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Policy Owner	Daniel Simmons	Created	February 2016
Policy Review Interval		Annual Review - January	

Technical and Organisational Measures for Cross Cut Shredding Ltd

Cross Cut Shredding Ltd specialises in providing a simple and efficient destruction service that allows businesses to comply with GDPR and other governing body legislation. We ensure that customer, employee, and confidential business information are always kept secure. Through Cross Cut Shredding Ltd’s proven operational processes, quick communication, fast response time and secure off-site shredding site we deliver our secure destruction services for confidential customer information. This includes paper, electronic storage media materials (e.g., DVDs, CDs, tapes, and hard drives), as well as other bespoke customer products on a regular and ad-hoc basis.

Off-Site Shredding and Recycling Process

Cross Cut Shredding Ltd provides a professional secure off-site shredding service. Our security-vetted collection drivers to standard BS7858 will arrive in fully branded company uniform, a company vehicle and displaying photographic company identification at a pre-arranged date and time to the customer-specified address.

Stage 1 - Our customers can fill our own company shred bags or fill Doc Safe Consoles with their confidential waste. In other instances, the customer may have containers, pallets or their own bags that require collection.

Stage 1a - If an allocated time collection booking has not been arranged prior to the customer's service request. The customer can contact us by phone or email web form to arrange.

Stage 2 - The collection driver arrives at the customer's address and makes their presence known to the pre-given named contact given at the point of the collection book.

Stage 3 - With the customer's permission, our collection driver will start to load the customer's confidential material into our secure company vehicle - this vehicle is equipped with 24/7 GPS tracking.

Stage 3a - In scenarios where a site has Doc Safe Consoles, our collection driver will unlock and empty each console individually - only our collection drivers and designated site members have access to the keys to unlock the consoles.

Stage 4 - Once loading is complete, our collection driver will notify the site contact that the collection is complete and will issue a waste transfer note detailing the quantity of confidential waste collected.

Stage 5 - Depending on the designated collection route for the day, the collection driver may have other collections to complete before returning to our secure, 24/7 alarmed shredding site. Once the vehicle is back at the secure site, it will be unlocked and unloaded by the collection driver into the storage area of the warehouse awaiting destruction.

Stage 6 - All confidential material is shredded within 24 hours of collection. All shredded materials are recycled and then made into recycled products. Any electronic waste is recycled where applicable or disposed of in accordance with WEEE regulations through partner vendors who have ethical and responsible disposal policies and processes.

Stage 7 - A Certificate of Destruction is emailed to the customer in a secure password-protected document.

Ensuring Confidentiality

Secure Site Facilities

- Cross Cut Shredding has stringent procedures in place to ensure all confidential material is kept secure at all times from collection to destruction. Our secure site is equipped with a 24/7 police-monitored alarm and CCTV on all loading and destruction areas and recorded for a designated time period.
- All entrance and exit areas are secured with high-security locks and can only be opened by designated staff members.
- All-access keys for the building are tracked and logged whilst kept under close review
- All visitors are restricted to areas of the site where there is no confidential information or internal confidential company information

Company Collection Vehicle

- All of our vehicles are equipped with satellite GPS to give live visibility of our vehicles whilst transporting confidential material
- All vehicles are equipped with locks which are engaged at all times when the vehicle is not being loaded or unloaded
- All vehicles are sign written showing our company colours and logo
- No unauthorised person(s) are allowed access to any part of the vehicle including as a passenger.
- Each vehicle has been designed to carry a safe amount of confidential material as allowed by UK road law
- All vehicles are safety and security checked before and after each journey by the collection driver using the vehicle for the day
- All vehicles are regularly serviced and maintained to ensure roadworthiness and reliability

Cross Cut Shredding Ltd Doc Safe Consoles, Shred Bags and Wheelie Bins

- **Shred Bags**
 - Shred Bags are made from a woven polyurethane material which is recycled after use
 - Can contain approximately 15KG of confidential material
 - Comes with a security cable tie to keep the bag secure for collection and transport
- **Media and Hard Drive Bags**
 - Heavy-duty plastic material to ensure minimal risk of bag damage

- Can contain approximately 15kg of confidential media materials or hard drives
- Comes with a security cable tie to keep the bag secure for collection and transport
- **Doc Safe Consoles**
 - Standard Size Height 90cm | Depth 50cm | Width 50cm
 - Junior Size Height 63.5cm | Depth 50cm | Width 50cm
 - Solid Build - Can easily be used as a shelf for additional workspace
 - Lockable door to keep contents secure - Keys kept by collection drivers and designated to customers upon request
 - The console deposit opening has been designed to stop any hands or objects from being able to retrieve internal contents
- **Wheelie Bins**
 - 140L Capacity - Height 103cm | Depth 57cm | Width 47cm
 - 240L Capacity - Height 102cm | Depth 72cm | Width 58cm
 - Easy access lid for bulk clearances
 - Security seal provided to ensure safe and secure transport

Ensuring Safety and Security

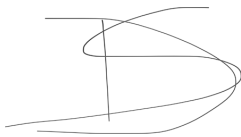
- **Risk Assessments**
 - We carry out regular risk assessments on all of our equipment including our shredding equipment and tools, work areas, staff areas, company vehicles and manual handling
- **Certificate of Destruction**
 - Cross Cut Shredding Ltd will supply the customer with a Certificate of Destruction once all their confidential information has been destroyed and recycled in line with our quality policy. The certificate confirms that Cross Cut Shredding Ltd has fulfilled its duty of securely transporting, destroying and recycling any confidential information that has been declared on the waste transfer note retained by the customer.
 - Certificate of Destruction will show the following:
 - Customer / Business Name
 - Date of Collection / Drop In
 - Date of Shredding Completion
 - Collection Address
 - Unique Cross Cut Shredding Ltd Reference Number
 - Quantity and Type of Confidential Materials Destroyed
 - Our Waste Carrier License, Address and Company Number

Our Staff

- **Staff Security Checks**
 - Our collection drivers are security vetted to standard BS7858 prior to joining our company. This check also includes a DBS check.
 - Upon employment, all staff are required to sign our GDPR Confidentiality Agreement which outlines strict rules for dealing with confidential information for both our business and our customers
- **Training**
 - All jobs at Cross Cut Shredding Ltd have been thoroughly assessed to ensure the skill set of the candidate is correctly aligned to the job role and to ensure they are competent at completing and fulfilling the job requirements.

- All employees are shown all company policies and procedures and are required to review and sign to acknowledge understanding, obligations and capability
 - All Employees are given training applicable to their job role
 - Personal accident incidents, vehicle incidents, manual handling and fire evacuation training documents and training have been signed and given to our employees.
 - All staff hold the relevant licenses and or qualifications for driving our vehicles and have been given training on safe driving and on-the-job training for our collection procedure.
- **Data Breaches**
 - All staff have been trained on our internal procedure for any data breaches

Signed on Behalf of Cross Cut Shredding Ltd:

A handwritten signature in black ink, appearing to be 'D. Simmons', written over a faint horizontal line.

Daniel Simmons - Director

Date of Policy: January 2022