



USER MANUAL

Client Services Hotline
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1. WELCOME LETTER FROM OSG RECORDS MANAGEMENT CEO

WELCOME AND THANK YOU FOR CHOOSING OSG

Let me thank you for trust you are putting in OSG. We will be glad to offer you our services that provide safe and secure data carriers' storage, and to develop the effective data management systems to optimize your costs.

You can find answers for the following questions in this Manual:

RULES AND LIMITATIONS

- What are the general rules for contractual work?
- How to place an order correctly?
- How is delivery and handover handled?
- What are the rules for booking and order processing?
- What are the rules for the execution of an order and handing the order over to the client once it's done?

SECURITY

- What are the rules for authorization of client's employees, which is necessary to place orders and to work in OSG information systems?
- What guarantees the data carriers' confidentiality and security during storage and transportation?
- What are the form types, how to fill them out and in what cases are they used?
- Miscellaneous

2. SECURITY AND CONFIDENTIALITY WHEN WORKING WITH DATA CARRIERS

SECURITY

The archives and storage system are created to ensure security and physical protection of records and information in accordance with Armenian legislation. Each archive is equipped with centralized security system, ID cards access control, video surveillance. Documents sent to OSG are stored in special archive boxes and files. Storage units (archive boxes) are protected from visual recognition and are distributed randomly across the archive so that the unit's location is only registered in the electronic system using barcodes.

FIRE SAFETY SYSTEMS

OSG archives are equipped with various automated fire detection, warning and extinguishing systems, which are maintained regularly by the licensed companies. In addition, every facility has the basic fire-fighting capabilities; the drills take place regularly.

HUMIDITY AND TEMPERATURE CONTROL

OSG employees are obliged to control humidity and temperature in the archive on daily basis (excluding weekends) and keep the temperature and humidity log. If the temperature deviation becomes greater than 5 °C and humidity deviation greater than 10%, the employees must inform the Director and take prompt action to normalize the microclimate.

Additionally the Internal Control Office checks the logs, the temperature is also checked during internal audits.

SHELF STORAGE

OSG archive boxes are stored on shelves in accordance to Regulation paragraph 2.21, which sets the minimum distance between floor and the lower shelf as at least 150 mm to prevent soaking in case of emergencies.

The shelves undergo a full technical check at least once a year for identification and elimination of technical issues on timely basis. Only the duly accredited organizations are eligible to perform the check.

OSG ARCHIVE ACCESS

Only authorized personnel has access to OSG archives. Client representatives can access the archives only when accompanied by an authorized OSG employee.

3. THE GENERAL RULES OF CONTRACTUAL WORK

Providing services to OSG clients is only possible after the conclusion of contract.

A **Form** is a document in the standard format that includes all the requisites in the set locations in the document. It is used to deliver information on the required actions to OSG and used in further processing of the request. OSG uses the following types of Forms:

- Super User Authorization Form for Super User authorization
- Employee authorization and allowing access to various OSG systems (later referred to as Authorization Form)
- Service request, contract information request, service address update (later referred to as Order Form)

A unique ID number (Account, client number) is assigned to each client for Data Carrier accounting, placing new orders, billing and more. If a client has subsidiaries in several Service Regions, the number of IDs will be assigned to these subsidiaries based on the number of the unique Regions involved.

Account (client number) is a unique customer profile in OSG electronic system (level one). Clients can request the creation of an additional subaccount (level two and more) to separate orders and payments from different departments and subdivisions of its organization in the corresponding OSG Service Region. Account is alphanumerical. The first two symbols are letters encoding OSG Service Region and the rest symbols are ordinal numbers.

Subaccount is an additional account level (2 or 3). It consists of up to eight alphabetical or numerical characters and its name should represent the subsidiary or subdivision name for which it was created.

OSG stores Data Carriers in anonymized form.

OSG stores Data Carriers so that they are unidentifiable:

- Paper records are stored in the standard OSG Archive Boxes without specifying Client's company name or any information that could be connected to the Client. Paper records can be stored directly in OSG Archive Boxes or to be organized in OSG Files (one OSG Archive Box contains 5 OSG Files)
- Magnet Data Carriers can be stored in special protective cases with different capacities or separately on shelves in a special protected storage room. Clients can relay their storage type preferences to OSG. Clients can buy or rent the protective cases, as well as use the owned cases.

Please note: Data Carriers storage service is by default not provided if the Carriers are in a package different from the standard OSG package. However, this can be negotiated in specific situations.

4. CLIENT'S EMPLOYEE AUTHORIZATION RULES

Authorization is a process of granting the rights to a certain person or a group to do specified actions. It is achieved by creating a profile in OSG information systems for further authentication.

Granting access is providing access to various facilities of OSG information system to specified users. This is achieved by creating a profile with desired access level and authenticating the user in this information system by entering and verifying login information on the user's side.

Authorized personnel are Client's employees or representatives entitled to order services by the Client (CEO, company owner, etc.) or by the power of attorney and eligible to take other actions defined in the contract. Depending on the permissions granted by OSG authorized personnel can be categorized as Users and Super Users.

Client's employee authorization must be done separately for each account and subaccount by filling out and signing the Authorization Form by the Client (the Authorization Form includes the fields to fill in account / subaccount (client number).

User is an authorized Client's personnel eligible to placing orders and accessing Data Carriers and other Client's property.

Super User is a special authorized Client's personnel eligible to manage the list of authorized Client's personnel in the Client's account in addition to standard user service requests and gaining access to Data Carriers or other Client's property.



Attention! Authorization methods are different due to technical reasons depending on the way the Order Form was submitted:

WHEN SUBMITTED BY EMAIL

Authorization applies to a Client's account and all its subaccounts by default if Authorization Form has an account filled in it, and this account has subaccounts. To authorize employee for a specific subaccount you need to specify this subaccount in the specific field in the Authorization Form.

WHEN SUBMITTED VIA I-ARCHIVE PROFILE

Authorization applies only to the account itself excluding subaccounts if Authorization Form has an account filled in it and this account has subaccounts. If Authorization Form has a subaccount filled in then authorization applies to its account as well.

Please note: It is important to understand the goal of having a subaccount. Personnel authorized to use the account (level one) have access to ordering Data Carriers from all of the subaccounts and vice versa - personnel authorized to use the subaccount cannot place orders from the neighbouring subaccounts. If a Client wishes to separate an access from different subaccounts, Authorization Form as well as orders must have a specific subaccount filled in them. The billing is separate for each subaccount.

Authorization for email service ordering and/or for an access to Client profile in various OSG systems («i-Archive» and «e-Archive») as specified in the Contract. A correctly filled out Authorization Form serves as a basis for Authorization. An Authorization can serve various purposes:

- Authorization Form for authenticating orders and email requests via web form,
- Authorization Form for granting access to Client profile in i-Archive,
- Authorization Form for granting access to Client profile in e-Archive.

INSTRUCTIONS HOW TO FILL OUT AUTHORIZATION FORM

Clients perform [web interface authorization](#) by themselves and/or through the procedure specified in the web interface.

WHAT NEEDS TO BE FILLED IN AUTHORIZATION FORM TO AUTHORIZE A CLIENT'S EMPLOYEE:

- Authorized person's name (no abbreviations allowed for both name and family name) and email from which the orders are submitted and to which the notifications are sent regarding the orders)
- Phone number
- PIN code (4 to 8 characters, must not start with 0 (zero), must include numbers and letters). Client's employees create the PIN code as they see fit and fill it in their Authorization Form.
- Authorization Form effective date. This date cannot be before the date when Authorization Form is sent to OSG.
- Access type (only for Authorization Forms that grant access to various OSG systems profiles. For e-Archive login is authorized person's email. For i-Archive login and password are created when OSG receives and processes Authorization Form from the Client.

Authorization Form is signed by the Client's company CEO or by other employees by power of attorney. Authorization Form requires to be stamped with the organization seal. Client submits a scanned version of Authorization Form and a document authenticating the sender to email address orders_am@ironmountain.com. In case the Client does not use seal in its workflow, the official letter supporting this decision must also be submitted on a pre-printed company form.

The Client determines a number of authorized employees as well as authorization deadlines. To change the authorized personnel list or their personal data (name, phone number, email) the Client must submit a new Authorization Form and specify a required action: adding new person to the list or deleting personnel from the list. When the Client wants to change data about the existing authorized personnel (name, phone number, email) all new data has to be submitted as new data (as if it were for a new employee), and old data must be marked for removal.

OSG processes authorization Forms within 1 working day since receiving. OSG rejects the Form if it is filled out incorrectly and notifies the Client of the reasons for rejection. Client has to submit a new correctly filled out Authorization Form after that.

EXCLUDING FROM AUTHORIZATION PERSONNEL LIST

If a Client intends to exclude personnel from the Authorization Personnel List, they send a letter on a pre-printed company form stamped with a company seal and signed by the authorized company representative or submits an Authorization Form where an option 'new' is marked which nullifies all the previous Lists. OSG is not responsible for the user names and email addresses filled in Authorization Form being used by people not eligible to do so. It is possible to exclude someone from the list of authorized personnel using the Client's Profile.

5. RECEIVING ORDERS FROM CLIENTS AND ORDER PROCESSING RULES

ONLY AUTHORIZED PERSONNEL HAS THE RIGHT TO SUBMIT ORDERS

OSG provides services upon prior request by the Client unless otherwise provided in the Contract. A Client can order services via email or i-Archive web interface by sending a filled out Order Form. Client Service works Monday to Friday from 9:00 AM to 6:00 PM Moscow time.

To submit an order request the Client have to fill out an Order Form in the MS Excel format and send it to OSG via email using the address orders_am@ironmountain.com or, alternatively, fill in this Form using the i-Archive profile. OSG enables some clients to submit order requests using the web interface designed specifically for these clients.

Different types of services require different Order Forms. Some services require signing an Order Form and stamping it with the company seal. For example, requesting Secure Destruction of registered Data Carriers requires signing a preliminary work orders that officially confirm the necessity of Data Carriers to be destroyed. Some services can be unavailable in Customer Profile / Client's web interface.

ORDER FORMS:

- [9.1. AUTHORIZATION FORM](#)
- [9.2. ORDER FORM FOR DOCUMENT STORAGE](#)
- [9.3. ORDER FORM FOR DOCUMENT SEARCH](#)
- [9.4. ORDER FORM FOR DOCUMENT DESTRUCTION](#)
- [9.5. ORDER FORM FOR DOCUMENT DESCRIPTION](#)
- [9.6. INFORMATION REQUEST FORM](#)

Order Form containing the Client's service request (order) must come from the authorized user's email address that had been filled in the Authorization Form. Any order coming from another address leads to incomplete authentication of a user and thus OSG rejects such orders.

THE FOLLOWING INFORMATION MUST BE INCLUDED IN AN ORDER FORM / CUSTOMER PROFILE / WEB INTERFACE:

- ▶ Client account / subaccount in OSG system assigned to the Client after concluding a contract.
- ▶ Name, PIN code and contact information (email, phone number) of an authorized person who is submitting an order request. These fields must be filled in in accordance with the data filled in the Authorization Form for the corresponding account / subaccount.
- ▶ Name and contact information (email, phone number) of a person who will be accepting an order upon completion and signing the turnover documentation.
- ▶ Other fields in the Order Form must be filled in in accordance with the services requested in this Order Form.

OSG accepts and executes orders contained in the correctly filled out Order Forms.

OSG rejects incorrectly filled out Order Forms and informs the Client of the reasons of rejection. A Client is then able to submit a new Order Form that contains the correct data.

Acceptance, processing and execution of orders is carried out from 9:00 AM to 5:00 PM local time in the OSG Service Region (location of an Archive that executes the order). i-Archive shows Moscow time. It is a Client's responsibility to consider lag time when submitting order requests for calculation of processing and execution time.

OSG processes Order Forms within one working day OSG Service Region time starting with the time the Order Form is received.

6. ORDER EXECUTION RULES

Order Form processing leads to creation of Service Order. OSG only executes orders upon completing Service Orders.

OSG makes a copy of a Service Order created on the basis of an Order Form and sends this copy via email. This proves to the Client that the order was received and processed by OSG. Different services can be provided by relevant OSG departments or archives.

The following retrieval options are available for Service Orders that include Data Carrier retrieval by the Client:

- OSG courier service delivery to the Client's authorized address; a courier uses the contact information provided to check the time of delivery and to confirm the hand-over;
- No delivery, retrieval by the Client's courier;
- Special OSG audit room delivery for the Client to work with the data carriers on OSG archive territory. OSG archive employees search for the requested Data Carriers and prepare the Data Carriers, expendable materials or containers to be retrieved.

OSG Archive specialists or expediter drivers check the following documents prior to handing over the requested Data Carriers or expendable materials:

1. Service Order number is required when OSG delivers the order to the Client's authorized employee noted in the Service Order at the Client's authorized address.
2. Service Order number and ID verification (passport, driving license) are required when the Client chooses to proceed with the retrieval from the Archive by themselves (requested items handed over to the Client's courier or to a client room).
3. Service Order number, ID verification (passport, driving license) and a power of attorney are required when the Client chooses to proceed with the retrieval from the Archive by themselves and when the Service Order specifies another employee rather than the one accepting the order.

POWER OF ATTORNEY REQUIREMENTS:

- Either the original paper document (not a copy, must be signed and stamped with the blue seal) or a copy signed by company CEO and stamped with a seal,
- Power of attorney must be in a simple written form or notarial form,
- The Client's name in the power of attorney is identical to the Client's name in the Service Order,
- It must be stated in the power of attorney clearly and unambiguously that an authorized employee using the power of attorney is eligible to accept Data Carriers from OSG,
- The power of attorney is not expired,
- The authorized employee's data (name, passport data) are identical in the power of attorney and in the ID verification documents.

Please note: When in doubt, OSG Archive employees notify their superiors. The superiors make the decision on whether to hand over the requested Data Carriers or not, or contacts OSG Legal Department to validate the power of attorney.



ATTENTION

- Before sending your representative to OSG please make sure he has a power of attorney to receive the requested items as well as a pass to the Archive. To order a pass please call +374 10 74 34 60.
- When the Client chooses the option of acceptance/handover by a courier, the courier is supposed to take part in moving the items to and from his vehicle.
- If document validation is made by OSG Archive employees or expeditor drivers, then the order handover/acceptance takes place in accordance with the Service Order. The two parties then sign the Service Order in duplicate and fill in their names.
- If the Service Order contains incorrect data (contradicting the facts, such as the date of order execution, quantity of items, requested services, etc.) or if the Client has claims regarding the order execution (for instance, boxes are wet or lost integrity), then all claims/data mismatch must be noted in both Service Order copies. These notes are to be signed individually by both parties at the time of order acceptance. If these notes and/or signs are missing, the claim will be rejected.
- OSG copy of the Service Order for the completed order (with all the necessary additional information) is to be handed over for checking and registering within OSG accounting system and further record keeping for the same month when the order was executed and the Service Order was closed.
- The above conditions also apply to OSG accepting Data Carriers, Containers and/or Shred Bags from the Client.
- Client does not return expendable materials to OSG, such as boxes, box lids, seals, cardboard containers

7. RULES ON THE USE OF I-ARCHIVE WEB APPLICATION

OSG does not set up Client's computers, LAN or software that maintains the computers or LAN and is not liable for the Client's LAN operation.

THE CLIENT IS RESPONSIBLE FOR:

- Protecting confidentiality and proper use of ID information given by OSG so that the Client can access the order acceptance subsystem;
- Information content transmitted by the Client or by any person using the Client's ID in the network;
- Validity of this information and eligibility of its distribution, as well as any claims by a third party;
- Keeping information in the Authorization Form up-to-date.

OSG IS NOT RESPONSIBLE FOR:

- Full or partial order acceptance subsystem access termination which are caused by hardware or software changes or other works required to maintain and develop OSG technology tools;
- Quality of order acceptance subsystem access during Client's equipment failure, wire damage or other hardware and software technologies involved in order placement but which are not in OSG's possession. OSG is also not responsible for access quality if the Client uses uncertified hardware or chooses to alter hardware connection. Access hiatus in the above mentioned case is not considered a down time;
- Any direct or indirect damage done to the Client by unsanctioned third-party access to an order acceptance subsystem with use of ID information given to the Client, excluding the cases where such can be attributed to OSG.

The Client is responsible for protecting confidentiality of all of the ID information used to access i-Archive given by OSG. The Client is also responsible for compliant use of this information. The Client agrees that the orders placed using this ID information will be identified as the orders placed by the Client's authorized personnel and will be executed without any additional inspection.

In addition, OSG is not responsible for damage inflicted by negligible or malicious use of the i-Archive system by the Client's authorized personnel, for instance, unnecessarily changing the Client's data, changing information regarding the Document trail, placing wrong or unnecessary orders, etc. The Client must immediately revoke the authorization in case the authorized employee is no longer working for the Client or the Client lost confidence in this employee, etc.

OSG CONTACTS:

T.: +374 10 74 34 60

orders_am@ironmountain.com

ATTENTION!

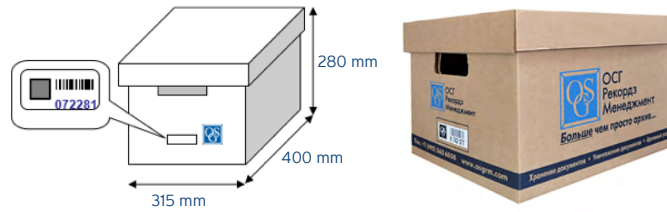
OSG working hours are Monday to Friday from 9:00 AM to 6:00 PM local time.

8. OSG BOX AND EXPENDABLE MATERIAL TYPES

OSG BOX

A 3-layer corrugated cardboard box with a lid. The box is marked by a unique 7 digit barcode sticker.

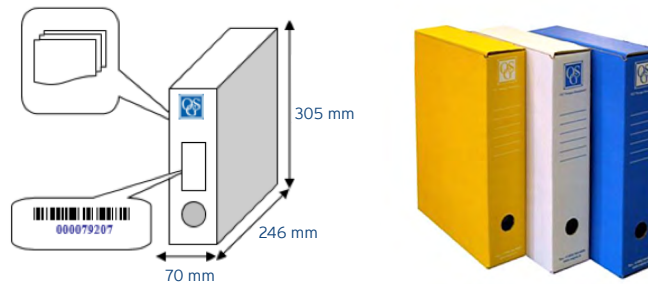
The external dimensions are on the photo.



OSG FILE

Made from 3-layer corrugated cardboard and used for document storage in OSG archive box. It is possible to mark OSG File with unique 10-digit barcode sticker and can be processed as a separate Data Carrier.

The external dimensions are on the photo.



OSG CONTAINER

140 or 240 L container that is supplied closed, Shred Bag included, key not provided. The Client can place an order for OSG to replace a Shred Bag. Then OSG picks up the full Shred Bag and destroys it by shredding.

The external dimensions are on the photo.



9. FORM TYPES AND INSTRUCTIONS HOW TO FILL THEM OUT

9.1. AUTHORIZATION FORM



Authorization Form must be stamped with a seal and signed by the Client's authorized personnel. The Form must be in PDF and Excel formats. CEO or any other authorized person by the power of attorney can grant authorization. If authorized personnel granted authorization by the power of attorney, the scanned copy must be sent with the Authorization Form.

1. The Client must fill in the Authorization Form's effective date. This date cannot be earlier than the date when the Client sent the Authorization Form.
2. «Company name» and «Client number» fields are mandatory. Please fill in the «Department/subaccount» field if necessary.
3. The Client must fill the address in the «Delivery address» fields. City name must be included in this address. The addresses from these fields are authorized addresses, and the deliveries will be made to them in the future. There can be several authorized addresses. OSG is eligible to reject the order to deliver items to an unauthorized address.
NB: There must be a separate account for every city.
4. Please, specify the Form type. The access rights of earlier authorized personnel depend on the Form type. The types are:
 - A. **New company Form** - cancels all currently active Authorization Forms for the Client's company;
 - B. **Update Form** - makes additions or updates the currently active Authorization Forms;
 - C. **New department Form** - cancels all current Authorization Forms for the Department or creates a new subaccount.
5. Please, specify the person (employee) entitled to sign for the Client's company and stamp the company seal in the «Authorization» field. It is usually CEO or some other employee who has the power of attorney.
6. Please, specify the number of necessary licenses against every access level (Limited, Standard, Business) in the «connection to i-Archive» field. Your employees will need these licenses to access the system.
7. The table at the end of the Form must include names, email addresses, PIN codes, phone numbers and signs of the personnel, which will be authorized by the Form. PIN code must be 4 to 8 characters long, must include numbers and letters and cannot start with 0 (zero). i-Archive column must include the type of i-Archive access OSG will provide.

Please see a sample Authorized Form at the end of this manual.

9.2. ORDER FORM - RECORDS STORAGE

ORDER FORM - RECORDS STORAGE

Send the filled out Form via email to orders_am@ironmountain.com or place an order online via WEB interface. Learn more about this service by calling +374 10 743460

1 COMPANY NAME:

3 DELIVERY ADDRESS:

must be the address listed in Authorization Form:

4 DEPARTMENT:

4 WHO ORDERED:

5 WHO AUTHORIZED:

Must be identical to the corresponding field in Authorization Form

PIN:

2 CLIENT NUMBER:

FLOOR / OFFICE:

ORDER DATE:

INT / EXT NUMBER:

MOBILE NUM.:

NUMBER OF SHEETS IN ORDER:

A. SENDING DOCUMENTS TO OSG (SPECIFY THE QUANTITY IN THE CORRESPONDING FIELD)

OSG ARCHIVE BOXES	NON-STANDARD BOXES, REPACKING INTO OSG BOXES	FILES	TAPE

B. EXPENDABLE MATERIALS (SPECIFY THE QUANTITY IN THE CORRESPONDING FIELD)

ARCHIVE BOXES / BOX LIDS	BARCODES FOR BOXES / FILES / TAPE	FILE BOXES

BOX ASSEMBLY (FEES APPLY) SEALS

C. RECORDS DELIVERY / PICKUP (SELECT AN OPTION)

OSG COURIER SERVICE:

NORMAL DELIVERY / PICKUP (NEXT WORKING DAY; 75 BOXES OR LESS)	<input type="checkbox"/>	URGENT DELIVERY / PICKUP (HALF OF WORKING DAY; 45 BOXES OR LESS)	<input type="checkbox"/>
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YOUR COURIER:

Client's courier (45 BOXES OR LESS) DATE / TIME: _____ / _____	<input type="checkbox"/>	URGENT RETRIEVAL 1 HOUR (30 BOXES OR LESS)	<input type="checkbox"/>
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Attention!
To place an order no deliver quantity of boxes greater than the limits specified above, please contact our Client Services Department by calling 8 800 200 10 10. **NORMAL DELIVERY / PICKUP** is set by default if no delivery / pickup option selected.

D. SUPPLEMENTARY SERVICES

WORKING IN OSG AUDIT ROOM (45 BOXES OR LESS) DATE / TIME: _____ / _____	<input type="checkbox"/>	CREATING / CHECKING DATA CARRIER REGISTRY <i>on the Client's territory</i>	<input type="checkbox"/>	PERMANENT RETRIEVAL/DEREGISTRATION	<input type="checkbox"/>
RECORDS SCANNING	<input type="checkbox"/>	CREATING / CHECKING DATA CARRIER REGISTRY <i>on OSG territory</i>	<input type="checkbox"/>	REPACKING INTO OSG BOXES	<input type="checkbox"/>
ARCHIVAL RECORDS PROCESSING	<input type="checkbox"/>	SELECTING EXPIRED RECORDS	<input type="checkbox"/>	DATAPROCESSING <i>Data Centre processing</i>	<input type="checkbox"/>

E. RECORDS RETRIEVAL

BOX / FILE / TAPE NUMBER	BOX / FILE / TAPE NUMBER	BOX / FILE / TAPE NUMBER	BOX / FILE / TAPE NUMBER

1. **Company Name.** Please fill in your company name.
2. **Client number/Department.** Please fill in client account and subaccounts if applicable.
3. **Delivery address.** Please specify the authorized company full address which includes floor, office number and other details. This address will be used to make deliveries and pickups.
4. **Who ordered / internal phone number.** Please specify the employee who will be receiving the ordered documents as well as his contact number.
5. **Who authorized / PIN code.** Please specify the authorized employee and PIN code.

PARAGRAPH «A. SENDING DOCUMENTS TO OSG (SPECIFY THE QUANTITY IN THE CORRESPONDING FIELD)»

You must specify the quantity of boxes / files (folders, documents, etc.) / tapes you are sending to OSG using the corresponding field.

PARAGRAPH «B. EXPENDABLE MATERIALS (SPECIFY THE QUANTITY IN THE CORRESPONDING FIELD)»

You must specify the quantity of expendable materials required in field «B».

PARAGRAPH «C. RECORDS DELIVERY AND PICKUP» (SELECT ONE OPTION)

You must select mode of transportation in the «OSG COURIER SERVICE» paragraph.

- **NORMAL DELIVERY AND PICKUP (NEXT WORKING DAY, 75 BOXES OR LESS).**
Can be executed if ordered from 9:00 AM to 5:00 PM on workdays.
- **URGENT DELIVERY AND PICKUP (HALF OF WORKING DAY, 45 BOXES OR LESS).**
Can be executed before 6:00 PM of the same workday when the order was placed if ordered from 9:00 AM to 11:00 AM on workdays (only available within the administrative boundaries of the city, where OSG Archive is located);

Can be executed on the next workday before 12:00 PM if ordered from 11:00 AM to 5:00 PM on workdays.
- **YOUR COURIER (45 BOXES OR LESS) DATE/TIME.** Pickup and delivery managed by the Client's courier*.
- **URGENT RETRIEVAL 1 HOUR (20 BOXES OR LESS).** Records are retrieved from OSG Archive by the Client's courier.



*A security pass is required for a Client's courier. Please check the security pass before the trip. OSG Archive address is specified in the Service Order PDF file. You can order a security pass for you courier by email orders_am@ironmountain.com or by phone +374 10 74 34 60. Please provide your Service Order number in your email.

PARAGRAPH «D. SUPPLEMENTARY SERVICES»

You can order additional services in this paragraph:

- **WORKING IN OSG AUDIT ROOM (45 BOXES OR LESS).** You need to specify the date and time you would like to work in an Audit Room. The service cannot be provided in some regions. Learn more by calling +374 10 74 34 60.
- **CREATING / CHECKING THE DATA CARRIER REGISTRY ON THE CLIENT'S TERRITORY.** OSG specialist comes to you to create the Data Carrier Registry. This order can be executed within 3 working days after the order placement. Specifications must be approved by both parties.
- **DEREGISTRATION.** Select this field if Data Carriers are retrieved permanently (de-registered).
- **RECORDS SCANNING.** Scanning the Archive Box content. Specifications must be approved by both parties to execute this order.
- **CREATING / CHECKING THE DATA CARRIER REGISTRY ON OSG TERRITORY.** OSG specialists create the registry after the records (Data Carriers) are picked up. Specifications must be approved by both parties
- **REPACKING TO OSG ARCHIVE BOXES.** Select this field if Data Carriers are supplied to OSG in any package that is not OSG Archive Boxes. In this case the repacking service is mandatory. OSG only stores records in OSG Archive Boxes.
- **ARCHIVAL PROCESSING.** Specifications must be approved by both parties to execute this order.
- **SELECTING EXPIRED RECORDS.** Select this field if you require OSG to perform records Value Examination.
- **DATAPROCESSING.** Select this field to order a complex data processing.

PARAGRAPH «D. RECORDS RETRIEVAL FROM OSG ARCHIVE»

Please specify all Archive Box/File/Folder/Tape numbers that you would like to receive from OSG. To proceed you should list all the barcodes of Data Carriers you need.

9.3. ORDER FORM - RECORDS SEARCH

ORDER FORM - RECORDS SEARCH

Send the filled out Form via email to ORDERS_AM@IRONMOUNTAIN.COM
(please, put "RECORDS SEARCH" in the subject)

COMPANY*: _____ CLIENT NUMBER*: _____

DELIVERY ADDRESS: _____ FLOOR / OFFICE: _____

DEPARTMENT: _____ ORDER DATE: _____

WHO ORDERED*: _____ EXTERNAL / INTERNAL PHONE* _____

WHO AUTHORIZED*: _____ NUMBER OF SHEETS IN ORDER _____

order urgency: _____

NORMAL URGENT PIN:

delivery type*:

ORIGINAL RECORD SCANNED COPY PERMANENT RETRIEVAL

(specify your email address*)

Full name / company name as per record	Box number	Record / contract No. (name)	Folder (binder) description (No.)	Record type (No.)	Record date	Comment

Heading of the Form must be fill in using the same principle that was used to fill in the Storage Form. Marked area is mandatory.

1. **Company.** Please fill in your company name.
Client number / Department. Please fill in your Client account.
Delivery address. Two options:
 - a) If you order a scanned copy of a record, please specify the authorized email address due to access to e-Archive being granted to you on the day when OSG provides the scanned copy to you. You will find your requested copy in e-Archive. If it is the first time you order this service, you will receive two guides on your email as well, «First time e-Archive access» and «Guide to searching in e-Archive».
 - b) If you order search and delivery of the original record, please specify the authorized address to which the record will be delivered. The full address must include floor, office number and other details necessary to identify your location.**Who ordered / phone / internal phone.** Please specify employee who will be receiving the records ordered by you, as well as his contact phone number (refer to paragraph 1a when you order scanned copies instead).
Who authorized / PIN code. Please specify authorized employee and his PIN code.
Delivery type. Please specify the preferred delivery type.
2. All fields must be filled in accordance with the field name in the Form. Each field can contain a limited number of characters.

9.4. ORDER FORM - RECORDS DESTRUCTION:

ORDER FORM - RECORDS DESTRUCTION

Send the filled out Form via email to **ORDERS_AM@IRONMOUNTAIN.COM**

COMPANY:	CLIENT NUMBER:		
ADDRESS:	PICKUP/DESTRUCTION DATE:		
DEPARTMENT:	FLOOR: OFFICE:		
CONTACT:	ELEVATOR: <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="padding: 2px;">YES</td><td style="padding: 2px;">NO</td></tr></table>	YES	NO
YES	NO		
PHONE NUMBER / EXT.:	PARKING LOT: <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="padding: 2px;">YES</td><td style="padding: 2px;">NO</td></tr></table>	YES	NO
YES	NO		
WHO AUTHORIZED:	SECURITY PASS NECESSARY?: <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="padding: 2px;">YES</td><td style="padding: 2px;">NO</td></tr></table>	YES	NO
YES	NO		

We hereby assign OOO "Records Management Center" to destroy document according to this Records Destruction Order Form and release it from liability for the content of the records selected for destruction.

SIGNATURE: P I N: SEAL

A. USING SPECIAL DESTRUCTION CONTAINERS
(PLEASE, SPECIFY THE QUANTITY IN THE CORRESPONDING FIELD)

		CONTAINERS	
		140 L	240 L
DELIVER			
PICKUP			
SHRED BAG REPLACEMENT (FULL WILL BE REPLACED BY EMPTY):		FIXING / REPLACING LOCKS, HOOKS, ETC.	
140 L	240 L		

B. RECORDS PICKUP FOR DESTRUCTION MEASURED BY WEIGHT (weight determined on service provider territory)

TOTAL WEIGHT, KG (approx) :	RECORDS PACKED (FILL THE QUANTITIES IN THE FIELDS):			
	INTO BOXES	INTO BAGS	OTHER	NOT PACKED

Weight check of the Data Carriers selected for destruction is mandatory and takes place on OSG territory. The Depositor (Client) is only entitled to make claims regarding the quality and quantity (weight included) of the records selected for destruction if their representative is present during the destruction process (authorized by Authorisation Form or the power of attorney). Otherwise the Depositor cannot make claims, and the service is thus considered being provided properly and in the correct amount of time since the Guardian (OSG) makes a Certificate of Destruction.

C. COMMENTS


D. DESTRUCTION OF BOXES STORED IN OSG ARCHIVES AND PROCESSING PERMANENT RETRIEVAL OF DESTROYED DATA CARRIERS

<div style="border: 1px solid black; width: 80px; height: 20px; margin-bottom: 5px;"></div> DESTRUCTION OF RECORDS WITH BOXES	<div style="border: 1px solid black; width: 80px; height: 20px; margin-bottom: 5px;"></div> KEEPING EMPTY BOXES FOR STORAGE IN OSG TO USE LATER
---	---

ATTENTION: WHEN EMPTY BOXES RETURN TO OSG, 'PROCESSING NEW DATA CARRIERS' FEE MUST BE PAID. EMPTY BOXES STORAGE FEE IS MANDATORY.

OSG BOX No.	OSG BOX No.	OSG BOX No.	OSG BOX No.	OSG BOX No.

Heading of the Form must be filled in using the same principle that was used to fill in the Storage Form. Marked area is mandatory.

ORDER FORM - RECORDS DESTRUCTION			
Send the filled out Form via email to ORDERS_AM@IRONMOUNTAIN.COM			
COMPANY:	PELTON CORPORATION	CLIENT NUMBER:	RM0055
ADDRESS:	Kudrinskiy alley, 71 bld. 2	PICKUP/DESTRUCTION DATE:	17.01.22
DEPARTMENT:	ACCOUNTS DEP.	FLOOR:	1
CONTACT:	V. SMIRNOV	OFFICE:	13
PHONE NUMBER / EXT.:		ELEVATOR	YES NO
WHO AUTHORIZED:	NATALIA VOLKOVA	PARKING LOT	YES NO
		SECURITY PASS NECESSARY?	YES NO
We hereby assign OOO "Records Management Center" to destroy document according to this Records Destruction Order Form and release it from liability for the content of the records selected for destruction.			
SIGNATURE:	NATALIA VOLKOVA	P I N:	N008
		SEAL	

1. **Company Name.** Please fill in your company name.

Client number / Department. Please fill in client account and subaccounts if applicable.

Delivery address. Please specify the authorized company full address which includes floor, office number and other details. This address will be used to make deliveries and pickups.

Who ordered / contact. Please specify the employee who will be receiving the ordered documents, as well as his contact number.

Who authorized / PIN code. Please specify the authorized employee and PIN code.

Elevator, etc. Please, specify if you have an elevator, parking lot and If security pass is needed to enter.

Records Destruction Form must be signed and stamped with a company seal. Then it must be sent to OSG in PDF and Excel format.

PARAGRAPH «A. USING SPECIAL DESCTRUTION CONTAINERS»

Please fill in the quantity of the Containers required into this field, or a number of Shred Bags needed to be replaced. You can also order a container's lock to be fixed if need be (service not available in some regions, please consult with your manager).

PARAGRAPH «B. RECORDS PICKUP FOR DESTRUCTION MEASURED BY WEIGHT (ACTUAL WEIGHT DETERMINED ON SERVICE PROVIDER TERRITORY)»

Please fill in the approximate weight of the records you want to destroy. Also, please specify what package you provided them in, or select «no package» option.

PARAGRAPH «C. COMMENTS»

Fill in your comments if applicable.

PARAGRAPH «D. DESTRUCTION OF BOXES STORED IN OSG ARCHIVES AND PROCESSING PERMANENT RETRIEVAL OF DESTROYED DATA CARRIERS»

Please specify what we should do with empty Archive Boxes. There are 2 options: OSG can keep them in the Archive or destroy alongside the documents.

If you select «destroy alongside the documents» option, please specify the barcodes of the boxes you wish to be transferred from OSG storage to destruction.

9.5. RECORDS DESCRIPTION FORM

RECORDS DESCRIPTION FORM

Send the filled out form via email to orders_am@ironmountain.com

COMPANY: _____ **CLIENT NUMBER:** _____

DEPARTMENT: _____

COMMON ABBREVIATIONS FROM THE DESCRIPTION:

REGISTRY OF RECORDS STORED BY OSG

BOX NUMBER	FOLDER No. FILE No.	DESCRIPTION

- 1. Company Name.** Please fill in your company name.
Client number / Department. Please fill in client account and subaccounts if applicable.
Common abbreviations from the description. Please note that common contractions are not a part of the description. Only information from the table is entered in the records description.
 You can use more than one line to describe content in a box. Do not enter information regarding 2 and more boxes in one line. Do not use the following characters: «:» and «;»
- 2. Box number.** Copy the barcode sticker number from the box for which you are writing a description. Barcode number must not contain gaps. In case your box description takes more than one line, you must specify a box number in every line in «Box number» column.
- 3. Folder and file number.** If documents are packed in folders and files, please fill in folder and/or file numbers here.
- 4. Description.** Please, describe the box content with utmost precision, so that you can find out which box contains the record you search for. When describing the content which includes dates, please write down the year completely (for instance, «05.12.2018»). The total number of symbols in any field in the «description» column cannot be greater than 250 characters.

RECORDS DESCRIPTION FORM

Send the filled out form via email to orders_am@ironmountain.com

COMPANY: ABCD **CLIENT NUMBER:** 12245


DEPARTMENT: FINANCIAL

COMMON ABBREVIATIONS FROM THE DESCRIPTION:

REGISTRY OF RECORDS STORED BY OSG

BOX NUMBER	FOLDER No. FILE No.	DESCRIPTION
RA00221	1	Certificates, 01.12.2005
RA00221	2	Certificates, 01.12.2006
RA00221	3	Certificates, 01.12.2007
RA00221	4	Certificates, 01.12.2008
MB01112	5	Bank statements, 05.08.2006
MB01112	6	Bank statements, 05.08.2007

9.6. INFORMATION REQUEST FORM



«OSG Records Management» LLC
 Raffi 111, Yerevan, Republic of Armenia, 0064
 Tel. +374 (10) 74 34 60

INFORMATION REQUEST FORM

Send the filled out Form via email to ORDERS_AM@IRONMOUNTAIN.COM

COMPANY :	CLIENT NUMBER :
DEPARTMENT :	PHONE :
WHO AUTHORIZED :	EMAIL :
P I N :	SIGNATURE:
	SEAL

PLEASE, NOTE THAT FEES WILL BE CHARGED FOR REQUESTING ADDITIONAL INFORMATION.

Service Conditions:
 Service fee is 1000 AMD (VAT not included) for each Service Order copy; 21000 AMD (VAT not included) for providing information in the form of type 1 report, 30000 AMD (VAT not included) for providing information in the form of type 2 report (one item from the list below). One report must be not longer than 33 pages in portrait orientation, each page must not contain more than 50 lines. The fee for reports exceeding these limits is calculated as 1000 AMD (VAT not included) per page.
 The Depositor hereby confirms having the knowledge and consent with Service Conditions and fees for the requesting additional information service. Sending this Form by the Depositor to the Guardian is the sufficient reason to provide this service. No additional agreement is necessary*.
 * the Guardian has the right to reject requests at will. Such rejects do not violate the Contract from the Guardian's side.

REPORT: 1000 AMD for each Service Order copy

SERVICE ORDER COPIES OF SERVICE ORDERS OVER A PERIOD OF NO LATER THAN AN EXPIRED CALENDAR YEAR (please specify in the notes below)

REPORT 1: 21000 AMD per report (select an option) :

QUANTITY OF ITEMS STORED IN OSG

REPORT 2: 30000 AMD per report (select an option) :

STORED ITEMS STATUS

REGISTRY / LIST OF STORAGE ITEMS FOR A PERIOD (specify in the notes below)

DATA CARRIERS DESCRIPTIONS

PROVIDED SERVICES STATISTICS FOR A PERIOD (specify in the notes below)

NOTES :

1. **Company Name.** Please fill in your company name.
Client number / Department. Please fill in client account and subaccounts if applicable.
Who authorized / PIN code. Please specify the authorized employee and PIN code.
Phone number. Please, specify the phone number of an employee requesting the information.
Email. Please, specify email of an employee requesting the information.

SAMPLE OF SECURE DATA CARRIER DESTRUCTION CERTIFICATE

CERTIFICATE OF SECURE DESTRUCTION OF DATA CARRIERS			
No. *** of (year) ***			
Client number [REDACTED]			
Contractor OOO "OSG Records Management" LLC			
Provided the following services to the Customer			
Customer: ***			
Data Carriers pickup address [REDACTED]			
No.	Service name	Units	Quantity
1	Secure Destructio of Data Carriers	***	***
The items with following tracking numbers were destroyed due to Service Order No.*** of (year) ****			
No.	Barcode		
All Data Carriers were destroyed by shredding.			
The parties have no claims against each other whatsoever			
OOO "OSG Records Management" LLC		Customer [REDACTED]	
Director			
_____ Lilya Abrahamyan		_____ / _____ / _____	

SAMPLE OF FILLED OUT FORMS

Authorization Form

Authorization Form

Effective date 21 03 2022

COMPANY NAME : In-Treid LLC. CLIENT NUMBER : RD1721

DEPARTMENT : PHONE NUMBER / FAX :

1. DELIVERY ADDRESS:
 The specified addresses are considered authorized addresses to which your orders will be delivered. Any other addresses not specified in this Form will be considered unauthorized. OSG has a right to refuse delivery to unauthorized addresses due to security reasons.

Moscow, Soviet st., 17

Moscow, Leningradsky avenue, 72

2. FORM TYPE:

A. New company Form B. Update Form

Cancels all currently active company-wide Authorization Forms Makes additions and updates currently active Authorization Forms

C. New department Form

Cancels all currently active department Authorization Forms

3. AUTHORIZATION:
 Access is hereby approved for the following personnel by my authorisation: (The authorised personnel must be Management level and above)

(Authorization can be granted by company CEO or by Head of Department by the power of attorney (scanned copy of the power of attorney must be attached))

Who authorized: Ivan Semenov Email: semenov.ai@in-treid.com.ru

Position: CEO PIN: 1000

Phone number: 78004003240 Signature:

Access to i-Archive

Please, specify the number of users*

Limited <input checked="" type="checkbox"/>	1
Standard <input checked="" type="checkbox"/>	3
Business <input checked="" type="checkbox"/>	2

*We send logins and passwords to the authorized email address listed in the Form. Access is provided for a fee determined by tariffs in your current price-list.

Name	Email	PIN	Phone number	Signature	i-Archive select from the list
Afanasy Putinov	Putilov.ag@in-treid.com.ru	8932	7(985)2552362		Standard
Anfisa Manannikova	mannikova.ab@in-treid.com.ru	2784	7(985)6721635		Limited
Kristina Komissarova	komissarova.ka@in-treid.com.ru	7891	7(985)3385896		Business
Viktor Shulgin	Shulgin.va@in-treid.com.ru	9275	7(985)9454618		Business
Evgeniya Yakushevicha	yakushevicha.en@in-treid.com.ru	4413	7(985)7451149		Standard
Vikentiy Lazarenko	lazarenko.vu@in-treid.com.ru	8924	7(985)4503255		Standard