

2022 | Issue 2

The Quarterly Journal of the International Secure  
Information Governance & Management Association



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



# *Fuel Surcharges*

How to Win More Government Business

i-SIGMA 2022 Conference Recap

Profiles in Service

Meet the Board of Directors

A Mind for Sustainability

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## FROM THE EDITOR

**Kelly Martínez**

*i-SIGMA* Director of Marketing & Communications

*Early in 2020, I personally set a professional development goal. I word it that way because it was something I wanted. It wasn't part of an annual performance review plan. It was my own objective, but one that is important for our industry and will enhance my expertise.*

*As you may have guessed, given the timing, it quickly got put on hold. As March rolled in, along with COVID, my focus took a hard shift to pandemic recovery and equipping our members to stay open and operating during a chaotic time. I'm proud of the support and initiatives from i-SIGMA over these past two years.*

*Earlier this month, it was finally time to call my goal achieved though. I passed the lengthy professional certification exam and am now officially amongst the ranks of Certified Secure Destruction Specialists® (CSDS®). I'm quite proud of this accomplishment and to be among the ranks of so many esteemed professionals (as well as grateful to my family for their support while I studied).*

*I share all of this because I think its important to not lose site of our goals. Yes, sometimes they get waylaid, life happens, a pandemic hits... Whatever obstacles you encounter, its fine to put things on pause. But when you're ready, reassess and move forward - whether that's personally, professionally, or for business.*

*I'm constantly inspired by i-SIGMA as an association and its members. This issue of the iG Journal content is no different... from the Community, Association, and Member News (pages 6, 9, and 44) to the articles. Our Board Members are incredible individuals devoted to their own families, communities, businesses, and industry. The dedication I get to witness them pour into this association firsthand is fantastic. I hope you'll take a moment to learn more about them, starting on page 20. And while you're at it, learn more about two past board members who continue to serve on committees on page 27.*

*That aside, there is a lot of great business insights in here, shared by your fellow member representatives. Don't take this thought leadership sharing for granted; it's a gift. Might I recommend embracing every bit afforded to you and using all of it to meet your next goal... and the next. You've got great things in your future.*

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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: Scott Watkins

It is with saddened hearts, i-SIGMA shares the passing of long-time NAID AAA Certified member, Scott Watkins of Shred Experts LLC (Saginaw, MI, USA). Scott ran the business with his wife Rosien and daughter Megan. He was known as "good people" and will be missed.



Scott's obituary can be found here (<https://www.tributearchive.com/obituaries/24155945/scott-j-watkins>).

The Scott Watkins Memorial Golf Foundation has been established to pay tribute to Scott Watkins legacy and passion for the game of golf. Learn more about this wonderful foundation and their golf outing in August, 2022: <https://www.watkinsmemorialgolf.com/>.

Josh Hartwell, CSDS of Shred Boss, LLC (Roswell, NM, USA) shared some fun poetry in honor of World Poetry Day. How did he do?

*Roses are red  
We like to shred  
Violets are blue  
So you don't have to*

We are still reminiscing on all of the wonderful times that took place at this year's #sigmaconf22. Renee Keneer of American Document Securities (Carrollton, GA, USA) posted several pictures in our i-SIGMA Social group on Facebook with the caption "So many good people gathering....." We couldn't have said it better ourselves!



Dan Federgreen of CSR Privacy Solutions (Jensen Beach, FL, USA) and his wife, Lindsay, share the birth of their first child, Carly Jane Federgreen.

Carly was born on 25 May and is already bringing a lot of fun to first time Mom & Dad. Dan says "We are greatly appreciative of our family here at CSR for getting Carly her first Team CSR Team onesie."



# Meet SAMANTHA MASTERS

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# PRESIDENT'S MESSAGE

I would like to begin my first President's Message by stating how grateful and humbled I am to be serving the i-SIGMA membership. Some of you know my family's involvement in records management and data destruction goes back more than 30 years, meaning that I have been around it for most of my life. So, the fact that I now have been given the privilege and opportunity to give back to the industry that has given my family so much is fitting.

It seems appropriate that among those I am most grateful to are my parents, Steve and Jane Richards. I doubt that anyone who's attended a PRISM International or NAID conference in the past 30 years doesn't already know my dad, and also how committed he is to the work of the association. The simple fact is, besides being great parents, they gave me my start in the industry, taught me the values of integrity and hard work, and the opportunity to prove myself.

I also want to thank my immediate predecessor as i-SIGMA president, Brock Miller, CSDS, for his example of what industry leadership is supposed to look like. He took as his responsibility to ensure the members received the value they deserved, and I hope our members appreciate how lucky they were to have Brock in their corner. Luckily for them and for me, he's not gone far, and in his new role as Immediate Past President, he is still answering the call and fighting the good fight.

Lastly, I want to call out two industry veteran's whose long history of service on the board came to an end at the last conference. Both Pat DeVries, last year's Past President, and Don Adriaansen, CSDS, who ended yet another term as Director, concluded what was for both a decade or more of service, first on the boards of NAID and subsequently as members of the i-SIGMA Interim Board and the elected i-SIGMA board. Both have the fingerprints all over i-SIGMA's success and I encourage learn more about them in Profiles in Service on page 27 of this publication.

One of the things I have most admired about i-SIGMA compared to other associations is the fact that it is so active - from the global impact of its certifications to the events it holds around the world, as well as its intense focus on emerging regulations. The pages of this quarterly journal tell that story. Please take the time to read it.

If I could leave you with one thought in my first President's Message it would be to remember that the association is here for you, the i-SIGMA staff are here for you, and the Board of Directors represents you. To do our jobs, we need you to ask questions, suggest initiatives, and get involved. I have never met anyone who regretted participating on a committee. I promise that you won't either.

Sincerely,

**Bowman Richards, CSDS**  
i-SIGMA President

## i-SIGMA Officials Testify in BC's FIPPA Review Committee

i-SIGMA CEO Robert Johnson, CSDS and i-SIGMA Director Tony Perrotta of Greentec (Ontario, Canada) appeared before British Columbia's Special Committee in March to Review the provinces Freedom of Information and Protection of Privacy Act (FIPPA).

While the full testimony is linked below, Mr. Perrotta focused on the association's decades long history of working in Canada and around the world on such regulations, as well as the importance of better defining data destruction requirements. For his part, Johnson focused on the importance of greater enforcement as the most effective way to assure personal information is protected.

As reflected in the testimony, though FIPPA applies only to the provincial government's access and protection of information, it is essential that the i-SIGMA recommendations be consistent for both the public and private sectors.

For more information, readers may access the written transcript of the testimony as well as an audio recording of the same.

## Board Names Jennie Gift, CSDS as 2023 i-SIGMA Conference Chair

With the excitement of the 2022 i-SIGMA Conference still in the air having just wrapped this April in Orlando, FL, i-SIGMA is already working on plans for next year's event. The i-SIGMA Board of Directors met in May and unanimously approved Jennie Gift, CSDS of CSR Privacy Solutions (CSR)

(Jensen Beach, FL, USA) to Chair the 2023 Annual Conference Committee.



Jennie is a 20-year veteran of the records management industry, having been a former vice president at both Shred Nations/ Record Nations and Paxton Records, before her present role as Vice President of Sales for CSR.

"The great thing about Jennie," said Kelly Martínez, i-SIGMA Director of Marketing & Communications who oversees the association's events and has worked with Jennie on other committees, "is that she actively strives to get input from members and takes their concerns seriously. Having been in the industry as both a Service Provider and Corporate Partner Member, she carries a holistic perspective herself and will do an amazing job leading the Annual Conference Committee as they work to put on a terrific event next year."

Jennie currently serves as the Corporate Partner Director for i-SIGMA and chairs the Corporate Partner Engagement Committee as well as serves on the CSDS Board of Regents. She is also very active in the ARMA International community where she serves as the Denver Chapter president.

The 2023 i-SIGMA Conference will take place 30 March – 1 April in Las Vegas, NV, USA. Save the Date!

If you are an i-SIGMA Member interested in serving on the 2023 Annual Conference Committee, please notify the Events & Program Coordinator, Sara Berntgen.

Wishing you could have attended the 2022 Conference? It's not too late! Audio recordings are available. Register now for access.

## Board Makes Key Appointments to Committees

The i-SIGMA Board of Directors met this May and approved the appointment of three industry veterans to fill critical association roles.

Josh Hartwell, CSDS of Shred Boss, LLC (Roswell, NM, USA) has been approved to fill a seat on the Complaint Resolution Council (CRC). The CRC is the council responsible for reviewing ethical complaints and recommending appropriate action(s) to the i-SIGMA Board of Directors.



Matt Nord of Iron Mountain (Boston, MA, USA) has been approved to fill a seat on the NAID AAA Certification Committee. This is the committee responsible to determine and revise the NAID Certification specifications, application and processes.



Jon DeMent of DMD Systems Recovery, Inc. (Tempe, AZ, USA) has been approved to fill a seat on the Certification Review Board (CRB). The CRB is charged with protecting the integrity of the i-SIGMA Certification Programs.



If you are interested in serving on one of the association's committees, please contact the Committee Administrator Sara Berntgen.

## i-SIGMA Promotes New Director of Certification



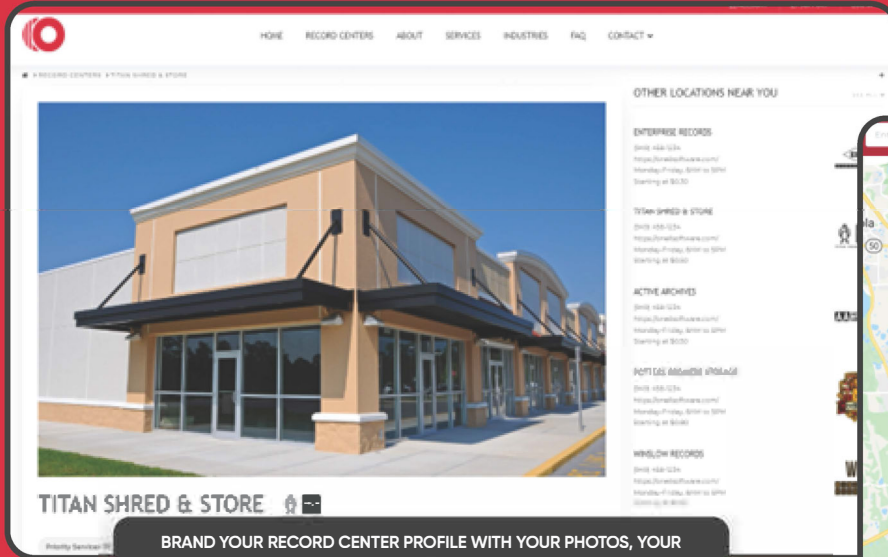
i-SIGMA is pleased to announce the promotion of Olesia White to the position of Director of Certification.

In her new role, Olesia 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.

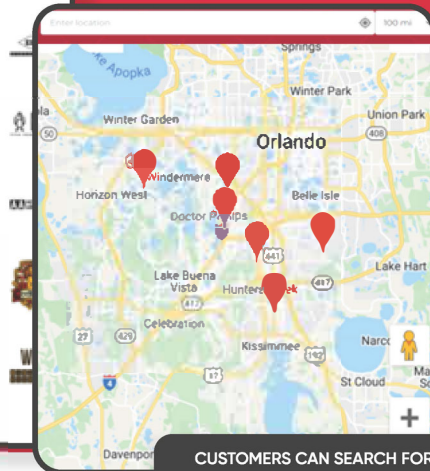
Olesia is a customer-centric professional with a comprehensive business background in human resources and administrative support within government and business enterprises and has exercised those talents to their fullest as a part of the i-SIGMA team. She is a self-starter who has contributed significantly to the overall success of an organization at all levels.

"Olesia has proven herself a capable and effective leader both during her time on our team as the Administrative Assistant of Certification and in her roles as record retention specialist and administrative support within government and business enterprises, most recently with the United States Air Force. With a background in industrious, deadline-driven environments, she has brought exemplary expertise in practices, processes, and standards to i-SIGMA." Said Michele Goodman, i-SIGMA Chief Operating Officer. "She is a premium choice to lead the Certification Programs going forward."

i-SIGMA looks forward to seeing what she will do for the Certification Department in the future and is sure she will be of great assistance to our members seeking and maintaining certification.



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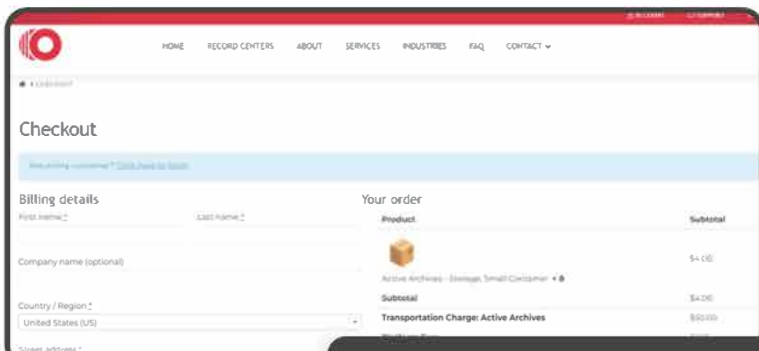
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## 2022 Board of Directors Installed at Conference

The recently elected 2022 i-SIGMA Board of Directors was installed during the Member Meeting, which was held during lunch at the 2022 i-SIGMA Conference & Expo.



### Outgoing Board

Outgoing board members were acknowledged for their hard work and time served by immediate past president, Brock Miller, CSDS of Shred Northwest (Gresham, OR, USA).

- Don Adriaansen, CSDS of TITAN Mobile Shredding LLC (X, PA, USA) – Director
- Thomas J. Seibert, Jr. of VRC Companies, LLC (Oldsmar, FL, USA) – Director
- Patrick DeVries, CSDS of DeVries Business Services (Spokane, OR, USA) – Immediate Past President



### Incoming Board Installation

2022 i-SIGMA Board of Directors President Bowman Richards, CSDS of Richards & Richards, LLC (Nashville, TN, USA) ushered in the newly elected board with the excitement of getting started on working hard to accomplish new initiatives set forth for the betterment of the association. He welcomed the following newly elected and re-elected Board Members:

- Gaines Garrett of Secure Shredding and Recycling (Baton Rouge, LA, USA) newly elected Director
- Rick Jackson of American Document Services (Las Cruces, NM, USA) newly elected Director
- Jason Skrmetti of Stericycle newly elected Director

- Brock Miller, CSDS of Shred Northwest (Gresham, OR, USA) gets promoted to Past President
- Margaret Meier, CSDS of UltraShred Technologies Inc. (Jacksonville, FL, USA) has been reelected as a Director
- Giovanna Spadoni of OMTRA S.r.l. Benefit Corporation (Milan, Italy) has been reelected as a Director
- Gina Lentine of Legal Shred NY (Deer Park, NY, USA) has been elected to the Office of Secretary
- Brian Connelly of All Points Mobile Shredding (Stuart, FL, USA) has been elected to the Office of President-Elect

### Vacant Director Position Filled

With Gina Lentine being elected to the Office of Secretary, a vacancy in a director role was created after the election. The i-SIGMA Board of Directors appointed and approved Thomas J. Seibert, Jr. of VRC Companies, LLC (Oldsmar, FL, USA) to fill the vacancy and serve the remaining year term for director position.

[View the 2022 i-SIGMA Board of Directors >>](#)

## 2022 i-SIGMA Award Winners Announced

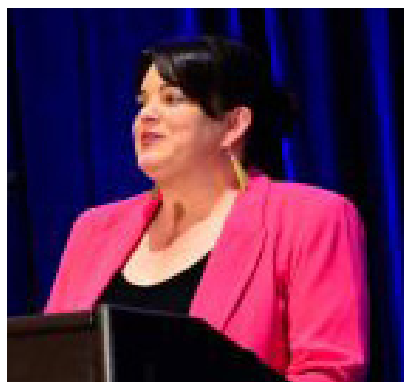
i-SIGMA® announced the recipients of the Service Provider Member and Corporate Member of the Year Awards and the Shred Nations and Records Nations scholarship this April at the i-SIGMA 2022 Conference in Orlando, FL. Tom Schreyer, CSDS, of Affordable Shred and Storage (Buffalo, IL) and Jennie Gift, CSDS, of CSR Privacy Solutions (Jensen Beach, FL) were awarded the Service Provider Member of the Year Award and the Corporate Member of the Year Award respectively. The recipient of the Shred Nations and Record Nations Scholarship was Hana Connelly, daughter of industry mainstays Dawn and Brian Connelly.



In the tradition of i-SIGMA, every year the association's Executive Committee singles out individuals with the presentation of the Service Provider Member and Corporate Member of the Year Awards.

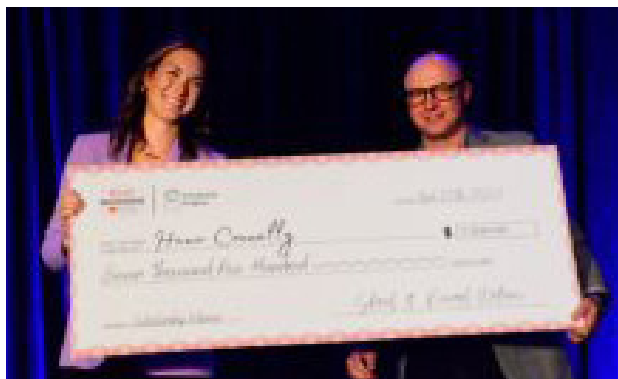
Tom Schreyer, CSDS, is an information privacy advisor and leads Affordable Shred and Storage (Buffalo, IL) as a preferred company in both document, electronic and product destruction and compliance. He assists business professionals in formulating their information security policies, updating management teams and training customer's employees. Tom is a Certified HIPAA Professional, a Certified Secure Destruction Specialist (CSDS) and serves as chairperson on the Communications & Marketing Committee for i-SIGMA. His contributions to the association are many, and his history in the industry is storied. His unwavering commitment to providing quality shredding and storage services to customers certainly makes him worthy of the title of Service Provider Member of the Year.

Jennie Gift, CSDS, of CSR Privacy Solutions (Denver, CO) is the former vice president of both Shred Nations/Record Nations and Paxton Records. At CSR Privacy Solutions she bears responsibility for sales and service in North America, Europe, & Australia. As a 20-



year veteran of the records management industry, Jennie brings extensive knowledge and experience to any team, and her commitment to growing channel partner sales and providing a quality software experience to customers is astounding. She is a fantastic selection for the Corporate Member of the Year Award.

As a member of i-SIGMA, Shred Nations and Record Nations recognizes the benefits of continuing higher education for those individuals interested in business, environmental responsibility and making future contributions to the community. Both companies believe in giving back to those providers by offering a scholarship to students seeking higher education, so they offer a scholarship in the form of an annual award of up to \$7,500 to offset the costs of higher education.



This year's recipient, Hana Connelly, grew up around the industry. Her parents, Dawn and Brian Connelly of All Points Mobile Shredding, are longtime industry veterans who both have a lengthy and lauded history with i-SIGMA. Hana is an excellent student and intelligent young woman who certainly deserves this honor and exemplifies everything that the Shred Nations and Record Nations Scholarship seeks to cultivate and reward. i-SIGMA wishes her the best with her future endeavors and continues to support the professional development of young adults for the continued future of our industry.

i-SIGMA would like to congratulate all the award winners. We cannot wait to see what they do this year!

## Meet the Newest CSDS Professionals

Six industry professionals joined the ranks of their peers this April by officially earning their Certified Secure Destruction Specialist® (CSDS®) credentials. The CSDS Program promotes and acknowledges an individual's competency in a range of subject areas related to the secure destruction of data.

The following persons studied for and then passed the exam, consisting of essay and multiple-choice questions



based on the book, Information Disposition: A Practical Guide to the Secure, Compliant Disposal of Records, Media and IT Assets as a study guide. The exam took place this April in Orlando, FL during the i-SIGMA 2022 Conference. i-SIGMA congratulates each of these individuals on now officially becoming a Certified Secure Destruction Specialist (CSDS):

- Mark Wagstrom, CSDS, of Again Tek (Sarasota, FL)
- Jeremy Penfold, CSDS, of Cascade Asset Management, LLC (Orlando, FL)
- Francisco Chavez, CSDS, of TechnoCycle (Houston, TX)
- Suzanne Joy, CSDS, of Sphaera (Puyallup, WA)
- Alyssa Ramos, CSDS, ShredMetrics, LLC (Long Beach, NY)
- Martha Ward, CSDS, of Records Management/Shredding On Site (Bangor, ME)

i-SIGMA is proud to acknowledge our new specialists and recognizes the effort put in by everyone to accomplish this feat. Passing this exam truly establishes an individual's competency in a wide range of industry issues and empowers them to better serve their customers. We look forward to what each of these individuals will bring to the industry in the future.

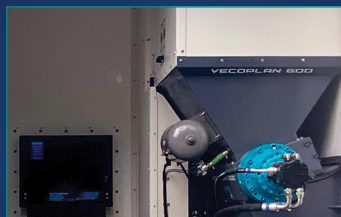
[See the full list of current CSDS >>](#)

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## Members to Review Usage of Association Logos

This is a reminder that members should no longer be using the NAID Member or PRISM International Member logos or verbiage in most instances (this does NOT impact NAID AAA or PRISM Privacy+ Certification).

The following placements should be updated as of 1 August 2022:

- Building Signage
- Truck Signage
- Patches, Uniforms created prior to 1 February 2022
- Website
- Written Correspondence (e.g., Letters, Emails, Content, Articles)

- Email Signatures & Graphics
- New and Active Advertising
- Social Media Accounts and New Content
- Newly Purchased Containers & Container Labeling
- New Collaterals, Brochures, Fliers, Labels, Stickers, Uniforms, Patches, Stationary (e.g. letterhead, invoices, work orders, business cards, electronic communications, etc.)
- Legacy Collaterals, Brochures, Fliers, Labels, Stickers, Patches, Stationary

### Review the Logo Misrepresentation Enforcement Timeline

Should you have any questions, please contact i-SIGMA at [officialbusiness@isigmaonline.org](mailto:officialbusiness@isigmaonline.org)

iG



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# i-SIGMA 2022 Conference Recap



The warm, sun-soaked vistas of Orlando, Florida were the backdrop for a successful 2022 i-SIGMA Annual Conference and Expo. Industry professionals flocked to Florida, excited to be together again in-person with their peers. This excited tone pervaded throughout the event and provided an electric atmosphere rife with business opportunity, friendly conversations, and educational sessions.



Before everyone dug into the educational buffet of sessions and the raucous atmosphere of the Expo on Monday, a well-earned afternoon of networking under the Florida sunshine with associates and friends alike was first on the docket at the 2022 Annual Golf Tournament, sponsored by Vecoplan, LLC. One lucky (or skilled) member representative, Mike Campbell of Vecoplan, LLC (Archdale, NC, USA) even hit a coveted hole-in-one!

With Sunday's events wrapped up and all of the attendees having their fill of the relaxing amenities of the JW Marriot Orlando Grande Lakes, all of the attendees flocked to Monday's panels, presentations, and exhibitor mini sessions to expand their minds and to the expo hall to expand their businesses and networks. The sessions covered a variety of topics, ranging from sustainability to surviving a disaster, and the expo hall featured booths from 45 companies.

Monday wrapped up with the entertaining Truck Lot Party, sponsored by Shred-Tech, which was a pirate-themed extravaganza with a live band enjoyed by everyone in attendance. Everyone came together to enjoy a delicious meal and socialize with each other, reminiscing on old memories and making new ones, all happy to see each other face-to-face again. The night ended with the Young Professionals Networking event, sponsored by CSR Privacy Solutions, Inc., where those young in age, in the industry, or at heart got to network and speak with likeminded peers and industry veterans alike.

Tuesday kicked off with more sessions, including "Making the Most of Your Certification" from i-SIGMA CEO Bob Johnson, before the Member's Luncheon, sponsored by Jake, Connor, and Crew. After a rousing presentation from Dawn Connelly, the departing board members were acknowledged and the new members inducted, followed shortly by the awarding of the Shred Nations





and Record Nations scholarship to Hana Connelly. Keynote speaker Scott Bloom then took the stage for a raucous sequence of jokes and games, bringing our members closer as a community and providing levity to the previously serious affair. The night wrapped up with a reception in the Exhibit Hall, sponsored by Iron Mountain, where booths held giveaways of various prizes and talked shop with friends new and old.

The conference's final day, Wednesday, began and ended with more sessions, such as "The Yellow Brick Road to Profitability" from i-SIGMA Director of Marketing and Communications, Kelly Martinez and industry veterans Steve and Tobi Innerfield (ShredMetrics, Long Beach, NY, USA), before the bittersweet closing of the conference.

As everyone has made their way home, the memories and connections made at the conference and the knowledge gained will stick with them, helping fuel their drive to advance our industry ever-further. After all, it is essential that we all work together as we forge our industry's future.

Thank you to all attendees, exhibitors, sponsors, and guests. We were thrilled to have you!

Additionally, we wanted to offer our sincere appreciation and thanks to the staff at the JW Marriot Orlando Grande Lakes, without whom the event would not have been possible.

Now, it is time for everyone to get excited for next year's conference, to be held at Bally's Casino in Las Vegas, Nevada 30 March – 1 April. We hope to see everyone there!



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# Meet the New Board

At the i-SIGMA 2022 Membership Meeting, held in April during the Annual Conference, representatives elected by the membership were inducted to the Board of Directors.

## Elected Board Members for 2022:

- Gaines Garrett of Secure Shredding and Recycling (Baton Rouge, LA, USA) newly elected Director
- Rick Jackson of American Document Services (Las Cruces, NM, USA) newly elected Director
- Jason Skrmetti of Shred-it, a Stericycle Solution, (Bannockburn, IL, USA) newly elected Director
- Brock Miller, CSDS of Shred Northwest (Gresham, OR, USA) promoted to Past President
- Margaret Meier, CSDS of UltraShred Technologies Inc. (Jacksonville, FL, USA) reelected as a Director
- Giovanna Spadoni of OMTRA S.r.l. Benefit Corporation (Milan, Italy) reelected as a Director
- Gina Lentine of Legal Shred NY (Deer Park, NY, USA) elected to the Office of Secretary
- Brian Connelly of All Points Mobile Shredding (Stuart, FL, USA) elected to the Office of President-Elect

## Vacant Director Position Filled

With Gina Lentine being elected to the Office of Secretary, a vacancy in a director role was created. The i-SIGMA Board of Directors appointed and approved Thomas J. Seibert, Jr. of VRC Companies, LLC (Oldsmar, FL, USA) to fill the vacancy and serve the remaining year term for this director position.

i-SIGMA is pleased to introduce the elected Board serving the association this year. Please take a moment to get to know your representatives a bit better.

## Executive Team

### President

#### **Bowman Richards, CSDS**

Richards & Richards, LLC  
NAID AAA Certified  
Nashville, TN, United States  
615-242-9600  
bowman@richardsandrichards.com



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 13 years, and they have four children and four dogs. Outside of work, Bowman enjoys golfing and hunting (duck, deer, pheasant, and turkey). He's also involved in the local Christian organization Barefoot Republic.

## President-Elect

### Brian Connelly

All Points Mobile Shredding  
NAID AAA Certified  
Stuart, FL, United States  
772-283-4152  
bconnelly@shredwithme.com



Brian Connelly is the owner and president of All Points Mobile Shredding & All Points Medical Waste. All Points is a family-owned and operated on-site document shredding, hard drive, media & product destruction company as well as a medical waste disposal and compliance company that has been serving South Florida since 1994. Brian was raised on the Treasure Coast. He attended the University of Florida, where he received his Bachelor of Science in Business Administration.

After graduation, Brian and his wife Dawn moved to Chicago where Brian was one of the top options traders on the floor of the Chicago Mercantile Exchange and the Chicago Board of Options Exchange. Brian traded Dow Jones Options for 10 years before moving back to South Florida with his family. Brian is a graduate of the Goldman Sach's 10,000 Small Business Program. He also sits on the Business Development Board for Seacoast National Bank.

Brian became an i-SIGMA Board member in 2018, and shortly after was elected as the organization's Secretary. Brian has served on the Insurance Oversight Committee and was intimately involved in the merger of PRISM and NAID. In 2022, Brian was elected President-Elect of i-SIGMA. Brian and his wife Dawn have four children and live in Palm City. Brian enjoys spending time with his family, coaching his children's sports teams, and playing tennis and golf.

## Immediate Past President

### Brock Miller, CSDS

Shred Northwest  
NAID AAA Certified  
Gresham, OR, United States  
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brock@shrednw.com



Brock Miller is the president of Shred Northwest, which he built from the ground up over the past ~13 years. Shred Northwest has NAID AAA Certification and has hundreds of online reviews from great customers. Shred Northwest provides services to thousands of local, and prestigious organizations annually in the pacific northwest, and domestically with amazing NAID AAA Certified partners. Brock also owns and operates other businesses from diverse industries and locations, in addition to Shred Northwest.

Brock is currently serving as the immediate past president of the International Secure Information Governance & Management Association (i-SIGMA). He is a Certified Secure Destruction Specialist (CSDS) and has also served i-SIGMA (and previously NAID) as Treasurer, Secretary, Director, Committee Chair, and was selected as member of the year together with his fellow Complaint Resolution Council members in 2015, and then again individually in 2016.

Brock has a master's degree in Business Administration, and undergraduate degrees in Psychology and German studies. Brock has been married to Amy for 19 years and they have three sons. Brock loves everything that can be done outdoors and most days you will find him running, swimming, or cycling at 5am. Brock is ALWAYS up for an epic outdoor adventure and a difficult challenge!

## Treasurer

### Jordan Peace

Access Information Management  
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jpeace@accesscorp.com



Jordan Peace serves as the Senior Vice President, Corporate Development for Access Information Management, the largest privately held company in the records and information management industry with over 200 locations across North America, Central America, South America, and the Caribbean. As Senior Vice President, Corporate Development, Jordan leads all acquisition and partnership activities and assists the President of the company in driving overall revenues and expanding Access's global market presence. Jordan has led over 120 acquisitions to completion with the team at Access since joining in 2014. Prior to Access, Jordan worked for a boutique investment banking firm in Knoxville, Tennessee, and focused his advisory work in the shredding and document storage industry. He holds an undergraduate degree in Business Administration and Entrepreneurship from the University of Tennessee, Knoxville.

**Secretary**

**Gina Lentine**

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Gina Lentine has nearly 15 years of information governance experience. She currently works with the executive team for Legal Shred and its sister company, MedXwaste. Together these two organizations offer the secure data destruction of paper, ITAD, and Medical Waste as well as electronics recycling. Prior to this, Gina co-founded Assured Shred, which successfully operated for ten years until it was bought out. During this time, Gina's primary responsibilities included oversight of business development, marketing, and operations.

Gina presently serves as Secretary on the i-SIGMA Board of Directors and on the Corporate Partner Engagement Committee. She has a long history of volunteering over the past decade and serving on numerous NAID committees and its board of directors, before continuing service with all under i-SIGMA. She also is a member and volunteer with the Daughters of the American Revolution.

**Executive Director**

**Robert Johnson, CSDS**

i-SIGMA  
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With over 40 years experience, including 12 years running a large regional secure destruction service, more than 25 years at NAID, and finally as the CEO of the NAID and PRISM International merged i-SIGMA, Robert Johnson, CSDS is widely regarded as the leading authority in the secure destruction industry.

This will be Robert's final year of presenting and speaking, as he will be retiring come 2023. Robert founded and continues to lead as CEO of i-SIGMA. He speaks, writes, educates, and consults on data disposal, data protection regulations, employee compliance strategies, vendor qualifications and certifications, and data protection policy development for policy makers, industry publications, data protection and privacy professionals and a broad range of related associations.

**Directors**

**Gaines Garrett, CSDS**

Secure Shredding and Recycling  
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Gaines@secureshreddingand  
recycling.com



Gaines Garrett, CSDS is the Chief Operating Officer of Secure Shredding and Recycling (SSR) and 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 (5) and Park (2).

**Jennie Gift, CSDS**

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Jennie Gift, CSDS is a 20 + veteran of the RIM industry. Jennie was a Managing operator at Paxton Record Retention, a full suite Records Management company based in the Washington DC Area. Paxton specialized in records storage, media vaulting, shredding, and scanning. During her time at Paxton, Jennie helped oversee the company's day-to-day operation as well as head up the company's sales and marketing efforts prior to moving to Denver, Colorado where she joined the vendor side of the industry with Shred Nations and Record Nations.

While at Shred Nations and Record Nations, she headed up the Network sales team. She oversaw customer advocacy and helped partners group their Shredding and RIM businesses. In

the fall of 2021, Jennie joined the CSR Privacy Solutions team as Vice President of Sales - a company dedicated to partnering with associate members to provide privacy as a service with its new uRISQ online privacy platform.

Jennie currently serves as the Corporate Partner Director for i-SIGMA and chairs the Corporate Partner Engagement Committee as well as services on the CSDS Board of Regents and the Conference Planning Committee. She is also very active in the ARMA International community where she serves as the Denver Chapter president.

### **Rick Jackson**

American Document Services  
NAID AAA Certified  
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(575) 647-0060  
Rick@adslcnm.com



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, 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 20 years.

Rick is a trusted leader in the Las Cruces business community with more than 21 years of experience in the records management industry. He founded American Document Services (ADS) more than 21 years ago and proudly operates ADS as a veteran-owned family-operated business. Rick and his daughter, Brandi, operate ADS in the greater Las Cruces, New Mexico area. ADS is a full-service records management company, with a full line of business records products and services. At ADS, they “Store, Scan and Shred” the records of more than 1,700 customers in New Mexico, far West Texas, Oklahoma, Colorado, and Arizona. Rick has dedicated his time and energy to supporting other business owners in the industry. He has helped many independent business owners become NAID AAA certified, and he has assisted new startup businesses with strategic planning, budget development, policy, and procedures, writing proposals, as well as advertising and marketing.

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.

### **Christopher Jones**

Secure Records Solutions  
NAID AAA Certified  
Thomasville, GA, United States  
850.656.6900  
christopher@securerecordssolutions.com



Christopher Jones is a fourth-generation entrepreneur with a passion for solving complex problems. That is what inspired him to join his father, Powell, in the document management business eleven years ago at a time when the industry was going through a major shift. Christopher has worked every position in the company; most importantly, listening to clients and finding solutions to their problems. Namely, helping organizations reduce cost and modernize processes by eliminating paper. He manages the day-to-day operations of two businesses, Secure Records Solutions and Cariend, with a management team of five direct reports and 35 staff members.

Since 2011, Christopher has led Secure Records Solutions into five new service lines and expanded the business’ territory from Southwest Georgia to 49 states. In 2018, Christopher was elected president of PRISM International where he worked on the successful merger with NAID to form I-SIGMA followed by a two-year term as co-President of I-SIGMA, and most recently was re-elected to the board of directors in May 2020. Beyond the RIM Industry, Christopher is also involved with the Institute for Georgia Environmental Leadership (IGEL), Georgia CEO, and the Georgia Chamber Board, growing important relationships across his home state while working toward two career long goals: coming up with an economic solution to protect the longleaf pine ecosystem surrounding his home in South Georgia, and building a platform for improving the lives of others that outlives him.

Christopher is a father, wanderlust, and avid sportsman. When not working as a change agent in his industry or community, you can find him exploring with his wife, Betsy, and two young daughters.

**Paul Kearns**

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Based in Dublin, Ireland, Paul Kearns has over twenty years' experience in the RIM Industry. Paul is Managing Director of Kefron UK and Ireland, and in recent years has led the company on a digital transformation journey. With a presence in London and Dublin, Kefron is positioned for growth to meet the growing demands of customers in both physical and digital solutions for information management.

As part of the Board of Directors in Kefron, Paul is responsible for driving group strategy and growth in the business. Previous to Kefron, Paul was General Manager of Shred-it, which grew to over 3,000 customers on the island of Ireland during his tenure. Paul also sits on the Board for Nesta, Ireland's largest self-storage company and AnnualLeave.com, an international business that provides SaaS solutions for managing staff leave. Paul is an active member of i-SIGMA and currently sits on the board. Paul is a graduate of the Irish Management Institute and the Dublin Business School.

**Margaret Meier**

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Margaret Meier is President of UltraShred Technologies, a woman and minority-owned NAID AAA Certified Shredding Company – serving clients in FL, GA, and AL since 2000. Like many small business owners, she and her husband Walt have experienced the “wins” and “losses” the industry. She attributes her success to leveraging knowledge, tools, and resources available through i-SIGMA and Masterminds groups and being open to “better ways of doing things.” Trained as an educator with a master's degree, she is passionate about high-security, customer focus and staying ahead of the curve - continually studying, networking and searching and implementing best practices. Margaret believes strongly in caring for staff and clients alike thus building a reputation of caring. It also creates a strong team, the underpinnings of all flourishing businesses. She serves on various i-SIGMA committees including the Nominating Committee, Certification Support Committee which she Chairs, and as Director on the i-SIGMA Board for the third time.

**Tony Perrotta**

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Tony Perrotta is the founder and President of Greentec; a leading provider of ITAD and

E-waste solutions. He founded in 1995 and grew Greentec based on his vision to build the company's future on helping customers transform their information technology at end-of-lifecycles to a more circular economy — where company data is secure, and the planet is free of waste.

A graduate of the University of Waterloo, Tony is passionate about bringing his dream of a thriving, healthy planet to life. Leading Greentec through several growth phases including R2v3, Controlled Goods, and NAID AAA Certifications, Tony is fueled by the belief that recovery technologies and the circular economy are paramount in creating a better future for our planet.

**Renée Pryor**

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Renée Pryor is the i-SIGMA ANZ Chairperson and has served on the i-SIGMA Board of Directors since 2018. In her day to day role, Renée is the National Sales and Marketing Manager at Shred-X having joined the business in early 2003 when the secure destruction industry was in its infancy in Australia. Over the past 19 years, Renée has held various roles within the Shred-X business and is also a member of the company's Senior Leadership team. Shred-X was one of the foundation members of NAID ANZ and has supported the growth of i-SIGMA (formerly NAID) in ANZ since this time including promoting the importance of NAID AAA certification.

Renée has 2 teenage boys, 2 dogs and a menagerie of pets and licenced wildlife. Renée and her boys live a very active life and enjoy exploring the outdoors and have a keen interest in basketball with Renée as the team manager.

**Giovanna Spadoni**

OMTRA SRL  
 NAID AAA Certified  
 Privacy+ Certified  
 Milan, Italy  
 +39 026642951  
 giovanna.spadoni@omtra.com



Giovanna Spadoni is currently the third generation and General Director of OMTRA S.r.l. Benefit Company. Giovanna has several experiences in this field thanks to her three great internship opportunities at Richards & Richards in Nashville (USA), Kent Records Management in Grand Rapids Michigan (USA) and Wincanton in Ireland (Europe).

OMTRA S.r.l. Benefit Company was the first Italian company in records and information management and secure information destruction, now serving international companies and enterprises thanks to the worldwide network of consultants and colleagues. Giovanna's father, Giorgio Spadoni has been an active member of PRISM and NAID since 1993, and Giovanna is now currently serving i-SIGMA as a Director on the Board of Directors and Chairman of the RIM Divisional Leadership Committee.

Giovanna has also served for six years on the Board of Directors of a group of young entrepreneurs in Italy (Confindustria), and is an active member of several important International Chambers of Commerce in Italy based in Milan and AIDAF, Association of Family Businesses.

**Jason Skrmetti**

Shred-it - a Stericycle, Inc. Solution  
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 Jason.Skrmetti@stericycle.com



Jason Skrmetti started his career at Stericycle/Shred-it 18 years ago and now serves as the Vice President of Sales. Shred-It is the World's largest document destruction company providing services around the globe. Jason has filled many roles over his 10 years on the secure information destruction side of the business and has excelled as a leader in both operations and sales. He has been a large contributor in creating streamlined processes utilizing best practices in both areas the company.

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Jason holds a master's and bachelor's degree from the University of Southern Mississippi where he studied business and project management. Jason was selected to the Top 40 under 40 by the Mississippi Business Journal.

Jason resides in Jackson, MS with his two children. Outside of work, Jason enjoys traveling, working out, boating, and coaching youth sports.

**Thomas J. Seibert**

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Thomas Seibert currently is employed by Vital Records Control as its General Counsel where he is responsible for managing VRC's legal department to support VRC's business operations with strategic legal guidance, all intended to ensure the integrity of its corporate governance conventions.

Before joining Vital Records Control, Tom was owner and CEO of an independent record storage company that provided commercial RIM services in the west Florida market for more than 30 years. He continues to stay active in the RIM industry as member of its relevant trade associations, and has served on a number of their boards, including that of PRISM. While serving on the PRISM board Tom was a member of the board appointed merger committee which was tasked with merging PRISM and NAID to form iSIGMA. Tom has been a director on the i-SIGMA board since its inception and continues to serve there today.

Tom is a licensed Florida attorney and is registered with the Tennessee Supreme Court and its governing authorities for permitted jurisdictional practice as in-house counsel. He has a J.D. from Stetson University College of Law, and an undergraduate B.S. in Business Management from Jacksonville University.



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## *Profiles in Service*

The International Secure Information Governance & Management Association (i-SIGMA) spotlights professionals whose dedication and integrity have led to the organization's success... and a better industry.

In this issue of the iG Journal, we have featured two such professionals . . .

## *A Profile in Service:*

# *Don Adriaansen, MBA, CSDS, of Titan Mobile Shredding, LLC*

### **Early Beginnings**

Don Adriaansen, MBA, CSDS, made his first foray into the secure destruction industry 17 years ago in 2005 when he founded Titan Mobile Shredding, LLC (Pipersville, PA, USA), the company he is currently the President and CEO of. Before this, he was in a completely unrelated field, owning a manufacturer's rep agency for about 16 years and providing hardware and component products to Window and Door manufacturers. But Don was inspired to make the switch to the secure destruction industry by a colleague and a news story detailing how one couple in Washington D.C. quit their white-collar jobs to start a mobile shredding business.

He then contacted the couple, and with advice from them as well as a few industry mainstays such as Ray Barry and our own

Robert Johnson, CSDS, Don made the leap into the secure destruction industry. He even sold his interest in his former company to get the money to fund his family and get his new business up and running, and his focus on educating customers about the necessity of their services paid off.

By 2018, Don had bought out his former business partner and moved his business into a 15,000-square-foot building with a plant-based shredder, baling, and seven mobile shred trucks. According to Don, "it's been a pretty good 16 and a half years."

### **Industry Immersion**

Don has a long and storied history with i-SIGMA in positions of leadership. He first served on the NAID Board as a Director in 2012 & 2013, then served as



*“Don has been a long time leader in our industry. His leadership style is to do everything with excellence and integrity - whether for i-SIGMA or in his own business. i-SIGMA is better today because of him. He is a great example and an inspiration for us all.”*

**- Brian Connolly**  
President-Elect of i-SIGMA and  
President of All Points Mobile Shredding

secretary on the NAID Board of Directors in 2014.

He was then voted President elect in 2015 & NAID Board President in 2016, leading to the position of past president in 2017. In 2019 he was asked to serve as co-past president for the interim Board of Directors when the then current Past President sold their business.

Don finally served on the i-SIGMA Board of Directors in the Director

position in 2020 to 2022 before his departure from the board after the i-SIGMA 2022 Conference. Additionally, he has served on the Nominating Committee, Government Relations, President's advisory Board, and obtained NAID AAA certification for his company.

It was clear to Don early on, especially at the annual conference events, that the education i-SIGMA members

receive is very helpful to all business in the industry. However, Don considers the relationships with the other businesses and peers to be even more valuable. He credits these connections with leading to subcontracting jobs, new employees, and even lifelong friends. "I have a nice network of people that I can call and ask just about any question, whether it's equipment related or sales related, whatever it may be," said Don. It is both this knowledge and these connections that are the true benefits of joining i-SIGMA, according to Don.

### **Success of Titan Mobile Shredding**

Don credits his company's success to his company's focus on helping customers with their compliance. They do so with a personalized approach to the customer's business needs that they then meet with the destruction or protection of their business and personal information. However, Don says the necessary trust needed between his company and clients for this transaction is largely provided by his NAID AAA Certification that his company works diligently to maintain so they can provide their clients with compliance.

### **Advice to Clients**

As for how a customer can find a good service provider, Don recommends going with the analytic approach and finding a service provider who customers can consult with to determine exactly what they need by the metrics of which laws affect their industry, how large their staff and business is, and how they are currently handling their documents. According to Don, his company doesn't have a "one size fits all" solution, and they instead customize each program to fit the customer's needs, which ensures the customer

maintaining compliance and using the provided service in the best way possible.

### **Advice to Fellow Members**

For any members who would like to get involved in i-SIGMA further and leave a lasting impact just as Don has, it can really be as simple as reaching out and giving it your all. "it's one of those things, you get out of it, what you put into it," said Don. He advises that members who want to be more involved should engage with the association after joining, and the best way to do so according to Don is attending the annual conference. From there, you can volunteer for a committee based on your interest, whether it is membership, certification, or

the conference committee. "There's a lot of great ways to get involved," said Don. "It only takes a few hours a month to do it. I always encourage everybody to at least join a committee, because people don't have an appreciation for how the association functions and how so much of it is directed by the membership itself, as opposed to, an office." This closer connection to i-SIGMA is what proved to Don that i-SIGMA is an association made up of members for the members, and the true benefits of joining a committee and getting more involved are just like the benefits of joining in the first place, the enhanced education on the industry and the connections made. "I have had people who have been on the board with me that have become personal friends," said Don. "It's really been an adult development of long-term friendships."

*"Don continues to show what true stewardship is through his service to i-SIGMA. We have greatly benefited from his intelligence, compassion, and dedication to doing what's right."*

**- Margaret Meier, CSDS**  
Director for i-SIGMA and  
President of UltraShred Technologies



## *A Profile in Service:*

# *Patrick DeVries, CSDS, of DeVries Business Services*

### **Early Beginnings**

Patrick DeVries, CSDS first got into the records and information management industry in 1985, about nine years before NAID was formed. He and his wife, Susan, started DeVries Business Services (Spokane, WA, USA), which Patrick remains president and CEO of to this day.

But before Patrick was involved in our current industry, he first got roots working with his dad and brother in the moving and storage industry. After driving throughout and across the 48 states, Patrick saw the potential for growth in records storage. That was when he decided it would be a great idea to start DeVries Business Solutions, storing critical business records for clients in healthcare, banking, and legal industries. Since those early beginnings, business has expanded from records services to now include plant based and mobile shredding, along with scanning and tape storage.

### **Advancement and Growth**

While starting with just a small shredder in the early 2000s, Patrick quickly realized that the industry was going global and that there was a lot more volume out there than was originally anticipated.

So, when Patrick bought the company's first shred truck in 2005, he was ready to go mobile. Back then, he jokingly says just how clunky some of that initial equipment was, but how persevering and making it work helped lead to success and where they are today.

Today, they have a 2021 shred truck in their fleet, which has definitely added to the reliability in service and the time on the road versus time in the truck has vastly



*“The association and I personally have been so fortunate to have someone with Pat’s integrity, wisdom and dedication to turn to on critical issues.”*

**- Bowman Richards, CSDS**  
President of i-SIGMA and  
President of Richards & Richards, LLC

improved. Looking at his success in his market, Patrick states “I think there’s a great niche out there for everyone. We do a great job at our company by maintaining the highest standards, keeping up with our NAID AAA Certification as well as other process and procedures. The support from i-SIGMA for owners and operators has helped drive success.”

### **Industry Immersion**

Patrick has held many years of wonderful contribution to the industry, but it all began with a phone call to i-SIGMA CEO, Robert Johnson, CSDS. During this call, Patrick expressed his wanting to get more involved. Johnson suggested first getting involved in a membership committee, and after taking a seat on that committee, it started a path of active involvement. Getting involved

with the board, Patrick served on the NAID Board of Directors in the Director position in 2015, in the Secretary position in 2016, and the Treasurers position in 2017. He was then installed as President Elect in 2018 during the interim Board era, when there was the combined NAID and PRISM International Board, where he served as Co-President Elect from 2018 to 2020. He was then i-SIGMA Board of Directors President from 2020-2021 and therefore served as Past President in 2021-2022. Patrick also Chaired the Nominating Committee in 2021 and the Membership committee in 2018-2020. He currently serves on the President's Advisory Board & Insurance oversight Committees in addition to Chairing the Succession Planning Committee.

### Paving a Way

Patrick talks about how being involved with i-SIMGA has helped him really pave a way in the industry. From becoming a CSDS to attending Annual Conferences and other events, he has fully invested himself in this industry. By getting to know others and serving on the board, he has not only helped serve the industry but himself as well. "It's been a pretty fantastic two-way street. Kind of beyond my wildest dreams that I would get this much assistance and support from the industry, either from the association or from members to help my business be successful". By attending events, conferences, Shred School events, and other educational opportunities provided by i-SIGMA, Patrick has been able to learn about the ways the markets differ vastly from his own in Spokane, Washington, and therefore acquire new expertise. "It's helped me know my market and acquire the skills and expertise that are necessary. I mean, it's comparable to going to college and getting a higher education in the RIM business, because

these are a bunch of professionals out there doing it. And, you know, I wasn't shy about figuring out all I could from somebody that's already been doing it."

### Advice to Fellow Members

For members wanting to get more involved and make an impact in the industry, the hardest part is just taking that first step and pushing yourself to just start. Patrick believes that for those folks getting freshly involved, that the membership committee is a great

place to start. Through his personal involvement in the membership committee, he helped write several articles for i-SIGMA's journal publication, which really helped get his foot in the door even further and solidify his industry expertise.

"i-SIGMA is a great resource and has so many tools available to its members, along with the membership itself. That's the secret ingredient, that really benefits everyone. Everybody's so warm and welcoming. There's no reason not to ask anybody anything and get the advice you're looking for, or you're in need of."

Now that he is no longer serving on the board after giving back to the industry for so many years, Patrick light heartedly compares the engrossment of being on the board to working a second job. "It now feels like I've quit my second job because of the level of

board involvement, various issues that are presented to us, and the decision making that needs to occur. When I was done, it was a shock that I don't have to do all these things anymore."

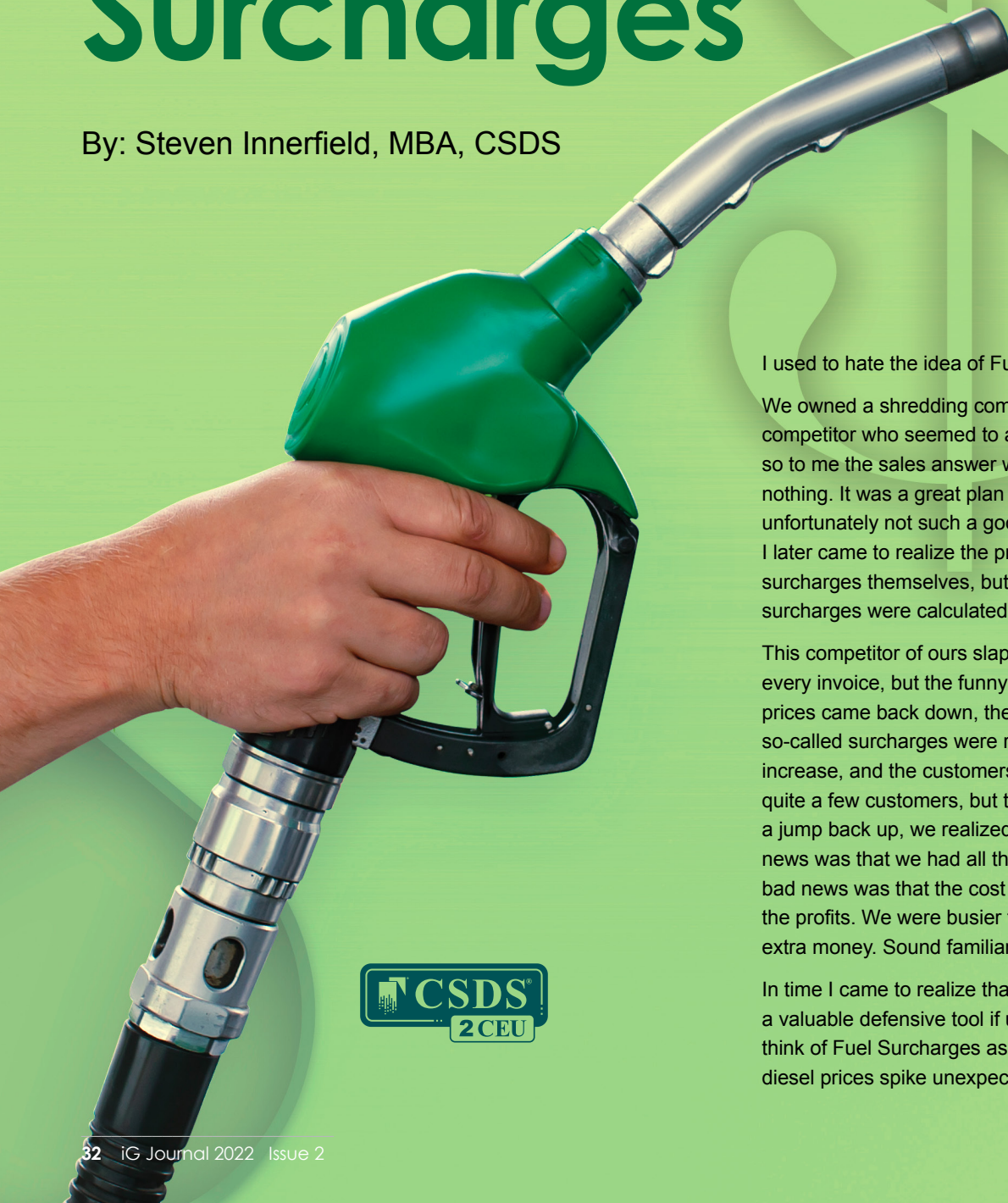
*"Pat has shown me how to not just 'talk the talk', but how to 'walk the walk' and do the important things that leaders must do."*

**- Brock Miller, CSDS**  
Past President of i-SIGMA and  
President of Shred Northwest



# Why it's Time to Rethink Fuel Surcharges

By: Steven Innerfield, MBA, CSDS



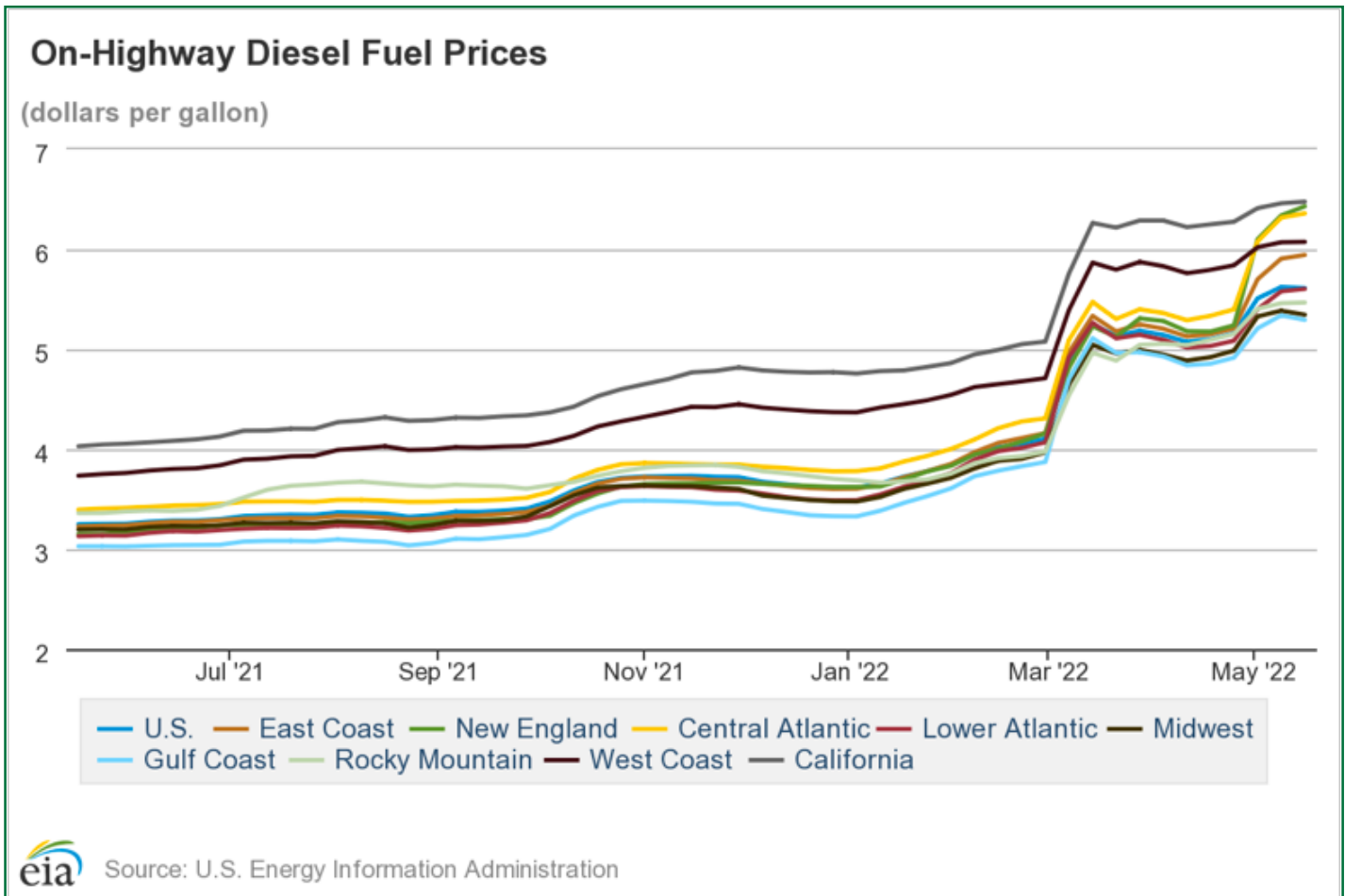
I used to hate the idea of Fuel Surcharges.

We owned a shredding company and had a serious competitor who seemed to add surcharges to everything, so to me the sales answer was to have surcharges on nothing. It was a great plan for getting customers, but unfortunately not such a good plan for making money. I later came to realize the problem wasn't with the surcharges themselves, but rather, was in the way the surcharges were calculated and applied.

This competitor of ours slapped a "fuel surcharge" onto every invoice, but the funny thing was that when gas prices came back down, the surcharges didn't. Their so-called surcharges were really just a disguised price increase, and the customers didn't like it. We took away quite a few customers, but then when diesel prices took a jump back up, we realized we had a problem. The good news was that we had all these new customers, but the bad news was that the cost of diesel was now eating all the profits. We were busier than ever, but not making any extra money. Sound familiar?

In time I came to realize that a Fuel Surcharge can be a valuable defensive tool if used properly. Now, I like to think of Fuel Surcharges as a form of "profit insurance". If diesel prices spike unexpectedly, as they have these past





months, a well-designed Fuel Surcharge policy can automatically kick in to protect you from unexpected expenses eating away at your bottom line.

Your customers know what's going on with fuel prices and feel the pain themselves every time they fill their own tanks. Our experience has been that the customers will understand and tolerate a Fuel Surcharge if it is fair, and they understand how it works. The trick is to have a variable surcharge that protects your margins and goes up and down along with the fuel prices. Remember, we don't know what the prices are going to look like tomorrow, so any surcharge solution must be able to account for prices moving down or further up. And right now, they're still moving up!

I'm writing this article in the middle of May 2022, and here are the last regionalized diesel prices according to the U.S. Department of Energy:

The federal government publishes these statistics every Monday. The U.S. average for #2 Ultra-Low Sulfur #2 Diesel fuel is now \$2.36 more per gallon than it was a year ago. If you are unlucky enough to be operating in New England, your diesel prices have gone up \$3.28 per gallon since last May. So, against this backdrop, let's discuss how to protect your profit margins!

There are four things you can do:

- 1) Add a fixed dollar amount to every invoice and charge everyone the same extra amount
- 2) Add a percentage to every invoice

- 3) Hope the problem will go away by itself, or be covered by your next price increase
- 4) Calculate and add a variable surcharge tied to the government numbers, so as diesel prices go up so does your surcharge, and as diesel prices drop, the surcharge goes right down with them

The first idea is a bad plan. Let's say you decide to add a "surcharge" of \$10 to every invoice. That means the customer next door to you with one console gets hit with the same \$10 fee as the customer 50 miles away with 50 bins. A flat rate may be easy, but it isn't fair to your customers and doesn't properly cover your costs.



You could try adding a percentage, for example, an “8.5% Fuel Surcharge”. This approach isn’t much better because very few of us include mileage into our pricing. If you try this method, the customer with 2 bins 20 miles away gets the same surcharge as the customer with 2 bins next door. How does that protect you against the 40 miles you drove (20 each way)? And furthermore... how do you know that today’s percentage will protect you from tomorrow’s fuel price increases? Take another look at that chart. If you had added an adequate percentage to cover fuel in the first week of March, it would not have been enough to still protect you by the first week of April.

Option 3 of doing nothing doesn’t seem sensible. Every place you look, suppliers are scrambling to cover their ever-increasing expenses and there is no reason for you not to do the same.

That leaves us with Option 4, which is to use a variable fuel surcharge. This is the fairest to both you and the customer and is also the only way to ensure that unknown future changes in prices don’t hurt your margins. This type of surcharge should be based upon a publicly

available reference, and if you operate in the Continental U.S. we strongly recommend that you benchmark to the U.S. EIA statistics which can be found at <https://www.eia.gov/petroleum/gasdiesel/>.

To use this method, first you will need to understand how much fuel you use at each stop. If you run mobile shredding trucks, your “use” includes both driving and shredding. Your surcharge is the difference between this week’s benchmark and your threshold, times the number of gallons you used, and moderated by a ceiling and a floor. The surcharge should be unique to every invoice for every customer, based upon their fair share of your true costs to perform the work for them, and should be updated every week as the EIA benchmarks change.

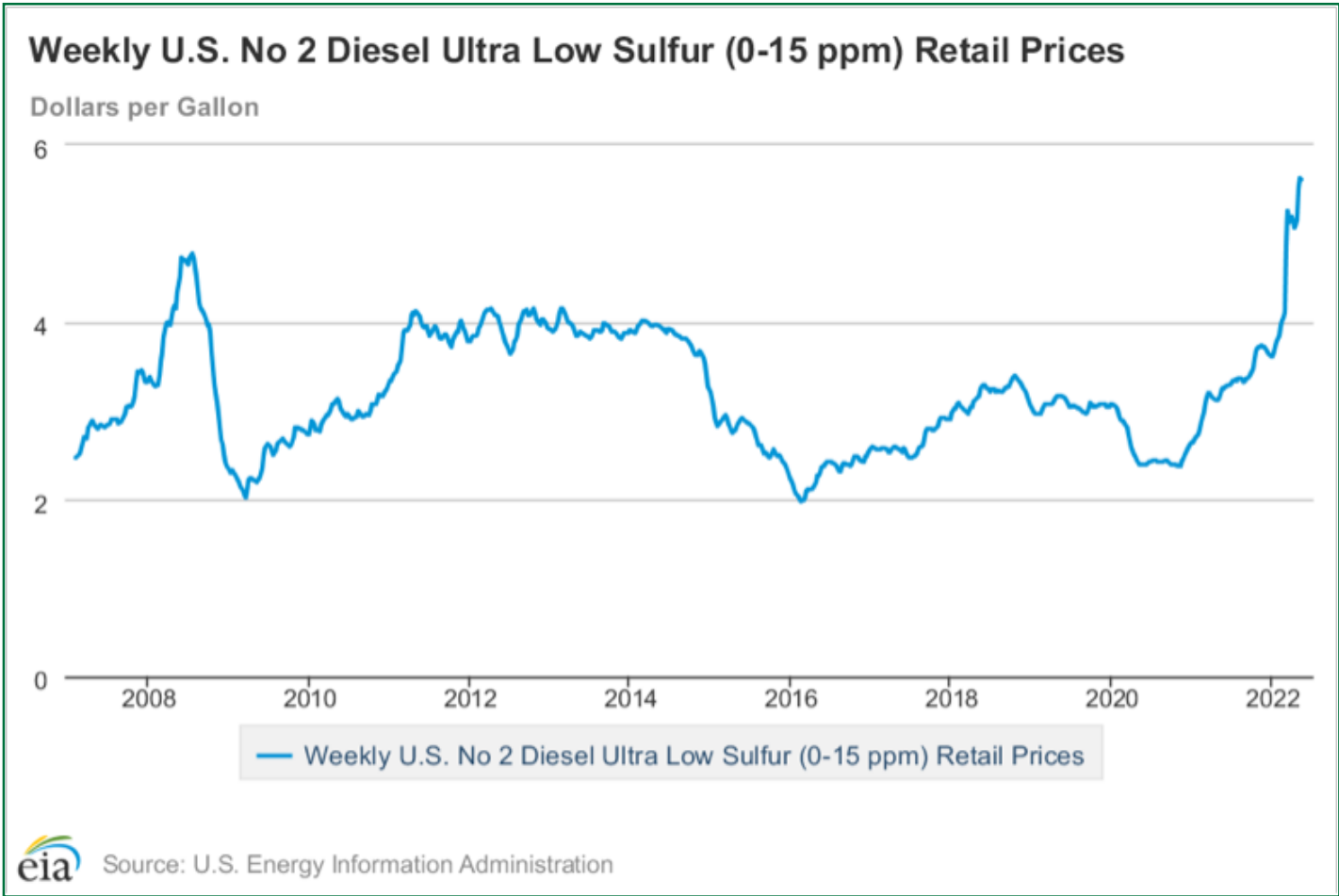
If you’re shaking your head thinking this sounds complicated, you’re right – it is. But the good news is that you don’t

have to work through this math yourself, especially the part about keeping up when the benchmark prices change every week. There are software solutions that do all this work automatically for you, so your office staff doesn’t have to.

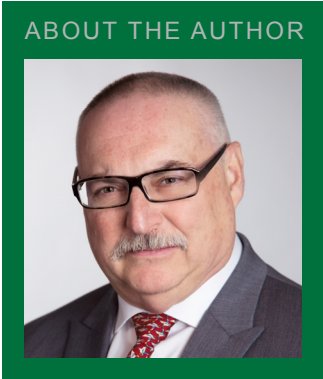
In the interest of full disclosure, yes, I own a software company. i-SIGMA is lucky enough to have several good software vendors as Corporate Partners, and you can find them in the i-SIGMA Buyers Guide or Online Market. I would gently suggest that you look at the change in your fuel bills over the last two months, and then reflect that there is no end in sight. Suddenly the cost of software to increase efficiencies and also proactively manage fuel surcharges may seem much more affordable!

Whatever strategy you pick, it is important to do something! Take a look at a longer history of Ultra-Low Sulfur #2 Diesel, again from the EIA, and pay particular attention to what happened in 2008 and 2009 because there are things we can learn from history:

Fifteen years ago, world events caused an abrupt raise in diesel prices at the pump. This spike in cost has since been attributed to many factors including Middle East tension, soaring demand from China, the falling value of the U.S. dollar, reports showing a decline in petroleum reserves, and financial speculation. It took a global recession to decrease demand for energy in late 2008, with oil prices collapsing from the July 2008 high to a December 2008 low, followed by a steady multi-year increase until the next price drop cycle. This longer view chart shows us that our current spike probably will pass... eventually... until the next time.



For us, there is an important lesson. We can all certainly agree that none of these factors were in the control of the typical RIM provider, and that none of us are able to directly impact our costs at the pump. What we can do however, is change the way our businesses respond to those costs! That means using every tool we can to operate more efficiently and use less of that expensive diesel fuel. Those tools may include automated Route Optimization, staying on top of Truck Maintenance, and for many of us, it also means having a way to share the unpredictability of fuel costs with our customers by using a realistic temporary fuel surcharge strategy.



**Steven Innerfield, MBA, CSDS**

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ShredMetrics, LLC is the publisher of Q-Shred, an “all-in-one” scalable software designed to let Shredding Companies, large and small, get more done in their day... in the most efficient way possible

A large, 3D-rendered dollar sign graphic. The top half is red with white stars, and the bottom half is blue with white stars, mimicking the colors and stars of the American flag. The sign is positioned on the right side of the page, partially overlapping the title.

# How to Win More Government Business

By: Renee Schafer, CSDS

*At the 2022 Annual Conference, Renee Schafer, CSDS, of Data Security, Inc. presented “How to Win More Government Business”. Those lucky enough to attend in person were able to secure some key takeaways and resources specific to that session. i-SIGMA realized the pertinence of this session and reached out to Renee to expand upon her session and write an article touching on additional key points.*

## What is your company's greatest business opportunity to increase your revenue stream?

The good ole U.S. government. The federal government spends about \$500 billion each year on contracts. Five-hundred billion dollars is a lot! Imagine if you could just get a sliver of a piece of that pie. According to the U.S. Small Business Administration, the Federal Government awarded \$146 billion in federal contract dollars to small businesses in 2020 alone. And that was even the first year impacted by a global pandemic!

It's understandable that selling to the U.S. government can seem daunting; it is often subject to arcane bidding processes and misapplied specifications. I have personally been selling to the US Government for 23 years, so I know the ups and downs – the success and heartbreak. In my tenure, I broke every internal sales record in my time as a sales rep to sales management. For over a decade, in overall company management, I've taken my company from a red ocean of competition to exponential growth.

If you watched the Winter Olympics recently, you probably noticed that the riskiest jumps, skating tricks or the fastest times, of course, received the highest scores. It's no different obtaining government business—take the risk, work the simple tricks of navigating the government buying process, and grow your business.

### Process Overview

The U.S. government is huge and complex; but it doesn't have to be scary. Especially if you understand the basic government buying process: First, the end user determines a need and completes internal paperwork to define the specifications and justify the expense of the product/service that will fulfill the need. Then the end user must get this approved. It can sit at this point for a long time. At some point, funding will get allocated or assigned to this purchase request.

Then the paperwork goes to the contracting office. The procurement officer or buyer in the contracting office will publish the solicitation on various websites to ensure there's competition. The buyers have to compete the solicitation and will do this in the form of a Request for Quote (RFQ), Request for Information (RFI) or Request for Proposal (RFP). As a vendor

to the government, you have the opportunity to ask questions at this stage, especially if there's not a clear specification published. Then, vendors and service providers quote before the deadline of the solicitation. Then, eventually the final decision is revealed: You either receive the purchase order or you don't. Should you not get the bid, you can reach out to the buyer and find out who won the bid or learn how you can win the next one.

Further information is outlined in the Federal Acquisition Regulation, known as the FAR. The FAR is the "how to" for buyers to buy your services and for you to know how to contract to provide your products and services to the government.

### Navigating The Process

The Small Business Administration, or SBA, is a great resource to help businesses just like yours achieve the American Dream. Small businesses also receive preferential preference in the bidding process, so make sure to see if your business qualifies for 8(a) certification.

Register with the US Government's System Awards Management and ensure your business receives a Unique Entity ID. This website is a great place to find current government procurement opportunities for services needed that your company can provide.

Determine what services you are going to provide: Are you are going to provide unclassified or classified destruction? Are you going to offer to destroy paper and/or ITAD? Every government office is processing information, on paper and IT equipment. And they all have regulatory requirements to destroy that information. In a nutshell, the government requires destruction of their data, regardless of where that information is stored, such as on paper or a laptop. If there is information stored on or in anything, that thing or the data must be destroyed at its end of life.

If you are going to go for classified, ensure you're using data destruction equipment listed in the various National Security Agency Evaluated Products Lists; the use of these products will be required for classified destruction. As will staff with security clearances, which your staff can obtain through the Defense Counterintelligence and Security Agency.

For unclassified information destruction, you don't need staff with a clearance, and you can certainly use any product, even if it is not approved by the NSA, but you won't win any bids for classified destruction. And that's ok, there's a lot of unclassified government data that needs to be destroyed. So even if you don't have NSA Evaluated Equipment or don't want to make that investment, there's still plenty of business for you.

Either way, you just have to put yourself out there and go for it.

**Go For It!**

Right now, there is a person standing in a government building, physically surrounded by stacks of paper, computers, hard drives, solid state drives, and smart phones, piling up around them, taking up space they don't have. They are one person, where there used to be four. This one person can't keep up on the demands of their job. The demands keep growing, but the government is not going to hire more people. They need help, they need to outsource their data destruction. They need your help.

There is a place for your businesses to offer services or products to every single government office worldwide. You could get a piece of that the US spending: a multi-billion-dollar pie.

With a little extra work, you can achieve a new market and a financial return!

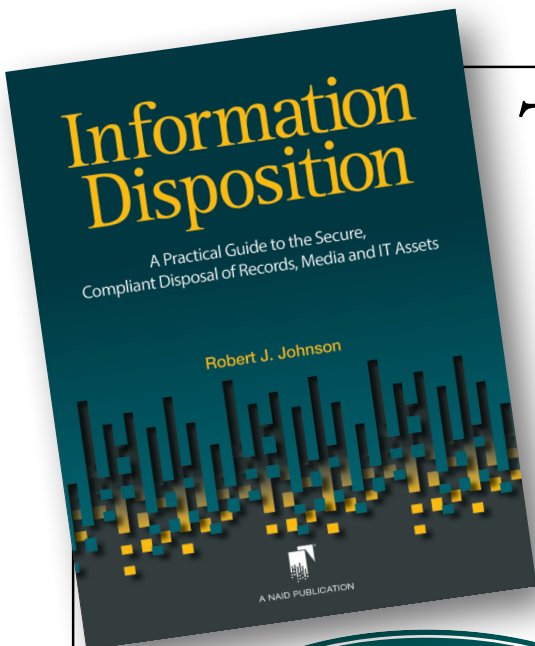
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Renee Schafer has been with Data Security Inc. for over 23 years. As the Director of Operations, she leads the company through strategic decisions and effective management of all departments, especially sales, marketing, and product development, while also working directly with the Government, National Security Agency, data destruction scientists, and electronic media storage experts. She is a member of the Forbes Business Council, the FBI's InfraGard and FBI Citizen's Academy, was the first CSDS® in the state of Nebraska, and she speaks around the world to educate people on information protection. Renee leads an active family-life as well as participates in various community fundraising efforts and volunteers regularly at local outreach centers and her church.



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# Building a Better Business: A Mind for Sustainability

By: Giorgio Spadoni & Giovanna Giulia Spadoni

## Editor's Introduction:

*Adding sustainability into business operations is not a new concept. However, Talal Rafi, presently with*

*Deloitte on their Global Team for Climate & Sustainability, recently recognized in a Forbes Business Council article that "Although 90% of executives think sustainability is important, only 60% of companies have a sustainability*

*strategy. Often, companies that speak of being sustainable are lacking when it comes to implementation."*<sup>1\*</sup>

*To aid in bridging this gap for companies in secure data destruction and records and information management, i-SIGMA Member Representatives, Giorgio & Giovanna Spadoni, of OMTRA S.r.l. Società Benefit (Milan, Italy) share their company's own journey to delve proactively, more deeply into this space. While they are located in Europe, their story can be appreciated universally.*



## Environmental & Social Sustainability Integrated with Economic Results

First, I would like to frame the situation of our sector in Italy and in Europe. We have to admit that historically, our industry has been slow to lower its environmental impact. Disposal of documents, the shredding or burning of paper and mixed materials (paper, plastics, and metals), the throwing away of electronics, and so forth... These are all activities which require a certain cost, not only for our clients, but also for the Earth.

Only recently we have started to "wake up", due to the rising costs of raw materials and processes, a lack of supply of some components such as microchips, and of course the effects of climate change, which become clearer day after day.

Today's challenge is to match people, skills, and knowledge, so that our services and capabilities fit customers' needs, desires, and expectations. As our customers grow and evolve, so must we, not only in terms of services offered, but also in terms of goals, philosophies, and engagement with the community and the environment.

For the last thirty years, we have made it our prime objective to get to know and understand our customers by attending conventions, conferences, and chamber of commerce meetings in various countries around the world.

What we have learned from these experiences has been that customers are now asking for much more than high-quality and impeccable service; that is, they are demanding adequate respect for and protection of the environment and people. This is not only coming from trend analysis or inside corporate boardrooms, but also in the questions and pressures placed at shareholder meetings, in meetings with customers and clients, and in the form of new types of annual financial reports that also include Environmental, Social, and Corporate Governance that evaluate a company's practices and collective consciousness of social and environmental factors. Mainstream publications in the financial world such as Forbes<sup>1</sup> and in normal media, such as US News<sup>2</sup> have been full of stories about the critical importance of adopting ESG to maintain a company's reputation and viability in the future.

<sup>1</sup> <https://www.forbes.com/sites/forbeshumanresourcescouncil/2022/02/16/is-your-esg-program-reflective-of-your-companys-values/>

<sup>2</sup> <https://money.usnews.com/investing/news/articles/what-is-an-esg-score>

*"It is my belief that the next 1,000 unicorns — companies that have a market valuation over a billion dollars — won't be a search engine, won't be a media company, they'll be businesses developing green hydrogen, green agriculture, green steel, and green cement."*

*- Laurence Douglas "Larry" Fink, CEO of Blackrock*

These shifts concern not only the environment, but also social impact. As an example: at the 2019 annual meeting of the Swedish Chamber of Commerce in Italy, the CEO of the Italian subsidiary of Elettrolux (a Swedish multinational home appliance manufacturer, consistently ranked the world's second largest appliance maker by units sold, after Whirlpool) asked attendees what they plan to do in Italy for the homeless.

We believe that it is not enough to do "green/social washing" with minor changes to some business practices. We need a real, clear shift toward a circular economy and way of life, with attention to the social and environmental impacts of our business practices. All this is reflected in a more virtuous economic result.

### **B-Corp Movement & A New Way to do Business**

Allow us to share about our secure data destruction, ITAD, and records & information management company, OMTRA S.r.l. Benefit Corporation, and its recent plunge into greater sustainable practices throughout our operations. Our sustainable evolution is nothing new. Over the last 65 years, we have given

opportunities to people with disabilities and difficulties to work in our company. Over the last 20 years, we have led conferences about corporate social responsibility. Now, we are continuing to grow our commitment to social as well as environmental causes. Increasingly, we are counting NGOs, other benefit companies, and charities among our suppliers and customers.

Our company decided to implement radical sustainable solutions, starting with changes to our statutes and our corporate classification – from the Italian for-profit classification of a limited company "SRL" toward a "Benefit Corporation" (B-Corps) – which is reflected in a name change for the company, now OMTRA S.r.l. Benefit Corporation.

Italy was the first country outside the United States to introduce a law allowing the creation of dual-purpose companies –**profit and positive social and environmental impact**. OMTRA has not only carried out this step, but it is the first company in the sector and has started the process of measuring and verifying its performance with the certification body B-lab to obtain the B-Corp certification.



### Facts about B-Corps:

- By the end of 2021, there were 4,602 B-Corps with a combined total income of more than 166 billion dollars.
- Together, they employ more than 438,000 people.
- During the difficult year of 2020, 55% hired new employees and 66% increased turnover.
- 38% of B-Corps are U.S.-based companies
- Benefit Corporations include companies such as:
  - o Danone
  - o The Body Shop
  - o Patagonia
  - o Bombas
  - o Aesop
  - o Illy Cafe

### Why did we make this business shift?

After a full evaluation of our company and its activities, we decided to focus on three key points:

- Innovation
- Development
- Research

We started this process by creating a new team formed by the board of directors of the company with experience in information governance and secure shredding and with highly educated young professionals specialized in circular economy, chemical engineering, accounting, law, re-engineering of operations, and digital marketing. This has led to a natural evolution of our corporate values and identity.

While it may sound difficult, this solution isn't complicated and isn't foreign or European in origin. It was inspired by innovators from the U.S. and represents the next natural evolution in business, management, awareness, and corporate responsibility.

### Make a System for a Multiplier Effect

As another way to give back, OMTRA is creating a new organization called "FILIERA". Literally, this is the Italian word for a mechanical component called "spinneret", but also the word in Italian for "supply chain" or "economy row". We want it to be more than a simple network, for it to signify the creation of new assets, a new reality, in tune with making profit as well as improving quality of life.

This is a new vision of businesses working together toward a collective goal. However, this is nothing new. We've taken our inspiration from the American pioneers, the early settlers, the first groups of Protestant workers who understood the value of hard work, but also the value of community – by working together for a common goal, they achieved great things, all sustainably, locally, and in their own community.

In practical terms, this chain would unite B-Corps and NGOs together in an alliance to not just add our forces and

B-Corps can guide not only third sector actors in becoming more economically sustainable, but they can guide large corporations to become more socially and environmentally regenerative. For instance, in May 2020 Adidas and Allbirds announced a collaborative project aimed to accelerate solutions for reducing the industry's alarming emissions numbers. The hope is they spur others to follow, scaling the innovation discoveries from 12-month collaboration, and not stopping until there is a total transformation of the economic model of the sector.



strengths together, but rather to multiply them. Why are we doing this? Our idea is for all businesses with strong ethics and values, such as NGOs and volunteer organizations, to pool resources and work together. By offering services within this network and beyond, we can be useful for ourselves not only in terms of profit but also for the general population and the planet in terms of working together toward a positive future.

OMTRA for instance can offer new services such as to reuse, recycle, and recondition electronics such as computers, phones, and other IT equipment. With attention to social aspects, we would like to give this opportunity to people with learning or developmental difficulties to give them the chance to work and to contribute to society.

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*By offering services within this network and beyond, we can be useful for ourselves not only in terms of profit but also for the general population and the planet in terms of working together toward a positive future.*

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### **Editor's Concluding Note:**

*Having seen just some of the practical steps that can be taken, in addition to the obvious ones already well known within the industry, perhaps inspiration will lead to action. Rafi concluded his own article with Forbes stating, "Economic, social and environmental sustainability is a must in today's business environment." But he didn't end it there, "A corporate strategy focusing on sustainability can add brand value, meet consumer demands, increase efficiency, attract valuable talent, and create new opportunities."\**

*Find success as you do the good.*

<sup>1</sup>\*Rafi, Talal. "Why Corporate Strategies Should Be Focused on Sustainability," Forbes Business Council online. February 10, 2021. <https://www.forbes.com/sites/forbesbusinesscouncil/2021/02/10/why-corporate-strategies-should-be-focused-on-sustainability/?sh=33123c0a7e9f>

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OMTRA, established in Milan in 1956, was the first to introduce Information Governance, Secure Destruction and Consulting Services for law firms, companies, and international governmental bodies in Italy. In 2021, after 65 years of promoting values related to the protection of the ecosystem and the community, it is one of the first Italian companies and the first in its Italian sector to be a certified Benefit Corporation.



## Stellar's Newly Launched BitRaser® Mobile Eraser and Diagnostics Empowers the Used Device Industry with High Speed, Secure, and Agile Solution

*BitRaser® Mobile Eraser v3.0.0.3 is a solution for mobile processors, retailers, device repair and recycling operators that helps them achieve scalability and efficiency in operations by wiping and diagnosing 40 devices simultaneously.*

**METUCHEN, NJ, March 2, 2022:** Stellar, an i-SIGMA Corporate Partner Member, launched the latest version of BitRaser® Mobile Eraser & Diagnostics that securely performs high speed erasure of iOS® & Android® devices. The software is available for Windows, Mac and bare bone machines, erasing simultaneously up to 40 devices. The latest version of the software empowers the users with a host of new features including cloud manageability of licenses, user accounts and reports repository.

BitRaser Mobile also offers 40+ assisted and automated diagnostics tests to monitor the quality, health, status and functionality of mobile devices. With these tests, mobile retailers and service providers can establish trust and quickly process bulk mobile devices before they are sold in the second hand market.

"Technology developments like 5G, and Apple iPhone 13 have triggered mobile device upgrade cycle, causing surge in availability of second-hand devices in the market. With over 6.6 billion active smartphone in circulation, the opportunity to refurbish and resell used devices has grown significantly over the years. The secondary phone market ecosystem can thrive in a trusted environment where interests of Seller, Buyer and Intermediary are protected. BitRaser Mobile's secure wiping & diagnostic solution delivers data security, device testing and compliance very efficiently. This results in maximising value for all stakeholders", says Sunil Chandna, CEO, Stellar.

The latest version of the software is more user-friendly and its fluid user interface sets it apart from the competition. With this new release the tool offers advanced features especially for erasing iOS® devices. Mobile processors and operators can now perform secure erasure on an iPhone® with broken screens. The software allows wiping iOS® devices in the recovery mode with an option to erase with or without restoring the latest firmware. Apart from high speed erasure that saves time of service providers as they process bulk volumes of devices, secure and permanent erasure ensures compliance with global data protection legislation and privacy mandates.

Visit the product page <https://www.bitraser.com/bitraser-mobile-eraser-and-diagnostics.php> to learn more about BitRaser® Mobile Eraser & Diagnostics v3.0.0.3.

### **About BitRaser®**

BitRaser® is a robust tool for erasing data permanently from storage devices like SSD, HDD, laptop, desktop, server & mobile devices (Android® & iOS®) as per international standards. The software generates tamper-proof certificates & reports of erasure that are cloud-accessible & serve as an immutable audit trail for meeting compliance with global data privacy laws such as GDPR, CCPA, GLB, SOX, HIPAA, ISO27001, etc. BitRaser is an innovation by Stellar, global data care experts since 1993. Stellar is best known for data recovery, data erasure, mailbox conversion, and file repair software & services.

PR Contact

Namrata Sengupta

Voice: +1-844-775-0101

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## Industrial Shredding Equipment Manufacturer Shred-Tech Refreshes Brand to Align with Commitment to Technology & Customers

*As part of a brand refresh, Shred-Tech®'s logo and website have undergone a redesign in order to emphasize the company's commitment to bringing innovative shredding solutions to the industry. Along with new technologies for the shredders, Shred-Tech® will also be introducing a post-purchase e-commerce service that includes a parts portal, live chat, and more.*

**CAMBRIDGE, ONTARIO (PRWEB) APRIL 11, 2022:** Since being founded in 1978, Shred-Tech®, an i-SIGMA Corporate Partner Member has largely grown in the shredding and recycling industry. Forty years later, Shred-Tech® now has the largest global footprint of any specialty shredding equipment manufacturer in the world and is the largest manufacturer of shredding trucks. Even now, the company continues to grow and establish itself as a trusted innovator of the shredding industry.

In 2019, Shred-Tech® was acquired by The Heico Companies, LLC, a diverse company consisting of industrial and commercial manufacturing enterprises with more than 70 operating companies that employs more than 9,000 employees on five continents and generates an annual revenue of more than \$2.5B USD. Shred-Tech® is also recognized and certified by the Women Business Enterprises Canada Council as a woman-owned business.

As a member of The Heico Companies, Shred-Tech® now has access to new and additional resources to drive change internally as well as externally in the shredding and recycling industry. This newly acquired source of connections and community called for a refresh of the company's look.

The Shred-Tech® brand refresh represents a commitment to technological advancement and growth to continue to advance the shredding and recycling industry forward. Along with designing a new look to the Shred-Tech® logo, the company is introducing new shredders and support technologies to empower their customers.

As part of our efforts, Shred-Tech® has recently stepped foot in the emerging markets of EV battery disposal and e-data destruction. In 2021, Shred-Tech® developed the Sealed Aqueous Shredder that is used for safely shredding EV batteries. Again in 2021, on a co-development venture with a major tech company, Shred-Tech® introduced their first dedicated e-data destruction truck, the MDT-26, which incorporates a dual chamber shredding system for hard drives (HD) and solid-state drives (SSDs).

Another recent development occurred in 2020 when Shred-Tech® exclusively partnered with Pronar, a recycling machinery manufacturer from Narew, Poland, for the North American market. This partnership will lead to upcoming developments regarding the mobile slow-speed shredders that Shred-Tech® currently offers.

In 2022, the company will introduce their newly developed Shred-Tech Connect™ service. Shred-Tech Connect™ incorporates IoT technologies for fleet tracking and preventative maintenance requirements. This service will also be comprised of an e-commerce parts portal, equipment configurator, live chat, video library, FAQs, parts diagrams, manuals, drawings, and an integrated CRM all in a single digital platform. Shred-Tech Connect™ demonstrates Shred-Tech®'s commitment to providing full service and support to customers post-purchase.

The logo redesign and brand refresh are only the latest step in Shred-Tech®'s journey to fulfill their mission to supply customers with complete, profitable, and environmentally correct materials shredding and recycling solutions. The company continues to move forward, transforming the industry's playing field with every innovative shredding solution.

Learn more about the changes and innovations that are coming from Shred-Tech® by visiting their new-looking website at [shred-tech.com](https://shred-tech.com).

## Vecoplan Announces New Location in Southern California

The new facility in Eastvale, California, provides a location for the company to more effectively service regional customers, including Mexico, with technical service and replacement parts.



Vecoplan, an i-SIGMA Corporate Partner Member, recently opened a new location in Eastvale, California to accommodate its customers and company growth in the western region. The outfit is a leader in material shredding and recycling technologies.

The new office is the third location for the company, after its North American headquarters in North Carolina and a regional office in Indiana. “The western states and northern Mexico – and Southern California in particular – has a multitude of manufacturing facilities in the markets we sell to,” says CEO Frank Boerjan. “Opening an office in California was the logical next step for us to support those customers and our growth strategy. This location is close to a network of major highways for our replacement part distribution and only twenty minutes from the Ontario airport. Regional customers can easily access us for visits, and we can now service them more quickly in return.”

A local Southern California customer officially anointed the in-house technology center with a plastics material shredding trial in April. The customer asked to remain unidentified due to its proprietary technology, as it specializes in recycling complex, multi-layered polymers.

Also housed at this Vecoplan office is a team of service technicians to perform maintenance and repair for the western half of the country. According to Bill Davison, vice president of operations, the team travels regularly to Colorado, Arizona and Nevada for machine maintenance and system installation projects. “We are quicker to respond to the customers out here with this local team,” comments Davison. They can drive or fly to customer in half the time that our other location service techs can.”

The company hosted a grand opening for the new location in March with local government officials and its German and US leadership teams.



### About Vecoplan

Vecoplan, LLC is the North American subsidiary of Germany-based Vecoplan AG, with headquarters in North Carolina and regional offices in Indiana and California. The company is a manufacturer of industrial and mobile shredding equipment and recycling systems for virtually any material, selling into plastics, wood, biomass, waste and recycling, and waste-to-energy markets.

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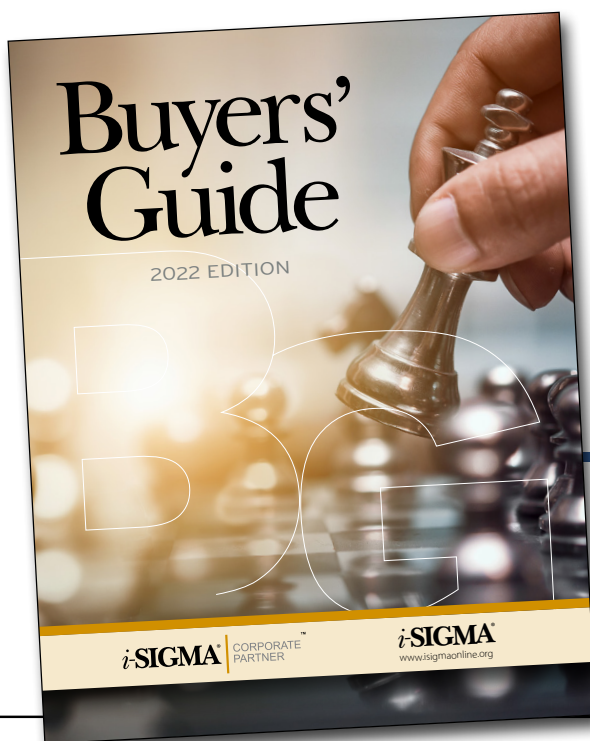
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Jeremy Penfold, CSDS, of Cascade Asset Management, LLC (Orlando, FL, USA)  
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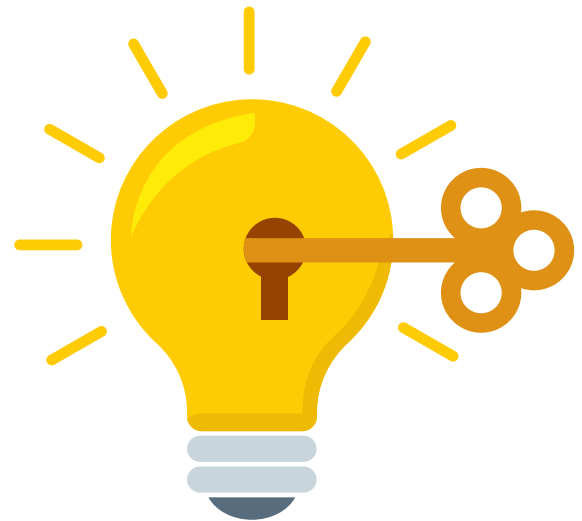
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