

2024

# SERVICE DEFINITION

## SECURE IT DATA SANITISATION & DESTRUCTION

# INTRODUCTION

**Greensafe is a market leading computer recycling business with over 110 years combined management experience in the sector. The team have overseen in excess of 3.3 million devices through the IT recycling life cycle; this knowledge coupled with first class facilities ensures our customers receive the best possible service and solutions in the market place today.**

**As an experienced IT recycling supplier within the NHS, Education, Central Government and Corporate Space, Greensafe is perfectly placed to provide it's customers guidance through this complex market.**

Greensafe are a trusted provider of data sanitisation and destruction services to CESG standards, thus assisting the public sector with their security policy framework.

Being experts in datacentre decommissioning services, when clients migrate to cloud platforms from traditional datacentre structures Greensafe are often able to provide the customer with a fully costed buy-back service. Greensafe collect, data wipe/destroy and provide full reporting and certification and at the end of the process, provide a financial rebate to the client upon receipt of the IT kit into their facilities in Kidderminster. This is done by auditing the kit within the datacentre and reviewing the re-marketing opportunities, enabling delivery of the best value offering available, whilst recycling the kit for future use. This is what - more often than not - allows Greensafe to "buy-back" the kit up-front and offer a free service with a rebate.

Extensive accreditations reassure customers and clients that they are dealing with industry experts, who are focussed on security, processes and quality of service. Greensafe is one of the most certified IT recycling companies in the UK.

- Worldwide IT recycling coverage
- Highly secure and certified computer recycling business
- HMG approved data erasure solutions
- All staff have been security vetted and approved.
- Overseen over 3M devices with over 110 years combined management experience
- Full asset report and data certificates produced with every collection
- Ability to generate revenue from 80% of equipment returned to us on average
- Secure dedicated collections with security cleared staff
- Most certified, secure and comprehensive mobile shredding solutions in the market - CPNI certified process and vehicle
- ISO14001, ISO9001, ISO27001, ADISA & DIPCOG Certified
- Approved and certified by the Environment Agency
- Annual environmental impact and sustainability reporting
- Committed to support the UN Sustainable Development Goals
- Various carbon offset programs for CSR
- List X facility approved

# SERVICE FEATURES AND BENEFITS

## Service Features

- Full compliance with data protection, WEEE and all related legislation
- Proven services used by Government Departments and wider corporate environment
- 0% landfill policy, protecting the environment, recycling, refurbishment and re-marketing
- Secure premises and ADISA rating level Distinction for facility and Mobile Services
- 100+ years of senior management experience in IT asset disposition
- Mobile asset data wiping and sanitisation centre available, CPNI approved
- Auditing, certification and reporting processes as standard for asset management
- Unannounced ADISA audits passed with distinction on a regular basis
- CSR, including recycling, carbon offset programs and charitable giving
- 60 GPS tracked vehicles available with SC cleared engineers
- List X facility approved

## Service Benefits

- Reduces data security risks to zero
- Reduces Total Cost of Ownership of IT datacentre assets
- Innovative onsite data wiping and destruction solutions for client security
- Corporate Social Responsibility via carbon offset & charitable giving
- 0% landfill policy, including recycling, refurbishment & re-marketing capability
- Peace of mind thanks to NCSC, ADISA & ISO accreditations
- Mobile data wiping & destruction facility has full CCTV operation
- Ability to offer IT datacentre buy-back including financial rebate
- Ability to offer datacentre relocation and recommissioning services
- Recycling of all electrical, data/fibre cabling
- SC cleared engineers
- Ability to shred to 11mm, 6mm & 2mm, dependent on security classification

# MIGRATION SERVICE

## How set-up of the migration service works

Government and Corporate environments typically have their own datacentre(s), which includes all of the infrastructure, cabling, racks, IT servers, switches, routers, UPS and data storage hardware. To migrate away from owning your IT equipment - which typically has a CAPEX associated with it - to a Cloud environment - which is typically OPEX - you must be able to securely manage your IT hardware in the existing Datacentre, before you can migrate to the managed Cloud environment.

Greensafe offer a complete total cost of ownership package for Datacentre migration. This is generally cost neutral or better for the client, whilst providing the data security and sanitisation required, with one of the most comprehensive set of ITAD WEEE accreditations and certifications available in the UK. The service offering of onsite or offsite data wiping and destruction, along with collection, refurbishment, re-marketing and recycling services, creates the best total cost of ownership available in the UK. Greensafe also offer corporate social responsibility programs, carbon offset and charitable giving and use of the greenest vehicles available in the UK; whilst making sure our internal processes offer a 0% landfill policy and cardboard/packaging recycling system. With Greensafe's services, migration from Datacentre to Cloud can take place in a secure and cost effective managed environment. Greensafe offer quality assurance and performance testing as standard. Setup and migration are not tied to specific services.

## How quality assurance and performance testing works

Greensafe provide full project management capability using PMM - Project Management Methodology. They are also compliant with the risk assessment code of practice, which is followed before a project starts and continues throughout the program. This is done in conjunction with the client representative. Greensafe also provide quality assurance processes and are ISO 9001:2008 and ISO27001 certified.

In addition, security and people processes are certified as below:-

- HMG IA Standard No.5
- Secure Sanitisation Compliant with HMG Security Policy Framework Compliant and Registered with Data Protection Act 1998 Blancco
- Accredited Partner for Data Wiping Compliant with BS 31100:2011
- Risk Management – Code of Practice and Guidance

Greensafe offers a free performance test on any new project or program, with all of the above risk assessments and quality assurance in place, to confirm that they meet the required standard. Once the project is underway, the assigned project manager will be onsite as required by the client, to manage issues and avert quality and risk factors before they arise. Escalation to the assigned Account Director or Managing Director, will be available on request throughout the duration of the project.



# MIGRATION SERVICE SCOPE

## Service constraints

Greensafe's service delivers the ability for the client to move away from traditional datacentre services - whereby they use servers, storage and networks not always required - to a service that can be purchased based on demand; that service being Cloud.

## Greensafe provide:-

- Secure data wiping and destruction IT recycling (on or offsite)
- Refurbishment and re-marketing
- The opportunity to move from Capex to Opex
- Total cost of ownership opportunities with financial rebates
- Corporate Social Responsibility programs

When clients migrate to cloud platforms from traditional datacentre structures, Greensafe are often able to provide the customer with a fully costed buy-back service. This is done by auditing the kit within the datacentre and reviewing the re-marketing opportunities; enabling delivery of the best value offering available, whilst recycling the kit and for future use. This is what - in the majority of circumstances - allows Greensafe to "buy-back" the kit up-front and offer a free service with a rebate.

Greensafe **do not** provide Cloud services, but the means by which to move from a traditional datacentre model to a Cloud based utilisation model.

# DETAILS ON DATA WIPING

**Greensafe offer a wide range of onsite data erasure services. All services are aimed at increasing data security, whilst reducing any risk of data loss during transit to any location. Certified engineers will attend site with the relevant equipment to ensure they can handle any issues that may arise while undertaking the onsite data erasure activity.**

Greensafe utilise Blancco data erasure software, this CESG Infosec 5 approved erasure application is the most certified and respected data erasure software in the market place today. All personal or confidential data is wiped from your devices, a certificate is provided per drive for compliance and auditing.

## **Typically, customers can request three types of service:**

- 1) Onsite data erasure from within Greensafe's secure mobile data erasure lab
- 2) Onsite data erasure from within the customer's office or data centre
- 3) Onsite data erasure and then shredding services from within Greensafe's secure mobile vehicle  
- which can handle both services

Engineers are able to process high volumes of units with the tools and experience gained over many years delivering onsite services. Each item has a certificate of data erasure produced giving the customer a complete end to end audit process.

## **Essentially the service:**

- Manages data security concerns by erasing protectively marked data at site
- Provides visual erasure or destruction providing accountability for the customer
- Ensures there is no risk of data breach in transit
- Time and money saved through efficient erasure process
- Full audit reporting and data wiping/destruction certification

# DETAILS ON DATA DESTRUCTION

Greensafe's hard drive destruction and secure shredding service ensures you keep your information confidential and secure. Hard drive destruction services are the most secure and cost effective way to permanently destroy your data bearing devices. Greensafe have the ability to shred to 6mm and 2mm and can deliver this service either at the client site or at Greensafe's own site in Kidderminster; dependent on what the client preference may be. The standard service is no larger than 11mm shred particles. For further peace of mind, GreensafeIT are certified upto SECRET with our SC cleared engineers, but could go upto TOP SECRET if required and DV clearance was obtained.

Greensafe have also introduced a more stringent service, that covers all components within any IT asset, from desktops, laptops, servers, switches, routers and any other hardware asset requiring complete destruction to 6mm or 2mm fractions, dependent on security classification. To accompany the shredding trucks sent to a customer site, we also send a disassembly truck that will fully asset manage, provide parent/child tracking of components, disassemble all components and make sure that they are shredded alongside the standard HDD's and SSD's. A further truck will be sent to collect the shredded material, which can be further processed via incineration if required/requested. See pricing tables for further information.

All of the above services can be offered at the customer premises or at Greensafe premises. We can offer a List X facility for processing - as above - if there are parking or other restrictions at customer sites, or if you have Air or Portside sites, then our List X and secure logistics options may offer the perfect solution. The facility is certified up to Top Secret.

A team of security cleared personnel instill trust and peace of mind. All solutions comply with the following mandates and standards:-

- HMG Security Policy Framework
- HMG IA Standard No. 5 – Secure Sanitisation
- CPNI certified process and vehicle (not just the shredding unit)
- ADISA, distinction (Asset Disposal Information Security Alliance)
- JSP 440 Joint Services Publication
- Data Protection Act 1998
- Shred to 11mm, 6mm or 2mm fractions
- List X facility available
- Secure dedicated logistics

Using cutting edge technology, Greensafe utilise shredding units fit for purpose, shredding up to 1000 devices a day, which conform to the most stringent standards and mandates.

Greensafe's secure hard drive and component shredding destruction service is the most secure way to ensure your data destruction and data disposal processes are secure whatever your line of business. The growing threat of identity fraud, means it is now more important than ever to ensure your data destruction and data disposal process for information stored is secure and handled by a trusted and respected supplier.

# ADDITIONAL SERVICES

## List X Clearance

A List X Facility Security Clearance is intended to safeguard UK classified material held by Industry, in support of a Government contract. A List X security clearance allows contractors to securely store, process and manufacture material designated SECRET or above, on their own premises rather than a government facility. The regulations for this arrangement are set out in the HMG Security Policy Framework, published by the Cabinet Office. <https://www.gov.uk/government/publications/security-policy-framework>. A List X security clearance allows contractors to securely store, process and manufacture material designated SECRET (foreign CONFIDENTIAL) or above on their own premises rather than a government facility.

### A List X clearance is needed where:

- A contract at SECRET (foreign CONFIDENTIAL) or above is to be awarded.
- There is a requirement either for the work to be done on the contractor's premises or for protectively marked information to be held on site.

List X is not available on request, it has to be sponsored by a contracting authority.

### Benefits of List X

Government Departments are considering expanding their data destruction services from onsite only, to offsite in various areas of business. To help facilitate secure offsite premises that would deliver data destruction or overnight secure storage of incineration products, a List X facility could have many uses.

Incineration facilities across the UK are sporadic and not always reachable within a one-day drive of the initial hosting address of the data/materials in question. Some incineration facilities only deal with certain material types, again leaving open the possibility of a two-day drive, requiring overnight List X storage capability.

Some Government sites may be too small to allow access to destruction and disassembly trucks. We often see parking facilities as an issue when setting up onsite data destruction. There may also be air-side facilities, that we can only collect data destruction assets from, but are not then allowed to remain air-side, to complete the work. Having access to a List X facility, means that Greensafe can securely transport the IT assets to a secure storage and data destruction facility.

Secure logistics between Government sites, the ability to collect at smaller sites in a round robin fashion and bring together larger quantities of IT assets for more cost effective data destruction. Border force locations and many smaller offices located throughout the UK could benefit from a secure List X facility, in which to take advantage of our secure logistics abilities.

### Summary

As part of the evolving data destruction requirements, for various Government Departments, where incineration and secure logistics has been identified as a future requirement, as well as the contract having elements of SC clearance or above, a List X facility is a powerful addition to existing service capability. It provides the ability for all sites, regardless of size to be able to take advantage of the designated secure data destruction arrangements put in place. It allows for incineration where appropriate throughout the UK. It enables overnight stops at secure facilities with access to all parts of the UK within 1 day of travel and it caters for witnessed destruction when not at Government facilities.



# ADDITIONAL SERVICES CONTINUED

## Secure Logistics

### Introduction / Reason

It has been identified that as part of existing works (Secure On-Site Destruction Services), there would be significant challenges/difficulty for certain Government locations to accommodate the infrastructure involved for the duration of works.

As a result, there is the potential to securely collect/move equipment from locations that present such challenges and move it to either another Government location for the work to be completed there OR to move the equipment to Greensafe's location.

It also paves the way for potential other work, such as secure relocation work and secure incineration projects.

### The Solution

Greensafe can provide secure logistics across the UK and beyond, naturally as part of Greensafe's existing service, it is also ADISA and NPSA certified.

The service would be completed by a minimum of DBS cleared staff across the whole service but also SC cleared drivers wherever needed.

All vehicles are fitted with GPS trackers, we can geo-fence the routes, all trucks are rigid sided vehicles.

All resource and vehicles attending each location would be booked in via security in advance and in line with local requirements.

The kit can be moved as product for re-use in principle. If any items need to be moved as WEEE because they are not available for re-use for any reason, then we can also work on that and include the necessary hazardous waste consignment notes etc.

All kit to be moved, will be verified via asset management (serial number and / or asset tag scanning) prior to taking ownership, as part of the chain of custody on site if, required.

The kit will then (size and weights dependent etc.) be put into grey pallet tubs (similar to 1m3) or secured to pallets using shrink wrap.

Once received at Greensafes facility, the standard process would be adhered to, whereby all of the pallet boxes and / or pallets would be safely and securely stored until processed, asset managed, media tracked against parent devices etc.

Any media found / identified as per current process will be asset tagged where there is no asset tag currently and then shredded to 6mm or 2mm (data classification dependent) with all reporting provided.

Greensafe can operate a 2-person collection service, to ensure not only that the truck can effectively keep moving with 2 x drivers but also that any tachograph / comfort breaks mean the load is not unattended at any time.

# ADDITIONAL SERVICES CONTINUED

Greensafe would take the equipment to potentially more than one location (A and B)

A) It is envisaged, the main destination would be Greensafe's ADISA / NPSA certified location for processing.

The processing may take 1 of 2 approaches depending upon the desired outcome.

1) Greensafe process the kit as normal i.e. asset manage off-site, destroy all media like we currently do for the on-site destruction process and then provide all certs of destruction etc. as detailed above.

2) The kit/material is held securely and consolidated until there is a load to be taken to secure incineration.

B) Any other destinations would be pending approval on a job by job – this may simply be some kind of relocation work i.e. from one Government location to another Government location.

OR, this could be directly to a third party service provider such as secure incineration location which would be fully audited and signed off in advance.

## SLA Notes

For a standard (Non SC Cleared) logistics movement we would usually quote within 2-4 working days across England and Wales and then also 5-7 working days across Scotland.

For the SC cleared requirement and especially if it requires 2 drivers, 2-6 weeks. Greensafe will happily work with service requestors to book the next available date that works for everybody. Please note, for future reference, this may also depend on such as available slots for incineration (for witnessing to be able to occur etc. down the line).

## Secure Incineration Services

Greensafe offer secure incineration services, if required, however, we have certain constraints around how products are incinerated, based on device type, quantity and chemical composition. Therefore, when quoting for this service we would require the following; product, material type, quantities, weights, dimensions, along with specification sheets to determine the exact composition of materials. Dependent on location and security requirements, we may require two SC cleared drivers for overnight travel to the incineration plant.

Please contact us to discuss this service in more detail.

# ADDITIONAL DATACENTRE SERVICES

Greensafe's philosophy in regards to decommissioning services, is one of compliance and failsafe procedures; ensuring a professional solution supported by seasoned engineers with years of experience in datacentre decommissioning activities.

Whilst there are many computer recycling companies or ITAD's (Information Technology Asset Disposal) in the market place, Greensafe's knowledge and expertise separate them from the competition. As a business they have over 85 years of combined senior management experience within the industry and decommissioning services. Greensafe has a dedicated team of skilled engineers capable of assisting your teams with the decommissioning of your data centre and server environment. This is carried out with a controlled and professional approach. First by understanding the environment, the risks associated in removing the hardware and then planning a precise exit of these devices. Often this incorporates data erasure and HDD shredding as part of the overall solution. **Greensafe also offer decommissioning and datacentre relocation, with experience of moving upto 500 server racks in dedicated vehicles. Full project management is supplied.**

Thanks to Greensafe's expertise, when clients migrate to cloud platforms from traditional datacentre structures, Greensafe are often able to provide the customer with a fully costed buy-back service. Greensafe collect, data wipe/destroy and provide full reporting and certification and at the end of the process, provide a financial rebate to the client upon receipt of the IT kit into their facilities in Kidderminster. This is what - more often than not - allows Greensafe to offer a free service with a rebate.

The Greensafe teams will complete a detailed risk assessment and site survey to ensure every aspect is documented so both parties can sign off before any work commences. These risk assessments form part of a statement of works (SOW), completed for every onsite activity. The statement of works is signed off by the customer, it details the scope of work that is to be completed, including any additional aspects that are to be taken into account.

All engineers are security cleared, giving customers peace of mind that the equipment is being handled by skilled security cleared engineers. All staff have photo ID passes which are worn at all times while on customer site.

# COMPLETE SERVICES PORTFOLIO

## Onsite & Offsite Services

Onsite Shredding Services  
Onsite Data Erasure Services  
Onsite Document Destruction Services  
Onsite Hard Drive Destruction Services  
Data Centre Decommissioning & Relocation Services  
Data Centre Cleaning Services  
Office Relocation Services  
Onsite Asset Management Services  
PAT Testing Services  
Data, fibre and electrical cabling with racks and cold aisle containment services  
List X facility  
Dis-assembly trucks for destruction of HDD's, RAM, Boards & Components with IT Assets and more

## IT Recycling Services

PC Disposal Services  
Computer Re-marketing Services  
Computer Recycling Services  
Laptop Recycling Services  
Hard Drive Destruction Services  
Document Destruction Services  
Computer Refurbishment Services  
Data Erasure Services  
Secure Container Storage Solutions  
Mobile Phone Recycling Services  
IT Valuation, purchasing and buy-back services

## Supply Chain Services

Imaging & Hardware Build Services  
Returns Management Services  
Secure Collection Services  
Office Relocation Services  
Bonded Stock and Installation Services

# USER SUPPORT

## Support Levels

As part of Greensafe's overall service you will receive a named Account Manager included as part of your overall quote; with no additional charge. A Project Manager will be provided - if requested - on a day rate basis of £500 per day. This rate will reduce to £450 per day if used for 5 days, or more, per project.

Access to a Compliance Manager or Account Director will be made available at no additional cost for weekly review meetings. If an Account Director is required on a permanent basis for the project the cost will be £500 per day. This rate will reduce to £450 per day if used for 5 days, or more, per project.

Access to the Managing Director for escalation is available on request at no additional cost.

## Telephone Support

Greensafe are available via telephone 7 days a week

**Monday - Sunday 09:00 - 17:00**

**T: 01527 877 717**

## Email Support

Greensafe are available via email 7 days a week

**Monday - Friday 08:00 - 18:00** (aim to respond within 1 hour)

**Saturday and Sunday 09:00 - 15:00** (aim to respond within 2 hours)

**E: [sales@greensafeit.com](mailto:sales@greensafeit.com)**

## Web Chat Support

Greensafe are available via web chat 5 days a week

**Monday - Friday 09:00 - 17:00**

Web chat support accessibility WCAG 2.0 AAA

**W: [www.greensafeit.com](http://www.greensafeit.com)**



# IN SUMMARY

As a market leader with extensive industry knowledge, Greensafe are perfectly placed to deliver datacentre and EUC (End User Compute) IT support services for migration to the Cloud. Greensafe will enable government departments and public sector organisations to deliver a data secure, best value total cost of ownership model, whilst supporting a range of corporate social responsibility programs.

Security of IT Assets and Data has become even more important in recent years and with our recent Data Destruction offerings, covering not just HDD's, but all other system components capable of carrying data, and shredding to 6mm or 2mm fractions, you can be assured that we take all the risk of data breach away.

Whether we are working at your facility/offices or at Greensafe with its state of the art List X facility, you can be confident that our team will provide the most professional service available in the UK today.

Should you require any further detailed information about Greensafe's secure IT services, or would like to arrange a visit to head office, please contact **David Healey**, Account Director, for Gcloud14, or the Senior BDM, **Kelvin Robson**.

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