



Microsystems, Inc.

Scanning, Microfilming, and Storage

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SECURITY CONTROLS, SCANNING SERVICES QUALITY CONTROL VERIFICATION PROCEDURES and DISASTER RECOVERY PLAN

Security Controls

Your documents are the lifeblood of your organization and since 1957 Microsystems has based its business practices on protecting these documents. Microsystems, Inc. adheres to the strict maintenance of adequate records to demonstrate chain-of-custody of documents and to ensure the audit of such chain-of-custody.

- Microsystems will supply its own bonded drivers and trucks to make pickups and deliveries of all documents and finished products.
- Microsystems drivers are required through our 'Confidential Document Control' program to secure the vehicle doors at all times.
- Microsystems, Inc. supplies all box labels, which the Client or Microsystems will affix to the face label of each box. These box labels will include Company Name, Contact Name, Telephone Number, Category Identification, and a unique box number associated with the category.
- A signed transmittal receipt will accompany all pickups and deliveries. The number of boxes and detailed information regarding any transfer media will be clearly marked on all receipts for audit purposes.
- Microsystems, Inc. takes ownership and responsibility of the documents at the time of the initial pickup and until the delivery of such documents.
- Upon delivery to our Northbrook Illinois facility, the signed transmittal receipt is used to verify the number of boxes received. Any discrepancies are handled immediately between Microsystems Customer Service Representative, Microsystems Key Contact, and Client's Key Contact.
- All boxes are entered into our project tracking software. This software will allow for the tracking of boxes through the many stages of production. All production sheets and invoices will include the category name, box number and sales order number information for audit purposes.
- Each employee at Microsystems is required to sign a Confidentially Agreement as it relates to our customers' records. In addition, new employees undergo extensive background checks (including drug testing).



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- Security cameras are located at every entryway of our facility with video surveillance software and monitors strategically placed for easy viewing.
- Visitor entrance is through the front entryway only. All visitors are required to sign-in, wear identification and be escorted throughout the building by one of Microsystems department managers or Client representatives.
- Microsystems facility maintains fire suppressing sprinkler and intrusion detection systems, which are inspected and tested annually to ensure these systems are in compliance with all local guidelines. Inspection records can be reviewed upon request.
- In addition, Microsystems has a direct feed (wireless connection) to both the local Police and Fire Departments.
- Old and/or delicate documents will not be put through document feeders during the conversion process. Documents deemed old and/or delicate by department managers will be handled carefully in all areas including scanning by utilizing a flatbed document scanner to digitize its contents.
- Any document breach from the above controls will be communicated by Microsystems to the Client within 24 hours (one business day).
- All servers that contain the Client's images and data are located on-site at our facility. Microsystems servers are protected by firewalls that prevent unauthorized access to our network and are managed to control constantly evolving threats.
- Access to information on our servers is limited to certain groups within our domain (scan, index, and QC personnel). Sensitive information is further limited to certain department managers.
- The Client's information (data and images) on these servers is kept no more than 6 weeks after delivery of such images. After such time and notice to the Client, the images and data are deleted from of our servers.

Scanning Services Methodology / Quality Control Verification Procedures (by department)

After our staff has received and verified the incoming boxes as per the above controls, and we've entered all boxes into our project tracking software our methodology and quality control is best describe by department;

Job Programs

Microsystems key contact is responsible for meeting with our clients and understanding all aspects of the project (job). These instructions are entered into



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Microsystems job management software. Each department has access to these instructions. A change in scope for a particular project will necessitate a change in the job program instructions, and automatic alerts will be sent to all production managers.

Preparation

The preparation manager will go over the detailed prep instructions with the prep operators before the start of each job. The operator is instructed to bring all questions about the preparation of a project (i.e. document order, preparation instruction discrepancies) to the attention of the preparation manager. If a question does come up, the preparation manager will meet with Microsystems key contact / customer service, and possibly the Client's key contact to resolve any issues.

If the Client provides a listing sheet detailing the contents of the boxes, these listings will be checked off and verified as preparation occurs. Again, any discrepancies with listings are handled immediately between customer service, Microsystems key contact, and the Client's key contact.

Each box will be prepped into approximately 6 or so 2-3 inch bundles. Each bundle will be rubber-banded and targeted with the bundle number, box number and project number for easy re-assembly or possible requests from the client. Any Client request will be fulfilled within 2 - 24 hours (fax, email, secure ftp, hand delivery or customer pickup).

Scanning

The scanning manager will go over the detailed scanning instructions with the scan operator before the start of each job.

There is, at all times, only one scan operator per scan workstation. Operators are to constantly observe the scanned images from their workstation monitors to help guarantee the best possible image quality. There are several control settings for each project to allow for optimal image quality. If substandard images are observed, they will be immediately rescanned. All 8 ½ x 11 type documents typically will be scanned at 200 or 300 DPI.

Most of Microsystems conversion jobs are hand-fed because of quality concerns of the original documentation. Microsystems, Inc. only uses high-end production scanners from Kodak. These scanners are equipped with double page detection, and image quality enhancement software (perfect page, de-skew, de-spec, and black boarder



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removal). Barcode sheets are extensively used to aid in the accuracy of document separation as well as metadata capture.

Indexing

Quality Verification managers go over the detailed index instructions with the index operator before the start of each job. Index operators are also spot checking for image quality and any substandard image will be immediately sent for re-scanning. If a customer provides an electronic file for sharing purposes, this file will be used for what we call match and merge (keeping the indexing costs down to a minimum while allowing for many ways to search a document).

Pre-Delivery

Images are spot checked for image quality. Data is sorted a number of ways and checked for accuracy. Image sizes are checked for any discrepancies. Any image quality issues are handled immediately.

The QV (Quality Verification) manager fully understands the job program instructions, and is responsible for making sure the final product meets the customer's requirements. Images and data are burned onto CD's / DVD's, External Hard Drives or sent via secure FTP. Verification programs are in place to ensure quality burns, or transfers.

Storage Services

If a client wants to store their boxes in our Records Storage facility, all boxes will receive unique barcodes and will be placed onto storage shelves in our warehouse. The box locations are scanned and downloaded into our RS-SQL barcode tracking software. Every movement of a file or box will be tracked based on the client's customized audit trail maintenance program. Box information is keyed into our software which may include customer box number, box description and retention date.

We're proud to be using the world's leading commercial record storage & management software product from O'Neil Software. Running in over 1,000 facilities in more than 75 countries, more of the world's records are managed off-site on RS-SQL than any other software package on the marketplace today. We also offer our customers remote internet access with RSWEB.NET. This access allows our clients to remotely manage and monitor their off-site account from their PC's web-browser. Our clients are able to query deposits, request services, as well as perform data entry functions – all in real time.



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Disaster Recovery Plan

Fire Prevention

- No smoking within 100 feet of building regulation strictly enforced
- No storage of hazardous materials
- In-house training and procedures

Fire Control

- ADT heat detection system
- ADT smoke detection system
- Sprinkler system – zoned – all facilities
- Fire department direct connect

Building Security

- Motion sensors
- Surveillance cameras
- ADT burglar – alarm system on all entry-ways
- Escorted visitor policy
- Police department direct connect

Off Hours Fire Emergency

- Contact list consists of building owner, President and Vice-President of Microsystems.

Plan Implementation

1. Hold emergency meeting of recovery team to determine the degree of damage – work with fire department with floor plan and minimizing loss.
2. Contact Belfor Inc. (Disaster Recovery Services Partner) to help assist in clean-up removal and records recovery. We will work with Belfor to identify and reconstruct paper records that can be recovered – process includes freeze drying.
3. Contact customers whose records are presently at Microsystems, Inc., report situation, recovery process timetable and start to determine extent of each customer's paper records damage – if applicable.
4. Move operations to 2nd or 3rd facility as required. Both facilities are currently up and running and currently handle additional overflow services.



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5. Consolidate or add additional equipment and supplies as required to resume operations within 3 days.
6. Retrieve back-up tapes from off-site storage to re-assemble records manifest, job programs and all customers scanned records
7. Continue to work with Belfor and update all customers who presently have records at Microsystems, Inc.