

2022 | Issue 3

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



iGTM
JOURNAL



*New i-SIGMA CEO,
Nathan Campbell*

Company Culture: A Candid Discussion

Shred School 2022: Now Enrolling

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FROM THE EDITOR

Maggie

Maggie A. Geolat
i-SIGMA Marketing Specialist

It is well known that fall is the season of change. The mornings and evenings provide a nice, crisp air that is a refreshing juxtaposition from the heat of the months before. The trees start their yearly change from vibrant greens to warm yellows, reds, and oranges. But isn't there something about the fall season that prompts us to also switch our own internal gears? Whether it is in our personal lives or professional development, I think that fall is a wonderfully opportune time to look inward and begin that pivot of change.

As an association, i-SIGMA, for one, has already begun its own season of change. With the retirement of Bob Johnson, CSDS, as i-SIGMA CEO, there has been a shift as we have welcomed new CEO, Nathan Campbell to head the organization. Nathan has already begun paving exciting initiatives for the organization, including changes in certification, events, and overall processes. Get to know Nathan a little more and learn about some of the exciting new initiatives on page 12.

And as for professionals in the industry who are wanting to use this time in the year to bolster their own changes in their professional toolkit, we suggest attending one of our championed fall Shred School educational events. This year we are hosting an in-person event in Dallas as well as a virtual event. Whether you are brand new to the industry or are a veteran and are wanting to refresh your processes to stay up to date with the current industry trends, this year's Shred School is truly a must attend event. Discover why you should earn your shreducation on page 20.

So, whether fall to you means embracing change or wanting to create change, you are in the right place. In these pages we hope you will find some inspiration on how you can work on capitalizing on your own interpretation of the season. Draw that line in your calendar, pivot, set your sights on what you are wanting to accomplish, and let's finish this year strong.



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i COMMUNITY NEWS

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.

What a great catch! Cory Laves of Bins4 Shredding (Barrie, Ontario) shared this picture with the caption "My true passion outside of the shredding world..." Well, we can understand why!



Congratulations to Greg Haber of Babaco (Carlstadt, NJ, USA) on receiving the TAPA AMERICAS "Volunteer of the Year Award" presented by Chairman, Allen Gear. According to Cindy Rosen, Executive Director of the Association, "As a member and committee volunteer, Greg Haber volunteers his time, expertise in supply chain security and technology, and support to our membership throughout the year. He selflessly dedicates his time, energy, and expertise to advancing the TAPA Trucking and Facility Security Standards. He sets the bar high for what a volunteer can contribute to an association." Way to go Greg!

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Meet SAMANTHA MASTERS

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Samantha's the type of woman who wakes up in the morning with one mission: using her internet savvy, marketing skills and team of digital experts to help our partners effectively compete in a 'one-click' internet-driven world. From cutting-edge search engine strategies that get in front of real time customers, to capturing potential customers through smart, outbound email marketing, everyday Samantha and her team master the internet so you don't have to.

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PRESIDENT'S MESSAGE

As I am writing this message, I am returning from our Annual Board of Director's face to face meeting, which was held this year in beautiful Portland, OR, USA. This meeting, like all Board Meetings, was impactful, promising, and insightful. What was unique about this board meeting, however, was that since the retirement of Bob Johnson, CSDS, this was the first time the board was able to meet face to face with new i-SIGMA CEO, Nathan Campbell. The board was able to listen to the insight, ideas, and promise that Nathan brings to the association, and I am excited to continue to work with Nathan and the board in leading and laying the groundwork to implement all of the ideas of change and opportunity that were discussed.

In this same Board of Directors meeting, we were able to discuss many of the exciting initiatives i-SIGMA has on the horizon. When it comes to events, I encourage everyone to attend the upcoming 2023 Annual Conference and Expo. Being held the 30-31 of March 2023 at Bally's in Las Vegas NV, USA, I advise everyone to mark their calendars now because i-SIGMA is changing gears and updating the conference with a new schedule, new sessions, and motivating keynote. Registration will be opening in just a few short weeks, so stay tuned!

Aside from events, our meeting was focused on making sure that our members are equipped with the tools you need to run your business smoothly. i-SIGMA is working on updating certification processes, creating ease when it comes to finding resources for your business, and most importantly, making sure that you are heard and represented.

After every Board of Directors meeting I leave with a sense of promise, excitement, and urgency to work on implementing the great ideas that come from our conversations, and continue steadfast on the solid work and initiatives we always have in our repertoire. As Board President, I am truly excited to work with Nathan and this board on implementing and continuing these exciting initiatives, and I hope you will be there alongside me to enjoy them.

Sincerely,

A handwritten signature in black ink, reading "W. B. R.", with a long horizontal flourish extending to the right.

Bowman Richards, CSDS
i-SIGMA President

Board Approves New Certification Review Board Appointments

The i-SIGMA Board of Directors made several key appointments to vacancies that were left on the Certification Review Board. The following members were appointed:

- James Elkins, CSDS of Document Shredding & Storage (Amarillo, TX, USA)
- Tom McGinnis of Bay State Shredding Services LLC (Brockton, MA, USA)
- Justin LeDoux of ERI (Aurora, CO, USA)

The Certification Review Board is charged with protecting the integrity of the i-SIGMA Certification Programs.

Board Approves Key Committee Appointments

The i-SIGMA Board of Directors has made several key appointments to different membership committees.

Board Directors Rick Jackson, CSDS of American Documents Services (Las Cruces, NM, USA) and Margaret Meier, CSDS of UltraShred Technologies (Jacksonville, FL, USA) have been appointed as Chair and Vice Chair respectively of the Certification Support Committee.

The purpose of the Certification Support Committee is to support the certification of non-certified Service Provider Members, including the promotion of the programs and working with members to understand the details and process as well as meet the requirements of the programs. Jackson and Meier are both strong industry leaders who will help this committee grow and thrive.



Rick Jackson, CSDS



Margaret Meier, CSDS

The Board of Directors also approved the appointment of Francisco Chavez, CSDS of TechnoCycle (Houston, TX, USA) to the CSDS Board of Regents. This board is responsible for maintaining the integrity of the i-SIGMA CSDS® Accreditation Program. Chavez, who recently earned CSDS accreditation, will be a great asset to the team and bring fresh ideas to the committee.

The final committee appointment was to Dan Ingersoll of PlanITROI, Inc (Denville, NJ, USA) who has been appointed to serve on the Data Destruction Leadership Committee. This committee is responsible for recommendation initiatives, actions, and strategy for the promotion and advancement of the division and the division's members' common interests.



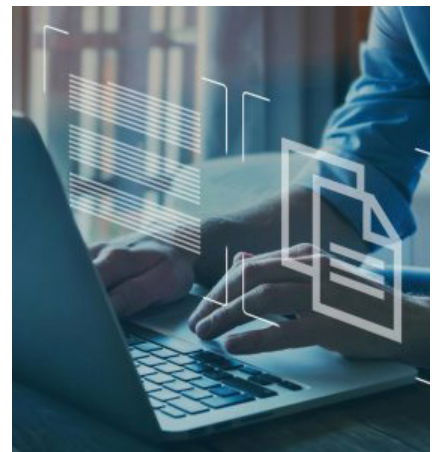
Dan Ingersoll

Board Approves Revised Committee Guidelines

The i-SIGMA Board of Directors has approved revised guidelines for several membership committees. These revised guidelines help to re-align committee values and processes associated with the i-SIGMA membership.

In accordance with the dissolution of NAID and PRISM

International membership divisions, the NAID AAA Certification Committee, chaired by Vlad Vasak of K-2 Partners (Sarasota, FL, USA) had its guidelines updated to reflect the new i-SIGMA designation throughout the document.



Additionally, the guidelines for the Certification Review Board, chaired by Jim Beran of Gilmore Services (Pensacola, FL, USA) were updated. These were updated in accordance with the dissolution of NAID and PRISM International, to streamline all committee guidelines to a more consistent format, and to reflect an adjustment in the quantity of required members to assist in securing a quorum for meetings each month.

Typically, i-SIGMA Committees have a term of one-year commitment with the option to renew or are a multi-year commitment. When the Corporate Partner Engagement Committee was established last year, the guidelines were written with a one-year term without the option for committee members to serve an additional year. However, in an attempt to build a more robust committee, the Corporate Partner Engagement Committee Chair, Jennie Gift, CSDS of CSR Privacy Solutions (Jensen Beach, FL, USA) requested the Board of Directors approval for the ability for members to serve a longer term.

Board Approves Association Podcast Initiative

The i-SIGMA Board of Directors approved a recommendation from the CSDS Board of Regents for implementation of an association podcast initiative, which would include the creation and uploading of content to a podcast platform where members can listen to timely association, industry, and member news. With the global labor shortage, more member representatives traditionally manning the office are also finding themselves behind the wheel to keep their business operating. The CSDS Board of Regents has heard from some members that there is a struggle to make time to read the valuable content produced by the industry due to the strained bandwidth. This has impacted the ability to submit CEU for CSDS credential renewal.



Podcast popularity as a content platform has increased, with Statista reporting that over 40% of Americans have listened to a podcast within the last month* (the rate of listeners is expected to grow by 20 mil annually moving forward^). Podcasts are a timely and well fitted solution to meet member needs with today's technology. With approval of this recommendation, i-SIGMA and the CSDS Board of Regents will begin moving forward on the timeline to get this association podcast implemented.

Canadian Bill Proposes to Upgrade Country's Data Protection Regime

As announced in the press release on 16 June, the proposed Digital Charter Implementation Act, 2022, (DCIA) will significantly bolster Canada's lagging data protection laws by creating three sub-bills titled the Consumer Privacy Protection Act, the Artificial Intelligence and Data Act, and the Personal Information and Data Protection Tribunal Act (the latter of which would replace the country's existing Personal Information Protection and Electronic Document Act).

According to the release, among the features of the combined DCIA are:

- Increased control and transparency when Data Subjects personal information is handled by organizations.
- Freedom for Data Subjects to move their information from one organization to another in a secure manner.
- Ensuring that Data Subjects can request that their information be disposed of when it is no longer needed.
- Providing the Privacy Commissioner of Canada with broad order-making powers, including the ability to order a company to stop collecting data or using personal information; and
- Establishing significant fines for non-compliant organizations—with fines of up to 5% of global revenue or \$25 million, whichever is greater, for the most serious offences.

According to former i-SIGMA CEO Bob Johnson, CSDS, the proposed bill is one more example of the regulatory global trend toward increased Data Subject rights. "It is clear that around the world Data Subjects are being empowered to exercise control of their personal information, which, in turn, will put increasing pressure on organizations to respond and demonstrate due diligence."

Johnson added, "It may take a while for Data Subjects to appreciate and wield these new powers, but it is only a matter of time."

[View the revised Certification Review Board Committee Guidelines >>](#)

[View the new Corporate Partner Engagement Committee Guidelines >>](#)

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

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Getting to Know New i-SIGMA CEO, Nathan Campbell

As of 1 August 2022, the association welcomed longtime industry veteran, Nathan Campbell, to head the i-SIGMA team as Chief Executive Officer. Some of you may have already spoken with Nate in his short time with i-SIGMA or have had lengthier conversations during his past industry roles, but we wanted to connect with Nathan to get some insights and learn more about his plans for the organization and uncover some of what has been going through his head during his initial two months on board.

Nathan, welcome to the i-SIGMA team. We are excited to have you on board. To help our members get more acquainted with you, could you please tell a bit more about yourself and your business background?

Nathan: I feel like one of the luckiest guys in the world. Things always seem to work out for me. I'm a family first guy with a wife of 33 years (she deserves a medal) and twins that are both in graduate school. I'm very proud of them and take every opportunity to spend quality time with them. From a business perspective, I started out working for a small independent Data Protection and Records Management company that was acquired in the early 90s and parlayed that into a nice career at Recall that ended in 2011. I worked as COO and EVP of Sales at Access where I was able to catch the more entrepreneurial bug and, with the help of some fantastic team members, helped them build the foundation they enjoy today.

That is great. And as you put it, you were able to take a bit of a personal sabbatical after your time at Access. What excites you most about re-entering the industry and leading the i-SIGMA team?

Nathan: Well, for one, I really enjoy the game of business and helping organizations find the winning edge to be successful. By re-entering the industry through i-SIGMA, I can once again work with old friends, all while making new connections and providing resources and knowledge to members of the association. This industry and business space has been very good to me, and now I have a chance to give back.





What do you like to do in your free time?

Nathan: In my free time I really love to travel. I am up to 31 countries and 45 of the U.S. states. Living near San Jose, CA, USA, I also try to get to the beach whenever I can with my bulldog, Hank. I have always been interested in trying out new things, and for anyone interested I have a hobby of creating barrel aged Manhattans and Old Fashions.

Any initiatives you're looking forward to continuing or launching at i-SIGMA?

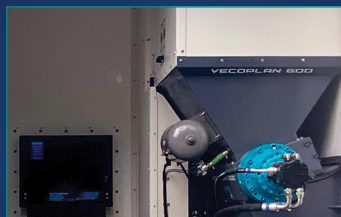
Nathan: Well, good question. Having only been in the role for less than two months, I've already had some truly informative conversations while speaking with some members. It's my hope we can fill in the four pillars with adjacent business opportunities. Opportunities that can help our member companies grow into new areas or take advantage of extra capacities to increase their businesses.

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I also want to continue to create more touch points with our members by adding valued educational communication and content, such as our most recent webinar, “Maximizing the Cares Act Incentives”. I think there are some excellent opportunities to grow in that space.

Finally, networking is a huge reason why our members love i-SIGMA. My hope is that we will continue to add different sessions, additional networking opportunities, and new ideas to our Conference, Shred-School events, and webinars to continue to increase that value-added benefit to members.

You mention having some open and candid discussions with members. What do you see as the association’s greatest opportunity for growth, based off these conversations?

Nathan: When you look at the world in front of us, it’s my opinion we have some exciting possibilities. First, we can grow internally by constantly improving our current programs and creating greater value for our members. Second, there are some adjacent businesses that could benefit from our core competences with certifications, education, and government relationships. Add the global impacts we can consider, and we have a bright future.

What are some of the short- and long-term goals you have envisioned for i-SIGMA?

Nathan: Well, after conducting almost 100 voice of the client calls, I have discovered several areas to start our focus on. Simplifying and automating our certification process, improving our communication with members, and expanding on our website tools to create ease in client communication responses is a good start. Our member tools are solid, and those members who take the time to use our website and utilize these tools reap the excellent benefits. However, maybe we can streamline our member portal to make those tools more accessible and searchable. The i-SIGMA team is focused on client centricity and identifying a few quick changes that could make an impact in the member experience. Looking beyond these short-term certification, education, and communication goals, my focus long term lands on more automation, new services, and solidifying the client experience through our website and technology. The future is exciting, and I am ready to see what we can all achieve together.



Describe your approach to working with and collaborating with all the members that make up i-SIGMA?

Nathan: I’m a big fan of obtaining the voice of our clients. This means connecting with our service providers of all sizes, listening to our corporate partners, and then meshing those ideas with our internal stake holders. Matching those items with our current capabilities and building new ones to develop a plan for short- and long-term success is crucial. Having a plan is useless if you don’t execute on those concepts. So, it all starts with client centricity. As Jeff Bezos has said “We see our customers as invited guests to a party, and we are the hosts. It’s our job every day to make every important aspect of the customer experience a little bit better.”

With Shred School and the 2023 Annual Conference on the horizon, what most excites you about these upcoming events, from the position of new CEO?

Nathan: The way I see it, these events continue to be pillars for our industry in terms of networking, learning, and growth. Shred school is such an attractive opportunity to meet our members and make an impact by sharing best practices, learn and share ideas. I'm looking forward to presenting and hoping that I can use my experiences to support this group of high achievers.

The Annual Conference and the networking that comes alongside it are two amazing benefits of membership. The conference committee and the i-SIGMA team have been evaluating several electric changes to this year's event. They are looking for new speakers, topics, and changes that can create more energy and involvement for all. They are taking some big swings based on feedback and I believe you are going to be excited about their efforts in providing the best experience possible.

Giving back to the community and volunteer work is something that drives you. Which organization/ cause have you been spending most of your time with as of late?

Nathan: As an organization that creates so much enterprise value, I do hope we can get to the point where we can take on an element of community service. Currently, I am a board director with The Helpers Community based in



San Francisco, CA, USA. It's a hard transition for many with Intellectual/ Developmental disabilities(I/DD) to adjust to the transition from school to adult life. Many autistic individuals desire to be employed but companies often lack the knowledge to implement and manage an inclusive workforce. Around 60,00 autistic individuals graduate annually ready to fulfill a job. The Helpers Community helps in that process and grants funds to organizations that supports I/DD adults.

Any final thoughts you would like to leave our readers with?

Nathan: Yes, and thanks for the question. We may not be perfect, but we have an incredible caring group of team members that are open to your feedback and serving this community of members.

If you have an idea or require assistance, please reach out and we will do all that we can to accommodate and serve you the best we can. I want to thank Bob Johnson for his guidance and support during this transition. I cherish the support received from our industry and am honored to have the opportunity to continue to develop this organization.

Those wanting to reach Nathan can learn even more and find his contact info here >>



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COMPANY CULTURE:



A Candid Discussion

By: Vijay Basdeo

Note from i-SIGMA: This article is meant to encourage discussion and provoke thoughts around current company culture and employment. To share your own thoughts and ideas, and to collaborate with others, please visit the i-SIGMA LinkedIn Group and continue the conversation.

As we prepare to enter the fall of 2022, I want to address the winds of change that have blown around the world, infiltrating and permeating our experience of life in every area from family dynamics to our working environments. As we have worked to re-open and re-shape our businesses over the past two years, expanding and transforming, it behooves us to pay closer attention to one of our most valuable assets, one that is often overlooked – our employees.



The success of every operation is not only dependent on the quality and sophistication of the systems that we establish to generate a smooth-running operation, but also on the intangible, ephemeral, and sometimes invisible contributions that are made every single day by one of the most important contributing assets within a company, and that is the efforts made by each employee, every day that the business is running. It's time to consider the human dimension and its elemental capacity to overcome and re-imagine a new vision of old established ways of doing things.

In my past experience, as a project manager for a large international freight forwarding company, one of the most valuable skill-sets I had to learn and acquire was the ability to hire staff from different companies and agencies around the world and get them to successfully participate and handle logistical problems as they arise.

In today's marketplace, we are having a difficult time finding employees who wish to participate and contribute their skills and talents to the business's growth. Why is this?

This is a growing concern for all of us who employ others and encourage them to be part of our teams. To consider these issues, requires that we delve deeper into the fabric that weaves us together and creates a coherence that can produce greater results than can be imagined when we work only with small numbers of committed groups of people

I would venture to say that this is not an issue of moral standards being changed, as much as it is a deep-seated paradigm

shift that is pervasive in its nature and is opening new and uncharted ways of looking at life, family, home, work, community, and finally, a person's own vision of where they stand in relation to all of the above.

This is becoming a fascinating and unpredictable creation of brand-new possibilities and the creation of life paths that are unique and continuously evolving by creative minds, both old and wise minds, as well as young and innovative minds.

For some traditional businesses, we are finding ways to hold on to structures of the past that has served us well. For other businesses, some of us are busy treading water as we try to redefine work standards and the connective tissue of life and family standards. What I am seeing as I coach and discuss current day issues is that we are not on a path any longer that is clearly defined and laid out, requiring only our efforts to follow the path. We are entering a very creative and therefore unpredictable moment in time, one that will require us to mine the gold from our employees, and realize the resiliency, understanding, and wisdom about human nature that we each individually bring to the table. This is not always easy, but it can be incredibly rewarding.

Let us consider opening this page for dialogue, bring your thoughts, commentaries, and open-hearted reflections on the state of personal dynamics as you observe and experience them within your company and in other communities that you are participating in. Together perhaps we can create yet another opportunity and forum for widening our vision of how to work with our most valuable resources— our employees.

I leave you with this salient quote from 'Immunity to Change' an in-depth account of several studies and case histories conducted with leaders and various groups from around the world.

“A developmental perspective means that we cannot forget that people bring their humanity to work with them every single day, and that until we find a way to engage the emotional life of the workplace, we will not succeed in meeting our most important goals.

It means recognizing that hard-and-fast divisions between the public and the private, between “the work realm” and “the personal”, are naïve and unproductive.”

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ABOUT THE AUTHOR



Vijay Basdeo is the Director of Programming for Waking Up Workplace Trainings. Waking up Workplace Trainings has been a Corporate Partner Member to the Association for Over a Decade

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Feel free to reach out to Maggie Geolat, Marketing Specialist at i-SIGMA at mgeolat@isigmaonline.org with any direct feedback or questions.

Shred School



Shred School 2022: Now Enrolling

The “back-to-school” season means something a little different for everyone. Whether it’s your kids or your grandkids, or maybe even yourself heading back to expand on your education, there is something about continual learning that creates an air of hope and excitement around this time of the year. Luckily, for those who have an “always learning” mindset, i-SIGMA continually hosts a fall event that is considered a staple for professional development in the secure data destruction industry. These fall sessions are perfect for the entire office; from owners, to drivers, to anyone on the phone selling services.

i-SIGMA ensures this annual training program stays relevant to those in the industry by covering various business aspects including market conditions, how to market products efficiently, how to sell under current regulations, and of course, how to beat

the competition. This year is no different, with fresh and renewed sessions, it is the perfect year to earn your Shreducation.

Bringing Back the Best of Both Worlds

Last year, it was decided that in addition to the traditional, in-person style Shred School format, i-SIGMA would offer a virtual option to make it easier for all members to attend. With the success and positive response of these options, we decided to bring both formats once again in 2022!



Meet Us in Dallas

This year’s in-person portion of Shred School will be held in Dallas, TX, USA. This international airport hub and much beloved western city has much appeal apart from just its convenience and accessibility to travel there. Although you will be plenty busy training and networking during the two-days of Shred School, you may want to extend your stay just so you can take in some of the fun the city has to offer. For one, you may want to see all of the museums in the West End Historical District, including the impressive Cattle Drive Sculptures. You can then spend your evening taking in the sweeping views at the Reunion Tower, before ending with dinner and drinks at one of the many famous eateries in the city.

But Wait! There’s More...

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

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

Earning a Shreducation, Remotely

If the pandemic has taught us anything, it is that sometimes, virtual events are necessary, convenient, and just as impactful educationally. Those who attend Shred School virtually this year will receive all of the same great, intensive training, spread out over a three-day period to accommodate more schedules. And, did we mention, there will be virtual games, trivia, and more!

The 2022 Lineup

Each year, the i-SIGMA team takes in current industry trends, regulations, and topics to create a lineup of sessions fit for the entire team. This year, there are renewed session staples, as well as many new sessions to help attendees manage current industry issues. The full curriculum can be found online at www.shredschoo.org/curriculum.

Whether you decide to meet with us in Dallas or attend online, Shred School 2022 will be just the thing you and your team needs to develop actionable takeaways, re-energize, and think critically to help your business and professionalism soar.



2021 Testimonials

“First time to Shred School, 2 months in industry, learned so much, great advice and strategies.”

– Payton Snokhous
H.O.T. Shred/Medwaste service
Chicago Attendee

“As a new truck owner and being new to the industry, I found this to be a very informative and educational experience. I was very impressed with the industry professionals that were in attendance. The information and sharing of experiences will be invaluable to me in my new business. Great event. Look forward to coming back in the future and will take full advantage of all the resources.”

– John Dale Smack
J3 Mobile Shredding
Chicago Attendee

“Shred School, revisited. This is my second Shred School, and it did not disappoint. I sharpened my skills, reviewed current best practices, and acquired valuable take ways that will be used immediately.”

– Katie Chambers
Pure Data Services
Virtual Attendee

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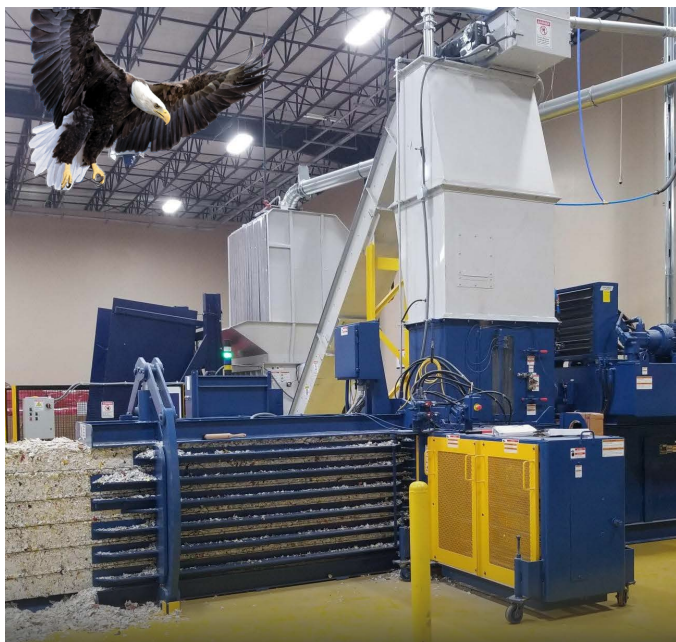
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Maximizing The CARES ACT Incentives

By: Daniel Risen



Are you aware there is an additional cash flow resource available to businesses that were impacted by the pandemic?

The Employee Retention Credit (ERC) is a federal government cash award to virtually every small business in America. Generally, your business will be entitled to **\$5,000** for every employee in 2020 and up to **\$21,000** per employee in 2021. You can qualify for ERC even if you received the Paycheck Protection Program (PPP).

Many companies have been incorrectly told they are not eligible or do not qualify for this credit, when in fact that is not the case.

A Closer Look

In March of 2020 the CARES Act was passed to help the economy recover from the impending pandemic. At that time, both the PPP and the ERC were made available to companies. However, the vast majority of companies went PPP and never reviewed ERC.

The two programs work opposite of one another. PPP was a loan and had requirements on how the money be spent (payroll or business overhead). That loan then had to be “forgiven.” ERC is a payroll credit which makes it private. When a company receives this money, it goes into their general ledger as cash and then can be spent in any way they see fit. ERC essentially mirrors a grant. Previously paid Quarterly 941 taxes have been allocated to give to businesses who qualify.

For the 2020 credit calculation, a company is eligible for ERC from March 1st – December 31st. During that time frame, a company can receive up to \$5,000 per employee. In 2021, the credit was modified from an annual calculation to a quarterly credit. As the legislation stands today, companies are now eligible to receive \$7,000 per employee per quarter in 2021 (4th quarter being excluded. There is legislation that is trying to be passed that would allow 4th quarter 2021 and potentially quarters in 2022). In sum, companies can receive \$21,000 per employee if they qualify for ERC.



Qualifying

In order to qualify, you need to be able to pass ONE of the TWO tests.

The first test is a revenue test. Less than 5% of groups who have received ERC have qualified through the revenue test. In 2020, if you saw a 50% drop in revenue, compared to the same quarter in 2019, you would be eligible for all of 2020. In 2021, if you saw a 20% reduction in revenue, compared to the same quarter in 2019, you would be eligible for that entire quarter in 2021.

The vast majority of companies who have taken ERC are qualifying through the second test which is called the Governmental Orders test. For this test, if your company's ability to conduct COMMERCE, TRAVEL, or GROUP MEETINGS was impacted by the pandemic, you would qualify. A few examples of qualifiers we have seen within your industry are as follows:

1. Supply Chain Disruption
2. Requirement of the company to spend time and money on PPE to clean and sanitize equipment
3. Furloughed Employees
4. Sales were forced to go virtual (if you were unable to attend tradeshows or sales conferences)
5. Employees may not be “active” all day or were forced to perform work outside of their normal job duties

Per a news release from the Internal Revenue Service (IRS) last year, they urge employers to “take advantage of the... employee retention credit, designed to make it easier for businesses that, despite challenges posed by COVID-19, choose to keep their employees on the payroll.”

For more information, see [COVID-19-Related Employee Retention Credits: How to Claim the Employee Retention Credit FAQs](#).

i-SIGMA also held a webinar with Risen reviewing the ERC opportunity and answering member questions. Watch the recording from the Member Portal.

SIDE BAR

The Process

Note from the Editor: i-SIGMA does not endorse any one company to partner with on these initiatives. You may wish to contact your CPA or work with an organization such as OneDigital, with whom the author is employed.

OneDigital does not do the tax credit review for companies. We have partnered with a tax incentive firm. They were one of the groups who sat in on the Ways & Means Committee and Senate Finance Committee to help author the CARES Act. After our initial conversation, we would set up a call with one of their partners. That call would act as your first onboarding call. During the conversation, they will document how you qualify and will give you confirmation that you are eligible, as well as an expectation for how much money you will receive.

Once the tax firm has gathered all your documentation, it takes them approximately 4-6 weeks to create an audit-ready tax package. That package is then submitted to the IRS as an amended 941-X. Once the IRS has that package in hand, it is taking approximately 6-8 months for the check to be cut and sent to the business.

The tax incentive firm works on a contingency fee basis, 20%. So for every dollar of money they find for you, they will keep \$.20. Your company does not pay a penny

until you receive the money from the IRS. With the contingency fee comes audit support. If you are ever questioned about this credit, the tax incentive firm will represent you and argue on your behalf for why you qualify. In the event credits are ever disallowed, the tax incentive firm will refund your company 100% of the contingency fee.

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ABOUT THE AUTHOR



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www.onedigital.com

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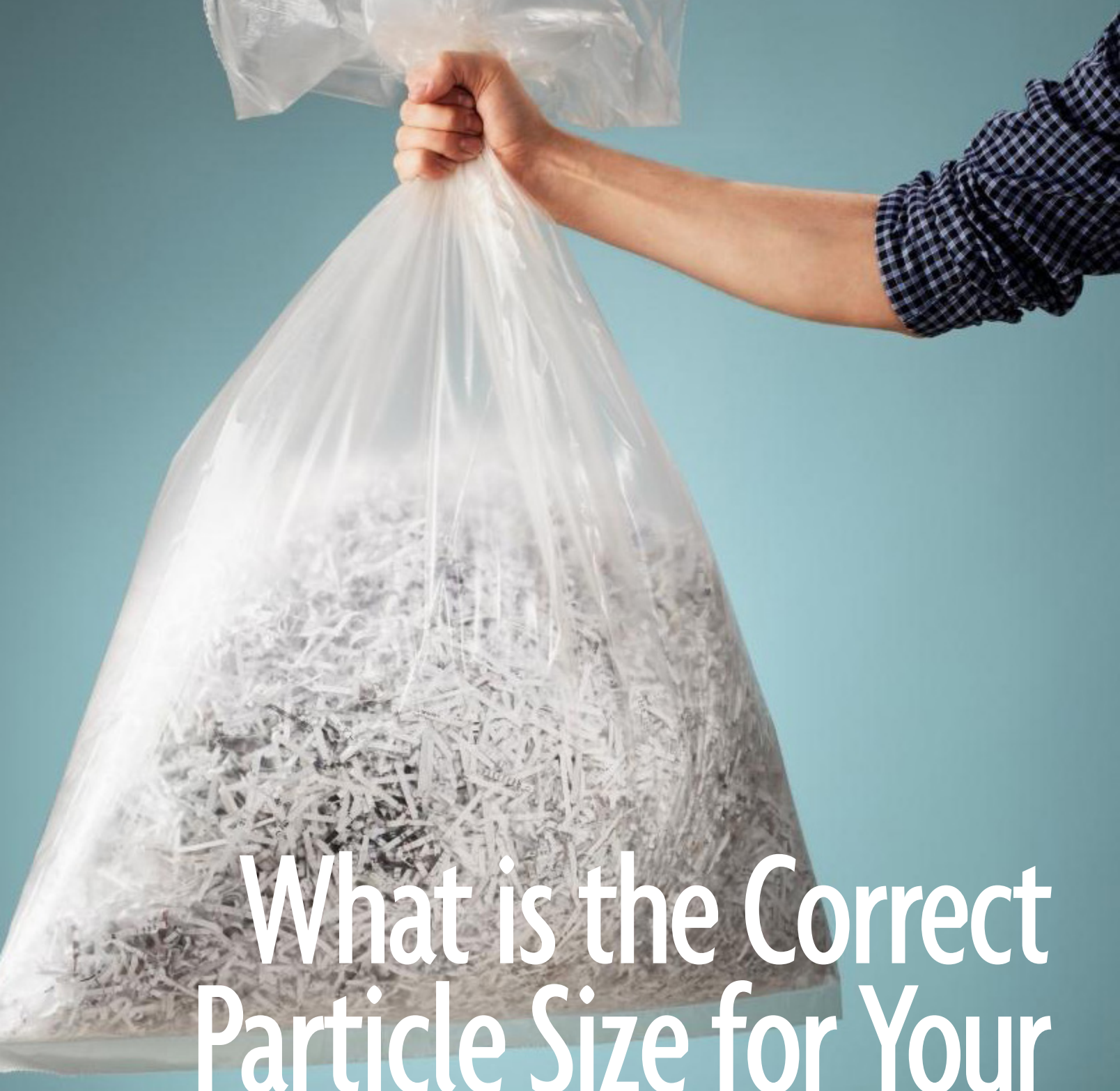
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What is the Correct Particle Size for Your Destroyed Media?



Editor's Note: This piece was previously written as a blog post in July of 2021 by former i-SIGMA CEO, Robert Johnson, CSDS. We are re-sharing, as this piece still proves to be timely and useful in today's market.

It is understandable that most organizations today want to do the right thing when destroying discarded media on which is recorded personal and competitive information.

And, in this regard, it is also understandable that their initial focus is determining the appropriate particle size for the media they wish to destroy.

Unfortunately, when searching for such guidance online, the only information available often pertains to government classified information, resulting in unnecessary expense and often a high degree of unnecessary inconvenience.

Here are a few things to consider:

- No data protection regulation in the world specifies a particle size for destroyed paper or electronic equipment. They simply mandate the information be reasonably inaccessible and not reconstructible.
- Most particle size specifications issued by and for government agencies must anticipate that the materials are not controlled after the destruction process.
- Unnecessarily meeting a very small (and irrelevant) particle size can cost 5 to 10 times what would be reasonable by regulators.
- Because of the factors above, requiring an unnecessarily small particle size may discourage compliance by front line employees, which, ironically, ends up putting the organization at greater risk.

Also consider:

- NAID AAA Certified media destruction services are required to demonstrate they prevent access to destroyed particles after the destruction process.
- Commercial media destruction firms destroy large amounts of material from multiple sources, all of which is co-mingled prior to being baled and securely recycled or responsibly discarded.
- Hundreds of thousands of organizations around the world rely on NAID AAA Certified service providers to meet the security and regulatory media destruction requirements.

i-SIGMA is a global, non-profit association dedicated to the proper destruction of discard information for more than 27 years and believes that organization is ultimately responsible for the protection of personal and competitive information in its possession.

The advice above is simply provided to help organizations decide what particle size best meets their needs, while avoiding the expense and risks of acting without a complete perspective.

NAID AAA Certified Company Marketing Resources

Companies who are NAID AAA Certified should use the following resources to use as marketing material for clients asking questions pertaining to particle size:

"What is the Correct Particle Size for Your Destroyed Media?"

"What is the Correct Particle Size for Your Destroyed Media?" – ANZ & UK

Please Note: It is acceptable for Certified members in good standing to also translate this file into other languages.



ABOUT THE AUTHOR



Bob Johnson is the former CEO of i-SIGMA.



American Baler Company Announces Personnel Changes

June 6, 2022: Bellevue, OH – American Baler Company, an i-SIGMA Corporate Partner Member, announces the retirement of Jon Sage, Parts & Service Manager. Sage has worked with American Baler for over 23 years. His most recent post was Parts & Service Manager.

Shawn Byers was promoted to Parts & Service Manager. Previously, Byers worked as a service tech, performing startups, repairs, trouble shooting for American Baler customers, since June of 2021. Prior to American Baler Byers worked for RUF Briquetting Systems as a service tech and later service manager. Outside of work, Byers can be found on boats, golf carts, and motorcycles.



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Prime Compliance Retirement Update



Retirement Announcement From Tom Dumez:

After 12+ years of helping companies obtain either/both AAA NAID and Privacy+ certifications, speaking often about HIPAA and how it impacted the RIM businesses, and visiting well over 100 organizations to provide certification preparation, industry specific training and risk assessments, I have officially retired from Prime Compliance. I want to thank our trade association i-SIGMA (NAID and PRISM International) for their support and the opportunities to present sessions, be a part of panel discussions, and to write various articles over these last 15 years. I want to extend a personal thank you go to Jim Booth, Tom Adams, and Bob Johnson for encouraging me to step out on my own. Bob Johnson, Kelly Martinez, and the entire past and present staff at i-SIGMA have been so supportive and helpful since the inception of Prime Compliance and I am beyond grateful for their friendships and support from each of them. Also, to the hundreds of friends, board members, committee members, fellow speakers, fellow conference exhibitors and Shred School sponsors that I have met along the way-thank you!

I especially want to extend a huge 'Thank You' to each of my customers/owners that trusted me with their 2 most important assets: their employees and their businesses. It has been an honor to work with each of you! The friendships that I have made along the way are what I value the most. Wishing each of you a blessed and prosperous future! Thank you!

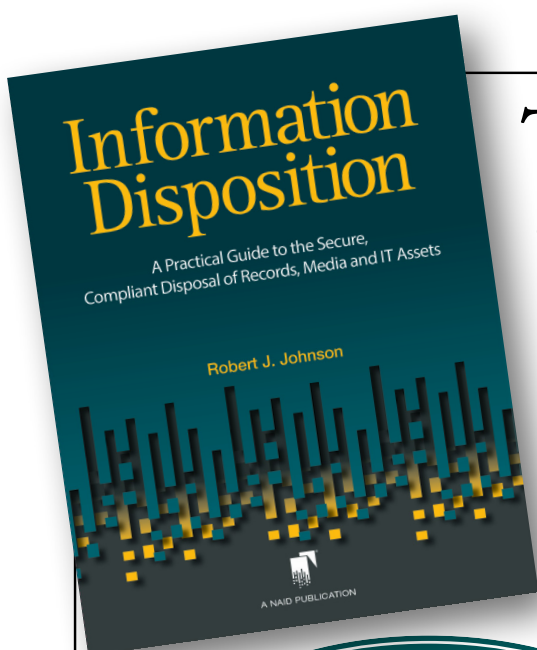
Sincerely,

Tom Dumez

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The following i-SIGMA Corporate Partners can be found along with others in the association's Online Market, which lists vendors by service category as a resource for service providers in the secure data destruction and records and information management industry. While i-SIGMA provides these resources, it does not endorse any particular vendor, nor take responsibility for the products and services they represent. Companies should always undertake appropriate due diligence to ensure that products and services meet their specific needs.

<http://directory.isigmaonline.org/suppliers>

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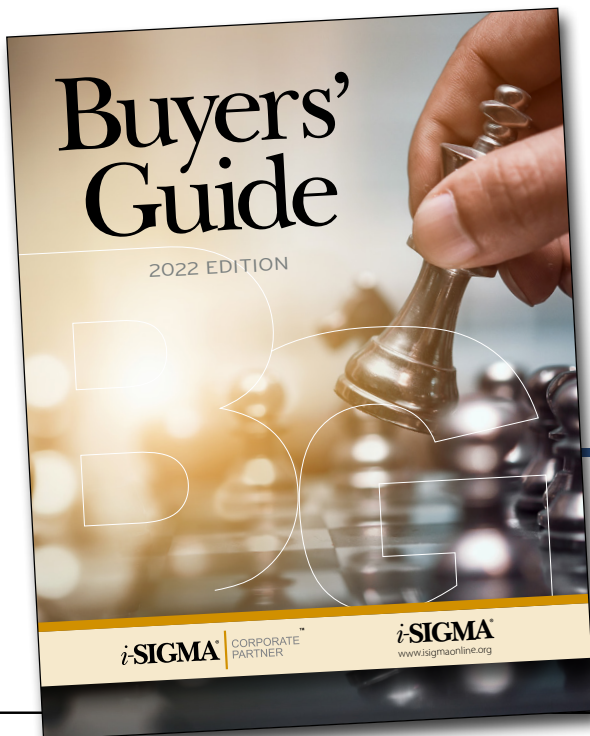
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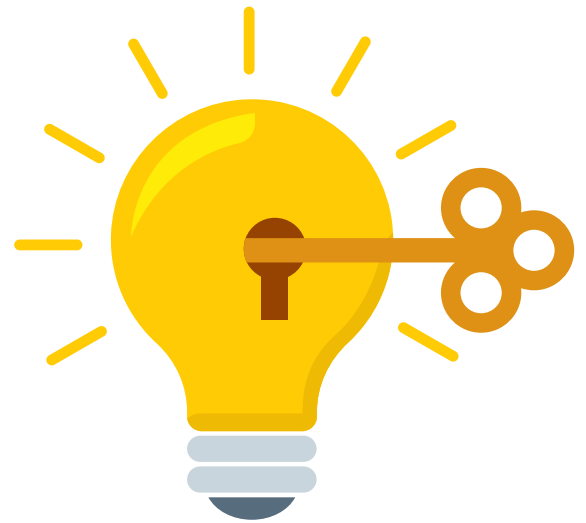
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