

CBtech

Managed Services in Facilities Maintenance



SHREDDING THE COMPETITION

STRATEGIC DEFENSE FOR DOCUMENT DESTRUCTION, WASTE MANAGEMENT AND WASTE RECYCLING



'SMART' DESTRUCTION AT A GLANCE

Protecting sensitive and proprietary information starts with proactive measures designed to reduce exposures and ensure compliance. Control and chain of custody are key to the success of any information protection program and are essential components of CB Tech's Strategic Defense program. CB Tech's three-pronged approach is designed to eliminate the risks associated with waste management, waste recycling, and document destruction. Custody is controlled from collection, through transportation, and finally to destruction.

CB Tech's customizable program ensures that your sensitive materials remain under the control of only properly trained and qualified service providers.

DOCUMENT DESTRUCTION

Offsite Shredding – documents are picked up from your facility, delivered, and destroyed in a secure facility.

On-Site Shredding – documents are collected and destroyed at your facility in a secure mobile shredder.

One-Time Service – designed for office cleanouts, purges, and customer shred days. One-Time Service is available as an on-site or offsite service.

WASTE MANAGEMENT

CB Tech's strategic waste management solutions emphasize control and chain of custody. Hand pickup service is available either as an inside service or an outside secured container service. Both services provide a high level of security.

WASTE RECYCLING

Waste recycling is an often overlooked area of information protection that poses many of the same risks as waste management. Sensitive information disposed of accidentally can be devastating. CB Tech offers hand pickup inside service for waste recycling as a component of our overall strategic defense.



STRATEGIC DEFENSE

CB Tech is the only Diverse National Provider that addresses document destruction, recycling, and waste, with our “Strategic Defense” network approach.

RISK MANAGEMENT PERFECTED

You may be wondering if there are any risks in using a national provider whose workforce consists of a strategic network of affiliates CB Tech utilizes as opposed to a national account provider that self-performs.

The answer is that from 2009-2015, CB Tech partnered with the biggest players in the field. Cintas and Shred-it hired us to manage all of their locations in North America where they had no presence or coverage.

MOST VALUABLE PLAYERS

With a network of over 200 affiliates servicing approximately 5,000 locations, our customers have never experienced any negative or drop-off in service, and at times our network performed at a higher level. During this time frame in partnership with Cintas, we implemented programs for and serviced large scale, multi-location customers such as CVS, U.S. Bank, Rite Aid and Edward Jones, which has given us the tools and resources to make the transition to the CB Tech team as smooth as possible. Dedicated operation team members set us apart in delivering the right resources and value to our customers.

PARTNERED WITH

CINTAS

Shred-it

CUSTOMERS WITH CINTAS
PARTNERSHIP

- CVS PHARMACY
- U.S. BANK
- RITE AID
- EDWARD JONES

CB TECH AFFILIATES
AVERAGE:





HOW DO WE OVERCOME RISK?

- NATIONAL ACCOUNT EXPERIENCE

- TRUST

- MULTIPLE PROVIDERS/ COVERAGE

- VOLUME OF WORK

- CERTIFICATE OF DESTRUCTION*

STAYING IN COMPLIANCE WITH CB TECH: NO PENALTIES

CB Tech's nationwide network of providers is composed of AAA NAID Certified regional and local subcontracted affiliate partners. Data protection regulations, such as FACTA, HIPAA, Gramm-Leach-Bliley, and Sarbanes-Oxley, require customers to perform initial due diligence and ongoing monitoring of data destruction service providers. CB Tech's certified secure data destruction service providers fulfill the customer's regulatory obligation.



NOT ON
OUR WATCH



CB Tech's subcontractor agreement requires all employees to undergo a 7 year criminal and 7 year employment check. In addition, employees must be trained annually to comply with certification requirements; this training is documented and stored in our database.



CB Tech requires all employees to wear a uniform, to improve recognition by customers, as well as to carry company ID badge that includes photo and name. In addition, each employee is trained in, and must adhere to, our strict code of ethics as it pertains to the servicing of our customers.

NAID[®]

CB Tech minimum general liability insurance requirement meets all NAID standards.

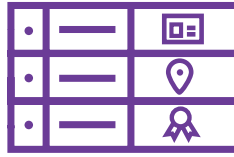


CB Tech has a team of CSRs to manage the customer's issues and concerns via phone, email and online assistance.

*The Certificate of Destruction serves as detailed physical, evidence of proper destruction of your documents plus provides details of your service, including the date, type, amount, and location of where your materials were destroyed.

AVOIDING THE NIGHTMARE SCENARIO

In a 2009 case, pharmacy employees were caught disposing of health records in an unsecured public dumpster, and the federal government slapped the company with a \$2.25 million fine under the Health Insurance Portability and Accountability Act (HIPAA). The risks of not shredding are even higher today. More recently, in 2015, a large supermarket paid nearly \$10 million in fines after California prosecutors discovered pharmacy records with private medical information tossed in public dumpsters with bags of hazardous waste.



CB Tech's database houses a list of all drivers and corresponding documentation, for each customer location, to ensure they meet all licensing requirements of the governmental jurisdiction, and that they have completed all customer service training. It is CB Tech's policy to notify the customer of any change to a driver's status.

FACTA - Any business or individual who uses a consumer report for a business purposes is subject to the requirements of the Disposal Rule, a part of the Fair and Accurate Credit Transactions Act of 2003 (FACTA), which calls for the proper disposal of information in consumer reports and records to protect against "unauthorized access to or use of the information." Although the Disposal Rule applies to consumer reports and the information derived from consumer reports, the FTC encourages those who dispose of any records containing a consumer's personal or financial information to take similar protective measures. Due diligence could include requiring that the disposal company be certified by a recognized trade association.

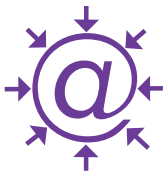
THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

requires healthcare providers to regularly shred documents containing information on patients' medical histories. This is one of the most explicitly outlined requirements in the 1996 law, and it's all to prevent identity theft.

THE GRAMM-LEACH-BLILEY (GLB) ACT requires companies defined under the law as "financial institutions" to ensure the security and confidentiality of this type of information. Under the Safeguards Rule, financial institutions must protect the consumer information they collect.

SARBANES-OXLEY ACT - One major provision of Sarbanes-Oxley Act includes a requirement that public companies evaluate and disclose the effectiveness of their internal controls. This requirement drives the need for companies to have detailed information systems in place, including secure disposal of obsolete business records.

PAYMENT CARD INDUSTRY DATA SECURITY STANDARD (PCI DSS) is a widely accepted set of policies and procedures intended to optimize the security of credit, debit and cash card transactions and to protect cardholders against misuse of their personal information.



CB Tech will create customer-specific service request email addresses for all issues and concerns.



All issues generate a "service request," which is managed and worked by CSRs in the Service Request Management Module until resolution.



CB Tech's random on-site audit program provides motivation for ongoing compliance as our affiliates are aware they may receive an unannounced audit at any time. Auditors verify that procedures are in place to ensure the security of confidential material throughout all stages of the destruction process, such as handling, transporting, storing materials prior to destruction, and destroying and disposing of materials responsibly. This also includes any transfer of custody scenarios. If any non-compliance is discovered, CB Tech takes immediate action to bring certified companies back into compliance. Repeat or serious infractions will result in immediate removal of the affiliate from our network.



CB Tech's Compliance Officer oversees our quality control procedures. Our formal escalation process begins with the National Service Team, which is accessible via 800 number and dedicated email. Service requests received via the dedicated email are routed to the appropriate customer service representative, who has access to all the particulars of your account and is trained to receive and resolve service requests from your locations and handle the routine issues that go along with a service.



The Service Request Center has full management visibility to manage and measure each request and ensure its completion in a timely manner.

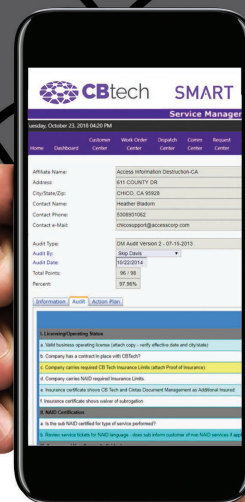


CSRs have specific steps to complete for each service request type to ensure each request is complete to the customer's expectation.



THE PLAYBOOK

CB TECH SERVICE DELIVERY MANAGEMENT

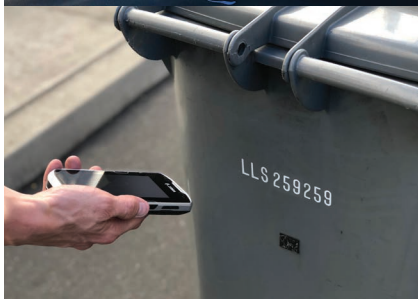


Our managed work order process, through proprietary SMART technology, includes 20 distinct steps that provide visibility throughout the life cycle and offer checks and balances at every step. The signed work order provides proof of service as well as a customer satisfaction rating system of 1-5. The on-site/offsite process is shown below.

ON-SITE

1

On-site services are performed at the customer's location unless there is written customer consent to perform otherwise. Upon arrival, the driver will scan each container barcode.



2

The materials are then securely transported to the shredding truck, where the wheeled container is secured to a lifting arm for the purpose of feeding the materials into the shredder contained within the truck.



3

The feed system ensures that all materials are fed into the shredder. Within minutes of being fed into the shredder, the materials will be completely destroyed. On most trucks shredding can be viewed on a video camera in the truck. A Certificate of Destruction issued.



NON-PAPER MEDIA

Media is collected in a separate container and destroyed in accordance with the CB Tech affiliate's standard method of destruction; pulverizing, shredding, or chemical decomposition/recycling. Methods that deviate from the standard method of destruction must be approved in writing to CB Tech.



THE TOUGH KEEP GOING

We are continually recruiting certified affiliates for our network in an effort to ensure complete, national coverage which also gives us the ability to replace, if needed, an affiliate with another local affiliate without any interruption of service. A minimum of three (3) affiliates per each top 100 MSA gives us the ability to replace the affiliate without disruption of service, pricing or contract. All shredding processes are in alignment with NAID guidelines.



OPTICAL



MAGNETIC



OTHER-MICROFICHE

- Hard drives are physically destroyed (not by wiping or overwriting) in accordance with the CB Tech affiliate's standard method of destruction, which includes shredding, crushing, or incineration.
- Prior to destruction CB Tech will provide a written description of the process for destroying the hard drives.
- Serial numbers of all hard drives or CPUs being destroyed for each customer are recorded, unless the customer has signed an opt-out agreement.
- The log of recorded serial numbers is returned to the customer upon the completion of the service, unless the customer has opted out of this requirement.
- Hard drives are damaged to the point where the platters will not spin.
- Micro-media (Microfiche or Microfilm only) is destroyed by commercial grade destruction equipment, which produces a particle size of 1/8 inch maximum dimension.

OFFSITE

1

Upon arrival, the driver scans each container barcode. Materials are then collected in a locked container and transported in a locked, secure vehicle to the shredding facility. Destruction services must take place within three business days from the arrival at the destruction facility.



2

Upon completion of the shredding process, a Certificate of Destruction will be provided certifying that all materials have been completely destroyed and are non-recoverable.



For purges, the destruction will take place within 15 business days.

Certificate of Destruction	
This document certifies that on the said date the box/file/container was destroyed at our premises	
Client information	Staff to complete
Quantity to be destroyed	Quantity to be destroyed
Barcode Number	Barcode Number
Were boxes viewed by client prior to destruction <input type="checkbox"/> YES <input type="checkbox"/> NO	Destroyed by
Company officer	Signature
Signature of Company Officer	Witness
Title	Signature
Instruction to be destroyed date	Date destroyed

3

All affiliates are required to have a recycling agreement, along with a confidentiality agreement with the recycler, in place to ensure no reuse of material.





RIGHT-SIZING YOUR PROGRAM



Through an approach we call “right-sizing,” a process that reduces the excess program components that seem to increase over time, we objectively match the needs of your locations with our services provided. This ensures our customers the optimal level of service, frequency and container count to effectively and efficiently run your operation. Examples of the right-sizing program steps as follows.

1 Confirm collection bins are still close to “decision areas” within the facility.



MAJOR
COPIERS



PRINTERS



MAIL ROOM



HR / FINANCE /
EXECUTIVE OFFICES



TRAINING ROOM

2 Additional data collection



MONTHLY
MAILINGS



CUSTOMER FILES



SEASONALITY OF
BUSINESS



SPECIAL
MARKETING
INITIATIVES



COMPLIANCE
GOALS OF THE
COMPANY



PURGE EVENTS
BY DEPARTMENT



INTERNAL
TRAINING OF
EMPLOYEES
company policy
and procedures



COMPLIANCE
EDUCATION
and training of
employees



HOW MUCH PAPER
IS PURCHASED?



OFFICE SHREDDER COST ANALYSIS

Number of employees	5
Shred time (minutes) per day for each employee	10
Total daily shred time (minutes)	50
Average hourly wage (including benefits)	\$16.00
Total daily shred time (hours) equivalent number of workdays per month	20
Number of hours per month employees shred	16.66
Total monthly labor cost to shred	\$266.56
Purchase price of Fellowes Power Shred SB-97C	\$185.00
Life expectancy of shredder (number of months)	12
Monthly depreciation cost of shredder	\$15.41

MONITORED SECURITY

All CB Tech affiliates who perform offsite services are required to have a third-party monitored alarm system in place and utilized when the secure destruction building is unoccupied. In addition, there is a closed-circuit camera system monitoring all access points into the secure buildings/areas where confidential media is stored, processed and/or destroyed. All processing activities are monitored with sufficient clarity to identify people and their activities. There must be enough lighting during non-business hours to ensure that all images have sufficient clarity. CB Tech must be notified within 48 hours of the discovery of problems with the CCTV system that results in a loss of data. Recordings must be retained for 90 consecutive days in an organized, retrievable manner.

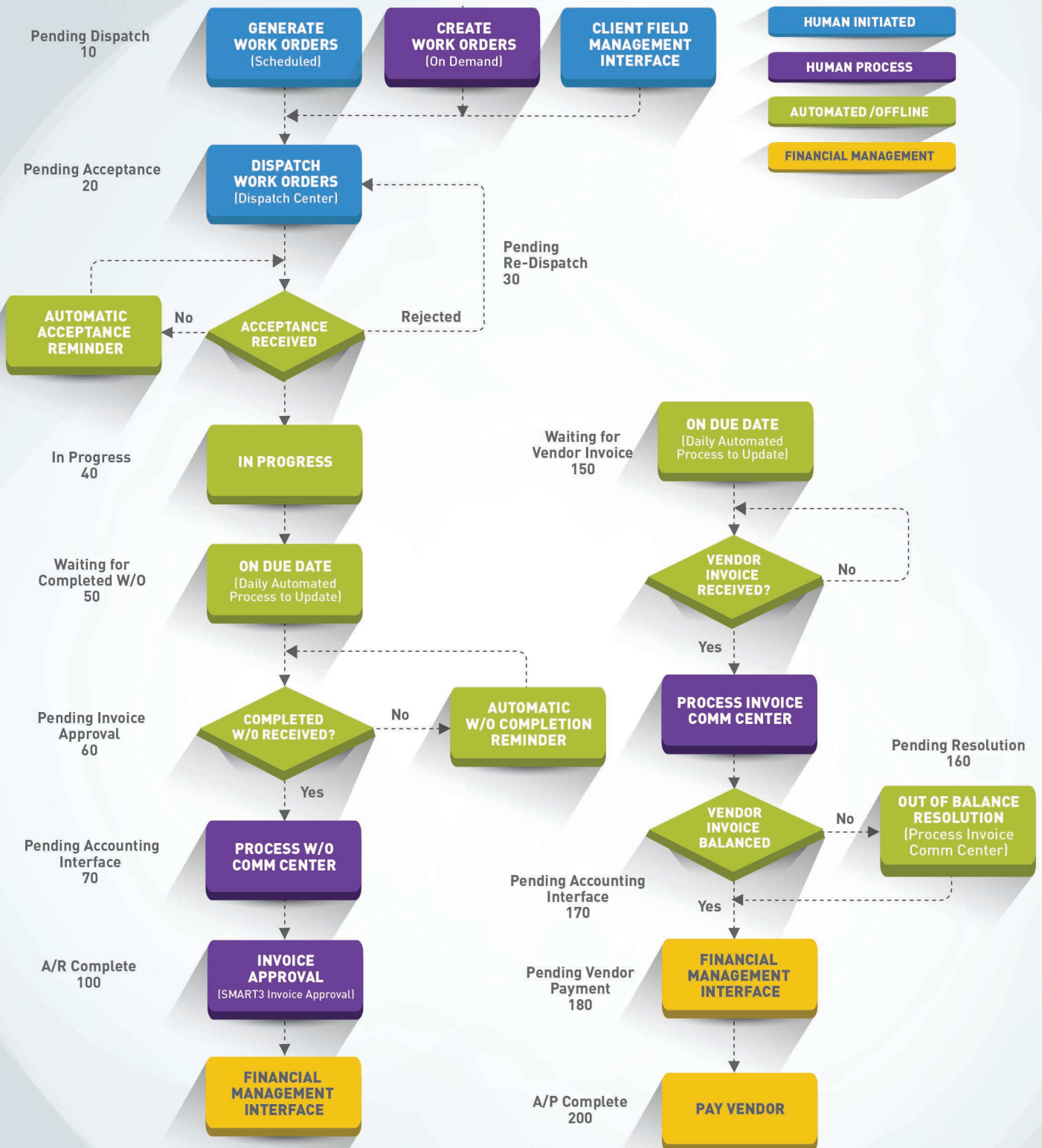
- CB Tech requires that all vehicles used for transfer and/or destruction of media (whether intact or destroyed) will have lockable cabs and lockable, fully enclosed boxes. These vehicle cabs and boxes must be locked during transport and when unattended by driver
- CB Tech requires that at the time that media is transferred from the customer's custody to the custody of the destruction company's employees, the customer must be provided with a receipt or the certificate of destruction indicating type and quantity of media and an acknowledgement of the services rendered.

An electronic receipt is acceptable, provided there is a verifiable electronic audit trail and the ability to provide the customer with the printed information. All media for destruction must always be attended by an access employee or physically secured from unauthorized access while in the custody of the destruction contractor before it is destroyed. All media is securely contained during transfer from customers' custody to the transportation vehicle to prevent loss from wind or other atmospheric conditions.



125 pounds of paper will take 8 hours to shred X \$16.00 per hour = \$128.00

WORK ORDER FLOW





CBTECH'S WINNING STRATEGY

WHO ARE WE?

CB Tech is a leading provider of managed services solutions that specializes in program and affiliate management for National, Regional, and Local Accounts.

With National Coverage and Local Service, CB Tech's NAID Custodial Certified document management services help companies efficiently and effectively manage their program to ensure compliance, and control costs.

OUR STRATEGIC ADVANTAGE

- CB Tech is a leading provider of managed services solutions
- Specialization in program and affiliate management
- National, Regional, and Local Accounts
- National Coverage with Local Service
- CB Tech is a Certified Minority Business Enterprise (MBE)
- Corporate Plus® member with the National Minority Supplier Development Council (NMSDC) and a member of the Ohio Minority Supplier Development Council (OMSDC)

THE GAME PLAN

Our award-winning service allows our customers to focus on what they do best while letting us take care of the rest. With a single point of contact, we're there 24/7/365 when our customers depend on us the most. CB Tech's workforce consists of an extensive network of AAA NAID certified, highly skilled, and carefully screened document shredding professionals, allowing CB Tech to perform on a national level with local providers. CB Tech's powerful, web-based services management platform, **Service Management Account Reporting Tool (SMART)**, offers an on-demand, innovative solution to manage the complete life cycle of managed services delivery.

HALL OF FAME OWNERSHIP

Cris Carter is chairman for CB Tech and Pro Football Hall of Fame class of 2013. As chairman, Cris leads one of the nation's top integrated facility management firms specializing in project and program management. The award-winning company serves clients throughout the country and has relationships with many of the nation's blue chip corporations.

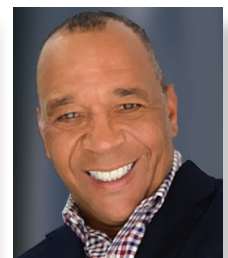
Jeff Davis has overseen the strategic direction and daily operations since 1998. With a combined workforce of over 75,000 self-performed and certified affiliate service providers across the United States, Canada, and Puerto Rico, CB Tech is a leading provider of managed services. Jeff's growth strategy included obtaining certification as a Corporate Plus® Member with the National Minority Supplier Development Council (NMSDC) and a member of the Ohio Minority Supplier Development Council (OMSDC). He is also a combat veteran of the U.S. Army Airborne Rangers.

CB TECH AT A GLANCE

- **CERTIFIED MINORITY**
- **VETERAN OWNED**
- **EXPERIENCE**
- **TECHNOLOGY**
Service Management Account Reporting Tool (SMART)
- **COVERAGE**
- **MULTIPLE SERVICE PROVIDERS NATIONWIDE**
We have the ability to replace, if needed, an affiliate with another local affiliate without any interruption of service, pricing, contract.
CB Tech has affiliates in cities the two largest National Account providers have no presence such as Anchorage AK, Montgomery AL, Casper WY, Lewisburg, WV to name a few. CB Tech is able to provide service where other National Account providers fail.
- **FLEXIBLE**
- **PERSONAL TOUCH**
- **CUSTOMIZABLE**
- **NATIONAL ACCOUNT EXPERIENCE**
Brought to local level
- **LOCAL ECONOMIC GROWTH**



Cris Carter
CB Tech Chairman



Jeff Davis
CB Tech CEO & Vice Chairman

ALL-STAR TEAM OF AFFILIATES

CB Tech has a combined workforce of over 75,000 self-performed and certified affiliate service providers across the United States, Canada, and Puerto Rico.



75,000 PLAYERS STRONG

CB Tech's business model is a unique model in the facility industry, one that has been running successfully for over 30 years.

Unlike common franchise models in the facility industry, we embed corporate oversight to ensure we offer quality services.

Our Affiliate partners have invested personally and monetarily to service your building. The Affiliate partners' personal attention to detail reduces employee turnover, which leads to improved client retention. Our Affiliate partners are personally invested and committed to providing superior service.

THE KICK OFF

When beginning the implementation for our customer, we start by organizing a kick-off meeting with all of the key customer stakeholders and CB Tech so we can properly understand expectations of our business relationship going forward. This meeting is also designed to create a communication plan for the rollout of document destruction services for the customer site(s). Next, we organize an internal stakeholder meeting for the CB Tech team and our Affiliate partner. During this meeting we discuss the scope of work, frequencies, building access/restrictions, parking, etc. and expectations of the contract. The final step of the implementation process is to complete a conference call with the customer, to confirm all requirements of the program (e.g. start date, number of containers, frequency of service, billing, reporting, communication structure etc.), and ensure we have all the details needed to successfully launch the partnership.

Our experience in implementing large scale, multi-location customers in partnership with Cintas has given us the tools and resources to make the transition as smooth as possible. Dedicated operation team members set us apart in delivering the right resources and value to our customers.

COMPETITION? NO CONTEST.

Benefits	CB Tech	Iron Mountain	Shred-It
Certified Minority Owned	X		
Veteran Owned	X		
Single Point of Contact	X		
AAA NAID Certified	X	X	X
SMART (Service Management Account Reporting Tool)	X		
Multiple Providers - Coverage	X		
Flexible	X		
Personal Touch	X		
Customizable Reporting	X		
Local Providers/ Local Economic Growth	X		
Compliance	X	X	X
Barcode Scanning	X	X	X

OUR RECORD SPEAKS FOR ITSELF

Working with Cintas, CB Tech has met and exceeded expectations for challenging situations for the country's largest retailers and financial services companies.

Case Study 1 Serviced approximately 1,000 locations

CHALLENGE 1

No scheduled installation dates for approximately 1,000 locations.

SOLUTION

Redundancy in service coverage – affiliates on standby to install and service.

CHALLENGE 2

Remote locations.

SOLUTION

Redundancy in service coverage (numerous providers for each area).

CHALLENGE 3

Opt-in program –not a mandatory program.

SOLUTION

Had numerous providers on standby willing and able to install and service upon the customer's request – locations had to be installed within 48 hours of installation request.

CHALLENGE 4

Customer requested invoice and billing files to a specific format.

SOLUTION

Customized reporting, invoices and billing files.

Case Study 2 Serviced approximately 300 locations

CHALLENGE 1

Remote locations.

SOLUTION

Redundancy in service coverage (numerous providers for each area) – negotiated rates to service remote areas.

CHALLENGE 2

Customer requested invoice and billing files to a specific format

SOLUTION

Customized reporting, invoices and billing files per the customer's request.

CHALLENGE 3

HIPAA compliance, federal fines

SOLUTION

CB Tech created a Health Insurance Portability and Accountability Act (HIPAA) certification program. CB Tech trained and certified their affiliates for the destruction of medical information, CB Tech provided additional training and had all affiliates re-certify annually.

Case Study 3 Serviced approximately 500 locations

CHALLENGE 1

Remote locations.

SOLUTION

Redundancy in service coverage (numerous providers for each area) – negotiated rates to service remote areas.

CHALLENGE 2

Medical records destruction.

SOLUTION

CB Tech created a Health Insurance Portability and Accountability Act (HIPAA) certification program. CB Tech trained and certified their affiliates for the destruction of medical information, CB Tech provided additional training and had all affiliates re-certify annually.

Customized reporting & billing files.



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