

# Revive IT introduction pack:



Thank you for viewing our introduction pack. The purpose of this document is to provide our customers with all essential information.

Revive IT Recycling Ltd specialise in Secure IT Equipment Recycling & Data Destruction services throughout all sectors.

We are located in Manchester, London and Leeds and are able to provide our services nationwide.

We were established to help organisations throughout the UK be compliant with the WEEE regulations and the increasing risk of data loss and theft during IT disposal.

Revive IT have a professionally directed, effective management team incorporating personnel with multiple business, IT, environmental, data security, business continuity, security and health & safety skills.

Our overall objective is to become the ultimate market leader in the IT recycling and data destruction industry, over ruling our competitors with professionalism, compliance and attention to detail. We wish to influence and push the sector of IT recycling and data destruction into a complete new creation of professionalism, data security and acceleration leaving behind the catalogue of non-compliant, disordered alleged IT recyclers who are allowing our market sector to gain notoriety.

We believe with the increasing dependency on IT equipment along with its growing capability of storing confidential data, the UK possessing an IT disposal company with the following qualities could never be more fundamental. We believe our qualities to be: well organised & led, professional, data security aligned, ethical, compliant and attention to detail conscious.

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## LOCATIONS:

Leeds (Head Office):

**Revive IT Recycling Ltd**  
**Unit 7-8**  
**Buslingthorpe Green Industrial Estate**  
**Leeds**  
**LS7 2HG**

Telephone: 0113 262 1392

Email: [enquiries@revivingit.co.uk](mailto:enquiries@revivingit.co.uk)

Usual opening hours: Monday to Friday ~ 7.00am – 6.30pm



London (Registered Office):

**Revive IT Recycling Ltd**  
**Juxon House**  
**100 St. Paul's Churchyard**  
**London**  
**EC4M 8BU**

Telephone: 0203 582 2578

Email: [enquiries@revivingit.co.uk](mailto:enquiries@revivingit.co.uk)

Usual opening hours: Monday to Friday ~ 9.00am – 5.00pm



Manchester (Regional Office):

**Revive IT Recycling Ltd**  
**Chancery Place**  
**50 Brown Street**  
**Manchester**  
**M2 2JG**

Telephone: 0161 820 9626

Email: [enquiries@revivingit.co.uk](mailto:enquiries@revivingit.co.uk)

Usual opening hours: Monday to Friday ~ 9.00am – 5.00pm



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Company number: 7487982

VAT Number: 105 6365 31

## OUR MANAGEMENT TEAM:

### 1. Oliver Bedford – IMS Director

An entrepreneur from the age of 14, Oliver has quickly developed a vast catalogue of business skills specifically oriented around the IT market. His personal goal is to hastily establish Revive IT as the IT retirement sector market leader.

[o.bedford@revivingit.co.uk](mailto:o.bedford@revivingit.co.uk)



### 2. Chris Smith – Data Security Manager

Since an early age, Chris has amassed and matured a huge range of skills and knowledge ranging from mechanics and chemical safety all the way to network infrastructure. He is a valuable member of our team and above all, the right person to have as our Data Security Manager overseeing data destruction development, data bearing device analysis, network hardware infrastructure and hazardous material handling.

[c.smith@revivingit.co.uk](mailto:c.smith@revivingit.co.uk)



### 3. Harry Donald – Logistics Manager

Harry has been with Revive IT for 5 years now and has progressed quickly through the ranks to be one of the key figures in our operation. His main skills include staff management and managing our secure IT recycling logistics division.

[h.donald@revivingit.co.uk](mailto:h.donald@revivingit.co.uk)



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## 4. Daniel Burden – Compliance Officer

Eager to establish himself as a key figure in our organisation since the start, Daniel has overseen our business expansion operations for 5 years. With all such knowledge gained, Daniel ensures thorough compliance which is so vital in our market sector. He also assists with the smooth transition to Revive IT being the market leader.

d.burden@revivingit.co.uk



## 5. Paul Bedford – Non-executive Director

Paul is an excellent critic to our operations and expansion strategies. For 6 years he has sat at Revive IT as a non-executive director providing valuable proposals, other methods of approach and excellent solutions.

p.bedford@revivingit.co.uk



## DATA SECURITY:

Data security is our primary concern; it is what Revive IT was established to be best at.

A large proportion of supposed IT recyclers don't recognise the importance of ensuring extensive data security compliance which can leave you open to a series of threats. Many typical flaws computer disposal companies have are: failure to provide sufficient training, failure to complete risk assessments and apply controls, use of third party couriers, incompetent management, massive lack of knowledge and expertise especially relating to data sanitization and so on.

Revive IT is committed to the collection and disposal of redundant IT equipment in a secure fashion ensuring the risk of compromise is minimised. Here we have listed the main methods we secure our services:

- Revive IT are the highest accredited IT recycling / data destruction company in the UK with UKAS ISO 27001, BS 7858 and BS EN 15713 accreditations

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- Our experienced, expert primary staff have undertaken and continue to review comprehensive data security risk assessments and all available control methods are made use of
- All staff carry Revive IT photo ID cards with expiry dates
- Collection of items using our own trusted security vetted staff (all staff are CRB checked and 5 year background checked in accordance with BS 7858)
- All goods loaded into, transported in and unloaded out of our vehicles are covered by our vehicle CCTV systems
- All vehicles are fitted with 24hr GPS tracking systems which allow us to locate them at any time
- Data destruction – absolutely every form of your confidential data is sanitized on every single device
- Full asset tracking audit trail to ensure 100% traceability which can be commenced at your site or on arrival back at ours
- Only members of staff with level 2 security clearance are permitted to enter restricted data bearing areas
- Biometric finger print recognition lock security systems in place on restricted data bearing areas
- Vigorous security procedures and staff security training in place to ensure all aspects of your data security are protected; this includes extremely in depth security training for loading, unloading and transporting your confidential data
- All members of staff exposed to confidential data such as collection staff must meet our strict criteria
- Premises protected by 24hr online alarm
- Premises protected by 24hr recorded CCTV
- Visitors supervised at all times
- Goods In areas supervised at all times
- Warehouse walls armed with shock sensors connected to the alarm system in place
- The site is well lit up during the night
- Supplier (data security) agreements in place with of Revive ITs suppliers – each has to comply with our strict security procedures
- Manned receptions
- Security staff onsite
- Revive IT never use third parties – all activities are undertaken by ourselves
- Our management team hold expertise in all areas of the services we provide and they are experienced, competent and aim for nothing less than 100% compliance

### **LICENCES / CERTIFICATES:**

All the below documents are available for download on our website.

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## Certificates:

1. Waste Transfer Note
2. Hazardous Waste Consignment Note
3. Data Destruction Certificate
4. Asset Report
5. Confirmation of Recycling & Consignee's Return to the Producer or Holder
6. ISO 18001 UKAS Certificate
7. ISO 50001 UKAS Certificate
8. ISO 22301 UKAS Certificate
9. ISO 9001 UKAS Certificate
10. ISO 14001 UKAS Certificate
11. ISO 27001 UKAS Certificate
12. Investor in People Certificate
13. ISO 39001 RTS Certificate
14. RoSPA Registration Certificate
15. BS EN 15713 Compliance (refer to scope)
16. BS 7858 Compliance (refer to scope)
17. CHAS – Health & Safety
18. BSIA Membership Certificate

## Policies & Other:

1. Public Liability Insurance
2. Employers Liability Insurance
3. Certificate of Company Incorporation
4. Health & Safety Policy
5. Environmental Policy
6. Quality Policy
7. Our Disposal Policy
8. ICO Registration
9. Data Sanitation Capability Statement
10. EnMS Policy
11. Business Continuity Policy
12. Road Traffic Safety Policy

## Licenses:

1. Waste Carriers Licence
2. S2 – Storage of Waste in a Secure Place
3. Processing Facility Site Permit

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## OVERVIEW OF SERVICES:

### IT DATA DESTRUCTION SERVICES

DATA WIPING – Data sanitization through wiping using a software platform

ONSITE DATA WIPING – Data sanitization at your site through wiping using a software platform

DATA WIPE AND RETURN – The data wiping of your hardware at our site which is then returned

CONFIGURATION WIPING – Data sanitization via wiping or resetting on more advanced hardware

CRUSHING – The physical destruction of data bearing devices by an approved crushing machine

DEGAUSSING – Irreversible data destruction using a magnetic field

SHREDDING – The shredding of computer device media to an irreversible form

LABEL / REFERENCE REMOVAL – All items Revive IT process are removed of confidential labels / references

### PRIMARY IT RECYCLING SERVICES

COMMERCIAL IT RECYCLING – The secure collection, data destruction and recycling of all commercial grade IT hardware

COMMERCIAL HARDWARE DECOMMISSIONING – The onsite disconnecting, dismantling and removal of all types of commercial IT hardware

DATA CENTRE DECOMMISSIONING – The project management, dismantling, disconnecting and removal of data centre grade hardware with minimal disruption

IT DISPOSAL CONSULTANCY – Revive IT can provide consultation and advice in relation to all types of IT recycling, decommissioning, secure IT logistics and data destruction

MANUFACTURER RECYCLING – We offer a specific recycling service designed around the needs of IT equipment manufacturers

PROJECT MANAGEMENT – Using the wealth of experience and expertise we have in the IT recycling field, we are able to plan and manage various IT

decommissioning, data destruction and recycling projects for all industry sectors

SECURE IT LOGISTICS – The transportation of IT equipment from one UK location to another using the Revive IT secure logistics fleet

ASSET AUDIT TRAIL – The provision of accurate and professional complete auditable IT asset tracking details

### AUXILIARY SERVICES

PARTNER WITH US – The establishing of an agreement between Revive IT and an IT organisation for mutual benefits

IT WASTE CONTAINERS – The providing of contains for use at clients premises for storing IT waste

REFER US FOR CHARITY – An optional service to ensure something is put back into society when disposing of redundant IT hardware

DOMESTIC RECYCLING – A drop off recycling service for people with small amounts of computer waste

BATTERY RECYCLING – The risk free collection and recycling of all battery types

SOLUTIONS FOR DISTRIBUTORS – A computer hardware WEEE take back recycling and data destruction option

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## AREAS COVERED:



## WHAT WE RECYCLE:

- Computer bases – Computer towers are removed all of asset tags / references (including POST references), have their optical / memory slot utilities checked for devices and then any data bearing devices are data wiped or destroyed.
- CRT Monitors – Revive IT offer a free environmentally friendly way of disposing of your old CRT computer monitors. This is important as they contain lead.
- LCD/Flat Monitors/TVs – It is essential to use our compliant recycling service for flat screen monitors as mercury and arsenic are industry standard materials used in the manufacturing process.
- Printers & Photocopiers – Even printers and photocopiers usually contain your confidential data. All in one printers usually store phone and scanning history whereas copiers usually retain a copy of everything you have scanned in.
- Servers – Revive IT removes all asset tags / references incorporating POST display names, checks their optical / tape drives for data bearing devices which are then



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data wiped or destroyed. Any additional cards such as remote access cards are data sanitized also.

- Laptops – Laptops have any labels / references removed including POST display names, they're checked for data bearing devices such as CDs / hard drives which are data wiped or destroyed.
- Projectors – All projectors processed are refurbished or recycled depending on their status. Any labels / references are removed.
- Networking items – Revive IT have an expert group of IT engineers, Technicians and Networking specialists who as a team ensure anything data bearing is securely data sanitized.
- Comms / Network cabinets – All networking cabinets processed are securely decommissioned and recycled. We can even attend your site and decommission your networking hardware for you without disruption. Our team have all knowledge related to IT and telecoms.
- TDM/VOIP Routing / switching equipment – Specific TDM/VOIP hardware is efficiently data sanitized and then recycled.
- Carrier grade routing / switching equipment – Our carrier grade telecoms specialists are extremely experienced with all types of said hardware and so can competently data sanitize and recycle it.
- Media / video broadcasting equipment – All hardware associated with the media / video broadcasting sector can be competently recycled and data sanitized at Revive IT.
- High security / MOD specific hardware – Revive IT employs specialist hardware decommissioning and data sanitizing teams who can efficiently process all types of specialist electronic hardware.
- Audio visual (AV) equipment – We have specifically trained AV hardware specialists are can competently process all types of redundant AV equipment.
- Assorted cables – All cables are either recycled for materials recycling or reused.
- Batteries & UPS Systems – UPS systems can be quite dangerous both electronically and material wise as they process a lot of power along with the fact they contain a large amount of hazardous material. If these are handled incorrectly, the consequences can be fatal.
- Whiteboards & Smart boards – Once obsolete these can be difficult to recycle due to their size but Revive IT offer a free recycling service for these.
- Apple equipment – Apple hardware contains much data like all PC hardware but it is more difficult to data sanitize. Revive IT have trained and experienced staff members to ensure your Apple hardware is recycled and data sanitized.
- Toners/Ink cartridges – Waste toners are classed as hazardous waste and so need to be recycled accordingly. Revive IT offer free collections for printing waste.
- Phone Systems & Mobile phones – Revive ITs technical team incorporates telecoms specialists who can ensure data destruction on any telecom related device.
- Everything else – Revive IT is able to decommission, recycle and data sanitize anything IT or telecoms related. Contact us should you have specific requirements.

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## OUR SERVICE LEVELS:

### Standard Pro Data Destruction:

- Everything collected from your site using our secure logistics division.
- Waste Transfer Note (WTN) and or Hazardous Waste Consignment Note (HWCN) provided.
- Secure data destruction of all data bearing devices using WiebeTech EraZers, MediaClone SuperWiper and/or Revive IT proprietary software along with EDR crusher and shredding machine.
- All labels / references / asset tags removed. Replaced with our own for traceability.
- Full Asset Report, Audit Trail and Data Destruction Certificate issued within 40 working days.

### Asset Track Pro:

- All assets logged and asset report issued at the point of collection. Auditable asset tracking commences at the point of collection and full completed report issued along with Data Destruction Certificate (DDC) within 20 working days.
- Everything collected from your site using our secure logistics division.
- Waste Transfer Note (WTN) and or Hazardous Waste Consignment Note (HWCN) provided.
- Secure data destruction of all data bearing devices using WiebeTech EraZers, MediaClone SuperWiper and/or Revive IT proprietary software along with EDR crusher and shredding machine.
- All labels / references / asset tags removed and replaced with our own for traceability.

### Onsite Destruction:

- Onsite data destruction via either crushing, shredding, degaussing, data wiping, label / reference removal, configuration wiping / resetting and physical destruction. All destroyed materials taken for recycling.
- Onsite data wiping options include Blancco / Tabernus / MediaClone SuperWiper / WiebeTech EraZers / Revive IT propriety software.
- Devices destroyed onsite can be asset logged before destruction with asset reports / data destruction certificates provided there and then.
- Everything collected from your site using our secure logistics – out of hours – immediately if required.
- Waste Transfer Note (WTN) and or Hazardous Waste Consignment Note (HWCN) issued.
- Full audit trail of absolutely every single item collected ensuring 100% traceability.
- All labels / references / asset tags removed. Replaced with our own for traceability.
- Full Asset Report, Audit Trail and Data Destruction Certificate (DDC) issued within 20 working days.

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Gold Service:

- Complete IT disposal, asset management and data destruction management with check points – service designed and catered for exact / specific requirements.
- Full documentation / audit trails.

## 15 REASONS TO USE REVIVE IT:

- Due to our efficient processing and reuse policies, we are able to continue offering COST NEUTRAL collections for over 10 items without corners being cut
- From our London, Manchester and Leeds sites, we are able to offer complete NATIONWIDE coverage
- We are the HIGHEST ACCREDITED IT recycling company in the UK
- We undertake ONSITE & OFFSITE DATA DESTRUCTION
- FULL AUDIT TRAIL of all assets from start to finish from the point of collection and through our secure processing facility, giving 100% traceability
- You will receive a DATA DESTRUCTION CERTIFICATE (DDC) after your onsite or offsite data destruction
- Full certification provided for your records. E.G. WTN (WASTE TRANSFER NOTE), HWCN (HAZARDOUS WASTE CONSIGNMENT NOTE), ASSET REPORT (if requested) etc.
- We DATA DESTROY everything - routers, switches, firewalls, phones, tapes, hard drives etc.
- We take absolutely any WEEE (Waste Electrical and Electronic Equipment) that is IT related
- ENVIRONMENTALLY FRIENDLY service with virtually nothing going to landfill – we have a zero waste policy
- No third parties involved; we use our own SECURITY vetted drivers & vehicles and cover full UK mainland
- We are FULLY LICENCED by the Environment agency to refurbish and recycle IT Equipment. They visit and audit our work on a regular basis
- Our services were established and will always continue to be oriented around SECURITY with all available measures being taken to protect your data
- We can MEET YOU face to face at your premises or at our premises in London, Manchester or Leeds
- You're also welcome to a GUIDED TOUR of our processing facility
- We have specialists who can come to your site and DECOMMISSION IT hardware / UPS systems safely

## GOOD VS BAD SERVICE:

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Revive IT would like to make all our prospective clients aware of the service they should expect to receive from us and what you risk getting elsewhere. Please see the below.

Research stage –

Revive IT – On our website, you'll receive an in depth, genuine impression of who we are, what we do and how we do it.

*Others – Many of our competitors display flashy websites which boast a service they simply don't live up to. Attention to detail is usually the giveaway.*

Service area stage –

Revive IT – Due to us being located in London, Manchester and Leeds, we have the ability to cover the whole UK with ease. Whether you're a single office organisation or a national multi-location setup, we can attend all your locations without any delays or postponement. Revive IT have an ISO 39001 road traffic safety system in place.

*Others – A substantial number of computer disposal companies only have one location and an unprofessional, unorganised set of vans making it increasingly likely that they'll break driving regulations and disappoint their customers.*

Background research stage –

Revive IT – Our company and director history is as perfect as it gets and all staff are 5 year background & CRB checked.

*Others – Many other IT recycling companies have a very poor track record which is well hidden. In addition most don't carry out any kind of checks on their employees which is very high risk in this industry.*

Premises visit stage –

Revive IT – We welcome prospective clients to visit our state of the art premises to see where we operate, who we are, how we do it and what service you should expect to receive.

*Others – It is a sad fact that a good portion of IT recyclers won't accept a site visit from customers which is worrying to start with but even then, of the ones that remain, the majority won't leave you keen and ready to use their services after the visit.*

Certified service stage –

Revive IT – Revive IT are the highest accredited IT recycling organisation in the UK with all available UKAS accreditations and more plus we are licenced & audited by the Environment Agency.

*Others – The majority of other IT recycling companies don't possess any stamps of approval and if they do, they usually aren't UKAS accredited which essentially makes them meaningless.*

Environmental licences stage –

Revive IT – We hold all licences and permits required by law to provide our IT recycling and data destruction service. The Environment Agency (EA) monitors our work on a regular basis.

*Others – Beware that a lot of computer disposal companies advertise that they are licenced to collect and recycle but this more often than not only means they have a waste carriers licence which is extremely easy to obtain. It is also illegal for a website other than the EAs to display the EA logo.*

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## Communication stage –

Revive IT – All communication with us will be quick and comprehensive. We have an organised trained team who are ready and eager to respond to all correspondence no matter what the circumstances are. Revive IT are here for the long run, to achieve our goals and so we'll always act our best.

*Others – Communication with a lot of IT recycling companies can be slow and painful; this is often the case after the company has taken away your equipment as they 'no longer need to hear from you' then. Even if this isn't the case with a good portion of IT recycling companies it can be a slow tedious process getting the correspondence you desire which almost leaves you feeling drained. This can easily be avoided.*

## Booking stage -

Revive IT - You'll receive a welcoming, polite service with fully trained staff that are able to provide advice relating to your specific circumstances.

*Others - You could speak to a representative who isn't trained at the position or who isn't friendly.*

## Who are you dealing with stage –

Revive IT – All our staff are a well picked, diverse, competent team with a vast cluster of skills & expertise which all comes together perfectly to provide our service securely and efficiently, exceeding our customers' expectations.

*Others – As Revive IT well know, a vast portion of our competitors are setup and managed poorly and worse even, they only have basic knowledge in the IT and data destruction sector. Would you trust your confidential data with such characters?*

## Logistics stage –

Revive IT – All our vehicles are modern, well presented and signed up with security vetted, (CRB / BS 7858 screened / 5 year background checked), trusted, fully trained staff. Vehicle security includes CCTV, vehicle tracking and additional security locks.

*Others – A good portion of IT recyclers don't use their own vehicles or drivers. The majority especially don't incorporate full vetting and security training into their budget, never mind all the security additions which are vital for providing an IT recycling and data destruction service.*

## Disposal log loading stage –

Revive IT – Revive IT will pick up any WEEE which is IT or telecoms related. We will let you know beforehand if there's anything we're unable to accept and we'll give you the justification why.

*Others – Grievously there are a good portion of IT recycling organisations which don't provide a list of items they collect and even if they do, on arrival at your premises it isn't uncommon for them to pick out items which they'll take and ones which they won't, (also called 'cherry picking').*

## Hazardous materials stage –

Revive IT – The collection of IT waste is also extremely risky in relation to the handling of hazardous materials in accordance with COSHH. In the IT recycling industry you're likely to come across leaking batteries, electrically unsafe equipment, various hazardous chemicals / gasses and substances etc. Revive IT are

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experienced in the collection of these items and have specific procedures and competent persons to ensure safe collection and disposal.

*Others – Only the market leaders of this industry have definitive hazardous material handling procedures in place along with competent trained staff. Is it worth the risk to health and safety to use an incompetent supplier?*

Data and all other security stage –

Revive IT – Revive IT fully recognise the security threats in our market place to both us and our customers' data and security. Transporting customers' data bearing devices is beyond doubt the procedure which bears the highest risk. We have carried out and continue to review a full data security risk assessment to ensure we are making use of all available state of the art security facilities.

*Others – It may be very disappointing to hear that a high percentage of computer recycling companies don't take security seriously; Revive IT know the market and we know our competitors so we can say this very confidently. The list of shortcuts being taken and incompetent management being given is quite amazing which is putting your organisations reputation, data security and name at unnecessary risk which could be avoided.*

Data bearing knowledge stage –

Revive IT – We have a skilled, trained and efficiently lead IT technical team with a variety of backgrounds and certifications to ensure we identify all of your data bearing devices through processing. Revive IT ensure such knowledge is kept up to date as the IT hardware in use is changing rapidly and so must data wiping and destruction methods. Revive IT provide a data sanitization capability statement so you know how we process data bearing devices before we've initiated processing your redundant hardware.

*Others – You'd be under the impression that all IT recycling organisations know the industry inside out but this is more than often far from the case. It isn't uncommon for the recyclers to simply think that hard drives are the only item that contain your confidential data. Destroying your private data on all data bearing device types requires expert knowledge which Revive IT would say about 80% of the market place suppliers disappointingly don't have.*

Data destruction stage –

Revive IT – We have all that is appropriate to professionally destroy or data wipe any form of IT related data. Our machinery can even be transported and operated at your site. Revive IT know that it isn't just about having the data destruction apparatus, it is knowing how all the data bearing devices operate and how exactly they need to be data sanitized to ensure your data is irrecoverable. At the end of a site visit or at the end of your acquired services, we're always confident all our customers will be delighted.

*Others – With the lack of IT hardware related expertise, the majority of IT recycling organisations are going to significantly struggle to achieve full data destruction of all your data bearing devices. Some even resort to using a hammer on data bearing devices which is extremely concerning in many senses.*

Onsite data destruction stage –

Revive IT – If you're a large corporate or public organisation, it may be essential for you to choose the option of onsite data destruction depending on what is held on

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your data bearing devices. Revive IT can provide onsite data wiping, crushing and shredding to meet the relevant standards.

*Others – Many computer recycling setups struggle to data destroy your items at their own site as it is never mind the concept of destroying your data bearing devices at your site. Extremely expensive tools and machinery are required to destroy professionally and successfully which most IT recycling companies simply don't own.*

Provided documentation stage –

Revive IT – Before you have entered into a service agreement, Revive IT will provide you Environment Agency approved examples of our Waste Transfer Notes (WTNs) and Hazardous Waste Consignment Notes (HWCNs) along with examples of our Data Destruction Certificates (DDCs), Asset Report system and Audit Trail setup. All documents are legally up to date and provide accurate information written out by trained members of staff.

*Others – A consistently large proportion of computer recycling organisations don't provide all and or accurate and or professional copies of all the documents which you'll receive from Revive IT. This can leave you with an ill-performed legal duty along with no idea where or how your redundant IT hardware has been processed.*

Audit traceability stage –

Revive IT – We provide free of charge full auditable tracking details from the point of collection to leave you with peace of mind knowledge knowing how all your processed items have been handled and where they have ended up. Revive IT asset tags are attached to each of your items and a full report is provided.

*Others – This is a rarity among IT recycling organisations - only the very best provide this service and if they do, they usually charge for it which is an unnecessary cost for you. It is always good practice to request example auditable tracking information before using any service.*

Charging stage –

Revive IT – All services on our 'Standard Pro Data Destruction' service level are administered free of charge. Should you choose our another service level, all charges will be fully disclosed and agreed in writing prior to us collecting from you.

*Others – A good proportion of computer disposal companies charge for their services and these costs can come as a surprise to you after you've received your collection when there's no going back. There's also no issue with a free service as Revive IT provide one of these but it is critical that you double check through our 'What you need to know' page to clarify that they tick all the boxes.*

Feedback stage –

Revive IT – Revive IT Recycling will always request each of our customers to leave honest feedback once their service agreement has been fully carried out.

Additionally we often phone you to double check everything went as you'd hoped. We have a UKAS ISO 9001 system in place which allows us to improve our service efficiently.

*Others – Sadly it is more than often the case that once an IT recycling company has performed your collection, you'll struggle to get in touch with them properly which will leave you frustrated and worried. Revive IT would advise seeing what feedback system an IT recycling company has in place before they are utilised.*

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## WHAT YOU NEED TO KNOW:

There are approximately 1000 IT disposal organisations throughout the UK, most of which were established after the WEEE regulations came into law in 2007. It may startle you to learn that the vast majority are 'bodge job' operations who can barely ensure the destruction of your simple data bearing devices such as hard drives, never mind understand the severity of data sanitization of all other IT data bearing devices.

Below we have put together an essential series of questions you need to be asking when the time of IT disposal comes about. It is often easy to identify if an organisation is undertaking a consistently high quality compliant service. By asking each question one by one, you can easily filter out all the low quality IT recycling organisations.

Don't let yourself be fooled by a flashy website – a professional website can easily disguise an organisation with many flaws. When responsible for disposing of your companies IT hardware, it is critical that you know who you are actually dealing with, where they are operating from and how they do it. Attention to detail on websites can easily uncover who is professional and who isn't.

What accreditations does the organisation hold – the standards a company complies with along with the accreditations they have can indicate how professional and well directed a setup it is. Accreditations to look out for include but are not limited to: UKAS 14001, UKAS 9001, UKAS 27001, UKAS 18001, UKAS 50001, UKAS 22301, ISO 39001, Investor in people, BS 15713 and BS 7858. Non UKAS certifications are worthless; accreditors for non UKAS standards don't usually even attend the companies' premises.

What does the companies' background history look like – how a disposal company has acted in the past usually shows you how they will act in the future. Ways of researching history can be via online reviews, requesting references from similar organisations to your own, performing a financial background check etc.

Who are the key staff members leading the organisation and what knowledge / skills do they possess – many IT recycling company bosses don't have any other motivation except financial income. It is good practice to know who exactly is running the organisation, what motivates them, what professional skills they have, what experience and knowledge they have and what risk assessments they undertake.

Can you visit their premises and see who exactly you are dealing with – many IT disposal companies are operating underneath the umbrella of their website and a visit to their premises can usually uncover a multitude of sins. If you cannot get a good genuine impression on their website through videos and interviews, it is best



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practice to visit their premises. If a premises viewing is denied, they are certainly to be avoided.

Do they use their own vehicles and drivers with no third parties – very few IT recycling organisations use their own logistics team with their own vehicles. Even those that do don't even incorporate the security necessities into their practice which without a doubt is critical as the risk of your data being misplaced or stolen is at its greatest during transportation. Key things to look out for after you have determined if they are using their own logistics team: do they incorporate data security training into logistics, have they undertaken a data security logistics risk assessment, what background checks do they do on their collection team, do their vehicles have solid sides and bulkheads / CCTV / tracking / additional security locks / sign written vehicles etc.

Does the IT recycling company possess chemical safety experts – a good portion of IT hardware waste is classed as hazardous which can put the environment and peoples' health & safety at risk if not treated and handled correctly. This is not an extensive list but such items include CRT monitors containing lead, LCD monitors containing arsenic and mercury, batteries, UPS systems containing batteries, vehicle diagnostic computers containing various oils etc. It is critical for any IT recycling organisation to include a competent member of staff with chemical safety training and knowledge into their inventory of employees who can prevent environmental and health & safety incidents.

Is data security and security related training an integral part of their service – It is a fact that most of the IT recycling companies operating in the UK don't take security seriously but due to the sheer amount of data stored on all types of IT equipment this can be a fatal error. Ensure you question their security practices, are they utilising all available security measures, have they undertaken an in depth security risk assessment, do they list all their security measures, are they ISO 27001 UKAS registered, are you able to visit their premises and see what their logistics system looks like, what security training do they provide their staff with etc.

Does the organisation hold all applicable environmental licences – it is required by law that any IT recycling organisation holds the correct licences and permits for undertaking such a service. Essential licences include: A waste carriers licence for transportation and an environmental permit for processing the waste at their site.

Does the organisation know what data is stored on – we can confidently say that the vast majority of IT recycling companies don't understand that data is stored on 100s of other device types on top of simple hard drives. Types of hardware that contain data include POS systems, security code generators, thin clients, printers, photocopiers, routers, firewalls, switches, VPNs, tape drives, PDAs, mobile phones, fax machines, AV equipment etc. It requires a large amount of specialist knowledge

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to ensure all such device types are data sanitized safely; such knowledge is a rarity at about 90% of IT recycling organisations.

How does the organisation destroy data – does the organisation have tried and tested / certified data wiping and destruction machinery and does such machinery get audited regularly to ensure it is continually meeting the required standards. Ask to be talked through what it does and how it does it. There are a considerable amount of ‘bodge job’ methods of destroying data bearing devices from beating them with a hammer to simply going on the operating system and deleting specific items.

Do they offer onsite data destruction – the risk of misplacing, losing or even having your data stolen is at its greatest when it is being transported away from your site. If the organisation undertaking such a task hasn’t taken all appropriate security measures, this can easily result in a disaster for you. If deemed necessary for extra piece of mind you can request onsite data destruction via either degaussing, data wiping, shredding, crushing, label / reference removal or physical destruction; before you proceed, ensure you confirm exactly what the onsite data destruction machinery is, how it is carried out along with how regularly it is checked and certified as compliant.

Does the company provide all applicable certificates – a good portion of the IT recycling companies in the UK don’t provide the correct certificates. Certificates you should expect include: WTN (waste transfer note), HWCN (hazardous waste consignment note), DDC (data destruction certificate), an asset report and auditable tracking details. Ask to see examples of what you will receive and when. Are the examples given compliant with all relevant legislation?

Does the IT disposal organisation offer full audit tracking – very few IT recycling companies have the ability to be able to track all processed items through their system. Without such a professional system, it is easy for an item to go unaccounted for with no explanation as to where it has gone or who made contact with it last. It is important to ensure your IT recycler offers this as part of their service and that you ask for examples of asset tracking reporting. Ensure you confirm if the asset tracking commences from the point of collection or the point where it arrives at the processing facility.

Do they charge for their service – with the market place becoming more and more congested, companies are cutting increasingly more corners to reduce costs so they can provide a free service. There isn’t anything wrong with a free service but it is important to ensure that for all the above questions you receive a positive answer unless too many corners will have been cut.

### **YOUR CHECKLIST:**

#### BASIC ENQUIRIES:

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1. Research – Have you paid attention to detail on the IT recyclers website and have you looked at what other information the search engine has to offer about the recycler? Are you satisfied with what you have seen?
2. Service area – Does the computer recycler cover the areas your offices are located in easily enough or will this stretch their capabilities?
3. Background history – It only takes a few minutes to bring up the financial history and credit rating of a company. Are you satisfied with the results?
4. Premises visit – Revive IT recommend that all organisations wishing to dispose of their IT hardware arrange a visit (even if it is a short one) to the site where it is going. This is the best way to separate the good IT recyclers from the bad ones.
5. Certifications – Have you checked to see what accreditations the organisation has? If they have ISO accreditations, it is important that they are UKAS accredited ones.
6. Environmental licences – Have you checked the computer disposal organisation has all the relevant environmental licences to carry out their service legally?
7. Communication – So far has the IT recycler been quick and complete with all correspondence?
8. Charges – Has the organisation disclosed all applicable charges and confirmed if any more could arise during the process?

### FURTHER ENQUIRIES:

1. Arranging – Is it simple and hassle free to book in a collection? What is the procedure?
2. Representatives – Are all the representatives you have and will come into contact with: trained, competent and helpful to the standard you were expecting?
3. Logistics - What logistics are used to perform the collections? Do they have all the necessary security features you'd expect along with a security trained team?
4. Hardware acceptance - Will the computer recycler accept all types of computer hardware and not pick & choose?
5. COSHH - Does the PC recycler provide all employees with the relevant COSHH / hazardous materials safety training as they're bound to come into contact with materials of that sort?
6. Standard / data security - Is the PC disposal company standard security and data security oriented? Has it performed a full data security risk assessment in compliance with UKAS ISO 27001 and taken all available opportunities to secure its service?
7. Knowledge – Does the ICT recycler have all the relevant knowledge, skills and expertise to be able to competently ensure all your data is sanitized securely with no possibility of reversal?
8. Data destruction – Has the ICT disposal practitioner got all the appropriate hardware to guarantee data sanitization of all your data bearing devices including the knowledge of how to proficiently carry this out?

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9. Onsite data destruction – If a distinct requirement of your establishment, does the PC disposal company provide onsite data destruction which is done professionally, safely and in accordance with the applicable standards?
10. Documentation - Have you acknowledged receipt of and examined the sample documents which you'll receive once your collection has been processed completely? Are you satisfied that they meet your approval and legal compliance?
11. Auditing - Once your redundant ICT hardware has left your location, how will it be tracked? What traceability is there from the point of departure from your premises, in case an audit needs to be undertaken?
12. Feedback – How does the organisations feedback system operate? Does it ensure genuine feedback is accounted for and acted on?

Revive IT urge all organisations whom need to dispose of their old ICT hardware to ensure care is taken during the procurement process to sidestep disasters and disappointments.

**Revive IT welcome any further questions and are happy to provide any consultation should it be required.**