



Making a difference.

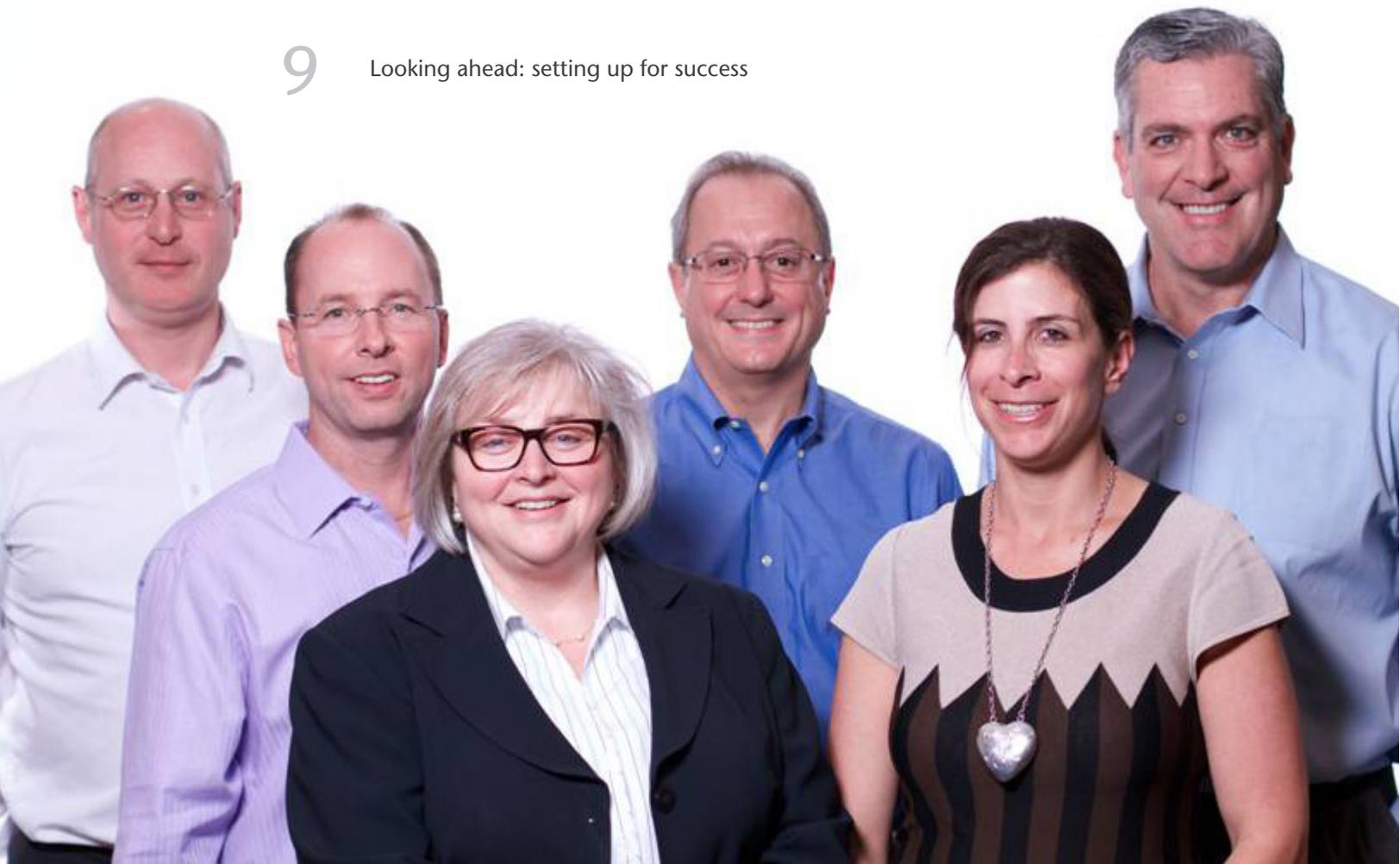


2013 Corporate Responsibility Policy



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Statement of Commitment: Making a Difference.

At Shred-it, corporate social responsibility is integral to our business and how we operate. At the centre of our corporate social responsibility approach is our commitment to high standards; fair principles; leading by example; transparency and honesty; providing value at every opportunity; and seeking out ways to improve and evolve so we can better serve our clients and make a difference in the communities in which we live and work.

We set high standards – meant to guide our interactions with each of our stakeholders to promote collaboration and growth – and we expect nothing less from the people with whom we do business. We share with our team a strong set of values and as a team we remain dedicated to living these values every day.

Our values state:

- We do everything it takes to exceed customer expectations
- We are spirited, pro-active people who excel as a team
- We believe in leadership that guides and inspires
- We have a shared focus on company growth
- Above all we act with integrity, social responsibility and respect

Growth in any measure must be focused. That is why at this time, we have decided to concentrate on five key pillars of corporate responsibility:

1. We ensure the security of our customers' confidential information to protect our clients' reputations.
2. We empower our people by supporting personal growth and professional advancement.
3. We cultivate a diverse workforce that ensures fair employment opportunities.
4. We invest in the communities where we work and do business.
5. We work to safeguard the environment and actively promote its protection.

Our dedication to these five areas, coupled with our commitment to act with integrity, social responsibility and respect, comprise the Shred-it Making a Difference mandate, as well as our overarching strategy to being a sustainable, responsible, community-minded services company.

We ensure the security of our customers' confidential information to protect our clients' reputations.

Our commitment to safety and security is at the core of everything we do. By protecting the security and privacy of our customers, we empower organizations big and small to take control of their information and their reputation.

What We've Done

Ensuring the security of Shred-it's customers' information starts with an assessment that is conducted through our information destruction process and is maintained through awareness and knowledge building.

To assess the risk level of an information security breach, we developed a free security self-assessment survey designed to help businesses determine the level of awareness of information security throughout their organization. The insight gained from this type of self-assessment tool allows businesses to take control and to begin putting in place best practices that prevent security breaches from happening. Shred-it also conducts in-person, on-site Data Security Assessments for clients and potential clients, free of charge.

Our processes for information destruction are thorough. We provide locked security consoles that keep materials safe. Our unbroken chain of custody safeguards sensitive information from the time it is placed in locked consoles to the time it is securely shredded and recycled. Furthermore, we issue a Certificate of Destruction that confirms the secure shredding of confidential materials, helping ensure customer peace-of-mind.

We have developed industry-leading security standards that are implemented in all of our operations. As part of this process, all branches are regularly audited against these security



standards to ensure compliance and better than industry performance. All Shred-it locations in the United States and Canada have received NAID Certification (National Association for Information Destruction) for document destruction.

In the UK, we have been a principal member of the British Security Industry Association (BSIA) since 2005. BSIA members are responsible for more than 70% of UK security products and services (by turnover) including the manufacture, distribution and installation of electronic and physical security equipment and the provision of security guarding and consultancy services. Being a member of this industry-leading association ensures that Shred-it clients benefit from being at the forefront of new legislation.

All Shred-it branches in Ireland have been assessed and certified as meeting the requirements of ISO 27001, the International Organizations for Standardization (ISO) certification for evaluating how securely an organization manages and stores its information and data.

Our success in managing risk and safeguarding confidential information depends on our knowledge of privacy issues. We regularly communicate with our customers, advising them on trends, best practices and legislation issues. We make it our business to know the privacy legislation and information destruction requirements in all regions where we do business.

In our day-to-day business we take every opportunity to enlighten individuals on information security issues and the need for and benefits of information destruction, both in and outside of the office environment through speaking opportunities, roundtable discussions and by organizing *Community Shred-it* Events. During *Community Shred-it* Events our mobile shredding trucks arrive at the location of the Community Shredding Event and residents bring their important documents to us for safe destruction, free of charge or for a small donation to a local charity. The same secure, compliant destruction method delivered to our many customers on a global level is delivered to residents on a community level. It's an event that brings people together to learn about information security, identity theft and the importance of information destruction.



We empower our people by supporting personal growth and professional advancement.



We are committed to providing employees and their families with opportunities for growth, advancement and success. Shred-it extends its support of learning and development to both employees and children of employees through a scholarship program that recognizes academic achievement, leadership skills, extra-curricular activities and work experience.

What We've Done

Shred-it encourages employees' continued learning both externally and internally. Externally we've helped 24 post-secondary students realize their potential through higher education through the Shred-it Scholarship Program. In addition, employees are eligible to receive up to \$2,000 annually in tuition reimbursement for external business-related courses.

Internally, all Shred-it employees have access to our free e-learning catalogue, SkillSoft™, which allows individuals to build their own learning plans on various topics including: customer relations; leveraging technology in the workplace; creating a culture of engagement, performance and accountability; building a winning sales team; leadership skills and creating and implementing workplace processes. We also provide ongoing training to our employees to ensure a constant up-to-date knowledge of best practices in our industry and all relevant privacy legislation.

In 2009, Shred-it successfully launched its High Potential Leadership Program in EMEA with an overwhelming response from the designated employee base. The North American Program launch followed in 2012. The two (2) year program is designed to develop the next generation of senior leaders through theoretical and practical instruction in key competencies including Strategic Planning, Financial Management, Sales and Marketing, Operations Management, Customer Service, Communication, and Leadership.

We cultivate a diverse workforce that ensures fair employment opportunities.



We value diversity and inclusion in our workplace. Our people are at the heart of our success and an engaged workforce is at the very heart of our commitment to integrity, respect and fair principles. This allows our team members to reach their full potential and contribute their expertise to delivering solutions, services and value to our clients every day.

What We've Done

To encourage inclusion and openness, Shred-it has implemented an effective Employment Equity Program to ensure members of four designated groups: women, Aboriginal peoples, persons with disabilities and minorities, are appropriately represented in our Canadian workforce, and employment barriers to these groups are eliminated.

The Employment Equity Committee oversees the Employment Equity Program and workforce analysis. The committee is involved in communicating and promoting the implementation of employment equity activities to employees; identifying specific needs of designated groups within our organization; assisting in the review of all employment policies and practices; assisting in the development, implementation and review of the employment equity plan; and more.

In the United States, Shred-it has implemented an Affirmative Action Program ("AAP") to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, veteran or disabled status. The AAP covers all phases of employment. To achieve its objectives, the AAP provides, amongst others, for the identification of barriers to equal employment opportunities; development and implementation of action-oriented programs to eliminate the barriers; implementation of monitoring and reporting procedures; and periodic compliance audits.

Shred-it has a complementary Diversity Committee whose mandate is to communicate and encourage the acceptance – regardless of race, ethnicity, gender, sexual orientation, age, physical abilities or religious beliefs – and understanding that each individual is unique. The committee organizes celebratory events that bring employees from diverse backgrounds together.

We invest in the communities where we work and do business.

For Shred-it, part of success in business includes giving back to the communities in which we work and do business. At the heart of our community involvement is our desire to help improve livelihoods by keeping people safe, secure and healthy.

What We've Done

Shred-it supports a range of community and local charitable initiatives around the globe through donation, sponsorship and employee volunteer activities.

Primarily, we are an enthusiastic supporter of the Greg Brophy Charitable Foundation – a family-focused foundation in honour of our company's late founder – that strives to champion children in crisis, nurture integrity and ambition, provide opportunities for enrichment and growth and promote involvement and performance. Since 2005 the company has donated \$130,000 to the foundation in support of programs and charities that inspire disadvantaged youth to improve their life situation, build their future and contribute to the betterment of society.

Shred-it has recently committed to global disaster recovery efforts via The Red Cross – most recently through corporate donation to help the victims of the 2011 earthquake in Japan and the Pacific Tsunami.

In Canada, Shred-it supports the Foundation Fighting Blindness. This national charity is Canada's leading private supporter of world-class retina research whose primary goal is to restore sight to those affected by genetic forms of blindness. Since 2010, Shred-it has donated \$10,000 every year as a national Opening Act Sponsor of Comic Vision, the foundation's primary fundraising initiative. In 2012, Shred-it also started supporting Start2Finish, an agency that provides tools and education for transformational development to at risk children that will help them lift themselves out of poverty, thereby breaking the cycle of generational poverty and producing long-term results. Programs are geared towards nurturing mind, body and social health so children are empowered to succeed and become role models for change.

In addition to corporate charitable giving, Shred-it supports our communities across the globe by providing employees with meaningful opportunities to volunteer. In Canada, for instance, Shred-it employees are involved in a variety of local causes including:

- The OTMH Classic run, benefiting the Oakville Hospital Foundation in Ontario;
- CHUM Christmas Wish – a toy drive that helps give a happier holiday season to hundreds of thousands of individuals and families in need in the Greater Toronto Area;
- Good Shepherd Centres – a non-profit organization that assists thousands of people by providing the basic necessities of life such as food, shelter and clothing.

Finally, in order to promote information security and the prevention of fraud and identity theft, Shred-it organizes various *Community Shred-it* Events providing individuals the opportunity to have their confidential documents destroyed on site, free of charge or for a small donation to a local charity.

We work to safeguard the environment and actively promote its protection.



Environmental responsibility is fundamental to Shred-it's mission and central to our ongoing business success. We're committed to adopting environmental best practices and applying these practices to our internal and external operations leading to short and long-term benefits for stakeholders, including clients and employees as well as communities in which we live and work.

What We've Done

Shred-it's environmental responsibility is demonstrated daily through the information destruction services we offer and the equipment we use.

All material that is shredded on site at a customer's facility is subsequently baled and recycled. While this ensures that private information is disposed of safely, there are several far-reaching additional environmental benefits. According to industry estimates, every ton of recycled paper saves 18 new trees from being harvested for pulp and paper production, uses 64% less energy, 50% less water and causes 74% less air pollution than the same quantity of paper from virgin wood pulp.

All the paper that we collect for secure shredding is recycled into a wide assortment of paper products. And, at the end of the year, each and every client receives an Environmental Certificate outlining their contribution and showing how their paper shredding is helping reduce our environmental footprint.



Our green commitment goes beyond paper of course. We're proud to say that we manufacture our storage consoles out of 100% recycled wood particleboard.

In addition, we are committed to the ongoing greening of our fleet of Shred-it trucks. We regularly explore and evaluate new ways to make our fleet more environmentally friendly through new technologies that help reduce emissions and fuel consumption. All of our new technology meets EURO 5 Emission Standards and use AdBlue® technology to provide cleaner emissions.

In North America Shred-it is currently using fuel-efficient Freightliner M2 Chassis trucks that operate using Cummins engines that have been Clean Air certified.

On a global scale, Shred-it utilizes smaller and more fuel-efficient trucks and idle down technology to further reduce emissions. A new, fuel-efficient mid-sized truck, fitted with idle down technology will emit 55% fewer metric tons of CO2. We're proud to say that all truck motors in Shred-it's fleet meet or exceed all North American, UK and European emission regulatory standards and use recyclable, biodegradable hydraulic fluids.

In the United Kingdom and Ireland, all Shred-it branches have been assessed and certified as meeting the requirements of ISO 14001:2004, the ISO certification for Environmental Management Systems that demonstrates our commitment to the planet. The standard provides guidelines on how we can manage the environmental aspects of our business activities more effectively, whilst taking into consideration pollution prevention, environmental protection and socio-economic needs.

Looking ahead: setting up for success

While we're certainly proud of our achievements thus far, we recognize that there is still a lot of work to be done. Our commitment to employees, customers, franchisees, investors and communities is that corporate social responsibility will remain a cornerstone of our business while the company grows and evolves.

In the future we'll look to expand our community involvement across the globe and enhance our learning and development opportunities. We'll further engage our workforce in meaningful ways and evolve our safety standards in response to future technology and societal issues. Lastly, we'll grow our environmental initiatives so we can continue to make a positive impact and fulfill our Shred-it Making a Difference mandate.

As a sustainable, responsible, community-minded company we promise to always act with integrity, social responsibility and respect. Our commitment to these fundamental core values is the driving force behind all current and future corporate social responsibility initiatives.



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