

Questions & Answers

UK and EMEA

Q: What are the facts about the company?

A: Shred-it is a world-leading information security company providing document destruction services that ensure the security and integrity of our customers' private information. The company operates 140 branches in 16 countries worldwide, servicing over 150,000 global, national and local businesses, including the world's top intelligence and security agencies and more than 500 police forces, 1,500 hospitals, 8,500 bank branches and 1,200 universities and colleges.

Quick Company Facts

- Founded in 1988
- 140 branches in 16 countries
- 150,000 customers around the world
- 2,600 employees worldwide

Q: What service does Shred-it offer?

A: Shred-it offers shredding services for business's confidential documents.

Q: Where are Shred-it branches located?

A: Please see list for Shred-it branch locations.

Europe, the Middle East and Africa (EMEA - 34 locations)

- | | | |
|---------------|---------------------|------------------|
| • Argentina | • London City (UK) | • Paris |
| • Belfast | • London North East | • Exeter |
| • Berlin | • London West | • Portsmouth |
| • Birmingham | • Luxembourg | • Puerto Rico |
| • Brussels | • Lyon | • Singapore |
| • Cologne | • M4 Corridor | • South Africa |
| • Dubai | • Manchester | • South Korea |
| • Duesseldorf | • Milton Keynes | • Strasbourg |
| • Edinburgh | • Munich | • Stuttgart |
| • Frankfurt | • Newcastle | • West Yorkshire |
| • Glasgow | • Nottingham | |
| • Hamburg | • Nuremberg | |

Canada (14 locations)

- | | | |
|---------------------------|----------------|-------------|
| • Moncton | • Ottawa | • Vancouver |
| • Halifax | • Toronto | • Calgary |
| • Cambridge/
Kitchener | • Toronto East | • Edmonton |
| • London | • Montreal | • Saskatoon |
| | • Quebec City | • Winnipeg |
| | • Kelowna | |

USA (80 locations)

- Akron, OH
- Albuquerque, NM
- Arkansas, AR
- Arkansas North-West, AR
- Atlanta, GA
- Austin, TX
- Baltimore, MD
- Birmingham, AL
- Boise, ID
- Boston, MA
- Buffalo, NY
- Central PA/ Lancaster, PA
- Charleston, SC
- Charlotte, NC
- Chicago, IL
- Cincinnati, OH
- Cleveland, OH
- Columbus, OH
- Concord, CA
- Connecticut, CT
- Dallas, TX
- Delaware
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Fort Myers, FL
- Fresno, CA
- Grand Rapids, MI
- Greensboro, NC
- Honolulu, HI
- Houston, TX
- Indianapolis, IN
- Jackson, MS
- Jacksonville, FL
- Kansas City, KS
- Knoxville, TN
- Las Vegas, NV
- Long Island, NY
- Los Angeles, CA
- Los Angeles North, CA
- Louisville, KY
- Madison, WI
- Memphis, TN
- Miami, FL
- Milwaukee, WI
- Minneapolis, MN
- Mobile / Biloxi, AL
- Nashville, TN
- New Orleans, LA
- New York, NY
- Newark, NJ
- Norfolk, VA
- Oklahoma City, OK
- Omaha, NE
- Orlando, FL
- Philadelphia, PA
- Phoenix, AZ
- Pittsburgh, PA
- Portland, OR
- Providence, RI
- Reno, NV
- Richmond, VA
- Sacramento, CA
- Salt Lake City, UT
- San Antonio, TX
- San Bernardino, CA
- San Diego, CA
- San Francisco/San Jose, CA
- Seattle, WA
- Shreveport, LA
- Sioux Falls, SD
- Springfield, MO
- St. Louis, MO
- Tallahassee, FL
- Tampa, FL
- Tucson, AZ
- Utica, NY
- Washington, MD
- White Plains, NY
- Wichita, KS

Q: Why is secure document destruction so important to businesses?

A: Businesses destroy their confidential documents in order to protect the privacy and security of their own and their customers' information and to adhere to legislative compliance regulations.

Q: What kind of documents should be securely destroyed?

A: Virtually all businesses produce confidential information that could cause issues by falling into the wrong hands. Examples include:

- Customer lists
- Credit card receipts
- Medical records
- Financial records
- Personnel files
- Cancelled cheques
- Computer printouts
- Tax records
- Price lists
- Competitive information
- Sales statistics
- Payroll records
- Legal documents
- Account records
- Correspondence and memos
- Invoices
- Inventory lists

Q: What type of paper shredding does Shred-it provide?

A: Shred-it's proprietary shredding methodology involves a cross-cut shredding process, reducing paper to confetti-sized pieces, which provides far greater security than conventional strip-cut shredding (which can still be pieced back together). In addition, thousands of pounds of shredded paper are mixed together in the shredding trucks and then baled, ensuring that reconstruction is impossible.

Shred-it provides three shredding size options for customers:

Regular shred: (For regular documents)

- 5/8" knives in shredder
- Produces 5/8" x 1 1/2" material

Double Shred: (For more sensitive documents that contain personal customer information)

- 3/8" knives in shredder
- Produces 3/8" x 1" material

High Security Double Shred: (Highly sensitive documents such as cheques or applications with personal information and signatures)

- 1/8" knives in shredder
- Produces 1/8" x 1/2" material

Q: How much paper does a Shred-it truck hold?

A: Each Shred-it truck holds 9,000 lbs of paper. One ream of paper (500 sheets) weighs approximately 5 lbs, so a full Shred-it truck holds approximately 900,000 sheets of paper. Once shredded (using the Regular Shred) the truck contains approximately 89 million pieces.

Q: Does Shred-it provide on site or off site document destruction?

A: Shred-it offers on site document destruction to provide the greatest security to its customers.

Q: How often does Shred-it schedule its service to customers?

A: This depends on the amount of sensitive information a customer produces. The customer may require daily, weekly, bi-weekly, monthly or annual shredding. If the frequency needs ever change, Shred-it's service can be modified to meet the customer's requirements.

Q: How do customers store confidential documents before shredding?

A: Shred-it provides customers locked office-quality consoles free of charge. These consoles are placed throughout the customer's offices. The confidential material is stored inside the locked consoles in specially-designed bags, and only the designated contact within the customer's office can open the consoles, if this is required. Otherwise the consoles remain locked until a Shred-it Customer Service Representative makes a service call and empties the consoles.

Q: What guarantee is provided that confidential documents have been completely destroyed?

A: After the shred has been completed, customers are given a Certificate of Destruction, assuring them that their materials have been completely destroyed. Customers may also witness their documents being shredded by the Shred-it truck by viewing it through the truck's locked security screen.

Q: What happens to documents after shredding?

A: The destroyed documents, in the form of confetti-sized pieces, are mixed with many other customers' shredded documents (making reconstruction impossible) and transferred to a recycling facility, where they are baled and sent to become recycled paper products.

Q: Why is a professional document destruction service better than in-house shredding?

A: The most secure document destruction services are provided by professional companies. In many cases, businesses do not have the staff or special equipment needed to ensure the total destruction of confidential documents.

By using an outsourced document destruction company, businesses can also free up staff from the time-consuming and onerous task of shredding documents. Based on calculations completed by Shred-it, using an outsourced document destruction provider can save businesses up to 17% on in-house shredding costs.

Q: Why is shredding documents a better idea than disposing them in a recycling bin?

A: Placing items in recycling bins is not a secure process, as anyone can access these items.

Q: How does Shred-it support the environment?

A: Shred-it supports the environment in a number of ways, including the following:



- After confidential documents are shredded, the material is baled and then recycled, thus preventing waste from entering landfills. Based on calculations done by Shred-it, for every two Shred-it consoles filled with paper, one tree is saved. In 2008, using this calculation, Shred-it helped its customers save over nine million trees. Annually, Shred-it customers receive an Environmental Certificate outlining how many trees they have saved during the year by paper recycling.
- Shred-it's recycled paper product is environmentally friendly. According to industry estimates, every tonne of recycled paper uses 64% less energy, 50% less water and causes 74% less air pollution than the same quantity of paper from virgin wood pulp.
- All Shred-it truck motors meet North American, United Kingdom and European emissions standards. Shred-it uses environmentally friendly hydraulic fluids (ENVIRON MV 32) in all vehicles which are:
 - Inherently biodegradable
 - Recyclable
 - Non-toxic, non-carcinogenic and low odour
 - Contain no heavy metals that contaminate ground and waste waters
 - Have a longer life than vegetable-oil-based fluids which decreases consumption
- Many of our trucks are now incorporating "Idle Down" technology, which helps reduce emissions and fuel usage.
- Shred-it's consoles are built with 100% recycled-wood particle board.

Q: Does Shred-it destroy multimedia and other non-paper items?

A: Yes, Shred-it can thoroughly destroy almost any material required, including CDs, DVDs, videos, prototypes and product samples. This type of destruction is done separately from paper-based document destruction as some of these materials can be dangerous to shred for our employees and special precautions must be made. Shred-it also offers Hard Drive Destruction services in certain markets.

Q: What are some examples of some of the items you have been asked to shred?

A: Shred-it has shred uniforms, dress samples, designer items and recalled toys on occasion.

Q: Are Shred-it's policies up to date with government legislation?

A: Shred-it's services meet all legislative and compliance standards in the areas where we operate.

Q: Does Shred-it educate its employees on legislative policies and procedures?

A: Shred-it maintains an in-house training department that is responsible for training staff in all aspects of our business. In addition, it produces and distributes both newsletters and electronic aids, and has an accessible library on its intranet to help keep our staff abreast of recent changes in legislation.

Q: What are Shred-it's security standards?

A: Shred-it's standards are set to meet the highest level of security and customer service across our entire international network, including:

- All branches must adhere to Shred-it's Gold Standards annual review process – an internal audit of each individual branch's standards.
- All Shred-it CSRs have passed a thorough background check, including credit, criminal and driver's license review.
- All Shred-it employees must be bondable.

- All Shred-it CSRs wear a uniform and picture ID.
- All Shred-it trucks are inspected daily to ensure compliance with operational security standards.