



**P-000**

**QEHS Policy**

Issued by: QEHS

Eff. Date: 6/30/2022

Rev.: A

Pg. 1 of 2

## Scope

Founded in 2000, Neubus, Inc. strives to help Federal, state, and local government agencies increase efficiency, reduce costs, and provide better services to Customers by offering solutions to create efficient paperless workflows and help manage the full records management lifecycle from creation through to destruction.

Neubus provides its Customers with physical records storage onsite within Neubus' facility, conversion services (both onsite and remote at customer site(s)), electronic content management and hosting, and document destruction within Neubus' facility.

## Quality, Environment, Health and Safety (QEHS) Policy

At Neubus, we build upon our existing systems using a system of continuous service improvement with customer input (feedback obtained by maintaining proper customer relations) and implementing the principles of Plan, Do, Check, Act (PDCA) methodologies. Corrective actions are always taken when nonconformance occurs. These actions are accomplished in a safe, environmentally focused working environment with a very high level of customer service and customer satisfaction.

Neubus will apply policies, procedures, practice standards, and guidelines to protect all Information Resources from misuse by individuals within or outside the company. This is to protect Customers from the risk of compromising the integrity of state programs, violating individual rights to privacy and confidentiality, violating criminal law, or potentially endangering the public's safety.

Neubus will notify impacted Customers of a potential release of, or unauthorized access to, that Customer's Confidential Customer Media (either paper, electronic, etc.) that poses a threat to the security or confidentiality of that information within the stated timeframe as required in that Customer's Data Use Agreement (DUA).

Neubus has a written procedure in place instructing and requiring employees to notify management of a potential release of, or unauthorized access to, Confidential Customer Media that poses a threat to the security or confidentiality of the information. This is in addition to procedures for Incident Response plans, unannounced audits, and other important aspects of our organization to maintain applicable certifications.

If there is ever a potential to not offer NAID AAA certified destruction services, the Customer shall be informed via verbal conversation and/or email, as well as via contracts for destruction services. This shall also be communicated accordingly if any 3<sup>rd</sup> party and/or subcontracted work (if applicable) is to take place when destroying data as such service may not be NAID AAA certified.



**P-000**

**QEHS Policy**

Issued by: QEHS

Eff. Date: 6/30/2022

Rev.: A

Pg. 2 of 2

Neubus' commitment to improve the environment is an expression of our Guiding Principles, and a demonstration of "think globally and act locally" sensibilities. We strengthen our commitments by utilizing NAID AAA and other applicable industry best practices to make up our framework to help identify and set objectives as well as targets for measuring and addressing areas of significance within our goals. This ensures that Neubus is compliant with all statutory and regulatory regulations.

It is Neubus' intent to:

- Comply with all relevant quality, environmental, health and safety laws and regulations, including federal, state, local and other compliance obligations.
- Develop and maintain quality, environmental, health & safety and security programs that conform to the best practices within our industry.
- Execute an environmental strategy that includes the efficient use of energy and natural resources; promotes the reuse, recycling, and recovery of materials; and prevents pollution and other environmental harm.
- Improve facility efficiencies including updating any designated warehouse-controlled areas to ensure optimal space usage as well as safety.
- Prevent workplace injuries and ill health by providing a safe and health working conditions for employees, contractors, visitors, and anyone performing activities upon Neubus' behalf.
- Immediately investigate any workplace accidents, illnesses and near-misses, and promptly implement corrective actions to remediate any unsafe condition or practice.
- Continue receive annual training on environmental, quality and safety topics.

It is important that all staff acknowledge their responsibility in these aspects and provide positive contribution to quality, environment, health and safety in conjunction with this policy.

This policy will be communicated and made available, in regard to the performance of our systems to: the public, suppliers, Customers, contractors and all other relevant interested parties.

Name: Mandy Hayden  
Mandy Hayden, ICCO Officer

Date: 6/30/2022