

Version 7 – November 2011

Contact Name:
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Date sent to company:

CODE OF PRACTICE



Secure Destruction of
Sensitive Material

FOREWORD

This Code of Practice defines the policies and procedures to be followed by members of the New Zealand Security Association involved in the Secure Destruction of Sensitive Material.

The objective in preparing this document is to ensure that high professional standards are maintained, legal responsibilities complied with and, consequently, enhancement of the industry's image and reputation.

The requirements of this Code are mandatory and compliance is a condition of membership of the New Zealand Security Association.

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SECTION 1: GENERAL

	Evidence
Company Details	
Name	
Trading name(s)	
Locations – list all locations you operate from within New Zealand	
Company Registration details (date and registration number)	
Auditor to sight Company Registration Certificate	
Directors (list)	
Auditor to check against Companies Office records	
Staff Numbers	
Total:	

<p>Numbers required to hold CoAs:</p> <p>Registration under the Private Security Personnel and Private Investigators Act 2010 (& Amdts and Replacements)</p> <p>All Directors, Staff and/or Contractors where there is a requirement to be licensed or hold a Certificate of Approval (COA) are registered under the Private Security Personnel and Private Investigators Act 2010 and amendments.</p> <p>Auditor is to:</p> <ul style="list-style-type: none"> • Sight SG Licence issued by the Registrar • Check the COA for a range of not less than five staff. • Check at least three rosters for duty to ensure all staff working are licensed correctly. 	
<p>Contractors to the Member Company</p> <p>The primary contractor (the member) is responsible to ensure that all contract staff employed under any contractual arrangement are licensed or hold a Certificate of Approval as required under the Private Security Personnel and Private Investigators Act 2010 and amendments.</p> <p>All contractors are to be required to show evidence to their principal that they have sufficient processes in place to ensure this requirement is always met.</p> <p>Auditor is to:</p> <ul style="list-style-type: none"> • Sight a declaration or a copy of the SG Licence issued by the Registrar to the Contractor • Check the member’s staff for a current COA - not less than 10% of member’s staff. • Check at least three rosters for duty to ensure all staff working are licensed correctly. • Check members’ written evidence that all contracted staff hold a current SG licence and COA as required under the Private Security Personnel and Private Investigators Act 2010 and amendments 	
<p>Customer Service Levels</p>	

<p>This Code of Practice is issued in order to ensure that persons and organisations operating in the Security Guard field of the security industry provide a standard of service and quality of employee that meets the standard as defined in this Code of Practice as being the minimum level. Sufficient latitude is built into the Code to enable Security Companies to exercise initiative and individual expertise in the provision of service to a higher degree than that laid down in the Code.</p> <p>Auditor is to:</p> <ul style="list-style-type: none">• Cite any examples of letters from clients praising individual staff or the company for provision of excellent standards of customer service.• Look for examples of training, posters, briefing notes, bonuses or recognition for staff to deliver excellent customer service	
<p>Public Liability Insurance Public liability insurance cover required of all NZSA members shall have due regard to the nature of the risk and the relevant standard but shall not be less than \$1,000,000.</p> <p>The Auditor is to:</p> <ul style="list-style-type: none">• Sight a placement slip, insurers policy document or invoice from an insurer showing the Public Liability cover is in place and current.	

SECTION 1: GENERAL

	Evidence
<p>All N.Z. based Directors, Staff ,(including Drivers,Operators,Sales Staff and those with a pecuniary interest who are involved with the operational aspects of the company) .and/or Contractors where there is a requirement to be licensed or hold a certificate of approval are registered under the Private Security Personnel and Private Investigators Act 2010and amendments</p>	
<p>Each Applicant for employment has authorised pre employment checks and provided a complete record of employment over the last 7years. References to be provided by not less than three previous employers. Check this is done.</p>	
<p>Prior to employment all applicants to sign a non disclosure agreement, maintaining confidentiality of clients and company's information. Check this is done.</p>	
<p>Training is to be undertaken by all staff in the prescribed subjects as well as any others deemed necessary. Records to be sighted of current, continuing and completed training.</p>	
<p>1.1 This Code of Practice has been produced to ensure that persons and organisation operating in the field of the secure destruction of sensitive material provide a standard of service and quality of employee that meets a national minimum acceptable level for the client.</p>	
<p>1.2 Sufficient latitude is built into this Code of Practice to enable companies to exercise initiative and individual expertise in the provision of secure destruction services to standards above those laid down in this Code.</p>	
<p>1.3 Compliance with this Code shall be mandatory on the members of the New Zealand Security Association</p>	

SECTION 2: RECRUITING, VETTING AND APPOINTMENT OF DESTRUCTION OPERATORS AND SECURITY TRANSPORT OFFICERS

	Evidence
<p>Pre Employment Statement Each applicant for employment shall be required to sign a pre-employment statement which:</p> <p>2.1</p> <ul style="list-style-type: none"> a. Authorises the employer to approach Government agencies, former employers and personal referees for verification of their employment record. b. Authorise the employer to carry out a creditworthiness check before actual employment commences, and at annual intervals thereafter. c. Acknowledges that misrepresentations of the facts relating to employment with the company are grounds for immediate dismissal. <p>Note: Information obtained on each applicant is protected under the Privacy Act 1993 and should be protected against unauthorised disclosure to any third party.</p>	
<p>Previous Employment Checks</p> <p>2.2 In every case applicants for employment will be required to complete an application form on which they shall declare details of their previous employment or other activities during the preceding 7years, or back to the time of leaving school if this is the lesser period.</p>	
<p>References</p> <p>2.3 In every case references are to be called for from not less than three persons nominated by their potential employee and in addition, from not less than three immediately previous employers, provided that the person had three or more employers during the preceding 7 years.</p>	
<p>2.4 The employer shall verify that the references provided are valid.</p>	

<p>Non-New Zealand Citizens</p> <p>2.5 Where a non-New Zealand citizen makes application for employment that employer shall ensure by reference to that individuals passport and / or that Labour Department that such applicant is legally entitled to be employed in New Zealand.</p>	
<p>Creditworthiness</p> <p>2.6 The employer shall carry out a creditworthiness check on every prospective employee. Where there is no credit history for the prospective employee, for example a person from overseas, employment should be dependent upon a satisfactory check being completed.</p>	
<p>2.7 After the initial check it is recommended that a creditworthiness check be conducted on an annual basis and that continued employment should be dependent upon a satisfactory check being completed.</p>	
<p>Driving Licences</p> <p>2.8 All employees required to drive a motor vehicle during the course of their duties shall be holders of a current New Zealand driving license of the appropriate class.</p>	
<p>PI & SG Act Certification</p> <p>2.9 Appointment to any position within the company shall be dependent upon the applicant obtaining certification under the Private Security Personnel & Private Investigators Act 2010 (as stipulated in clause 4.2)</p>	
<p>Personal Files</p> <p>2.10 A personal file shall be established and maintained for each employee and contain all information relative to their employment.</p>	
<p>2.11 Personal files of employees shall be retained for a period of not less than 12 months following cessation of their employment with the company.</p>	
<p>2.12 Personal files that are no longer required are to be destroyed in a secure manner.</p>	

<p>Non Disclosure Agreement 2.13 A condition of employment shall be that the applicant shall sign a nondisclosure agreement to maintain confidentiality of clients and the company's information, prior to commencing employment.</p>	
<p>2.14 Each employee may be required to sign special confidentiality agreements required by specific clients.</p>	
<p>2.15 On leaving the employ of the company the employee should again sign the non-disclosure agreement.</p>	

SECTION 3: DEFINITIONS

	Evidence
<p>The following definitions relate to terms used in this code:</p> <p>Client Any person or organisation supplying sensitive material or secure destruction</p> <p>Company Any person or persons who carry on business either individually or in partnership with any other person including a limited liability company, and who contract to supply a service for the destruction of sensitive material.</p> <p>Destruction Officer Any person employed in the destruction of sensitive material</p> <p>Employer Any person or persons or company employing staff involved in the destruction of sensitive material</p> <p>PSPLA Act 2010 The Private Security Personnel & Private Investigators Act 2010</p> <p>Secure Destruction Any process that renders sensitive material unable to be accessed or used by unauthorised persons.</p> <p>Security Destruction Facility Any facility where the actual secure destruction process is carried out</p> <p>Security Transport Officer Any person involved in the transportation of sensitive material destined for secure destruction</p> <p>Sensitive Material Any material or product conceived by the client to be of sensitive nature and that unauthorised access to, or use, or release of the material or product could cause harm or damage to the client.</p> <p>Sub Contractor Any person or company contracted to the company to provide either transportation or destruction of sensitive material.</p>	

SECTION 4: LICENSING

	Evidence
<p>4.1 The company, and any sub contractor, providing secure destruction services shall be licensed under the Private Security Personnel & Private Investigators Act 2010</p>	
<p>4.2 All NZ based directors and employees of the company (including those persons with a pecuniary interest in the company who are involved in its operational aspects).and sub contractor's employees, as defined in the act, shall be holders of a Certificate of Approval issued under the Private Security Personnel & Private Investigators Act 2010</p>	

SECTION 5: TRAINING

	Evidence
<p>5.1 All staff employed by the company shall receive adequate and regular training in practice of security and fire safety appropriate to the duties to which they are assigned.</p>	
<p>5.2 Each new employee shall receive basic training in the Operational, legal and security aspects relevant to the task taking into account the following Acts.</p> <ul style="list-style-type: none"> a. Private Security Personnel & Private Investigators Act 2010 b. Summary Offences Act 1981 c. Crimes Act 1961 d. Trespass Act 1980 e. Privacy Act 1993 f. Fire prevention and actions to be taken on discovery of an outbreak of fire g. Emergency procedures h. First Aid i. Duties relative to the post to which the staff member is assigned including on-the-job training j. Local and national traffic regulations 	
<p>5.3 Continuation training and the refresher courses should be carried out at least annually on those subjects listed in paragraph 5.2 above. This training should include changes to legislation, fire safety and security directly related to their area of employment.</p>	
<p>5.4 Records of training are to be maintained on company and personal files noting the subjects dealt with and the date of training. These records shall be maintained during the term of the individual's employment (see also paragraph 2.10)</p>	

SECTION 6: STATEMENT OF SERVICE

	Evidence
<p>6.1 A statement of service shall be issued on company letterhead to staff by the employing company of cessation of the person’s employment. The statement should obtain details of the individual’s employment period of service training received positions held and proficiency in the carrying out the duties allocated.</p>	
<p>6.2 The statement of service is not a reference. Any reference on the individual’s personal qualities is a matter for individual company policy to determine.</p>	

SECTION 7: PRACTICES TO BE USED IN THE HANDLING AND TRANSPORTATION OF SENSITIVE MATERIAL

	Evidence
<p>Transportation 7.1 The most important aspect is that the client’s sensitive material will be securely handled while in transit from the client’s premises to the secure destruction facility. Until that time the responsibility for the security of the consignment rests with the client. Clients to have the material security packaged for transportation.</p>	
<p>7.2 All sensitive material from the time of collection from the client’s premises until destruction at the security destruction facility shall remain in the same sealed security container.</p>	
<p>7.3 Vehicles used for collecting sensitive material must be fully enclosed Doors windows and tailgates are to be secured in such a way that loose material cannot fall out</p>	

	Evidence
<p>7.4 The vehicle is to be secured so that illegal entry cannot be effected without the use of force; It is recommended that a 5 Star vehicle alarm system is fitted to protect the vehicles and its contents when it is unattended.</p>	
<p>7.5 When a vehicle is unattended, all doors, windows, and tailgates are to be locked.</p>	
<p>7.6 The security transport operator shall at all times comply with local and national traffic regulations.</p>	
<p>Vehicle Marking 7.7 All vehicles used by security destruction companies in the course of their duties shall bear the company's name, logo or other identifiable marking visible from both sides of the vehicle. The marking shall be of a permanent nature and applied in such a manner that it cannot easily be removed other than by mechanical or chemical means. When vehicle is sold or disposed of all signage is to be removed.</p>	
<p>7.8 Where a temporary sub contractor is used, or where specified by a client. The requirement to mark the vehicles as specified in paragraph 7.8 may be waived, in which case the temporary sub contractor must carry an authorisation signed by both the company and the client.</p>	
<p>7.9 All company staff while engaged in the transportation and collection of sensitive material shall wear a readily identifiable uniform bearing the company insignia, which will identify the officer with the company This is not to be worn off duty.</p>	

	Evidence
<p>7.10 All company and sub contractor's staff are to be in possession of an identity card, which, together with their C of A, which identifies them as an authorised security officer.</p>	
<p>7.11 When a company uniform is unfit for further wear, all badges and insignia are to be removed before the disposal. Identity cards that are no longer required for staff members are to be destroyed in a secure manner.</p>	
<p>7.12 The company must recover from staff leaving its employ, all uniforms, insignias, keys, access cards and identity cards and any other items indicating employment with the company.</p>	
<p>7.13 It is recommended that sensitive waste be transported in cloth bags, metal or plastic bins or other robust containers, which must be secured with security seals and / or padlocks.</p>	
<p>7.14 The client's sensitive material shall remain secure and sealed within the container it is received in until immediately prior to the destruction process.</p>	
<p>7.15 The sensitive material is to be stored in such a way that it cannot be accessed and information obtained by unauthorised person.</p>	
<p>7.16 Receipts are to be issued to the client for all sensitive material picked up from the client's premises. Receipts are to be on a numbered form and are to quote the security seal number (where applicable) and the name of the security transport officer, date and time of pick up.</p>	
<p>7.17 Storage of sensitive material prior to destruction shall not exceed five working days without the express permission of the client. This permission should be in writing.</p>	

	Evidence
<p>7.18 Vehicle running sheets or Consignment notes to account for pick-ups are to be maintained. They must show the drivers name, time and date of pick up and client's name and signature plus a seal number (if applicable).</p>	
<p>7.19 A record is to be maintained at the security destruction facility of all containers received, security seal number (if applicable) and any special comments about the container, bag or bin.</p>	
<p>7.20 A gate log is to be maintained at the secure destruction facility in which a detailed record is made of all access to the secure area including:</p> <ul style="list-style-type: none"> a. Name of individual and represented company (if any). b. Purpose of visit c. Times of arrival and departure 	
<p>7.21 Certificate of Destruction (CD's) having a unique reference number, shall be issued to clients, if requested, for all material following destruction. A CD is to clearly identify the company's facility where the destruction took place. Each CD is to show the actual date of destruction, the method used and the name of the supervisor or destruction operator.</p>	
<p>7.22 CDs must clearly identify the client and material destroyed, quoting seal number in all cases, and is to be signed by an authorised company representative, where destruction is witnessed by a client, and then the client should countersign the CD as a witness.</p>	
<p>7.23 A duplicate copy of each CD shall be retained by the company for a period of not less than 12 months after the date of destruction of the material.</p>	
<p>7.24 Invoicing of destruction services to the client is to comply with sound accounting practices and is to clearly identify the material involved.</p>	

	Evidence
7.25 Sub contractors involved in the carriage of sensitive material should not have access to unsecured material.	

SECTION 8: COMPANY'S RESPONSIBILITIES

	Evidence
8.1 Secure arrangements are to be made by the company for the storage of all records dealing with details of the contract with the client, the client's premises, security procedures and client's instructions	

SECTION 9: OPERATION OF A SECURE DESTRUCTION FACILITY

	Evidence
<p>9.1 Destruction of sensitive material will be completed on the company's premises in New Zealand in a professional and secure manner that preserves the integrity of the client and the information.</p>	
<p>9.2 The building or vehicle used for the secure destruction facility must be sound with a high standard of Security, maintenance and cleanliness.</p>	
<p>9.3 Secure destruction facilities should be equipped with a combustion (smoke) detection system.</p>	
<p>9.4 Smoke detection systems should be remotely monitored by a monitoring system, which complies with the NZSA Code of Practice for Alarm Monitoring.</p>	
<p>9.5 A fire safety inspection of the facility should be carried out at least annually by a fire safety officer, and certificate issued and displayed.</p>	
<p>9.6 Portable fire extinguishers and / or fire hose reels are to be provided in the building. The company's staff are to be trained in the use of fire fighting equipment provided.</p>	
<p>9.7 The company is to take all reasonable steps to protect the client's records from loss or unauthorised access.</p>	

	Evidence
<p>9.8 The premises must be physically capable of restricting access to protected and restricted areas.</p>	
<p>9.9 The facility is to be protected after hours by an intruder detection system, which is monitored by an alarm monitoring company.</p>	
<p>9.10 The intruder detection system is to comply with the provision of NZS 4301 1993 and the relevant NZSA Code of Practice for the Installation of Intruder Alarm Systems.</p>	
<p>9.11 Alarm conditions reported to the monitoring centre after hours are to have a response by a security guard company licensed under the Private Security Personnel & Private Investigators Act 2010.</p>	
<p>9.12 The destruction and storage areas of the building are deemed to be secure areas. During working hours access to the secure areas is to be controlled to prevent unauthorised persons gaining unsupervised access.</p>	
<p>9.13 Visitors (including clients) to the building are to be escorted at all times. Each visitor to the premises is to be positively identified and the date, time and purpose of the visit recorded in a permanent register. The register, when full, shall be retained for a period of not less than 12 months from the date of the last entry.</p>	
<p>9.14 The public and visitors should not be able to view the security precautions of the secure area from either outside the building or from any internal offices or other internal rooms.</p>	
<p>9.15 The company will permit and co-operate with any additional security precautions which a client may wish to implement in addition to those which are specified above. Such additional precautions shall be at client's expense and shall be for the client's exclusive benefit.</p>	

	Evidence
<p>9.16 The public and visitors should not be able to read information or identify clients from any material awaiting destruction</p>	
<p>9.17 The company shall have set procedures in place relating to the handling of the breaches of security. Such procedures should be available to clients on request.</p>	
<p>9.18 If the company becomes aware that there has been a breach of security, of disclosure, or potential disclosure, of any sensitive information held on the premises then the client(s) must be informed immediately of the details.</p>	
<p>9.19 The Police are to be informed immediately there is any evidence of a burglary in the secure destruction facility.</p>	

SECTION 10: MOBILE SECURITY DESTRUCTION VEHICLES

	Evidence
<p>10.1 Where a company is offering a service involving a vehicle fitted with a security destruction machine that carries out destruction of sensitive material at the client's premises, then the provisions and standards of this Code shall apply with the interior of the vehicle being assumed to be the secure destruction facility without the requirement for alarm monitoring and smoke alarms. It is recommended that a 5 Star vehicle alarm system is fitted to protect the vehicles and its contents when it is unattended.</p>	
<p>10.2 The company shall ensure that the process of transferring the sensitive material to the vehicle is carried out in a secure manner and that containers, bag and bins and also the bulk material are not left unattended at any time during the process.</p>	
<p>10.3 The company shall ensure that the vehicle being used can be parked within 20 metres of the street entrance of the client's premises.</p>	
<p>10.4 The destruction provided shall take place in such a manner that no waste product escapes from the vehicle. Should such an event occur, then the product should be cleaned up before the vehicle leaves the site.</p>	
<p>10.5 The company shall ensure that the operation of the vehicle does not cause excessive noise levels, or the emissions of dust particles, which are likely to cause annoyance to the client and the occupants or surrounding buildings.</p>	
<p>10.6 The Company shall at all times comply with local and national traffic regulations relating to the operation and parking of the vehicle.</p>	
<p>10.7 The company shall ensure that climatic conditions do not compromise the security of the process.</p>	
<p>10.8 In the event of a vehicle breakdown or mechanical failure the company must have available alternative arrangements, which comply with this Code.</p>	

SECTION 11: STANDARDS AND METHODS OF DESTRUCTION

	Evidence
<p>11.1 A number of different methods of destruction may be used for the destruction of sensitive material. The purpose of this section is to establish minimum standards that are acceptable to clients needs.</p>	
<p>11.2 Destruction by incineration is satisfactory for all paper waste, magnetic and optical data storage media, film and microfiche.</p>	
<p>11.3 The incineration process shall be carried out in an enclosed furnace with sufficient temperature and process to product a 100% ash result.</p>	
<p>11.4 The furnace used for incineration shall comply with Local Council, Labour and Health Department Regulations relating to the discharge of smoke and gases to the environment.</p>	
<p>11.5 Pulping is a satisfactory method of destruction of paper waste provided that residue is regularly inspected for the effectiveness of the destruction process.</p>	
<p>11.6 Both disintegration and shredding are acceptable methods for most types of sensitive material and are to be graded as per the following schedule:</p>	

Grade	Particle Cut		Straight Cut
	Size mm ²	Max Width mm	Max Width mm
1	25	5	4
2	800	20	12
3	2000	40	20
			Evidence
<p>11.7 Hogging and shredding methods, which do not comply with the specifications listed in 11.6, are not secure destruction and therefore the process should be considered for upgrading and a Certification of Destruction should not be issued.</p>			
<p>11.8 Burial is not an acceptable form of destruction. If a client or company chooses to “securely” bury sensitive material then it is done outside of this Code of Practice. Compacting at the tip face excludes water and oxygen both of which are needed for bacteria to breakdown (and therefore) destroy material.</p>			

SECTION 12: RECYCLING OF SENSITIVE MATERIAL

	Evidence
<p>12.1 Recycling of sensitive material is acceptable under the following criteria:</p> <ul style="list-style-type: none">a. All sensitive material must be destroyed to the standard set and agreed by the client prior to recyclingb. Cartons, cardboard and other packaging may be recycled provided there is no client information on the packagingc. Plastics and non-ferrous metals may be recycled providing there is no client information displayed.	
<p>12.2 Computer disks, magnetic tape or any other form of magnetic or optical data storage material shall not be recycled and must be destroyed by incineration, disintegration or shredding before disposal.</p>	

SECTION 13: AUDIT

	Evidence
13.1 In addition to any other external audit process the Client shall have the right to conduct an audit of the company's destruction process and building at any time during normal working hours. The cost of this audit to be met by the client.	

Auditor Signature: _____

Date: _____

For the Company:

Name: _____

Signature: _____

Date: _____