



Information Security Benefits Guide

Table of Contents

03	Welcome	07	Understanding Your Invoice	15	Resources to Keep You Protected
04	We Are Information Security Experts	09	What to Shred	16	Frequently Asked Questions
05	Industry Leadership	11	Workplace Privacy Policies	18	Key Contacts
06	Secure Recycling	14	Security Awareness Posters		



Welcome to the Stericycle® Family

We are very pleased to have you as a Shred-it® customer.

Shred-it is an information security service provided by Stericycle, Inc. that helps healthcare organizations and commercial business of every size shred confidential information and protect their trusted patient and customer relationships. As our customer, you can rest assured knowing that your place of work is protected by our integrated ecosystem of best-in-class products and services.

As the leader in secure information destruction, we're committed to protecting the health and well-being of our clients' trusted relationships, brand reputation, and bottom line. We protect what matters.



We Are Information Security Experts

We do more than paper shredding. As the world leader in information security, Shred-it offers an integrated suite of services designed to protect your private information including paper shredding, hard drive destruction, and workplace privacy policies.

▶ Regularly Scheduled Service

We provide you peace of mind that your confidential documents remain confidential 24/7.

▶ Reduce Clutter with One-Time Clear Outs

If you find those storage boxes are starting to pile up, call us for one-time destruction.

▶ Risk Assessment Audits

We identify the risks and make recommendations to help you prevent private information from getting into the wrong hands.

▶ Workplace Policies

From document management, clean desk, and shred-it-all policies, we can help you and your employees protect your workplace each and every day.

▶ Comprehensive Information Protection Services

We offer a breadth of services to help you protect a variety of physical confidential information when and where you need it most.



Businesses Around the World Trust Shred-it

Industry Leadership

For over 30 years, we have developed exclusive security protocols and practices and innovative products and services designed to protect businesses of all sizes from the ongoing threats and risks of workplace privacy breaches.

Multinational Presence, Local Footprint

Shred-it's leading information destruction solutions maintain the security and integrity of private and confidential information, protecting global, national, and local businesses across 13 countries worldwide. We have more than 170 service locations across North America to service our customers no matter where they may be. Our team members are local, living in your community and caring about the same things that matter to you.

Unsurpassed Protection

Our regulatory compliance team has unsurpassed knowledge of the privacy legislations governing your business. From the Fair and Accurate Credit Transactions Act (FACTA) and Identity Theft Penalty Enhancement Act (ITPEA) to the Gramm-Leach-Bliley Act (GLBA), Sarbanes-Oxley Act (SOX) and Health Insurance Portability and Accountability Act (HIPAA), we can help you decipher complex federal, state, and local regulations to help ensure your business remains compliant.



Secure Recycling

With the Shred-it service, you never have to choose between our console or the recycling bin. All the paper that we shred is 100% recycled. Now you can stay secure while working towards your environmental sustainability goals and minimizing your impact on the environment.

From Start to Finish, We're All About Information Security

Our chain of custody protocol includes:

- 01 | Barcode technology that enables our Certified Security Representatives to scan and track all material from collection to destruction.
- 02 | Written policies and procedures for every service and every touchpoint to ensure compliance.
- 03 | Regular training on Shred-it standard operating procedures that go above and beyond National Association for Information Destruction (NAID) compliance.

- 04 | Secure containers and locks.
- 05 | Daily inspected, GPS-tracked vehicles with secure locking technology and processes for our fleet.
- 06 | Certificate of destruction provided following each service.



Understanding Your Invoice

We've outlined a few key components to help you understand your invoice better.

1 HAPPY CUSTOMER
1234 ANY STREET
ANYTOWN, AA 12345-0000
USA

2 TAX ID: 00-0000000 Page 1 of 1
Customer No. (Payer) 1234567890
Invoice No. 1122334455
Invoice Date 04-10-2021
Due Date 06-10-2021

4 Balance FWD \$0.00
Payments \$0.00
Credits \$0.00
Total Invoice Charges \$5,100.00
Total Account Balance \$5,100.00
Payment Terms Net due in 30 days

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	OVER 90 DAYS	TOTAL ACCOUNT BALANCE
\$5,100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,100.00

For Billing, Scheduling or Customer service: (505) 637-4753 Hours of Operation: Mon-Fri 7 AM to 7 PM Customer-relations@stericycle.com

Service Date	Customer PO	Proof of Service	Service Description	Qty	Unit of Measure	Unit Price	Surcharges/ Discounts	Subtotal Price
04-01-2021	68778999	Regular Service (OFF-site Tote-Large (96G/300L))	3.00	EA	\$1,700.00			\$5,100.00

Invoice Charges
Sub Total \$5,100.00
Tax Total \$0.00
Site Total \$5,100.00
Total Invoice Charges \$5,100.00

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

CUSTOMER NO.	INVOICE DATE	INVOICE NO.	TOTAL INVOICE CHARGE
1234567890	04-10-2021	1122334455	\$5,100.00

CHECK NO. AMOUNT ENCLOSED
- \$

*****ADDRESS*****
HAPPY CUSTOMER
1234 ANY STREET
ANYTOWN, AA 12345-0000
USA

*****REMIT TO*****
Stericycle, Inc.
28553 Network Place
Chicago, IL 60672-1288

026863 1234567890 0000001122334455 0000510000 3

1 Billing Address

2 Billing Date, Invoice, and Customer Number

3 Easy to find Customer Service Contact Information

4 Account Summary, Including:
- Previous Balance
- Adjustment
- Payment
- Current Invoice Charges

5 Total Account Balance Due By: Date is determined by payment terms on your contract

6 Account History

7 Detachable Remittance Coupon

8 Total Amount Enclosed:
- Add the amount to your payment here
- Detach the coupon, or cut along the line
- Send to the remit to address

9 Remit To Address



SHRED-IT | A STERICYCLE COMPANY | 1-800-69-SHRED PAGE 2 of 4
 Happy Customer Main CUSTOMER: 11556707 INVOICE: 8120001918 INVOICE DATE: 02/28/2012

PO#: PO: 10
 Happy Customer voice note

SERVICE DATE	SERVICE RECORD	P.O.#	SERVICE TYPE	QTY	UNIT OF MEASURE	TOTAL
Site: NM01 Service Location: Happy Customer Main, 1415 Broadway, Albuquerque, NM, 87102, US - 11556707						
02/23/2012	8004707228		SHRED - ON-SITE AUTOMATIC	85	Container - Std	\$850.00
02/23/2012	8004707228		SHRED - ON-SITE AUTOMATIC	2	Container - 2 Bag	\$40.00
02/23/2012	8004707228		SHRED - ON-SITE AUTOMATIC	5	Container - 4 Bag	\$200.00
					State Sales Tax 5.125 %	\$55.98
					Albuquerque County Sales Tax 1.875 %	\$20.44
					SUB TOTAL	\$1,166.30
					TOTAL	\$1,166.30

NAINV 123--

Site: NM01 Service Location: Happy Customer Main, 1415 Broadway, Albuquerque, NM, 87102, US - 11556707

SERVICE DATE	SERVICE RECORD	P.O.#	SERVICE TYPE	QTY	UNIT OF MEASURE	TOTAL
02/23/2012	8004708311		SHRED - ON-SITE AUTOMATIC	1	Container - Std	\$94.20
02/23/2012	8004708311		SHRED - ON-SITE AUTOMATIC	2	Container - 2 Bag	\$40.00
02/23/2012	8004708311		EXTRA MATERIAL - ON-SITE AUTO	1	Blue Bag	\$10.00
					State Sales Tax 5.125 %	\$7.39
					SUB TOTAL	\$151.59
					TOTAL	\$151.59

NAINV 789--

IF CURRENT ACCOUNT INFORMATION HAS CHANGED, PLEASE ENTER THE CORRECT INFORMATION BELOW.

ACCOUNT Billing Information Change

CONTACT Service Information Change

EMAIL

ADDRESS

CITY

ZIP CODE/STATE

PHONE NUMBER

TAX NUMBER

PLEASE DO NOT WRITE IN THE GREY AREA

Page 2

- 10 Service Date and Service Record:
 - Reference each service
- 11 Service Location Address and 8-Digit Site Number
 - (referenced after Service Location)
- 12 Service Type, Quantity, and Unit of Measure
- 13 Fuel and Environment Surcharge
- 14 Account Changes:
 - Use this area to notify us of any changes to your account—billing or service related

SHRED-IT | A STERICYCLE COMPANY | 1-800-69-SHRED PAGE 3 of 4
 Happy Customer Main CUSTOMER: 11556707 INVOICE: 8120001918 INVOICE DATE: 02/28/2012

SERVICE DATE	SERVICE RECORD	P.O.#	SERVICE TYPE	QTY	UNIT OF MEASURE	TOTAL
Site: NM01 Service Location: Happy Customer Location 3, 1415 Broadway, J, Albuquerque, NM, 87102, US - 11556997						
02/23/2012	8004708313		SHRED - ON-SITE AUTOMATIC			
					Minimum Order Value	\$64.20
					State Sales Tax 5.125 %	\$3.29
					SUB TOTAL	\$67.49
					TOTAL	\$67.49

NAINV 1011--

TOTAL CURRENT INVOICE CHARGES

Page 3

- 15 Total Current Invoice Charges

SHRED-IT | A STERICYCLE COMPANY | 1-800-69-SHRED PAGE 4 of 4
 Happy Customer Main CUSTOMER: 11556707 INVOICE: 8120001918 INVOICE DATE: 02/28/2012

TAX SUMMARY

New Mexico	\$70.34
State Sales Tax 5.125 %	\$20.44
Albuquerque County Sales Tax 1.875 %	
Total Tax	\$90.78

Page 4

- 16 Tax Summary:
 - Located on the last page of your invoice



What to Shred

The most common way private information gets into the wrong hands is through the mishandling of information. When employees make personal decisions about what is private and what not—such as when they choose between their trash can, their recycling bin, or your new Shred-it container—they can be putting your business at risk.

The single greatest advice we can give our customers who wish to get the best value from their program while improving their information security is to adopt this simple rule: **when in doubt, shred it all.**

Human Resources

- ▶ Payroll information
- ▶ Performance appraisals
- ▶ Applications
- ▶ Medical records

Accounting and Information Technology

- ▶ Customer lists
- ▶ Supplier information
- ▶ Internal reports
- ▶ Payroll statements

Sales and Marketing

- ▶ Customer lists and contracts
- ▶ Strategies
- ▶ Advertising
- ▶ Training information

Executive Level

- ▶ Correspondence
- ▶ Legal contracts
- ▶ Budgets
- ▶ Strategic reports

Operations

- ▶ Contracts
- ▶ Training information and manuals
- ▶ Health and safety issues
- ▶ Appraisals, product testing, etc.

Research and Development

- ▶ New product information
- ▶ Formulas, product plans, and tests
- ▶ Specification drawings
- ▶ Reports

Procurement

- ▶ Supplier records
- ▶ Supplier specifications
- ▶ Supplier purchase orders
- ▶ Corporate records

No need to remove paper clips, staples, folders, or envelopes—they're all Shred-it friendly! This list has been provided as a guide. We recommend a comprehensive shred-it-all policy to ensure full confidentiality.



Non-Paper Shreds

The following non-paper items can be destroyed on request but must be separated from paper materials to prevent contamination and risk of fire.

- ▶ CD-ROMs/CD-Rs/DVDs
- ▶ Hard drives
(any kind—laptop, desktop, PATA, SATA, etc.)
- ▶ Backup magnetic tapes
(any kind: DLT, mini cartridges, etc.)
- ▶ Computer backups
(floppy disk, 3.5 inch disk, 5.25 inch disk, etc.)
- ▶ Zip disks
- ▶ USB sticks
- ▶ X-rays
- ▶ Videotapes
- ▶ Cassette tapes
- ▶ Product samples
- ▶ Prototypes

A “What to Shred” Resource for Your Employees

With the Shred-it service, employees no longer need to decide which documents contain confidential or sensitive information and which do not. They simply dispose of all documents into our locked containers, knowing that their information will not only be safely destroyed but recycled as well.

However, we understand that old habits are hard to break. We’ve put together an informative email template that you can download, customize, and send to your employees to remind them about what to shred to help protect your business and reduce the risks of a privacy breach.

DO NOT
Place in the Container:

- ✗ Syringes
- ✗ Food, glass, cans, etc.
- ✗ Cardboard tubes
- ✗ Ink cartridges and toners
- ✗ Hanging folders
- ✗ Electrical items
- ✗ Hard drives
- ✗ Office supplies, hole puncher, staple remover, etc.
- ✗ Nuts and bolts



WARNING FIRE HAZARD



✗

Batteries of
any type



✗

Large metal
objects



✗

Electronic
devices



Workplace Privacy Policies

One recommended best practice is to tightly manage how information security is handled in the workplace.

To help your organization build an effective and reliable information security culture, we've provided four complementary policies. Each policy is customizable and has its own kit, which includes:

1. A ready-to-implement policy that educates employees on how to handle all company documents and data.
2. An administrator guide with instructions for implementation.
3. An employee awareness poster for the office to remind employees about the workplace privacy policy.

Document Management Policy

Keeping confidential information secure helps to protect your workplace and everyone in it. One of the first steps to making sure your workplace is protected is by implementing a document management policy so that all employees know what to do with ALL company documents and records—both paper and electronic. Take the guesswork out of it!

- ▶ Protects documents and data, from creation to destruction.
- ▶ Employees know what to do with all company documents.
- ▶ Easier to locate, update, and file documents and data.

These policies are meant as a guide and are not intended for purposes of compliance with any particular laws or regulations that may apply to your business.



Visit shredit.com/en-us/customer/welcome to view the policies available to you.



Clean Desk Policy

Clutter and disorganization can quickly lead to the loss of confidential information. Our clean desk policy is a way to ensure you remain securely protected from unauthorized access, regardless of work location.

- ▶ Eliminates clutter and disorganization.
- ▶ Protects confidential data from unauthorized access.
- ▶ Information is not easily accessible if employees leave their desk for an extended period.

Shred-It-All Policy

Too often employees find themselves choosing between the recycling bin, the trash can, or the Shred-it container. The fact is they don't need to choose. All discarded paper and documents should go directly into your Shred-it containers. Safe and secure from getting into the wrong hands, all the paper that we shred is 100% recycled.

Our shred-it-all policy makes it easy for employees to make the right decisions and improve workflow at the same time. Simply put, if a document is ready to be discarded, it goes into the Shred-it container.

- ▶ Employees no longer need to decide what information to shred.
- ▶ Mitigates risk of information falling into the wrong hands.

Visit shredit.com/en-us/customer/welcome to view the policies available to you.

CLEAN DESK POLICY BROUGHT TO YOU BY SHRED-IT®

Clean Desk Policy

Information security benefits all of us. Help protect each other, our clients and customers, and our brand by following these three easy steps:

- 1. PLAN**
Organize the documents you need for immediate work on a daily basis. All other documents should be locked away.
- 2. PROTECT**
When you leave your desk for any period of time, quickly check to ensure all confidential information is secured in a lockable storage area. Make sure your computer is password protected and locked as well.
- 3. DESTROY**
At the end of the day, any confidential information that is not in locked storage should be disposed of in a Shred-it container for secure disposal and recycling.



We protect what matters. © 2021 Stericycle. All rights reserved. **Shred-it** A Stericycle® Solution

SHRED-IT-ALL POLICY BROUGHT TO YOU BY SHRED-IT®

Shred-It-All Policy

What documents are covered by our shred-it-all policy?

Any and all documents that you would have previously discarded in a recycling bin, garbage, or trash can should now go directly into the Shred-it container to be securely destroyed and recycled.

Why do we have a shred-it-all policy?

- ▶ It reduces the risk of information breaches.
- ▶ It improves our compliance with privacy laws and regulations.
- ▶ It strengthens information privacy and confidentiality in our workplace.
- ▶ It protects our customer, employee, and proprietary business information.
- ▶ It simplifies document disposal for everyone; you no longer need to decide what information is or isn't confidential.
- ▶ 100% of the paper deposited into the Shred-it container is recycled after destruction.



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Remote Work Policy

There are a variety of reasons why remote work can put companies at risk. For one, human error and physical document handling need to be taken into consideration. Our remote work policy creates a framework for the precautions employees should take in order to keep information security a priority when working away from the office.

- ▶ Protects the confidential information of customers, the company, and other employees.
- ▶ Encourages employee productivity while working away from the office.

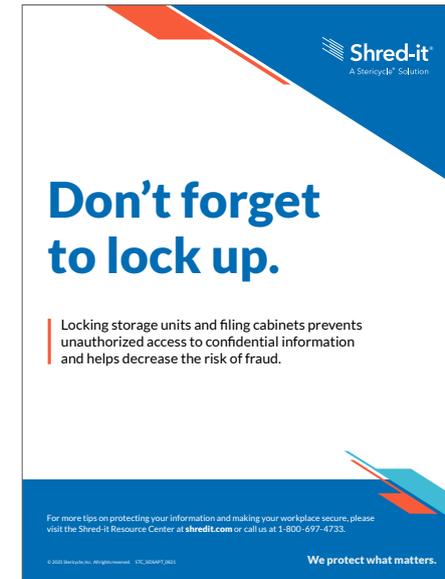
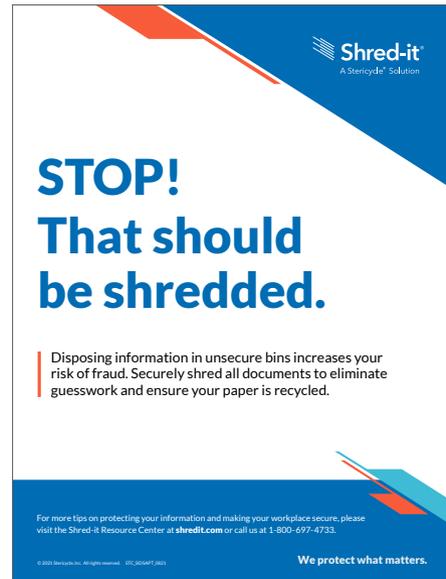


Visit shredit.com/en-us/customer/welcome to view the policies available to you.



Security Awareness Posters

Workplace privacy starts with an informed workforce. These downloadable posters have been designed to keep information security top of your mind in your place of business. Print them out and put them in the common areas in your workplace.



Visit shredit.com/en-us/customer/welcome to view the posters available to you.



Resources to Keep You Protected

For the past 30 years, we've helped protect the health and well-being of our clients' trusted relationships, brand reputation, and bottom line.

The world is ever changing and the importance of protecting private information has never been greater. As a valued Shred-it customer, we provide several information resources that have been custom-designed to help you and your employees learn how to keep your confidential information private and your business safe and secure from an information breach.

Our Resource Center

Visit the Resource Center on our website to find several information resources to help keep you informed and secure. From helpful fact sheets and white papers to the latest tip sheets and more, our Resource Center offers something for every need. You can also subscribe to our blog posts to receive bi-weekly digests of what's happening on the information privacy front, whether it's updates regarding changes in privacy legislation, new research findings, or lessons learned from a recent security breach in the news, we make it our job to keep you informed!

shredit.com/resource-center

Our Newsletter

Our newsletters keep you apprised of the latest changes in legislation and security practices and are designed to keep subscribers informed on the latest tips for managing confidential information.

Sign up to receive our newsletter at: shredit.com/newsletter

Our Online Communities

Follow us online and stay up to date. Whether you're interested in learning something new, engaging in a conversation, or learning more about staying secure, we have something for you.





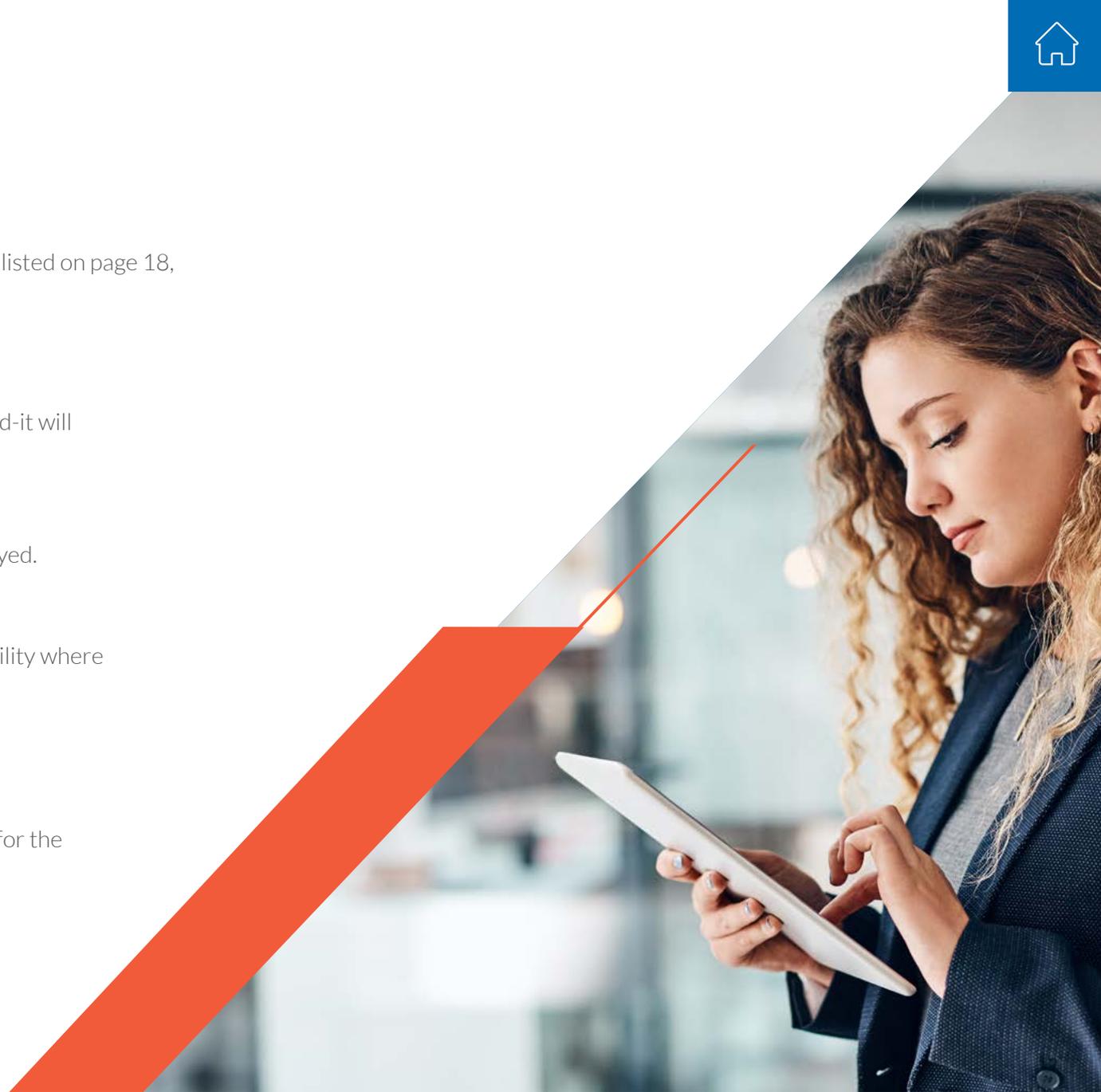
Frequently Asked Questions

How do I get started?

It is recommended that your organization reach out to the National Account Support team, listed on page 18, to get started. From there, we can set up your service or offer a Security Risk Assessment.

How does the shredding program work?

1. After you choose the Shred-it service and go through the account setup process, Shred-it will schedule delivery of the required number of locked security containers.
2. Confidential documents are dropped into the secure, locked console.
3. On a scheduled basis, consoles are emptied and all confidential documents are destroyed.
4. A certificate of destruction is issued to each customer upon completion of service.
5. For off-site services, the confidential materials are brought back to a local Shred-it facility where they are securely destroyed.
6. The shredded paper is baled and then transported to a paper mill for recycling.
7. Pulp is made as the fibers of the shredded paper are separated.
8. The pulp is put through a screening process that filters out impurities and prepares it for the removal of printing ink.
9. The newly recycled pulp is mixed with fresh pulp to manufacture new paper products.





Do I need to remove paper clips or staples?

No, you do not need to remove paper clips or staples. Our shredding technology can handle these materials, and they are separated out during the recycling process. That said, please **do not** place the following items in the Shred-it container:

- ✗ Batteries
- ✗ Sharp objects
- ✗ Ink cartridges and toners
- ✗ Large metal objects
- ✗ Food, glass, cans, etc.
- ✗ Pressurized containers
- ✗ Syringes
- ✗ Cardboard tubes
- ✗ Electrical items
- ✗ Medicine/pill bottles
- ✗ CD-ROMs/CD-Rs/DVDs
- ✗ Hard drives*
- ✗ Backup magnetic tapes
- ✗ Computer backups
- ✗ Zip disks
- ✗ USB sticks
- ✗ X-rays
- ✗ Videotapes
- ✗ Cassette tapes
- ✗ Product samples
- ✗ Prototypes

Who do I contact when I have a question?

Please contact

Do I need to sign anything?

No, the account will be added to the National Account.

What if my location is already using Shred-it?

Nothing will change. Your location will be converted to the National Accounts program, and you will receive the benefit of the National Account pricing structure.

How do I determine how many containers and the service frequency?

We offer a free Security Risk Assessment to all Account Name locations. A local Shred-it representative will visit your site for a brief site walkthrough. They will ask some questions to learn about your business and how materials are handled. At the completion of the assessment, they will review the findings and make a recommendation, which is then communicated to the Shred-it National Account support team for account setup and delivery of the equipment. Please contact us as per above to schedule a free Security Risk Assessment.

Where can I access the introduction email and policy templates?

To access the introduction email and policy templates, please visit shredit.com/en-us/customer/welcome.

**Hard drives can be shredded upon request.*



Key Contacts

Customer Care Team – National Accounts

Hours of Operation: 8:00 am – 8:00 pm EST • **U.S.:** 1-800-697-4733 • **Can.:** 1-877-450-6287

National Account Code:

Service Email Address

Primary email address for all service requests of any type, new location, change/add/modify service, and all billing related inquiries.

ShreditNationalSupport@stericycle.com

National Account #:

National Account Support Representative—Customer Care

Backup email address for all service requests of any type.

Customer Care Supervisor—Shred-it National Accounts

For personnel escalation.

National Account Management Team

National Account Manager

Use for contractual questions or issues, pricing, special projects, escalation, and account relationships.

Director, National Accounts

Escalation of issues, management escalations, account relationship.



Your Feedback

As a valued customer, your feedback is important to us. Periodically, following a service, you will receive an email asking you to review and rate your Shred-it experience. This ongoing evaluation will help us to continually improve our processes for all our customers.