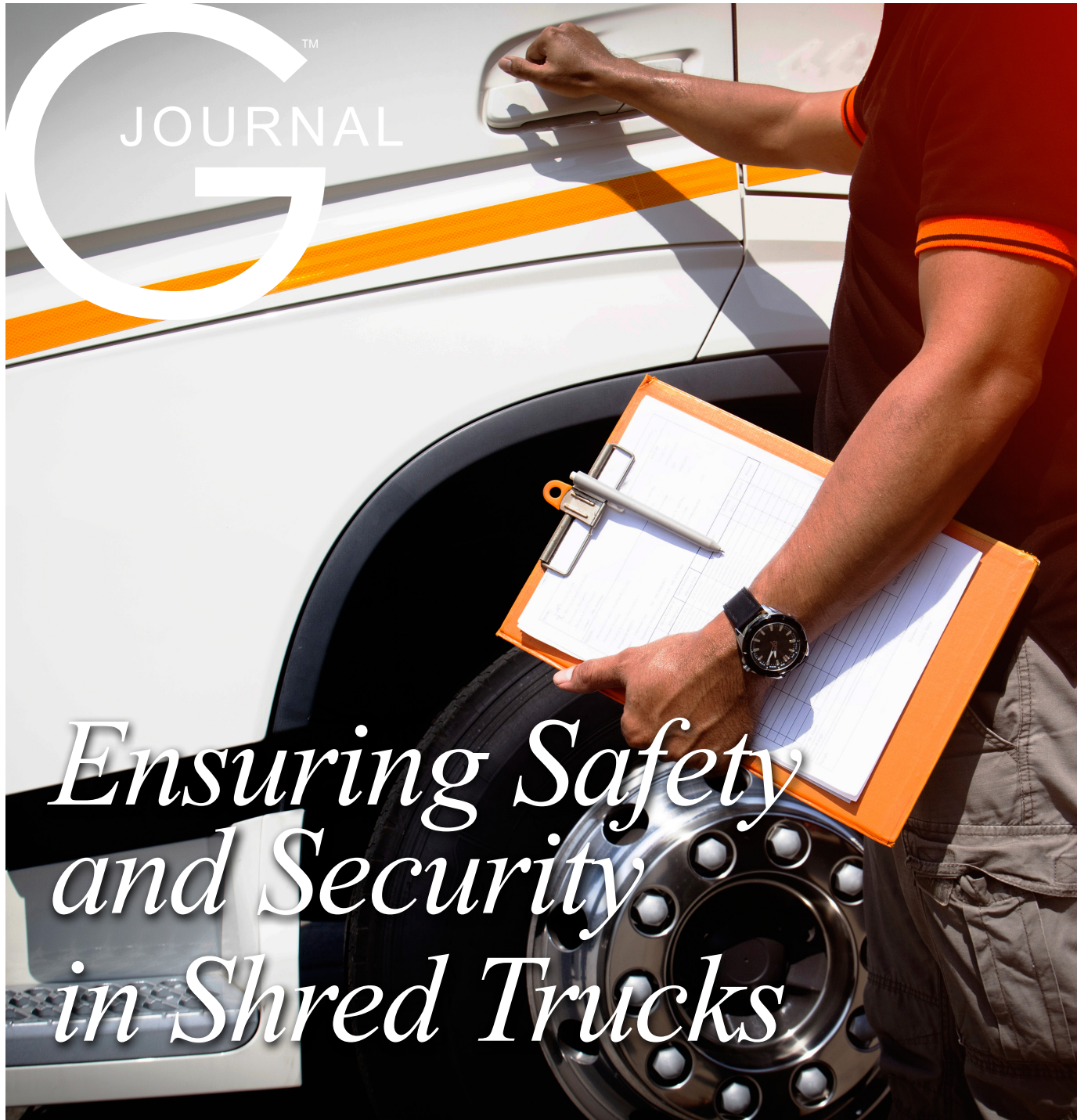


2024 | Issue 3

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Information Governance & Management Association



**i**  
**IG**<sup>TM</sup>  
JOURNAL

# *Ensuring Safety and Security in Shred Trucks*

Preparing for a Surprise Audit

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Preparedness for Our Members

Shred School 2024: The New Record!

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Don't get left behind this fall! Registration is still open for Shred School 2024, October 23-24 in Chicago, IL. Enhance your professional portfolio and grow your career.

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## FROM THE EDITOR

-Maggie

Dear Readers,

As fall settles in with its crisp air and vibrant colors, it brings with it a time of reflection and gratitude. The changing season invites us to pause, look back on the year, and appreciate the progress we've made. In a world that often rushes us toward the next goal, fall provides a much-needed moment to stop and reflect on where we are and how far we've come.

This past year has been one of growth and change for i-SIGMA and its members. We've navigated new challenges and seized opportunities, all while staying true to our mission of supporting our industry and members.

Of course, the year isn't over yet. As we prepare for the final stretch of 2024, we have even more to look forward to. For instance, our upcoming Shred School event promises to be one of our best yet, with dynamic new speakers, enhanced networking opportunities, and workshops tailored to provide actionable insights for your business. This is an event designed to equip you with the tools needed to succeed in a fast-changing industry, and we can't wait to see many of you there. You can learn more about the upcoming event on page 28.

As we reflect on the year and prepare for what's next, let's also take a moment to appreciate the present. In this season of change, there's a unique opportunity to reconnect with our goals, our colleagues, and the broader i-SIGMA community. Together, we can embrace what lies ahead while celebrating the achievements that have brought us to this moment.

Warmest regards,

**Maggie A. Geolat**

*i-SIGMA Marketing Manager*



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Keep up-to-date on Community News in the association's member-only Facebook Group, i-SIGMA Social, and by following i-SIGMA on LinkedIn.

### **In Memoriam: Max Chorus**

It is with great sadness that i-SIGMA marks the passing of Max Chorus, Co-Owner and Managing Director of STREFF in Luxembourg.

In a statement on social media, Streff posted "We are deeply saddened to announce the unexpected passing of our CEO and co-owner, Max Chorus, at the age of 65. Max's kindness and strong values were a cornerstone of our company, and his visionary leadership guided us the last 30 years. His commitment to excellence and unwavering integrity will remain an inspiration to all of us.

Max's legacy will continue through the dedication of his family. He will be greatly missed".



### **In Memoriam: Lee Wright, General Manager of Data Shredding Services of Texas, Inc, & Partner of EZ Tippers Manufacturing, LLC**

"We are sad to announce the passing of Lee Wright, General Manager of Data Shredding Services of Texas, Inc. and Co-Owner/Partner of EZ Tippers Manufacturing, LLC on Friday, August 9, 2024, after a courageous 8-month battle with kidney/bone cancer. Lee was a hardworking, dedicated, principled individual who was totally committed to his Lord and Savior Jesus Christ, his family, friends and his profession. He made everyone around him better, and will be greatly missed"....Shafer Gabrel, Data Shredding Services of Texas Inc., EZ Tippers Manufacturing, LLC.

In memory of Lee, the family requests that any donations be made to Cal Farley's Boys Ranch in Amarillo, TX. where he and Tammy worked from 1999-2004.



# Redefining shred truck fleet management.



## Vecoplan LiveLink – the ultimate solution for streamlining shred truck fleet management.

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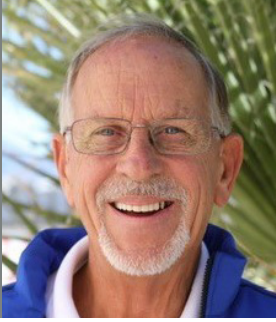
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# PRESIDENT'S MESSAGE

I thought I would have more time to think about my first letter as President of the Board of Directors. I am finding it a little more difficult to address the membership than I had expected.

Assuming the role eight months early was totally unexpected, however I'm very excited about the direction our organization is moving. New products for members to assist in cost savings, i-SIGMA's new and improved Shred School topics, networking events and our upcoming conference are just a few, but we are not finished. Nate and staff are always looking for ways to find benefits packages for the organization

i-SIGMA has made numerous changes within the organization to include adding new personnel. One addition is Gina Lentine. As most know Gina was our 2024-2025 President. She accepted a position with i-SIGMA and resigned as president. We are extremely excited about having Gina on staff and at the same time sad to lose her leadership on the Board of Directors. With her position on the board being vacated I am assuming her role as President and will finish her term and then fulfill my elected term for 2025-2026. I'm honored to now serve the members for the next 20 months.

I have been in the industry for almost 24 years. We are a full-service record center, mobile and plant-based destruction and scanning center located in Southern New Mexico and cover 4 states. I have watched the industry during good and not so good times. I have been a member of NAID and PRISM for more than 20 years. Our business success comes from many of you who have willingly shared their experiences, good and bad. Attending conferences, Shred School, calling and talking with our corporate partners and other owners and operation managers has been a vital part of our growth.

I'm excited about the number of new members and even more enthused about all the renewals. Comments received from conference attendees have been positive and they are excited about the direction i-SIGMA is moving. We continue to provide sessions that have meaning for record centers, destruction, and scanning operations. The 2025 conference is on track to provide new and exciting updated sessions that can assist with the growth of your business.

Again, I look forward to serving as your new President of the Board of Directors and wish all of you future success.

**Rick Jackson**

i-SIGMA President, 2024-2025

# NAID AAA and PRISM Privacy+ Certification Program



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## Audit Quality

On any day of the week, a NAID AAA or PRISM Privacy+ Certified company could be audited. A global network of accredited security consultants conduct biannual scheduled and random audits in the field and at all facilities. Free audit reports are available to clients.

## Regulatory Alignment

The program requires written policies and procedures for each company to ensure incident response preparedness, employee training, and regulatory compliance.

## Security Specifications

Accredited auditors review employee background screening and training, compliance with written procedures, access controls, operational security, destruction equipment, and confidentiality agreements.

## Provide Audit Report

A customer may request an audit report to monitor the service provider and to ensure they meet the regulatory risk assessment requirements.

## Free Compliance Monitoring

A customer may monitor compliance by subscribing to email notifications of the service provider's certification renewal, audit, or lapse.

## Oversight

The Certification Review Board, the NAID AAA Certification Committee, and the PRISM Privacy+ Certification Committee oversee the program's integrity, both of which contain industry veterans and outside, accredited professionals.

## Transparency

All documents and specifications are available to the public for free and online. Audit reports and monitoring services are also provided to clients at no charge. The association's financial records and board of director's meeting minutes are available online as well.

## Program Acceptance

Over 2000 operations on six continents are NAID AAA or PRISM Privacy+ Certified, including mobile, plant-based, paper, and computer destruction services. NAID AAA or PRISM Privacy+ Certification is required by hundreds of government offices and thousands of private contracts.

## Program Recognition

NAID AAA and PRISM Privacy+ Certification are acknowledged by many accreditation programs, such as those offered by the International Association of IT Asset Managers, the Institute of Certified Records Managers, and e-Stewards.

*For more information, contact the Certification Department at 602-788-6243 or [certification@isigmaonline.org](mailto:certification@isigmaonline.org).*

## The i-SIGMA Office Has a New Address

The i-SIGMA office has recently moved down the street! Address any mail to our new office:

3030 N. Central Ave.  
Suite 706  
Phoenix, AZ 85012

## W. Price Brannon: New Addition to the i-SIGMA Team as Director of Certification

i-SIGMA is thrilled to announce a significant addition to our team at i-SIGMA. Please join us in welcoming W. Price Brannon as our new Director of Certification.



**W. Price Brannon**

Price is a technology-oriented practitioner and transformational leader with over 35 years of experience in management roles including 20 within the information governance industry. Price's areas of expertise include performance management, master data management, and information security. He worked in various roles with

Pierce Leahy, Iron Mountain, Retrievev and Access CIG. In addition to his work experience, he earned an MBA from Rutgers University, New Jersey and completed his undergraduate degree at Lycoming College, Pennsylvania.

As Director of Certification, Price will provide leadership and direction to the entirety of the Certification Department, ensuring the continued quality and success of the NAID AAA and PRISM Privacy+ Certification Programs.

Price's commitment to service excellence aligns perfectly with i-SIGMA's core values, and we have no doubt that he will drive innovation, efficiency, and growth within our certification department.

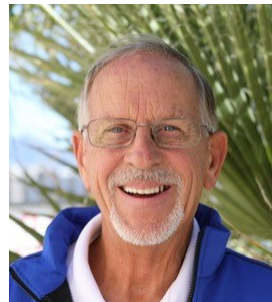
Please join us in extending a warm welcome to Price Brannon as our new Director of Certification. We are excited about the opportunities that lie ahead and the value he will bring to our organization.

Thank you for your ongoing support as we continue to grow and strengthen i-SIGMA.

## i-SIGMA Announces Leadership Changes Following the Resignation of Board President Gina Lentine

The i-SIGMA Board of Directors announces key leadership changes following the resignation of Board President Gina Lentine, effective July 25, 2024.

Lentine, who was appointed as Board President during i-SIGMA's Annual Conference in Nashville this past April, has made the decision to step down from her role. The Board expresses its gratitude for Gina's dedication and service during her tenure.



**Rick Jackson**

In accordance with i-SIGMA's bylaws, President-Elect Rick Jackson (American Document Services, Las Cruces, NM) has assumed the role of Board President. Jackson will serve as the Board President through the 2026 Annual Conference.

Additionally, to fill the now-vacant President-Elect position, the i-SIGMA Board has appointed

Director Margaret Meier (UltraShred Technologies, Inc., Jacksonville, FL, USA) as interim President-Elect. Meier will serve in this capacity until the 2025 Annual Conference, scheduled to take place in Dallas, where a new President-Elect will be formally elected by the full membership and sworn in.



**Margaret Meier**

“We are grateful for Gina’s contributions and are confident that Rick Jackson and Margaret Meier will provide excellent leadership as we continue to advance the mission of i-SIGMA,” said Nathan Campbell, Executive Director of i-SIGMA.

## Gina Lentine Joins i-SIGMA as Vice President of Marketing & Events

i-SIGMA is excited to announce a significant addition to our team. Please join us in welcoming Gina Lentine as our new Vice President of Marketing & Events.



**Gina Lentine**

In her new role, Gina will oversee all aspects of i-SIGMA’s marketing and events initiatives. She will lead our efforts to strengthen our market position, enhance member value, and boost brand awareness while driving engagement. Gina’s leadership will be crucial in guiding our team to continuously elevate the value

and benefits that i-SIGMA provides to our esteemed members.

Gina’s commitment to service excellence aligns perfectly with i-SIGMA’s core values. We are confident that she will drive innovation, efficiency, and growth within our member services department.

With a successful 15-year tenure in the industry, Gina brings a wealth of experience. She has served as a partner at Assure Shred and as the Director of Marketing & Events for Legal Shred. Additionally, she has been a member of the Board of Directors for both NAID and i-SIGMA since 2015. Her passion for our industry and her expertise in developing and executing innovative marketing strategies will be invaluable as we continue to expand our reach. We look forward to seeing her apply this expertise to enhance the overall marketing and events experience at i-SIGMA.

As we warmly welcome Gina to the i-SIGMA family, we also want to express our gratitude to each team member for your dedication and hard work. Together, we have achieved remarkable milestones, and with Gina’s addition, we are confident that we will reach even greater heights.

Please join us in extending a warm welcome to Gina Lentine as our new Vice President of Marketing & Events. We are enthusiastic about the opportunities ahead and the value she will bring to our organization.

Thank you for your continued support as we grow and strengthen i-SIGMA.

**Nathan Campbell, CEO**

## i-SIGMA Representation at RIMPA Live

i-SIGMA Board Director Paul Prokic recently represented the association in September at the RIMPA Live event in Adelaide, Australia. Paul presented “The Benefits of NAID AAA and PRISM Privacy+ Certification”. Thanks for your wonderful contributions, Paul!





# Ensuring Safety and Security in Shred Trucks:

## *A Comprehensive Overview*

In the field of secure data destruction, shred trucks are indispensable. These mobile units provide organizations with the capability to destroy sensitive documents and electronic media on-site, ensuring that confidential information remains secure throughout the entire destruction process. However, operating these high-powered machines carries inherent risks, and ensuring safety and security is paramount. This article presents a comprehensive overview of shred truck safety and security, focusing on best practices, industry standards, and specific measures implemented by leading manufacturers to safeguard operators, bystanders, and equipment.



## Built-In Safety Features

Shred trucks are equipped with multiple safety redundancies designed to protect operators and bystanders, while also ensuring the smooth operation of the equipment. These features are essential in minimizing the risks associated with the powerful shredding machinery, which could cause serious harm if mishandled.

- 1 **Standard Operation Mode:** Shred trucks are engineered to only operate when in a stable, secure state. The vehicle must be in park or neutral, with the parking brake applied, before the shredding process can begin. This prevents accidental movement of the truck while the equipment is running, reducing the risk of accidents or damage to the machinery. Operators are advised never to leave equipment unattended during operation.
- 2 **Maintenance Mode:** Shred trucks have a specialized maintenance mode, which is reserved for use by qualified technicians. This mode disables normal operation functions, allowing for safe servicing of the shredding equipment. Misuse of this feature can lead to significant safety risks, so it is critical that only certified technicians perform repairs while adhering to manufacturer guidelines.

As Tom Macerollo, Director of MDS Business at Shred-Tech, emphasizes, “Safety in operations is not just a requirement; it’s a commitment to our people and our clients. We must ensure that every step we take is backed by stringent safety protocols.”

## Compliance with Operational Manuals

A key aspect of shred truck safety is strict adherence to operational manuals provided by both the shredding system manufacturer and the truck manufacturer. These manuals contain essential guidelines for the correct and safe use of the equipment, ensuring operators understand the full functionality of the machinery.

Operators should always refer to both the shredder’s manual and the truck’s operational manual. By following these instructions, the risk of accidents or equipment malfunctions can be minimized. Failing to do so could result in operational failures, putting both the operator and bystanders at risk.

Guy Wakutz of Alpine Shredders further underscores the importance of built-in safety features, stating, “We’ve designed our shred trucks with layers of protection to ensure operators feel confident using the equipment. From automatic shutdown features to comprehensive safety mechanisms, safety has always been our top priority.”

## Post-Manufacture Modifications

It is common for service providers to modify their shred trucks after purchase. However, any such modifications must not compromise the truck's original safety features. It is recommended that any modifications be reviewed and approved by the truck manufacturer to ensure they meet all safety standards and do not void the truck's warranty. Smart service providers also ensure that modifications are compliant with industry safety regulations.

## Beyond the Truck: Additional Safety Considerations

While the shred truck itself is a central part of safety, there are additional considerations that are critical to maintaining a safe work environment. These include:

- 1 **Operator Training:** Proper training is essential to ensure operators are fully aware of the truck's controls, safety features, and emergency procedures. Continuous training helps reduce the likelihood of bad habits forming over time, improving both operational safety and efficiency. Operators must be thoroughly familiar with the equipment's owner manual and should adhere to manufacturers' standard operating procedures (SOPs). For instance, under no circumstances should operators enter the shredding chamber or the truck's underside without following full shutdown-tag-out procedures.
- 2 **Daily Inspections and Preventative Maintenance:** Regular inspections and preventive maintenance are key to identifying potential safety hazards before they escalate into serious problems. A daily "circle check" of the truck, which includes ensuring the parking brake is functioning, checking fluid levels, and verifying that safety features are intact, is an essential routine. Scheduled maintenance ensures that parts are replaced or repaired before they fail, reducing the risk of accidents caused by malfunctioning equipment.
- 3 **Site Safety:** In addition to maintaining the truck itself, operators must assess the location where shredding operations will take place. Uneven terrain, nearby obstacles, or other hazards can make the shredding process more dangerous. Proper site assessment is vital to avoid accidents.
- 4 **Emergency Preparedness:** Every shred truck operation should have a clear emergency plan in place. This includes procedures for dealing with accidents, equipment malfunctions, spills, or fires. Operators should be trained on how to respond quickly and efficiently to minimize harm. For example, knowing what to do in the event of a fire could save lives and prevent major damage.
- 5 **Safety for Assistants and Bystanders:** In many operations, assistants or bystanders may be present during the shredding process. The operator is responsible for ensuring that all personnel are aware of the hazards associated with the equipment and that they maintain a safe distance from the shred truck during operation.

## Industry Standards and Regulations

Shred truck manufacturers and operators are required to comply with stringent industry standards and regulations, which vary by region but typically cover topics such as operator training, equipment maintenance, and emergency preparedness. Adhering to these regulations ensures that the trucks are safe to operate and reduces liability in the event of an accident.

Mike Campbell of Vecoplan highlights the importance of staying up-to-date with industry standards, noting, "Compliance with industry regulations is not just about ticking boxes; it's about ensuring the safety of every person involved in the shredding process. At Vecoplan, we constantly innovate to align our practices with the latest standards to keep operations safe and efficient."



# Join the conversation

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### The Role of Technology in Shred Truck Safety

Technological advancements have greatly improved the safety and efficiency of shred trucks. Some modern trucks are equipped with cameras and sensors to enhance visibility and detect potential hazards before they become serious issues. Additionally, safety mechanisms such as door and shredder sensors ensure that the shredding mechanism only runs when the doors are securely latched.

Momentary switches for the truck's lifting mechanism, or "gripper tipper," require the operator to hold the switch down while in use, preventing the shredder from running unattended. These features, along with others such as the bin tunnel (which prevents bins from falling on operators), significantly reduce the risks of injury.

### Best Practices for Service Providers

Service providers have an important role to play in shred truck safety beyond operating the machinery. Educating clients on what materials can and cannot be shredded is crucial for avoiding unnecessary accidents or equipment jams. Clear signage and protocols for safe shredding should be implemented to ensure compliance with safety standards.

Several states have recently passed laws prohibiting the disposal of lithium-ion batteries in landfills due to the fire risks they pose. For example, New Hampshire has enacted a law (effective July 2025) banning lithium-ion batteries and certain electronic devices from landfills, composting facilities, and incinerators to prevent fires and encourage recycling.

### Resource-Recycling ( Conduit Street)

Similarly, Rhode Island and other states like California and New York have imposed restrictions on battery disposal to address safety concerns and environmental impacts.

These regulations are increasing the likelihood that clients may inadvertently dispose of lithium-ion batteries in shred bins, posing a significant fire hazard to shredding equipment. Therefore, it is essential to educate your clients on proper disposal methods to mitigate these risks.

### Conclusion

Ensuring the safety and security of shred truck operations is critical for protecting both personnel and sensitive information. By following best practices, adhering to industry standards, and leveraging technological advancements, service providers can significantly reduce the risks associated with shred truck operations. Through proper training, regular maintenance, and



a strong commitment to safety protocols, organizations can ensure that their shredding processes remain efficient and secure.

Operators and service providers alike must remain vigilant, continually updating their safety procedures to meet evolving industry standards, and always prioritize safety in every step of the shredding process.

We would like to extend our sincere thanks to our shred truck manufacturers for their invaluable time and expertise in helping us craft this article. Your insights and the detailed information you provided have been instrumental in enhancing the quality of this piece. We truly appreciate your partnership and continued support in ensuring the safety and success of our industry.



#### ABOUT THE AUTHOR



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Reach him at:

[ncampbell@isigmaonline.org](mailto:ncampbell@isigmaonline.org)



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# Preparing for a Surprise Audit

Karen Lyons

*i-SIGMA's Regulatory Compliance Manager*

I recently met up with my adult daughter to discuss our home emergency plans & bug-out bag contents. Days later I couldn't help but think of the benefit for our certified members to have a plan in place for surprise/unannounced audits. Much like you have an emergency plan in place for you and your family, your business should also have a plan in place for surprise audits which could be periodically rehearsed like a fire drill.

Having been on the certification staff for 7 years, one thing that plagues me when processing auditor reports is the amount of non-compliant findings. 37% of all unannounced audits show themselves to be non-compliant. Let me define what non-compliant means: having one or more requirements not in place at the time of the audit. As 'close' only counts in horseshoes, there is no 'mostly' compliant audit. The findings are either compliant or non-compliant. Period. And as you already know, any non-compliant audit may be subject to a minimum fine of \$1,000. My aim here is to reduce the amount of non-compliant surprise audits.

Our evidence shows the most common findings for surprise audits are:

- Unlocked trucks – this includes the cabs
- Leaving bins unattended
- Not having required written policies & procedures in place
- Not having required documentation for access individuals

And for facility-based operations let's not downplay the less often occurrence of the auditor being able to gain access into the facility without immediately being intercepted by an access individual.

Did you know i-SIGMA Auditors are given complete latitude to check any aspects of the certified member's operation covered by the i-SIGMA Certification specifications. That being said, they understand they should make every attempt to avoid severely interrupting the member's operation(s). And especially for surprise audits they can employ any of the following methods to verify a Certified company's compliance with NAID AAA Certification and PRISM Privacy+ Certification standards (this is not an exhaustive list):

- Surveillance in the field or of the facility
- Challenge access points of facilities.
- Ask to see employee records and CCTV footage

### **Simple Solutions - How to be ready & avoid any potential fine:**

All certified and soon to be certified operations are required to appoint a Data Protection Officer or DPO and an i-SIGMA Certification Compliance Officer or ICCO. First, make sure your ICCO be extremely acquainted with the i-SIGMA Certification Specifications which fit your operation type as well as with the i-SIGMA Certification Staff. As your ICCO is the point of contact for compliance implementation and execution, ensure that they establish open communication with the certification staff to address any questions and concerns.

### **Ready your team now!**

Much like having a written emergency response plan that can assist one to think logical & keep calm during challenging situations, having a written surprise audit plan for all to follow is a significant part for maintaining compliance in potentially tense situations. Your surprise audit plan can look like a physical posted notice (i-SIGMA provides a template for this), an email update or newsletter, a post in your intranet portal or internal social media platform or even listing the directions in a binder. The purpose is to give step by step instructions to your ICCO, DPO, or assigned contact person. This plan can and should be added to your organization's annual access individual training.



To address the common surprise audit non-compliant findings mentioned earlier, here are simple & effective ways of prevention.

- Retrain on specification **1.17 Vehicle Locks and 1.24 Responsible Care During Custody**. This doesn't have to be a dry, boring training. It can be done with humor such as role-play scenarios during a morning team meeting, one being the auditor the others being the access individuals getting 'caught' when leaving a bin unattended & unsecure or a leaving an entry door or vehicle door unlocked. This hands-on approach helps employees understand how to apply policies in real-life situations. Maybe have some fun with verbal quizzes or competitions or for 'catching' them doing something right for a nominal prize. Your company

may choose to offer a reward to an access individual who is directly involved in a compliant surprise audit.

- Have written policies & procedures in place for **ALL** of the specifications pertaining to your operation type. If in doubt, i-SIGMA provides a sample policies & procedures manual document in Word version, that can be tailored with your company information, logo, etc. Ideas from other certified members are to have an 'i-SIGMA Playbook' ready to reference &/or show an auditor. This can be a physical book or electronic, and should also be accessible to all access individuals.

- Create a checklist based on section 1 of the Certification Specifications Manual and ensure each access individual has ALL required documents in their file at all times. The files should be reviewed on a regular basis. (This is also not an exhaustive list):
  - o **Citizenship/Work Eligibility**
  - o **Signed Confidentiality Agreements**
  - o **Initial Screening Requirements (criminal background checks, pre-employment verifications, drug screenings)**
  - o **Ongoing Screenings**
  - o **Signed Annual Acknowledgements of Policies and Procedures**
  - o **Verifications of Annual Access Training**

By taking these proactive measures, your business can navigate surprise audits with confidence, avoid fines and proudly maintain your certification status.

For the complete listing of certification requirements please [download here](#) the i-SIGMA Certification Specifications Reference Manual



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SAVE THE DATE

# The Business Value of Cyber Hygiene and Preparedness for Our Members:

Part 1 of 3



\*\*\*\*\*



In an era where data breaches and cyberattacks are becoming increasingly prevalent, the importance of cyber hygiene and preparedness cannot be overstated, especially for secure data destruction and records & information management service providers. According to Kyle Alspach, a Senior Editor at CRN focused on cybersecurity, in the first six months of 2024, there have been ten significant cyber-attacks and data breaches. What exactly is cyber hygiene? Proofpoint, an American enterprise cybersecurity company, defines cyber hygiene as “the practices and procedures that individuals and organizations use to maintain the health and security resilience of their systems, devices, networks, and data.” As custodians of sensitive information, you are prime targets for cybercriminals. Enhancing your cyber posture mitigates risks and drives significant business value. This article explores the multifaceted benefits of robust cyber hygiene and preparedness, underscoring why service providers like you must prioritize their cybersecurity measures.



## Enhancing Customer Trust and Confidence

Trust is paramount as secure data destruction and records & information management service providers. Clients entrust you with their most sensitive and confidential information, expecting it to be protected with the highest security standards. Adopting rigorous cyber hygiene practices and demonstrating preparedness against cyber threats can significantly enhance customer trust and confidence. In the 2024 CompTIA's State of Cybersecurity, they found that “risk management is the driving force behind cybersecurity.” Furthermore, you ensure future growth by relying on excellent cybersecurity practices and positive client relationships. The key to that growth involves developing long-term trust with clients. This trust is a cornerstone for client retention and a compelling differentiator in a competitive market. When clients are assured that their data is safe, they are more likely to remain loyal and even recommend the service to others.

## Mitigating Financial Risks

The financial repercussions of a data breach can be devastating. Costs associated with a breach include legal fees, regulatory fines, remediation expenses, and compensation to affected clients. According to the Gartner® Top Trends in Cybersecurity for 2024 report, “the cost of a data breach for a small to midsize business (SMB) can be substantial.” A data breach costs “an SMB around \$217,000 per incident”. Most of the membership in i-SIGMA is classified as an SMB. Organizations can mitigate these financial risks by investing in cyber hygiene and preparedness. Proactive measures such as regular security assessments, employee security awareness training, and advanced threat detection systems can help prevent breaches before they occur, saving you from potentially crippling financial losses.

## Compliance with Regulatory Requirements

Regulatory compliance is a critical aspect of the document storage and data destruction industry. Various laws and regulations, such as the General Data Protection Regulation (GDPR), Health Insurance Portability and Accountability Act (HIPAA), and others, mandate stringent data protection measures. Gartner states, “By 2026, organizations prioritizing their security investments based on a continuous threat exposure management program will realize a two-thirds reduction in breaches.” Non-compliance with cybersecurity regulations can result in fines, operational disruptions, reputational damage, loss of customer trust, and legal and litigation costs. Additionally, it can lead to an erosion of your business’s market share and compromise partner trust. By maintaining robust cyber hygiene and preparedness, you can ensure compliance with these regulations, thereby avoiding fines and legal issues. Furthermore, compliance can be a competitive advantage as clients increasingly seek service providers who adhere to the highest data protection standards.

## Protecting Intellectual Property and Proprietary Information

For document storage and data destruction organizations, protecting their intellectual property (IP) and proprietary information is as crucial as safeguarding client data. Intellectual property theft costs the U.S. economy up to \$600 billion annually, the Associated Press reported. Cyberattacks can compromise sensitive business information, including trade secrets, business strategies, and operational processes. Implementing strong cybersecurity measures helps protect this valuable information from theft and exploitation. By safeguarding IP, organizations can maintain their competitive edge and continue to innovate without the fear of losing critical business information to competitors or malicious actors.

## Enhancing Operational Efficiency

Cyber hygiene and preparedness are not just about preventing attacks; they also contribute to an organization’s overall efficiency. Secure systems and networks operate more reliably and with fewer interruptions, ensuring smooth business operations. Regular security assessments and updates help identify and rectify vulnerabilities, reducing the risk of system failures. Moreover, by integrating cybersecurity into their operational framework, organizations can streamline their processes, enhance incident response times, and minimize downtime. This operational efficiency translates into better service delivery and increased client satisfaction.

## Building a Resilient Organizational Culture

Cyber hygiene and preparedness require a holistic approach that involves every member of your organization. Hiscox, the international specialist insurer, reveals the median cost of cyber-attacks for U.S. small businesses in 2023 was \$8,300.00. By fostering a culture of cybersecurity awareness and responsibility, organizations can build a more resilient workforce. Regular training and awareness programs ensure that employees understand the importance of cybersecurity and are equipped to identify and respond to potential threats. This cultural shift not only enhances the organization’s overall security posture but also empowers employees to take proactive steps in safeguarding the organization’s assets.

## Gaining a Competitive Advantage

Differentiating your services is crucial for business growth in a crowded marketplace. According to a research report by SecurityScorecard, “the exploitation of trusted third parties continues to be a prevalent security concern.” The same report noted that “third-party attacks have led to 29% of breaches.” A robust cybersecurity posture can be a unique selling point that sets your organization apart from competitors. Clients are becoming increasingly aware of the importance of cybersecurity and are likely to choose service providers who demonstrate a commitment to protecting their data. By highlighting your organization’s cyber hygiene and preparedness efforts in marketing materials and client communications, you can attract new clients and strengthen relationships with existing ones. This competitive advantage can drive business growth and position your organization as a leader in the industry.

## Leveraging Cybersecurity for Innovation

Investing in cybersecurity can also spur innovation. Secure environments enable organizations to explore new technologies and processes without the fear of compromising sensitive data. For example, adopting cloud-based solutions or advanced data analytics can enhance service offerings and improve operational efficiencies. By ensuring that robust cybersecurity measures underpin these innovations, organizations can confidently embrace new opportunities for growth and development. This proactive approach to cybersecurity and innovation can lead to the creation of cutting-edge services that meet clients’ evolving needs.

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## Conclusion

As providers of secure data destruction and records & information management services, the stakes regarding cybersecurity are incredibly high. Yet, by prioritizing cyber hygiene and preparedness, you can unlock substantial business value. A robust cybersecurity posture enhances customer trust and mitigates financial risks, ensures regulatory compliance, safeguards intellectual property, and improves operational efficiency. Moreover, it fosters a resilient organizational culture, offers a competitive edge, and drives innovation.

As custodians of sensitive information, you are responsible for safeguarding your clients' data. By doing so, you position your organization for long-term success and growth. Making cybersecurity a core element of your business strategy enables you to protect vital assets, drive business value, and secure a sustainable competitive advantage in a rapidly evolving marketplace.

## ABOUT THE AUTHOR



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*Joe Harford is the Founder and President of Reclamere, a leading cybersecurity firm based in Pennsylvania. With a keen focus on sales and operations, Joe is passionate about implementing innovative security solutions and fostering client trust. Beyond business, Joe is dedicated to reducing prison recidivism in Pennsylvania and enjoys spending his free time with his wife Karen, boating and hiking.*

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MEMBER PORTAL



## 2. Update Info

When you are on the new portal, look around and make sure your companies current information is up to date. This includes employees, company address, phone number, etc.

MY CONTACT PROFILE



## 3. Utilize Your Portal!

1. Register for i-SIGMA Events
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# The New Record

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## **Benefits of Attending an i-SIGMA Shred School**

In addition to all the amazing benefits of attending Shred School, including earning your Shreducation & CSDS CEU through extensive industry training from advanced trainers, there is more that you receive by attending this two-day workshop:

- **Meal Inclusions:** Meals are on us! Don't stress about finding somewhere to eat during and after a day of networking and learning. Attendees will have lunches both days and the first day's dinner on us.
- **Educational Speed Networking:** Enjoy a dedicated happy hour session where you can enjoy a drink while networking and connecting with event sponsors, who will share key industry tips and insights.



- Chance to Win! Those who attend and participate in Shred School will be entered to win a free 2025 i-SIGMA Conference & Expo registration!

### Meet Us in Chicago

Experience the vibrant energy and rich history of Chicago while attending this year's Shred School. Although you will be busy training and networking during the two days of Shred School, unwind afterwards by exploring the iconic Millennium Park or taking a scenic architecture boat tour along the Chicago River. Discover world-class cuisine as you dive into the city's famous deep-dish pizza or explore diverse dining options in renowned neighborhoods like the West Loop. You may want to extend your stay just to take in all the culture, sights, and sounds this dynamic city has to offer.

### But Wait! There's More...

While there are natural benefits to attending Shred School, like the in-person collaboration and networking, Shred School attendees who attend the live event in Chicago will also receive perks with their registration, including a t-shirt and notebook.

**Earn Your Credentials  
This Fall**



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at Shred School**

One of the best things about Shred School is the small size that the event affords for maximizing time within workshops, networking, talking with trainers, and gaining knowledge from the sponsors available onsite to share experiences. With this in mind, registration will be limited to ensure this small, collaborative experience continues, so make sure you register early!

**The 2024 Lineup**

Each year, the i-SIGMA team takes in current industry trends, regulations, and topics to create a lineup of sessions fit for the entire team. New this year, we are amping up and re-writing session content to fit the current wave of the industry! The full curriculum can be found online at [www.shredschooll.org/curriculum](http://www.shredschooll.org/curriculum).

Shred School 2024 will be just the thing you and your team needs to develop actionable takeaways, re-energize, and think critically to help your business and professionalism soar. We can't wait to see you in Chicago!



# 2024 Sponsors

*We want to thank our wonderful 2024 Shred School sponsors for supporting our association and helping to make this event so special.*



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## CSR uRISQ IAPP AI Governance Professional (AIGP)



*Jensen Beach, Florida – August 28, 2024* – CSR Privacy Solutions (CSR), an i-SIGMA Corporate Partner Member and privacy management provider thru its uRISQ Privacy suite, is proud to announce that Daniel Federgreen has achieved certification as an IAPP AI Governance Professional (AIGP). This prestigious certification, granted by the International Association of Privacy Professionals (IAPP), highlights Daniel’s expertise in the rapidly evolving field of artificial intelligence (AI) governance.

The AIGP certification is a mark of excellence, signifying that Daniel has demonstrated a deep understanding of AI ethics, risk management, regulatory compliance, and governance. As AI continues to transform industries across the globe, this certification ensures that CSR is well-equipped to navigate the complexities of AI integration, ensuring that our solutions are both innovative and responsible.

“We are thrilled to celebrate Daniel’s accomplishment,” said Ross Federgreen, CEO. “As an AIGP, Daniel will play a crucial role in helping our Channel Partners leverage AI technologies in a way that aligns with their strategic goals while safeguarding against potential risks. This certification underscores our commitment to maintaining the highest standards of AI governance, ensuring that our Channel Partners and their clients can confidently embrace AI-driven solutions.”

An AIGP can significantly benefit businesses by guiding the responsible integration of AI into their operations. With expertise in ethical considerations, risk management, and compliance, an AIGP can help organizations develop AI strategies that enhance productivity and innovation while ensuring adherence to legal and ethical standards. This balanced approach allows businesses to harness the full potential of AI, fostering growth and competitive advantage while mitigating risks.

The addition of an AIGP-certified professional to the CSR/uRISQ team enhances our capability to support our clients through every stage of AI adoption. From initial strategy development to implementation and ongoing governance, Daniel’s expertise will ensure that AI initiatives are not only effective but also align with the ethical and regulatory demands of today’s business environment.

For more information about CSRPS developer of the uRISQ suite of tools and services please visit [uRISQ.com](https://uRISQ.com) or contact Daniel Federgreen at [Dfedergreen@csrps.com](mailto:Dfedergreen@csrps.com)



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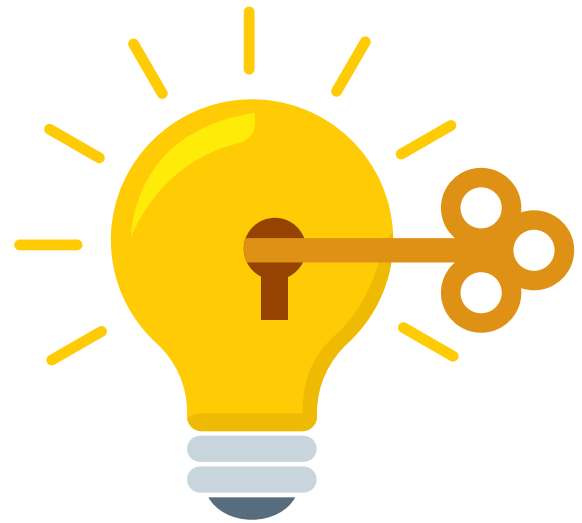
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The International Secure Information Governance & Management Association™ (i-SIGMA®) is the industry trade association, enforcing standards and ethical compliance for approximately 2,500 secure data destruction and records and information management service providers on six continents. i-SIGMA currently maintains the most rigorous and widely accepted data-security vendor-compliance certifications, NAID AAA Certification® and PRISM Privacy+ Certification®, with hundreds of governments and thousands of private contracts using the programs to meet their regulatory due diligence requirements.

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