

POCKET GUIDE

10 QUESTIONS EVERYONE SHOULD ASK ABOUT INFORMATION MANAGEMENT SERVICES

Before choosing a professional to handle your company's information management needs, ask these important questions

1. Can I access information 24 hours a day, seven days a week, 365 days a year?



2. Are your employees required to sign confidentiality agreements?
3. Do you allow employees to smoke on the premises? What measures do you take to protect information in the event of a fire?
4. Can I review and photocopy documents onsite? How large is the client viewing area? Are there any time or volume limits?



5. Are your magnetic media storage facilities and transportation vehicles climate controlled?
6. What is your normal turn-around time for pickup and delivery? Are emergency delivery services available?
7. What security measures control access to the building and ensure my confidential information is protected?



8. What type of inventory tracking system do you have in place?
9. Does your facility have measures in place to protect my company's information against damage from natural disasters, such as earthquakes and flood?
10. If my information needs to be destroyed, what's the process?



Professional Records & Information Services Management

CODE OF ETHICS

As a member firm of PRISM International, we recognize our commitment to a philosophy of professionalism to our clients, fellow members and the public.

Our commitment to each of these is:

TO OUR CUSTOMERS, WE WILL

- Clearly identify the terms of our storage and service agreements and fulfill them in good faith.
- Provide appropriate security for the information resources entrusted to us by our clients.
- Consistently stress the importance of quality performance and confidentiality in rendering our services.
- Pledge to keep our property physically sound and use such controls and procedures as are necessary to fulfill our responsibilities.



TO OUR FELLOW MEMBERS, WE WILL

- Recognize the high sense of responsibility and ethical conduct that must be demonstrated in caring for the information resources of our clients.
- Work to further the professional image of the information management industry.

TO OUR PUBLIC, WE WILL

- Pledge our firm to be a good corporate citizen, fulfilling responsibilities to the communities in which we serve.
- Continuously increase our knowledge of developments impacting the information management industry.
- Educate others about information management issues.

