

2023 | Issue 4

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



STRIKING THE



RIGHT CHORD

i-SIGMA[®] CONFERENCE & EXPO 2024



A Year in Reflection at i-SIGMA:
Shaping the Future of Secure Data Management

i-SIGMA Expands Member Benefits for
U.S. Based Members

Striking the Right Chord

2023 Shred School Recap

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FROM THE EDITOR

-Maggie

Maggie A. Geolat
i-SIGMA Marketing Manager

As we approach the conclusion of the year, it is only natural to reflect on the events that unfolded over the past twelve months, conducting a comprehensive evaluation of the good, the bad, and the unexpected. It's a sentiment many share, often accompanied by the rhetorical, "How is it already December!?"

Within these pages, you'll discover the dynamic and bustling year that i-SIGMA has experienced. There is no sign of slowing down as we venture into the new year. From the introduction of a groundbreaking healthcare benefit for our U.S.-based members (discover more on page 14), to the seamless implementation of an entirely new Member Portal Online (Page 25), our momentum is unwavering heading into 2024.

While a comprehensive recap and a glimpse into the future by i-SIGMA CEO Nathan Campbell await you on page 10, it's evident that, as an association, we collectively forged lasting memories in 2023. The spring conference in Las Vegas left an indelible mark with its innovative implementations, and the fall's Shred School in New Orleans achieved a historic milestone with the largest graduating class ever (congratulations once again to all attendees!).

Amidst these notable achievements and moments of reflection, we can truly discern the course we wish to chart in the new year. With an undeniably exciting annual conference scheduled for April 3-5, 2024, in Nashville, TN, we are fully committed to incorporating feedback from past events to make this upcoming gathering the most extraordinary to date. Peek into what awaits you at the 2024 conference on page 18.

As we adorn 2023 with a bow and ribbon, let's take a moment to appreciate the accomplishments and set our sights on the aspirations awaiting us in 2024.

Happy Holidays to All,

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i-SIGMA CORPORATE PARTNER



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.

Joe Harford, CSDS of Reclamere (Tyrone, PA, USA) is launching the second class of the Kickstart Academy in their local county jail. To find out more, visit: farming2freedom.org.

KICKSTART ACADEMY

UPDATES

Exciting news from the Huntingdon County Jail:
The Kickstart Academy is in full swing with 20 dedicated individuals enrolled in our transformative program!

The graphic features a blue background with a group of men in orange jumpsuits. The text 'KICKSTART ACADEMY' is in large, white, bold letters. Below it, a yellow box contains the word 'UPDATES'. At the bottom, a white box contains the text 'Exciting news from the Huntingdon County Jail: The Kickstart Academy is in full swing with 20 dedicated individuals enrolled in our transformative program!'.

In Memoriam:

Charles "Chuck" Lohse

It is with great sadness that i-SIGMA marks the passing of Charles "Chuck" Lohse, formerly of Ameritex and Chico Shred, on 20 Oct.

The "Shredmeister" could be seen making stops around town, attending his childrens' school events, ringing the bell for Salvation Army, and sharing stories wherever he went. He showed a passion for travel, taking trips for family reunions, business conventions, and visiting his children and grandkids everywhere they ended up, from Manhattan to Australia to Texas. Chuck could be found at many NAID and i-SIGMA Conferences, and left an profound mark on the industry.

To share memories and condolences with the Lohse family, please visit the Chuck Lohse online obituary.

NAID AAA and PRISM Privacy+ Certification Program



When it comes to service provider qualifications, choose the certification program with strength and integrity.

Audit Quality

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

Regulatory Alignment

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

Security Specifications

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

Provide Audit Report

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

Free Compliance Monitoring

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

Oversight

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

Transparency

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

Program Acceptance

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

Program Recognition

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

For more information, contact the Certification Department at 602-788-6243 or certification@isigmaonline.org.



PRESIDENT'S MESSAGE

As I write this message, I find myself reflecting on the incredible journey we've embarked on together throughout this year. Recently, I just returned from our i-SIGMA Board of Director's face to face meeting, which was held in New Orleans, LA, USA just after this year's Shred School event. It was great seeing our largest turn out to date, and seeing so many attendees eager to network, learn, and continue growing their businesses.

This Board Meeting, like all Board Meetings, was impactful, promising, and insightful. With Nathan Campbell serving his first full year as i-SIGMA CEO, it has been wonderful looking back at all that has been accomplished throughout the association in this past year. From updating phone systems to better connect with members, to implementing an entirely new member portal and CRM tool, the board is constantly discovering ways to make membership processes easier and smoother.

This year has been a testament to the resilience and dedication that define our community. Despite the challenges, each of you has played an integral role in fostering an environment of collaboration and progress within our industry. Together, we've weathered storms, celebrated victories, and demonstrated the unwavering strength that characterizes our association.

Looking forward, anticipation fills the air as we set our sights on the opportunities and challenges awaiting us in the new year. This December issue serves as a bridge between reflection and aspiration, providing a platform to share our collective wisdom and set the stage for the exciting developments on the horizon.

The heart of any association lies in its members, and I extend my sincere gratitude to each of you for your continued dedication. Your passion, expertise, and commitment have been the driving force behind our shared success.

Wishing you all a festive holiday season and a prosperous New Year.

Brian Connelly
i-SIGMA President

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2023

A Year in Reflection at *i*-SIGMA: Shaping the Future of Secure Data Management

By Nathan Campbell

2024

*As we approach a new year, it's a fitting moment to contemplate the transformative journey that *i*-SIGMA has traversed in the past year – marked by milestones, expansions, and a resounding commitment to excellence. This comprehensive review delves into the key areas of growth, innovation, and success, providing a nuanced perspective on *i*-SIGMA's trajectory and the road ahead.*

*In the dynamic field of secure data destruction and records management, *i*-SIGMA stands tall as a beacon of excellence and industry leadership. With a mission deeply rooted in promoting secure information practices, *i*-SIGMA plays a pivotal role in shaping standards and guiding the sector's future. The landscape has undergone transformative shifts, influenced by emerging trends and technological advancements, requiring the industry to adapt continuously to meet heightened security demands.*



Industry Trends and Challenges

One significant trend is the integration of advanced technologies in records management and data destruction processes. Artificial intelligence, in particular, has emerged as a powerful tool, streamlining workflows and optimizing document shredding timelines. Despite these strides, challenges persist for service providers—rising data volumes, ever-changing regulations, and the sophistication of cyber threats demand constant vigilance and adaptation.

As a leading force in the industry, i-SIGMA continues to navigate these challenges. The association actively embraces technological advancements, providing guidance and standards to its members for secure tool adaptation. Collaborative efforts facilitate knowledge exchange among service providers, fostering a community committed to staying at the forefront of industry trends.

Events and Conferences:

The success of this year's annual conference was marked by significant additions that enhanced the overall experience for attendees. The introduction of an executive lunch provided a platform for industry leaders to engage in meaningful discussions, fostering connections that transcend the boundaries of business. Additionally, our commitment to inclusivity was evident in the Top Golf event, which



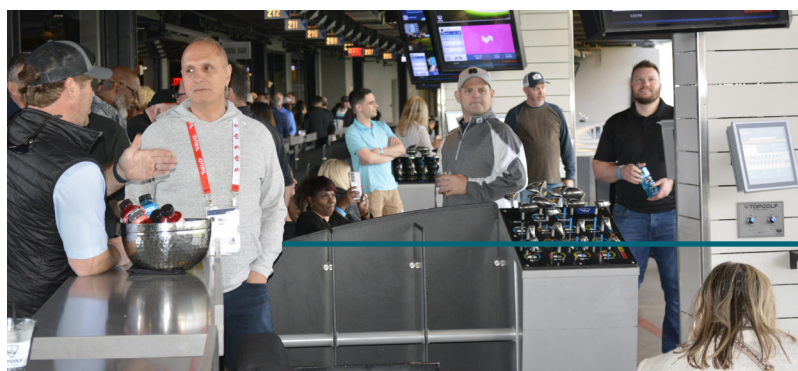
brought together over 200 individuals for a networking experience that was both enjoyable and memorable. These enhancements not only signify the growth of our community but also highlight our dedication to creating events that cater to the diverse needs of our members.

Our keynote and conference sessions were incredible. Jesse Cole of the Savannah Bananas illuminated the stage by providing valuable insights on how to create a customer-centric “Fans First” company mindset. He shared The Five E’s to create an extraordinary experience:

1. **Eliminate Friction:** Put yourself in your customer’s shoes, identify friction points, and find ways to eliminate them.

2. **Entertain Always:** Provide enjoyment and amusement at every touchpoint. How can your business create more fun and remarkable experiences?
3. **Experiment Constantly:** To create extraordinary experiences, you must experiment regularly. Ask questions and explore ways to improve.
4. **Engage Deeply:** “Do for one what you wish you could do for many.” Listen carefully, respond creatively.
5. **Empower Action:** “Swing hard in case you hit it.” Empower your team to be fans first, create fans every day, and give them the opportunity to try new things.

These insights, combined with the individual business sessions, provided ample opportunities to learn and network with your peers, which is at the foundation of what i-SIGMA creates for its members.



Educational Initiatives and Shred School: *Triumph: Largest Attendance and Sold-Out Success*

Educational initiatives took center stage, with Shred School marking unprecedented success.

This year, Shred School reached unparalleled success, marked by record-breaking attendance at the event. Designed to educate and empower shredding professionals, the event resonated remarkably within our community. The topics covered in these initiatives showcased their relevance to industry professionals, contributing to their continuous development. Not only did we witness record-breaking attendance, but we also celebrated the accomplishment of selling out Shred School—an achievement that speaks volumes about the relevance and impact of the educational opportunities we provide. The success of Shred School underscores its significance and the valuable contributions it makes to the professional growth of shredding professionals.



Member Benefits Expansion

Our dedication to delivering unparalleled value to your membership experience remains unwavering, and we are excited to share the latest advancements in our benefits package. This year, we've strategically expanded our member benefits, with a particular focus on introducing comprehensive health benefits.

A standout development has been the introduction of robust health benefits for our members' teams. Acknowledging

the significance of employee well-being, we've taken a significant step to ensure that our members can not only safeguard their businesses but also prioritize the health and happiness of their invaluable teams. This addition aligns with our commitment to holistic support, recognizing that a healthy workforce is a key ingredient for sustained success. Learn more about the new health benefits program, offered to U.S. based members on page 14.

In addition to health benefits, i-SIGMA continue to offer our pioneered professional liability product specifically tailored for companies in the records management and shredding business. This innovative offering is designed to provide a cost-effective solution, empowering businesses to fortify their operations against unforeseen challenges. By addressing the unique needs of our industry, we aim to not only protect our members but also enhance their resilience in an ever-evolving business landscape.

Our commitment to empowering members with the tools they need to thrive remains at the forefront of these enhancements. As we continue to evolve our benefits portfolio, we are dedicated to ensuring that i-SIGMA membership not only protects your business but also serves as a catalyst for growth and prosperity.

Stay tuned for more updates as we strive to elevate your membership experience with innovative and impactful benefits.

We hope to Fuel Success: A New Fuel Program

Looking ahead, i-SIGMA is poised to roll out a groundbreaking fuel program that promises to further enhance the value we bring to our members. By providing access to cost-effective fuel options, we aim to alleviate financial pressures on businesses within our community, fostering an environment where success is not only achievable but sustainable.

Technological Advancements and Automation

In our commitment to efficiency and accessibility, i-SIGMA is proud to announce the upcoming launch of a state-of-the-art automated portal for certifications. This technological advancement is designed to simplify the certification process for our members, ensuring a seamless experience as they navigate the requirements and standards set by our industry. This portal stands as a testament to our dedication to empowering our members with the tools they need to excel.

A Look Back for a Better View Ahead

In conclusion, this year-end reflection serves as a testament to the i-SIGMA staff's dedication to being a guiding

force in the industry. It encapsulates the multifaceted journey of i-SIGMA. Key achievements and milestones, from expanded member benefits to educational initiatives and technological advancements, underscore the organization's commitment to serving its members and the industry. i-SIGMA is not just an association; it's a dynamic community that evolves with the needs of its members. With a commitment to innovation, inclusivity, and continuous improvement, i-SIGMA stands ready to face the opportunities and challenges the future holds.

i-SIGMA paves the way for a brighter and more prosperous future for all its members. The journey continues, and with each step, as we look ahead, optimism and anticipation fill the air, signaling a promising future for i-SIGMA and the industries it represents.

ABOUT THE AUTHOR



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He can be reached at ncampbell@isigmaonline.org.



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i-SIGMA Expands Member Benefits for U.S. Based Members

We are pleased to introduce a groundbreaking addition to i-SIGMA member benefits, the Health Benefits Alliance (HBA) employee benefits program!

We understand your employees are the heartbeat of your organization and providing competitive compensation and benefits is the key to hiring quality employees. Employers are facing unprecedented financial pressure from all sides and employee benefits costs are no exception.

Kaiser Family Foundation reports average premium increases for employer-sponsored health coverage are expected to climb 7% on average nationally. The average deductible for single employees has increased 10% over the last five years to \$2,434.

Premium increases, lack of competition, and state-based mandated benefits all add to the challenge employers face in providing health insurance to employees. Add to that employer premium contribution and participation requirements dictated by the insurance carriers and the barriers to starting and maintaining a benefits program are daunting.

Below, we explain in greater detail what RiskPoint offers to members. If at anytime you want to learn more on your own, or schedule a consultation, visit the i-SIGMA Health Benefits page at <https://ep6ix.com/i-sigma/>.

Health Benefits Alliance (HBA)

i-SIGMA worked in concert with RiskPoint Insurance Advisors and HBA to bring an innovative program to our members. This program delivers a vital alternative to traditional carriers and meets the needs of most employers and employees across a diverse labor force.



Lower Premium Cost

HBA plans provide consistent pricing to i-SIGMA members across the U.S., varying only by the plans you choose to offer, and your state-imposed premium taxes. Based premium for the MVP Bronze Base plan is \$494.60. If you offer a plan currently, it is worthwhile to see how the cost compares to your current base plan premium.



No Deductibles

As plan deductibles rise for American workers, so do the barriers to care. HBA plans were designed to eliminate barriers. The plans offered to i-SIGMA members have ZERO deductible for in-network benefits except for the Health Savings Account (HSA) qualified plans which are required to have a deductible by the IRS.



Open Access

PPO networks have long ago lost their effectiveness as a method to control costs. HBA plans allow employees to utilize any licensed provider they wish. If the provider is in the Prime network, they are reimbursed at their contracted rate. Providers outside the Prime network can still be used, and they will be reimbursed at usual customary and reasonable rates for their geographic area.



HBA Scripts

Six hundred of the most prescribed medications at ZERO cost to i-SIGMA members. SaveOn Diabetes program which provides a FREE meter, low-cost testing strips, and lancets.



Virtual Care

HBA eHealth provides unlimited, no-cost virtual primary care, urgent care, and mental health therapy via the HBA app.



Voluntary Benefit Options

i-SIGMA's new program offers a wide spectrum of Voluntary Benefit offerings. These are designed to help employees with unexpected out-of-pocket costs, death, and disability. Voluntary products offer the ability to offer a more robust benefits program with no budget impact on the company.



Flexible Underwriting & Terms

The HBA program is designed to eliminate the barriers employers face when offering coverage.

There is no minimum premium contribution requirement for employers. Plans can be offered down to two employees.

Full-time, part-time, and seasonal employees are eligible.

Group Health Questionnaire (GHQ) – employers are asked to fill out a GHQ in advance of receiving an official HBA proposal. The GHQ is designed to help i-SIGMA member companies determine if the HBA plan is a good fit in comparison to the traditional guaranteed issue marketplace.



Technology and Program Support

i-SIGMA'S new program is supported by a robust enrollment platform and a highly skilled group of implementation consultants and benefits counselors provided by EP6ix. Decision makers are encouraged to schedule a meeting with an implementation consultant to discuss HBA options. Once you decide to move forward, your employees will receive a text message (no one reads emails) inviting them to schedule with a benefit counselor and do their enrollments. Best of all, i-SIGMA members will receive a consolidated monthly premium bill and will have a single employer portal to make any enrollment changes.

By leveraging innovation and aggressive sourcing through best-in-class partners HBA designs plans to serve the needs of employees across a diverse labor force and income spectrum to include features like:

- **\$0 deductible plan designs**
- **\$0 copay on over 90% of the most commonly dispensed generic drugs**
- **Anytime telehealth access to board certified physicians and licensed mental health therapists...no copays, no hassles**
- **Pay a copay and use any doctor - regardless of network affiliation**
- **Consistent plan designs and pricing across all states**
- **Plan designs are fully ACA and ERISA compliant**



To learn more or to set up a meeting
scan the QR code or click on...
[i-SIGMA Benefit Program](#)

How does HBA offer a zero-deductible, open-access plan with competitive rates?

That is a great question considering there is a limited amount of premium dollars available to pay claims in any plan.

The HBA program is thoughtfully designed to emphasize benefits that most employees use. Designed to eliminate the barrier of high deductibles and limited provider networks. Designed to provide six hundred prescription drugs at no cost and diabetic supplies at exceptionally low cost.

The base MVP Bronze and MVP Gold plans both have limits to the number of primary care, specialty, urgent care, emergency room visits, and hospital days covered by the plan. Chemotherapy, radiation, kidney dialysis, and specialty RX are also excluded from the MVP Bronze and MVP Gold plans.

If that is a concern, do not dismiss HBA as an option. Depending on the number of employees you have, additional plans can be offered as a “buy-up” with no limitations.

When should I consider the HBA plan for my company?

If your base plan rate is close to or higher than \$494.60, it is worth looking into the program. Even if your plan renews mid-year in 2024, do not be dissuaded from looking now because nothing prevents you from making a move sooner!

If you or your employees are concerned about the ever-increasing deductibles on traditional health plans, HBA is a great option.

If you are having difficulty attracting and retaining employees because you do not have benefits, or they are too costly.

If the thought of utilizing any provider in your community or convenient Virtual Care sounds more appealing than limited networks and limited access, HBA is a helpful solution.

If setting a premium budget that works for you is attractive, HBA provides that flexibility.

If you are having difficulty not meeting the traditional insurance carrier requirements, HBA is more flexible.

If you are tired of high premium increases and the status quo, HBA is a great option!

I am interested. What are the next steps?

We always say nothing is good or bad, except by comparison.

Start by scheduling a convenient time to do a virtual meeting with an EP6ix implementation consultant. Visit the i-SIGMA Health Benefits Page at <https://ep6ix.com/i-sigma/> to learn more and schedule a consultation for next steps.

Have information regarding your current plan available so they can help you compare the benefits of the HBA program with what you have currently.

If you do not currently have a plan but you are interested, no problem! Talk with your consultant about a reasonable budget for your company and how that might look for your employees.

We wish you health and prosperity in 2024!

Matt Davis & RiskPoint Team



Learn More Today: <https://ep6ix.com/i-sigma/>

STRIKING THE



RIGHT CHORD

From the 2024 i-SIGMA Conference Chair

“We are thrilled to welcome everyone to the upcoming 2024 i-SIGMA Conference in Nashville, TN. The Gaylord Opryland promises to be a fantastic venue for our event, featuring an expo hall that is sure to captivate attendees. This year is particularly special as we’re bringing our trucks back inside the expo, a noteworthy highlight after many years. Additionally, I’m eagerly anticipating the chance to connect with our members. Our networking event, set on an entire floor at Topgolf, promises to kick off the show in style. It’s a unique opportunity for meaningful interactions and collaboration. As we approach the holiday season and the dawn of a new year, I extend my warmest wishes to all. May you have a joyful holiday season and a fantastic new year. Let’s turn a fresh page together and strike a new chord in Nashville.”



Stephen Halstensgard

2024 i-SIGMA Conference Chair
(Shred America)

IMPORTANT DATES

- 15 Jan: Deep Saver \$200 Discount Expires
- 29 Feb: Advanced \$100 Discount Expires
- 3 April: Pre-Event Activities Begin!
- 4-5 April: The Main Event!



Keynote: Mike Michalowicz

By his 35th birthday i-SIGMA Keynote Mike Michalowicz (pronounced mi-'kal-o-wits) had founded and sold two multi-million dollar companies.

Confident that he had the formula to success, he became a small business angel investor... and proceeded to lose his entire fortune. Then he started all over again, driven to find better ways to grow healthy, strong companies. Mike has devoted his life to the research and delivery of innovative, impactful entrepreneurial strategies to you.

Mike is the creator of Profit First, which is used by hundreds of thousands of companies across the globe to drive profit. He is the creator of Clockwork, a powerful method to make any business run on automatic. In *Fix This Next*, Mike details the strategy businesses can use to determine what to do, in what order, to ensure healthy, fast, permanent growth (and avoid debilitating distractions). *Get Different* will give you the tools to stand out in any market. Mike's upcoming release *All In* (released January 2024) shows you how to build unstoppable teams where everyone wins.

Today, Mike leads two new multi-million-dollar ventures, as he tests his latest business research for his books. He is a former small business columnist for *The Wall Street Journal* and business makeover specialist on MSNBC. Mike is a popular main stage keynote speaker on innovative entrepreneurial topics; and is the author of *All In*, *Get Different*, *Fix This Next*, *Clockwork*, *Profit First*, *Surge*, *The Pumpkin Plan*, *The Toilet Paper Entrepreneur*, and *My Money Bunnies*.

Fabled author, Simon Sinek deemed Mike Michalowicz "...the top contender for the patron saint of entrepreneurs."

In addition to being the 2024 keynote speaker and presenting ideas within his acclaimed "*The Pumpkin Plan*" book, Mike will also be presenting his "Profit First" ideas to those in attendance of the Executive Leadership Luncheon.

Kick off the 2024 i-SIGMA Annual Conference with Mike's Keynote Presentation!

Location: Nashville, TN

Join Us for An Unforgettable Experience in Music City!

Nashville, renowned as the "Music City," breathes music in every corner. While you are here for the 2024 conference, Immerse yourself in the vibrant heartbeat of the city through music, food (hello, hot chicken capital!), museums, and more!

Our conference venue, the Gaylord Opryland Resort, is a spectacular destination in itself. Nestled amidst lush gardens and cascading waterfalls, this resort is a serene escape within the bustling city. Attendees can unwind in style, indulging in luxury accommodations and world-class amenities that set the stage for productive networking and collaboration.



And of course, as one would assume with a city dubbed music city, there is no shortage of melodies. Catch some country, rock, and blues at the historic Ryman Auditorium, or catch a live performance at the iconic Grand Ole Opry. This city pulsates with rhythm and melody, making your extended trip pre or post conference one not to be missed.

Nashville's rich history is reflected in its museums and cultural institutions. Explore the Country Music Hall of Fame, the Frist Art Museum, or take a stroll down the vibrant Broadway Street, where the neon lights and honky-tonks create an electric atmosphere.



When it comes to the food scene of Nashville, prepare your taste buds for a culinary adventure! Proudly the birthplace of the hot chicken sandwich, it would be a disservice to come here and not go on your own tour to find the ultimate hot chicken sandwich. A few of our recommendations would be to check out 400 Degrees, Hattie B's, or Princes.

Nashville isn't just about music; it's a hub of entertainment. Catch a Broadway-style show at the Tennessee Performing Arts Center, or enjoy the nightlife on Lower Broadway. The city comes alive after dark, offering a spectrum of entertainment options for every taste.

This conference isn't just about expanding your professional network; it's an invitation to experience the charm, culture, and creativity of Nashville. Mark your calendar, pack your bags, and get ready for a conference that promises not just business success but a taste of the extraordinary.

Pre-Event Networking at Top Golf

Beyond the Greens: Networking at Our 2024 Topgolf Event

As excitement builds for the Annual Conference this spring, we're thrilled to announce that after the success of our Topgolf event last year in Las Vegas, we will once again be hosting a pre-event networking event at Topgolf Nashville that promises to be a hole-in-one for both seasoned golfers and those new to the game. Set against the backdrop of Topgolf Nashville, this unique networking opportunity is designed to foster connections, collaboration, and a whole lot of fun, transcending the traditional golf experience.



Our Topgolf event is proudly sponsored by Vecoplan, LLC. New this year, our conference group will have complete access to an entire Topgolf floor. In addition to all of this quality networking time and space,

attendees will receive hors d'oeuvres, and two drink tickets, compliments of Vecoplan.

One of the standout advantages of our Topgolf networking event is its ability to break down barriers and facilitate natural, relaxed conversations. Whether you're a golf enthusiast or haven't

swung a club in your life, the laid-back environment encourages participants to engage in meaningful discussions without the pressure of a formal business setting. Last year's success, with an impressive turnout of 200 attendees, is a testament to the power of this unconventional networking approach.

TopGolf Nashville not only provides a unique setting but also offers breathtaking views of the city skyline. Attendees will have the opportunity to enjoy Nashville's charm while engaging in conversations that go beyond the confines of a conference room. The picturesque surroundings create an ideal backdrop for building lasting connections and partnerships.

The memories created during the TopGolf networking event are bound to be unforgettable. Attendees will leave not only with valuable connections but also with a shared experience that can serve as a foundation for future collaborations. In the world of business, personal connections often translate into professional success, and our TopGolf event provides the perfect setting for forging those connections.

In conclusion, whether you're an avid golfer or just looking for a unique and enjoyable way to network, our TopGolf event promises a multitude of benefits. Don't miss out on the chance to elevate your conference experience, forge meaningful connections, and have a great time doing so. See you on the greens of TopGolf Nashville!

Sign-up to attend the Topgolf Event, sponsored by Vecoplan, LLC when you register to attend the 2024 i-SIGMA Annual Conference & Expo. There is a per player fee for this activity.



Topgolf Event Includes

- 3 Hours of Play & Socializing at Topgolf Nashville
- Top Golf Instructor to Provide Swing Help and Instruction
- Clubs Available at Each Topgolf Bay For Free Use
- Yummy Food & Apps
- 2 Drink Tickets, Sponsored by Vecoplan
- Private Lounge Area & Golf Bays Reserved Exclusively for i-SIGMA
- An Incredible Opportunity & Memory

Sign-up to attend the Topgolf Event, sponsored by Vecoplan, LLC when you register to attend the 2024 i-SIGMA Annual Conference & Expo. There is a per player fee for this activity.

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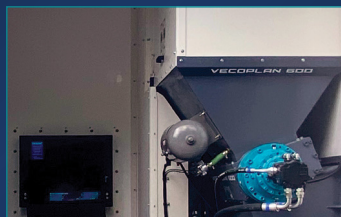


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2023 i-SIGMA Conference & Expo Exhibitors

** This is the list of last year's exhibitors. Visit www.isigmaconf.org as we update with the 2024 exhibitors.*

Accent Wire Tie	313	DHS Worldwide Software Solutions	219
Allegheny Shredders	105	EZShred Software Systems	105
Alpine Shredders Limited	312	i-SIGMA	800
American Baler Company	308	Jake, Connor & Crew	101
American Container Equipment & Supplies, LLC (ACES)	315	KEITH Mfg. Co.	311
American Fiber Services	420	MedXwaste	107
Ameri-Shred Corp	206	NetGain SEO	208
Babaco	319	O'Neil Software, Inc.	209
Bins4 Shredding	113	Record Nations Shred Nations	301
BMO Transportation Finance	211	Shredfast, Inc	109
Commodity Resource & Environmental, Inc.	323	ShredMetrics, LLC	303
Cook Paper Recycling Corporation	320	Shred-Tech	201
CSR Privacy Solutions, Inc.	213	Trans Lease	209
Data Security, Inc.	307	Vecoplan, LLC	217

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2024 i-SIGMA Conference & Expo Sponsors



Expo Hall Reception



Name Badge Lanyard
Attendee Bag



Truck Lot Party Reception



Keynote



Topgolf Networking Event
and Topgolf Drinks



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Contact Events at Advertising@isigmaonline.org*

i-SIGMA Has Launched a New Portal for Members!



1. Setup & Login

When you visit isigmaonline.org, you will see the “Member Portal” button in the top right corner. Click on this and you will see a new login page. Click “Set Up Account” and follow the steps to get your account set-up and synced.

MEMBER PORTAL



2. Update Info

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

MY CONTACT PROFILE



3. Utilize Your Portal!

1. Register for i-SIGMA Events
2. Pay Your Membership Dues
3. Find Members Only Sample Contracts and Documents
4. Apply and Renew i-SIGMA NAID AAA and PRISM Privacy+ Certifications

ShredSchool[®]

Shred School in the Big Easy

Our 2023 Shred School class gathered this past October in New Orleans, LA, USA for two-days filled with education, networking, and unforgettable experiences. Between sessions on compliance, sales, contract review, combating inflation, and marketing, attendees were able to walk away with relevant strategies to implement within their businesses. Our 2023 i-SIGMA Class was the largest group of graduates to date. Congratulations to all who earned their #Shrededucation! We hope to see some of you again next year, as well as new faces!





We Would Like to Thank Our 2023 Sponsors for Helping to Support This Year's Event in New Orleans.

Turning Compliance into Competitive Advantage

For those who attended this year's Shred School, they were able to attend the session presented by i-SIGMA's Regulatory Compliance Manager, Karen Lyons. Karen presented "Turning Compliance into Competitive Advantage". Here is a peek into some of the information that was covered, and helpful resources you can use to make sure you remain up to date on the latest privacy laws.



Karen Lyons

Turning Compliance into Competitive Advantage

Regulation is complex, constantly shifting, and is a critical aspect of our industry that's often underestimated. As the amount of data created and retained continues to surge, it's essential to emphasize the significance of adhering to data destruction regulations & data privacy laws. However, it can be overwhelming trying to keep on top of what's required, and how it affects your business. I present some tools to help with this process and to also assist with keeping you in the loop on legislation and knowing how to advocate for our industry.

Let's begin with an update of data privacy legislation in the US. In lieu of a federal data privacy law, more & more states are creating their own privacy laws. I've discovered some helpful resources that you can utilize and even pass on to your Data Protection Officer to keep apprised of data privacy laws (resources linked): Bloomberg Law Privacy Legislation Tracker, iapp privacy legislation tracker, onetrust US Privacy Compliance and Blancco Data Disposal Laws Canadian members can utilize this tool which Summarizes Privacy Laws

Smaller service providers in the UK have this great resource: <https://ico.org.uk/for-organisations/advice-for-small-organisations/whats-new/blogs/15-things-all-small-businesses-need-to-know-about-data-protection/>

On a global scale there's DLA PIPER's Data Protection Laws of the World which has a useful comparison tool to compare countries.

Our Industry

Data privacy laws benefit us as consumers, but some argue that businesses are not reaping the same advantages. As service providers, you may not be subject to a state's data privacy law if your organization is not doing business in that state, or in cases where an organization does not meet a revenue or volume of processing threshold, or for some other reason as defined in these individual state laws. Once applicability has been determined, your organization can then make intentional, informed decisions to comply or voluntarily comply

with some, all, or none of the requirements with respect to data privacy concerning residents of particular states.

As stated by Information Technology & Innovation Foundation The Impending Patchwork of Privacy is Bad for Business and Consumers. In the article, the author states that American privacy could end up as an expensive patchwork of 50 or more different laws, adding that each bill has its own unique provisions that force data holders with users in multiple states to adjust to a new set of regulations every time one of these bills becomes law.

Advocacy – Championing for your business model

When there's a bill introduced that impacts our industry or your business, how do you advocate for your business with your state & federal representatives? What if you wish to propose a bill on behalf of our industry? First you need to find your representative: <https://www.house.gov/representatives/find-your-representative> and/or your senators: <https://www.senate.gov/senators/senators-contact.htm> these sites offer an email option of communication, so whether you do that by writing a letter, or by calling their office, or through social media, make sure they hear from you about what you care about. Be as concise as possible. State you are a constituent, explain why you're writing, be clear about what you are requesting, and provide your full contact information. You'll also find plenty of templates & tips available online for writing to congress.

On [Regulations.gov](https://www.regulations.gov) you can find and comment on proposed regulations and related documents published by participating U.S. Federal government agencies.



On BillTrack50 (which also has an app!) can also be used to look up who represents you based on your address. Review the bills your legislators have sponsored and review their votes on issues that matter to you. LegiScan is another source where you can monitor US legislation in all 50 states.

For Canadian members: Parliament of Canada Bills Tracker. Also, keep on top of compliance actions and decisions from the Office of the Privacy Commissioner of Canada.

And finally, but certainly not least, your i-SIGMA Americas Advocacy Committee encourages you to share your key issues of concern. Your committee members pose these questions: What are the things you're concerned about from a government perspective that you would want to have your Americas Advocacy Committee working on your behalf? And do you have any relationships with your representatives at the State &/or Federal level? You may reach out to this committee here: i-SIGMA Americas Advocacy Committee

By Karen Lyons,
Regulatory Compliance Manager for i-SIGMA

iG

Testimonials

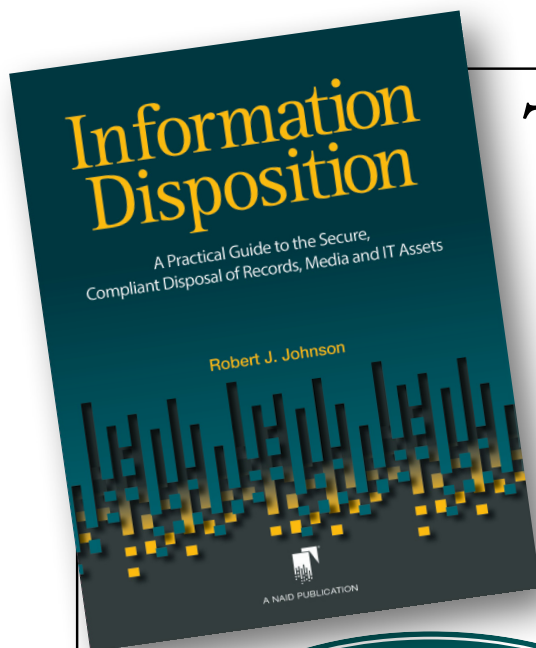
"Ray always hits a homerun, and this year was no exception. Shred School is a "MUST ATTEND" event. I sent two of my employees and they both said it was the most valuable experience they have received. The Dean is a Rock Star and a true educator in the industry. The i-SIGMA staff and sponsors continue to make Shred School a value to the shredding industry. Thank you again for another great opportunity to train my staff."

– Rick Jackson, American Document Services
(Las Cruces, NM, USA)

"First time attending Shred School. Really enjoyed the classes and looking forward to attending again."

"If you are serious about shredding then Shred School is a must whether you are new to the industry or a long-time veteran. The community is dedicated to ongoing improvement and there are always new concepts to learn!"

– Daryl Woytowicz, NetGain
(Barrie, ON, Canada)



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GROUNDHOG DAY for Canadian Privacy Legislation?

Unless you live in Vancouver or Victoria, Groundhog Day in Canada is a misleading concept: regardless of whether the groundhog sees its shadow on February 2, you are safe to assume six more weeks of winter.

However, for those who follow the never-ending effort to update Canada's private sector privacy law, it is starting to feel like the movie Groundhog Day, where time and again stakeholders see the process repeat itself: a bill is introduced, it languishes on the Parliamentary agenda, an election is called, the bill dies, and the process starts over.

With growing speculation of a federal election in 2024, this could happen again, meaning further delays in updating Canada's privacy framework – a process that began in 2017.

Whither Bill C-27?

The Federal Government introduced Bill C-27 on June 17, 2022. This bill replaces Canada's existing private sector privacy legislation, the Personal Information Protection and Electronic Documents Act (PIPEDA), with a new framework. It is the most significant overhaul of the law since its introduction in 2000.

Bill C-27 contains three acts. The first establishes the Consumer Privacy Protection Act and includes making privacy a fundamental right; requiring organizations have a privacy management program; mandating that organizations dispose of information once no longer necessary; and codifying a breach notification provision, amongst many other items.

The second creates the Personal Information and Data Protection Tribunal Act, which will be a new body to facilitate enforcement of the above.

The third is the Artificial Intelligence and Data Act, which contains new rules for development and deployment of artificial intelligence systems.

Bill C-27 also gives the Privacy Commissioner order-making powers and lays out a framework for fines – up to 5% of global

revenue or \$25 million, whichever is greatest, for serious offences. The Privacy Commissioner can recommend fines, while the Tribunal would ultimately decide on them.

The Bill's legislative path has not been a speedy one. After being introduced on June 17, 2022, it did not begin Second Reading debate until November 2022, and it did not pass that stage until April 2023, when it was referred to the House of Commons Industry Committee. Hearings at the latter did not begin until September, though have occurred regularly through the fall.

However, the Minister responsible has presented significant amendments, which will take time to review. As a result, it is unlikely the Bill will get out of Committee and through Third Reading in the House before Christmas. And once through the House, the Bill must pass these same legislative stages in the Senate.

If there is a spring election, there is a very good chance Bill C-27 will not pass beforehand.

Déjà-vu All Over Again?

If this happens, it will be history repeating itself. A previous version of this Bill (C-11) was introduced in the House on November 17, 2020. That Bill never concluded Second Reading and was killed when an election was called on August 15, 2021.

Bill C-11 had stemmed from a Parliamentary Committee review of PIPEDA that began in February 2017 and concluded a year later. It was in May 2019 that the Government announced its plans to act on that review with amendments to PIPEDA – the ones that came over a year later in Bill C-11.

In effect, therefore, the timeline from the Committee review that led to C-11 to where Parliament sits today with Bill C-27 has already taken over six years. If C-27 is not passed before February 2024, it will be seven years. And if an election interrupts the process again, there will be further delays.

What Next?

There is some good news for those hoping the law will finally be updated: all parties in the House seem to agree that the privacy portions of Bill C-27 should be passed expeditiously (to the degree anything in Parliament is expeditious).

The challenge will be getting agreement on a final text when the witnesses have ranged from those who suggest Bill C-27 is solid legislation that can be improved with a few amendments, to those who claim it is an abomination and should be scrapped and the process start over. The former is much more likely, but if and when it gets through the House, a similarly protracted review is likely in the Senate. Witnesses appearing before Committee have asked for 2-3 years for implementation.

i-SIGMA has already filed a written submission to the House Industry Committee on the Bill and will do so again in the Senate. Ideally, this will help inform a strengthened law that will be passed some time in 2024.

Bill C-27 is inching closer to the finish line, but beware of groundhogs coming in the form of elections.

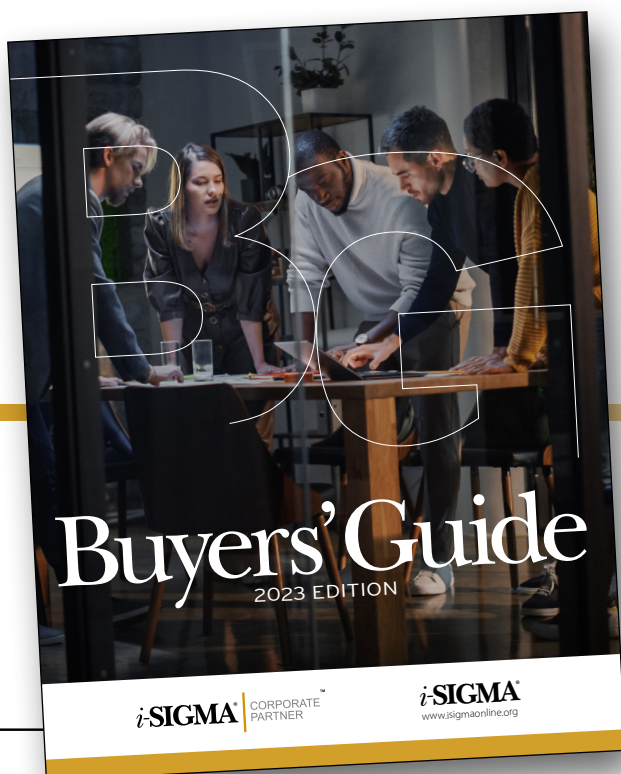
ABOUT THE AUTHOR



Duncan Rayner is Vice President of Temple Scott Associates, a government relations and public affairs firm based in Ottawa and Toronto.

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MEMBER NEWS

AccuShred Named to Inc.'s Second Annual Power Partner Awards

Recognized as a B2B partner proven to help other companies be great



TOLEDO, OHIO – AccuShred, a high-security data protection company and i-SIGMA Service Provider Member, is excited to announce that it has been named to Inc. Business Media's second annual Power Partners Awards for their proven track record supporting entrepreneurs and helping both startups and established businesses grow.

AccuShred was honored amongst other distinguished B2B organizations across the globe, including 389 firms in marketing and advertising, health and wellness, financial services, legal, logistics, and productivity, as well as other areas of business.

All 389 companies received top marks from clients for being instrumental in helping leadership navigate the dynamic world of running a business. These B2B partners support entrepreneurs across various facets of the business, including hiring, compliance, infrastructure development, cloud migration, fundraising, etc., allowing founders to focus on their core missions.

"Being named a 2023 Inc. Power Partner is truly gratifying and incredibly humbling. The key word for me in this award is 'Partner.' We have always considered ourselves as trusted partners in our customers' overall success, not just another data

protection vendor," said Nate Segall, President of AccuShred. "This recognition is only possible because of the profound care our staff exhibits for our customers' sensitive data and everyone's daily attention to detail. Being one of a select number of B2B companies worldwide to make this list only encourages us to keep raising our level of service. Our business partners deserve nothing less."

AccuShred boasts an impressive array of achievements. Notably, Mr. Segall served as the former President of the National Association for Information Destruction (NAID), showcasing his commitment to industry excellence. AccuShred also holds the distinction of being the only locally owned AAA NAID-certified company, a testament to their unwavering dedication to data security.

One of their outstanding contributions is their Shred Cancer program, which has seen them donate nearly \$200,000 to Susan G. Komen Northwest Ohio. Through this initiative, AccuShred provides companies with the choice of special pink shred bins for their sensitive paper waste at an extra cost and matches every dollar donated to the organization when they pick up the filled bins.

"Nate Segall and his team have not only raised more than \$190,000 in support of vulnerable breast cancer patients and groundbreaking cancer research, but Nate serves as a true servant leader for the northwest Ohio community. From event volunteering to serving as a member of the Susan G. Komen Northwest Ohio Board of Directors, Nate and the AccuShred team live Komen's mission daily," said Gretchen Awad, Executive Director of Susan G. Komen Northwest Ohio. "AccuShred is most deserving of the 2023 Inc. Power Partner Award, and on behalf of Susan G. Komen Northwest Ohio and the women and men we proudly serve, we congratulate AccuShred!"

AccuShred's commitment to ethical business practices was further recognized when they were awarded a coveted Better Business Bureau Torch Award for Ethics in 2018. This esteemed accolade reflects their unwavering dedication to generating trust among employees, customers, and the community. It underscores their reliability and commitment to customer satisfaction, reinforcing their position as a leader in the data protection industry.

“Trusted B2B partners provide guidance and expertise that founders rely on at various steps of their organization’s journey. Partners that possess a demonstrated ability to deliver quality support are at the core of entrepreneurship and help bring big ideas to life,” said Scott Omelianuk, editor-in-chief of Inc. Business Media.

To view the complete list of Inc. Business Media’s Power Partners Awards recipients, go to: <https://www.inc.com/power-partner-awards/2023>

The November 2023 Issue of Inc. magazine is available online at <https://www.inc.com/magazine> and will be on newsstands beginning October 31, 2023.

Contact: Sydney Davis

sdavis@thinkcommunica.com

About Inc. Business Media

The world’s most trusted business-media brand, Inc. offers entrepreneurs the knowledge, tools, connections, and community they need to build great companies. Its award-winning multiplatform content reaches more than 50 million people each month across a variety of channels including websites, newsletters, social media, podcasts, and print. Its prestigious Inc. 5000 list, produced yearly since 1982, analyzes company data to recognize the fastest-growing privately held businesses in the United States. The global recognition that comes with inclusion in the 5000 allows the founders of the best businesses to engage with an exclusive community of their peers, and the credibility that helps them drive sales and recruit talent. The associated Inc. 5000 Conference is part of a highly acclaimed portfolio of bespoke events produced by Inc. For more information, visit www.inc.com.

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About AccuShred

AccuShred, based in Toledo, Ohio, is a high-security data protection company that provides service to clients in Ohio, Michigan and Northeast Indiana. AccuShred is an innovative leader focused on the complete secure destruction of sensitive paper and electronic records and various forms of media, including hard drives, tapes and disks, as well as privacy assessment and data breach reporting solutions. The company is an EPA-approved vendor for electronic waste recycling. AccuShred is a subsidiary of the State Paper and Metal Company. For more information, call (419) 244-SHRED (7473) or visit www.accushred.net

BINS4 Shredding Inc. Announces Appointment of Amanda Treslove as New Director of Operations



Barrie ON — BINS4 Shredding, an i-SIGMA Corporate Partner Member, is delighted to announce the appointment of Amanda Treslove as the new Director of Operations. Mrs. Treslove brings to the role over five years of invaluable experience in the document destruction industry, coupled with a proven track record of delivering exceptional operational efficiencies.

In her previous roles, Mrs. Treslove has consistently demonstrated a keen understanding of the intricate workings of the document destruction sector. Her hands-on experience and strategic leadership have played pivotal roles in streamlining operations, enhancing productivity, and ensuring the highest standards of service delivery.

"We are thrilled to welcome Amanda Treslove to our team as the new Director of Operations," said Cory Laves, General Manager at BINS4 Shredding. "Her extensive background in

the document destruction industry, coupled with her exceptional operational acumen, aligns seamlessly with our commitment to delivering top-notch services to our clients. We are confident that under her leadership, our operations will continue to thrive and reach new heights."

Amanda Treslove's expertise extends across the entire spectrum of operations within the document destruction industry, including logistics, compliance, and quality control. Her dedication to maintaining the utmost security and confidentiality aligns perfectly with BINS4 Shredding's unwavering commitment to client satisfaction and regulatory compliance.

"I am excited to join BINS4 Shredding and contribute to its continued success in the document destruction industry," said Amanda Treslove. "I look forward to working with the talented team here to further elevate our operational capabilities and exceed the expectations of our clients."

Mrs. Treslove's appointment as Director of Operations signifies BINS4 Shredding's commitment to strengthening its leadership team and fostering innovation in an ever-evolving industry. Her wealth of experience and results-driven approach are expected to enhance the company's operational efficiency and reinforce its position as a trusted provider of document destruction services.

For media inquiries or further information, please contact:

Cory Laves, General Manager cory@bins4shredding.com
855-792-4050

BINS4 Shredding Inc. is in the document destruction industry with over 100 years of combined experience, specializing in secure and efficient disposal solutions. With a commitment to excellence and client satisfaction, the company has consistently set the standard for secure document destruction services. Visit bins4shredding.com for more information.

The logo for iG, consisting of the lowercase letters "iG" in a stylized, rounded font.

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RESOURCE to SHARE with CLIENTS:

What to Consider Before Scheduling Shredding Services

As a resource to share with clients, i-SIGMA put together a blog that showcases considerations for clients to consider before scheduling their shredding services, including the importance of working with a NAID AAA Certified Provider.

Share Your Value: <https://isigmaonline.org/what-to-consider-before-scheduling-shredding-services/>

What to Consider Before Scheduling Shredding Services

Shredding services are an essential aspect of information security, as they ensure that confidential information is not compromised.

According to our recent poll of almost 200 secure information professionals within our iG Direct E-Newsletter, we asked our members and subscribers, “which is the most important thing for clients to consider before scheduling a shredding service?”. While the most highly ranked answer of things to consider was on-site vs off-site shredding by 22.2% of respondents, all considerations below were closely ranked. Here is a look at ALL things to consider before you schedule your shredding service:

- **Types of Materials:** Clients should be aware of the types of materials that can be shredded. Not all service providers accept all materials (some may not accept CDs, DVDs, or hard drives), but many accept more than you'd think! Consider bundling your assets to create a package deal with your provider.
- **Tip:** Did you know that your fax machine and scanner have a hard drive? Look into your contract and talk with your vendor about your right to wipe your data before returning the machine at the end of your lease.
- **Confidentiality Agreements:** Clients should consider the level of confidentiality offered by the shredding service, as well as whether or not the service requires clients to sign confidentiality agreements. This can help ensure that sensitive information is not compromised during the destruction process.
- **Certification:** Clients should look for shredding services that are certified by a third-party industry organization that conducts unannounced audits and ensures the company is adhering to all necessary regulations. For data destruction, you will want to hire an organization that is NAID AAA Certified by i-SIGMA.
- **On-site vs Off-site Shredding:** Clients should consider whether they want the shredding service to take place on-site, at their own facility via a mobile truck, or off-site, back at the service provider's facility. On-site shredding can provide added security, as clients can witness the destruction of their sensitive information. Off-site shredding can be more convenient, as the shredding service may provide pick-up and delivery services.
- **Cost:** While cost is always a consideration factor in the hiring of any business partner and clients should consider the cost of the shredding services being performed along with any storage needs, they should always weigh this against the liability of a data breach.



“If you have a data breach and the issue happened because of the service provider you chose, you’re still responsible – it’s your data,” cautions Kelly Martínez, CSDS, Executive Vice President of Marketing & Operations for i-SIGMA. “And when the investigation happens and you have to demonstrate why that vendor was chosen, there is no regulation in the world that will let you off the hook because you selected based on price over security.”

- **Frequency/Recurrence:** Purge vs. ongoing service
 - Deciding how much materials your company has to destroy is an important factor when choosing which partner you will use for your services. Most companies will offer recurring services if desired, or one-time services if there is a large amount of materials accumulated that need to be destroyed. By continuing to have recurring services, this will be the most helpful to your business long term, as sensitive information won’t be sitting around your company for long periods of time.

Before scheduling a shredding service, clients should consider the types of materials that can be shredded, the level of confidentiality offered, the certification of the shredding service, the location of the shredding service, the cost, and the frequency/recurrence. By considering these factors, clients can make an informed decision and ensure that their sensitive information is securely destroyed.

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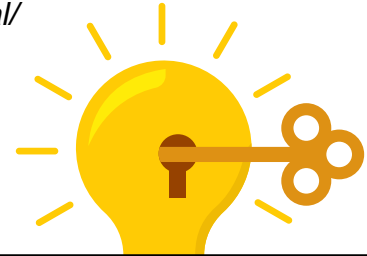
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The International Secure Information Governance & Management Association™ (i-SIGMA®) is the industry trade association, enforcing standards and ethical compliance for approximately 2,500 secure data destruction and records and information management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

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