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### PURPOSE

The objective of this document is to ensure that the files are destroyed in safe environment and retained as per the standard process.

### SCOPE

This process will be closely monitored and followed at all the warehouses across India. Branch Manager / Warehouse Supervisor will be responsible for timely destruction of documents and to follow the process.

### REFERENCE

#### 1) Destruction.

- Retrieval request form.
- Destruction certificate.
- Destruction report

#### 2) Retention.

- Pick-up Ticket (pre printed form generated by the system).
- Pick-up Request Form.
- Receipt Of Document (same as part of destruction list).

### RESPONSIBILITY

- The branch manager is the owner for destruction process at OEC Records Center. He is authorized to designate trained staff from his team to sign on behalf of the company in specified forms and records.
- Quality of this procedure is the responsibility of the branch manager.

### PROCEDURE / DESCRIPTION OF ACTIVITIES

The following steps are included in destruction process:

- Email confirmation is received from the client requesting for destruction of records in standard retrieval request form at the designated email id.
- Customer service team verifies the authorisation.
- Upon confirmation of authorisation work order is created by the customer service team within 24hrs from the receipt of the email (depending on the volume)
- A mutual date is agreed by OEC and client to visit respective records centre for verification and destruction/retention of records.
- Deputed team at respective OEC Records center begins retrieval of records at least 2 days in advance based on the number of boxes/files as per the destruction work order.

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- Warehouse confirmation is done in the TOBAS for boxes/files based on the records retrieved as per destruction work order and moved to the earmarked area.
- This earmarked area will have a location code. The Location code & box barcodes are read & uploaded in the system to release the original rack space.
- Once the records are retrieved, the same is verified by deputed OEC's team to ensure that there are no gaps or variations as per the destruction work order list.
- After the records are thoroughly verified the records are handed over to the client and an acknowledgement is collected from the client at the end of the day.
- Upon receiving the boxes/files from OEC, client shall verify and identify the records for destruction purpose and marks with appropriate "X" marking with RED on boxes/files.
- The identified file/boxes for destruction by the client are finally read/gunned in TOBAS.
- The identified file/boxes for destruction are moved to safe shredding area by OEC team.
- Shredding of records is done using strip shredding machine in presence of the client or as per client instruction. Only the Paper is shredded and scrap is kept separate.
- Once the shredding of records is completed OEC to issue destruction certificate with necessary attachment/supporting on the same day or maximum within 24hrs of completion of the entire activity or within 24hrs of closing of the destruction work order. The destruction certificate should be signed by Branch Manager or Assistant Branch Manager.
- Client to confirm the details mentioned in the destruction certificate and to provide acknowledgement copy to OEC.
- OEC to archive (hard and soft copy) the acknowledge copy as per the standard filling system.
- After the shredding, shredded paper pulp is weighed.
- Details of the boxes/files that have been shredded and the scrap weight are shared with accounts team for billing purpose.
- The boxes that are in good condition are reused for internal purpose after removing /peeling/scrapping off the box bar code and strapping them in packs of 10 boxes.

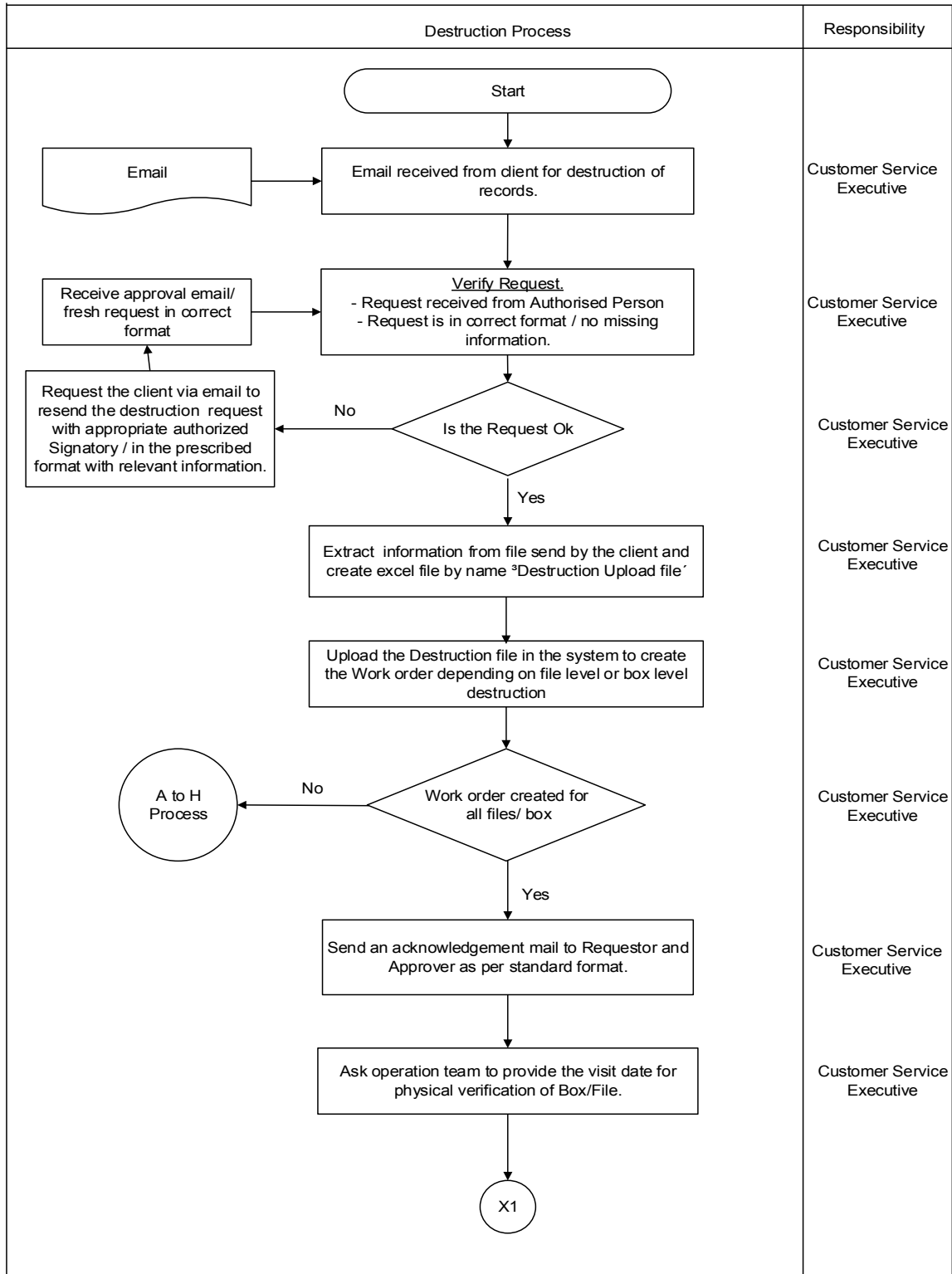
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- Boxes/files are retained on case to case basis as per client's instructions. In special/exceptional cases, the weight of shredded white paper pulp only is shared with the client. Under no circumstances, the weight of other scrap material is shared with the client.

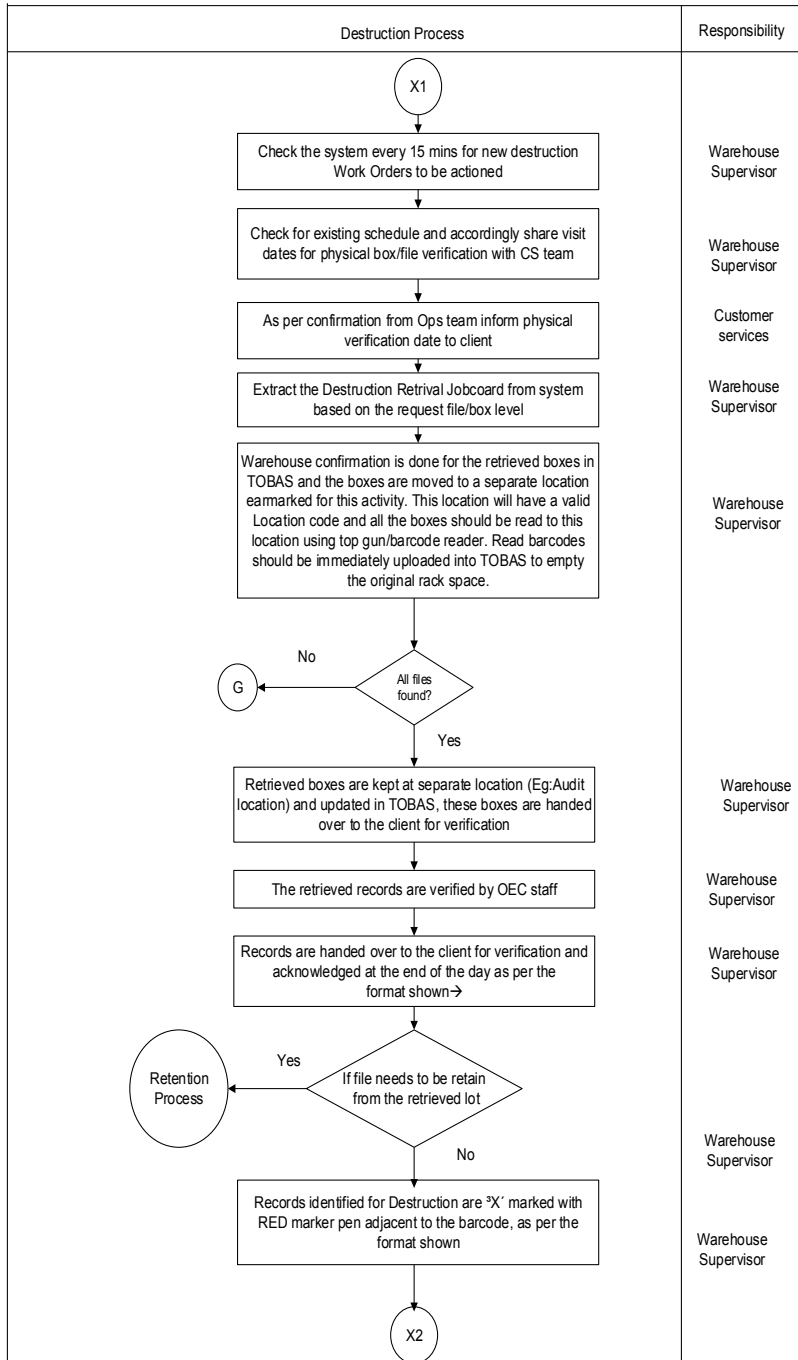
**The following steps are included in retention process:**

- Boxes/files that are finally identified for retention are kept separately in holding area
- Files are sorted for easy identification viz division, department, location etc.
- Files / boxes are reinventorized and various scenarios as explained in process flow chart in detail.
- Once the volume of boxes/files is determined, the information is shared with the pickup team on daily basis for creating the pickup job card.
- Upon receiving the details, the pickup team initiates the standard pickup process.
- Once the pickup process is completed, the boxes are registered in the system (pickup entry).
- A fresh inventory (soft copy) is created immediately once the retained files are read into the box.
- A sample check / quality check is done for the data before sending the same to the client.
- Fresh inventorised data (soft copy) of the retained boxes/files is shared with the client via email/CD/DVD/SFTP as per agreed process.
- Client to acknowledge the receipt of data within 48hours so that the same can be processed for billing
- Details of the boxes added in the system (if any) are shared with accounts team for billing purpose.

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Responsibility

Warehouse Supervisor

Warehouse Supervisor

Customer services

Warehouse Supervisor

Warehouse Supervisor

Warehouse Supervisor

Warehouse Supervisor

Warehouse Supervisor

Warehouse Supervisor

Warehouse Supervisor

Warehouse Supervisor

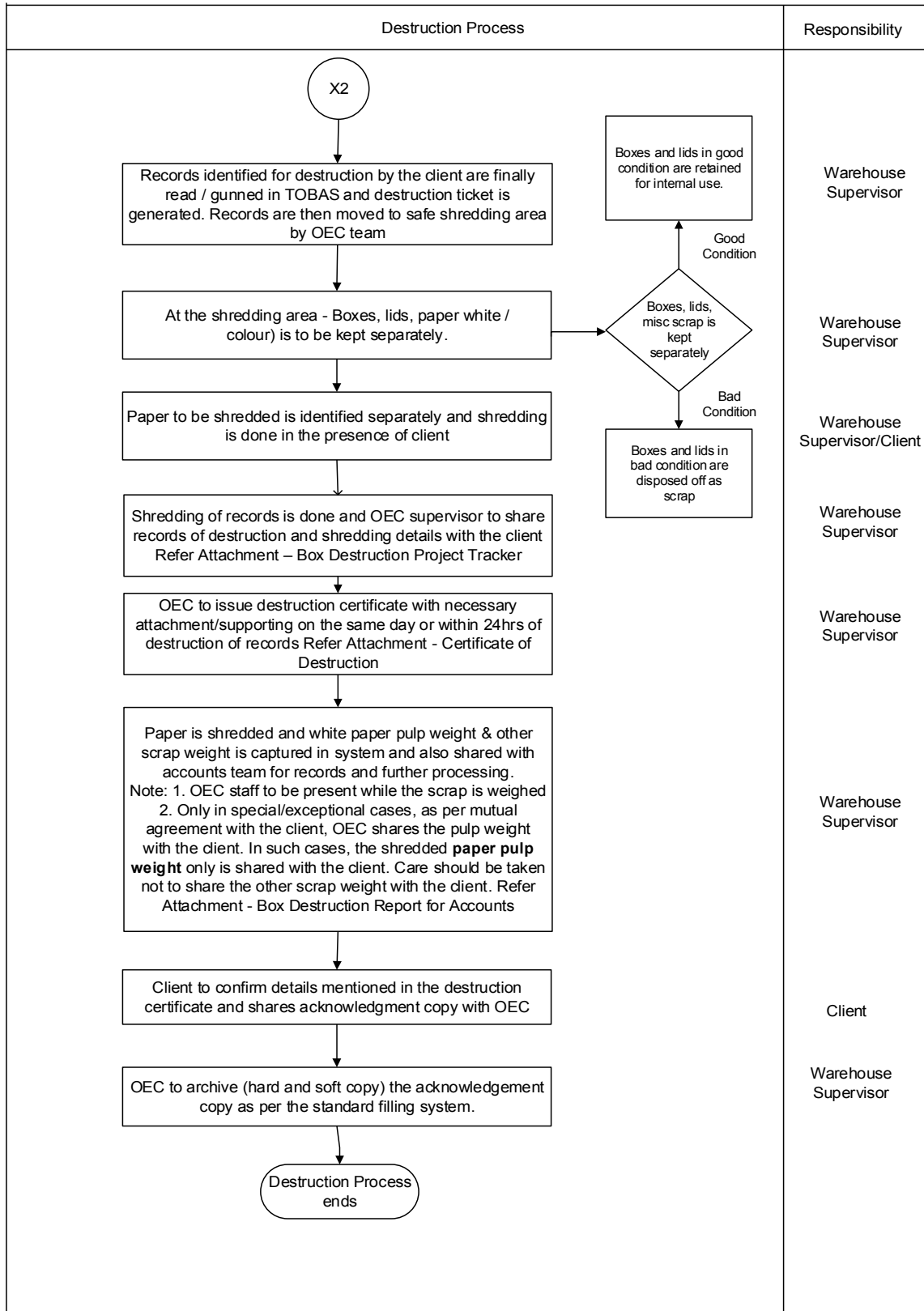
|               |                  |                 |                             |
|---------------|------------------|-----------------|-----------------------------|
| Serial Number | OEC File Barcode | OEC Box Barcode | Box Destruction Date at OEC |
|---------------|------------------|-----------------|-----------------------------|

OEC File / Box Barcode

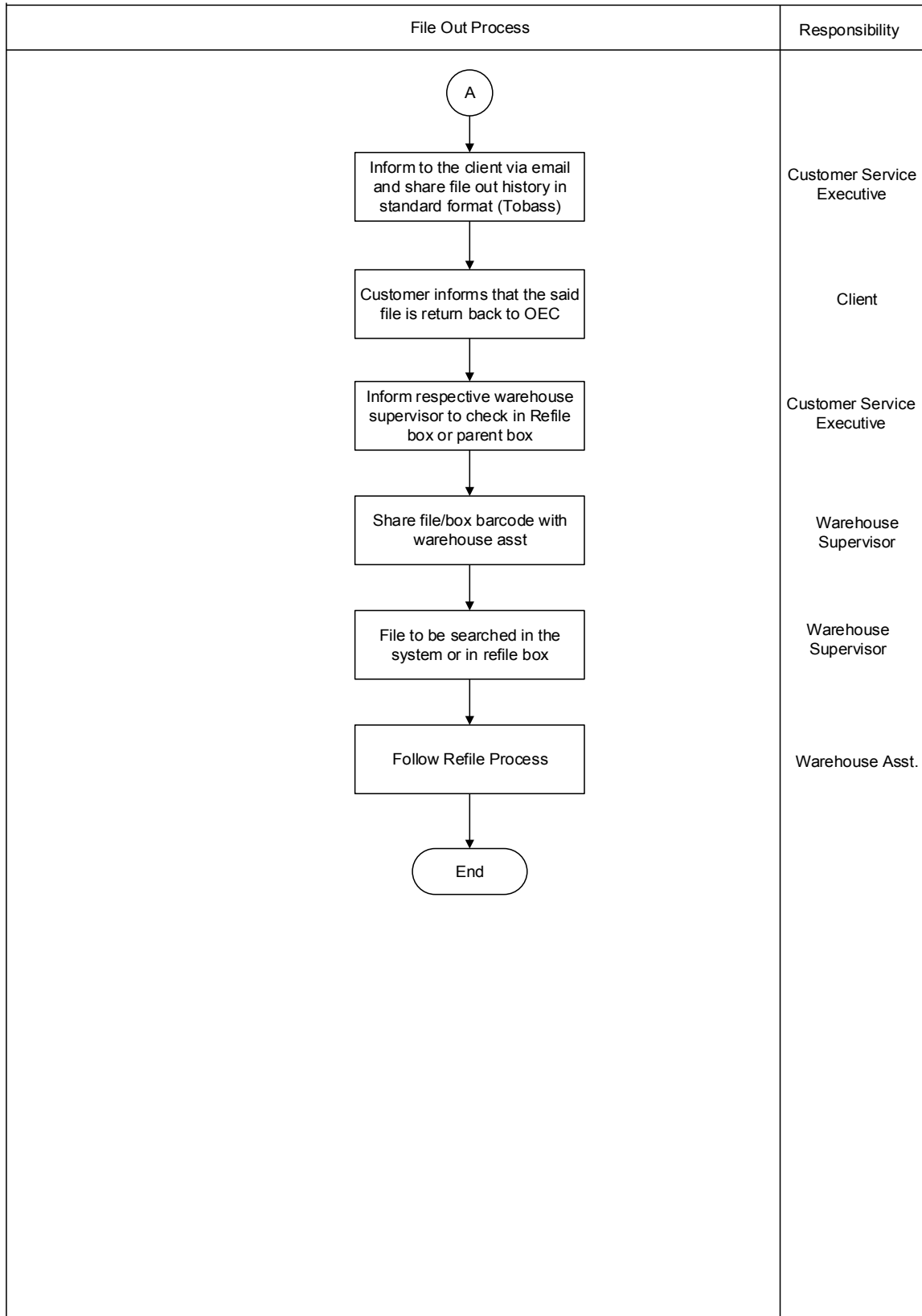
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X

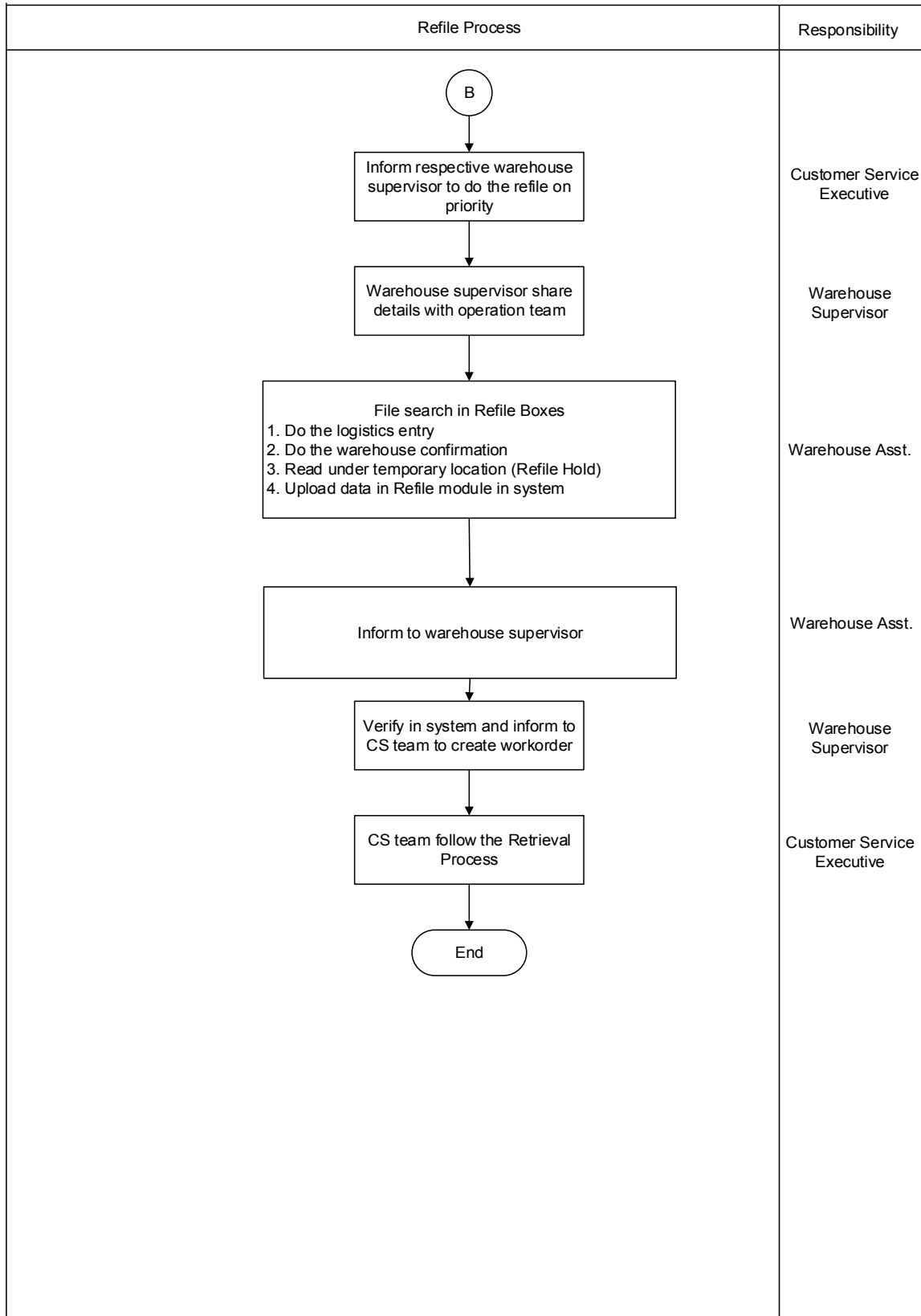
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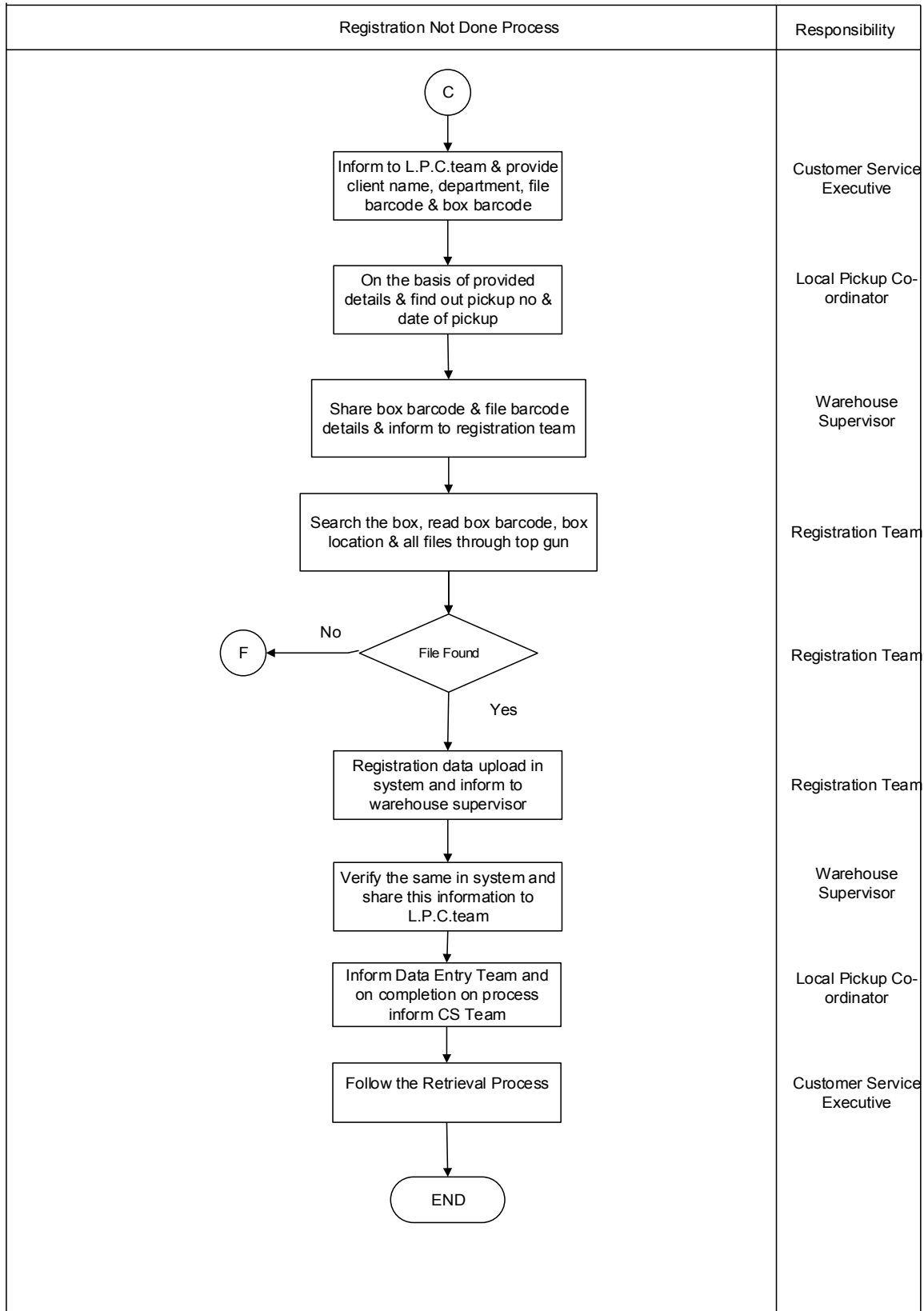


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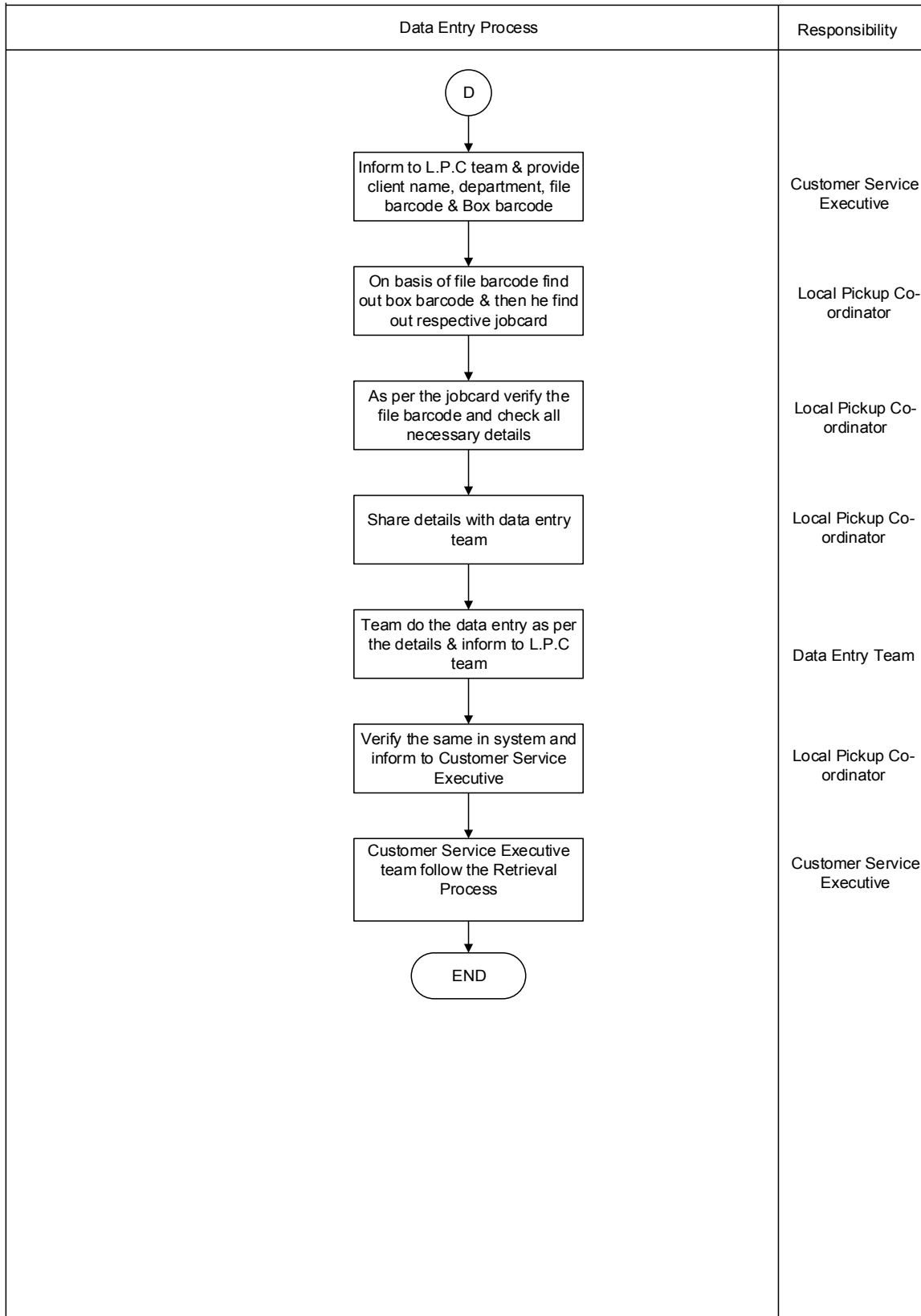




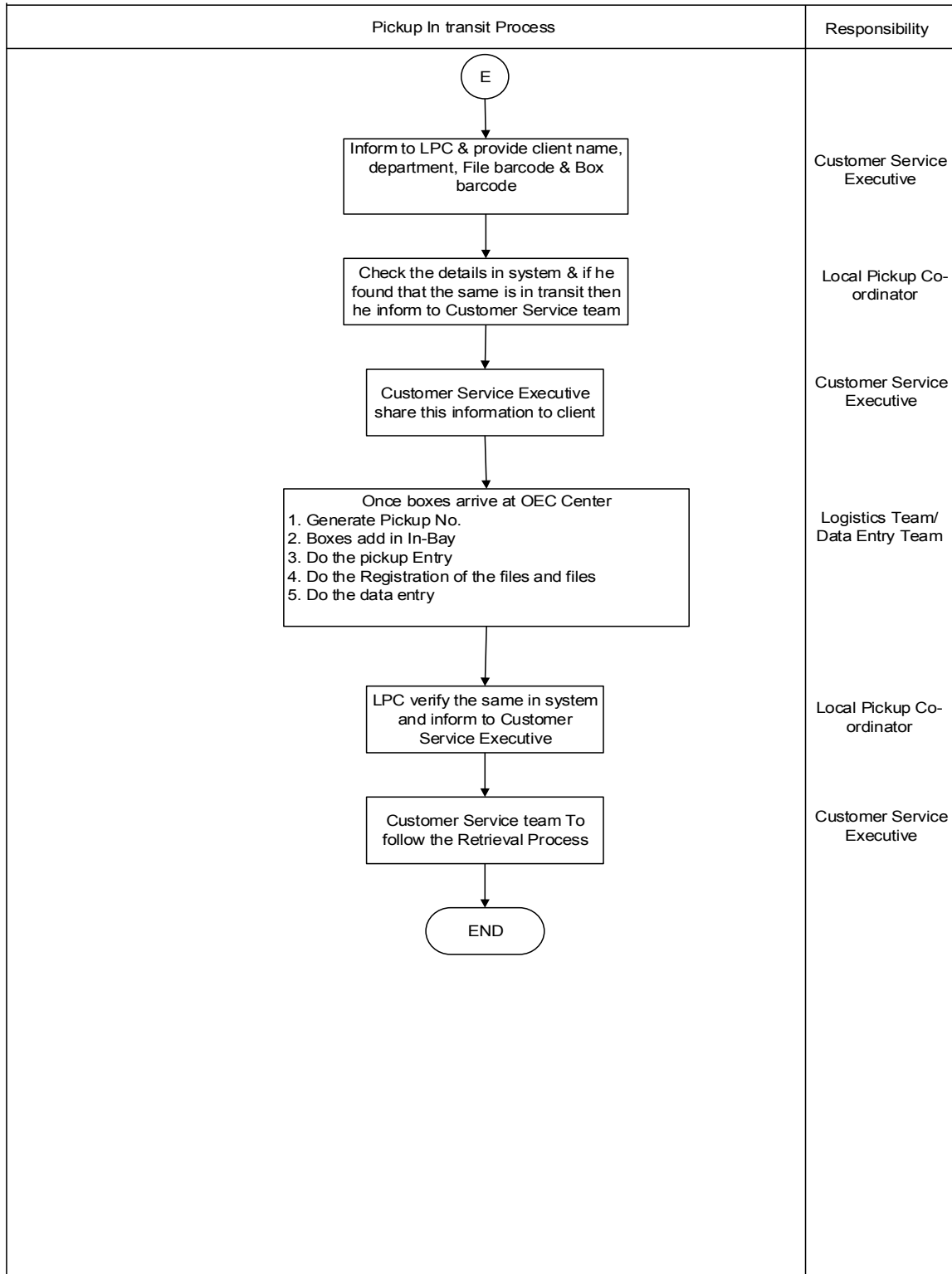
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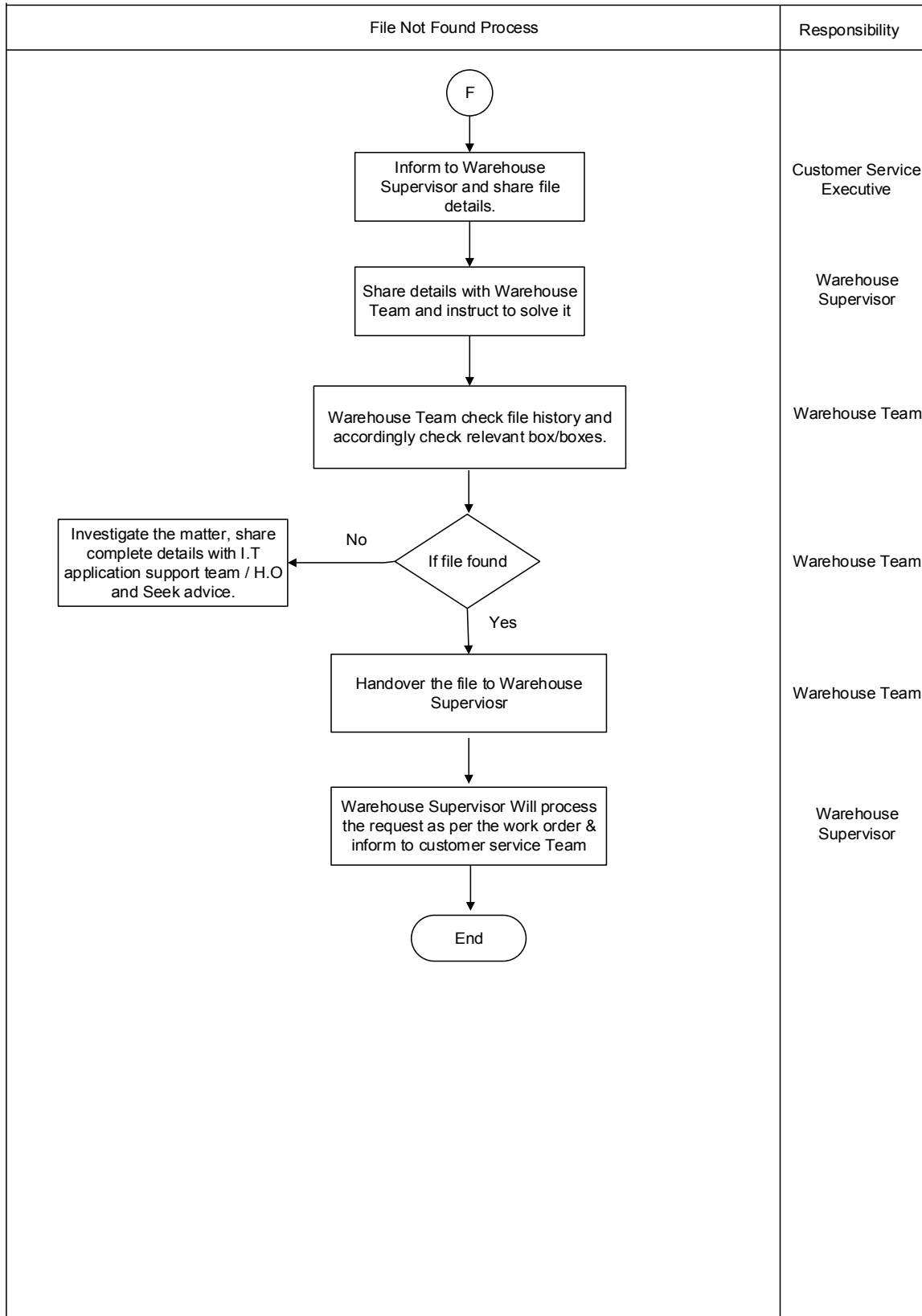
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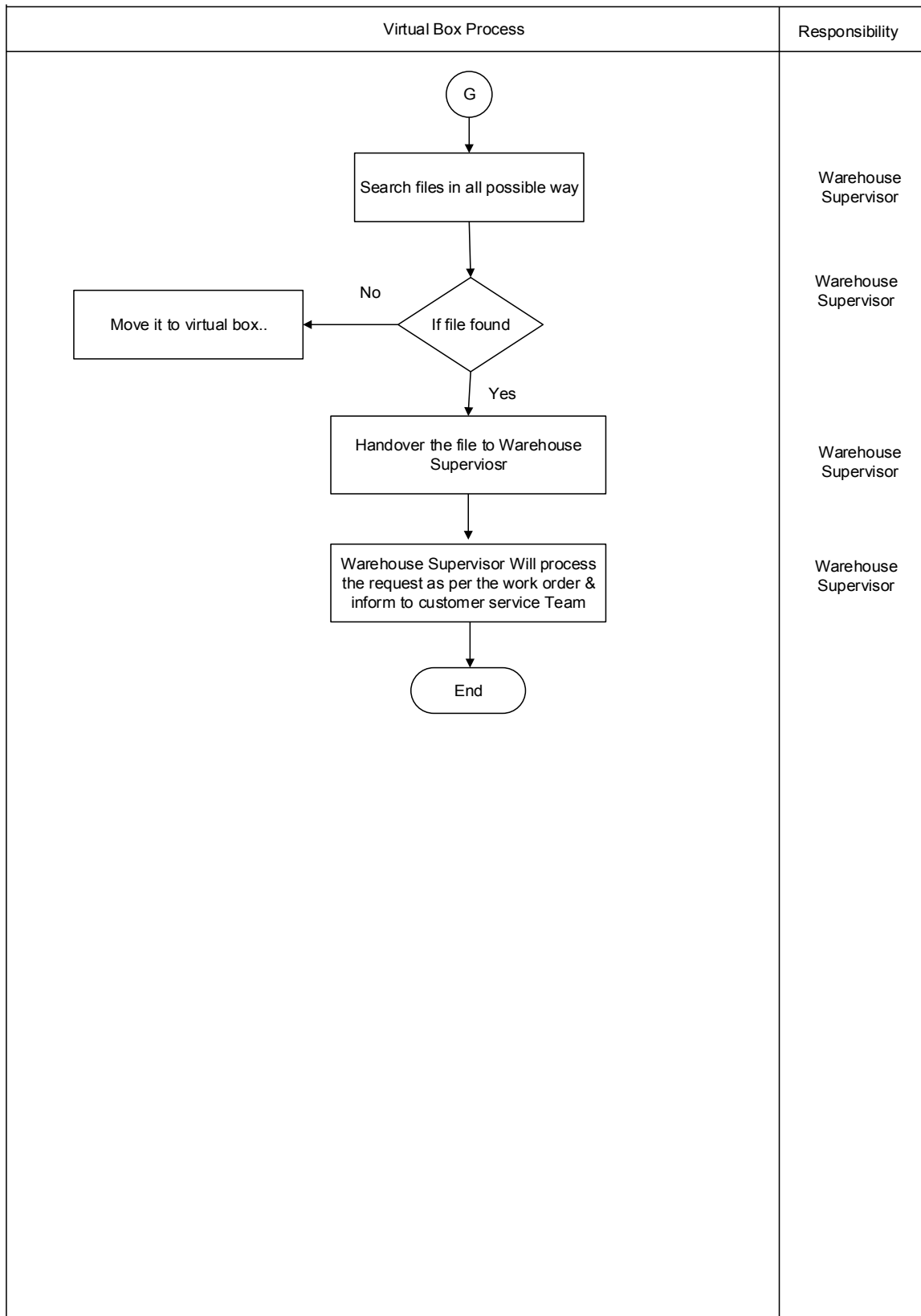
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**FORMATS / EXHIBITS**

| DESTRUCTION REPORT (FILEWISE) PAN INDIA From dd/mm/yyyy To dd/mm/yyyy |                        |                   |             |            |        |                  |                                |                             |          |                        |                                |                           |
|---|------------------------|-------------------|-------------|------------|--------|------------------|--------------------------------|-----------------------------|----------|------------------------|--------------------------------|---------------------------|
| Destruction Workorder No  | Workorder created date | Destruction Level | Client Name | Department | Branch | Work order count | Total File count in work order | Warehouse confirmation done | Retained | Final Destruction done | Warehouse confirmation pending | Final destruction pending |
| DSxxxxxx  | dd/mm/yyyy             | Box               | xxxxxxx     | Yyyyy      | Mumbai | 2                | 558                            | 556                         | 5        | 500                    | 2                              | 51                        |
| DSxxxxxx  | dd/mm/yyyy             | Box               | xxxxxxx     | Yyyyy      | Delhi  | 3                | 321                            | 86                          | 12       | 10                     | 235                            | 64                        |

| OEC Request format |           |                 |                       |                    |           |        |        |                     |          |   |                 |                            |           |   |                          |                        |
|--------------------|-----------|-----------------|-----------------------|--------------------|-----------|--------|--------|---------------------|----------|---|-----------------|----------------------------|-----------|---|--------------------------|------------------------|
| Branch Ref. No.    | Cost Code | Box No/Bar Code | File No/File Bar Code | Transaction Branch | Cheque No | Amount | A/c no | Date of Transaction | Batch No | Mode (i.e Scan/Fax/Courier/Hand Delivery/Email information) | Request send By | Request to be delivered to | Dept Name | Branch mailing address where physical copies have to be sent. | Priority (Normal/Urgent) | Remarks / Instructions |

**OEC** Records Management Company Pvt Ltd. 19C21903, 19B, Preeti Colony One Sector 33-A, Vasant Vihar, New Delhi 110023. HP: 22 4029442. www.oecrecords.com

Client : HBI Bank Ltd. Team Leader : MR. ANIL DIVEKAR  
 Division : AOD. Department : Ecbop Aod  
 Address : MIGRATION. Assigned To : ANIL PAWAR

Contact : JIGNESH DOSHI  
 Date : 31 Oct 2015. Internal Pickup Reference No :

Pickup Jobcard No : JCO100043779. Out Going Ref No : MUM / 48697

Signature of Team Leader: \_\_\_\_\_ Authorized Signature (with date and Time): \_\_\_\_\_

| Pickup - Up Summary    |                   |  |                         |
|------------------------|-------------------|--|-------------------------|
| OEC Bags               | Big Boxes (1.50)  |  | Total No. of Files      |
| A.O.D Boxes(0.75)      | Sealing Of Files  |  | Total No. of Boxes      |
| Universal Boxes (1.25) | Transportation of |  | Total Volumes(Sd Units) |

Additional comments/Notes : Comments not verified

OEC Bags converted into \_\_\_\_\_ UNI/AOD/BIG BOXES

| Customer's Official   | OEC's Pickup Official                            | OEC's Information Center    |
|---|--|-----------------------------|
| Delivered By (Name)<br>Verified OEC Pickup Official Id card<br>Received copies of transmittal Forms | Pickup-Up By (Name)<br>Shown ID Card to Customer | Received By (Name)          |
| Sign & Stamp<br>Date & Time   | Sign & Stamp<br>Date & Time                      | Sign & Stamp<br>Date & Time |

EMP CODE: \_\_\_\_\_ COST CENTER: \_\_\_\_\_

Date /Time : 31-Oct-2015 17:15 Page No : 1 / 1

An ISO 27001 : 2005 Company. OEC UTM-4288-0206PFC120801

Note: Ensure that the figures matches at all stages any deviations found indicates mismatch

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### CERTIFICATE OF DESTRUCTION

We hereby certify that on **01 January 1900** the attached list of **0000** Boxes from <Client Name - **Department**> have been physically removed from the Inventory and the contents have been Destroyed (Shredded) in accordance with the written instructions provided by <Mr./Ms. **ABC**> through mail, and we confirm that the shredded paper from the records is sent for pulping and recycling.

The destroyed records data is permanently purged out of our company's system, find attached list of boxes destroyed with this letter.

For OEC RECORDS MANAGMENT

Name :

Signature :

Date :

Company Seal