



# Choosing Your ITAD Vendor – A Quick Checklist

Use the following checklist as a reference to know what to ask of your global ITAD vendor to ensure they will support your needs and requirements.

Does my ITAD vendor:

## REGULATORY REQUIREMENTS

- Securely handle my IT assets to ensure privacy and regulatory compliance?
- Have Standard Operating Procedures in place to manage my IT assets in a manner that will protect my data, corporate reputation and brand?
- Stay up-to-date with country regulations for handling data? E-waste? Billing?
- Operate to recognized industry standards? What certifications do they hold?

## CORPORATE COMPLIANCE

- Process end-user IT assets, office equipment, networking devices and data center equipment?
- Provide a documented chain of custody of asset tracking, data destruction, financial settlements and environmental reports?
- Have a proven track record in supporting companies like mine?
- Support multi-country billing and taxes for my global program?
- Provide audited financial records demonstrating the financial health of their operations?
- Provide indemnification guarantees that are backed by insurance, business continuity measures and sound corporate governance?
- Provide documentation that hazardous waste is processed in an environmentally compliant manner?
- Provide pollution and cyber insurance, in addition to standard business solutions?

## DATA DESTRUCTION

- Have secure, standardized and clearly defined IT asset handling processes to ensure data security?
- Meet my corporate data security requirements?
- Destroy all types of data storage media? How?

## FINANCIAL RETURN

- Remarket my assets to maximize value recovery? What is their resell strategy?
- Parts harvest if resale of the whole unit is not possible?
- Offer redeployment alternatives?

## SUSTAINABILITY

- Provide a tool to enable our company to measure the carbon impact of our ITAD program?
- Work collaboratively with their clients to improve the sustainability of their ITAD program?
- Have a reputation for operating as a sustainable company?

## OPERATIONS

- Offer on-site services, including data destruction, decommissioning, inventory reconciliation and packing services?
- Cost effectively manage secure transportation? How?
- Support my ITAD program with a competent and knowledgeable customer service team?
- Thoroughly vet all subcontractors and downstream vendors to ensure that they meet all data security and environmental compliance standards?
- Have the infrastructure to support my national operations? My global operations? Does their footprint align with mine?
- Provide a secure and user-friendly portal for managing ITAD services, tracking assets and generating reports?
- Have the recycling expertise and equipment to extract maximum value from my IT assets, allowing my company to benefit financially from the IT disposal process?
- Have a plan to “fill in gaps” for services they do not provide directly?
- Maintain transparent and verifiable operations? Do they allow client audits? Facility inspections?

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