

*The Quarterly Publication of the International Secure
Information Governance & Management Association*

i-SIGMA[®] 

SIGNAL[™]

2026 | Issue 1

INSIGHTS FOR A SECURE WORLD

The Cyber Gap That Can Cost You Everything

The Credential That Changes the Sales Conversation

Why Selling Shredding is Killing Your Margins

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We're excited to introduce the refreshed i-SIGMA Impact Awards - designed to celebrate the companies, leaders, and innovations making a meaningful difference across our industry.

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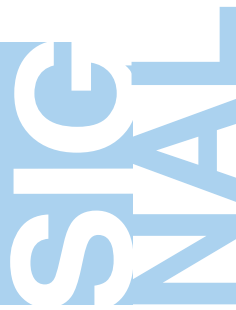
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editor's letter



Welcome to the i-SIGMA Signal: Insights for a Secure World

Welcome to the inaugural edition of the i-SIGMA Signal—a new chapter in how we connect, inform, and elevate our industry. As we evolve from the IG Journal and introduce refreshed brand colors, this publication reflects not only a new look, but a renewed commitment to delivering clarity in a rapidly changing environment.

There is more information than ever. More pressure. More risk—and more opportunity. The challenge is no longer access to information, but knowing what actually matters. That's what's behind Signal. This is the first step in evolving how we communicate with—and support—our members, moving beyond information to deliver insight, direction, and practical value.

Our industry is shifting. Clients are no longer just looking for service providers—they are looking for partners who can help them manage risk across the full information lifecycle. That shift impacts how you position your business, how you engage customers, and where growth will come from next. Signal is designed to help you act on that shift.

We are especially excited to share this first issue with you in print at the i-SIGMA Conference & Expo in San Diego, California. There is an incredible energy surrounding this year's event, and we are confident it will be one of our best yet.

From the sunset networking cruise on the harbor to the Lovable Vibe Code Lab, this year's experience is designed to inspire, connect, and move our industry forward. One of the highlights will be the refreshed Impact Awards, announced at the Truck Lot Party on Tuesday evening, followed by an unforgettable night with The Shout! House and its dueling pianos.

We are also proud to welcome and install the 2026–2027 Board of Directors at the Membership Luncheon. Their leadership will guide i-SIGMA into its next chapter, building on the strong foundation laid by those who have served before them.

In this issue, you'll find our Profiles in Service, recognizing Board members whose terms have come to an end. Their dedication and leadership have made a lasting impact, and we are deeply grateful for their service.

As you explore this first edition of the i-SIGMA Signal, you'll see a clear focus on what matters most—what is changing, where opportunity exists, how leaders are adapting, and ideas you can apply immediately. More importantly, this publication is not static. It will continue to evolve—shaped by our industry, informed by your needs, and refined over time to ensure it remains relevant, timely, and valuable.

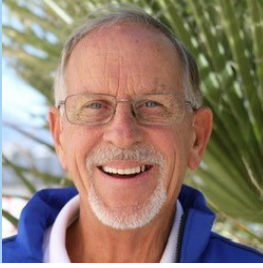
This is not a one-time update, but the beginning of an ongoing, growing platform designed to keep you informed, prepared, and ahead.

Thank you for being part of this community. We look forward to seeing you in San Diego.

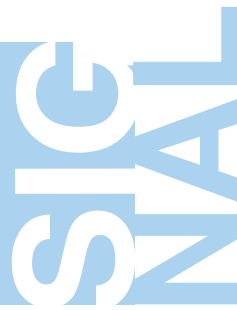
Warm regards,

Gina Lentine

Vice President of Marketing & Events
i-SIGMA



president's message



Nineteen months have flown by, that is how long I have had the privilege of serving as President of the Board of Directors for this great organization, i-SIGMA. During this time, we have achieved significant milestones. None of them, however, would have been possible without the strength and dedication of our Board of Directors, the i-SIGMA staff, and the unwavering support of our members and Corporate Partners.

Rather than attempting to thank everyone here and risk filling this entire newsletter with names. I look forward to expressing my appreciation to many of you personally at the conference.

This past year has been marked by exceptional progress: record-breaking attendance, expanded products and services, strengthened certification programs, and meaningful enhancements to our industry standards. Last year's conference was a tremendous success. Shred School was the best of the nine I have attended. Updates to our certification programs have further enhanced credibility and value, particularly in ITAD compliance. We also expanded our international footprint by planning a conference overseas to better serve our global members and partners, just one example of how this association continues to evolve.

Our committees have exceeded expectations, making thoughtful and at times, difficult decisions that serve the long-term interests of the association and the industry. The planning committees continue to deliver exceptional educational programming at Conferences and Shred School. Our Roundtables remain highly attended, and the staff consistently keeps members informed through timely communications and resources.

One of the most rewarding aspects of serving on the Board has been the lasting relationships built along the way. Leadership is never a solo effort, it is a shared responsibility grounded in trust, collaboration, and a commitment to something greater than ourselves. For that, I am deeply grateful.

I am especially looking forward to San Diego this year. We will begin with the Executive Luncheon, followed by engaging afternoon sessions. Monday launches a full day of dynamic programming and keynote speakers designed to energize, inform, and inspire. The momentum will continue throughout the week as we gather to strengthen connections and shape the future of our industry.

As I pass the helm to Gaines, I do so with complete confidence. Our members and Corporate Partners will

continue to be well represented and well served. The Board remains committed to growing the industry, strengthening the association, and delivering measurable value to our members and their customers. i-SIGMA has consistently demonstrated its ability to adapt, lead, and raise the standard, ensuring that certification credentials such as i-SIGMA NAID AAA and Privacy+ are not merely logos on a proposal, but powerful symbols of integrity, accountability, and excellence.

As I close this chapter, I reflect on what truly makes this association strong. It is not simply the programs we build or the conferences we host, it is the people. It is the willingness to collaborate, to innovate, to challenge the status quo, and to uphold the highest standards of trust in an ever-changing world.

Leadership is temporary. Impact is lasting.

Each of you plays a role in shaping the next chapter of this organization. Continue to lead boldly. Continue to raise the bar. Continue to invest in the future of this industry. The work we do matters—to our companies, to our customers, and to the communities that depend on us to safeguard information and protect trust.

I want to extend my deepest appreciation to Nate, Jennie, and Gina, along with the entire i-SIGMA staff and our dedicated committee members. Their professionalism, responsiveness, and unwavering commitment ensure that this association remains strong, relevant, and forward-looking.

"The richest wealth is wisdom. The strongest weapon is patience. The best security is faith. The greatest tonic is laughter and surprisingly, all are free."

As I did when I retired from the U.S. Army after 27 years of service, I will once again ask permission to check out of the net.

This is NIKE 9 saying, mission accomplished, and the best is yet to come.

See you in San Diego.

Rick Jackson,
i-SIGMA President, 2024-2026

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CSDS: The Credential That Closes

Ben Street CSDS Director | Sales & Marketing Shred-Tech



Success in secure destruction isn't about the volume of material you handle; it's about the volume of risk you remove.

That statement matters more today than it did even a few years ago. Client risk has become more complex, more regulated, and far less forgiving of weak links. When an organization hires a records storage or secure destruction provider, they are not purchasing a storage box, shelf space, box truck, collection bin, or a shred size. They are outsourcing disposition risk. They are delegating part of their information lifecycle management obligation to a third party and expecting that provider to function as a trusted risk-mitigation partner. The last line of defense in their overall information security strategy.

This is where the Certified Secure Destruction Specialist (CSDS) credential earns its relevance. The CSDS is not about letters after a name. It is about proving that an individual understands how operational discipline, regulatory compliance, information security, and risk management intersect at the most vulnerable point in the data lifecycle: disposition.

You Are Not a Garbage Collection Company

Secure destruction providers do not sell garbage collection. They sell compliance. They sell risk

reduction. The problem is that many customers do not inherently understand this distinction and it's our responsibility to communicate it clearly.

Too often, providers assume the value of their service is self-evident. It's not. If the only story you tell is "we collect and store or collect and shred," you have positioned yourself as a commodity. Price becomes the differentiator, and diligence becomes invisible, a valueless implied throw-in with your services.

i-SIGMA NAID AAA Certification verifies that an organization meets rigorous, audited security and compliance standards. A on staff CSDS complements that by validating and articulating competency around the key points of that certification. Together, they communicate that compliance is not accidental, and it is not limited to audit day. It's built into daily operations, decision-making, and accountability.

Compliance Is More Than Shred Size

Every destruction company has heard the request or insistence for a tiny particle size, particularly the commonly requested 1×5mm. I'm biased and understand that while shredding is the coolest part of disposition, the fascination around this single link in the chain of custody has distorted how compliance is understood.

Shred size is one control, not the control. Imagine compliance as a scoring system. If your operation scores 11 out of 10 on shred size but 1 out of 10 on access controls, personnel vetting, material tracking, and documentation, are you truly taking reasonable steps to protect end-of-life information? Any i-SIGMA NAID AAA certified operator or CSDS would say no, that's not a reasonable and secure chain of custody.

Real compliance is demonstrated one secure step at a time. It begins when information is created and continues through collection, containment, transport, processing, and final destruction. Risk is either reduced or amplified at every handoff. Shred size only addresses one of the final moments.

A CSDS can shift the conversation from “how small is the particle” to “how defensible is the process, how trustworthy are you as our service provider.” That distinction matters to regulators, auditors, and increasingly sophisticated clients.

Service Is Not One-Dimensional

Collect-shred-repeat may describe the operational rhythm of part of the industry, but it rarely describes the customer's problem. Most clients are not buying an action; they are buying a solution.

Consider a healthcare organization navigating multiple acquisitions. Records are scattered across facilities, retention schedules are inconsistent, and responsibility is unclear. The



issue is not shredding. It is governance. They may need your assistance to deliver the services you offer like storage and shredding and more that you don't offer, governance, organization, and policy writing. I suspect you know an industry partner that can provide the missing link to help deliver the complete solution.

Our field extends far beyond paper: hard drives, solid-state media, backup tapes, optical media, mobile devices, specialty formats, records storage, and IT asset disposition. Compliance is the common thread. CSDS reinforces the idea that secure destruction providers operate within a broad information-governance ecosystem, not a narrow service lane.

Never Assume Your Client Is a Compliance Expert

For most organizations, records disposition is not someone's primary job. It's assigned side-of-desk responsibility to an employee who already has a full workload. Day to day for you is not day to day for them.

That individual may not understand their baseline obligations: the need for a written records retention policy, the requirement to protect personally identifiable information (PII), payment card data (PCI), or protected health information (PHI), or the legal consequences tied to improper disposal. These rules are core to our business any may be completely unknown to your client counterpart. Remember, to them



you are the company that shows up once a week to take the recycled paper and once a year to shred the pallet of finance documents. Why? – Because that's what your client has always done.

Governance from data collection to data disposition is not reactive. It is proactive, collaborative, and important. CSDS credentialed professionals are positioned to guide clients through that lifecycle, helping align internal policy with external execution. A little guidance could go a long way to making your relationship sticky with a client.

Your Client Isn't Professionally-Immortal

Professional-Immortal: I'm going to coin that term for the purposes of this piece, here's why. Most of the legislation that governs our industry was enacted in the late 1990s and early 2000s, more than twenty years ago. That timeframe represents roughly half of an average working career. The median job tenure in North America is under four years!

You may have sold the importance of compliance to a decision-maker in 2008. That does not mean that knowledge survived the next two reorganizations or leadership changes.

Humans also lose their perception of danger after extended periods of safety. The risk does not disappear; our awareness of it does. Ironically, risk exposure today is often higher than it was two decades ago because the documents that are printed, stored, or retained now tend to be the most sensitive. According to the U.S. Federal Trade Commission, reports of identity theft and associated fraud have risen sharply over the past two decades, reaching record levels in 2024 with more than 1.1 million identity theft reports and over \$12.5 billion in reported consumer losses, confirming a sustained and accelerating upward trend.

Education cannot be a one-time conversation. It must be institutionalized.

Why CSDS, and Why Now

CSDS fast-tracks both knowledge and confidence. It's not just about what you know, but where to



find the information needed to make defensible decisions. CSDS holders have access to ongoing education and peer resources through i-SIGMA, reinforcing that compliance is a living discipline. The CSDS Committee works to support and reinforce the strengths of each CSDS within member organizations, ongoing education and growth isn't encouraged it's required.

For business owners, CSDS addresses a critical question: who else in your organization is qualified to identify risk? If the only compliance validation you receive is an annual audit, you are waiting too long. An empowered CSDS on staff becomes a second set of eyes, identifying gaps before they become findings.

Great employees reduce risk. Empowered employees identify risk and create processes to eliminate it.

Be More Than a Price

If you are speaking to the wrong person, their directive may be simple: find the least expensive company that can collect and shred or collect and store. That instruction often excludes the people who ultimately carry responsibility for data protection and regulatory exposure.

In small and mid-sized organizations, the de facto data controller may be the president,

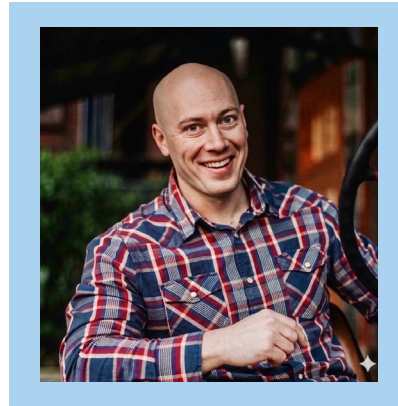
controller, VP of finance, IT administrator, security officer, or operations manager. CSDS-level thinking helps elevate the conversation from price to risk, their risk, and ensures the right stakeholders understand the implications of vendor selection.

The Credential That Closes

CSDS does not replace i-SIGMA NAID AAA Certification. It completes the picture.

NAID AAA validates organizational compliance through independent audits. CSDS validates individual competency, judgment, and accountability. Together, they transform providers from service vendors into trusted risk-mitigation partners.

As regulation tightens, turnover accelerates, and institutional knowledge erodes, your CSDS provides the practical bridge between material disposition and defensible compliance, positioning our industry as the final, accountable safeguard where failure is not an option.



AUTHOR

Ben Street CSDS
Director | Sales & Marketing
Shred-Tech



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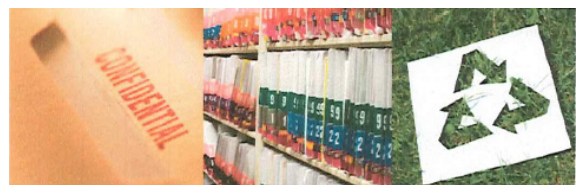


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Due Diligence Comparison

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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.	✓	
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 Committee and the Member Resolution Council oversees 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 compliance 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	More than 2,000 operations on five continents are certified by i-SIGMA, including mobile, facility-based, paper, and electronic media destruction services. i-SIGMA NAID AAA Certification is required by hundreds of government offices and thousands	✓	
Program Recognition	i-SIGMA's NAID AAA Certification is acknowledged by many accreditation programs, such as e-Stewards, the state of New Jersey for on-site hard drive destruction, and BitRaser Data Eraser Software Company.	✓	

For more on the depth and integrity of the i-SIGMA Certification Program, contact the Certification Department at certification@isigmaonline.org or 602-788-6243.





Cyber Hygiene: Importance and Strategies



Shaina Van Kilsdonk, i-SIGMA Certification Associate

Did you hear about that recent security breach with XYZ Shred? Apparently one of their employees used his work email and password to sign up for café rewards. That login information was later purchased off the dark web and used to infiltrate XYZ Shred’s entire network: HR documents, client records, contracts—everything. Now there’s a class action lawsuit from the people whose data was exposed—and XYZ Shred isn’t a huge company. It’s hard to imagine how they’ll survive it.

XYZ Shred isn’t real, but the scenario is. We see variations of it more and more, and it almost always traces back to poor cyber hygiene. You might think, “I only shred paper. I don’t store records. Once I destroy my customer’s documents, the risk ends there.” But vulnerabilities don’t disappear just because the paper does. In the scenario above, the breach had nothing to do with stored records or destroyed devices. It started with one reused password and snowballed from there.

This kind of attack even has a name: credential stuffing. When usernames and passwords from one breach are sold online, attackers systematically try those same credentials across business platforms, email portals, and cloud systems. If even one employee reused a password, the door swings open. No dramatic

hacking sequence. No elaborate spy movie tactics. Just automation and opportunity.

There will always be people looking to exploit weaknesses—whether for money, for a challenge, or simply to cause chaos. The good news? Most incidents are preventable with practical, scalable safeguards.

Start by dropping the excuses. It doesn’t matter if you’re a two-person operation with one truck. It doesn’t matter if you think a “full security overhaul” is out of reach. An ounce of prevention truly is worth a pound of cure. Vulnerabilities exist regardless of business size, and security plans can be tailored to fit both scope and budget. What you really can’t afford is a multi-million-dollar lawsuit.

Courts are increasingly evaluating whether a company exercised “reasonable care” after a breach. That phrase matters. Reasonable care doesn’t mean perfection. It doesn’t mean you must prevent every possible attack. It means you took appropriate, documented, industry-aligned steps to reduce foreseeable risk. If you’re ever asked that question—by a regulator, a judge, or a client—could you demonstrate that you did everything reasonably within your control?

So what does reasonable care look like?

First, build a secure foundation. Implement multi-factor authentication for system access. A password alone is no longer sufficient protection. Add endpoint protection on every device that connects to your network—desktops, laptops, even tablets. Segment your network so one compromised credential doesn't automatically expose everything from payroll to client databases. The goal is containment. If something fails, it shouldn't fail catastrophically.

Then consider mobility. What happens if an employee loses a phone that syncs with work email? What if a laptop is stolen at the airport? Are those devices encrypted? Can they be remotely wiped? Do you require screen locks and biometric access? Remote work and mobile access increase flexibility, but they also expand your attack surface. If your policies haven't kept pace with that reality, you may have blind spots.

Next, formalize your risk assessment and incident response plans. You need to know your susceptibilities—and how to control them—before someone else discovers them for you. Schedule regular vulnerability scans. Apply patches consistently. Review user access quarterly. Remove credentials immediately when employment ends.

And if an incident occurs, who communicates with clients? With the public? With the press? Who contacts legal counsel? Who notifies cyber insurance? Who leads the response while daily operations continue? During a crisis is the worst possible time to decide roles and responsibilities. A documented response plan prevents confusion, duplication of effort, and costly delays.

A good plan is like a fire drill. Prevention matters—but so does knowing exactly what to do if prevention fails. Practice your response so no one is improvising under pressure. Tabletop exercises, even informal ones, can expose gaps in coordination long before a real incident does.

Finally, apply the Principle of Least Privilege. Not everyone needs access to everything. Grant users only the permissions required to do their job—nothing more. Administrative access should be rare and closely monitored. The fewer



pathways an attacker can move through, the better your chances of containing damage.

Once you've built that foundation, leverage it. Security is top-of-mind for customers, and a strong framework differentiates you from competitors. In this industry, "secure" can mean very different things to different people. That's why I look for an i-SIGMA NAID AAA Certified provider—and full compliance with those standards. Certification isn't just a logo. It represents documented procedures, employee background screening, operational controls, and independent third-party audits. It signals that security isn't a marketing claim—it's operationalized.

The i-SIGMA Board of Directors recently approved adding enhanced cyber hygiene requirements to the i-SIGMA NAID AAA and PRISM Privacy+ Certification programs. That shift reflects a broader industry recognition: physical destruction and digital security are no longer separate conversations. Clients increasingly expect both. Companies that begin strengthening cyber controls now will be ahead of the curve when those requirements take effect.

A mature cybersecurity program also aligns well with established frameworks like SOC 2, ISO 27001, and the NIST Cybersecurity Framework. You may not pursue every certification,

but aligning with recognized standards strengthens defensibility. It shows regulators and clients alike that your practices are anchored in widely accepted best practices rather than improvised policies.

Trust matters—and customers look for visible signals of it. Research suggests trust badges can significantly increase e-commerce conversions, and many customers report higher confidence when security assurances are clearly displayed. In an industry built on discretion, confidentiality, and compliance, proof of standards can influence purchasing decisions. When a prospective client is choosing between two providers with similar pricing and service capabilities, demonstrable security maturity may be the deciding factor.

Cybersecurity is no longer optional—it's imperative. Use a security scorecard to identify weak spots and track improvement over time. Consider zero trust network access, which requires continuous, identity-based verification for every user and device—not just a one-time login. In a zero trust model, no connection is automatically trusted simply because it originates inside the network perimeter.

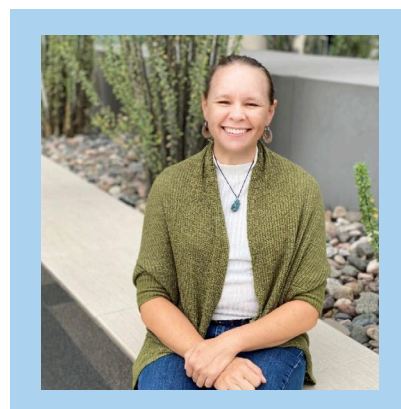
Run regular simulations with your team so they know how to recognize and report suspicious activity. Phishing remains one of the most common entry points for attackers. Your employees are one of your strongest lines of defense—if you equip them properly. Teach them to spot unusual spelling, odd formatting, subtle tone shifts, unexpected urgency, or requests that bypass normal procedure. Encourage a culture where pausing to verify is praised, not penalized.

Attackers are growing more sophisticated, especially with AI tools that can generate convincing emails and mimic writing styles. But human discernment still matters. If something looks legitimate but feels off, pause and verify through a secondary channel. A thirty-second confirmation call can prevent months of remediation.



The cyber realm can be dark and unpredictable. But preparation changes the equation. When you document policies, train employees, restrict access, and align with recognized standards, you're not just reducing risk—you're demonstrating responsibility. And in a landscape where clients are increasingly aware of data exposure headlines, responsibility is a competitive advantage.

Strengthen your defenses. Practice reasonable care. Show your work. And when the inevitable question comes—"Did you do everything you reasonably could?"—you'll be able to answer with confidence.



AUTHOR

Shaina Van Kilsdonk,
i-SIGMA Certification Associate

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Stop Selling Shredding. Start Selling Defensible Decisions.

Nathan Campbell, i-SIGMA CEO



If you are still selling shredding, you already know how the conversation ends.

- Price becomes the decision.
- Margins shrink.
- And the relationship is easily replaced.

Because your customer is not buying shredding. They are buying protection—from risk, exposure, and accountability.

The real question is: Can they defend choosing you if something goes wrong?

The Commodity Trap

When you describe your business as a shredding provider, you invite comparison. And comparison drives price.

No executive is thinking about shredding.

They are thinking about breaches, compliance failures, and liability.

Shredding is just one control in a much larger risk environment. When you sell it as a standalone service, you reduce your value before the conversation even begins.

And once you are seen as a commodity, you are easy to replace—and even easier to forget.

If your sales process is centered on price, frequency, and container size—you are not in the risk business. You are in the commodity business. And commodities don't win.

What Customers Actually Need

Your customers don't need another vendor.

They need:

- Clarity
- Guidance
- Confidence

They need to know the decisions they make today will hold up under scrutiny tomorrow.

Because when something goes wrong, no one asks: "Who was the cheapest?" They ask: "**Was this decision defensible?**"

Owning Risk Requires Proof

Making the shift from service provider to risk partner is not about changing your message.

It is about delivering certainty. Your clients are not just asking: "Can you do the job?" They are asking: "Can I defend this decision if something goes wrong?"

Confidence is not built on claims. It is built on proof:

- Documented processes
- Verified controls
- Trained personnel
- Independent certification
- A clear, auditable chain of custody

These are not operational details. They are the foundations of trust—and the reason clients choose partners over vendors.



The Shift to Lifecycle Thinking

Forward-looking providers are expanding beyond individual services. They are positioning themselves as information lifecycle partners—supporting clients across paper, devices, and data-bearing assets. This isn't just about adding more services. It's about owning the outcome—reducing your client's risk.

From point solution → to integrated partner
From task execution → to risk management
The providers who make this shift are not competing on price. They are leading on accountability.

How to Make the Shift (Starting Now)

This is where most organizations stall. They understand the idea—but don't change behavior. Here's what actually needs to change:

1. Change the Opening Conversation

Stop saying:

“We provide shredding services.”

Start asking:

“How are you currently managing information destruction risk across your organization?”

2. Lead With Risk, Not Service

Shift your questions:

- “What would happen if your disposal process was challenged in an audit?”
- “Who owns that risk internally?”

“How confident are you in your current chain of custody?”

You are not there to quote a service. You are there to expose risk.

3. Anchor on Proof

Don't just explain what you do—show how it protects them.

Bring:

- Certification
- Audit processes
- Chain of custody documentation

Position it clearly: “This is what protects you—not just the service itself.”

4. Expand the Conversation

If you stop at paper, you shrink your value.

Expand into:

- Devices
- Hard drives
- Backup media
- End-of-life IT assets

Move the discussion toward: “We help manage risk across your entire information lifecycle.”

5. Reframe Price Completely

Stop defending cost. Instead, say: “This isn't a cost decision—it's a risk decision.”

Because the cheapest option is only cheap—until it isn't.

Where This Is Going

Early industry insights are already showing a clear divide. Organizations that position around risk and accountability are seeing:

- Stronger margins
- Deeper client relationships
- More defensible value

Those that don't are still competing on price.

In upcoming issues of SIGNAL, we will share data and benchmarks that make this even clearer.

The Bottom Line

You are already in the risk business.

The only question is whether your customer—and your sales process—reflect that.



AUTHOR

Nathan Campbell,
i-SIGMA CEO

meet the
new board

SIGNAL

Elected Board Members for 2026

Jim Dowse, CSDS of Time Shred Services (Hillside, NJ, USA) has been elected to the Office of President-Elect

Heather Fitzanko, CSDS of AAA Certified Confidential Security Corp. (Peoria, IL, USA) has been elected to the Office of Secretary

Greg Bullard of Corodata Record Management, Inc. (Poway, CA, USA) has been elected as Director

Amanda Cavanah of Access (Madison, WI, USA) has been elected as Max Paying Dues Director

Scott Reis of uRISQ/CSR Privacy Solutions, Inc. (San Francisco, CA, USA) has been elected as Corporate Partner Director

Bylaws Ratification

Bylaws Ratification passed at 90.5172%

The association would like to thank all of the voting members who participated in this year's i-SIGMA Board of Directors Election. Voting was open from 3 February through 5 March 2026 for voting member representatives. The results have been tabulated, and i-SIGMA is pleased to announce the full slate who will serve the membership for the coming year.

i-SIGMA®

executive team

President

Gaines Garrett, CSDS
*Secure Shredding and
Recycling*
NAID AAA Certified
Baton Rouge, LA,
United States



Gaines Garrett, CSDS is the Chief Executive Officer of Secure Shredding and Recycling (SSR) and Chief Operating Officer of Dunlap Government Solutions (DGS). Since joining the family business in early 2017, Gaines has helped grow revenues more than 1000% and established SSR as one of the Southeast United States' largest independently owned shredding companies.

In 2021, Gaines led the acquisition of Landshark Shredding via the formation of a joint venture between SSR and DGS. DGS now holds more than 50 federal government contracts and works with more than 20 i-SIGMA certified teaming partners throughout the country to service our VA Hospitals. Gaines also holds the designation of Certified Secure Destruction Specialist.

In addition to his work in the secure destruction industry, Gaines has been an entrepreneur since his time in graduate school at Louisiana State University. He is a partner in several companies developing products and services across multiple industries. Gaines graduated from LSU with a bachelor's degree in Biological Sciences in 2008 then went on to complete his MBA with a focus in Finance and Entrepreneurship in 2010. He and his wife Lauren have two children, Mai Frances and Park.

President-Elect

Jim Dowse, CSDS
Time Shred Services, Inc.
NAID AAA Certified
Hillside, NJ, USA



Jim Dowse is the COO of Time Shred Services. Jim has over 35 years' experience in the document management and document shredding industry and runs Time Shred Services with a staff of the most accomplished professionals in the document destruction industry. Under Jim's leadership Time Shred has grown to be the largest locally owned Document Shredding company in the New York City area. Since we are a local business, we have a vested interest in providing the residents and businesses in our community with the best shredding service possible. Jim recognized that there was a need for a better and more convenient document shredding service that provided customers with shredding services when they needed it Monday through Saturday and Time Shred was born. Jim is also a CSDS, Certified Secure Destruction Specialist. This is the highest individual certification for an individual in the document shredding industry.

Immediate Past President

Rick Jackson

American Document Services

NAID AAA Certified
PRISM Privacy+ Certified
Las Cruces, NM, USA



Rick Jackson is an experienced leader and successful business owner who has dedicated his life to the service of others. Born and raised in Oklahoma, Rick spent the first decades of his adult life in service to his country as a soldier in the United States Army. He retired after 25 years as the Post Command Sergeant Major at White Sands Missile Range in New Mexico.

Soon after that, he founded American Document Services in Las Cruces, New Mexico, where he has been an active member of the local business community for more than 25 years.

As a leader in the Las Cruces business community, Rick has served as Chairman

of the Board of Directors for the Greater Las Cruces Chamber of Commerce and Chairman of the Board of Directors for the New Mexico Small Business Development Center's Statewide Advisory Board. He also serves as a Board member for Pioneer Bank (Las Cruces, NM), Advisory Board, Mesilla Valley Hospice (Las Cruces, NM), and Tresco, Inc. (Las Cruces, NM). He has and presently serves on numerous i-SIGMA committees. Rick is currently serving as a Director on the i SIGMA Board of Directors. He has also served on numerous boards and committees for community non-profits over the past 23 years. In honor of his years of decorated military service, Rick was selected as the Civilian Aide to the Secretary of the Army for the State of New Mexico and has served in this position proudly for the past 7 years.

Rick has spent the past few years expanding the scanning/imaging technology in his business. Turning one-time scanning customers into recurring customers has been successful and increased his ROI and the company's bottom line. He is a firm believer that excellent customer service is the key to his success, and it has proven to be better than any advertising dollars ever spent.

Treasurer

Bowman Richards

Richards & Richards, LLC

NAID AAA Certified
Nashville, TN, United States



Bowman Richards is the owner and president of Richards & Richards Secure Shredding in Nashville, Tennessee. He joined the family business in 2008, starting in sales and gradually moving into management. He took over the company in 2018, the same year it sold off its other services (records storage, scanning, data protection) to refocus around its shredding business.

A Certified Secure Destruction Specialist, Bowman has been a member of i-SIGMA and its predecessors since 2008 and currently

serves as president of the organization. Previously, Richards served as president elect of i-SIGMA and chair of i-SIGMA's Conflict Resolution Committee, after serving as a member of the committee. He also previously served as the international conference chair for NAID and on the board of directors of PRISM. Bowman is a graduate of the University of Tennessee Knoxville and a member of EO (Entrepreneurs' Organization) in Nashville.

Bowman has been married to his wife Lauren for 16 years, and they have four children: Joye, Warren, Mary Alwyn, and Margaret Lynn. The family also has four dogs: Lilly, Cooper, and Cash. Outside of work, Bowman enjoys golfing and hunting (duck, deer, pheasant, and turkey).

SIGNAL

Secretary

Heather Fitzanko, CSDS
AAA Certified Confidential Security Corp.
NAID AAA Certified
Peoria IL, USA



Heather Fitzanko studied Business Management at Illinois Central College before coming to AAA Certified Confidential Security Corp in 2004. In 2010 she received her credentials as a Certified Secure Destruction Specialist (CSDS). Heather served on the CSDS Board of Regents from 2013 to 2022. What she enjoys most about her job is relationship building.

Heather is a Central Illinois native. She and her husband Steve have been married over 30 years and have been blessed with two children and two grandchildren. Heather loves the outdoors. Her favorite pastimes include cycling, hiking, kayaking, or spending time with her family. An active member in her local Rotary club. She is also co-editor of the Illinois Valley Wheelm'n newsletter – a central Illinois cycling organization.

“What a fun industry! Where else can you be an expert in destroying things!”

Executive Director

Nathan Campbell
i-SIGMA
San Francisco, CA, USA



Nathan Campbell returns to the helm of the association as CEO after having served on the board of directors for NAID and PRISM International, the two trade associations that merged to form i-SIGMA in 2018. Prior to joining i-SIGMA, Nathan was the president of Rylyn Associates, offering business consulting plans. He brings more than 25 years of executive leadership, specifically in the information governance space, first from Recall and more recently Access. He is also a Stanford University Executive Program graduate.

Directors

Rod Ivey
RecordXpress
Coquitlam, BC



Rod Ivey boasts a decade of experience in the secure destruction industry. Presently, he is in charge of supervising the operations of three branches and providing support to an additional four branches in Alberta, Canada. Rod has actively contributed to his company's M&A endeavors, playing a pivotal role in successfully transitioning five acquisitions into the integrated entity now known as RecordXpress, under the umbrella of Best Shredding.

In addition to his operational responsibilities, Rod currently serves as the Chair of the Member Resolution Council. Over the course of his tenure, Rod has been actively involved in the Certification Support Committee and the Nominating Committee.

Luke Westerman
Computer Recycling Center
Springfield, MO, USA



Luke Westerman, a dynamic entrepreneur, is the driving force behind Computer Recycling Center and Big Bear Shredding. With a passion for sustainability and a keen eye for business opportunities, Luke established these ventures to address the pressing need for responsible electronic waste management. His dedication to environmental conservation and data security fuels the success of his enterprises, providing essential services to individuals and businesses alike. Through innovative solutions and a commitment to ethical practices, Luke Westerman continues to lead the way in promoting eco-friendly business practices while ensuring the safe disposal of electronic devices and sensitive information.

Directors

Karen Truebody

AGS Records Management
South Africa



Karen has over 18 years' experience in records management, having worked as the General Manager, Operations Director, Sales and Marketing Director as well as the Director responsible for Human Resources for a large Records Management Company in South Africa. Due to her expertise in these multiple positions, Karen has a complete understanding of the records management process in Sub Saharan Africa. She was previously in charge of 250 staff and had the responsibility of developing and overseeing numerous branches.

Karen started with PRO Archives Systemes as the Divisional Manager in 2011, and she now utilizes her vast experience in records management as their International Director responsible for the development and management of branches in Africa, Asia and Europe. She has successfully secured many international contracts with large companies in the world. These projects are for the implementation of their on-site and off-site records in all 54 African Countries.

In addition, Karen also manages a very large scanning project for a division of the United Nations whereby the scanning and indexing of 2 000 000 pages is concluded monthly. Karen is a married mother with two gorgeous children and is based in Johannesburg, South Africa.

Greg Bullard

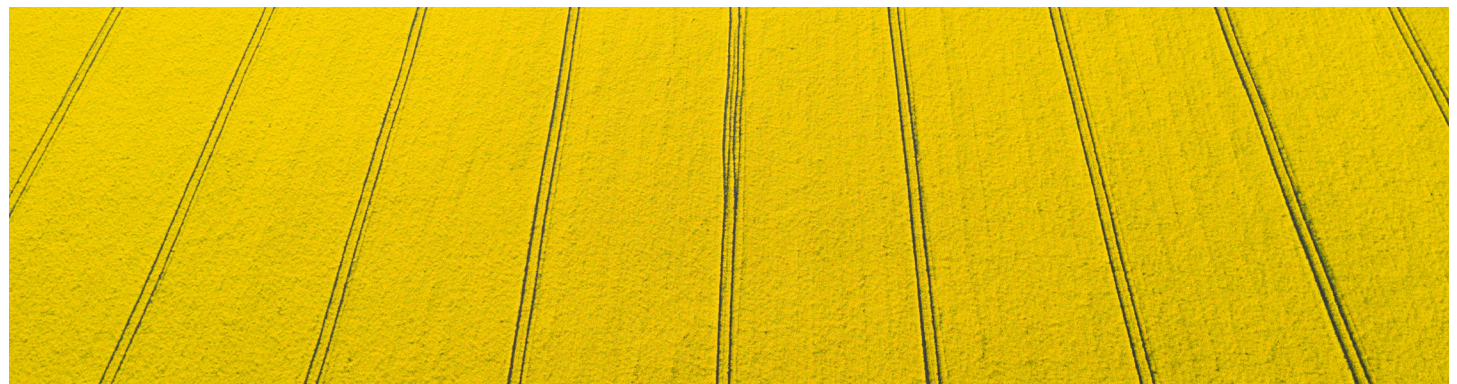
Corodata Record Management, Inc.
Poway, CA, USA



Greg Bullard has been involved in the information management and secure destruction industries for almost 25 years. Today, Greg is General Counsel for Corodata, one of the largest, independently owned information management companies in the country. Prior to joining Corodata, Greg founded, built and sold successful businesses in this industry and, as outside legal counsel and M&A advisor, has represented many industry companies. Greg has been on the board of directors of both PRISM and i-SIGMA and has spoken several times at industry events.

Greg began his career as a corporate attorney with the law firm DLA Piper and also worked as a Senior Attorney with Delta Air Lines.

Greg grew up in the Atlanta area, attended Kennesaw State University, and earned his law degree from DePaul University College of Law, where he was a member of the DePaul Law Review editorial board. Greg now lives in Charlotte, NC and is active in his local community and has founded and invested in a number of other businesses.



Paul Prokic

G1 Asset Management
Yatala, Queensland, AU



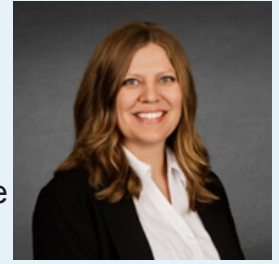
Paul Prokic is the Director of Strategy and Growth at G1 Asset Management Pty Ltd, an ITAD based in Australia at Yatala in Queensland. Paul has played a significant part in growing the organisation with customers throughout Australia, New Zealand and SE Asia and now in North America over the past 6 years and has a passion to see the ITAD side of i-SIGMA develop in the coming years.

Paul has been Vice Chair on the Australian New Zealand Committee of i-SIGMA for around three years now and is currently Chair of the newly formed Asia Pacific Committee and will utilise his skills in growing the business internationally with i-SIGMA in attracting more business to be NAID AAA Certified and understanding the importance of having that significant accreditation which G1 has achieved.

Paul and his wife Michelle have been married for 39 years and have four children and three grandchildren he takes an active interest in many sports and has coached junior teams for many years and understands the value of teamwork and looks forward to making a strong contribution to the i-SIGMA Board.

Amanda Cavanah

Access
Madison, WI, USA



Amanda Cavanah is the Senior Director of Compliance & Risk Management at Access Information Management Corporation. She began her career in the records and information management industry 25 years ago with a small RIM business, spending her first decade in operations before moving into compliance and risk-focused leadership roles. Amanda is a Certified Secure Destruction Specialist (CSDS) and holds the PECB ISO 22301 Lead Implementer certification. Within iSIGMA, Amanda currently serves as Chair of the CSDS Council, previously chaired the Certification Committee, and served on the Nominating Committee.

A lifelong resident of the Madison, Wisconsin area, Amanda and her husband Aaron have been married for 23 years and are the proud parents of their daughter, Abigail. Their home is rounded out by two dogs and two cats. Outside of work, Amanda enjoys hiking and kayaking, gardening, reading, and creating stained glass pieces.

Scott Reis

uRISQ/CSR Privacy Solutions, Inc.
San Francisco, CA, USA



Scott Reis is the VP of Partnerships at uRISQ / CSR Privacy Solutions, Inc., bringing over 19 years of expertise in information management solutions, sales leadership, and business development. A former owner-operator at DataSafe, Inc., Scott has successfully led sales teams, expanded service offerings, and

driven strategic acquisitions. With a passion for fostering talent and implementing growth strategies, Scott excels in helping businesses navigate compliance, security, and operational efficiency in the ever-evolving digital landscape. He currently serves on the iSIGMA Membership Committee and finds passion in supporting both service providers and corporate partners. Scott lives in Northern California with his wife, son, and two French Bulldogs - Napoleon and Florence.

SIGNAL

i-SIGMA 2026 Events

OCT
7-8

Shred School

Journeyman Hotel
Milwaukee, WI
More Details Coming Soon



NOV
4-6

International Summit

Bangkok, Thailand
More Details Coming Soon





Amado Cabrera of Iron Mountain

Professional Journey

With more than 35 years in the information management industry, Amado Cabrera has built a career defined by leadership, adaptability, and a commitment to operational excellence. A dynamic and results-oriented professional, Cabrera has developed expertise across operations, sales, customer service, and business development, consistently driving growth and innovation throughout his career.

Cabrera's experience spans both private companies and large, publicly traded organizations, most notably Iron Mountain, where he currently serves as Head of Operations for the Southeast Territory. Over the years, he has led diverse teams across the United States, Canada, Puerto Rico, and Latin America, bringing a global perspective to his work and a strong ability to navigate complex business environments.

In his current role, Cabrera provides leadership across all major business lines, including secure shredding, records and information management, data management, digital solutions, IT asset disposition, and acquisitions. His broad scope of responsibility reflects both his depth of experience and his ability to align strategy with execution across multiple disciplines.

Time with i-SIGMA

Cabrera has been an active member of PRISM International and i-SIGMA for more than 30 years, demonstrating a longstanding commitment to the industry and its advancement. Over the course of his career, he has witnessed significant transformation within the information governance and secure destruction space and has remained

engaged as the association has evolved alongside it.

His continued involvement reflects a belief in the importance of collaboration, shared knowledge, and maintaining strong industry standards across a rapidly changing landscape.

Comments on Association Involvement

Throughout his tenure, Cabrera has valued the opportunity to connect with peers, exchange ideas, and contribute to the broader industry community. His experience working across multiple regions and business functions has reinforced the importance of strong professional networks and ongoing learning.

He recognizes that organizations like i-SIGMA play a critical role in supporting both individual growth and collective progress, providing a platform for professionals to share insights and elevate best practices.

Finding Success

Cabrera attributes much of his success to his ability to build and lead high-performing teams. Known as an outstanding team builder, he emphasizes the importance of developing strong internal and external relationships, as well as fostering a culture of collaboration and accountability.

His leadership style is grounded in strategic thinking, careful planning, and strong organizational skills. By combining analytical insight with a focus on people, Cabrera has been able to guide teams through growth, change, and innovation across a variety of business environments.

Advice to Clients

For organizations seeking the right service provider, Cabrera emphasizes the importance of experience, capability, and trust. Providers should be able to demonstrate not only technical expertise, but also a clear understanding of client needs and a commitment to delivering consistent, high-quality service.

He also underscores the value of working with partners who can offer comprehensive solutions and adapt to evolving business and regulatory requirements.

Advice to Fellow Members

Cabrera encourages industry professionals to remain open to learning and to take advantage of the opportunities available through association involvement. Building relationships, sharing knowledge, and staying informed on industry trends are essential for long-term success.

He also highlights the importance of developing a well-rounded skill set and being willing to take on new challenges. "Growth comes from experience and engagement," he notes, encouraging members to stay active and contribute to the ongoing advancement of the industry.



Brian Connelly of All Points Mobile Shredding

Professional Journey

Brian graduated from University of Florida and then traded options on the Chicago Board of Options Exchange. While in living in Chicago and still trading options, Brian attended his first NAID conference in 2004. From there he moved home to Florida to join the Family business. At the time, they had one shredding truck. Twenty years later, All Points Mobile Shredding has expanded its services to include medical waste disposal and electronics recycling and, has 19 trucks and serves most of the state of Florida.

Time with i-SIGMA

Brian might hold the record (tied with Don Adriaansen) for the longest term on the board. With over 10 years serving on the board Brian served under two CEO's (Bob Johnson and Nate Campbell) and served on the hiring committee in the selection of Nate as the new CEO. He played an

integral role in the merger of NAID and PRISM to form i-SIGMA. Brian started over a decade ago as a board of director and then moved his way up to the executive committee, then served as Secretary, President-Elect, President, and two terms as Past President. It will be bittersweet to step off the board and focus more on his business and his family.

Comments on Association

Serving on the board has helped shape me as a leader and taught me the value of giving back to our industry.

Advice to Clients

The biggest mistake we see are clients only focused on price. The secure destruction of documents and media/electronics is an incredibly important decision. Clients should be focused on NAID AAA Certification, dependability, excellent customer service (a live person answering the phone, accurate billing) and integrity. Picking the least expensive company can end up being extremely costly. At the end of the day, this decision should be about relationship and partnership and selecting a vendor you can trust.

Advice to Fellow Members

Being a part of a Mastermind Group has contributed significantly to both our businesses success and my success as a board member. Most board members and presidents for the last 10 years (since Eric Haas) have been part of the Mastermind Group. We believe in serving and giving back to our industry. The Mastermind Group really allows you to grow your network, have a trusted group of advisors and great friends who help to ensure your success.

Nate and his team have done a great job moving the organization forward and offering more benefits to our members.



Margaret Meier, CSDS of UltraShred Technologies

Professional Journey

Margaret Meier's path to the records and information management industry is rooted in a foundation of education, adaptability, and lifelong learning. Beginning her career as an educator, Meier taught students of all ages, developing skills in communication, training, and relationship-building that would later prove invaluable in business.

Since its founding in 2000, UltraShred has grown into a trusted, NAID AAA Certified shredding company serving clients across Florida, Georgia, and Alabama. Meier credits this growth to a commitment to continuous improvement, leveraging available resources, and maintaining a personalized, client-focused approach even as the business expanded.

Time with i-SIGMA

Her involvement with i-SIGMA evolved over time. Initially unsure about the benefits of NAID AAA Certification, she became more involved through achieving the credentials and receiving encouragement from mentors.

Earning her CSDS certification marked a turning point, deepening her industry knowledge and opening doors to leadership opportunities. Since 2020, Meier has served on the i-SIGMA Board of Directors and contributed to several committees, including the Membership Committee, Nominating Committee, Certification Support Committee, and CSDS Committee.

Through these roles, she has gained valuable insight into the association's work and developed meaningful connections with fellow members.

Comments on Association Involvement

Meier views her involvement with i-SIGMA as a cornerstone of her professional development. She emphasizes the value of education, certification, and collaboration, noting that the association provides both the tools and the community needed to succeed.

Her experience on the Membership Committee, in particular, helped her better understand the diverse needs of members and reinforced the importance of engagement. Working alongside industry leaders has strengthened her ability to contribute not only to the association, but also to her own organization.

Finding Success

For Meier, success is built on a foundation of people, learning, and adaptability. Drawing from her background in education, she prioritizes training and open communication within her team, and fostering a culture where employees feel supported and empowered.

She believes that caring for both staff and clients creates a strong, sustainable business. By remaining open to new ideas, participating in professional networks, and continually seeking best practices, Meier has helped position UltraShred for long-term success in a changing industry over 26 years in business.

Advice to Clients

When selecting a service provider, Meier encourages clients to look beyond credentials alone. "Authentic reviews and personal interactions matter," she says. "Take the time to connect with the people behind the service."

She emphasizes that trust, transparency, and a genuine commitment to customer care are essential, and that the right provider will tailor solutions to meet a client's specific needs.

Advice to Fellow Members

Meier encourages industry members, especially those new to i-SIGMA, to get involved and take advantage of available resources. "Everyone starts as a beginner," she notes, urging members to participate in mentorship programs, attend educational sessions, and explore certification opportunities.

She also highlights the importance of networking and collaboration, recommending involvement in committees and peer groups. "Take small steps, learn from others, and contribute as you grow," she says. "The more you engage, the more valuable the experience becomes."



Michael Payton, CSDS of Access

Professional Journey

Michael Payton has been in the records and information management industry for nearly 25 years and currently serves as Senior Director of Corporate Development for Access Information Management.

Since joining Access in 2021, Payton has played a key role in identifying and executing strategic acquisitions and partnerships that enhance Access' service offerings and market reach. His work focuses on building relationships, evaluating growth opportunities, and integrating businesses that strengthen Access' position as a leader in the industry.

Prior to joining Access in 2021, he spent 19 years in the industry at multiple independent RIM providers.

Time with i-SIGMA

Michael Payton is currently serving his second term on the i-SIGMA Board of Directors, having previously served from 2018 to 2021. In addition, he served on the PRISM International Board of Directors from 2015 to 2018 and was President of the Data Protection Association from 2018 to 2019.

Payton currently serves as Chair of the Certification Committee and previously served as Chair of the CSDS Committee. He was named the 2020 i-SIGMA Member of the Year.

Comments on Association Involvement

I began my career in an entry-level role at a records management company in Louisville, Kentucky. While that was a wonderful experience both personally and professionally, it wasn't until I became involved in the industry association that I truly realized how vast the industry was as a whole. The opportunity to network with others in the field led to a tremendous amount of professional development that benefited both me and the company I worked for. Over the years, I have built lasting friendships with many mentors and colleagues, whom I continue to stay in close contact with today.

Advice to Clients

Choosing qualified service providers is vital in business, especially when selecting partners who help protect your sensitive data. Finding a provider that maintains certified process, such as NAID AAA and Privacy+ Certification, shows a strong commitment to data security for both you organization and your customers.

Advice to Fellow Members

i-SIGMA offers a numerous opportunities to collaborate with and learn from others in the industry. Attending the annual conference or Shred School allows you to network with leaders in the industry and stay current with offerings from corporate partners. I also strongly encourage members to join an i-SIGMA committee, which is a great way to stay engaged and help shape the future of the association.



Will Vasey of Jake, Connor & Crew

Professional Journey

Will Vasey brings over 18 years of experience of delivering secure container solutions to the data management industry. After earning his degree in Business Marketing, he began his career with Jake, Connor & Crew as a Sales Representative. Through strong leadership and a proven ability to build client relationships, Will advanced to the role of Sales Director in 2012.

Now leading the sales division for the largest and only direct manufacturer of secure carts and consoles, Will works closely with clients worldwide to understand their operational needs, providing tailored solutions that reduce costs while ensuring the highest level of security.

Time with i-SIGMA

Will has served as the Corporate Partner Director on the i-SIGMA Board of Directors for the past three years. His term will conclude with the inauguration of the 2026 Board. During his three-year term, Will also chaired the Corporate Partner Engagement Committee and served on the Events Committee this past year. In addition to his board and committee service, Will has consistently supported the association by attending all conferences and Shred Schools since entering the industry in 2008, most often contributing as both a speaker and a sponsor.

Comments on Association Involvement

My primary motivation for getting involved with the association was to contribute to strengthening and advancing the industry. Participation has provided valuable opportunities to build connections and form relationships with experts and other forward-thinking professionals. It has also helped build credibility by showing a real commitment to the industry and increasing visibility. Most importantly, it has helped me grow professionally through the engagement with industry experts; sharing experiences, learning from their perspectives, and building relationships has helped me develop both personally and professionally.

Advice to Clients

When selecting a provider for your organization, it is essential to conduct thorough research. Verify that the provider holds the appropriate certifications, licenses, and complies with all relevant industry standards. Prioritize companies with a proven track record of experience, and ensure you are well-informed about your available options. Focus on providers who are committed to going above and beyond, partnering with you to maintain a secure chain of custody, rather than those who merely offer a certificate of destruction.

Advice to Fellow Members

I strongly encourage all members to become more involved with the association and its various initiatives. Start with attending events such as Shred School and the annual conference, as the educational sessions and networking opportunities provide significant professional growth. Consider joining a committee that aligns with your interests or passions. Collaborating with like-minded colleagues allows you to exchange ideas and develop strategies. The active engagement offers invaluable benefits, both personally and professionally. I encourage you to take the first step today by expressing your interest and getting involved. Your participation will not only enhance your own experience but also strengthen the association as a whole.

Join the conversation

Keep informed on industry news and network with peers on social media with i-SIGMA.



i-SIGMA[®]

International Secure Information
Governance & Management Assoc.



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Member News: PC Disposal Renews NAID AAA Certification

PC Disposal, a New Century, Kansas-based provider of information technology asset disposition (ITAD), secure data destruction and electronics recycling services, has renewed its National Association for Information Destruction (NAID) AAA certification.

The company says NAID AAA certification, which is issued by the Phoenix-based International Secure Information Governance & Management Association (I-SIGMA), is the highest global standard in secure data destruction.”



Shred America Announces Acquisition of Shred Assured in West Palm Beach, Florida

CHARLOTTE, NC — December 30th, 2025 — Shred America, an i-SIGMA Corporate Partner Member, is proud to announce its acquisition of Shred Assured, a respected and long-standing shredding provider serving West Palm Beach, FL, and the surrounding communities.

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2026 **i-SIGMA**

IMPACT AWARDS

We're excited to introduce the refreshed i-SIGMA Impact Awards—designed to celebrate the companies, leaders, and innovations making a meaningful difference across our industry.

This year's updated award categories focus on excellence in operations, leadership, innovation, service, and community impact—highlighting the many ways our members elevate secure information management every day.

- **i-SIGMA Rising Star**
Nominated by a Corporate Partner, this award recognizes a Service Provider individual whose leadership, mentorship, and industry involvement elevate teams and inspire progress.
- **i-SIGMA Innovation Excellence Award**
Celebrates creative solutions, new technologies, or processes that move the industry forward.
- **i-SIGMA Stewardship & Community Impact Award**
Acknowledges efforts that strengthen communities, promote environmental responsibility, and give back.
- **i-SIGMA Members' Choice: Exceptional Customer Service**
Highlights companies delivering exceptional client experiences and long-term trust. This award goes to a Corporate Partner Member who is nominated by a Service Provider.



IMPACT AWARDS

SPONSORED BY:



Nominations: i-SIGMA Rising Star

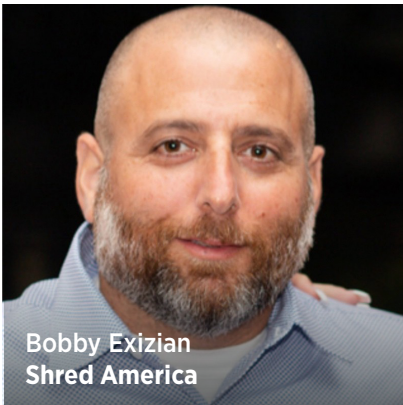


Megan Watkins
Shred Experts

Megan Watkins | Shred Experts

Megan is a rising star in the shredding industry because she represents the next generation of leadership transforming a traditionally male-dominated field. At just 22 years old, she stepped into the role of COO at Shred Experts and immediately began driving operational growth, accountability, and culture. As a woman owner in an industry long led by legacy operators, she brings modern management, disciplined execution, and forward-thinking strategy.

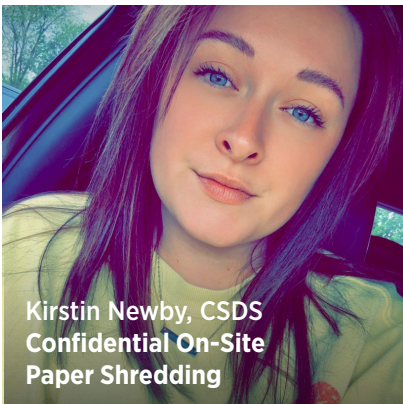
Operating in the small-population market of Northern Michigan, Megan has implemented new technologies to capture growth, improve routing efficiency, strengthen customer retention, and maximize revenue density. Under her leadership, the company has expanded from six to ten trucks, increasing capacity and regional dominance. Megan embodies how the shredding industry is evolving—stronger, smarter, more strategic, and more diverse



Bobby Exizian
Shred America

Bobby Exizian | Shred America

Bobby has been integral in the operations of Shred America. Taking over as VP of Operations and executing on multiple acquisitions. More impressive is making those acquisitions with no employee turnover and no attrition of accounts. This standard makes our industry stand out with professionalism while keeping the mission of security of the customer at the forefront.



Kirstin Newby, CSDS
Confidential On-Site
Paper Shredding

Kirstin Newby, CSDS | Confidential On-Site Paper Shredding

Recently secured her CSDS, attended Shred School this past November in NC, joined the Welcome Committee and has a tremendous, positive energy towards the industry. She possesses a strong desire to grow her knowledge and help support everyone she meets.



Marc Cornfield
Shred Spot

Marc Cornfield | Shred Spot

Marc continues to grow his market by prioritizing the customer experience while placing sustainability front and center.

Nominations: **i-SIGMA Innovation Excellence Award**



Georgia-Pacific Recycling | **Product Name: hubbIT**

hubbIT by Georgia-Pacific Recycling is an innovative online platform that empowers businesses to sell their recyclable waste. Backed by the reliability of Georgia-Pacific Recycling, hubbIT provides transparent pricing and direct market access. This transforms the recycling process, diverting thousands of tons of material from landfills and strengthening the circular economy. We make it easy for companies to turn their trash into treasure, fostering both financial and environmental gains for our partners.



BINS4 Shredding Inc. | **Product Name: In Development (New Bin)**

Built for Real-World E-Waste Collection

Our new 32-gallon, 4-wheel e-waste cart is engineered for demanding routes, with a reinforced metal base and castors mounted directly to the plate for improved strength, stability, and operator safety. Purpose-built openings make collection easier, faster, and more secure.



Octopus SaaS | **Product Name: Octopus SaaS**

Octopus is an all-in-one operating system built specifically for medical waste and paper shredding companies. It combines routing, scheduling, billing, payments, reporting, and customer communication into one unified platform. With real-time visibility, automated invoicing, native payment processing, and scalable growth tools, Octopus eliminates disconnected systems and streamlines operations—giving operators the control, efficiency, and insight needed to run smarter, more profitable businesses.



ShredMetrics | **Product Name: Q-Shred to Clover API**

Q-Shred is all-in-one shredding software, complete with an award-winning mobile app. The new Clover integration allows Shredders to easily accept credit card or ACH payments in the office, in the field through the Q-Shred mobile app, through a link on the invoice, or through a link on the Service Provider's website.

Nominations: i-SIGMA Innovation Excellence Award - Continued



DHS WORLDWIDE



DHS Worldwide | Product Name: Total Recall Software

DHS Worldwide provides their Total Recall Software for Records Management, Shredding, ITAD, Medical Waste, and virtually every sector of our industry. With A/R, CRM, and CC/ACH billing built into the system along with the ability to send quote reminders, marketing emails, driver arrival emails, and automatically send out past due notices, it is a complete solution for all of our industry's needs.



Shred-Tech | Product Name: MFT-58

The MFT-58 Mobile Firearm Destruction Truck delivers safe, on-site firearm disposal. Engineered to eliminate hands-on handling and armed transport, it feeds weapons up to 4 ft directly into a high-torque shredder, reducing them to recyclable fragments. Designed to protect operators and bystanders—even with hidden ammunition—the MFT-58 turns a costly, risky obligation into a controlled, efficient, revenue-generating service.



O'Neil Software Inc. | Product Name: SOC2 and ISO Certification

The only commercial physical records management software that certifies bringing a world class level of compliance, security, and peace of mind to physical records centers and their customers. As a result, we have streamlined throughput, improved accuracy, and increased overall capacity. These enhancements have allowed us to respond to customer demand with greater agility - reducing lead times, accelerating deliveries, increasing our versatility, and reinforcing our reputation as a reliable, forward-thinking strategic partner.



Jake, Connor, & Crew | Product Name: Company Evaluation and Analysis

Bringing in an internationally recognized, specialized motion study expert firm to evaluate our processes, marked a pivotal step in strengthening our manufacturing operational excellence and long-term competitiveness. Through detailed workflow analysis and time-motion assessments, the firm identified opportunities for optimization that were not visible through routine internal reviews. Their data-driven recommendations guided significant capital investments in advanced equipment and enabling technologies, elevating both our production capabilities and our market positioning.

Nominations: i-SIGMA Stewardship & Community Impact Award



Emil Brignola III | American Container Equipment & Supplies, LLC

Emil is a certified basketball official with the Georgia High School Association, dedicating the past four years to serving student-athletes across Georgia. During that time, he has officiated more than 140 high school basketball games, providing leadership, fairness, and integrity on the court.

Becoming and remaining a GHSA official requires far more than showing up on game night. Emil must pass an annual rules examination, complete on-court evaluations, and attend summer training camps to continually refine his skills. Selection to officiate games is earned through demonstrated performance and approval by his association's governing body. It is a rigorous physical and mental commitment that demands evenings, weekends, and ongoing preparation. Emil willingly gives this time because he believes in the value of high school athletics and the life lessons they teach.



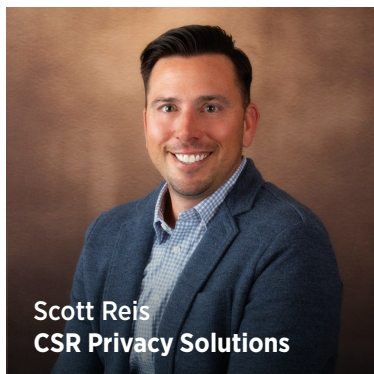
Reducing Carbon Footprint | BINS4 Shredding Inc.

The development of plastic consoles and under-desk bins has reduced product carbon footprint by over 90% compared to traditional wood products, while also reducing freight impact by more than 60% through improved nesting and shipping efficiency. For every 1,000 wood consoles that reach end of life, approximately 50,000 lbs of material is sent to landfill. Plastic consoles can be recycled at end of life, supporting more circular and sustainable collection programs. It's encouraging to see broader adoption of similar materials across the industry as sustainability becomes a shared priority.



The Jake Foundation | Jake, Connor & Crew

For over three decades, the JAKE Foundation has turned everyday business into a story of hope, channelling a percentage of every sale into causes that change lives. From local organizations to International relief efforts, the JAKE Foundation has supported more than 20 charities, with a focus on children, vulnerable animals and communities reeling from catastrophic events. The highest recognition in 2025 from the Humane Society, stands as a testament to a deep, sustained commitment to compassion and environmental responsibility that doesn't end with a single donation, but continues to ripple through communities year after year—thanks to customers whose every order helps the Foundation help others.



Scott Reis | CSR Privacy Solutions

As a new entrant to the i-SIGMA community, I have seen Scott Reis go above and beyond continuously to connect people and ideas without an inherent agenda. He has taken calls off hours, put together micro groups for idea sharing, and built a panel at Shred School 2025 to help inform peers and colleagues. I appreciate his professionalism and guidance constantly, and he is an excellent steward for the community.

Nominations: i-SIGMA Stewardship & Community Impact Award - Continued



Tom Adams | Flourish Press

Tom continues to support and elevate the Community within and around our Industry. He has always been, and continues to be a thought leader, an educator, and an incredible mentor to many various companies and leaders within the i-SIGMA community. Tom's depth of knowledge and extensive experience have become invaluable to the i-SIGMA Community. He consistently brings positive energy and a true growth mindset to both our Corporate Partners and Service Providers. Through his active participation on various committees, boards, and strategic initiatives, Tom has played a meaningful role in shaping and advancing our industry.



Ben Boles | KEITH Manufacturing Co.

Ben represents the largest unloading manufacturer in our industry, with every shredding truck equipped with a Keith Walking Floor. Since joining the i-SIGMA community a few years ago, he has been actively engaged while serving on a committee, sponsoring both Shred School and the Industry Conference, and generously contributing his time to support initiatives that enhance the experience of our Members and fellow Corporate Partners. Ben continues to be a valuable voice, offering thoughtful feedback and strong, consistent engagement within the Corporate Partner Committee and the broader industry.



Ben Street, CSDS | Shred-Tech

In just a few short years, Ben has emerged as a highly influential contributor within the iSIGMA community. His service on committees, active engagement in Shred Schools and Conferences, and dedication to continuous learning have elevated both his expertise and the value he brings to our industry. Ben consistently introduces fresh, forward-thinking ideas that strengthen industry standards, support member success, and advance the mission of iSIGMA. His ability to understand member needs and translate them into meaningful impact has made him a trusted and strategic voice within our community.

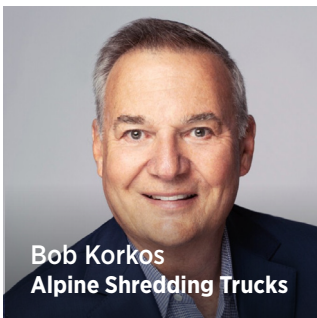
Nominations: i-SIGMA Members' Choice: Exceptional Customer Service



Scott Reis
CSR Privacy Solutions

Scott Reis | CSR Privacy Solutions

uRISQ went above and beyond in supporting Lonestar Shredding by delivering structured onboarding through AUTOBoarding, comprehensive training materials, and direct access to a dedicated privacy support team. Beyond software access, uRISQ provided sales scripts, FAQs, and operational guidance that empowered Lonestar to confidently offer privacy program management as a value-added service. This partnership reduced compliance risk, accelerated client deployment, strengthened customer trust, and positioned Lonestar as a proactive leader in data protection and governance.



Bob Korkos
Alpine Shredding Trucks

Bob Korkos | Alpine Shredding Trucks

Nomination One:

Bob is our go to guy. He has helped us on numerous occasions but recently we were having an issue with a shred truck (not Alpine) and Bob walked my tech through it and got him back on the road. He is one of the most knowledgeable guys in the business when it comes to servicing clients, fixing shred trucks, exit strategy, and of course selling trucks. I just saw recently how he gave a truck demo to a woman from another shred company and then dropped her off to the airport in the shred truck. Now that is top notch customer service.

Nomination Two:

I was new to the industry and bought a new truck over the phone. I randomly met Bob Korkos at the NAID convention. I explained to him i was new to the industry and he invited me to come to South Carolina and ride with him in his truck and he would teach me the industry. After i spent 3 days of him teaching me the ropes, he then followed up with helping me with any issues i had. He clearly LOVES the industry to help a total stranger new to the business. He also sold me a truck in December of 2025. He knew that we were needing the truck ASAP and flew to Canada from some other town in the Midwest and drove the truck to me. He then jumped on a plane to get back to another customer to make a sale. I could give you another 20 examples of why he should receive the Impact Award. I have watched him help others and not expect anything in return. He is a great person and deserves the recognition. He is truly an incredible person who cares about the success of the industry. He has owned multiple companies and successfully sold them and stayed close to the industry. GIVE BOB THE AWARD!!!!!! HE DOES NOT GET THE CREDIT HE DESERVES!!!! I will say it again, he has come through in so many situations to help. When he was in business, i was short a driver and he flew in and jumped into a truck to help us out. HE DESERVES THE AWARD!!!!



Emil Brignola III
American Container
Equipment &
Supplies, LLC

Emil Brignola III | American Container Equipment & Supplies, LLC

I am honored to nominate Emil Brignola and ACES for the Member's Choice: Exceptional Customer Service Award.

Emil consistently delivers the highest level of customer service in our industry. He always makes himself available to answer questions, provide guidance, and coordinate timely deliveries often on very short notice. In the shredding and records management industry, urgent needs for bins, consoles, and keys happen more often than not, and Emil always comes through when we need him most.

His responsiveness, reliability, and commitment to excellence have made him an invaluable partner to our organization. No matter the situation, Emil handles every request with professionalism, urgency, and a positive attitude.

Beyond his outstanding service, Emil is a proud U.S. veteran whose dedication to serving others is evident in everything he does. His work ethic, integrity, and commitment to supporting our industry help elevate not only his company but the entire industry. Simply put, no one in our industry deserves this recognition more than Emil Brignola. His contributions make our industry stronger and better every day. It is with great respect and appreciation that I nominate Emil and ACES for this award.

2026

i-SIGMA

IMPACT AWARDS

Winners of the 2026 Impact Awards will be announced during the Tuesday evening Truck Lot Party. All nominations will be displayed in the expo hall. Learn more about these great nominations throughout the course of this year's conference!



IMPACT AWARDS

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i-SIGMA Mentorship Program: Developing Leaders, Strengthening the Industry

The i-SIGMA Mentorship Program was created by the Membership Committee, led by Board President-Elect Gaines Garrett, to support professional growth, leadership development, and long-term engagement across the i-SIGMA community.

Designed to connect experienced industry leaders with members seeking guidance, the program offers a structured yet flexible framework for one-on-one mentorship. Participants gain practical insight, real-world experience, and personalized support in areas such as certification, operations, sales, executive leadership, and overall career advancement.

Mentors and mentees are thoughtfully matched based on goals, experience, interests, and geography. These matches encourage meaningful relationships that foster learning, confidence, and professional connection. The program further reinforces i-SIGMA's commitment to community by strengthening peer-to-peer engagement and knowledge sharing.

By investing in mentorship, i-SIGMA continues to support its members one member at a time, cultivating future leaders while upholding the standards, collaboration, and integrity that define our industry.

Interested in participating?

Members are encouraged to apply as a mentor or mentee and take an active role in shaping the future of the i-SIGMA community. Please reach out to membership@isigmaonline.org for more information.

i-SIGMA is Launching a Driver Risk Management Solutions Program Benefit to Members

i-SIGMA is excited to announce a new member benefit. i-SIGMA has partnered with SambaSafety to deliver clients best-in-class driver risk management solutions to reduce frequency and severity of crashes and claims. Review the linked one pagers to see what SambaSafety can do for you.

Since 1988, SambaSafety has led the industry in driver risk management software. Our mission is to transform data into action, protecting businesses and communities from driver and mobility risk.

Contact our Team to Learn
More: membership@isigmaonline.org





Delete Request and Opt-Out Platform (DROPP)

The Delete Request and Opt-out Platform (DROPP), launched by the California Privacy Protection Agency (CalPrivacy) in January 2026, is a groundbreaking, free, government-run tool allowing residents to delete their personal data from over 500 registered data brokers with a single request. It stems from the 2023 Delete Act and requires brokers to process deletions by Aug. 1, 2026.

Key Details About DROPP

- **How it Works:** Users visit the official portal (privacy.ca.gov/drop) to verify California residency, create a profile, and submit a deletion request to all registered brokers at once.
- **Data Coverage:** The tool targets data brokers—companies that collect and sell personal information without a direct relationship with the consumer. It covers various personal data, including, but not limited to, name, date of birth, and, optionally, unique identifiers like device IDs.
- **Timeline:** While sign-ups began in early 2026, data brokers are required to start processing these deletion requests starting August 1, 2026.
- **Impact:** By August 1, 2026, brokers must check the system every 45 days, and if they hold data on a requester, they must delete it (including inferences) or face potential fines of \$200 per day.
- **Security & Privacy:** The platform uses secure verification to ensure only authorized users can request deletion.

Congratulations On Retirement!

Please join us in recognizing Henry Nocella, CPP, an i-SIGMA Auditor, for his exceptional service, professionalism, and unwavering dedication. His impact on our organization and community is lasting, and he will be truly missed. Thank you, Henry, for everything you’ve given. Congratulations on your well-earned retirement!



In Memoriam Ron Conlin, CPP, i-SIGMA Auditor

It is with great sadness that i-SIGMA marks the passing of Ron Conlin, CPP, i-SIGMA Auditor.

Ron devoted more than five decades to public safety, law enforcement, and community service. He began his career with the New Orleans Police Department, serving in patrol, investigations, crime prevention, special assignments, and public information roles. In addition to his law enforcement career, Ron discreetly assisted the United States government in sensitive national security work during the Cold War, a contribution he carried out with humility and discretion.

welcome new members



New i-SIGMA Service Provider Members



203 Trading – Norwalk, CT, USA
A to Z Shredding – Rapid City, SD, USA
Carrier Services Group, Inc. – Youngstown, OH, USA
Coastal Secure Shredding, Inc. – Costa Mesa, CA, USA
Elian Electronics Recycling – Santa Ana, CA, USA
I-tad Technologies Solutions Inc – Fort Worth, TX, USA
NW Works – Winchester, VA, USA
OceanTech – Minneapolis, MN, USA
Ripcord Inc. – Hayward, CA, USA
Security in Shredding - Nenagh, Co. Tipperary, Ireland
Shred for Ed – Mesa, AZ, USA
SP Recycling - Ocala, FL, USA
TD Synnex – Louisville, CO, USA
U.S. Shred-Docs, LLC – San Diego, CA, USA
WeFixPC – Kansas City, MO, USA

New i-SIGMA Corporate Partner Members



Annex – Irvine, CA, USA
ERI in Fresno, CA, USA
Integrity Technology Solutions – Bloomington, IL, USA
Iron Mountain in New Galilee, PA, USA
MAXXeGUARD Data Safety BV – Hoofddorp, NH, Netherlands
Orion MC Inc. – Saint John, NB Canada
Thryv, Inc. – Grapevine, TX, USA
Ziperase – Austin, TX, USA

New i-SIGMA NAID AAA Certified Members



Black Dog Shredding Inc. – Albuquerque, NM, USA
CDR Global Inc. in Oklahoma City, OK, USA
Dream Green Recycling in Adams, MA, USA
Dynamic Lifecycle Innovations - Virginia in Sterling, VA, USA Electronic Recycling
Services LLC – Phoenix, AZ, USA
Full Circle Electronics AZ dba Global Electronic Recycling – Phoenix, AZ, USA
OceanTech in Minneapolis, MN, USA
Renew Nederland BV/Destra – NB Netherlands
Superior Shredding – Penetanguishene, ON, USA
VRC Companies LLC – Arlington Heights, IL, USA

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UPCOMING EVENTS

i-SIGMA Conference & Expo

March 29-31
San Diego, CA, USA

Shred School

October 7 & 8, 2026
Milwaukee, WI, USA
More Details Coming Soon

International Summit

Bangkok, Thailand
November 4 - 6, 2026
More Details Coming Soon

For more details about i-SIGMA events, visit www.isigmaonline.org

Want to place a classified ad for used equipment, trucks, or shelving and racking?

The iG Insider™, the bimonthly e-newsletter for i-SIGMA, is the perfect outlet to spread the word. For \$99, Service Provider Members may place an ad that will be seen by subscribers in the secure data destruction and records and information management industry. Your ad will contain an email link of your choice and an image of the item you are selling. Run the listing in additional issues for just \$50 per issue.

Contact advertising@isigmaonline.org.

Remember, i-SIGMA not only reports the news about the secure data destruction and RIM industry, it makes the news.

Contact media@isigmaonline.org.

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7 **Vecoplan**
www.vecoplanllc.com

11 **Commodity Resource Environmental Inc.**
www.creweb.com

31 **Bins4 Shredding**
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43 **American Baler**
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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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