

# Secure & sustainable IT asset disposition

Your destination for  
retiring IT assets in  
a circular economy.





# Your IT asset disposition (ITAD) program

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Iron Mountain's ITAD program offers IT departments a secure and consistent solution for managing IT asset disposition. Drawing upon decades of experience in ensuring data security, we proudly serve more than 90% of Fortune 1000 companies.

Our unmatched data security is provided through a secure chain of custody that starts with vetted personnel and secure transport and extends to our controlled facilities. From the moment of pickup, your IT assets are tagged and tracked. This meticulous process is facilitated by our world-class logistics and supported by an experienced team.

Whether you're managing extensive projects or handling smaller, ad-hoc ITAD needs, we have the solution for you. Our program offers flexibility and scalability, capable of accommodating the needs of various setups - be it a remote workforce, a single office, multiple offices, or even global operations spanning across numerous locations.

Experience the convenience of our user-friendly online portal, enabling seamless online ordering, asset tracking, and reporting, including the ability to retrieve your certificate of data destruction (COD), supporting compliance requirements. Ensure seamless workflows with IT service management (ITSM) system integration, such as ServiceNow, for an integrated process.

Delivering a high level of service, Iron Mountain's customer care and service delivery teams ensure prompt response to your needs and requests

# Items accepted for ITAD

Data destruction + recycling.

Accepted items	Offsite	Onsite
Desktops	✓	
Notebooks	✓	
Servers / mainframes	✓	
Server racks / cabinets	✓	
Network devices	✓	
Telephones: desk & mobile	✓	
Teleconference systems	✓	
Tablets	✓	
Laptops	✓	
Hard drives: normal & SSD	✓	✓
Tapes	✓	✓
Zebra ribbons	✓	
Docking stations	✓	
Monitors: CRT, LCD, LED, etc	✓	
All-in-ones	✓	
Gaming systems	✓	
Projectors	✓	
Printers, copiers, scanners, fax machines	✓	
Toner cartridges	✓	
Cabling / wiring	✓	

Accepted items	Offsite	Onsite
GPS devices	✓	
Barcode scanners	✓	
Shredders	✓	
Storage enclosures	✓	
DVD / BluRay players	✓	
Cameras	✓	
UPS power supplies	✓	
Medical machines	✓	
Televisions (tube, plasma, LCD, LED)	✓	
Stereo systems	✓	
CDs / DVDs	✓	✓
USB cards & jump drives	✓	✓
SD cards	✓	✓
Retail POS	✓	
Microfilm / microfiche	✓	
ID badges	✓	
Bank Cards	✓	
Photographs	✓	
Cassette tapes	✓	✓
VHS	✓	✓

## Items not accepted

Scrap metal  
Loose plastics  
Paper

Non-electric devices  
Wood  
Tools

Home appliances  
Loose batteries  
Glass

Aerosols  
Bio hazards  
Paint

Hazardous waste  
Air conditioners

# Iron Mountain ITAD services

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## Primary services

### Media destruction - bulk or serialized

- > Onsite or offsite
- > Media and hard drives
- > Destroyed in a secure and eco-friendly manner

### IT asset remarketing

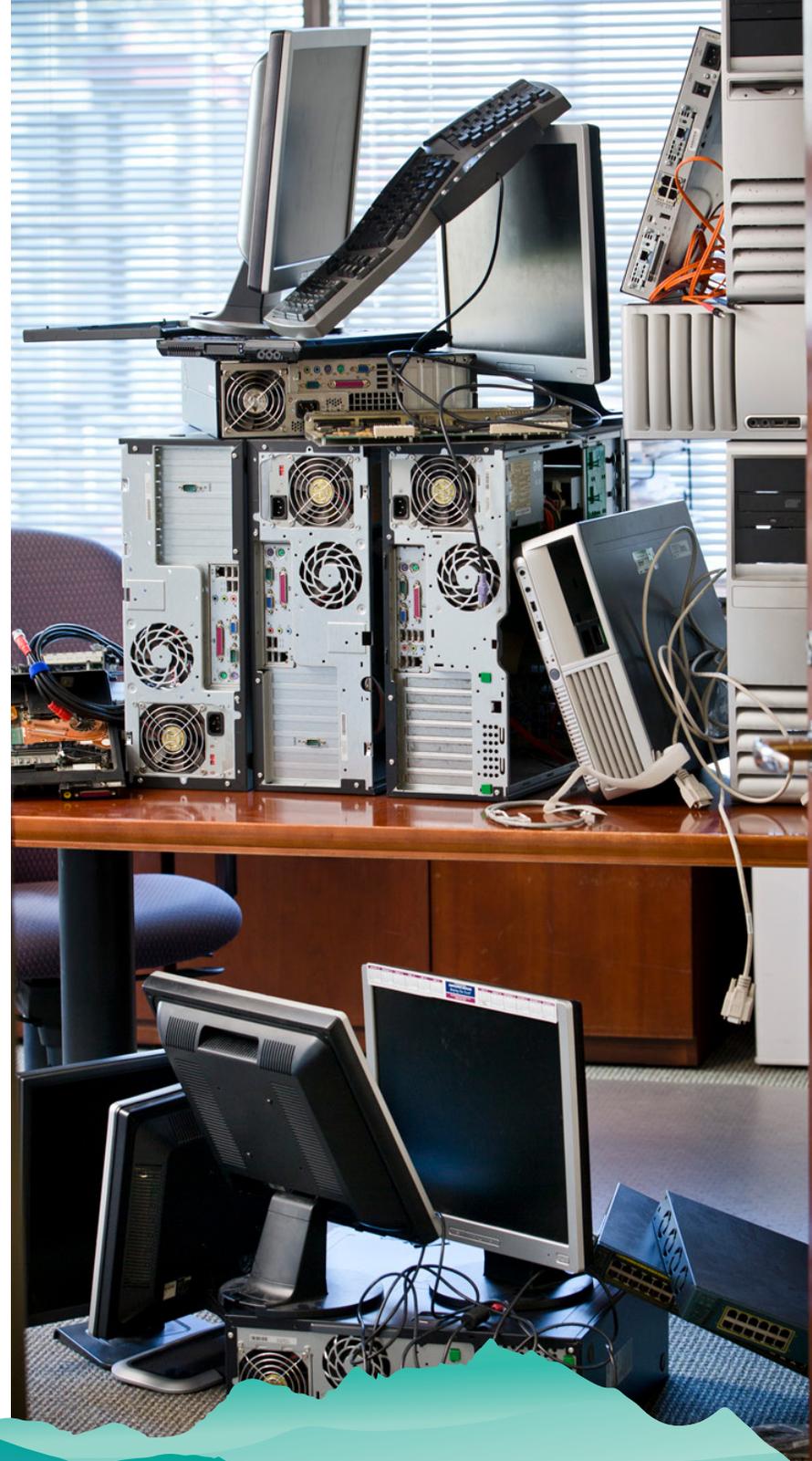
- > Any data-bearing elements are sanitized or destroyed
- > Asset tested, graded and refurbished
- > Maximized value recovery
- > Assets with no value are recycled

### e-Waste recycling

- > Any data-bearing assets destroyed
- > Assets are demanufactured into commodity categories
- > Recycled in eco-friendly manner

## Additional services

- > Onsite audit
- > Data center decommissioning services
- > Data erasure
- > Deinstallation & removal
- > Short term asset storage
- > Box program
- > Donations
- > Media console program
- > Deployment & redeployment
- > Lease return services



# Comprehensive ITAD reporting

Support compliance requirements and receive reporting that quantifies progress toward your organization's sustainability goals.

Iron Mountain's ITAD program offers comprehensive reporting to ensure documentation requirements are met and compliance is achieved. Reports can be conveniently accessed through an online portal, giving users the flexibility to get the specific documentation they need. Iron Mountain's industry-leading secure chain of custody provides complete tracking and visibility, along with the reporting to support it.

## Reporting includes:

### > Settlement Report

Provides a consolidated wrap-up of the audit report, detailing the equipment collected, including its weight, make and model. It also outlines how each item was reviewed and disposed of, including the date.

### > Audit Report

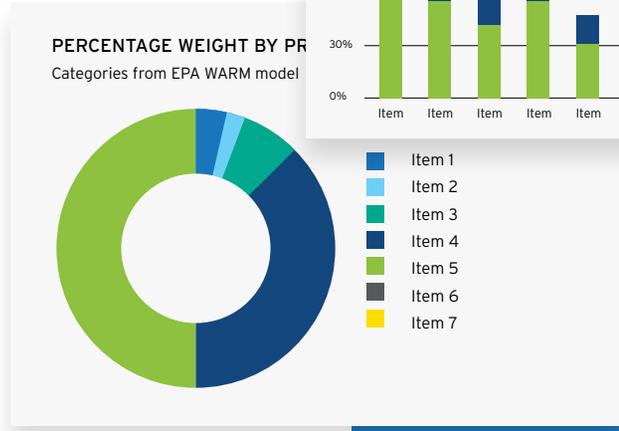
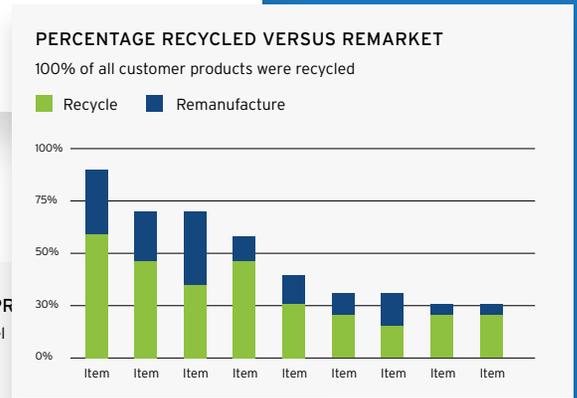
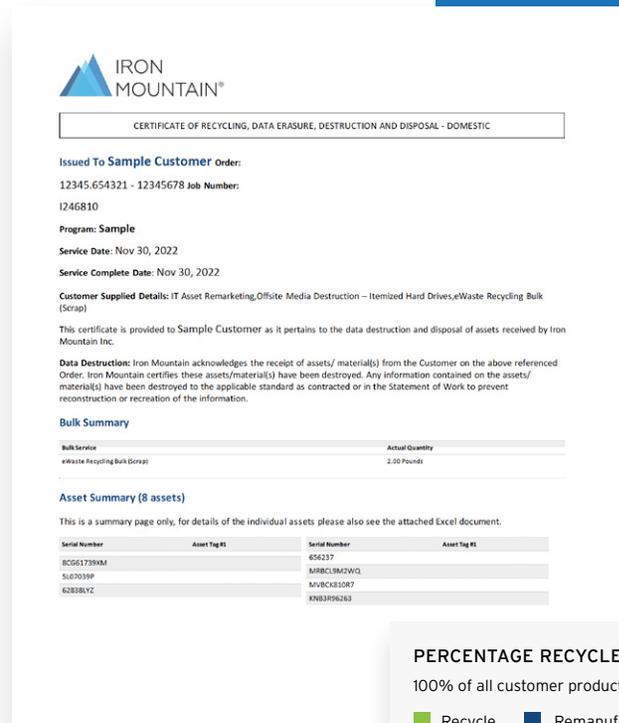
This itemized processing provides a summary of the assets processed, including the make, model, and serial number of each item.

### > Certificate of Destruction (COD)

Documentation and confirmation of the destruction of data-bearing media in compliance with all relevant laws and industry standards.

### > The Environmental Benefits Report

Highlights the beneficial environmental impact of your ITAD program on the environment.





CERTIFICATE OF RECYCLING, DATA ERASURE, DESTRUCTION AND DISPOSAL - DOMESTIC

Issued To Sample Customer Order:

12345.654321 - 12345678 Job Number:

1246810

Program: Sample

Service Date: Nov 30, 2022

Service Complete Date: Nov 30, 2022

Customer Supplied Details: IT Asset Remarketing, Offsite Media Destruction - Itemized Hard Drives, eWaste Recycling Bulk (Scrap)

This certificate is provided to Sample Customer as it pertains to the data destruction and disposal of assets received by Iron Mountain Inc.

Data Destruction: Iron Mountain acknowledges the receipt of asset(s) material(s) from the Customer on the above referenced Order. Iron Mountain certifies these asset(s) material(s) have been destroyed. Any information contained on the asset(s) material(s) have been destroyed to the applicable standard as contracted or in the Statement of Work to prevent reconstruction or recreation of the information.

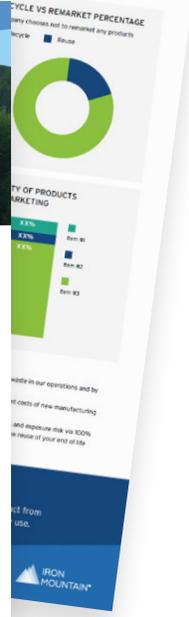
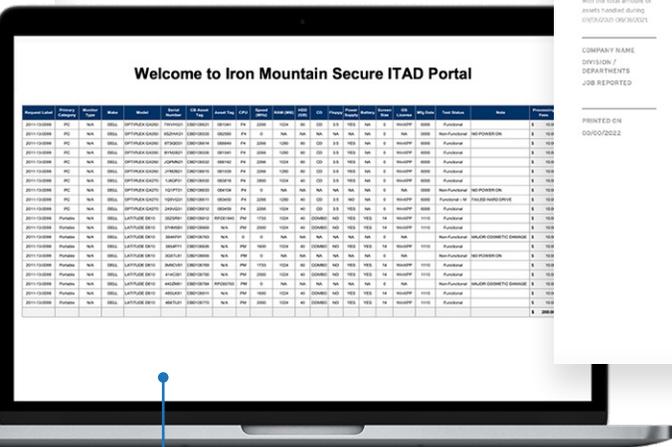
Bulk Summary

Bulk Service	Actual Quantity
eWaste Recycling Bulk (Scrap)	2.00 Pounds

Asset Summary (8 assets)

This is a summary page only, for details of the individual assets please also see the attached Excel document.

Serial Number	Asset Tag #1	Serial Number	Asset Tag #2
SC0617598H		656217	
5207839F		M8BC3M2W1Q	
628983Z		MVBC3L087	
		XNB9K263	



### Certificate of Destruction (COD)

- > Provides auditable evidence of data destruction
- > Documents the end of the life cycle for IT assets
- > Documents the service completion date by Iron Mountain

### Audit Report

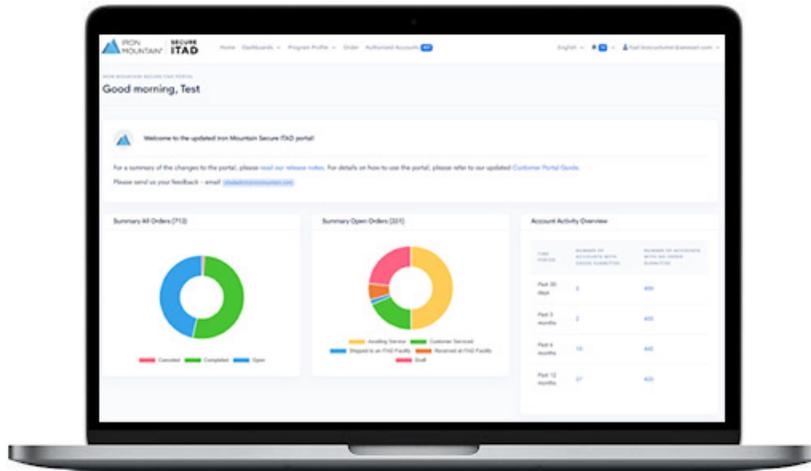
- > Aggregates assets being processed across all client locations and programs
- > Tracks assets by manufacturer, model, serial number, etc.
- > Enables orders and activity to be fully integrated into existing ITAD programs
- > Access reporting any time through an online portal

### Environmental Benefits Report

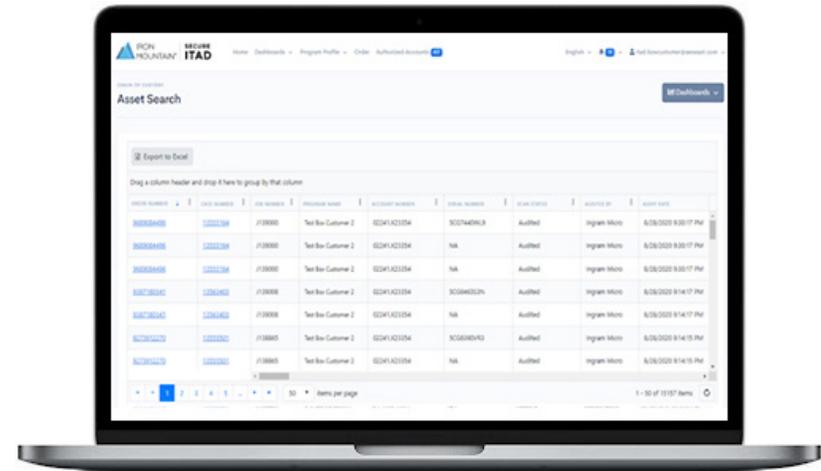
- > Weight diverted from landfills
- > Greenhouse gas emissions avoided
- > Metals recovered and diverted from landfills
- > Energy savings
- > Percentage of products remarketed versus recycled

# Secure ITAD portal: access reporting and place orders with ease

Streamline your workflow by integrating your IT service management (ITSM) system, such as ServiceNow, with our online portal.\*



Schedule pickups online and track assets

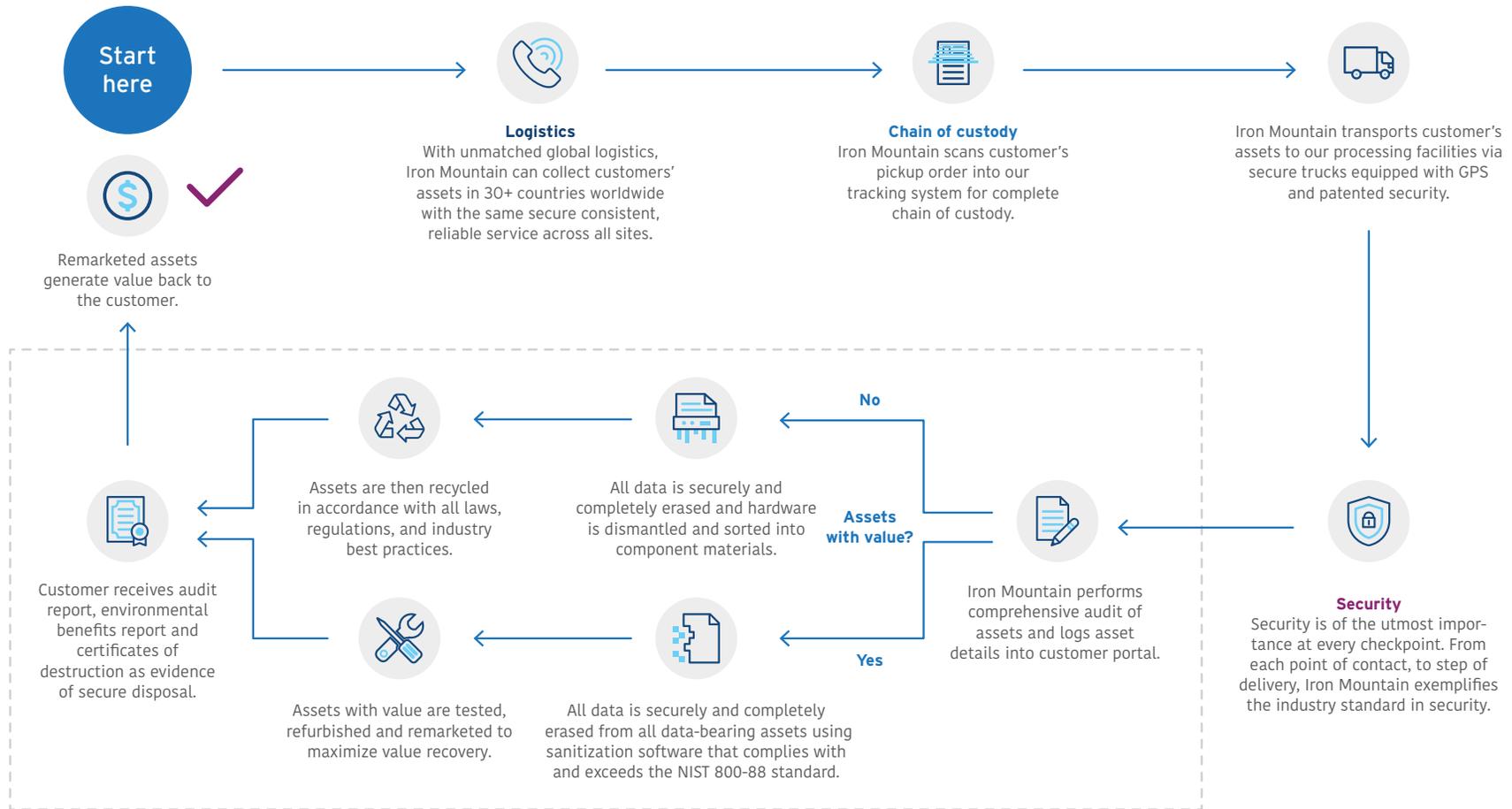


The audit report lists make, model, serial number, and more

- Consistency across all sites supported by a dedicated program manager
- Pre-approved and preferred rates
- Real-time tracking
- Certificate of destruction
- World-class logistics and processing

\*Secure ITAD portal not available in all regions.

# ITAD workflow for corporate IT assets



## Logistics

- › Broadest service footprint
- › Consistent reliable service across all sites
- › No need for local or regional vendors
- › GPS pings at set intervals

## Chain of custody

- › Track assets from preparation to destruction
- › Unique tracking number assigned
- › Scanning at key transition points
- › Auditable workflow

## Security

- › Patented vehicle alarms & locks
- › Dual key ignition immobilizers
- › Driver proximity controls
- › Secure vault facilities and processing plants



# World-class, state-of-the-art facilities

- > Quality and capacity: proper environmental controls, security features, locations in every major data center market and full compliance
- > Facilities maintain **(R2v3) certifications**
- > Full set of operational and **environmental certificates**
- > Comprehensive external & internal **security features**



100% visual inspection against workmanship standards.



Chain of custody controls including traceability to each individual operator & station.



### About Iron Mountain Asset Lifecycle Management

As a part of Iron Mountain, a world leader in secure asset management trusted by more than 90% of the Fortune 1000 for over 70 years, Iron Mountain Asset Lifecycle Management delivers secure, sustainable hardware asset management and IT Asset Disposition (ITAD) services on a global scale. Our end-to-end services, available in over 30 countries, include best-in-class logistics and chain-of-custody, data sanitization, and certified decommissioning, with a focus on maximizing reuse and minimizing emissions and e-waste.

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