

**Access**

A Process Overview

# Business Continuity Planning & Support



## Standard Remediation vs. Freeze-Drying

This overview is being provided to inform you about the processes we employ should physical records become damaged due to water intrusion. We do everything we can to avoid incidents that could cause this type of damage, but as part of our response plans to events impacting our business, we want to provide you peace of mind regarding the extent of the work we perform on your behalf to protect your information.

We're sharing this important information to provide clear and transparent communication, should we need to remediate inventory resulting from an incident causing water damage. And, should remediation of materials be necessary at any time, you can rest easy knowing that we'll keep you informed along way.

### Document Remediation After Water Damage: Standard and Freeze-Drying Processes

Water intrusion can cause severe damage to important documents, leading to warping, ink bleeding, and mold growth. Timely and proper remediation is critical to preserving documents and preventing further deterioration.

We work with trusted vendor partners that have extensive experience in document remediation and restoration processes and meet our strict security requirements. Here, we will outline the two primary methods of document remediation: standard remediation and freeze-drying. One of these two methods for remediation are selected based upon an assessment of the moisture content for any damaged documents. For very low levels of moisture, documents may be cleaned, dried and reboxed without additional interference. However, for situations of higher concentrations of moisture, especially where documents are likely to sustain further damage as the water equalizes or wicks into the paper, standard remediation or freeze-drying is recommended.



## Standard Remediation Process

Standard remediation is suitable for documents with minimal to moderate exposure to a wet environment. It involves carefully drying and restoring paper-based materials. In general, the following steps are followed to remediate documents that are only moderately damaged:

### Step 1

Highly trained experts will identify the extent of the damage and separate wet and dry materials

### Step 2

Dry materials with minimal to moderate exposure

- Laying out documents in a well-ventilated area with low humidity. Use fans and dehumidifiers to accelerate drying and prevent mold growth.
- Use blotting paper or absorbent materials to remove any excess moisture.
- Keep pages separated to prevent sticking.

### Step 3

Mold and Odor Treatment

- If mold is present, deodorization with ozone treatment will help prevent further damage.
- Activated charcoal or baking soda may also help remove musty odors.

## Freeze-Drying Process

For documents exposed to extensive water damage, particularly those that have been fully saturated and are at risk for mold growth, freeze-drying is the preferred method of remediation. This process includes:

### Step 1

Freezing damaged materials

- Place wet documents in a specially equipped freezer at or below -20°F (-29°C).
- This step halts deterioration and mold growth.

### Step 2

Drying materials with moderate to extensive exposure

- Using monitored dehumidification in an environmentally controlled chamber. The chamber reduces pressure, allowing water to sublime (turn from ice to vapor without becoming liquid).
- This process prevents additional ink bleeding and distortion.

### Step 3

Completing final drying and restoration

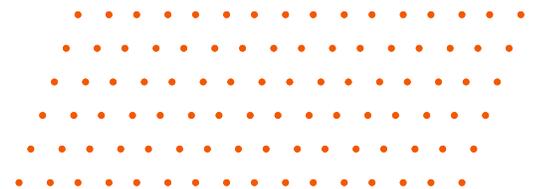
- Documents are gradually reconditioned to room temperature and inspected for any residual moisture.
- Pressing, flattening, and mold treatments are applied as needed.

## Choosing the Right Method

- **Standard remediation** works best for documents that are only slightly damp or have localized damage.
- **Freeze-drying** is necessary for highly saturated documents or when dealing with large-scale damage, such as after flooding.

Both methods require careful handling and a controlled environment to prevent further deterioration.

At Access, we work closely with trusted vendors providing professional restoration services and we act quickly, follow the appropriate remediation steps, and make every effort to preserve your important records and minimize any long-term impact of water damage.



### About the Company

Access is the largest privately held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S. All trademarks, service marks and company names are the property of their respective owners.