or investigates the contents of the individual Articles. 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.

Data import: 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). If the excel sheet contains no structural mistakes (e.g. data lines not separated), Iron Mountain will not charge any fees. If, however, the excel sheet contains structural mistakes, or the inventory listings are sent to Iron Mountain in any format other than Iron Mountain's standard excel sheet, Iron Mountain will charge the **data import** fee per hour. 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. Customers using the *ReQuestWeb online customer service system* may unilaterally list and/or modify any descriptive information regarding their Articles; in this case, data import fees will not apply.

Labor IC: Whenever Iron Mountain needs to complete specific Customer orders (e.g. off-site audit requests; filling-out audit surveys), Iron Mountain will charge this hourly fee.

Audit: This fee will apply when Customer (or its' dedicated third-party auditors) conduct on-site audits at Iron Mountain, as the cooperation in audit procedures puts additional workload on Iron Mountain employees (e.g. providing services, accompanying auditors on-premises etc.). After every commenced day, a full daily fee will be charged.

Project manager: Upon Customer's separate order, Iron Mountain holds consultative and training sessions to advise the Customer related to the on-site storage of Customer materials, and to get Customer's dedicated personnel familiarised with general practices and local legislation on document management. Hourly fee applies.

Manual work order: If Customer places its Service order via e-mail 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.

Invoice preparation: For the preparation of invoices to the Customer, Iron Mountain will charge a per invoice fee.

Authorisation check: Whenever Customer's order is incomplete (e.g. access authority is investigated, the ordered item is not identifiable, etc.), Iron Mountain's Customer care will contact the Customer, and clarify the order. Per order fee will apply.

Products: Upon Customer's order, Iron Mountain sells to the Customer several document management products (such as boxes, barcodes, seals). S7030 and S2010 boxes/compartments are sold in a bunch of 25 pieces, whereas box S7090 is sold in a bunch of 10 pieces only. All prices are per piece.

DESTRUCTION SERVICES:

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 Folder fee if (in the Refile sub-service lines) Customer wishes to destruct certain Folders only. Kilogram-based fee will apply if Articles were stored at Iron Mountain's facility on (a) pallets, or (b) 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 stored on pallets. Storage fee for Articles destroyed before the end of an invoicing period are non-refundable. Delivery fee to the destruction facility is not included (please see the delivery fees above).

Rent of container and processing management: Upon Customer's separate order, and against a **monthly rent**, Iron Mountain leases out metal containers ("Shredding Bins") to the Customer, where Customer may place its waste documents at its own site. If a Shredding Bins is out with the Customer, rent will be charged automatically - irrespective of whether the Customer ordered processing management services in the respective month. Upon Customer's order, and against a per item **processing management fee**, Iron Mountain collects the Shredding Bin from the Customer's site when the Shredding Bin is full, transports the Shredding Bin to the destruction facility, removes waste paper therefrom, and destructs the waste paper in a secure and safe manner. All loading/unloading works included, but initial delivery of Shredding Bin to the Customer will be charged separately (see delivery fee above). All Shredding Bins are equipped with a numbered secure seal. Customer hands over the waste papers in sealed Shredding Bins. Before closing the container, the Customer checks whether the documents are destructible, and whether the statutory retention periods have elapsed (or such retention periods are not applicable). The Customer examines that the destruction is not subject to special conditions such as preliminary official authorization, notarial certification, permit of public archives etc. – due to the specific contents, type or, value of the documents. Once Customer placed its destruction order, Iron Mountain will consider that the destruction of the documents does not infringe any statutory instruments or regulatory decree, and does not jeopardise others' property.

NOTES

Iron Mountain provides its Services during normal business hours only (working days between 8 am and 4 pm). Placed service orders will be confirmed within one working hour. Customer must indicate clearly if his order requires urgent completion (in the subject of the e-mail and with accompanying phone call). For hourly/daily fees, after each commenced hour/day, fully hourly/daily fee will apply.
