

# 1200-4-7-19-00-E National Shredding Procedure

## General information

- Effective date:** This procedure comes into effective August 1, 2013.
- Applicability:** This procedure applies to managers and assistant managers in bureaus related to the Passport Program, in regional offices, at call centres, at print centres, at 22 De Varennes Street and at 70 Crémazie Street.
- Approval authority:** This procedure was issued under the authority of the manager of PPCM-PPSD.
- Enquiries:** Manager, Material Management

| <i>Version</i> | <i>Date issued</i> | <i>Revised by</i> | <i>Background</i> |
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## 1.0 Context

This procedure outlines all of the steps to follow as part of a shredding service for ePassport Materiel.

## 2.0 Applicability

The term “operator” is used to designate the representative from the shredding company, while the term “authorized employee” designates the Government of Canada employee.

These steps must be followed when an operator arrives on site to conduct regular shredding services or any pre-ordered additional shredding services.

The term “passports” refers to ePassports.

### 2.1 Bureaus, regional offices, call centres and the Mississauga Print Centre

- The following documents must be deposited in shredding containers, as required:
  - ✓ Cancelled passports;
  - ✓ Gratis passports;
  - ✓ Spoiled passports;
  - ✓ Calibration books;
  - ✓ Missing passports (This refers to “missing” blanks that have been found and never issued to a client;
  - ✓ All documents, forms, notes, etc., up to Protected B.

### 2.2 22 De Varennes Street and the Gatineau Print Centre

- The following documents must be packed in boxes:
  - ✓ Cancelled passports;
  - ✓ Gratis passports;
  - ✓ Spoiled passports;
  - ✓ Calibration books;
  - ✓ Missing passports (This refers to “missing” blanks that have been found and never issued to a client;

**NOTE:** For 22 De Varennes Street, all other paper documents, up to Protected B, must be placed in the shredding containers found in the work areas. The bags must be brought to Room 119 and placed in the cages set up for this purpose. These bags will continue to be destroyed once a week by PWGSC’s PaperSave Program, under the supervision of PPCM-Asset Management employees.

## 2.3 70 Crémazie Street

- The following documents must be packed in boxes:
  - ✓ Cancelled passports;
  - ✓ Gratis passports;
  - ✓ Spoiled passports;
  - ✓ Calibration books;
  - ✓ Missing passports (This refers to “missing” blanks that have been found and never issued to a client;

### **IMPORTANT**

- For unique items in the **cancelled/gratis/spoiled/missing** categories or for any additional information on other types of material, please see the Materiel Management (PPCM-Planning) Regional Office and Print Centre Material Management Instructions [1200-4-7-39-E, Tab 5 – Final Disposition of Passport Material and Tab 7 – Physical Reconciliation of Unique Items](#).
- Please also see [Appendix E in Tab 8 – Inventory Adjustment Form \(PPTC491-A1\)](#) for more information on these procedures.

## 3.0 Frequency of visits

A schedule has been established, based on the volume and the number of containers in each location visited.

If an additional visit is required between regular visits, please send an email to PPCM-Asset Management at [PPCM-AssetManagement@pptc.gc.ca](mailto:PPCM-AssetManagement@pptc.gc.ca). Please indicate the proposed date for the additional service, the reason (excessive volume, workload management, etc.) and the number of bags to be shredded. PPCM-Asset Management will give written authorization for you to contact the shredding company to organize the additional service.

The shredding company has 72 hours to propose a date to conduct the additional service.

If the regular schedule does not meet the needs of one of the locations visited, please contact PPCM-Asset Management at [PPCM-AssetManagement@pptc.gc.ca](mailto:PPCM-AssetManagement@pptc.gc.ca) to change the frequency of the visits.

## 4.0 Typical regular visit to regional offices and the Mississauga Print Centre

- Before each regular visit, print two (2) copies of form PPTC 563, [Destruction Certificate – Regional Offices and Print Centres](#). The form can be found at the following address: <http://eclipse/forms/pptc563-eng.pdf>.

**NOTE:**

- ✓ These sections must be completed by the authorized employee (official of the Government of Canada).
- ✓ These sections must be completed by the operator of the shredding company (operator).

Passport Canada / Passeport Canada

**Certificate of destruction  
Regional offices and print centres**

Date: \_\_\_\_\_  
Time: \_\_\_\_\_  
Office: \_\_\_\_\_

Operator name: \_\_\_\_\_  
Vehicle license plate number: \_\_\_\_\_  
Shredding equipment serial number: \_\_\_\_\_  
Shredding equipment serial number: \_\_\_\_\_  
Number of bags/boxes shredded: \_\_\_\_\_

I, \_\_\_\_\_ (Operator Representative), certify that the information contained herein is accurate and that the material has been shredded to conform with the terms of contract 7305400, specifying that cuts are to be equal to or smaller than 150 square mm.

\_\_\_\_\_  
Operator signature

\_\_\_\_\_  
Government of Canada representative  
(please print)

\_\_\_\_\_  
Government of Canada representative signature

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- Every time the operator arrives for a service, he or she must present a piece of identification to the authorized employee who will accompany him or her. If the operator is unable to present a piece of identification, the service must not take place.

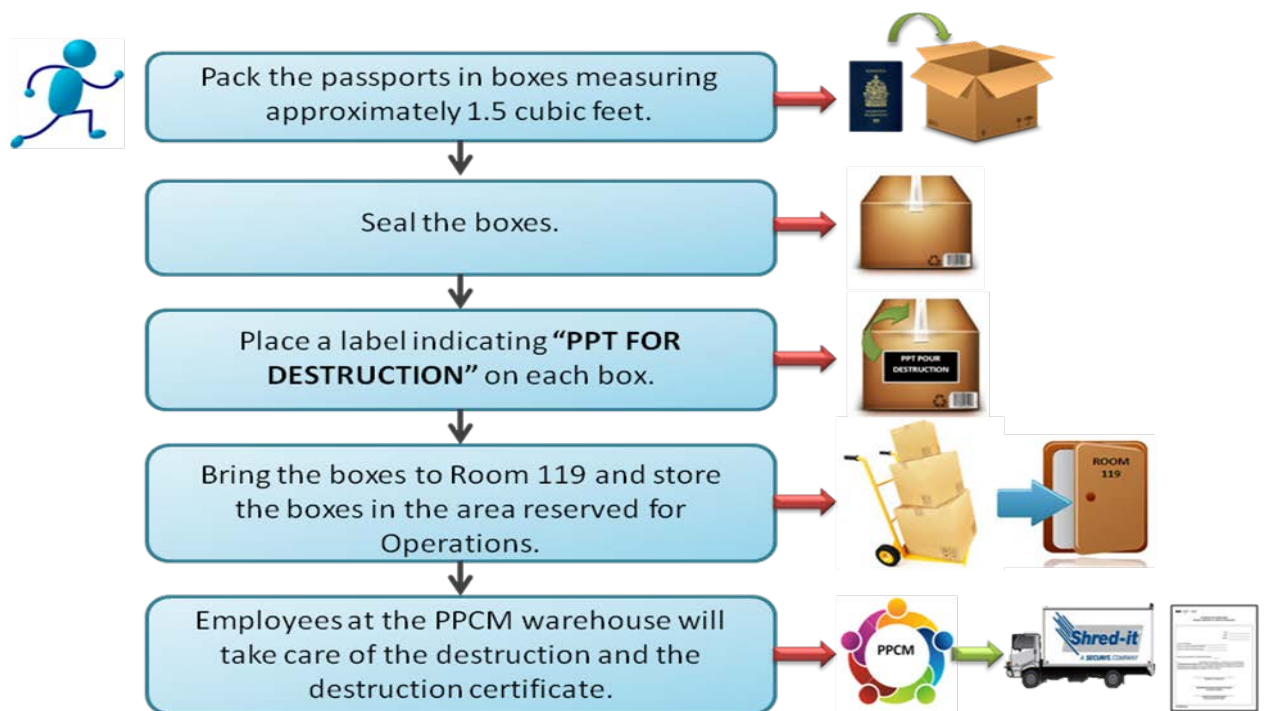
**NOTE**

- Whenever possible, the authorized employee asked to accompany the operator should be the same employee every visit, so that he or she will better understand how a service takes place and to reduce risks.
- The authorized employee who accompanies the operator during the shredding service **must have secret security clearance** and remain with the operator at all times, throughout the entire service.

- The operator will unlock every container and replace the bag inside with an empty bag. The bags can also be emptied into a wheeled bin and the empty bags put back into the shredding containers.
- The operator will bring the bags or the wheeled bin to the truck and will empty them in front of the authorized employee. The authorized employee **must not** ask for a sample of the shredded material. The truck may have a window through which the employee can see the material being shredded. The operator **CANNOT, under any circumstances,** open the truck anywhere outside of the shredding company's physical facilities.
- At the end of the service, the authorized employee must complete two (2) copies of form PPTC 563, *Destruction Certificate – Regional Offices and Print Centres*. All of the fields must be completed, and both copies must be signed by the operator and the authorized employee. One copy must be given to the operator and the other copy must remain on site. Signed copies must then be sent to PPCM-Asset Management at [PPCM-AssetManagement@pptc.gc.ca](mailto:PPCM-AssetManagement@pptc.gc.ca) at 22 De Varennes, for reference purposes. Then, the original copy must be sent to PPCM-Asset Management through interoffice mail.
- The operator will issue a receipt indicating the number of bags that were shredded.
- The authorized employee must scan the receipt and the destruction certificate, and email them to PPCM-Asset Management at [PPCM-AssetManagement@pptc.gc.ca](mailto:PPCM-AssetManagement@pptc.gc.ca). Then, the regional office can keep the destruction certificate (original copy) for their records.

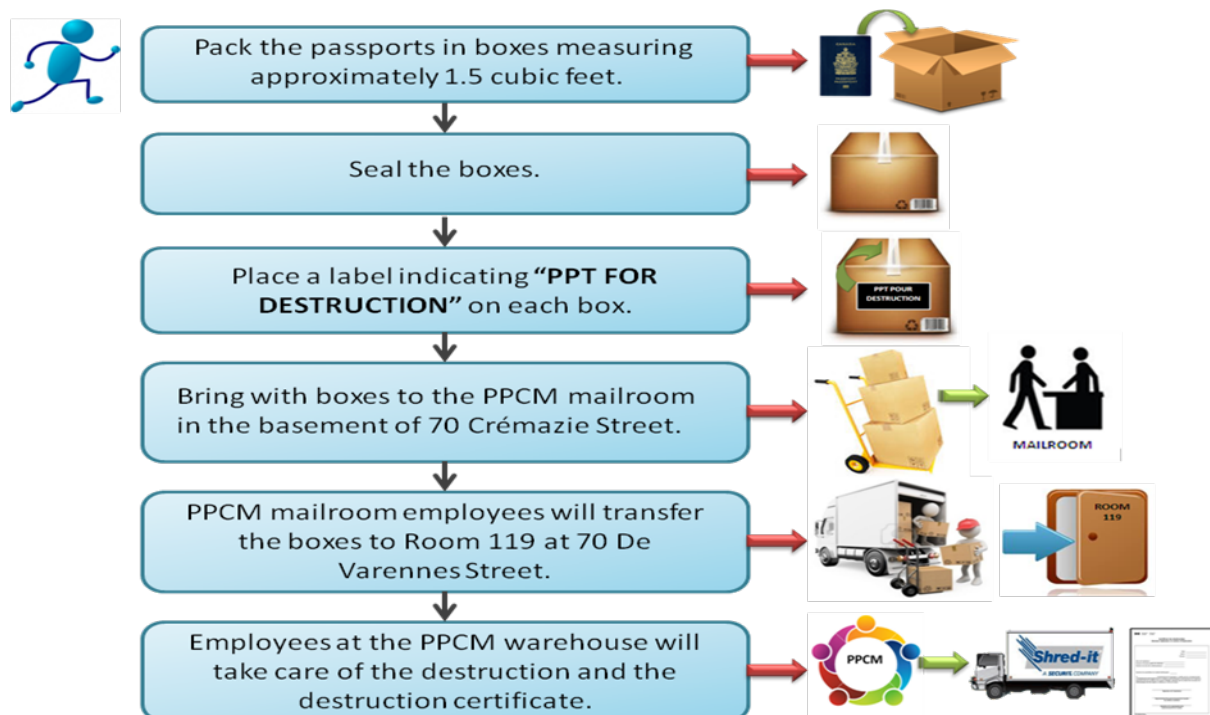
## 5.0 Typical regular visit to 22 De Varennes Street

### 5.1 Procedure



## 6.0 Typical regular visit to 70 Crémazie Street

### 6.1 Procedure



## 7.0 Atypical service

The following steps must be followed when the authorized employee has reason to believe that shredding could be compromised (for example, the employee sees pieces larger than his or thumb through the window, the truck is making unusual noises, etc.).

**Step 1:** The shredding must be stopped immediately.

**Step 2:** Please contact the PPCM-Asset Management team immediately at [PPCM-AssetManagement@pptc.gc.ca](mailto:PPCM-AssetManagement@pptc.gc.ca) in order to receive the guidelines.

## 8.0 Additional information

As this is a national contract, the reconciliation and all of the payments will be made by Material Management (PPCM-Asset Management). The frequency of the visits and all additional visits should be based on the destruction of at least three (3) bags, unless there is a problem with the secure storage.

### Contact information

If you have any questions about this procedure, please send an email to [PPCM-AssetManagement@pptc.gc.ca](mailto:PPCM-AssetManagement@pptc.gc.ca) or to the manager for PPCM-Asset Management section, Anne Beausoleil at [Anne.Beausoleil@pptc.gc.ca](mailto:Anne.Beausoleil@pptc.gc.ca)