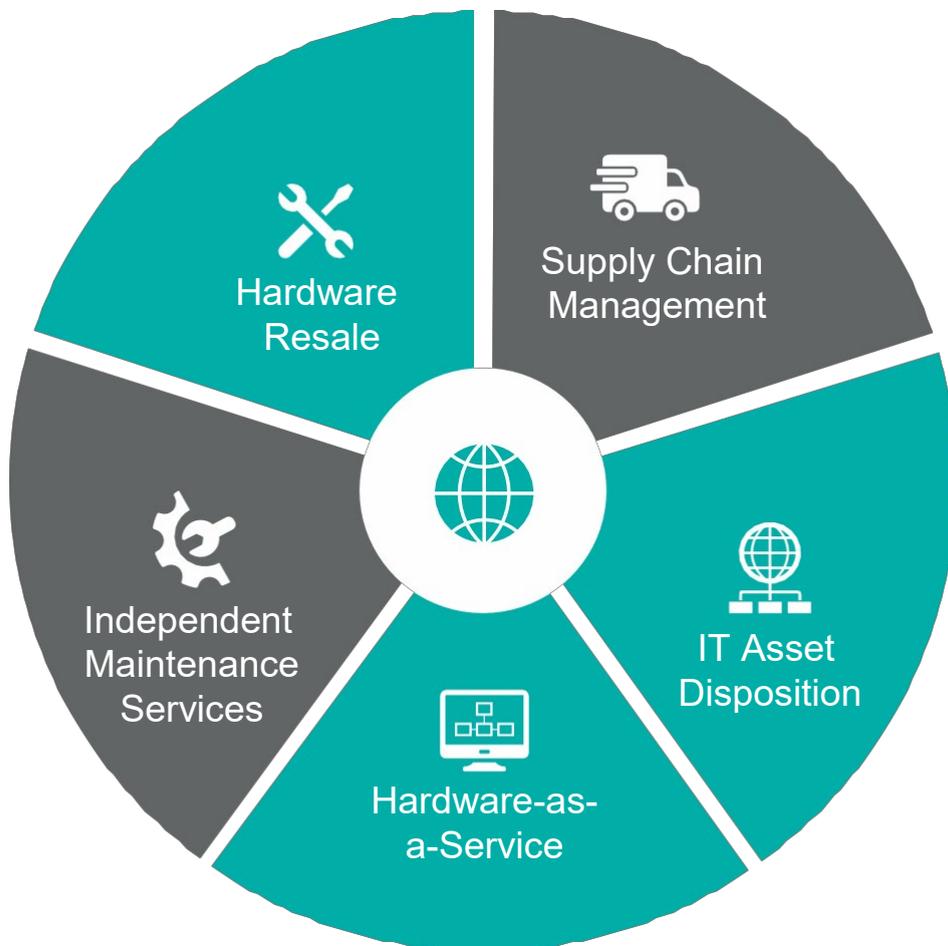




P R O C U R R I

## OUR ITAD SERVICE





## OUR CORES VALUES

These values guide our corporate behaviour and align all employees to a common goal: to create greater value for our internal and external stakeholders, as well as the larger society.



### EXCELLENCE

When it comes to customer service, partnership formation and innovation, there is only one global standard that we strive for – excellence. Our pursuit of excellence showcases our conscientious effort to go above and beyond for our customers, offering true value to them. This is how we secure their trust and loyalty, establishing a solid reputation in the industry.



### INNOVATION

A key driver of Procurri's success and growth is our ability to continuously deliver solutions that are based on our clients' needs across a breadth of industries. Every employee is constantly seeking new and innovative solutions that will better serve the needs of our customers and partners. Creativity, dare to experiment, and thinking out of the box are all traits we value.



### COMMITMENT

As domain experts, we take pride in being accountable for everything that we do at Procurri. We make it a personal commitment to deliver the best results, be it packing a server or managing a project. Our dedication is exemplified through our consistent quality of service delivery, which resonates throughout our organization globally.



### INTEGRITY

Honesty and transparency are central to everything we do. We hold ourselves to the highest ethical standards to form long term, sustainable relationships with our clients, partners and vendors that are built upon trust. We believe that integrity and ethics are key in shaping a stellar reputation in the long run.



## IT ASSET DISPOSITION

Following a systematic process that ensures industry approved management and treatment of IT equipment, IT Asset Disposition provides the perfect complement to your value chain through our holistic suite of services from assessment, verification, recovery, refurbishment, reconfiguration to resale.

Adhering to stringent privacy, environmental and security regulations, we also offer certified data sanitization and responsible disposal services for your retiring technology, helping you achieve greater corporate and environmental sustainability aligned to international standards.

### WHY CHOOSE PROCURRI?

- ▶ Channel dedicated
- ▶ Global
- ▶ Independent
- ▶ Enterprise focused

## THE SERVICE INCLUDES

### DECOMMISSIONING SERVICE

At Procurri we have a highly experienced multi-vendor engineering team that can assist your teams. Our service includes site audits, powering down of the hardware, de-racking and project management. Followed by a controlled exit of these devices.



## WHY CHOOSE PROCURRI?

- ▶ Flexible approach
- ▶ Enterprise Experts
- ▶ Full project management



## DEDICATED, UNMARKED VEHICLES WITH ALARMS AND IMMOBILISERS

Procurri use a limited number of carefully selected logistics partners to perform product collections from customer sites. All our partners use vehicles which are dedicated to the customer, and rigid sided, GPS tracked and will operate on a nonstop policy wherever possible. In addition, the drivers and crew will be security cleared to DBS level. Of equal importance is the fact that our logistics partners will typically have crews who are experienced in the movement of IT equipment either from the data center environment or from the end user desk side.

## WHY CHOOSE PROCURRI?

- ▶ Dedicated Vehicles with GPS
- ▶ Security checked
- ▶ Experienced at handling Enterprise IT hardware



## WASTE TRANSFER NOTES ISSUED FOR ALL COLLECTIONS

Prior to any site collection Procurri will issue the customer with a Pre-Collection Agreement which details exactly what is to be collected, gives authority from the customer for us to move the equipment and provides the customer with a unique collection identifier.

Once this agreement is signed by the customer and returned then the collection can go ahead, at this point the equipment is designated as UEEE – Used Electrical and Electronic Equipment. Once the equipment has arrived at our facility it will be securely data erased and then evaluated to assess whether it can be reused rather than recycled. Product deemed as WEEE is disposed of via a properly licensed agency under cover of a Waste Transfer note.



## NCSC APPROVED DATA ERASURE TOOLS

Procurri is the UK partner and reseller for Blancco data erasure hardware. Blancco is approved by NCSC and erasure data to HMG IAS 5 (1 or 3 overwrite).

Our engineers can process high volumes of disks from PCs through to large enterprise solutions. All returned disk product will be erased to this level and each item has a certificate of data erasure produced giving the customer a complete end to end audit process.



## WHY CHOOSE PROCURRI?

- ▶ Fully secure and certified
- ▶ HMG approved
- ▶ On/Off site solutions
- ▶ Tier 1 Enterprise level
- ▶ All staff have been security vetted and approved
- ▶ ISO27001, ISO1400, ISO9001 & ADISA certified

## OUR FACILITIES

Procurri has a separate, secure facility in which it processes all equipment that is returned and is data bearing.

The secure facility is fully alarmed and monitored by CCTV on a 24 x 7 x 365. The CCTV provides coverage of the loading bay, secure data erasure area and all entrances and exits to the facility. The system is backed up to magnetic media and stored for future reference.



The external signage bears the company name only with no reference to our trading activity or the fact that we operate within the IT market.

The facility is secured and separate from the rest of our business and only security cleared and authorised staff can enter the facility. We operate a no admittance policy to outside agencies although customers may be present to witness data erasure in operation. A sign in procedure is in place to allow this to happen and visitors are not allowed in the facility with laptops, mobile phones, bags etc.



All data bearing assets stored within internal cage/security facility, separate from non data bearing assets until erased or destroyed.

All equipment which is received into the facility is deemed to be data bearing until it has been properly assessed. It is housed in a secure storage bay within the secure facility which is caged and locked always. Once the equipment is assessed it is segregated into data and none data bearing and the data bearing equipment is designated for secure data erasure. Once data has been erased the equipment is removed from the secure bay and either placed in stock as saleable or will enter the waste stream.

## VALUE ADD PROVISIONS

Procurri has several value add provisions that enable you customer to maximise their financial return and comply with stringent data legislation to meet compliance regulations.

### ASSET RECOVERY / BUY BACK

The first of these offerings is our asset recovery / buyback program. Procurri has over 15 years trading history of buying and selling used IT assets. Our industry knowledge and the ability to manage and hold stock allows us to offer a higher return than industry standards. This is due to Procurri holding the largest stock holding in the UK of used hardware within the server, storage and networking arena, and our ability to stock the equipment.

Our internal team of 40 sales specialists cover all the major IT manufacturers product ranges, so we have the internal resource to understand the market, the product and the trading history of each specific product maximising our customers financial returns whilst remaining compliant as outlined below.

## COSTS BREAKDOWN

There are many different cost models dependent upon what services the customer would require. Costs would be dependent upon a number of varying factors such as those indicated below:

- ▶ Does equipment need de-installing from existing networks/racks
- ▶ How many sites, and geographical locations
- ▶ Is the equipment packed and ready for transportation
- ▶ Does data erasure need to be carried out either on or offsite
- ▶ What type of logistics model is required (Secure transit/managed transit/general)
- ▶ Are assets currently listed, or do we need to carry out audits
- ▶ Value in the existing hardware
- ▶ Volume of equipment



The cost model we would use would be to understand the actual value in the assets no longer required, and then subtract any costs that would be required for services such as logistics and data erasure or engineering if required. This would then leave the remaining balance to be paid back to the customer. Even in packages which don't hold much market value as assets may be old, we always aim to carry out a service that is at least cost neutral so the customer receives a service with no cost implications attached to it.

## THE PROCESS

The cost model we would use would be to understand the actual value in the assets no longer required, and then subtract any costs that would be required for services such as logistics and data erasure or engineering if required. This would then leave the remaining balance to be paid back to the customer. Even in packages which don't hold much market value as assets may be old, we always aim to carry out a service that is at least cost neutral so the customer receives a service with no cost implications attached to it.

The following outlines the steps which take place during a typical collection of data bearing, redundant IT assets:

1. The customer will provide a defined list of assets to be collected, including a site address and an onsite contact.
2. Procurri will issue the customer with a Pre-Collection Agreement detailing our understanding of the requirement and issuing the customer with a unique collection number. The customer must sign and return the agreement for the collection to go ahead as it signals their intent to move and transfer the equipment.
3. Secure logistics will be organised and a collection date and time agreed upon.
4. Upon arrival, the loading crew will cross reference the Pre-Collection Agreement against what is on site, they will notate any assets which are missing or additional and report back to the onsite customer contact.
5. Equipment is transported to the secure facility where it is again cross referenced against the Pre-Collection Agreement to ensure the integrity of the equipment is intact. Once checked it is booked into our asset management system where it will receive a unique identifier and will also record serial numbers, part/product numbers, configuration detail and hard disk count.
6. Data bearing equipment is then passed through for secure data erasure using the Blancco product and carried out to NCSC HMG IAS 5. Any drives which fail the erasure process are separated and disabled (using a one hole physical punch). They are then secured in sealable tote crates ready for transportation to our recycling partner.



7. None data bearing equipment is assessed and either processed for resale or will enter the waste stream via our recycling partner.
8. Certification for the activity is provided in the following areas:
  - ▶ Summary information of all activity
  - ▶ Certification of Secure Data Erasure
  - ▶ Disablement of the drives
  - ▶ Certificate of destruction

Typically, a collection can be arranged within 48 hours (2 business days) from the point of the initial contact.

## COMPLIANCE

With all asset recovery projects, we have a full process from start to finish that involves our services team managing the opportunity and working with the sales, technical and logistics departments to ensure the project runs smoothly as detailed in the process document.

If required, for a fee, Procurri can provide full secure on or offsite NCSC data erasure with certification to ensure the customer is free from any possible data leakage. This is a fully certified process with documentation provided to provide proof of erasure and complies with government legislation.

If equipment within the package doesn't hold any market value, Procurri would scrap this equipment and provide full WEEE certification to the customer. We can also provide a transfer of ownership certificate for any goods we purchase which then negates the customer from any future responsibilities with regards to the disposal of equipment.

In summary, Procurri can provide data erasure and provide both WEEE certification and transfer of ownership documentation to ensure the customer meets its legal compliance obligations for every single asset they no longer require.

## GDPR

Procurri Europe is committed to compliance with the Data Protection Act and the EU General Data Protection Regulation. We have been working in the background to ensure our policies and processes enable strict compliance with the regulations regarding our own and client data.



We have completed a Data Protection Impact Assessment and our appointed Data Protection Officer is ensuring our work processes inherently protect all personal data, and business confidential data.

To verify this regarding our IT Asset Recovery and Disposition service including secure data erasure we achieved certification to the ADISA ICT Asset Recovery Standard 2017. The ADISA Auditing process not only confirms verification that the service provider meets the industry leading Standard in this area, but also includes a schedule of unannounced spot check audits. This measures continual conformance to the Standard. ADISA Standard, first written in 2010 and recognized by DIPCOG, is a risk assessment of the entire process from point of collection to point of data safe. Audit summary reports (ASRs) are produced, highlighting where risks to the integrity of the process exist and how each member has managed to mitigate them to an acceptable level. These documents are available to members' clients.

Within the ADISA Standard members MUST have contracts in place with their customers OR be able to show where their customers have refused this and, therefore, where the member identifies themselves as not accepting data processing responsibilities. This is why we ask our clients to sign the pre-collection agreement so as to authorise (give explicit consent for) Procurri Europe to process their data otherwise we are unable to proceed.

As ADISA members do not know what data they are processing, the intention is to treat the loss of control over an asset that could carry data as being a data breach. The ADISA Incident Management Service for members includes a notification process for their customers. ADISA's position is that, unless a data controller is able to show they have engaged with data processing in a manner seen as complying with the EU GDPR, then the transaction would be viewed as unlawful, and therefore classed as breach.

Not only will Procurri Europe be able to show compliance with the relevant parts of the new EU General Data Protection Regulation and ICT Asset Disposal, but their clients will know they are dealing with an industry leading company to whom they can entrust their brand, reputation and liability without undue concern.

## **EMPLOYERS AND PUBLIC LIABILITY INSURANCE**

- ▶ Insurance provided by Lloyds of London.
- ▶ Employers Liability cover is £10 million.
- ▶ Public and Products cover is £5 million.

## **WEEE DIRECTIVE COMPLIANCE**

As an ISO 9001 and ISO 14001 certificated company, compliance with the WEEE Directive forms part of our Quality and Environmental Management Systems and Processes. These are monitored and checked during regular internal audits and annually by an external audit carried out by NQA (UKAS Accredited).



## ENVIRONMENT AGENCY WASTE MANAGEMENT LICENSE

- ▶ Items we generally handle are regarded as Used electrical or Electronic Equipment (UEEE) to be processed with the intention of refurbishment and reuse. We are also authorised by the Environment Agency to handle items already declared as WEEE and operate under a T11 Exemption reference NCC/060454/2015.
- ▶ Hazardous Waste Producer registration reference NGN868.
- ▶ Upper Tier Waste Carrier Dealer Registration number CB/KP3073BU.

## WEEE AUTHORISED TREATMENT FACILITY

- ▶ We are an Authorised Treatment Facility (ATF) operating under a T11 Exemption.
- ▶ Any WEEE that cannot, for whatever reason, be reused is treated at our facility (sorted) and securely transported by dedicated vehicles to our recycling partner.
- ▶ UCR are an Environment Agency Approved Authorised Treatment Facility (AATF), reference is WEE/CD0002ZS/ATF.
- ▶ URC's Environmental Permit (Waste Management License) number is 61546 Ref: EPR/AP3595ZF/V004.
- ▶ URC's Hazardous Waste Producer Registration is NES214.
- ▶ URC's Waste Carrier/Broker Registration Number is CBD4102326.

## RISK ASSESSMENT

We have designed and implemented a Method Statement and Risk Assessment in line with our 15 years of experience in IT asset recovery and industry best practice.

## QUALITY PLAN

We have designed and implemented an internal Quality Plan in line with our IS140001 quality accreditation and our 15 years of experience of IT asset recovery.

