



RESIDENTIAL TENANCY BRANCH
3350 DOUGLAS ST., UNIT 101
VICTORIA BC V8Z 3L1

INVOICE

PAGE 1 of 3

Billing Date 04/07/2017
Invoice Number 8100140478
Customer Number s.17
Site & Purchase Order Info on Reverse Page



For billing, scheduling or customer service
1-800-69-SHRED
Hours: (Mon - Fri) 8:00AM - 5:00PM

ACCOUNT SUMMARY - SHREDDING SERVICE

DESCRIPTION	AMOUNT	TOTAL
PREVIOUS BALANCE		\$188.90
Thank You-Payment	(\$188.90)	
CURRENT INVOICE CHARGES	(See Reverse Page For Details)	\$195.32
TOTAL ACCOUNT BALANCE DUE BY 04/07/2017		\$195.32

Billing Currency: CAD

GST/HST #: 86625 9062

CERTIFICATE OF DESTRUCTION: Shred-it is committed to the secure destruction of its customers' confidential information. This certification will affirm that Shred-it destroys the customers' confidential material, pursuant to our customers' request and instructions.

Account History Please disregard if payment has been sent.					
Current	1-30 days Past Due	31-60 days Past Due	61-90 days Past Due	90+ days Past Due	Total Account Balance
\$195.32	\$0.00	\$0.00	\$0.00	\$0.00	\$195.32

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT IN THE ENCLOSED ENVELOPE. TO ENSURE TIMELY POSTING OF YOUR PAYMENT, PLEASE ALLOW 5 DAYS FOR MAILING.



Shred-it INTERNATIONAL ULC
1383 North Service Road, East
Oakville, ON L6H 1A7

INVOICE NUMBER	INVOICE DATE	CUSTOMER NUMBER
8100140478	04/07/2017	s.17
TOTAL ACCOUNT BALANCE DUE BY 04/07/2017		\$195.32
TOTAL AMOUNT ENCLOSED		\$
<input type="checkbox"/> If account or contact information has changed please check box and fill out back portion of coupon		

RESIDENTIAL TENANCY BRANCH
3350 DOUGLAS ST., UNIT 101
VICTORIA BC V8Z 3L1

===== REMIT TO: =====

SHRED-IT INTERNATIONAL ULC
P.O. BOX 15781, STATION A
TORONTO, ONTARIO
M5W 1C1

015781 s.17

0000008100140478 0000019532 0

Residential Tenancy Branch

CUSTOMER#: s.17

INVOICE#: 8100140478

INVOICE DATE: 04/07/2017

SERVICE DATE	SERVICE RECORD	P.O.#	SERVICE TYPE	QTY	UNIT OF MEASURE	TOTAL
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Site: BC01 Service Location: Residential Tenancy Branch, 3350 Douglas St., Unit 101, Victoria, BC, V8Z 3L1, CA - s.17

03/15/2017	8030520981		SHRED - ON-SITE AUTOMATIC			
					Minimum Order Value	\$61.08
					GST 5.00 %	\$3.05
					SUB TOTAL	\$64.13

03/29/2017	8030868308		SHRED - ON-SITE AUTOMATIC			
					Minimum Order Value	\$67.19
					GST 5.00 %	\$3.36
					SUB TOTAL	\$70.55

TOTAL \$134.68

Site: BC03 Service Location: Residential Tenancy Branch, 478 Bernard Ave, Suite 305, Kelowna, BC, V1Y 6N7, CA - s.17

03/27/2017	8030754787		SHRED - ON-SITE AUTOMATIC			
					Minimum Order Value	\$57.75
					GST 5.00 %	\$2.89
					SUB TOTAL	\$60.64

TOTAL \$60.64

TOTAL CURRENT INVOICE CHARGES \$195.32

IF CURRENT ACCOUNT INFORMATION HAS CHANGED,PLEASE ENTER THE CORRECT INFORMATION BELOW.

Billing Information Change

Service Information Change

ACCOUNT NAME	
CONTACT	
EMAIL	
ADDRESS	
CITY	
PROVINCE/POSTAL CODE	
PHONE NUMBER	
FAX NUMBER	

PLEASE DO NOT WRITE IN THE GREY AREA

Residential Tenancy Branch

CUSTOMER#: S.17

INVOICE#: 8100140478

INVOICE DATE: 04/07/2017

TAX SUMMARY

British Columbia

GST 5.00 %

\$9.30

Total Tax

\$9.30

From: [Hannan, Tiffany OHCS:EX](#)
To: [Wilson, Jennifer L OHCS:EX](#)
Subject: Fw: SHRED-IT (OAKVILLE) - Transaction Receipt for 60.64
Date: Wednesday, January 25, 2017 12:12:36 PM

Hi,

I don't think I'm supposed to have Shred-it charges coming off of my card anymore., and I don't have an invoice for this...can you check the shred-it invoices that you have and see if you can match the order #?

Thanks,

Tiffany

From: DoNotReply@billing-notification.com
<DoNotReply@billing-notification.com>
Sent: Wednesday, January 25, 2017 8:55 AM
To: Hannan, Tiffany OHCS:EX
Subject: SHRED-IT (OAKVILLE) - Transaction Receipt for 60.64

SHRED-IT / SECURIT
1218 South Service Road, West
Oakville, ON. L6L 5T7
T. 905-829-2222
T. 1-866-345-3269

Term ID: 001

Sale - Approved

Date	01/25/17	Time 11:55:19
Method of Payment	MasterCard	
Entry Method	Manual	
Account #	s.17	

Order ID	8100076129	
Order Description:	s.17	Residential Tenancy
Approval Code	115519	

Amount

60.64

Customer Copy

From: DoNotReply@billing-notification.com
To: [Wilson, Jennifer L OHCS:EX](#)
Subject: SECURIT (COQUITLAM) - Transaction Receipt for 60.64
Date: Thursday, February 23, 2017 10:02:36 AM

Shred-it International ULC
300-1650 Brigantine Dr.
Coquitlam BC V3K 7B5
604-444-4044
1-800-697-4733

Term ID: 001

Sale - Approved

Date	02/23/17	Time 13:01:29
Method of Payment	MasterCard	
Entry Method	Manual	
Account #	s.17	
Order ID	8100076129	
Order Description:	s.17	Residential Tenancy
Approval Code	130130	
Amount	60.64	

THANK YOU FOR YOUR PAYMENT!

Register for online payments at
www.shredit.com/myshredit

Customer Copy

From: DoNotReply@billing-notification.com
To: [Wilson, Jennifer L OHCS:EX](#)
Subject: SECURIT (COQUITLAM) - Transaction Receipt for \$188.90
Date: Monday, March 13, 2017 12:08:02 PM

Shred-it International ULC
300-1650 Brigantine Dr.
Coquitlam BC V3K 7B5
604-444-4044
1-800-697-4733

Term ID: 001

Sale - Approved

Date	03/13/17	Time 15:03:45
Method of Payment	MasterCard	
Entry Method	Manual	
Account #	s.17	
Order ID	8100118875	
Order Description:	s.17	
Approval Code	150345	
Amount	\$188.90	

THANK YOU FOR YOUR PAYMENT!

Register for online payments at
www.shredit.com/myshredit

Customer Copy

From: DoNotReply@billing-notification.com
To: [Hannan, Tiffany OHCS:EX](#)
Subject: SHRED-IT (OAKVILLE) - Transaction Receipt for 60.64
Date: Thursday, January 26, 2017 7:11:13 AM

SHRED-IT / SECURIT
1218 South Service Road, West
Oakville, ON. L6L 5T7
T. 905-829-2222
T. 1-866-345-3269

Term ID: 001

Refund - Approved

Date	01/26/17	Time 10:01:02
Method of Payment	MasterCard	
Entry Method	Manual	
Account #	s.17	
Order ID	8100076129	
Order Description:	s.17	REFUND
Amount	60.64	

Customer Copy



Shred-it INTERNATIONAL ULC
1383 North Service Road, East
Oakville, ON L6H 1A7
GST/HST #: 86625 9062

Customer Invoice

Invoice #: 9002151187
Billing Date: January 4, 2017
Service Order #: 8028110463
Account #: s.17
Billing Currency: CAD
Payment Terms: Credit Card

Residential Tenancy Branch
Unit 101
3350 Douglas St.
Victoria BC V8Z 3L1

For billing, scheduling or customer service
1-800-69-SHRED
Hours: (Mon - Fri) 8:00AM - 5:00PM

Shredding Service

Service Date: January 4, 2017

Service Location: Residential Tenancy Branch, 3350 Douglas St., Unit 101,
Victoria BC V8Z 3L1

ON-SITE REGULAR SERVICE

Minimum Order Value 61.08

Net Value Before Taxes 61.08

GST 5.000% 3.05

Amount Paid in Full 64.13

Thank you for your business.



By recycling your confidential documents
using Shred-it's secure service, you're
making a difference to the environment.

CERTIFICATE OF DESTRUCTION

Shred-it is committed to the secure
destruction of its customers' confidential
information. This certification will affirm
that Shred-it destroys the customers'
confidential material, pursuant to our
customers' request and instructions.

Please Remit To:

SHRED-IT INTERNATIONAL ULC
P.O. BOX 15781, STATION A
TORONTO, ONTARIO M5W 1C1

Following services are NAID certified:
Hard Drive Destruction
Mobile Destruction
Offsite Destruction
Non-Paper Destruction

PLEASE ENSURE THE INVOICE NUMBERS YOU ARE PAYING ARE CLEARLY
STATED ON YOUR CHEQUE REMITTANCE

Shred-it International ULC
300-1650 Brigantine Dr.
Coquitlam BC V3K 7B5
604-444-4044
1-800-697-4733

Term ID: 001

Sale - Approved

Date	01/06/17	Time 14:01:01
Method of Payment	MasterCard	
Entry Method	Manual	
Account #	s.17	
Order ID	9002151187	
Order Description:	s.17	Residential Tenancy
Approval Code	140102	
Amount	64.13	

THANK YOU FOR YOUR PAYMENT!

Register for online payments at
www.shredit.com/myshredit

Customer Copy

INVOICE

PAGE 1 of 3



RESIDENTIAL TENANCY BRANCH
3350 DOUGLAS ST., UNIT 101
VICTORIA BC V8Z 3L1

Billing Date 07.03.2017
Invoice Number 8100118875
Customer Number s.17
Site & Purchase Order Info on Reverse Page



For billing, scheduling or customer service
1-800-69-SHRED
Hours: (Mon - Fri) 8:00AM - 5:00PM

ACCOUNT SUMMARY - SHREDDING SERVICE

DESCRIPTION	AMOUNT	TOTAL
PREVIOUS BALANCE		\$249.54
Thank You-Payment	(\$249.54)	
CURRENT INVOICE CHARGES	(See Reverse Page For Details)	\$188.90
TOTAL ACCOUNT BALANCE DUE BY 07.03.2017		\$188.90

Billing Currency:CAD

GST/HST #: 86625 9062

CERTIFICATE OF DESTRUCTION: Shred-It is committed to the secure destruction of its customers' confidential information. This certification will affirm that Shred-It destroys the customers' confidential material, pursuant to our customers' request and instructions.

Account History Please disregard if payment has been sent.					
Current	1-30 days Past Due	31-60 days Past Due	61-90 days Past Due	90+ days Past Due	Total Account Balance
\$188.90	\$0.00	\$0.00	\$0.00	\$0.00	\$188.90

SC030917030021_ZLCA_01.xml-5377-000004096

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT IN THE ENCLOSED ENVELOPE. TO ENSURE TIMELY POSTING OF YOUR PAYMENT, PLEASE ALLOW 5 DAYS FOR MAILING.



Shred-it INTERNATIONAL ULC
1383 North Service Road, East
Oakville, ON L6H 1A7

INVOICE NUMBER 8100118875	INVOICE DATE 07.03.2017	CUSTOMER NUMBER s.17
TOTAL ACCOUNT BALANCE DUE BY 07.03.2017		\$188.90
TOTAL AMOUNT ENCLOSED		\$
<input type="checkbox"/> If account or contact information has changed please check box and fill out back portion of coupon		

002689 000004096

s.17

RESIDENTIAL TENANCY BRANCH
3350 DOUGLAS ST., UNIT 101
VICTORIA BC V8Z 3L1

===== REMIT TO: =====
SHRED-IT INTERNATIONAL ULC
P.O. BOX 15781, STATION A
TORONTO, ONTARIO
M5W 1C1

015781 s.17

0000008100118875 0000018890 5

Residential Tenancy Branch

CUSTOMER#: s.17

INVOICE#: 8100118875

INVOICE DATE: 07.03.2017

SERVICE DATE	SERVICE RECORD	P.O.#	SERVICE TYPE	QTY	UNIT OF MEASURE	TOTAL
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Site: BC01 Service Location: Residential Tenancy Branch, 3350 Douglas St., Unit 101, Victoria, BC, V8Z 3L1, CA - s.17

15.02.2017	8029848865		SHRED - ON-SITE AUTOMATIC		Minimum Order Value	\$61.08
					GST 5.00 %	\$3.05
					SUB TOTAL	\$64.13
01.03.2017	8030166005		SHRED - ON-SITE AUTOMATIC		Minimum Order Value	\$61.08
					GST 5.00 %	\$3.05
					SUB TOTAL	\$64.13
					TOTAL	\$128.26

Site: BC03 Service Location: Residential Tenancy Branch, 478 Bernard Ave, Suite 305, Kelowna, BC, V1Y 6N7, CA - 12096337

27.02.2017	8030098831		SHRED - ON-SITE AUTOMATIC		Minimum Order Value	\$57.75
					GST 5.00 %	\$2.89
					SUB TOTAL	\$60.64
					TOTAL	\$60.64
TOTAL CURRENT INVOICE CHARGES						\$188.90

SC030917030021_ZLCA_01.xml-5378-000004096

Residential Tenancy Branch

CUSTOMER#: s.17

INVOICE#: 8100118875

INVOICE DATE: 07.03.2017

TAX SUMMARY

British Columbia	
GST 5.00 %	\$8.99
Total Tax	\$8.99

s.17



Shred-it INTERNATIONAL ULC
1383 North Service Road, East
Oakville, ON L6H 1A7

GST/HST #: 86625 9062

RESIDENTIAL TENANCY BRANCH
SUITE 400
5021 KINGSWAY
BURNABY BC V5H 4A5

Customer Invoice

Invoice #: 9002156954
Billing Date: January 9, 2017
Service Order #: 8028996678
Account #: s.17
Billing Currency: CAD
Payment Terms: Net due in 30 days

For billing, scheduling or customer service
1-800-69-SHRED
Hours: (Mon - Fri) 8:00AM - 5:00PM

Shredding Service

Service Date: January 9, 2017

Service Location: Residential Tenancy Branch, 5021 Kingsway, Suite 400,
Burnaby BC V5H 4A5

ON-SITE REGULAR SERVICE	4	Container - Std	70.75
Net Value Before Taxes			70.75
GST 5.000%			3.54
Amount Due on February 8, 2017			74.29

Thank you for your business.



By recycling your confidential documents using Shred-it's secure service, you're making a difference to the environment.

CERTIFICATE OF DESTRUCTION

Shred-it is committed to the secure destruction of its customers' confidential information. This certification will affirm that Shred-it destroys the customers' confidential material, pursuant to our customers' request and instructions.

Following services are NAID certified:

Hard Drive Destruction
Mobile Destruction
Offsite Destruction
Non-Paper Destruction

Please Remit To: SHRED-IT INTERNATIONAL ULC
P.O. BOX 15781, STATION A
TORONTO, ONTARIO M5W 1C1

PLEASE ENSURE THE INVOICE NUMBERS YOU ARE PAYING ARE CLEARLY STATED
ON YOUR CHEQUE REMITTANCE



Shred-it INTERNATIONAL ULC
1383 North Service Road, East
Oakville, ON L6H 1A7

GST/HST #: 86625 9062

RESIDENTIAL TENANCY BRANCH
SUITE 400
5021 KINGSWAY
BURNABY BC V5H 4A5

Customer Invoice

Invoice #: 9002198061
Billing Date: February 8, 2017
Service Order #: 8029614574
Account #: s.17
Billing Currency: CAD
Payment Terms: Net due in 30 days

For billing, scheduling or customer service
1-800-69-SHRED
Hours: (Mon - Fri) 8:00AM - 5:00PM

Shredding Service

Service Date: February 8, 2017

**Service Location: Residential Tenancy Branch, 5021 Kingsway, Suite 400,
Burnaby BC V5H 4A5**

ON-SITE REGULAR SERVICE	4	Container - Std	70.75
Net Value Before Taxes			70.75
GST 5.000%			3.54
Amount Due on March 10, 2017			74.29

Thank you for your business.



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Following services are NAID certified:
Hard Drive Destruction
Mobile Destruction
Offsite Destruction
Non-Paper Destruction

Please Remit To: **SHRED-IT INTERNATIONAL ULC
P.O. BOX 15781, STATION A
TORONTO, ONTARIO M5W 1C1**

**PLEASE ENSURE THE INVOICE NUMBERS YOU ARE PAYING ARE CLEARLY STATED
ON YOUR CHEQUE REMITTANCE**



Shred-It INTERNATIONAL ULC
1383 North Service Road, East
Oakville, ON L6H 1A7

GST/HST #: 86625 9062

RESIDENTIAL TENANCY BRANCH
SUITE 400
5021 KINGSWAY
BURNABY BC V5H 4A5

Customer Invoice

Invoice #: 9002269461
Billing Date: April 3, 2017
Service Order #: 8031015762
Account #: s.17
Billing Currency: CAD
Payment Terms: Net due in 30 days

For billing, scheduling or customer service
1-800-69-SHRED
Hours: (Mon - Fri) 8:00AM - 5:00PM

Shredding Service

Service Date: April 3, 2017

Service Location: Residential Tenancy Branch, 5021 Kingsway, Suite 400,
Burnaby BC V5H 4A5

ON-SITE REGULAR SERVICE	4	Container - Std	77.83
Net Value Before Taxes			77.83
GST 5.000%			3.89
Amount Due on May 3, 2017			81.72

Thank you for your business.



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Hard Drive Destruction
Mobile Destruction
Offsite Destruction
Non-Paper Destruction

Please Remit To: **SHRED-IT INTERNATIONAL ULC**
P.O. BOX 15781, STATION A
TORONTO, ONTARIO M5W 1C1

**PLEASE ENSURE THE INVOICE NUMBERS YOU ARE PAYING ARE CLEARLY STATED
ON YOUR CHEQUE REMITTANCE**



Shred-it INTERNATIONAL ULC
1383 North Service Road, East
Oakville, ON L6H 1A7

GST/HST #: 86625 9062

RESIDENTIAL TENANCY BRANCH
SUITE 400
5021 KINGSWAY
BURNABY BC V5H 4A5

Customer Invoice

Invoice #: 9002306719
Billing Date: May 1, 2017
Service Order #: 8031638083
Account #: s.17
Billing Currency: CAD
Payment Terms: Net due in 30 days

For billing, scheduling or customer service
1-800-69-SHRED
Hours: (Mon - Fri) 8:00AM - 5:00PM

Shredding Service

Service Date: May 1, 2017

Service Location: Residential Tenancy Branch, 5021 Kingsway, Suite 400,
Burnaby BC V5H 4A5

ON-SITE REGULAR SERVICE	4	Container - Std	77.83
Net Value Before Taxes			77.83
GST 5.000%			3.89
Amount Due on May 31, 2017			81.72

Thank you for your business.



By recycling your confidential documents using Shred-it's secure service, you're making a difference to the environment.

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Hard Drive Destruction
Mobile Destruction
Offsite Destruction
Non-Paper Destruction

Please Remit To: SHRED-IT INTERNATIONAL ULC
P.O. BOX 15781, STATION A
TORONTO, ONTARIO M5W 1C1

PLEASE ENSURE THE INVOICE NUMBERS YOU ARE PAYING ARE CLEARLY STATED
ON YOUR CHEQUE REMITTANCE

DRAFT – FOR DISCUSSION PURPOSES ONLY

**R.O GUIDE#3:
RECORDS MANAGEMENT
GUIDELINES FOR DEPARTING OR
TRANSFERRING EMPLOYEES**

Version 1.1

Prepared August 24, 2011

By: Records Management Operations

**GUIDELINES
FOR
RECORDS
OFFICERS**





GUIDELINES FOR RECORDS OFFICERS

#3: RECORDS MANAGEMENT GUIDELINES FOR DEPARTING OR TRANSFERRING EMPLOYEES

TABLE OF CONTENTS

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Ownership of Government Records	2
Email and Computer Files	3
Paper Files	3
Retention of Government Records	4
Provision of Copies of Government Records	4
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VERSION CONTROL

VERSION NUMBER	CREATED / EDITED BY:	DATE:	NOTES:
VERSION 1.1		2011-08-24	Sent for review by OCIO 2011-08-24

OVERVIEW

These guidelines provide Ministry and Corporate Records Officers with instructions for managing records transfers, disposition, and related activities following an employee transfer or departure. The following guidelines address:

- The responsibilities of the employee, the supervisor, and the Records Officer during a transfer or departure
- The possible provision of copies of government records

The guidelines cover records of continuing programs. For defunct agencies or programs, see Guideline #1.

Please contact a Records Management Operations (RMO) archivist/analyst for more information.

When dealing with an employee transfer or departure, the **Records Officer's role will be largely advisory** – it is the employee's responsibility to properly manage their records before their departure. However, the following information has been provided so that key questions around ownership and responsibility can be answered by a Records Officer throughout this process.

OWNERSHIP OF GOVERNMENT RECORDS

Electronic and paper records created or received in the course of government business are the property of the provincial government, not of individual employees.

Core Policy and Procedures Manual (CPPM) states that any content created or transmitted using government equipment or retained within the government network will be managed as a government record.¹

All records under the control of a terminated or transferred employee must be retained or disposed of in accordance with ARCS, ORCS, or other approved records retention and disposition schedules. This includes electronic, paper, and any other types of records for which the employee was responsible.

See below for more information on retention of government records.

Records procedures should comply with:

- Legislation (e.g., *Document Disposal Act*, *Freedom of Information and Protection of Privacy Act*);
- Government-wide policy and standards (e.g., CPPM, IM/IT Supplemental Policy Manual, Recorded Information Management Policy Manual); and
- Ministry-specific policy and procedures.

¹ Core Policy and Procedures Manual Chapter 12.3.1 part 4

Email and Computer Files

All departing employees must review their email, text messaging and voice mail accounts, as well as any electronic records stored on employee-specific drives. The records should be handled as follows:

- **CLASSIFY and FILE** (or submit for filing) all items that are not duplicates and that are substantive in nature. This includes records that document decision-making, set policy or procedures, require a reply or action, or reflect ministry or agency business processes. Offices that need to retain electronic versions of records but are not using an electronic document and records management system (i.e., government-standard EDRMS TRIM) should copy the records to a shared drive. Remove any encryption, passwords or access restrictions from the electronic records, to ensure that they are accessible to authorized staff.
- **DELETE** all known duplicates of information already filed in the office filing system (TRIM, a structured LAN, and/or physical filebanks) OR documents that are transitory in nature (for example, work/life announcements, lunch dates, etc.).
- **REMOVE** any non-work related or personal items from the folders (for example, resumes, professional association correspondence, family photographs, etc.).

The employee's supervisor/designate should document that this process has been completed.²



As a temporary measure for short-notice departures, email and items on personal drives may be copied to a shared drive or CD or other removable media. The records must then be reviewed by the supervisor or designate according to the above criteria and copied, filed or deleted as appropriate.

Paper Files

Departing employees must:	Records staff must:
<ul style="list-style-type: none"> • RETURN all signed-out files. • REVIEW and CLASSIFY any loose papers, working files, etc. in their workspace and file or submit them for filing, as appropriate. • SEPARATE transitory records (duplicates, preliminary drafts and rough notes, etc.) and shred or recycle them, as appropriate (Records Officers will provide destruction guidelines). 	<ul style="list-style-type: none"> • UPDATE file lists as required. • PREPARE records for AUTHORIZED DESTRUCTION or TRANSFER to off-site storage (Records Officers will provide specific procedures). <p>If the employee cannot complete these tasks, the supervisor may delegate the project to another staff person.</p>

² Use the employee Separation Report to document whether email and computer drives have been cleared.

RETENTION OF GOVERNMENT RECORDS

Departing employees:



Employees are not permitted to take government records with them when they leave government employment. However, in some cases, employees may request copies of non-confidential materials. See below for more information on obtaining copies.

Transferring employees:

- Do not transfer the employee's email and LAN folders (including individual folders) until all remaining government records are removed and filed or disposed of in accordance with approved records schedules.
- Only transfer employee email accounts or individual drives if there is written authorization from the ministry/agency designated authority (e.g., the employee's supervisor, the Records Officer, or other responsible authority), after completing the records review and filing process.
- When an employee is transferred due to a functional reorganization, transfer all related records to the newly responsible business unit, in accordance with the procedures established for such transfers. For information regarding records transfer protocol agreements, see *Guidelines for Records Officers #2: Managing Records Pursuant to Reorganization of Government- DRAFT*.

PROVISION OF COPIES

- i. Departing or transferring employees may, on occasion, request to take a copy of non-sensitive government records (e.g., work samples or information relevant to the employees' knowledge base).
- ii. Employees do not have a *right* to make, receive or retain personal copies of government records. The creation of personal copies of government records – even for employees remaining within government – can present significant risks (e.g., arising from potential inconsistencies or inadequate control regarding records retention, disclosure, copyright, security, etc.).
- iii. Ministries and agencies should establish policies and procedures regarding the provision of record copies to departing or transferring employees, in consultation with their records officers.
- iv. If the provision of copies is permitted, procedures should ensure that employee requests for copies are reviewed and that review decisions are documented. Such reviews should be conducted by the employee's supervisor as well as other appropriate management, including the ministry/agency Manager of Information Access, with due consideration to nature of the requested information and the associated risks.

ADDITIONAL INFORMATION

DRAFT – FOR DISCUSSION PURPOSES ONLY

Below are several links to related resources available on the RMO website. If you have any further questions, contact an RMO archivist/analyst for assistance.

USEFUL LINKS AND RELATED MATERIALS

GUIDELINES FOR RECORDS OFFICERS:

- #1 - Managing Records of Defunct Programs, Agencies, and Crown Corporations DRAFT
- #2 - Managing Records Pursuant to Reorganization of Government: ARIS Reports and Records Transfer Protocol Agreements DRAFT

RECOMMENDED PRACTICES

- [RP #1: Government Email: Employee Responsibilities](#)
- [RP #2: Email Tips](#)
- [RP #3: Creating and Managing Email Folders](#)
- [RP #4: Managing Email with Attachments](#)

OTHER USEFUL LINKS

- The RIM Glossary
- RIM Policy 1-07
- [RIMM Policy: Voice Mail](#)
- [ARCS Online](#)
- [ORCS](#)
- [Special Schedules](#)

- [FAQ #1: Government Email: An Overview](#)
- [FAQ #2: Email – Your Record Keeping Responsibilities](#)
- [FAQ #3: Using Government Email Appropriately](#)
- [FAQ #4: Managing Draft Records and Working Papers](#)
- [FAQ #5: Distribution and Filing of Email with Attachments](#)

INFORMATION ACCESS OPERATIONS

For Records Management Inquiries:

Fax: 250-387-9843

Email: CORPRM@gov.bc.ca

Post: Records Management Inquiry
PO Box 9569
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Victoria BC V8W 9K1

RECORDS MANAGEMENT GUIDELINES FOR DEPARTING EMPLOYEES

Electronic and paper records created or received in the course of government business are the property of the provincial government, not individual employees.

All employees are responsible for maintaining government records according to the *Document Disposal Act* and the policies and procedures established by Treasury Board, the BC Archives and their own ministry or agency.

Further questions about the following guidelines should be directed to your ministry or agency records officer.

Managing Records of Departing Employees

When an employee terminates employment or is transferred to a new position, the electronic and paper records under that individual's control must be reviewed and either be deleted/destroyed or retained in accordance with ARCS/ORCS. If your ministry or agency has not implemented ARCS/ORCS, or if you have questions about applying these schedules, contact your records officer.

E-mail and Computer Files

Every departing employee must review, on an item by item basis, the e-mail and electronic records stored on their personal computer drive or personal folder(s) on the LAN and facilitate disposition as follows:

- DELETE all known duplicates of information already filed in hard copy OR that are transitory in nature (for example, records to arrange meeting times, lunch dates, etc.)
- PRINT, CLASSIFY and FILE (or submit for filing) all items that are not duplicates and that are substantive in nature (for example, records that reflect decision making, contain policy or procedures, call for a reply or action, reflect ministry or agency business, etc.)
- COPY to a shared drive any records where it is necessary to retain an electronic version. The version date and clear title must be indicated. If any security restrictions have been defined, such as password protections or "read only" access, the employee should ensure that these are removed or that the records are made accessible to appropriate staff.
- REMOVE any personal items from the folders (for example, resumes, professional association work, etc.).

E-mail and personal drives/folders should be empty when the employee departs. The employee's supervisor should note that the review has been completed in the Employee Separation Report, and should notify their information systems branch to delete the employee's account. As a temporary measure for short-notice departures, e-mail and items on personal drives may be burned to CD.

The CD must then be reviewed by the supervisor or designate according to the above criteria and copied, printed or deleted as appropriate.

Paper Files

Departing employees must:

- RETURN all signed-out files
- REVIEW and CLASSIFY any loose papers, working files, etc. in their workspace and file or submit them for filing, as appropriate
- UPDATE file inventories, as appropriate
- SEPARATE transitory records (duplicates, working drafts, etc.) and shred or recycle them, as appropriate (check with your records officer for destruction guidelines)
- Prepare records for AUTHORIZED DESTRUCTION or TRANSFER to off-site storage (contact your ministry or agency records officer for specific procedures)

If the employee does not accomplish these tasks, the supervisor should ensure the prompt assignment and/or completion of them.

From: [Tong, Alicia](#)
To: [Hannan, Tiffany OHCS:EX](#)
Subject: RE: Transfer Shred-It Account s.17
Date: Thursday, April 6, 2017 9:20:21 AM
Attachments: [image001.png](#)
[image002.png](#)

Hi Tiffany,

Thank you for clarifying. Would you please reach out to our Cashapp team at 1-844-887-0002 to update the credit card? I have emailed them yesterday to suspend Jennifer's card till further notice. Also, I would like to update your account contacts. I have in my system Kathy Elder as the contact for all transactions and Daryn Martiniuk as the contact for our CSA contact. Are they still valid or needs to be changed?

Do I put you in as our AP contact or contact for all transactions?

Thank you.

Regards,

Alicia Tong | Office Coordinator

Stericycle, Inc. | Vancouver, BC

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From: Hannan, Tiffany OHCS:EX [mailto:Tiffany.Hannan@gov.bc.ca]

Sent: April-05-17 4:27 PM

To: Tong, Alicia

Subject: Transfer Shred-It Account

Hi Alicia,

To clarify, we won't be cancelling our account or services, just transferring the contact to myself (for now). I will be paying the invoices s.22

Thank you,

Tiffany

From: Wilson, Jennifer L OHCS:EX

Sent: Wednesday, April 5, 2017 3:48 PM

To: 'Tong, Alicia'

Cc: Hannan, Tiffany OHCS:EX

Subject: RE: Cancel Shred-It Account

Hi,

s.22

Our office will still definitely need shredding services, and the bins, s.22

I think the best person to take over in the meantime would probably be Tiffany Hannan ☺

Thanks,

Jennifer

From: Tong, Alicia [mailto:Alicia.Tong@STERICYCLE.com]

Sent: Wednesday, April 05, 2017 3:44 PM

To: Wilson, Jennifer L OHCS:EX

Subject: RE: Cancel Shred-It Account

Hi Jennifer,

s.22

To cancel the account, I will need to notify Ops and they may need to do a final shred and also collect back the bins.

There are still some services not billed in your account, who will take over the payment please?

Thank you.

Regards,

Alicia Tong | Office Coordinator

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From: Wilson, Jennifer L OHCS:EX [<mailto:Jennifer.L.Wilson@gov.bc.ca>]

Sent: April-05-17 3:32 PM

To: Tong, Alicia

Subject: Cancel Shred-It Account

Hi Alicia,

s.22

; would I be able to ask that my account be closed? The card on file has been cancelled so if any more transactions try to go through they will decline.

Thank you,

Jennifer s.22 Wilson

Office Manager | Residential Tenancy Branch | Victoria

Office of Housing and Construction Standards

Ministry of Natural Gas Development and Minister Responsible for Housing

Phone: (250) 953-4724

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