

PLANNING FOR E-WASTE DISPOSAL

WHITE PAPER

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E-WASTE IS MORE THAN JUST CLUTTER – IT'S A SECURITY ISSUE

According to a recent Spiceworks survey of IT pros in the United States, Canada and the United Kingdom, most companies (87 percent) with less than 1,000 employees dispose of IT waste to reduce clutter. About 63 percent of organizations surveyed dispose of decommissioned technologies annually or more frequently, and 92 percent recycle or repurpose technology that doesn't contain sensitive data.

But are they disposing of/recycling technologies often enough, and for the right reasons? Not necessarily. Mitigating security threats and potential data breaches are more critical reasons than clutter for organizations to have a more regular, frequent cadence of asset disposal – yet security is not high on the list of primary reasons driving disposal of IT waste.

This white paper will explore why and how you should create a secure and frequent IT asset disposal program for your organization to stay compliant, safe and clutter-free. Don't put your organization at risk – and stop waiting for clutter to build up – before you dispose of, repurpose or recycle your old IT assets. There is no reason to hold onto your expired, worn-out tech when there are safe, convenient methods of disposal!

SAVE YOUR ORGANIZATION FROM MORE THAN CLUTTER

Sixty percent of surveyed organizations currently have a defined process for securely disposing of decommissioned technologies, with another 24 percent at least considering such a process. Just 15 percent don't, and have no plans of adopting an IT disposal process.

"Americans get rid of 47.4 million computers, 27.2 million televisions, and 141 million mobile devices annually, according to the latest figures from the Environmental Protection Agency," Bloomberg Business's Verne Kopytoff points out.¹

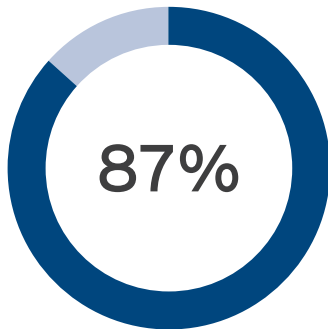
Behind reducing clutter, the top reasons for disposing of IT are to reduce environmental hazards (37 percent) and mitigate security threats (28 percent). These are things IT pros should be keeping a sharp eye on for their organizations, because getting rid of old technology safely is a critical aspect of security.

Nearly half of the small organizations (those with less than 100 employees) polled have a program in place to dispose of old IT assets – still considerably less than larger organizations (47 percent compared to larger organizations with over 60 percent). IT professionals from organizations of all sizes must consider the risk of not having such a program in place for their organization. IT asset management, data security and e-waste are inextricably linked. Without a defined disposal program, organizations are at risk for regulatory penalties and data breaches – not to mention damage to the company's brand.

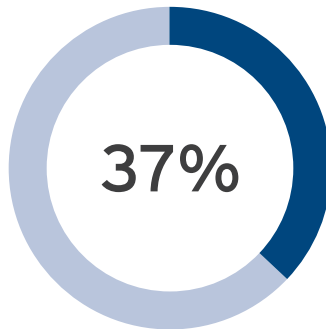
¹"The Complex Business of Recycling E-Waste," Bloomberg Business, January 2013. <http://www.bloomberg.com/bw/articles/2013-01-08/the-complex-business-of-recycling-e-waste>

PRIMARY REASON ORGANIZATIONS DISPOSE OF IT WASTE

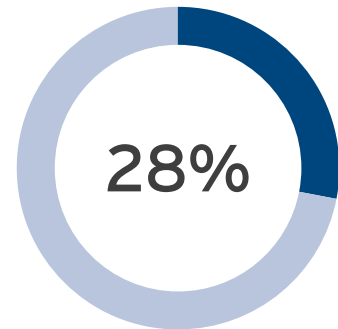
(Of those who reported disposal of decommissioned technologies)



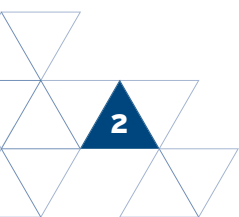
Reduce clutter and storage requirements



Reduce environmental hazards



Mitigate security risks



According to the Spiceworks survey, organizations in the UK destroy technology containing sensitive data at considerably higher rates than organizations in the US (86% vs. 79%, respectively).

FREQUENCY AND PROCESS MATTER IN IT ASSET DISPOSAL

Almost two-thirds of organizations surveyed (63 percent) dispose of decommissioned technologies at least once per year. Those with a defined process are more likely to dispose of decommissioned technology on a regular schedule (76 percent) than those that do not have a defined disposal process (41 percent).

Every organization, no matter the size, is at risk when not focused on security and compliance. Though reducing clutter is a great motivator to clear out those old IT assets, the risks of data breaches and fines can have much more impact on a company's bottom line.

The American Bar Association makes it clear that companies are not only at risk of loss of privacy when they neglect to dispose of e-waste properly, but they are also at risk of government fines: "The passage of the Federal Trade Commission's Disposal Rule (16 CFR Part 682) on June 1, 2005, says that companies disposing of computer equipment need to take steps to remove personal or financial information from the machines."²

Getting rid of e-waste should happen more than just once a year. Besides the obvious risk of data theft, unused devices often contain mercury, arsenic, lead and cadmium – serious environmental hazards that should not be stored in the workplace.

The Environmental Protection Agency (EPA) states: "Recyclers recover more than 100 million pounds of materials from electronics each year. Recycling electronics helps reduce pollution that would be generated while manufacturing a new product and the need to extract valuable and limited virgin resources. It also reduces the energy used in new product manufacturing."³

² "FYI: How to Dispose of Computer Equipment," American Bar Association. http://www.americanbar.org/groups/departments_offices/legal_technology_resources/resources/charts_fyis/computerdisposal.html

³ <http://www.epa.gov/epawaste/conservation/materials/recycling/basic.htm>

HOW ORGANIZATIONS DISPOSE OF TECHNOLOGIES THAT CONTAIN SENSITIVE DATA



Iron Mountain has earned the e-Stewards® Enterprise designation – and Iron Mountain disposes of all assets following these requirements. ⁴

⁴ <http://blogs.ironmountain.com/2013/service-lines/data-backup-and-recovery/iron-mountain-earns-estewards-recognition/>

WHAT TO CONSIDER WHEN CHOOSING YOUR IT DISPOSAL SERVICE

According to survey respondents, the most critical factors organizations consider for IT disposal processes are documentation (55 percent), certified partners (48 percent) and best practices (44 percent).

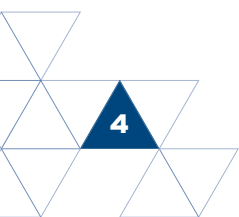
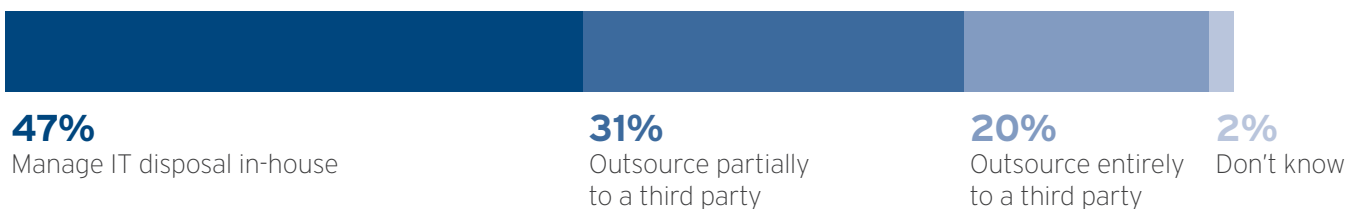
It seems that the practicality of IT asset disposal (getting rid of clutter and reducing storage space) is buttressed by environmental and compliance concerns. Even though 87 percent of organizations surveyed said that clutter reduction was the primary driver for disposing of expired IT assets, the survey uncovered that eco-friendly practices are more important for organizations with 500-999 employees than smaller organizations (50 percent vs. 29 percent - 34 percent), and certified partners are particularly critical in the UK (58 percent vs. 39 percent in US/Canada).

THREE RULES OF DISPOSING OF ELECTRONIC WASTE:

- 1. Know your IT disposal company.** Do your research. Your company's data, safety and reputation are on the line, so don't just pick the cheapest option. Make sure your IT disposal company is certified by R2 Solutions, e-Stewards or both.
- 2. Know the value of responsible recycling.** Free recycling programs often cut corners by not using certified recyclers, which increases the risk that your equipment will end up in the wrong hands.
- 3. Create a formal plan for IT asset disposal and follow it.** Formally manage your assets throughout the removal, transfer and disposal process to make sure your data and the environment are protected while you clear your technology clutter.

The majority of organizations with a defined disposal process rely on their IT team as the primary party responsible for overseeing the IT waste disposal and recycling process. Even though just over half (51 percent) of the organizations surveyed outsource at least partially to a third party, IT pros still have a huge responsibility to make sure the disposal program is in place and running smoothly.

IT DISPOSAL PROCESS MANAGEMENT APPROACH



HOW TO OUTSOURCE IT ASSET DISPOSAL

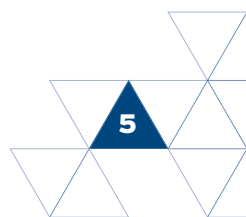
More than half of the organizations surveyed are outsourcing at least some aspect of their IT asset disposal today (51 percent). Because documentation, certification and best practices are so important to a secure IT disposal program, it's a smart move to partner with an IT asset disposal expert who can provide all of these things for your end-of-life technology.

Iron Mountain can help you with your end-of-life IT asset strategy. We can assist you in developing a plan to recover value from unused assets, recycle what can't be resold, and securely destroy what you don't want recycled or resold. In the process, we also ensure your critical data is wiped clean according to Department of Defense (DoD) standards. Iron Mountain can help you do this on a regular schedule and make sure your organization's IT assets are disposed of in a compliant, secure and environmentally sound way. Other advantages to partnering with Iron Mountain:

- » Customers receive 60 percent of the remarketed value of assets.
- » Pickups are performed by uniformed employees following strict security protocols.
- » Iron Mountain vehicles feature best-in-class security systems.
- » Certificates of destruction, recycling and remarketing are provided for your audit reports.

In addition, Iron Mountain's auditable verification process and strict security practices include GPS tracking and a documented chain-of-custody. With our help, IT pros and their organizations can rest assured that their data is safe – and their office closets are no longer cluttered with e-waste.

Click here to [learn more about secure IT asset disposal](#).



ABOUT THE SURVEY

Iron Mountain commissioned Spiceworks to conduct a survey in February - March 2015 to profile current practices and future plans around IT asset disposition. Results of the 2015 study include responses from 186 IT pros in the US, Canada and the UK. Twenty percent of the respondents came from companies with fewer than 100 employees. Another 27% came from companies with 100 to 249 employees, and 53% came from companies with 250 or more employees.



ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company website at www.ironmountain.com for more information.

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