

RECORDS MANAGEMENT SERVICES SPECIFICATION

Ordering of RM Services:

- Authorised Users should place orders for RM Services (as described in its component parts below) using IM's online portal, IM Connect or XARC.
- Where this is not practicable, Authorised Users may order RM Services via email to prestations@ironmountain.fr.
- Authorised Users shall be responsible for providing IM with sufficient information to perform the Services.
- The Fees for the RM Services shall be as detailed in the then current Charges Schedule or as otherwise agreed between the parties.

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

Storage of Articles

- IM will maintain space for the Articles within a suitable environment in an IM Facility from which IM will be able to satisfy its obligations under this Agreement.
- The basis upon which the Customer pays for the storage of the Articles (eg, per Container/per file or per Cubic Foot/linear foot) shall determine the treatment of the Article throughout the life of this Agreement. For example should the Customer store at a per Container level any permanent withdrawal charges shall be calculated on a per Container basis.
- IM's records storage facilities are configured for the efficient storage of IM's standard archive Containers. IM's operating processes, costs, and pricing are modelled around its standard Containers. Each Container type, including IM's standard archive Containers, vary in dimensions based upon manufacturer, style of design, weight of loading, and normal wear-and-tear from storage and retrieval.
- There are two main standard Container sizes at IM (1.4 and 1.85 cubic foot) and most Containers received for storage are assigned to one of these two categories based on functional equivalence and approximate dimensions, established by assessing the space occupied by a Container and not its precise dimensions; cubic footage for billing purposes is then determined. All other Container types and Articles received for storage are assigned a specific Cubic Footage for billing purposes at the time of receipt, taking into account such factors as: shape, weight, loading efficiency, compatibility with other Containers already in storage, and past practices used by predecessor storage providers that IM has acquired.

Initial Move

- For a new Customer, the initial transfer of Articles to an IM Facility for storage will include: pickup; transportation; inbound and placement into storage.
- The period of time necessary for the initial move will be agreed between the parties and, where appropriate, detailed within an 'Intake Plan'.
- Where the parties agree an Intake Plan, it shall detail: the volume of Articles to be inbounded; the location from which they are to be collected; the timescales for inbounding; and any other relevant information.
- The Customer acknowledges that IM's Fees for any initial move are based on the assumption that the Articles will be available from a ground floor location, palletized and wrapped prior to collection by IM. Should this assumption prove inaccurate, and in the absence of prior agreement between the parties, IM reserves the right to charge the Customer any additional costs incurred relating to its failure to provide the Articles for collection as anticipated.
- The Customer shall be responsible for providing IM with any required information (which may include completing any transmittal sheets provided by IM) prior to collection of the Articles and shall provide this to IM at the point of collection of the Articles.
- The Customer agrees that where the Articles to be collected are more than 30 miles from the nearest IM Facility that IM may charge additional transportation costs. These additional transportation costs will be detailed in the Intake Plan (if any) or notified to the Customer in advance of collection of the Articles.

Receiving and Entry (New Containers)

Upon arrival of the Containers at the IM Facility IM shall:

- Inbound the Container (in accordance with the Customer's request).
- Assign a size to the Container (in line with IM standard archive Container sizes)
- Allocate the Container to a location within an appropriate IM Facility.
- Capture the descriptive metadata from the information provided by the Customer prior to ingestion into SafeKeeperPLUS and/or any other IM system used for recording and tracking Articles in storage (e.g. ARC).

Individual Listing (New Files)

Upon arrival of the files at the IM Facility IM shall:

- Inbound the file (in accordance with the Customer's request).
- Allocate the file to a location within an appropriate IM Facility.
- Capture the descriptive metadata from the information provided by the Customer prior to ingestion into SafeKeeperPLUS and/or any other IM system used for recording and tracking Articles in storage (e.g. ARC).

Retrieval & Delivery

- Upon request of the Customer IM shall locate, physically identify and, if in storage, retrieve the Article requested by the Customer from the relevant IM Facility. Note any service performed in addition to the retrieval will be billed as a separate line item on the invoice (e.g. permanent withdrawal, destruction, imaging, faxing or secure destruction).
- IM shall deliver the Article(s) to a central location within the Customer's Facility. Unless agreed otherwise as a premium service, IM will not deliver Articles to specific departments or individuals within the Customer's Facility.
- When ordering retrieval services the Customer may elect one of the following delivery options.
 - o *Standard Delivery*: subject to the order being received by IM before 14:00 IM will deliver the Articles between 09:00 and 17:00 within 2 business day (<3 Articles) or 3 business days (>3 Articles). Note orders received after 14:00 are considered as received the next business day.

A maximum of 25 Articles may be ordered by the Customer using this delivery option on any 1 day.
 - o *Rush Delivery*: subject to the order being received by IM before 15:00, IM will deliver the Articles within 3 hours. Any order received after 15:00 will be delivered within 4 business hours of receipt of instruction or any other delay agreed by the Parties.

A maximum of 5 Articles may be ordered in each Rush Delivery.

Note, under specific charge, Rush Delivery orders placed and required outside of IM's standard working hours may be provided by IM.

Should the Customer require the delivery of:

- o more than 150 Articles by IM at Standard Delivery rates, IM will contact the Customer to agree timescales for the delivery of the Articles;
- o Any 'List X' Articles by IM, IM will contact the Customer to agree timescales for the delivery of the Articles.
- The Customer must state in any request for retrieval services the type of delivery required. In the event that the Customer fails to specify the delivery option IM will provide a Standard Delivery service.
- For Customers outside of France métropolitaine, delivery times will be agreed between the parties prior to the provision of Services.

Image on Demand

- The Customer may request that IM scan and transmit parts or all of an Article electronically (usually via IMConnect or XArc).
- Upon the creation and storage of an Image or Images by IM, IM shall use reasonable endeavours to notify the Customer that the Image or Images is/are available for the Customer to download
- IM shall make the Image or Images available through IMConnect (or similar system made available by IM) for 30 days following the date of notification referred to above. Following this 30 day period IM may remove the Customer's access to the Image or Images and has irrevocable authority from the Customer to delete such Image or Images.
- IM shall not be liable for a failure to: (i) create an Image if IM is unable to locate the required Article: or (ii) to provide access to the Image or Images due to:
 - o factors outside of IM's reasonable control;
 - o any action or inaction of the Customer or its Authorised Users; or
 - o the Customer's or an Authorised User's equipment or telecommunications facilities, and/or third party equipment that are not within the sole control of IM.
- The Customer agrees that it shall bear sole responsibility for ensuring that it retrieves the Image or Images in accordance with the terms of this RM Services Specification. The Customer also acknowledges and agrees that in the event that it fails to retrieve the Image or Images within the 30 day period set out above, IM shall not be liable to the Customer whatsoever with regard to the provision of the Image or Images but shall nevertheless be entitled to receive the Fees for the services provided. The Customer agrees that if it wishes to receive the Image or Images that it failed to retrieve within the 30 day period set out above it shall re-request the creation of the Image or Images and this shall be treated as a new request and charged accordingly.

Should the Customer wish to receive the contents of a large number of Articles through the method described above, or to benefit from IM's Insight platform, the Customer should contact its account manager.

Permanent Withdrawal of Articles

- Upon request of the Customer IM shall locate, physically identify and, if in storage, permanently retrieve the Article requested by the Customer from the IM Facility. as part of the Services during the term of this Agreement.
- If the Customer decides to terminate this Agreement and request the permanent withdrawal of all Articles, IM will contact the Customer to agree timescales and conditions for the delivery of the Articles

Collection Services

The following collection types may be requested by the Customer:

New Containers

- A Container being sent into storage at an IM Facility for the first time.

Refiles

- A Container or file, previously retrieved from storage by the Customer, which is being returned to storage at an IM Facility.
 - o When the Customer orders collection services, IM will collect the Articles within one week.

Should the Customer require the collection of:

- o more than 150 Articles by IM at next Standard Collection rates, IM will contact the Customer to agree timescales for the collection of the Articles;
 - o Any 'List X' Articles by IM, IM will contact the Customer to agree timescales for the collection of the Articles.
- For Customers outside of France métropolitaine, collection times will be agreed between the parties prior to the provision of Services.

Interfile

- A new file being sent in for storage in an existing Container already in storage at an IM Facility.

Document Insert

- A document to be added to an existing file already in storage at an IM Facility.

Imaging

A Container being sent in for storage in an IM Facility requiring the contents be digitally scanned.

Container Destruction

- Authorised Users may request to have a or many Containers destroyed. Upon receipt of request, the Container will be retrieved from the storage location at the IM Facility and destroyed in a secure and safe manner and in accordance with EN15713. Should the Customer require a significant volume of Containers to be destroyed the parties shall agree timescales for the destruction.
- A certificate of destruction will be supplied to the Customer within 30 days of the date of destruction.

Contaminated Articles

If Article(s) are damaged at Customer premises or otherwise (e.g. mould/damp/age) IM may use a third party supplier to restore the Articles where possible.

Miscellaneous / Ancillary Services

- The cost and scope of any Services not detailed within this Agreement shall be agreed in writing in advance between the parties. In the absence of prior written agreement such services shall be charged at IM's then standard rates.
- Unless agreed otherwise in writing any such Services shall be subject to the GT&Cs.

Administration Support & Reports

- As part of the RM Services IM shall, upon reasonable request, provide administrative assistance to the Customer in the management of its accounts.
- The Customer may generate reports through IM Connect, including those detailing Article movement and spend history (split by storage type and services).
- Should the Customer require additional reports or management information to be generated by IM (other than through IM Connect) the Customer agrees to pay IM's reasonable costs in providing such information.

Training

- An introductory training programme on IM's bespoke online records management utility, "IM Connect", is available to Authorised Users free of charge as part of the implementation procedure.
- This training will cover how to place orders for the component aspects of IM's RM Services as described above and any other relevant procedures that may be required.

DATA MANAGEMENT SERVICES SPECIFICATION**Ordering of DM Services:**

- Authorised Users should place orders for DM Services (as described in its component parts below) using IM's online portal, SecureSync.
- Where this is not practicable, Authorised Users may order DM Services by telephone through IM's Customer Services Department on 01 69 74 89 10, or via email to customer.services@ironmountain.fr.
- Authorised Users shall be responsible for providing IM with sufficient information to perform the Services.
- The cost of DM Services shall be as detailed in the DM Charges Schedule or as otherwise agreed between the parties.

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

Storage of Media

- IM will reserve and maintain a suitable space for the storage of the Customer's Media within an IM Facility from which IM will be able to satisfy its obligations under this Agreement.
- The decision as to whether the Media shall be stored in a Container or on a per tape basis shall be at the Customer's discretion. The basis upon which the Customer pays for the storage of the Media (i.e, per Container or per tape) shall determine the treatment of the Media throughout the life of this Agreement. For example should the Customer store at a per Container level any permanent withdrawal charges (if applicable) shall be calculated on a per Container basis.

Receipt of New Media

Upon arrival at the IM Facility IM shall:

- Ingest the metadata (as provided by the Customer) into any relevant IM systems (including SecureBase) used for recording and tracking Media in storage.
- Allocate the Media to a location within IM's Media vault.

Tape Barcodes

- Prior to collection of the Media by IM the Customer should place a barcode on each individual item of Media or Container (depending on the basis upon which the Articles are being stored).
- Upon request IM will provide the Customer with barcodes for application to the Media prior to collection. Alternatively, for single tapes only, the Customer may use third-party tape manufacturer provided barcodes.

Handling

- A handling charge will be applied for every movement of the Media requested by the Customer whether on a scheduled, ad hoc or emergency basis.

Transportation for Deliveries / Collection

- The Customer must state in any request for delivery or collection options the type of delivery or collection required (details of which are below).
- Upon request of the Customer, IM shall locate, physically identify and, if in storage, retrieve the Media requested by the Customer from the relevant IM Facility, or if the Media is in the possession of the Customer IM shall upon the request of the Customer collect the Media from the agreed Customer Facility.
- All deliveries and collections will be made to and from a central location at the Customer's Facility.
- The Customer may elect for the delivery or collection of Media using one of the following options:

Scheduled

The regular scheduled delivery or collection of Media as agreed between the parties.

Standard Special (Ad Hoc)

A request for the additional delivery or collection of Media outside the Customer's regular scheduled service, to be provided on the next Working Day.

Critical Special (Emergency)

A request for the additional delivery or collection of Media outside of the Customer's regular scheduled service which, where reasonably possible will be completed within the agreed time periods on the same Working Day within IM's standard working hours.

Out of Hours Critical Special (Out of Hours Emergency)

A request for the additional delivery or collection of Media outside of the Customer's regular scheduled service which, where reasonably possible, will be completed within the agreed time periods outside of IM's standard working hours.

Disaster Recovery Live or Test

In the event of a disaster or test scenario, Media can be requested outside of the Customer's regular scheduled service to be delivered to, or collected from, a nominated alternate site. Disaster recoveries will be delivered to the Customer within the timeframes as specified in the agreed DM Charges Schedule.

Transport Volumes:

The Customer may request the following number of tapes be delivered or collected for each of the delivery or collection options:

- Scheduled

Maximum number of Articles is 1000

- Standard special

Maximum number of Articles is 1000

- Critical special

Maximum number of Articles is 15 tapes or 2 Containers

- Out of Hours Critical special

Maximum number of Articles is 15 tapes or 2 Containers

Should the Customer request the delivery or collection of volumes in excess of those listed above IM will liaise with the Customer to agree timescales and costs for such delivery or collection.

Waiting Time

IM reserves the right to charge for waiting time should the Customer not be available or if the Media are not available within a reasonable time of IM's arrival at the Customer's Facility to provide the Services.

Media Destruction/Recycling

- The Customer may request to have specific Media or equipment recycled or repurposed and the data erased. Once confirmed via the IM process, the Media (where held by IM for storage) will be retrieved from the storage location at the IM Facility and the data erased in a secure and safe manner in accordance with EN15713 (level 4) and/or NIST-800-88 standard. A certificate of erasure will be supplied to the Customer via SecureSync within 30 days of the date of erasure.
- Should the Customer request the erasure of data on Media or the recycling or repurposing of equipment not held for storage by IM the parties shall agree a plan for such services.

Miscellaneous Services

- The cost of any Services not detailed within this Agreement shall be agreed in writing in advance between the parties. In the absence of prior written agreement such Services shall be charged at IM's then standard rates.

Administration Fees

- These Fees cover the ongoing administration and management of the Customer's account (including but not limited to: invoice generation; creation of management or service reports; or the provision of barcodes and access to IM's systems). The administration Fees are set out in the Charges Schedule.

Enquiries and Issues

- The Customer service team will log all queries and issues using IM's 'corrective action reporting process.'
- All queries and issues should be responded to within 24 business hours.
- Details relating to the query and/or issue will be recorded, showing the originator's name, date and time of the query and the time of a satisfactory solution being given.
- A record of any issues logged with IM will be available to audit at any review meeting.

DM Management Reports

- As part of the DM Services IM shall, upon reasonable request, provide administrative assistance to the Customer in the management of its accounts.
- The Customer may generate reports through SecureSync, including those detailing Media movement, operational activity and account management (split by storage type and Services).
- Should the Customer require additional reports or management information to be generated by IM (other than through SecureSync) the Customer agrees to pay IM's reasonable costs in providing such information.

Training

An introductory training programme on the bespoke online tool, "SecureSync", can be provided as part of the implementation procedure and will contain instructions relating to order placing, collections, delivery options, report generation and all other procedures necessary to receive the Services.

SECURE IT ASSET DISPOSITION SERVICES SPECIFICATION (SITAD)**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 0148090502, or via email to exploit1@ironmountain.fr 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 50km 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.

Option: 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.