

## Playing it Safe: Document Destruction Best Practices

By Steve Mahnke, Shred-It  
Platinum Vendor of ADOMA



Organizations that possess important confidential information about their own operations or about their customers may become a target for identity theft and fraud, with dire consequences in terms of reputation and cost. According to Ernst & Young's 2008 Global Information Security Survey, senior executives from different countries believe **a security incident would have an even greater impact on reputation and brand than on revenue.** Eighty five per cent cited damage to reputation and brand as significant, compared to 72 per cent for loss of revenue and 68 per cent for regulatory sanctions.

"Accessibility to documents that contain confidential data poses a serious threat to the business and reputational integrity of any organization," says Michael Skidmore, Chief Security Officer at Shred-it. "It's only common sense that organizations should do what it takes to prevent any compromises of their information, identifying security loopholes and implementing effective and reliable measures to address them."

Secure document destruction is one of such measures. Based on its 20-plus years of experience in this business, Shred-it shares some tricks of the trade and practical tips on how to make sure your confidential information stays confidential.

Best practices in document destruction can be summed up as three general guidelines that are easy to understand and implement:

- **Shred all and shred regularly** – and avoid the risks of human error or poor judgment about what needs to be shredded. Deter the accumulation of confidential paper waste that is stored in different parts of your office, creating a security risk.
- **Shred using a professional service** – and ensure there are no security loopholes anywhere in the process. Outsourcing also saves the time and resources of your employees.
- **Shred before recycling** – and spare yourself from worrying about what happens to your confidential paper waste once it is at the recycler or in transit to the recycler.

When implemented in a strategic and integrated way, these principles will dramatically increase the security of your documents, your business and your customers. But let's look at them one at a time.

### Best Practice # 1: Shred it all on a regular basis

A shred-all policy is a way to make sure there are no leaks – intentional or unintentional – of your organization's sensitive information to outside sources, potentially including criminal groups that feed on this sensitive information to commit fraud including identity theft crimes. Regular information security audits will help you identify areas of vulnerability and potential risks. Some security audit best practices include:

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Inland Empire, Los Angeles & Orange County ADOMA Chapters



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Jonas Aras and Ryan Edwards, ManPower Compliance Services, LLC

Newly proposed OSHA legislation may soon increase penalties by more than 350%. It has never been more important to maintain a safe work environment and actively implement your compliance programs. MCS will present cost-effective solutions you need to keep your people safe-and to keep OSHA inspectors off your doorstep. Here is a sample of just a few of the valuable topics to be discussed at the April meetings:

- The basics of OSHA record-keeping, learn how to avoid the top 10 most common OSHA violations.
- Spot workplace accidents waiting to happen and know smart, cost-effective ways to correct them.
- Better understand the "gray areas" in OSHA regulations so you won't be caught off guard when you thought you were in compliance.
- Know the procedure for an OSHA inspection so you'll deal confidently with inspectors, if needed

**Speakers:** Jonas Aras has worked in the Environmental Health and Safety field for 20 over years. He has worked as a Hazardous Materials Inspector and a Health Inspector with the City of Los Angeles, a professional Environmental Health and Safety Consultant with Kip Prah! Associates, an Industrial Hygienist, Toxicologist, Registered Environmental Assessor and as a Safety Media Producer. Currently, Jonas is an owner of ManPower Compliance Services, LLC, and ManPower Media, a safety video production company.

### REGISTRATION INFORMATION:

#### ORANGE COUNTY - Thursday, April 15th

**Time:** Social 6:00 PM, Dinner 6:30 PM

**Cost:** \$35.00 Members, \$45.00 Guests

**\*\*New Location:** Black Angus Restaurant

1350 N. Tustin, Santa Ana, CA 92701

(714) 558-3057

Register by Monday, April 12th by phone, fax or online at [www.adoma.org](http://www.adoma.org). All reservations require immediate payment. Make checks payable to ADOMA-OC:

c/o Sherri Johnson, Treasurer  
Allen Cadillac GMC

28332 Camino Capistrano

Laguna Niguel, CA 92677

Tel: 949/485-3700— Fax 949/364-0110

#### LOS ANGELES - Wednesday, April 21st

**Time:** Social 6:00 PM, Dinner 6:30 PM

**Cost:** \$35.00 Members, \$45.00 Guests

**Location:** **Stevens Steak & Seafood House**  
5332 Stevens Place, City of Commerce

Register by Monday, March 19th by phone, fax or our website at [www.adoma.org](http://www.adoma.org). Reservations not honored will be billed for the full meal fee. Make checks payable to ADOMA-LA:

c/o Cherie Harris

Ford of Montebello

2747 Via Campo

Montebello, CA 90640

Tel: 323/838-6920 fax: 323/838-6912

Email: [cheriedharris@yahoo.com](mailto:cheriedharris@yahoo.com)

Ryan Edwards has over 11 years of professional experience in the areas of Environmental, Health, and Safety compliance. He has held the positions of District Manager, Regional Safety Manager and Environmental, Health, & Safety Manager for Kip Prah! Associates, Owens Corning and Ginger Masonry, respectively. Currently, Ryan is an owner of ManPower Compliance Services.

Join us in April!

#### INLAND EMPIRE - Tuesday, April 27th

**Time:** Social 6:00 PM, Dinner 6:30 PM

**Cost:** \$35.00 Members, \$45.00 Guests

**Location:** *Sizzler—Banquet Room*  
6631 Clay, Riverside (Van Buren & Clay)

Register by Friday, April 23rd by phone, email or our website at [www.adoma.org](http://www.adoma.org). Reservations not honored will be billed for the full meal fee. Make checks payable to ADOMA-IE:

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## ...continued “Playing it Safe: Document Destruction Best Practices”

- Conducting audits on a regular basis.
- Updating your document destruction policies accordingly based on your audit findings.
- Ensuring your employees are in compliance with your audit policies, as well as identity theft and privacy legislation.

Training your staff in secure document destruction procedures. Show them your commitment to the cause and help them understand the importance of protecting your company's – and your customers' – confidential information.

### Best Practice # 2: Shred before recycling

You may think you are doing your part for the environment by tossing paper into the recycling bin. However, are you recycling in a security-conscious manner? For example, unguarded paper in recycling containers can be misplaced or stolen. Or, it can simply fall out of the recycling truck and onto the street.

There is a way to meet both needs – serving the environment and practicing responsible business by recycling documents while also keeping your customers' confidential information confidential. You can achieve both goals by outsourcing document destruction to a reliable document destruction service provider with high security standards and a strong environmental record.

### Best Practice # 3: Shred with a reliable supplier

Implementing all these measures, you'll come a long way toward the ultimate goal – total security of your business and customer information. However, one question remains - should you hire a third-party provider or try pursuing these measures on your own? Here are a few pointers to help you ponder this question:

- When you outsource document destruction, you **free up your staff to concentrate on what matters the most** – your business and the bottom line. This means productivity savings of up to 15 - 20 per cent, according to Shred-it's analysis of the number of employees generating and shredding paper, the time it takes them and their hourly wage.
- This estimate does not reflect the potential costs of litigation, expensive fines, reputation damage, loss of trust and negative media coverage potentially caused by security breaches, which, in turn, result from insecure document destruction practices.

- **Most organizations do not have the expertise to ensure total security** of the document destruction process. Nor do they have the equipment necessary for storing and shredding sensitive documents. Finally, they do not have the human resources needed to support the tight chain of custody around the document destruction process.

By outsourcing your document destruction needs, you gain access to the years of experience and deep expertise of a professional document destruction service provider. In doing so, you significantly reduce the risk of unfortunate missteps or accidents, potentially leading to security breaches, privacy violations and identity theft and fraud.

*Submitted by: Steve Mahnke Shred-it*  
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