

G-Cloud 15 Service Definition Document

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N2S Company Overview

Company Overview

WHO WE ARE

Established in 2002 n2s are the market leader in innovative Technology Lifecycle Management (TLM).

Our experienced engineers and project management team, take the strain out of large-scale decommissioning projects such as;

- data centre and network decommissioning
- exchange closure programs
- workplace IT recovery.

Our expertise is employed by Gov. depts, Large Enterprise & Telco companies

Our aim is the maximum recovery of residual value from recovered IT assets, components and materials.

CAPACITY & RESOURCES



4 SECURE FACILITIES

110K sq ft of Secure facilities spread across 4 sites.



VALUE RECOVERY

Ability to pivot resources due to several non time-sensitive contracts.



FLEXIBLE & AGILE

Centres of Excellence for;

- Refurbishment
- Resale
- Recycling
- Refining

NET ZERO – RESEARCH & INNOVATION



- Research Facility dedicated to lowering carbon footprint and maximize recovery of metals and other materials from technology.
- Scientific Test and Analysis Equipment to detail the content of equipment at atomic level.



CABLE RECOVERY

5 granulation lines to recover copper and plastics



TRACKED VEHICLES

A fleet of hard sided vehicles from caddy to artic



MOBILE AND OFFSITE HDD/SSD/TAPE SHREDDING

20m Strip, 12m Strip and 6m particle



SC FIELD ENGINEERS

Experienced in working in high security environments (GOV. depts, Banks)



ACCREDITATIONS

Certified to carry out data sanitisation at SECRET level and below.



COVERAGE

UK wide – including Highlands, Islands and N.I.

Network 2 Supplies Limited (n2s), is a company incorporated in England, with registered number 4617783, whose registered address is Eldo House, Kempson Way, Bury St Edmunds, Suffolk. IP32 7AR ("N2S"). n2s has four sites (with over 140k sq feet of facilities) to support customers from and with a network of engineers spread across the UK, n2s can service large corporate and public sector bodies across the UK (including Highlands and Islands).

Head Office

Network 2 Supplies Limited

Office: 01284761111 / Fax: 01284719093

Network House, Western Way, Bury St Edmunds, Suffolk, IP33 3SP, UK.

<http://n2s.co.uk/>



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N2S Scope of Work

N2S has a flexible approach to developing customer centric solutions such that organisations can acquire, use and dispose of IT hardware easily, securely and responsibly.

As each customer is unique in their requirements N2S will always develop in consultation with their clients a detailed Scope of Work (SoW). This will include all agreed outcomes and Key Performance Indicators (KPI) and if required a formal quotation for the provision of the agreed services.

The SoW is agreed in advance of any project commencing and is supported by a Purchase Order (PO) Confirmation once the SoW has been agreed and a PO provided from the customer.

n2s Schedule of Services

The fast pace at which the technology industry evolves has meant that businesses are using and replacing IT equipment more frequently than ever before. The need for a reputable ITAD provider is becoming a growing requirement for businesses of all sizes.

Supported by a team of team of 40 security cleared engineers and IT technicians n2s offers customers a tailored solution for their IT landscape. n2s is CAS-S certified (NCSC) to handle data up to SECRET and below with a dedicated data destruction team of 8 engineers. On all projects certificates of data destruction (CDD) or Certificates of Destruction (COD) are issued. n2s recognises and works to an excellent standard of quality, fully adhering to all global security and privacy regulations, including GDPR.

N2S have a modern fleet of 40 vehicles, with the combined carrying capacity of over 120 tonnes to efficiently and securely transport assets to and from each customer location as appropriate to the agreed SoW.

The following Schedule of Services outlines the capability and the credibility of N2S to support customers in meeting the disposition needs of IT and Telecoms equipment in a secure and sustainable way. Should any additional services be required that are not listed here then these can be discussed between the parties as the detailed SoW is developed.

To meet the needs of its customers N2S has focused its core business offerings into three key categories of professional services, resale and recycling. A SoW will incorporate any of the following services.

Professional Services

N2S's professional services offering is further divided into Recovery & Decommissioning, Data sanitisation (on and off site and Preparation & Installation services all supported by N2S's own Logistics capability.

Recovery & Decommissioning

N2S is a specialist in large scale multi-site deployments, de-installations and decommissioning of IT equipment including desktops, screens, unified communications/telephony and managed print. Whether you're looking to replace outdated IT systems, add additional technology to your infrastructure or get your business off to the best possible start, N2S can help.

Services include:

- Workstation refresh
- WAN migration
- VoIP migrations and mobile handset staging/deployment



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- Printer refresh/installations
- Technical logistics – delivery, dispatch and deploy
- Project delivery
- Network refresh
- WIFI rollout
- Server migrations

Our proven process begins with a site survey and audit. By gaining an overview of your IT landscape, we can work with you to find out where your most pertinent challenges and greatest opportunities lie. This enables us to provide clear insight for your business so you can boost efficiencies, cut costs and reduce risk.

Data Destruction (Onsite or Offsite)

N2S is the UK's market leader in IT security and data protection. Trust us to free up space on your systems, help you gain regulatory compliance or prepare your business for transformation by safely and ethically erasing your sensitive data. Our options extend to not only hard drives, but media devices, tapes and any other device which can hold or store critical data

N2S are certified by NCSC (National Cyber Security Centre) under the "Commodity Assured Service scheme for Sanitisation" (CAS-S) (CESG Assured Service Sanitation) which enables us to provide a sanitisation service approved for use at "Secret and Below" where required.

This certification is derived from the destruction outcomes as listed in the Cabinet Office/CESG document "HMG IA Standard No.5 Secure Sanitisation." Accreditation allows N2S to specialise in the onsite and offsite destruction of Government Security Classified data bearing assets in accordance with the CESG policy.

CESG is the information security arm of the Government Communications Headquarters (GCHQ) and the National Technical Authority, which is considered the definitive voice on the technical aspects of information security in the government.

Data Destruction Options

N2S are happy to provide various options for data sanitisation and resale of equipment with potential value. These include sanitising hard drives for reuse within the existing equipment or the removal and physical destruction of a hard drive to enable resale of "empty" equipment mitigating any data security Concerns.

- Security guaranteed – All N2S engineers are BPSS or SC cleared as a minimum.
- Collection of HDDs / Items using secure bins within customer data centres
- Total compliance against global security and privacy regulations
- HDD shredded in Accordance with CAS-S Code of practice
- N2S are a Blancco registered user for your data erasure needs

N2S offer various methods of data destruction, both physical and software based at our HQ in East Anglia or at client site – as required. A serial number inventory of all hard drives can be created for issue as a destruction certificate or client gathered data can be used.



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Data Erasure

If hard drives are to be re-used or sold the data will be erased. N2S are certified by the CESG Assured Service Scheme (CAS-S) to provide a sanitisation service. We use "HMG IA5 Higher Standard" as a default, consisting of 3x overwrites but can use other standards such as the equivalent US NIST standards or DoD method if required. N2S use NCSC certified overwriting software. Any hard drives failing the data erasure process are physically destroyed.

Hard Drive Shredding

Using a shredder, the hard drives are cut into thousands of small pieces. This is suited for large-scale projects and can be undertaken onsite at your premises or off site at N2S. If required for HMG protectively marked assets, hard drive shredding down to 6mm particles can be undertaken. Options are available for SSD and other portable storage devices.

Other onsite data destruction services are available.

Preparation & Installation Services

N2S are specialists in large scale multi-site deployments, de-installations and decommissioning of IT equipment including desktops, screens, unified comms/telephony and managed print. Take advantage of the latest technology, improve your existing infrastructure and set your business up for a more productive and profitable future. Our experts can support you by auditing your environment, recommending the best approach and installing CPE, print, desktop and telephony solutions.

Supported by a large fleet of vehicles and Microsoft and Cisco certified engineers N2S are able to provide installation solutions across the entire IT landscape.

Additionally, N2S is able to utilise its two warehouses and provide storage and distribution solutions alongside preparing devices for deployment delivering a plug and play experience.

Resale

IT & Telecoms Sales

When agreed within the SoW the N2S sales team will resell any re-marketable equipment to provide financial return to the customer. N2S's remarketing team utilise a global network of buyers to ensure the maximum resale revenue is achieved and returned to the customer via flexible commercial models.

We are fully transparent in our process to ensure that you understand your equipment's resale value, any preparatory costs involved in its sale, such as Data Destruction, and its subsequent resale value.

Key information required for pricing and planning:

- Networking / Telecoms: Full part number, additional modules installed, condition (used, refurbished, new open box, new sealed box)
- Desktops / Laptops / Servers: Manufacturer, Make, Model, Processor/ memory specification, serial numbers if available
- HDD specifications are required on the desktop/laptop part
- When the devices will be ready for collection
- Location



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Once assets have been removed off site and decommissioned, dependent on the customer's requirements and type of asset, N2S will endeavor to refurbish and resell the equipment. Assets that are resold are placed under a comprehensive process to ensure they have been refurbished to a high standard and **ALL** data erased.

This includes grading assets and identifying any repairs required

Grading

There are many variations in the condition of redundant mobile and IT equipment and as such all equipment will be graded where applicable and the rebate payable will be determined as per each individual item upon testing.

We endeavor to be as competitive as possible with our grading and subsequent pricing structure to our clients.

The following grading structure outlines the condition guidelines:

New Condition:

- Equipment in original manufacturers packaging, in very good condition with original seal still intact.

Grade A Condition:

- Perfect working condition with no parts missing.
- No discoloration of plastics and/or overall casing.
- Very minor signs of use are accepted.

Grade B Conditions:

- Perfect working condition with no parts missing.
- Light cosmetic damage. General scratches, marks, wear and tear are acceptable.
- Removable security markings.

Grade C Condition:

- Working equipment with heavy/severe cosmetic damage such as major scratches, dents, cracks.
- Screens suffering from ghosting, pressure spots, cracked/broken panel, major pixel failure.
- Discoloured plastics and/or casing
- Indelible or permanent security/asset tags and markings.

Grade D Condition:

- Faulty equipment deemed as BER (beyond economic repair) for both cosmetic and functional issues.
- No rebate supplied on Grade D assets which are recycled to WEEE standards.

Caveats

- Equipment received must match exactly, line by line, as per the original list(s) provided by the supplier. Any changes to the quantity and/ or condition of the equipment supplied will affect the price accordingly.
- Equipment for purchase will be left whole wherever possible i.e. not stripped or broken down.
- Equipment for purchase will be stored by supplier with due care and attention to preserve any resale value to show that the Waste Hierarchy Regulation 12 2011 has been adhered to.
- All prices offered are subject to market conditions.
- All initial values are based on the equipment being in the specified Grade and basic factory configuration unless otherwise stated.



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- IT Equipment that is received by N2S for sale will immediately go through service assurance and testing process when it is received at the N2S facility to ensure functionality. If the client subsequently decides they do not wish the sale to proceed, for any reason, the cost of this service assurance and testing will be passed on to the selling client for payment before the goods are returned.

Recycling

N2S are the leaders in the pursuit of zero waste technology, delivering a disposal service that consistently returns technology waste to maximum re-use. Where possible, we refurbish and resell redundant equipment, with our IT and Telecoms sales service. All goods not for resale are appropriately recycled to ensure 0% waste is directed to landfill.

The team has a unique approach to IT recycling, using a refined process of dismantling each item to reduce cross contamination and ensure every element is recycled correctly. Our methods are compliant with current WEEE (Waste Electrical and Electronic Equipment) recycling legislation and we provide a complete audit trail throughout the process. This includes full end-of-life audit reports and certificates of destruction to ensure you can track the journey of your old equipment, to a zero-landfill end of life guaranteeing a high-quality service and peace of mind for our customers.

If you also need to erase data from equipment before it is recycled our Data Destruction team are qualified to destroy data to Government secret level.

Our recycling services include:

- All IT & Telecommunication equipment
- Printed Circuit Board recovery
- Precious metal recovery
- Cable recovery
- Cable granulation
- Environmental compliance

A detailed Statement of Work is required before commencing any recycling project.

Bio Leaching – A UKRI sponsored Innovation

N2S is committed to the UN Sustainable Development Goals and passionate about increasing the circular economy of IT equipment in two ways; through encouraging resale/re-use and innovating environmentally friendly processes for extracting rare and precious metals from redundant technology.

50M tons of e-waste is generated globally each year, the material value of this waste is worth at least £50bn. Millions of people across the world are thought to work informally recycling these materials through open burning, exposing themselves and the environment to toxic fumes which then find their way into the water supply and food chain, poisoning animals and humans.

“There are up to 40 metals within the complex structure of a printed circuit board”

A large amount of the value of this waste material is found within printed circuit boards (PCB's), which are found in nearly all electronic equipment. There are up to 40 metals within the complex structure of a printed circuit board; gold, copper as well as many rare earth materials, many of which are used in technology such as our mobile phones.



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Scientists have warned some of these substances are running out due to their limited supply, their location in conflict zones and the high rate that technology such as mobile phones are being thrown out. Formal recycling of printed circuit boards has traditionally come with a large carbon footprint, printed circuit boards can travel thousands of miles to refineries where they are burnt, and a lot of the valuable material lost and not recovered.

The solution

N2S has been advocating and providing circular solutions for extending the life of technology for many years, but most recently has collaborated with Coventry University to develop a way of harnessing the power of nature, using BioTechnology to extract/ Urban mine the valuable material within printed circuit boards in an environmentally friendly way.

"N2S built a carbon neutral BioTech green refining solution at a state-of-the-art cambridg4e facility where this new refining process has been developed and commercialized"

This new refining process has been developed to help to close the loop on the circulatory of IT and drastically reduce its carbon and environmental footprint.

The new process uses bacteria to extract metals from printed circuit boards and is funded through a UJKRI government initiative known as a Knowledge Transfer Partnership (KTP) which enables the collaboration of academia and industry.

This solution has been recognised by DEFRA and we are proud to be a member of and supported by the Government Digital Sustainability Alliance (GDSA) a group focused on Sustainability in ICT and made up of Academia, Government & Industry leaders to work towards Global solutions in support of the UN Sustainable Development Goals

If you want to understand more about the process or be included in the development of the process as we scale this to an industrial solution contact N2S.

Site Survey and Asset Audit

N2S Site Survey and Asset Audit service provides a clear insight into IT resources, including voice and data networks, desktop estate, infrastructure management & Data Centre. This service may be done on site or remotely (phone and teams).

This service is especially useful for companies looking to move or exit operations from specific locations or those looking to move IT resources into the Cloud or to hosted providers.

The Site Survey typically requires 1 day onsite with a report delivered back to the client within 48 hours. The Asset Audit may be done remotely and typically takes two hours.

The report will contain the following information:

- Site address
- Device count and type (manufacturer, function)
- Value of the equipment for re-use / sale or recycle
- Recommendations



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- The report includes:
- Engineer on site for 1 day
- Writing and delivery of report
- White labelling of service as required

Notes:

- Excludes travel (charged at 40p / mile) and accommodation if required
- Costs can be offset should equipment being removed have significant value for recycling or resale

A detailed Statement of Work is required before commencing.

Logistics

Secure Tracked Transportation

Complete chain of custody underlies all N2S's logistics operations. N2S can provide secure auditable transportation solutions to meet all customer requirements. As a minimum, staff are PES or BPSS checked. SC cleared staff are available if required. All vehicles are satellite tracked and can be viewed "live" by authorised staff at N2S. Route reports can be created if required. All staff have mobile phones to enable contact with N2S HQ

N2S currently have a fleet of 5 lorries and 22 vans for the delivery or collection of assets from and to client and partner sites, depending on the requirement as follows:

- Van - Car size, carrying capacity 500kgs
- Van - Transporter size, carrying capacity 750-1000kgs
- 5-7.5 tonne, carrying capacity 2000-2200kgs (tacho)
- 18 tonne rigid, carrying capacity 9000kgs (tacho)
- Articulated, carrying capacity 15,000-21,000kgs (tacho)

Equipment is packaged properly at point of collection. The use of bubble wrap, crates and cages used. This is to ensure the quality of the equipment is maintained during transportation and therefore re-use opportunity is maximized.

- N2S logistics fleet provide the following features:
- Photo ID for driver provided.
- Drivers to security cleared to at least BS7858 or equivalent.
- GPS Tracked, dedicated vehicles.
- Solid sided vehicles.
- Curtain sides are NOT allowed unless agreed in advance for non-secure recycling collections
- Electro or mechanical immobiliser.
- Alarmed. Communication with base via telephone or radio.



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- Inventory managed on and off the vehicle with a box count. Additional or non-inventoried items shall be manually added to paperwork and signed for.
- Imposter prevention - The issuing of driver's details and vehicle details issued to client prior to collection.
- For secure collections, rigid paneled vehicles are used with a lockable load area that cannot be accessed from the driver's compartment.
- Ability to provide uniformed staff and un-uniformed staff to accommodate client demands.
- If required, pre-planned routes to and from site can be followed. If secure collections are required, these can be planned & manned to minimise disruption caused by fuel stops and driver's hours/tachograph breaks.
- N2S are authorised by the Environment Agency for the transportation of hazardous IT waste material.
- At the point of collection, an "ETN" (Equipment Transfer Note) is issued. This ETN contains a unique identifying number which is used to provide continuity throughout the destruction/recycling process including the issuing of any data destruction certificates.

Account Management

As appropriate to the customer engagement N2S supports our customers with access to a Customer Support Team alongside Account Managers and Business Development Managers to manage both existing business and support customers with the development of complex sustainability solutions.

Reporting

In order to ensure compliance with a variety of global legislation and internal business processes comprehensive reporting is a key aspect of any client engagement. A key aspect of the SoW is agreement at the outset of each client engagement to the required reporting types, content and frequency.

N2S is unique in the quality of its Environmental reporting which identify weight of equipment collected, processed and recycled and using complex academic tools that enables to quantify those volumes against UN Sustainability Goals within its Sustainability Dashboard.

Typical reports include:

- Asset Register
- Volume Reports
- Waste Transfer Notes
- Duty of Care Notes
- Hazardous Waste Consignment Notes
- Certificates of Destruction
- Certificates of Data Destruction
- Financial Settlement Reports

N2S provides the above reports as standard.



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Key Performance Indicators and Service Level Agreements

The requirement for regular Service Reviews and Quarterly Business Reviews is agreed at the outset of any customer engagement. Service levels are established at the time of account setup and are tied into key performance indicators (KPI's) to measure overall performance of the account.

Typically, a service review would include:

- review of operational performance against SLA
- customer satisfaction
- improvement initiatives
- operational risk and
- risk avoidance

Any performance deviations or anomalies are identified, and corrective and preventative plans are set in place to ensure systematic resolution. Additionally, these meetings will include a review of any issues or incidents that have been escalated along with any required or recommended changes to in country SOW that might be needed and would be subject to change control.

Quarterly Performance Review Meetings (QBR)

Quarterly progress meetings will be scheduled to review the delivery of the service against the requirements of the contract. N2S would expect to report on audit, risk and governance, any key stakeholder and structural changes and update the customer on financials as a key metric. Each meeting will focus on the previous quarter's achievement against SLA, on industry best practice, and delivering continuous improvement and innovation and a focus on the next quarter's priorities.



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N2S Contacts

Communication is core to the success of any business partnership. In order to ensure the ability of our customers to contact N2S the following customer contacts should be used.

For general queries, regards sales or services contact the customer support team who will be able to support you or direct your enquiry as appropriate.

N2S Customer Support

PHONE: +44 (0) 1284 761111

Email: hello@n2s.co.uk

Escalations

For any escalations direct queries to:

CUSTOMER SUPPORT

Name	Title	Contact	email
Samantha English	Customer Operations Manager	07867 455203	Samantha.english@n2s.co.uk

SALES & ACCOUNT MANAGEMENT

Name	Title	Contact	email
Ben Hirst	Commercial Director	07920884101	Ben.hirst@n2s.co.uk

OPERATIONS

Name	Title	Contact	email
Ian Rafferty	Group Operations Director	07736946972	ian.rafferty@n2s.co.uk

Disaster Recovery & Business Continuity

N2S disaster recovery and business continuity documentation is confidential but can be provide on request.



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