

Feature	Description	Measures / Standards
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Approved records shredding services must meet the following specifications and other provisions of the relevant government [supply arrangement](#) (i.e., a Corporate Supply Arrangement [CSA]). Ministries and agencies that choose to use services not covered by a CSA are advised to ensure that they adhere to these specifications.

1. Certification and insurance	<p>Certification by the National Association for Information Destruction (NAID-Canada) is required as certified members must follow standards and be subject to unannounced audits.</p> <p>The contracted records disposal service must be insured to comply with government policy.</p>	<p>NAID certification.</p> <p>Insurance policies and payment of premiums documentation.</p> <p>Insurance satisfactory to GRS.</p> <p>Immediate notification after any loss of records.</p>
2. Destruction specifications - paper	<p>Shred paper records using a cross-cut shredder with one cut shredded to a width of 1 cm (3/8") or less and any length, and the other cut at 15 mm (5/8") or less, to ensure that the information they contain is obliterated. Larger shred sizes are unacceptable.</p> <p>After shredding, the resulting material may be recycled or pulped.</p>	<p>The destruction process must ensure that the information contained in the records is completely obliterated and cannot be reconstituted.</p> <p>Shredding must be cost-effective and environmentally friendly.</p>
3. Destruction specifications – non-paper	<p>Contact Government Records Service (GRS) for instructions before attempting to destroy any special media records not covered by the CSA (e.g., magnetic tape, microfilm, audiovisual materials, x-rays, computer hard drives, floppy discs).</p>	<p>Same requirements as for destruction of paper.</p>
4. Inspection	<p>The GRS Senior Director or designate, and/or the Government Security Office, may inspect destruction equipment and facilities. Inspections may be performed during the course of a contract or before it is awarded.</p>	<p>Inspections facilitated.</p>

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5. Confidentiality	<p>Contractors must treat all records in their care as confidential at all times, i.e., when they are awaiting destruction and being destroyed. This means they must be stored in enclosed locked rooms, containers or vehicles or housed in a secure warehouse. No records will be stored on an industrial lot or at an open unsecured site.</p> <p>Contractors have no right to access the content of government records in their care.</p> <p>Once records have been shredded or pulped, the end-product material will be considered as non-sensitive/unclassified and may be disposed of without further consideration of security requirements.</p>	<p>No confidentiality breaches.</p> <p>Meets detailed confidentiality requirements of the CSA.</p>
6. Documentation and Communications	<p>Records disposal services agencies must:</p> <ul style="list-style-type: none"> • Use any forms specified by the CSA (e.g., “draw down” form). • Not destroy records without authorization. • Upon request, provide certificates of destruction to the requestor (ministry/agency or GRS), containing the date of destruction, signature of the person who conducted the destruction, and identification numbers of the containers destroyed or count of the containers. 	<p>Appropriate forms used.</p> <p>Appropriate authorizations signed.</p> <p>Issues relating to clients, records, and/or destruction processes communicated promptly.</p> <p>Certificates of destruction provided to client when requested.</p>
7. Offsite and onsite destruction services <i>(see also section 8 Types of Programs and 10 Transportation)</i>	<p>Offsite destruction service requires secure pick-up of records designated for destruction and transportation to a secure destruction facility located within Canada, operated by the contractor. This is the default service and is normally preferred as it is cost-effective and results in lower emissions.</p> <p>Onsite destruction service requires secure completion of destruction at the office site in an area designated by the requesting office (i.e., a secure, specially equipped vehicle parked next to the office building). This service is used when increased security is required. The ministry/agency has the option of designating an employee to monitor the onsite destruction process.</p>	<p>Both services must be available to all clients.</p> <p>Secure.</p> <p>Containers provided by records disposal service must have high security locks or be otherwise secured.</p> <p>Offices must ensure that boxes for bulk and large volume programs are securely closed and marked clearly for destruction.</p>

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	<p>Equipment used for onsite destruction must be fully self-contained and not capable of releasing complete, partial, or shredded documents unless for the purpose of unloading at the contractor's facility. Contractor must ensure that no complete or partial records are left in equipment when shredding is completed.</p> <p>Both offsite and onsite destruction services must offer a choice of 3 programs to all clients: container program, bulk program, and large volume program. (See Types of Programs section.)</p>	<p>Approved location(s).</p> <p>Address provided for each site used.</p> <p>Certificates of destruction provided immediately after destruction are available upon request (see section 6 Documentation and Communications.)</p>
<p>8. Types of programs – container, bulk, and high volume</p>	<p>Both offsite and onsite destruction services must offer a choice of 3 programs to all clients: container program, bulk program, and large volume program. (See Types of Programs section.)</p> <ul style="list-style-type: none"> • Container program: Contractor provides one lockable recycling bin per office (or more upon request), large (90kg) or small (45 kg), of materials and design such that documents will not easily fall out. One set of keys remains with the contractor at all times, the second set may be held by the purchaser. The container is picked up on a scheduled basis, with additional pickups upon request. Containers must be maintained to be sanitized and odour-free at all times. When picked up, the container is emptied into the contractor's secure vehicle and immediately returned to the office. • Bulk program: Upon request, contractor provides standard "banker" boxes to the government office, which then fills them with bulk quantities of records, tapes them securely closed or stacks them on pallets and securely shrink wraps them, and marks them clearly for document destruction. The contractor then loads the boxes/pallets for transport and replenishes any pallets. • Large volume program: Upon request, contractor will destroy a minimum of 330 boxes (4,545 kg) from a single location, boxed in the same manner as for the bulk program. 	<p>All three programs must be available to all clients, as both offsite and onsite destruction services.</p> <p>Containers must be secure (i.e., high security locks on containers provided by records disposal service).</p> <p>Offices must ensure that boxes for bulk and large volume programs must be securely closed and marked clearly for destruction.</p>

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9. Geographical Areas	<p>The records disposal services CSAs relate to 3 geographic areas:</p> <ul style="list-style-type: none"> • Metro (Sunshine Coast to Hope) • Islands (Victoria, Vancouver Island, Gulf Islands, including Powell River) • BC (remainder of province) 	Services available at times and locations specified in the CSA.
10. Transportation	<p>Removal of records from government offices or from records storage facilities to a secure facility for destruction must be made safely, securely and promptly in enclosed and locked vehicles. Transport cannot be subcontracted without pre-approval by GRS.</p> <p>Vehicle cargo areas containing records must be locked when not being accessed by records storage facility staff.</p>	<p>Access only provided to authorized persons.</p> <p>Retrieval within prescribed times.</p> <p>Safe.</p> <p>Secure.</p>
11. Employees of contractors	<p>The contractor must issue photo identification cards to employees, who must be able to produce them and/or be able to prove that they work for the contractor, when asked. Identification information includes the contractor's company name, employee name, date issued, and expiry date.</p>	Identification displayed and/or available upon request.
12. Environmental stewardship	<p>The contractor is expected to conduct its business in a manner that demonstrates stewardship of environmental resources, in accordance with the requirements of the CSA (e.g., diverting paper to recycling destinations that high-grade the most product, and that require the least energy used in freight; also using vehicles that are maintained, upgraded and driven so as to reduce fuel consumption needs).</p>	Be able to demonstrate that relevant requirements of the CSA are being met.