

## SHRED ONE KC COVID-19 POSITION STATEMENT

Update March 23, 2020

While it is the hope of Shred One KC and our parent company Job One that the COVID-19 pandemic is short-lived, we want to take proactive measures and wish all of our customers good health during this time. To ensure maximum transparency and clarity in reassurances provided by our company, Shred One KC is issuing this detailed communication regarding our interim policies and actions related to the impact of COVID-19 on our services for the protection of our customers and employees.

Because the situation is evolving, Shred One KC will update this position statement as needed.

### Interactions with Customers

**Security:** The security and integrity of the information customers rely on us to protect and manage will continue to be our top priority. The usual high standard of care Shred One KC provides in that regard will remain unchanged.

**Flexibility:** At this time, unless instructed or arranged otherwise at the customer's discretion, we will continue to provide service as scheduled. To modify service, please contact **Matt Denton, Shred One KC Operations Manager at 816-595-1630 (direct) or [matt@shredonekc.com](mailto:matt@shredonekc.com)**.

Shred One KC will make every reasonable effort to amend that schedule if requested to meet our customers' needs. Should the customer wish to curtail or reduce service during the outbreak, there will be no attempt to enforce contractual requirements. Service frequency or methodology may be modified at any point.

**Employee/Client Interactions:** Should service continue in any form, we have implemented explicit policies, instruction, and training to minimize the need for interaction among customers' employees and others, including our employees adhering to the following:

- Not reporting for work should they feel any symptoms, including but not limited to fever, difficulty breathing, headaches, or muscle aches.
- Declaring their fitness for duty each day upon arrival at work, which is also subject to supervisor evaluation.
- Frequent sanitizing of hands and wearing sanitized, disposable gloves, changing gloves with each stop.
- Washing of any, and all equipment that is used to service customers.
- Maintaining a safe distance between customers' employees, eliminating or minimizing the need to exchange paperwork, and asking customers to use their own pens during service. Customers may also elect not to sign the receipt ticket.
- If refused entry due to a customer policy or concern, our drivers will not enter premises.
- Maintaining all existing policies related to data security, including authorized access to records and media already transferred to employees' custody.

Shred One KC will continue to do its best to promptly address all inquiries and instructions. If, due to staffing limitations, we cannot respond immediately, we will do so as soon as possible. We thank our customers in advance for patience during this time. (continued)

---

### **Regarding Data Protection & Integrity**

It is well known that times of high stress create security vulnerabilities. Telecommuting and reduced staffing have the potential to put data security at risk and increase the potential for fraud and targeted email phishing. We urge all customers and employees to ensure the protection of regulated information is not put at risk during this period.

Customers should consider providing instructions and the means for remote employees to safeguard any information required to be retained, as well as the instructions and means for remote employees to properly destroy discarded information and media.

As it is also expected, the rate of business may well slow during this time; it may offer an opportunity to remove unnecessary, obsolete records and electronic equipment from the storage areas. Such records and electronic equipment are known to pose a recognized risk to data security.

### **Questions & Comments**

While our phones will remain open, we request questions, comments, and instructions are emailed in as it provides a written record. Please send all such emails to [matt@shredonekc.com](mailto:matt@shredonekc.com).



3701 W. Geospace Dr.  
Independence, MO 64056

Phone: 816.257.0690  
[www.shredonekc.com](http://www.shredonekc.com)