

Cascade's IT Asset Retirement Service Options Effective March 1, 2010

While every situation is different, everyone wants to adopt best practices learned across industries into their institution. After handling more than 50,000 unique jobs for over 1,100 customers from across North America, we recognize that selecting the right mix of best practices for the retirement of Information Technology assets yields the best results for our customers.

Our solutions work to advance the following goals for our customers:

- Maximize value from recoverable equipment;
- Minimize handling and reporting costs;
- Meet data security requirements for the organization;
- Ensure environmental regulatory compliance is achieved and organizational sustainability goals are attained; and
- Integrate easily with existing disposal processes while moving the institution towards best practices in IT asset retirement that improve the company's return on investment.

Cascade offers solutions in all stages of IT asset retirement and allows customers to match our services to best fit their needs every step of the way. We provide a secure chain of custody and suite of services to match your demands for security, responsibility and value.

A full-service IT Asset Retirement Solution for you.



On-Site Services



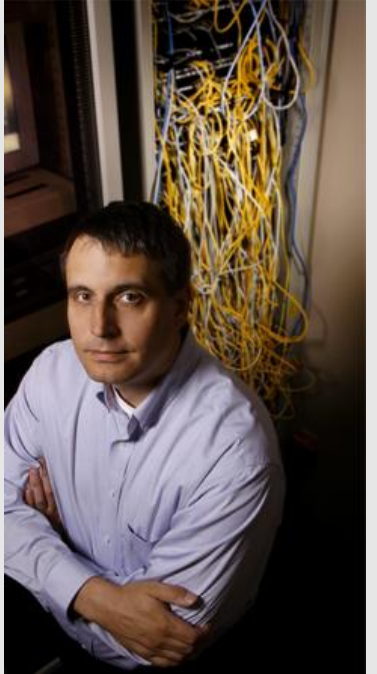
Logistics Services



Disposition Services

A secure chain of custody to protect your IT assets from your desktop to their final disposition.

On-Site IT Asset Retirement Services (all services provided at customer site)

Moving & Handling Services	Technical Services	Security Services	
<ul style="list-style-type: none"> Inventory assets and provide detailed inventory reports on-site 	<ul style="list-style-type: none"> De-installation of IT Equipment 	<ul style="list-style-type: none"> Full security site inspection 	
<ul style="list-style-type: none"> Securely package assets for transit 	<ul style="list-style-type: none"> Deployment of desktop IT Equipment 	<ul style="list-style-type: none"> Site closure assistance 	
<ul style="list-style-type: none"> Move IT assets within buildings and across town - including data center moves 	<ul style="list-style-type: none"> Network appliance swap service 	<ul style="list-style-type: none"> Site turnover service 	
<ul style="list-style-type: none"> Physical Media Destruction – punching of hard drives with portable pneumatic press 	<ul style="list-style-type: none"> Electronic Wiping of Hard Drives 	<ul style="list-style-type: none"> Documentation of existing data (directory listing, treelist) 	
<ul style="list-style-type: none"> Employee Collection Event management and support 	<ul style="list-style-type: none"> Wiping of network appliances 	<ul style="list-style-type: none"> Secure, locked bin rental for collecting sensitive media 	

As a full-service IT Asset Retirement company, Cascade provides solutions that begin with the ability to remove your equipment from a “desktop or a dock” and provide on-site asset tracking and data security services to properly build a secure chain of custody of your sensitive equipment from your site to its final disposition at one of our processing centers. In 2009, we performed more than 12,000 on-site jobs all across the United States.

Cascade’s Rapid Deployment Team (RDT) is a group of Cascade employees who span out from one of Cascade’s facilities to locations across the United States to safely and efficiently handle the collection and packaging of sensitive IT assets from our customers. All RDT staff undergo criminal background checks and drug screens. They have been trained in Cascade’s high standards for data security to protect our customers’ identity. They are also able to be sent to customer sites across the United States with very little notice. When they are not working at customers’ sites, they are either performing local collections or processing activities at one of Cascade’s facilities.


Pricing for Services:

You can choose to pay for these services either based on the amount of assets handled and processed or based on an hourly rate. Contact Cascade to set up an estimate for these services and to help us develop a program best suited to your needs.

You will find that Cascade’s rates are lower than you would expect from an IT Technician, because we just focus on disposition services that don’t necessarily require the qualifications of a network engineer. But you can also expect Cascade to provide professional, experience, knowledgeable, and friendly staff to take care of all your on-site IT asset disposition needs.

Logistics Services to Transport your IT Assets Securely to Final Disposition

	Cascade Dedicated Truck	Cascade Milk Run	Box Return Program	Third Party Dedicated Truck	Third Party Less than Truckload
Cascade schedules and coordinates logistics	✓	✓	✓	✓	✓
Assets are insured for damage and loss	✓	✓	✓	✓	✓
Coordinate with Cascade on-site services	✓	✓		✓	✓
Dedicated logistics, no other customers' assets commingled	✓		✓	✓	
Assets under control of background checked technicians	✓	✓			
Trucks locked and contents secured	✓	✓		✓	
Trucks sealed with tamper evident tags from customer site to Cascade	✓			✓	



One of the largest challenges in IT asset disposition is getting your old IT equipment securely and efficiently hauled away for processing. Cascade offers a variety of options to help you keep your logistics costs down while ensuring your assets are hauled securely to their final destination. With locations across the country, Cascade can minimize your logistics costs and respond quicker to your demands.

Cascade Fleet

Cascade maintains its own trucking fleet and drivers, so you get scheduled pick-up times, on-site packing assistance, a secure chain of custody, and excellent customer service. We can dedicate a truck to your load to provide direct shipments from your site to Cascade. If you're flexible, we can save you money by combining your pick-up with other sites in the area – the equipment is secure because it's always under the custody of Cascade. Cascade can quote you a maximum freight cost for removing items from any of your sites, which can be further reduced if you are able to combine pickups with other sites.

Box Return Program

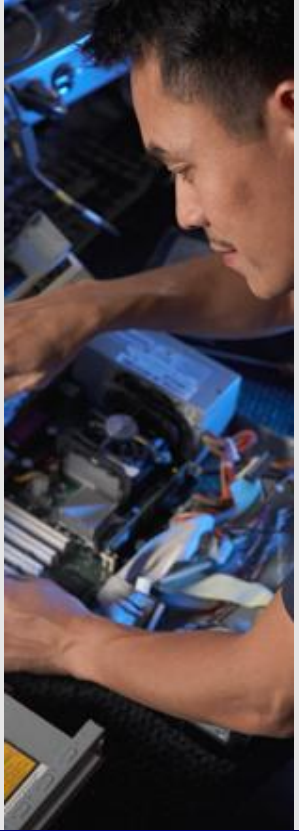
For individual asset returns, Cascade offers a mail-in program where we provide boxes, packing materials, handling instructions and shipping documentation to get your assets easily shipped out for processing from any location in North America. Box programs are priced based on the type of boxes used.

Secure 3rd Party Transport

We've partnered with best in class firms to provide secure transport of equipment, from armored trucks, to locked and sealed LTL (less than truckload) and direct full truckload shipments. For contracted, third party pick-ups, Cascade will research several options and charge a small administrative fee to manage the entire process.

Processing of Assets at Cascade for Safe & Sound® Value Recovery and Recycling

	Standard Processing	A la Carte Processing	Bulk Processing
E-Stewards Responsible IT Asset Reuse, Recycling & Treatment	✓	✓	✓
Destruction of all asset tags and personal or corporate information	✓	✓	✓
Physical destruction of all assets option (no resale of equipment)	✓	✓	✓
Hard drive and media shredding	✓	✓	✓
Certificate of Destruction/Notice of Recycling Activity provided	✓	✓	✓
Perform Count of Assets Received	✓	✓	
Assets inventoried upon receipt	all	choose what is inventoried	
Online, On Demand Report Review	✓		
Hard Drive Serial Number Reporting	✓	optional	
3-Pass Hard Drive Overwrite Option	✓		
Rebates from Resale of Reusable Equipment	✓	Inventoried assets only	
Settlement and Disposition Reports	✓	Inventoried assets only	
Compliance with privacy laws	Full compliance	Limited compliance	
Liability protection	Full liability for all assets	Only on inventoried assets	Limited liability protection



Cascade provides a variety of solutions to ensure our processing activities match your compliance requirements. No matter how you set up processing services with Cascade, you can be assured your equipment is handled to the highest environmental and data security standards in the industry.

Standard Processing

Every public company, health care organization, financial institution, government agency, or educational institution is subject to privacy protection and asset disposition reporting requirements. Our Standard Safe & Sound® Processing Services are compliant with HIPAA, Sarbanes-Oxley, FACTA, FERPA and other similar regulations. We track all assets throughout the disposition process and give you the ability to review and retrieve this disposition activity through a secure on-line Web portal. If you would like us to resell any reusable assets, Cascade works with you to maximize and share any resale revenue.

A la Carte Processing

If you only want some individual items tracked throughout the disposition process, then Cascade offers the flexibility of the a la Carte Safe & Sound® processing plan. This makes sense when only certain types of assets are subject to additional compliance reporting requirements or because you have assets that tend to generate good resale value. You only pay to inventory those items that you need to have inventoried.

Bulk Processing

If you have primarily “end of life” electronics that have little chance for reuse and you aren’t required to track individual assets to meet security requirements, then the Bulk Processing option guarantees you responsible disposal of your equipment at an easy and affordable price.

Product Categories

Effective March 1, 2010

Cascade will sort and process equipment into one of fifteen pre-defined product categories. For customers who enroll in our Standard Process Service, Cascade will record more detailed make, model, serial number and other tracking information for each asset. Contact a sales representative to set up your own service solution and to get pricing details.

Safe and Sound® Equipment Processing Services:

Services Included:

- ✓ Packaging and handling of equipment: First 30 minutes on site are free
- ✓ Secure Data Destruction: Hard drives and media destroyed/shredded
- ✓ Remove asset tags and corporate markings
- ✓ Demanufacture equipment for recycling or prepare for reuse as requested
- ✓ Provide disposition documentation and Certificate of Destruction/Notice of Recycling

Product Category	Unit of Measure	Items included in Product Category
Audio/Video Equipment	Each	VCR, projector, DVD player, DVR device, video/audio editing device, receiver, MP3 player, digital camera, game system & similar consumer electronics
Batteries	Per lb.	Loose rechargeable or disposable batteries.
Computing Device	Each	Desktop computer, desktop server, thin client. Includes a one-pass wipe on resellable drives or a shred of any obsolete, damaged or unsellable (as determined by customer or market) hard drives in the unit.
Computer/Display Combo Unit	Each	Monitor/Computer combo unit, all-in-one point of sale equipment (PC, cash drawer, video display). Includes a one-pass wipe on resellable drives or a shred of any obsolete, damaged or unsellable (as determined by customer or market) hard drives in the unit.
Handheld Device	Each	Telephone, handset, cell phone, PDA, Palm Pilot, pager, Blackberry
Hard Drive	Each	Any hard drive shipped loose. Hard drives contained within units may be pulled and inventoried when customer gives advance notice to Cascade . Includes the cost to shred any obsolete, damaged or unsellable (as determined by customer or market) hard drives in the unit.
Imaging Device	Each	Printer, document scanner, fax machine, desktop plotter, point of sale printers, desktop copier
Laptop Computer	Each	Laptop computer, tablet PC, net book. Includes a one-pass wipe on resellable drives or a shred of any obsolete, damaged or unsellable (as determined by customer or market) hard drives in the unit.
Media (Inventoried)	Each	Data tapes and other media traced by a unique serial number. NOTE – these items must be identified ahead of time for individual tracking
Media (Bulk)	Per lb.	CDs, floppies, flash drives and other media not traced by any unique number and processed by the pound.
Network Device	Each	Hub, router, switch, modems, external codecs, telecom devices
Rack Mount Server	Each	Rack mountable server. Includes the cost to shred any obsolete, damaged or unsellable (as determined by customer or market) hard drives in the unit. If hard drives can be resold, the cost to wipe the drive is deducted from the resale price shared with customer.
Video Display Device	Each	CRT or LCD monitor, television, terminal
Inventoried Electronics	Per lb.	Whatever does not fit into another category but can be traced by a unique serial number (not including keyboards and mice) or has been labeled by the customer for individual tracking.
Bulk Electronics	Per lb.	Keyboards, mice, toner and ink cartridges, cables, and unmarked parts

Additional Services provided based on Service Level

Depending on compliance and reporting demands, customers may select a Processing Service Level appropriate to their needs.

Standard Processing Services

Choose this option if you are subject to regulations or internal compliance standards requiring you to document the safe and responsible disposition of IT assets and electronic media. Cascade provides complete tracking of all IT assets through the disposition process. Reports on the receipt of assets and final disposition and settlement are made available through an on-line web portal and through custom reporting. If equipment is eligible for resale, Cascade shares any resale revenue with the customer through its Rebate program.

A la Carte Processing Services

Choose this option if you only require certain types of assets to be tracked through the disposition process or if only certain types of assets generate resale value. Cascade only charges you for tracking the product categories you request and only provides rebates on items sold from those product categories. Otherwise, Cascade just provides a count of assets received. Receipt and final disposition reports are provided for tracked assets by electronic spreadsheet only.

Bulk Processing Services

Choose this option if you have primarily “end of life” electronics that have little chance for reuse and you aren’t required to track individual assets to meet security requirements. Cascade only tracks and reports the total weight of equipment received. Customers are not eligible for rebates under this plan. There is no additional cost for this service and you would just be charged a set per pound fee for all equipment handled.

Additional Data Security Services

A wipe attempt will be made only on hard drives that have been inventoried and have resale potential. Damaged, obsolete, or hard drives required to be destroyed by the customer will not be wiped, but will be physically destroyed by Cascade at no additional cost. Cascade’s standard wipe is a one pass with full verification. Cascade can wipe drives to 10 different industry standards. Let us know what your security requirements are and the types of drives you have and we’ll set up the correct, verifiable and audited data wipe solution for you.

Final prices will be based on a visual inspection or sample of the collected equipment. Volume discounts available. Cascade is happy to provide estimates at no charge. Contact us for more details.