

Shred Bins Procedure

In accordance with the City's *Shred Bins Policy (RIM-SB-01)*, the Records and Information Management Officer shall designate an appropriate individual to serve as the Facilitator (Facilitator) of this process for a given facility. Additionally, the Facilitator may opt to designate an additional person (Authorized Person) to assist with the implementation of this procedure.

1.0 Shred Bin Procedure

Part 1 - Facilities Electing to have Keys for Bin Access:

1. The document-shredding vendor shall provide the Records and Information Management Officer with a limited number of keys to locks for bins at the City. The Records and Information Management Officer will distribute a key to the identified Facilitator at each location. Keys shall not be shared with any individual other than those described in this policy. The Facilitator will distribute the key only to the Authorized Person at the facility.
2. For each facility that chooses to have a key to its document-shredding bin(s) on site at the facility, the Facilitator shall be authorized to:
 - (i) have a key and to access, the bins at the facility, and
 - (ii) designate one Authorized Person as backup.
3. The Facilitator shall maintain a log containing the names and signatures of each Authorized Person. The intent of the log is to fully account for all key holders associated with bins at the facility. The Records and Information Management Officer will take an inventory annually to verify all keys in the log are accounted for.
4. Each key shall be kept in a secure, locked location at the facility, accessible only to the Authorized Persons and the Facilitator. Keys shall never be issued to any individual other than the Facilitator or an Authorized Person. Keys shall never be issued for shared use by members of any department.
5. If a key to a shredding bin is lost, the Records and Information Management Officer shall be notified as soon as possible. The Records and Information Management Officer will arrange for the lock to be re-keyed by the document-shredding vendor, and for the old keys to be turned in and new keys issued to the appropriate parties at the facility. The incident shall be recorded in the Key Log.

Part 2 – Opening a Document-Shredding Bin:

1. To allow easier disposal of unnecessary records/records of no long-term value, the location Facilitator has been provided a key to the bins in their location. The Facilitator is responsible for ensuring that the bins are only opened for the purposes adding documents to the bins, not removal, and is required to be present for the duration while the bin is open.
2. Restrictions are placed on access to ensure confidentiality is maintained and access will typically not be granted to retrieve documents which have been placed in a shredding bin in error. Once a document is placed in a secured bin, it is considered shredded.
3. A document-shredding bin may be opened for retrieval only upon receipt by the Records and Information Management Officer of a written or verbal report that documents have been deposited into a bin in error and must be retrieved prior to the next scheduled visit of the document-shredding vendor. The Records and Information Management Officer shall conduct any investigation that he or she deems to be warranted, to ascertain whether the person making the request is authorized to receive the documents to be retrieved from the bin. If it is deemed warranted the Records and Information Management Officer shall be present at the time of retrieval from the secured bin. In a situation where the Records and Information Management Officer is away from the office, he/she will appoint a designate to act on their behalf.
4. The Facilitator at the facility shall maintain a log that identifies each instance of an unscheduled opening of a bin. The entry will include who requested the opening of the bin, what was removed from the bin, the reason why an unscheduled opening of the bin was required, who opened the bin, and the signature of the Records and Information Management Officer. The Records and Information Management Officer shall review the log monthly for appropriateness and to identify any patterns that may warrant additional follow-up.


PART 3 – Additional Bins:

Any additional bin requirements should be requested through the Records and Information Management Officer. The Records and Information Management Officer will ensure all new bins have matching locks that work with the existing keys. Additional keys should not be required.

2.0 Approvals



Steve Kent, Chief Administrative Officer



Date