

FREQUENTLY ASKED QUESTIONS

Why is there a temporary “freeze” on all Archive activity?

Although we should be able to retrieve / create / destroy the odd emergency box, it is preferable to curtail activities until all boxes are transferred from the old RESTORE facility to the new SDM facility.

The box transfer will commence on 01/10/2019 and, due to delays associated with the Covid-19 pandemic, is now expected to be completed in March 2021. To retrieve / move / destroy large batches of boxes during this operation would be challenging.

If you require any urgent re-calls, please contact Steve Pepper via email, or on 07989 494860 for assistance.

Once the move has been completed, day to day requests should always be requested via the SDM system or directed to **SDM Helpline number (01285 771545)** in the first instance.

Are there any major differences between the two systems?

Apart from looking completely different to the old RESTORE FileTrak system, the SDM system contains virtually all the existing data, but in a slightly different field format.

Details are fully explained in the new SDM User Guide on the host website.

Can I create a new box by using my old stock of RESTORE boxes?

You can ONLY re-use a RESTORE box if it **does not** have a bar code attached. If a box does have a bar code affixed, then this **must be removed**, and a new SDM bar code attached, before it is processed.

It is intended that the supply of all Flat pack boxes are distributed via the Swindon mailroom. To request a box / boxes contact the mailroom direct and state your name and the OpCos you work in.

The boxes will be supplied within 48 hours, or when internal courier links dictate.

Why do we need to state an OpCos before receiving a new flat pack box?

We need to ensure all archive boxes (and the material stored within) are attributed to the correct part of the business, or **OpCos**. This will become relevant if and when a part of the business separates, and they want their IP to go with them.

Will our departments be charged for this new service?

No, that is not the plan at the moment, or for the foreseeable future. The costs of this service are covered within the Facilities Management service charge.

Are the existing Service Level Agreements being replicated?

Absolutely. We have insisted that all our current SLA's are retained, or even improved upon. In addition, continual improvements over the contract term with SDM are expected.

How do I know what boxes are what?

Until we know what the SDM box numbering system is, we are unsure of what format they will take. However, all SDM numbers will be linked to a sub account, based on the OpCos declared at the request stage.

Currently, any box numbers in the 20****/000 (general), (50****/000 (Library) and 90****/000 (Medical) ranges would have been created by RESTORE, i.e. post Didcot.

Any box falling between the 1 and 110152 range were created at the old Didcot Storage Facility.

How many documents can I fit into a box?

That depends on the size of the documents! However, please **do not overfill** boxes. We have a duty of care to ensure there are no weight issues which compromise manual handling regulations. Each **SDM** box has a maximum fill line (upper green text line), and a guideline weight limit of 15kg.

If you have any irregular sized documents that cannot be filed away in a standard box (tubes of plans for instance), these can also be archived. Please contact **SDM** direct for further details.

How do I know how long to keep a box for?

Please refer to our Company Retention Schedule (CRS) located on the front page of the **SDM system**.

This has been produced "in house" and will advise you how long certain archive material needs to be kept for.

Please note, we will only destroy **whole boxes**, not individual items within a box, so please ensure when creating a box, the contents has the same, or similar, retention period term or dates.

This Company Retention Schedule is constantly being updated as legislation and/or statutory guidelines dictate. Therefore, the box content of existing boxes will need to be constantly revised, and retention periods adjusted accordingly.

I understand there is an agreement between RWE npower and [what was] International Power. Can you elaborate on that?

Yes there is. Basically, all documents within the archive store, up to and including box number **45,800**, are deemed Jointly Owned (JO) - (there are exceptions, but these are complex issues, managed on an "as-and-when required" basis by the RWE Administrator). **Both** parties have access rights to these boxes (dependent on applicable box restriction details), and because of that, none of these boxes can be destroyed without **both** parties above agreeing. If one party wishes to destroy, and the other wishes to keep, it will be transferred to that Companies independent box archive.

Please be mindful of the potential [Company sensitive] ramifications of doing this.

Please refer to the IPL Agreement document embedded within **SDM** system. This is a lengthy document, but will explain why we need to adhere to these procedures, and the key dates involved.

Will any of my boxes be destroyed without me (or other box owners) being aware?

Absolutely not. We will **NEVER** destroy a box without the express permission of the Current Box Owner, the relevant Departmental Head, or by the informed judgement of the RWE Administrator.

To clarify further:-

We have two slightly different systems to consider here; a), all boxes created at the Didcot Facility (before 06/05/2014), and b) those afterwards and the old RESTORE facility, and the new SDM site).

A). The newer systems have been simplified, and do not have a box review date option available, just a box destruction or a retention period. **Any box falling within this category will be deemed destroyable on this date.** Permission to destroy the box will be given to **SDM** via the RWE Administrator at the time, but may not be referred back to the box owner, especially if they have left the business. Therefore, please think very carefully when entering a date or retention period value in this field.

B). As well as defined destruction dates, the old systems will still have old historic review date and retention period fields to consider. In these instances, the RWE Administrator will work closely with **SDM** and the box owners, to manage their destruction in a logical, structured way.

If new statutory legislation dictates that a box destruction date needs to be revised (for example, the requirement to keep asbestos related documents for an additional 10 years), then the current box owner will need to revise the box(es) destruction dates. The Company Retention Schedule will also require amendment.

We will closely monitor destruction dates, to ensure entries are realistic and compliant. A box with an "unreasonable" 2099 destruction date will always be challenged.

Will any other boxes be destroyed without me knowing?

Yes. Obviously we can't keep everyone up-to-date with all boxes being authorised for destruction, so if a box owner authorises their own box to be destroyed, then that box is destroyed without any further referral to other RWE staff. We will **not** publish any box numbers that have been agreed to be destroyed, as we did on the old Didcot system.

ALL box destruction certification records will be kept centrally by the RWE Administrator on behalf of all employees. This will ensure certificates are all kept together in one location, rather than spread across all RWE sites, in case future disputes occur.

What if I move to another Company? Can I take my boxes with me?

No, afraid not. All work carried out whilst you are employed within your declared OpCos RWE remains the property of the Company, not you. Therefore, these boxes should be re-assigned to your successor, and left in store.

There are agreed exceptions if you re-locate to International Power, but these are complex issues, and will need to be agreed on an "as and when" basis.

Can I access any box in store, or just my own?

That all depends on whether the box has a box restriction allocated to it. If a box restriction has been applied at the box creation stage, then no you can't; at least not without permission of the box owner.

When creating a box, the owner will be prompted with a box restriction menu (either "Box Owner Only", "Box Dept Only" or "No Restrictions"). These restrictions are obvious, and will be adhered to by **SDM** in every instance a box is requested for retrieval.

If no category was completed at the time of creation, it would have automatically defaulted to "No Restrictions" (which happened in a lot of cases years ago), so anyone can access it.

The new **FileTrack** system will not let you complete a box creation without selecting one of the three options, so the successor system will avoid this situation in the future.

Anyone wishing to recall a restricted box from store must seek the permission of the box owner before requesting it, and e-mail the evidence to **SDM** (or the RWE Administrator), prior to its delivery.

Please note, anyone can access a restricted box, but **only** if given permission by the box owner in the form of an authorising e-mail. If the box is still in the name of an ex-member of staff, then the RWE Administrator will make an informed decision as to whether it can be released or not.

I notice a number of boxes are still in the name of someone who has since left the Company?

Correct. Some 12,000 boxes (approximately 25% of our entire holding) are still in the name of an ex-member of staff. As we never destroy a box without permission from the current box owner, one of our challenges is to re-allocate these boxes to a new owner before considering their destruction. If you wish to re-allocate any boxes to a new owner, please advise the RWE Administrator.

I'm leaving the Company soon. What shall I do with my existing boxes in store?

It is very important you re-allocate all your boxes to the most relevant department or person within that department before you leave. Failure to do so will cause us future box destruction programme issues.

However, please be aware that one person may have worked in more than one department, so you can't just re-allocate all boxes to one successor. Boxes should be re-allocated to a department level, rather than individuals.

Please note, once a decision has been made by RWE as to whom to re-allocate boxes to, **SDM** have the ability to undertake a mass update and save valuable time.

My Question hasn't been answered by any of the above. Who do I contact?

Contact the RWE Administrator on **07989 494860** (between 12:30hrs and 16:30 hrs) for more information on RWE Company related policies. Alternatively, contact the **SDM** Helpline (**01285 771545**) for assistance.