GREATER**LONDON**AUTHORITY

[redacted]
(By email)

Our Ref: MGLA280920-5562

23 October 2020

Dear [redacted]

Thank you for your request for information which the Greater London Authority (GLA) received on 28 September 2020. Your request has been considered under the Freedom of Information Act 2000.

You requested:

- *An electronic copy of any policies, procedures or guidance which you issue to staff in relation to the management of both paper and electronic files.*
- *Do you use an onsite or offsite paper records storage facility or a 3rd party provider (like Iron Mountain)?*
- *If you use an offsite storage facility like Iron Mountain or other, how do ensure that all departments coordinate the collection and retrieval of paper files to ensure the highest efficiency is achieved and to reduce transport cost?*
- *Does your Council store planning files in offsite storage?*
- *How do you mange requests from members of the public for paper files in offsite storage?*
- *Do you charge for files request from members of the public?*
- *Please send me a copy of the application form used for file requests (if applicable)?*
- *How do you track paper files which have been removed from storage*
- *Please send me a copy of any guidance relating to the transfer and retrieval of paper records from your records management provider?*
- *Please send me a copy of any email bulletins or intranet news and/or notices pertaining to the transfer of paper records to onsite or offsite records storage facility.*
- *How do you ensure departments do not keep paper files which are past there retention period ?*
- *Given the current COVID pandemic have you implemented or modified any existing practices in relation to the transfer of paper files, bankers box, etc.?*

Please find below the information we hold within the scope of your request.

We have made some minor redactions of information that is exempt from disclosure under s.40 (Personal information) of the Freedom of Information Act. This information could potentially identify specific employees and as such constitutes as personal data which is defined by Article 4(1) of the General Data Protection Regulation (GDPR) to mean any information relating to an identified or identifiable living individual. It is considered that disclosure of this information would contravene the first data protection principle under Article 5(1) of GDPR which states that Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject.

An electronic copy of any policies, procedures or guidance which you issue to staff in relation to the management of both paper and electronic files.

The GLA's Records Management Policy is available on our website at this page:
https://www.london.gov.uk/sites/default/files/records_management_policy_v3.3.pdf

Please see attached information for copies of records management guidance to all staff taken from our staff intranet and training slides (Information Governance induction for new staff). This information does not include one-off emails with guidance to individual staff members.

We located updates from 2012 ("Updates to the GLA's records management framework") and 2016 ("New GLA Records Management Policy"), which I have included, but please note that these are out of date. The 2020 page ("Information & Records Management") is our current guidance to staff on Records management, alongside the policy.

Please note that one of our training slides and another document ("Quick Guide 3 – managing emails") contain out of date information. They refer to emails being automatically deleted after 90 days. This used to be the case for any emails that were not saved or filed in subfolders. However, from 2018, this is no longer automatic and staff are expected to proactively file or delete emails appropriately in line with our records management policy.

Do you use an onsite or offsite paper records storage facility or a 3rd party provider (like Iron Mountain)?

Yes – we use DeepStore.

If you use an offsite storage facility like Iron Mountain or other, how do ensure that all departments coordinate the collection and retrieval of paper files to ensure the highest efficiency is achieved and to reduce transport cost?

We only have collections/delivery twice a week and only if necessary. This isn't a high use service

Does your Council store planning files in offsite storage?

No

> ***How do you mange requests from members of the public for paper files in offsite storage?***
> N/A
>
> ***Do you charge for files request from members of the public?***
> N/A
>
> ***Please send me a copy of the application form used for file requests (if applicable)?***
> N/A
>
> ***How do you track paper files which have been removed from storage***
> N/A
>
> *Please note that the GLA is London's strategic government and does not operate in the same way as local councils. In London you would need to contact the Borough Councils, including the City of London and Westminster City Council: https://www.london.gov.uk/in-my-area.*

Please send me a copy of any guidance relating to the transfer and retrieval of paper records from your records management provider?

Please find attached GLA/Deepstore guidance.

Please send me a copy of any email bulletins or intranet news and/or notices pertaining to the transfer of paper records to onsite or offsite records storage facility.

Please find attached information from our staff intranet page "Off-site Archiving".

How do you ensure departments do not keep paper files which are past there retention period ?

Departments are responsible for ensuring they manage their own records to ensure they don't keep them longer than necessary. A review date is a mandatory field on records put into archive and records should be reviewed by those dates. We periodically check these.

Given the current COVID pandemic have you implemented or modified any existing practices in relation to the transfer of paper files, bankers box, etc.?

Please see attached email from Deepstore to system users, dated 26 March 2020.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA280920-5562.

Yours sincerely

[redacted]
Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:
https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information

Greater London Authority
Records Management Policy
Version 3.3 – Updated October 2020

1 Purpose

The purpose of the Greater London Authority's (GLA) Records Management Policy is to establish a framework for the creation, maintenance, storage, use and disposal of GLA records, to support strong corporate governance processes and to facilitate the Authority's compliance with the Freedom of Information Act 2000, the General Data Protection Regulation (EU) 2016/679, the UK Data Protection Act 2018 and other relevant pieces of legislation.

2 Scope

This policy applies to the whole Authority – the Mayor, Assembly Members and staff. It also applies to consultants engaged in GLA work. The policy covers all records created in the course of GLA business and activities. A record is recorded information in any form created or received by the GLA. It may be either in an electronic or a paper form.

3 Policy statement

The records of the GLA are its corporate memory, and are necessary for good corporate governance, to be accountable, to comply with legal requirements, to provide evidence of decisions and actions, and to provide information for future decision-making.

All records created during the course of GLA work are the property of the GLA. Managing and using records effectively will ensure that the GLA gains the maximum benefit from them.

The GLA recognises the importance of this essential resource and undertakes to:

3.1 Manage records within a single corporate framework, according to agreed procedures

3.2 Comply with legal obligations that apply to its records (see appendix B)

3.3 Exercise best practice in the management of records, as outlined in relevant standards

3.4 Encourage effective access to and use of records as a corporate source of information

3.5 Keep records electronically where appropriate

3.6 Store records efficiently, utilising appropriate storage methods at all points in their lifecycle (pedestals, filing cabinets, off-site records store), and disposing of them when they are no longer required (securely destroying or preserving them as part of the GLA's historical archive)

3.7 Provide appropriate protection for records from unwanted environmental (fire, flood, infestation) or human (alteration, defacement, theft) impact

3.8 Safeguard records necessary for the continuity and regeneration of the GLA in the event of a disastrous occurrence

3.9 Identify and make provision for the preservation of records of historical value

4 Roles and Responsibilities

4.1 The Executive Director Strategy and Communications and the GLA Information Governance Manager are responsible for developing corporate records management policy, procedures and guidance and communicating them to staff.

4.2 All GLA staff are responsible for documenting their work and keeping records in line with GLA policies and procedures.

4.3 Facilities Management (FM) is responsible for the coordination of off-site storage for non-current records.

5 Implementation Methods

5.1 Off-site storage will be used for records that are no longer required on a constant basis but are not yet ready for disposal.

5.2 Vital records will be identified and steps taken to ensure their survival in the event of a disastrous occurrence.

5.3 Records of historical value will be identified as early as possible and transferred to London Metropolitan Archive when GLA use has ended. Records not required for historical purposes will be destroyed in line with the GLA's retention schedule.

6 Policy Review

The *Records Management Policy* and association documentation will be reviewed by the Governance Steering Group to ensure that it continues to fulfil the needs of the GLA.

7 Appendices

Appendix A – Definitions
Appendix B – GLA Retention & Disposal Schedule
Appendix C – Historical Archiving Policy
Appendix D – Guidance on Mayoral and Assembly Member Recordkeeping

1. Appendix A: Definitions

What is a record?

A record is recorded information, in any form, created or received by the GLA or individual members of staff to support and show evidence of GLA activities. It is important to differentiate between a record and a document. All records are documents, but not all documents are records. In effect, a document becomes a record when it forms part of a business activity.

An example of a document would be a blank form. If somebody completes and submits the form, it becomes a record, because it has participated in a business activity. Some documents will never (and should never) become records, due to their ephemeral nature. Examples include promotional literature received (unless it is relevant to a particular project or initiative ongoing or planned), junk mail (e-mail or otherwise) and other items of no more than passing significance.

Records need to be authentic, reliable, have integrity (be complete or unaltered, except under controlled conditions) and be useable. Records therefore need to be subject to controls that ensure these features are maintained.

What is records management?

The international standard on records management describes it as:

> *"[The] Field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and [disposal] of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records"*[1]

Effectively, it is about applying the necessary controls to the GLA's records to ensure authenticity, reliability, integrity and usability.

What is a Retention and Disposal Schedule?

This is a policy statement setting out what records the GLA holds and how long they will be retained before disposal. It can also be used to set out what needs to happen to records at different stages of their lifecycle to ensure that they are stored efficiently. This guidance reflects the GLA's own corporate requirements for records keeping, and incorporates the applicable legislative and regulatory requirements for record keeping and disposal.

More information about the legislative and regulatory provisions that apply to the records held by the GLA can be found in the GLA *Retention & Disposal Schedule* at Appendix B

What are vital records?

These are records without which the GLA could not function or be reconstructed in the event of a disaster.

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[1] *BS ISO 15489-1: 2001 Information and documentation – Records Management*

Appendix B

Greater London Authority
Records Retention Schedule
Version 2.1 – Updated January 2020

All GLA staff will dispose of records not required for a specific legal, business, operational or historical purpose in a timely and efficient manner, and in accordance with the GLA's retention schedule.

What is a retention schedule?

A retention schedule is a set of rules identifying classes of records and specifying their retention periods and what should happen to them at the end of that period. 'Records class' is the term used for a set of records consisting of individual records which are similar in nature and result from the same activity, either in a particular business unit or throughout the GLA. Aggregating these records into records classes ensures consistency and cuts down on the time and resources needed to make and apply retention and disposal decisions.

Benefits of a retention schedule

- Records of continuing value are identified and can be managed appropriately
- Records which cease to have any value to the GLA can be disposed of efficiently
- Clear instructions on what happens to records when they are no longer needed to support GLA business
- Definitive periods of time for which records should be kept and remain accessible
- Consistency in retention of records across the GLA
- Evidence of compliance with legal and regulatory requirements for the retention of records
- Evidence of what records were created but subsequently destroyed.

Retention periods and organisational value

The retention periods in this schedule have been set according to organisational value and, if applicable, the historical value of the records.

Organisational value focuses on the GLA's needs and obligations and on the records as information assets. It is about value for accountability, legal or reference purposes, and includes protection of the legal and other rights of the GLA and those with whom it deals, and compliance with whatever regulatory framework applies.

In determining organisational value, the following factors are considered:

- The importance of the function that the records support.
- The importance of the records for protecting the interests and legal rights of the organisation and those with whom it deals.
- Any legal or regulatory requirements – even if they do not actually specify the length of time records must be kept, they may include relevant things like liability thresholds.

- The requirements of any body with a right to audit the GLA.
- Any accepted standards or best practice within the public sector.
- The relationship between the records and other related records and the data or evidence they provide.

Often information-rich, cumulative or summary records will be kept in the longer term while more detailed, bulky but ephemeral records can and should be destroyed earlier.

For example, the quarterly accounting reports will be kept in the longer term while the weekly reports that contribute to them can be destroyed once the quarterly report has been compiled.

Using the retention schedule

The retention schedule has been developed to be used in the following ways:

When new records are created

The retention schedule should be used as a point of reference in the day-to-day management of records. The most effective point in the lifecycle of any record at which to decide how long it should be retained, and for what reason, is when that record is created.

When opening a new file, creating an electronic record or typing a letter, this retention schedule will act as a guide to the conditions under which that record should be managed, stored and ultimately disposed of.

When designing or implementing a new paper filing system

Any new office system intended to improve the efficiency of paper filing should be designed with a clear understanding of the legal and business requirement for record keeping, when they should eventually be destroyed and whether records should be transferred to the London Metropolitan Archives for permanent preservation.

When transferring files to off-site storage

Office space is at a premium at City Hall and it is rarely possible to retain files on-site for the length of time for which they have to be retained. The retention schedule should always be consulted when transferring files to the Crown off-site records store.

When destroying files

In order to protect itself and minimise risk, the GLA should not maintain records longer than it needs to; nor should it destroy records sooner than is required. The retention schedule provides consistent guidelines on the retention period of all of the GLA's records.

GLA Retention Periods

Subject to the specific conditions, record-classes and situations listed below, the majority of records held by the GLA should be retained, reviewed and disposed of as follows:

GLA records should be retained for the duration of the Mayoral Term in which they were created (i.e. the current Mayoral Term) and for the duration of the subsequent Mayoral Term.

For the purposes of this guidance, a 'Mayoral Term' lasts from the 1st April directly before a mayoral election until the 31st March before the GLA enters the succeeding pre-election period. For example:

- 1st April 2012 to 31st March 2016; or
- 1st April 2016 to 31st March 2020.

N.B. The mayoral elections due to be held on 7 May 2020 were postponed until 2021 due to the COVID-19 pandemic. GLA retention periods will reflect this amendment.

Subject to the conditions, record-classes and situations below, the GLA should only retain records relating to the current Mayoral Term and the preceding Mayoral Term – i.e. a maximum of eight years.

This retention period will cover the vast majority of information created by business areas across the GLA as part of our day-to-day activities, such as work on:

- policies, proposals, strategies and projects;
- matters relating to corporate governance and management of the authority.

This retention period will not apply in the following circumstances:

- **Information subject to the GLA Historical Archiving Policy:** certain records have been identified as having significant historical value and will be transferred to the London Metropolitan Archives for permanent preservation. Please see the *Historical Archiving Policy* at Appendix C

- **Records containing personal data:** any category of information / record / document containing personal should be kept for '*..no longer than is necessary for the purposes for which the personal data are processed*' in order to comply with the storage limitation principle under Article 5(1)(e) of the General Data Protection Regulations. Please refer to GLA data protection guidance for further information.

- **Potential litigation or regulatory investigation:** the destruction of records should always be suspended if there is existing litigation or regulatory investigation or any possibility of anticipated litigation or regulatory investigation. Deliberate destruction of relevant records in such cases could involve the criminal offence of obstructing or perverting the course of justice. See the *Limitations Act 1980 (below).*

- **Mayoral Correspondence:** will be indexed and retained in an electronic format and archived by the GLA.

- **Exceptional Retention Periods:** The following list identifies the specific legislative and regulatory requirements which apply to certain records held by the GLA, and apply regardless of the medium of format in which the records are created or held. Information that falls within the following record-classes, conditions or situations should be kept as specified.

1. The Limitations Act 1980

1.1 **Limitation Act 1980** sets time limits within which different types of legal proceedings can be commenced. Consequently, it is necessary to have minimum retention periods for some financial records, contracts, personnel records, etc. that may need to be produced in connection with legal proceedings. Recommended retention periods are set out below:

- Claims and disputes: *settlement of claim/dispute + 6 years (unless signed as a deed – see below)*
- Disciplinary hearings against staff: *settlement of case + 6 years (unless merged with staff personnel file)*
- Staff personnel files, including contracts of employment: *termination of employment + 6 years*
- Reporting and investigation of accidents/dangerous occurrences: *date of accident + 40 years*
- Negligence actions not involving personal injury: *15 years from act/omission*
- Contracts: *termination + 6 years (unless signed as a deed – see below)*
- Deeds: *settlement or termination + 12 years*
- Hiring out of conference facilities: *termination of agreement + 6 years*
- Private hire agreements: *termination of agreement + 6 years*
- Insurance policies: *termination of policy + 6 years*
- Insurance claims: *settlement of claim + 6 years*
- Conduct of testing, maintenance and statutory inspections and any necessary action: *life of plant/equipment + 6 years*
- Maintenance schedules: *creation + 2 years*
- Inspection certificates: *creation + 6 years*
- Repair reports: *life of plant/equipment + 6 years*
- Payroll payments excluding pension and superannuation records: *creation + 6 years*
- Control of disclosure of intellectual property: *disclosure + 6 years*
- Administration of intellectual property agreements: *termination of agreement + 6 years*
- Intellectual property agreements: *termination of agreement + 6 years*
- Claims of infringement of intellectual property rights: *settlement of claim + 6years*

2. Assembly & Secretariat

2.1 **Greater London Authority Act 1999:** Section 58 reflects the *Local Government Act 1972* and requires that agenda papers & minutes be retained for 6 years and all background papers (associated with those agenda reports) are held for 4 years.

3. Corporate Governance & Management

3.1 **Openness of Local Government Bodies Regulations 2014:** S.8 specifies a requirement to create, keep and make available for inspection a record of certain kinds of decisions for 6 years after the decision was taken, as well as 4 years for background information

3.2 **Internal Audit reports and audits:** retain for 6 years after the publication

4. Employment, pay and pensions

4.1 **Data Protection Act 2018:** The 2018 Act implements the EU General Data Protection Regulation (GDPR) in to UK law and governs the processing of any data or information which could directly or indirectly identify a person. The Act provides a number of rights to individuals, including the right of access to their own data, and the right (in some circumstances to request their data be erased). The GDPR data protection principles set out the fundamental principles for any retention of personal data:

- data must be processed lawfully, fairly and in a transparent manner;
- data must be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
- data must be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- data must be accurate and, where necessary, kept up to date;
- data must not be kept longer than necessary;
- data must be processed in a manner that ensures appropriate security of the personal data;
- data must be not transferred to non-EEA countries without adequate protection.

Retention and disposal provisions for personal data:

- **Personnel / HR file - termination of contact plus 6 years**
  - Includes application form/CV; qualifications; contact details and emergency contact details; references; probation reports; appraisal reports; job evaluation assessment; variation to contract correspondence; payroll information; pension details; sickness records, medical notes and reports; employee relations processes (discipline, grievance, capability etc.); resignation details; training & development records
- **Pensions records - until the employee reaches the age of 100**
  - All activities involved in administering payments of the employers' and employees' contributions to pension schemes.
- **Payroll administration - 6 years from the end of the tax year to which they relate**
  - National minimum wage records - 3 years from the end of the pay reference period following the one that the records cover
- **Advertising of vacancies - filling of vacancy plus 6 months**
- **Job applications:**
  - Successful (transfer to staff personnel file)
  - Unsuccessful (18 months from date of application)

4.2 **Employers' Liability (Compulsory Insurance) Act 1969** and subsequent Regulations (1998) stipulate that employers' liability insurance certificates dating from 31December 1998 must be kept for 40 years after the date on which the insurance to which the certificate relates commences or is renewed

4.3 **Equality Act 2010:** states that discrimination claims must be brought within 3-9 months of the alleged act (depending on the category of the claim).

4.4 **Limitation Act 1980** (See above)

4.5 **Pensions Act 2008:** S60 stipulates that certain records relating to compliance and information sharing should be retained for a period not exceeding 6 years.

4.6 **Social Security (Contributions) Regulations 2001** stipulate that records of National Insurance contributions must be kept for 3 years following the end of the tax year to which they relate.

4.7 **Statutory Maternity Pay (General) Regulations 1986** stipulate maternity medical certificates (or a copy thereof) and a record of maternity leave and payments must be kept for 3 years following the end of tax year in which the benefit was made.

5. Finance, Contracts & Procurement

5.1 **Companies Act 2006:** stipulates statutory minimum retention periods for: Company accounts (in the case of a private company, creation + 3 years; in the case of a public company, creation + 6 years).

5.2 **European Social Fund (ESF); Article 60(f) Commission Regulation 1083/2006:** organisations are required to retain documents until three years after the European Commission makes the final payment for the programme for auditing purposes. Documents for the **2007-13** programme period will need to be retained until **31st December 2025** before being reviewed.

5.3 **European Structural and Investment Funds (ESIF); Article 140(1) Commission Regulation 1303/2013:** organisations are required to retain documents until three years after the European Commission makes the final payment for the programme for auditing purposes. Documents for the **2014-20** European Social Fund (ESF) or European Regional Development Fund (ERDF) Programmes will need to be retained until **31st December 2026** before being reviewed.

5.4 **Finance Act 1998:** companies which are required to deliver a tax return must keep relevant records for 6 years following the tax period to which the return relates.

5.5 **Income Tax (Pay as You Earn) Regulations 2003** PAYE income tax records must be kept for three years following the end of the tax year to which they relate.

5.6 **Limitation Act 1980** (See above)

6. Health & Safety

6.1 **Health and Safety at Work etc Act 1974** and its associated Regulations stipulate minimum retention periods for records relating to:

- Accident books (completion of book + 3 years)
- Accident/dangerous occurrence report forms (date of occurrence + 3 years)
- Categorising and disposal of waste (creation + 3 years)
- Monitoring of employees' health (creation + 40 years)
- New buildings health and safety file (retain until asset disposed of then pass to new asset owner)
- Record of testing of environmental controls and protective equipment (creation + 5 years)
- Monitoring of working environments (creation + 40 years)
- Risk assessment (review + 3-5 years)

6.2 **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995:** stipulates a record of deaths, injuries at work or disease shall be kept for at least 3 years from the date on which the record was made.

6.3 **Taxes Management Act 1970:** provisions make it advisable to retain payroll (i.e. wages or salaries) records relating to a tax assessment for 6 years from the end of the year to which the assessment relates.

6.4 **Value Added Tax Act 1994** provides a retention period of 6 years for VAT records, such as purchase orders; delivery and goods received notes; income and expenditure accounts; management of bank accounts; assessment of tax liabilities; or submission of tax returns

7. Property and Assets

7.1 **Limitation Act 1980** (See above)

Appendix C:

Greater London Authority

Historical Archiving Policy

1. Purpose

1.1. The purpose of the Historical Archiving Policy is to establish the GLA's approach to the archiving of records that are of historical value, including details of the selection policy, the procedure for transferring records to London Metropolitan Archives (LMA) and responsibilities of GLA staff and LMA.

2. Scope

2.1. This policy applies to the whole Authority – the Mayor, members of the Assembly and all staff of the Authority. It will also apply to all consultants engaged to work within the Authority.

2.2. The policy covers all records created in the course of GLA business and activities. A record is recorded information, in any form (it may be an electronic file or e-mail, or a paper document), created or received by the GLA to support and show evidence of GLA activities.

3. Background

3.1. The GLA signed an agreement with LMA in 2006 for the transfer of GLA records of historical interest to LMA on a planned basis, generally once a year. The records are transferred to LMA as a long term deposit, ownership remaining with the GLA but other rights and responsibilities, detailed in the agreement, passing to LMA.

3.2. LMA is the archive repository for many London-wide organisations. The archives of the City of London Corporation (COL) and the former Greater London Council (GLC), London County Council (LCC), Middlesex County Council (MCC) and their predecessors are held at LMA. They have over 100 km of shelving holding documents, plans, audio-visual and printed material about London and its people.

4. Policy statement

4.1. The GLA will provide a permanent historical record of the activities of the GLA by transferring records of significance to LMA on an annual basis, once those records are no longer required.

4.2. This will provide protection for significant material relating to the GLA that might otherwise be lost or destroyed, for the purposes of bibliographic reference and further study by historians and members of the public.

5. Selection policy

5.1. The types of records that have been identified as suitable for historical preservation at LMA include, but are not limited to:

5.1.1. Final bound and signed copies of committee minutes

5.1.2. Mayoral Decisions and associated key decision-making documents

5.1.3. Items relating to major or pan-London events and incidents such as 7/7 (eg books of condolence)

5.1.4. Key strategy documents relating to core GLA business and our of historical interest (e.g. The London Plan)

5.1.5. Publications produced by the GLA regarding major pan-London events – official reports, brochures, newsletters, leaflets, event flyers and posters, promotional items

5.2. Material not for consideration includes, but is not limited to:

5.2.1. 'Business as usual' records (e.g. financial records)

5.2.2. Working copies or 'live' documents currently in use

5.2.3. Draft, unsigned or incomplete documents (unless identified as being of significant importance)

5.2.4. Non-GLA records provided by other organisations

6. Roles and responsibilities

6.1. The Information Governance Manager is responsible for the implementation and updating of this policy.

6.2. GLA officers should familiarise themselves with the selection policy and the GLA Records Retention Schedule so they are aware of records suitable for historical preservation.

6.3. Arrangements for the annual collection of records for transfer will be made once the invoice for the previous financial year has been paid by the GLA. The Information Governance team will seek suitable contributions for transfers – via the Intranet and London@Work – at least four weeks in advance.

6.4. GLA officers with relevant records to be transferred will collate items into storage boxes ready for collection. Officers must complete a transmittal form (available on the Intranet) detailing the contents of the box and send a copy of the form to the Information Governance team electronically.

6.5. The Information Governance team will liaise with LMA on the collection of relevant material from City Hall.

7. Policy Review

7.1. The Historical Archiving Policy will be reviewed every two years by the Governance Steering Group to ensure that it continues to fulfil the needs of the GLA.

Appendix D

Greater London Authority

Guidance on Mayoral and Members' recordkeeping

This guidance note aims to define the status of records created, received and held by the Mayor and London Assembly Members, and how these records are affected by the Data Protection and Freedom of Information Acts.

All Authority records should be managed in accordance with the GLA Records Management Policy previously adopted by the Mayor, which will facilitate compliance with legislation and good practice.

Records held by the Mayor

In most cases, records of GLA business conducted by the Mayor are held within the directorates of the Authority (e.g. Mayoral Approval Forms together with any appendices, planning reports and decisions, Mayoral reports to the London Assembly, directorate files for particular projects, MMB papers). It is advisable that the Mayor should ensure that either original correspondence and other records, or suitable copies, relating directly to the Mayor's functions and actions are passed on to an appropriate GLA officer for filing.

Records or information held by the Mayor which have been collected by virtue of his office, using the resources of the Authority and relating directly to its functions and powers are the property of the Authority, and will be regulated in accordance with the Data Protection Act and subject to requests under the Freedom of Information Act.

Information held by the Mayor that has been collected by virtue of being chair of a functional body can be sought from the Authority or the functional body under data protection or freedom of information legislation.

Records held by the Mayor solely for his/her own personal purposes are his/her own responsibility; they are records which do not relate to the functions of the Authority. These records will not be subject to freedom of information legislation, as they will be considered the Mayor's own records.

If a request for information is received by the GLA which relates to the Mayor's own records, the Authority would explain to applicant how that request fell outside the GLA's data protection and freedom of information responsibilities. It would then be up to the Mayor to decide how best to respond.

Records held by Assembly Members

A central record of GLA business enacted by Assembly Members is held by the Secretariat (e.g. minutes of committee meetings, scrutiny reports). Members have a responsibility to support the maintenance of this central record by ensuring that any relevant correspondence and other records relating directly to the Authority's functions and powers passed to them by virtue of their role on any committee or other group, and not already held by Secretariat, are passed on to the committee administrator or equivalent for filing.

Records or information held by an Assembly Member that have been collected by virtue of membership of the Authority, using the resources of the Authority and relating directly to its functions and powers, such as committee reports, are the property of the Authority, will be regulated in accordance with the Data Protection Act and subject to requests under the Freedom of Information Act.

Similarly, information held by an Assembly Member that has been collected by virtue of a position on a Functional Body, to which the Member has been appointed as an Assembly Member, and which relates to the functions and powers of the Functional Body can be sought from the Authority or the Functional Body under the Freedom of Information Act. A failure to produce it on request may give rise to a criminal offence.

All Assembly Members' records concerning constituency business are their own responsibility, as they are records associated with the Member's role as an elected representative rather than as a member of the Authority. These records will not be subject to a request under the Freedom of Information legislation, as they will be considered the Member's own records (i.e. they are hosted by the GLA on behalf of the Member and not 'held' for the purposes of FoIA). They will however remain subject to data protection legislation.

The Authority will register all Assembly Members with the Information Commissioner as data controllers with regard to their administration of constituency business (separate guidance is available).

Assembly Members and party groups may also hold records relating to party group discussions. Records relating solely to party group discussions may not be subject to freedom of information legislation, as they will not be considered to be records held for GLA purposes. However, as with constituency records, these records are subject to data protection legislation.

Also, where any such records do relate to information held by an Assembly Member that has been collected by virtue of membership of the Authority and relating directly to its functions and powers, those records would become subject to the Freedom of Information Act.

If a request for information is received by the GLA which is considered to relate to an Assembly Member's own records or records of party group discussions, the Authority would explain to applicant how that request fell outside the GLA's data protection and freedom of information responsibilities. It would then be up to the Assembly Member or party group concerned to decide how best to respond.

Elections and termination of office

Prior to a Mayoral election or each London Assembly election, the Mayor and/or Assembly Members should review their records. In particular, they should identify any records relating to ongoing projects or correspondence and take action in accordance with the separate guidance available.

The Greater London Authority will not accept responsibility for information retained or processed by a former Mayor or Member after a Data Protection notification has lapsed, or for records left in its buildings or archives without authority.

It is left to a former Mayor's discretion to decide what should happen to their own personal records after he or she has left office, but this could include offering them to a record office of their choice to facilitate future historical research.

Deputy Mayor

When the statutory Deputy Mayor is carrying out Mayoral business, this protocol will apply to information in his or her possession. When they are acting as an Assembly Member, the protocol on Assembly Members' recordkeeping will apply.

[2012]

Updates to the GLA's records management framework

Information Governance

Posted by Anonymous (not verified)
Thu, 29/03/2012 - 12:47

What has changed?

The Records Management Policy establishes a mandate to apply information and records management rules and procedures across the GLA. The policy has been updated slightly to better reflect the current needs of the GLA. Some of the implementation methods in the policy have changed, for example.

The Records Retention Schedule identifies classes of records held by the GLA and specifies their retention periods and what should happen to them at the end of that period. This enables consistency in the retention of records across the GLA, ensuring records of continuing value are identified and managed appropriately and records which cease to have any value are disposed of efficiently. It also provides evidence of compliance with legal and regulatory requirements for the retention of records. The retention schedule was first established in 2004 and re-issued with some amendments in 2008. The new version of the retention schedule has been reviewed and updated by the relevant functional areas across the GLA. Clear information on what the schedule is for and how to use it precedes the schedule itself. A complementary Quick Guide on keeping records for corporate requirements has been produced to help GLA staff decide what type of records need to be kept in the first place.

The GLA signed an agreement with the London Metropolitan Archives (LMA) in 2006 for the transfer of GLA records of historical interest to LMA for permanent preservation. A new Historical Archiving Policy aims to formalise the GLA's approach to historical archiving, outlining a selection policy of the types of records suitable for transfer and explaining the roles and responsibilities in implementing the policy.

Why does the GLA need a records management policy?

The Records Management Policy is an important initial platform for improvement in the GLA's records management practices.

- It confirms to employees and stakeholders that managing records is important to the GLA
- It provides a statement of intentions that underpins the GLA's records management programme
- It serves as a mandate for the activities of the Information Governance team
- It provides a framework for supporting documents such as the Records Retention Schedule, Historical Archiving Policy, Records Management Quick Guides etc.

Having a records management policy is also a statutory requirement: the Code of Practice on Records Management issued by the Lord Chancellor under Section 46 of the Freedom of Information Act 2000 recommends that all organisations should have a records management policy in place.

The GLA's Records Management Policy was initially approved by the Mayor and London Assembly in 2004 and the updated version has been approved by the Governance Steering Group (chaired by the

Director of Resources, with the Head of Paid Service, Head of Committee & Member Services and Director of Secretariat as members).

How is it relevant to me?

Adherence to the provisions in the policy is mandatory for all GLA staff. Furthermore, managing your records more effectively will help you do your job more efficiently. It will enable you to find the information you need when you need it, provide evidence of important decisions and actions, and comply with the Freedom of Information Act by providing requested information within the statutory timeframe.

Where can I find further information on records management?

The Information & Records Management page contains all the information, policies and guidance relevant to managing GLA records. For further advice, contact the Information Governance team.

[2016]

New GLA Records Management Policy

Noticeboard Information Governance

Posted by [ ]
Mon, 04/04/2016 - 09:34
The GLA has reviewed its Records Management Policy, along with the *Historical Archiving Policy* and *Retention & Disposal Schedule*, incorporating them into a single document so that the guidance is more relevant, more concise and more useable. The new Records Management Policy takes effect as of the 1st April 2016
information_pile.png

To help ensure that the GLA only retains the records it needs, the revised *Retention & Disposal Schedule* now provides that **the majority of GLA records should be retained for the duration of the Mayoral Term in which they were created and for the duration of the subsequent Mayoral Term.**

For the purposes of this guidance, the 31st March of the year of the election is the cut-off period, thereby allowing records to be reviewed and disposed of during the pre-election period.

This revised *Retention & Disposal Schedule* has been approved by the Governance Steering Group and signed off in a Director's Decision and allows the GLA to review and dispose of much (but not all) of its information pre-dating April 2012. The guidance specifies situations where certain types of information must be kept in order to comply with regulatory requirements.

Staff across the GLA are responsible for documenting their work and keeping records in line with GLA Records Management Policy.

We therefore strongly encourage everyone to use the pre-election period during April as an opportunity for some "spring cleaning" of your emails, files and folders, to dispose of any superfluous or ephemeral information that does not need to be retained.

The Information Governance team will be working with colleagues in FM to identify archived records currently held off-site with Crown that will need to be reviewed by the teams before they are destroyed.

If you have any questions regarding any aspect of this policy or about your records, please contact either [ ] or [ ] n the Information Governance team

[2020]

Information & Records Management

The information and records of the GLA are its corporate memory and are necessary for good corporate governance; to be accountable and transparent; to comply with legal requirements; to provide evidence of decisions and actions; and to provide information for future decision-making.

The information on this page will help you manage your information and records more effectively, ensuring you can find the information you need when you need it; reduce waste and unnecessary storage costs; and meet your legislative and regulatory obligations, such as those under the Data Protection Act and Freedom of Information Act.

- Records Management Policy
- Records Retention Schedule
- Historical archive
- Off-site records storage
- Guidance

Records Management Policy

The GLA Records Management Policy establishes a framework for the creation, maintenance, storage, use and disposal of GLA records. The first version was approved by the Mayor and the Assembly in 2004 and the current version was agreed by the Governance Steering Group and approved by a Director's Decision in March 2016.

Records Retention Schedule

The GLA Retention and Disposal Schedule is designed to support the destruction of information that the GLA does not need to retain and to help identify specific records that need to be kept. This guidance was updated in March 2016 and now forms part of the Records Management Policy.

Subject to the specific conditions, record-classes and situations listed in the Retention and Disposal Schedule, **the majority of records held by the GLA need only be retained for the duration of the Mayoral Term in which they were created (i.e. the current Mayoral Term) and for the duration of the subsequent Mayoral Term.**

The Retention and Disposal Schedule also details the specific legislative requirements that determine when certain records and classes of information should be kept for other specific periods.

Historical archive

It may be suitable for some important and interesting records to be kept forever as a historical document of the GLA and its work. These records are transferred to London Metropolitan Archives (LMA) for safe and permanent preservation.

A Historical Archiving Policy was approved by the Governance Steering Group in March 2012 and incorporated as part of the Records Management Policy in March 2016. It includes a selection policy outlining the categories of records that are suitable for transfer to LMA.

For further details on sending records to LMA for permanent preservation, please contact [ ].

Off-site records storage

Current records that you need on a regular basis should be kept in City Hall, either in storage cupboards or your pedestal for instant and easy access.

Semi-current records that you only need occasionally (e.g. once a year to write an annual report) can be sent to the GLA's off-site records store provided by DeepStore and managed by the Facilities Management Team.

Non-current records that you no longer have any use for should be destroyed unless there is a legal, audit or business reason to keep the records for reference. Quick Guide 2 and the GLA Retention and Disposal Schedule should assist you in deciding what kind of records need to be kept, and for how long.

All records submitted for off-site storage with DeepStore must be indexed and submitted with review-or-destroy date in accordance with the GLA Retention and Disposal Schedule.

Guidance

A series of quick guides have been produced to help GLA staff manage their information and records more effectively - see the Attached Files menu on the right. These 1-2 page guides provide essential information and practical tips on topics such as managing emails and using shared folders.

Guidance specific to Mayoral and Assembly Members' recordkeeping and general guidance on records management has now been included in the GLA Records Management Policy. Additional guidance can also be found on the Information Governance Guidance for the Mayor and London Assembly Members page.
Training on information and records management is available as part of the Information Governance induction course.

Records and information issues for a departing Mayor (and Mayoral appointees)

It is essential that the Mayor takes steps to ensure all records (in any format, paper or electronic) and information issues are addressed in the event that a new Mayor is elected. The following guidance aims to assist the Mayor in making such preparations. It can also be applied to Mayoral appointees.

The Mayor should refer to the GLA protocol on Mayoral recordkeeping – this describes the different categories of records that are likely to be kept by the Mayor and their status for the purposes of information access legislation.

Prior to Mayoral elections or any other reason for leaving the Mayoralty, the Mayor should review his records. In particular, the Mayor should identify any records relating to ongoing issues or correspondence and take action in accordance with these guidelines.

In the event of a change of administration, significant Mayoral records will be given to the London Metropolitan Archive for permanent preservation as a historical document.

GLA business

- Identify records relating to GLA business (e.g. MDs and planning decision letters)

- Establish with executive officers if those records are already held by them; if not, and they indicate that they should be, transfer them to their custody

- If records are already held by officers or they do not require them, destroy them as confidential waste (contact the Facilities Management Helpdesk for details)

Personal business

- Ensure that records relating to personal activities are either destroyed or removed from City Hall

- The Mayor is permitted the same personal use of GLA ICT equipment as GLA staff, which is detailed in the GLA's protocol on the usage of ICT equipment. It is the Mayor's responsibility to remove any personal (non-GLA related) information before returning any ICT equipment. Deleted emails are retained on back-up tapes for a period of three months from the date they are deleted

Political activities

- The Mayor should not use GLA resources (ie GLA equipment, employee time during working hours and other GLA funded facilities) for party political purposes and electoral campaigning. This is a requirement of the Authority's Code of Conduct for Members. For further details, see the Use of GLA Resources guidance available on the Intranet

September 2011

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Storage facilities

- Mayoral records that have been stored at the GLA's off-site records store will need to be permanently withdrawn (see procedure on the GLA Intranet or contact the Facilities Management Helpdesk for details) and the contents treated according to the relevant guidelines above.

Related guidance

Further guidance for the Mayor on managing records, data protection compliance and Freedom of Information requirements is available on the Intranet.

RECORDS AND INFORMATION ISSUES FOR MEMBERS WHO MAY BE LEAVING THE LONDON ASSEMBLY

It is essential that Members (including co-opted Members) who may be leaving the London Assembly ensure that they review and take action in respect of their records and information before they leave. In particular, Members should identify any records relating to ongoing projects or correspondence and take action in accordance with these guidelines. The following guidance aims to assist Members in making such preparations in respect of both paper and electronic records.

Members should remind themselves of the GLA's Records Management Policy and the *Guidance on Mayoral and Member's recordkeeping* at Appendix D of that policy. The policy and guidance describe the different categories of records that are likely to be kept by Members and their status for the purposes of information access and data protection legislation.

GLA BUSINESS

- Identify records relating to GLA business (e.g. committee correspondence) and establish with Secretariat if those records are already held by them; if not, and they indicate that they should be, transfer them to their custody
- If records are already held by Secretariat or they do not require them, destroy them - as confidential waste as necessary (contact the Facilities Management Helpdesk for details)

CONSTITUENCY BUSINESS

- Identify business that has been concluded and ensure that correspondence and other records are destroyed as confidential waste
- Identify business that is likely to continue after the election/termination of office; it will be a good idea in some cases to contact constituents to establish what they want to happen to correspondence – for instance, are they happy for it to be handed to another Assembly Member to take forward?

PARTY GROUP BUSINESS

- Identify records relating to the administration of the political group and establish with the group's Head of Office whether those records need to be retained by the group
- Destroy duplicates and records not required, as confidential waste
- Members should not use GLA resources (i.e. GLA equipment, employee time during working hours and other GLA funded facilities) for party political purposes and electoral campaigning. This is a requirement of the Authority's Code of Conduct for Members. For further details, see the Use of GLA Resources guidance available on the Intranet

PERSONAL BUSINESS

- Ensure that records relating to personal activities are either destroyed or removed from City Hall
- Members are permitted the same personal use of GLA ICT equipment as GLA staff, which is detailed in the GLA's protocol on the usage of ICT equipment. It is a Member's responsibility to remove any personal (non-GLA related) information before returning any ICT equipment.

STORAGE FACILITIES

- Members' records that have been stored at the GLA's off-site records store will need to be permanently withdrawn (see procedure on the GLA Intranet or contact the Facilities Management Helpdesk for details) and the contents treated according to the relevant guidelines above.

SPECIAL NOTE ON RETENTION OF ELECTORAL REGISTERS

Electoral registers contain large quantities of personal data and are therefore subject to the provision of EU General Data Protection Regulations (GDPR) and the Data Protection Act 2018, as well as electoral laws. Copies of electoral registers should be reviewed regularly to ensure that they are not retained any longer than necessary, or used once they are out of date or have been replaced by a more up-to-date version.

In particular, if a Member loses his or her seat at an election, or resigns, retires or in any other way ceases to represent a constituency, any complete versions of an electoral register that have been obtained for the purpose of carrying out the Member's duties as an Assembly Member must be destroyed securely, or as confidential waste. This applies to constituency and London-wide Members.

Party groups **must not** continue to use such registers once the Member has left.

RELATED GUIDANCE

Further guidance for Members on managing records, data protection compliance and Freedom of Information requirements is available on the Intranet.

GLA Records Management Policy

Managing records – Guidance for London Assembly Members

July 2019

GREATER**LONDON**AUTHORITY

Records Management Quick Guide 1 - Managing shared folders

This Records Management Quick Guide is focussed on how to manage shared folders on network drives (often referred to as team 'shared drives').

What are shared folders?

- They are electronic storage areas on the GLA network for corporate information and records which we need to work on/share within a defined group. They are created on network drives (eg the GLA-wide N drive and your personal M drive).
- We use shared folders to store what is known as "unstructured data" (eg Word documents, Excel spreadsheets, emails, PowerPoint presentations, etc) where there are no corporate databases or systems available to store the information in a structured way.
- Each business unit or team is responsible for managing its own shared folders.

Risks of poor management of shared folders

- Duplication of information within and between folders (a compliance and efficiency risk).
- No-one is sure which document in which folder is the correct/latest version (a significant compliance and reputational risk).
- Unauthorised access to confidential information is a constant danger (a compliance risk).
- No-one is sure when to delete obsolete, inaccurate or out-of-date information (a compliance, efficiency and financial risk).
- No-one takes responsibility for managing any of the above risks!

Setting up a new shared folder on the network drives:

- Users wishing to set up a new shared folder should think carefully about whether the folder is needed or whether an existing folder will suffice.
- The person setting up the folder is responsible for managing both the folder and its contents in line with best practice (see page 2), for ensuring other team members follow best practice when adding new content and for deleting the folder and its contents once it is no longer needed so that they no longer appear on the shared drive.
- M drives should be used for personal or private material; as far as possible, GLA work should not be stored on this network drive.
- The N drive should be used for work that needs to be shared with staff in other directorates. All staff can access folders on the N drive and mage changes to documents stored there unless Technology Group has been asked to set up restrictions. Once projects are complete, you should either delete the related folders from the N drive or move them to your team shared drive where they can be managed.
- Where possible, the Intranet should be used to communicate policies, procedures and other information that needs to be shared GLA-wide.

Managing folders

Plan properly when setting up a folder

- What are the core objectives, functions and responsibilities of your team? You should base your shared folder structure on these functions and activities.
- Think about security. Be clear about who is to have access permissions; these considerations will also affect the folder structure.
- Discuss proposed changes with affected users and take into account their feedback.

Take responsibility

- The shared folder will need a designated owner.
- Each owner should regularly review the folders' content and purpose to see whether they are still current or no longer needed (eg a folder relating to a completed project).
- Each owner should monitor any sub-folders which may be added to make sure they are relevant to the parent folder's purpose and are given meaningful titles.

Keep it simple

- Give folders meaningful titles (ie names everyone will understand), which reflect clearly what the folder is about.
- Allow as few sub-folder layers as possible to enhance quick access and reduce length of file-paths.
- Store documents in the most relevant folder (ie the one covering the primary function to which the document relates).

Dispose of obsolete information

- Delete as much redundant material as possible so that ephemeral documents are not stored unnecessarily (eg drafts, duplicates, obsolete versions and redundant reference material) – remember these can still be requested and may need to be disclosed under the Freedom of Information Act!
- Folder owners should regularly review the folder contents to check that it is still relevant to their team. If not, the folder should be deleted so that the documents no longer appear in the shared folder. This will reduce clutter and speed up the retrieval of business critical files/documents.
- Records of GLA business must be retained for at least the period specified in the **GLA Retention Schedule**.

Managing files/documents within folders

Use accurate, meaningful titles

- Don't use an individual's name as a folder or file/document title (eg 'Fred's procurement docs') – they don't reflect the folder's purpose and mean nothing to other colleagues.
- Avoid repetition – the folder name will be in the file-path so you don't need to repeat it in the document name – for example: Committee\Committee meetings\Committee agenda.doc
- Will there be several versions? If so, include the version number in the title (eg v1.0)
- Will you need to browse by date? Always include the date at the beginning of the title as follows: **YYYY-MM-DD** (eg 2009-06-30). Documents will then be listed in the correct chronological order.

Enter essential 'metadata'

- Fill in the 'properties' field each time you create a document (select **MS Office** button, then **Prepare**, then **Properties**).
- Doing this will not only help everyone to find the document later but will enhance its authenticity and evidential value.

Avoid duplication

- Don't file a document in more than one place. Use shortcuts if you think you won't find it easily later (right click on the document title, click 'create shortcut' and then move the shortcut to the relevant folder).
- When e-mailing information to other users with access to the same shared folder, send hyperlinks to documents whenever possible, NOT attachments.

Don't forget about managing your e-mail!

- Important e-mails should be stored, like any other business record, in the shared storage area.
- Set up temporary storage folders in your Outlook mailbox which mirror the folders you use in the shared folder.
- Regularly review the contents of each folder and delete unimportant material.
- Move business critical e-mails out of mailbox folders and into the relevant shared folder as soon as the transaction is complete (save them using the Outlook message format '.msg'), then delete the original from your mailbox.

Records Management Quick Guide 2 – Keeping records for corporate requirements

This Quick Guide explains your individual responsibility to ensure that activity is appropriately recorded. Unless consistent decisions are made about what records should be kept, the GLA is likely to either end up without the information it needs or to be overwhelmed by information it does not need. Both carry risks.

Too much information means…

- systems (such as SAP or the shared network drives) become clogged up with ephemeral information – searching is harder and takes longer, and it can be difficult to identify what is relevant to the business in hand;
- staff and other resources, including storage capacity, are wasted managing information that is not needed; and
- identifying the definitive version of a document can be difficult.

The GLA's records should…

- enable staff to do their work consistently, in full knowledge of the processes, decisions and actions that inform and drive the business;
- ensure the availability of credible and authoritative evidence to protect the rights of the GLA, its staff and anyone else affected by its activities;
- provide corporate memory so that lapse of time and change of personnel does not affect access to and availability of the corporate knowledge resource; and
- demonstrate accountability by providing the evidence and information required for any possible internal or external audit.

Examples of records that should be kept

- Minutes of senior management meetings at which key decisions are made. Accountability requires an agreed note of decisions that attributes and dates them.
- Details of accidents at work must be kept in an accident book under health and safety legislation.

Too little information means…

- the GLA has an inadequate corporate memory;
- records required to show accountability or for reference purposes are not there when needed;
- records providing evidence of rights and entitlements are not there when needed; and
- there are doubts as to the reliability of what is there.

Examples of records that should not be kept

- Personal copies of material that is in the GLA's records.
- Trivial or irrelevant emails and notes, eg confirming a meeting to be held.
- Early drafts of documents which are not shared with colleagues.

Who should keep the records?

To avoid duplication or lack of records, it should be agreed who in the GLA will save a record of an action, decision or other event. In most cases it will be obvious who is best placed to do this. For example, when drafting a policy, the originator should be responsible for keeping all versions including the final one. Similarly, internal emails discussing business should generally be kept by the sender, whilst the first recipient of incoming external emails or the sender of outgoing external emails should save the record if required.

Related guidance
For information on where and how to save records, see **Quick Guide 1 – Managing shared folders**

Quick Guide

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Records Management Quick Guide 3 – Managing emails

It is the responsibility of all members of staff to manage their emails appropriately (see the GLA's email policy at http://intranet.london.gov.uk/pages/email-policy). It is important that emails are managed in order to comply with Data Protection and Freedom of Information legislation. Managing emails will also help you work more effectively and ensure the GLA's corporate records are appropriately captured.

Email messages are automatically deleted from the Inbox and Sent Items folders after **90 days** so to prevent loss of information, messages must be acted upon and moved to an appropriate location as quickly as possible.

Very old messages (over one year old) may have been automatically archived into a separate archive vault (they will have a vault icon next to them). To delete archived messages from your mailbox *and* the vault, ensure you select the delete vault email icon (otherwise you will just be deleting the shortcut from your mailbox and the message will remain in the vault). For assistance contact the IT service desk.

- Manage your emails as part of normal day-to-day practice; don't let emails build up until they become a significant task in themselves.

- Try not to send documents as attachments, as they clog up the server and create duplication – where possible, send a link to the document (either in a network shared drive, the GLA Intranet or the Internet).

- For one-way communications, such as project updates or GLA-wide announcements, consider using the Intranet instead of email. You can post news items, blogs, videos, and create invite-only forums.

- Follow Microsoft's 'Four Ds' model for deciding what to do with email messages, on a daily basis:

Delete it – Delete messages not relating to something you're working on; information you can find elsewhere; information you won't refer to in the next six months; and information you're not required to keep.

Do it – If you can't delete the email message, can you complete any necessary action in less than two minutes? If so, just do it: respond to the message or make a phone call. You can probably handle a significant amount of your email messages in less than two minutes.

Delegate it – If you can't delete it or do it in less than two minutes, can you forward the email to an appropriate team member who can take care of the task? If you can delegate it, do so right away. After you have forwarded the message, delete the original message or move it into your relevant reference folder.

Defer it – If you can't delete it, do it in less than two minutes or delegate it, the action required is something that only you can accomplish and will take more than two minutes. You need to defer it and deal with it after you have finished processing your emails.

Managing your emails: knowing what to keep, where to keep it and how long to keep it for

Trivial emails

Many emails should not be retained, for example:

- Private, non-work related messages
- Social communications such as lunch dates
- Messages received from discussion lists
- Spam – unsolicited messages of no value

These should be deleted promptly or forwarded to personal email accounts if relevant.

Ephemeral emails

Some emails should only be kept for a short while. Whilst they affect GLA business, they do not need to be retained for business purposes in the longer term and can be deleted as soon as reference or value expires, for example:

- Emails for information – annual leave dates, meeting invites and arrangements
- Copies of reports
- Copies of newsletters
- Delegated tasks from colleagues
- Internal email messages received as cc or bcc messages (it is the responsibility of the sender or main recipient to retain emails)

These should be deleted once initial action has been taken, reference has ceased or value as expired.

Reference emails

You may have some emails that you wish to keep for reference but would not consider as GLA records or information worth sharing.

These should be stored in folders under your inbox with suitable retention periods for each folder.

Emails that are corporate records

A small proportion of emails will need to be kept for longer as corporate records, where they are the primary source of information and have business, evidential or legal value, for example:

- Emails that will be used to justify or explain a course of action or decision
- Emails that will be used as a basis for future decisions
- Emails that will be used to provide evidence of a business activity or transaction
- Emails that detail any liabilities or responsibilities of the GLA
- Emails that approve formal policy or set precedents
- External business correspondence

The retention period for emails that are corporate records should be in accordance with the corresponding records class in the GLA records retention schedule. They should be filed alongside other documents in their business context and then deleted from your mailbox.

Therefore, if the main file is paper based, then relevant emails should be printed and added to it (ensuring details of the sender of the email, recipients and date and time sent/received is printed without alteration).

If the main file is on a shared network drive, emails should be saved in message format (.msg) to the relevant folder; this preserves essential metadata about the message and enhances its evidential value.

Related guidance

Quick Guide 1 – Managing shared folders
Quick Guide 2 – Keeping records for corporate requirements

A quick word on Records Management

Identify what you need to keep and for how long

- GLA Retention & Disposal Schedule

Emails are records too – same rules apply

- Emails automatically deleted after 90 days from inbox, sent and deleted folders, so remember to save what you need!

Know what you have and where it is

  - Does everybody know where things should be filed?
  - Enables timely responses to FOI requests

Regularly review what you have and dispose of what you don't need – securely if necessary

A quick word on Records Management

Identify what you need to keep and for how long

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Regularly review what you have and dispose of what you don't need – securely if necessary

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Deepstore Instructions

Content:

1. **Key Points/Login**
2. **Submitting new items**
3. **Requesting a pickup**
4. **Requesting item delivery from Deepstore to City Hall**
5. **Requesting item destruction**

Key Points:

1. Archiving is for records that need long term retention in-keeping with Mayoral Policy or due to legal compliance. Archive is **NOT** a storage place because your office cupboards are full.
2. When using the Deepstore online system, ensure all fields are completed accurately and fully otherwise the system will not progress.
3. Try to minimise the amount of archive items and the extent they are kept for. We get charged for every item and the duration it is in there.
4. Log in via Internet Explorer. Any other system interface, such as Google Chrome or Firefox cannot bypass the firewall meaning it's unusable.
5. Ensure that all material is ready, boxed with a transmittal form & cable tied closed with coded cable ties ready for collection before you request.
6. Next day collection/delivery must be processed before 15:00 so be sure to notify [redacted] [redacted] or [redacted] [redacted] so the request can be processed.
7. Collections/Deliveries take place Monday, Wednesday, Friday only

Login:

If you don't know your login details contact [redacted] or [redacted] – once you have these, copy and paste the link below and log in. You will be prompted to change your password. Link:

https://www.deepstoreonline.co.uk/rswebnet/

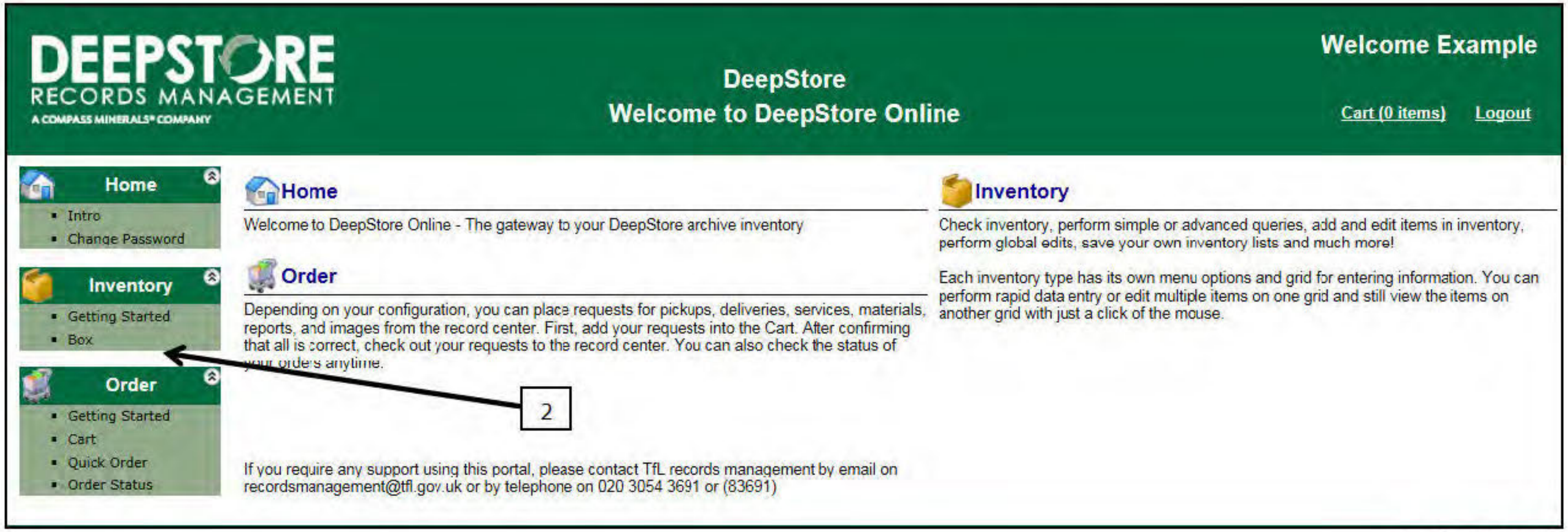
Authored by [redacted] [redacted]
18.08.17

Submitting new items:

Before submitting anything, you must have all physical components ready. Those being the archive box full of content, two yellow barcoded cable ties for security and identification and a Deepstore barcode. These can be acquired by logging a job with FM Helpdesk. You will also need to complete a transmittal form, which can be downloaded from the intranet. Put a copy inside the archive box and keep an electronic version in a clearly defined place so it can be identified by future users.

1. Having logged in you will be taken to the home screen.

2. Click on the **Getting Started** tab under the Inventory section, which will take you to another area of the website.


DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
DeepStore
Welcome to DeepStore Online
Welcome Example
Cart (0 items)
Logout
Home
Intro
Change Password
Inventory
Getting Started
Box
Order
Getting Started
Cart
Quick Order
Order Status
Home
Order
Inventory
2

Welcome to DeepStore Online - The gateway to your DeepStore archive inventory

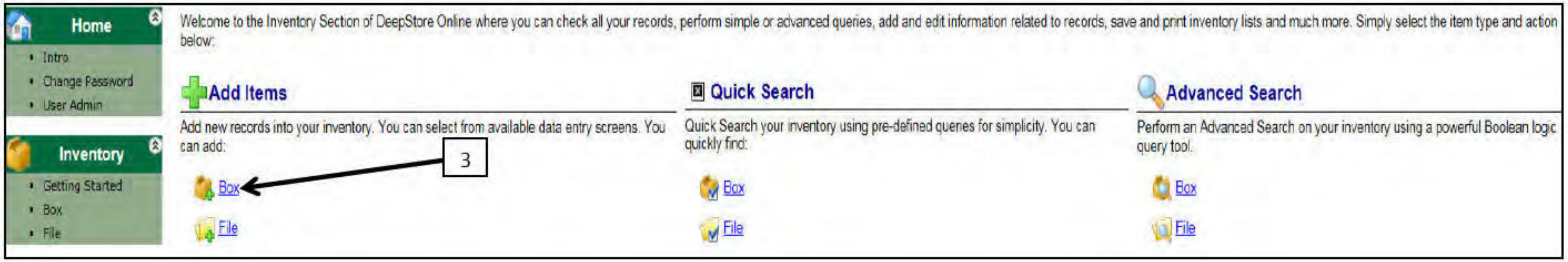
Depending on your configuration, you can place requests for pickups, deliveries, services, materials, reports, and images from the record center. First, add your requests into the Cart. After confirming that all is correct, check out your requests to the record center. You can also check the status of your orders anytime.

If you require any support using this portal, please contact TfL records management by email on recordsmanagement@tfl.gov.uk or by telephone on 020 3054 3691 or (83691)

Check inventory, perform simple or advanced queries, add and edit items in inventory, perform global edits, save your own inventory lists and much more!

Each inventory type has its own menu options and grid for entering information. You can perform rapid data entry or edit multiple items on one grid and still view the items on another grid with just a click of the mouse.

3. You will then be presented with a new interface; under the **Add Item** section click the **+Box** button.



Home
Intro
Change Password
User Admin
Inventory
Getting Started
Box
File
Add Items
Quick Search
Advanced Search
Box
File
Box
File
Box
File
3

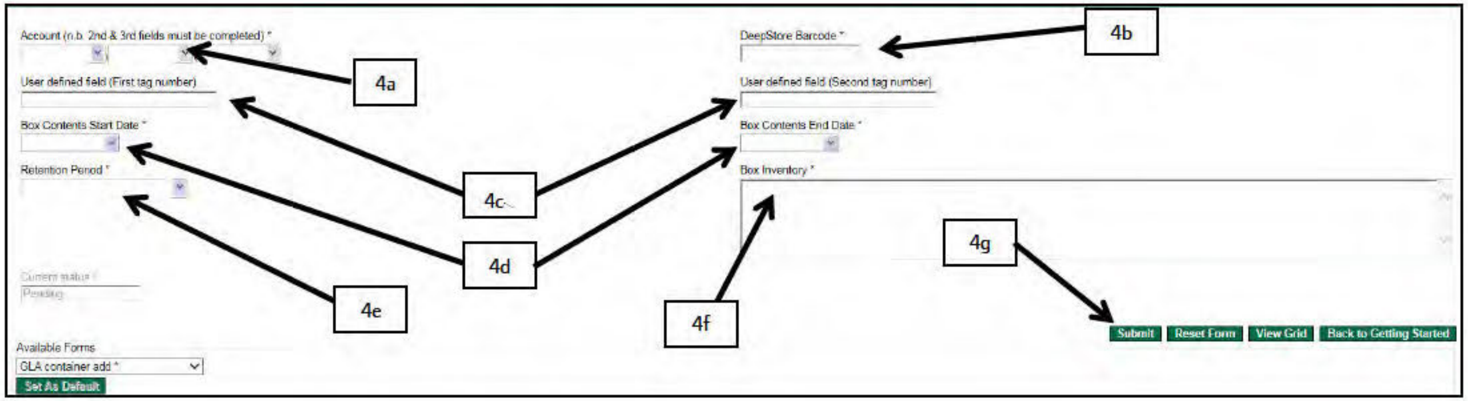
Welcome to the Inventory Section of DeepStore Online where you can check all your records, perform simple or advanced queries, add and edit information related to records, save and print inventory lists and much more. Simply select the item type and action below:

Add new records into your inventory. You can select from available data entry screens. You can add:

Quick Search your inventory using pre-defined queries for simplicity. You can quickly find:

Perform an Advanced Search on your inventory using a powerful Boolean logic query tool.

4. You will be taken to the data input page where you must transfer all the relevant data from the archive box, onto Deepstore's system.

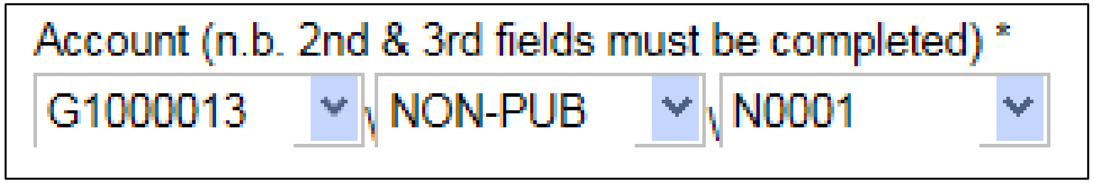


Account (n.b. 2nd & 3rd fields must be completed) *
User defined field (First tag number)
Box Contents Start Date *
Retention Period *
Current status *
Available Forms
Set As Default
DeepStore Barcode *
User defined field (Second tag number)
Box Contents End Date *
Box Inventory *
Submit
Reset Form
View Grid
Back to Getting Started
4a
4b
4c
4d
4e
4f
4g

Pending

GLA container add *

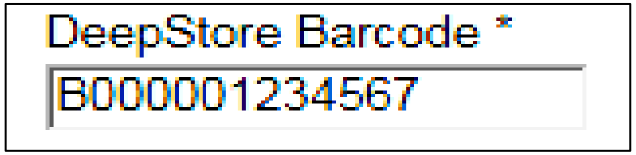
4a. Select your appropriate account number for the box you are submitting, you can get this from [redacted] [redacted] or [redacted] [redacted] if you don't already know.



Account (n.b. 2nd & 3rd fields must be completed) *

G1000013 \ NON-PUB \ N0001

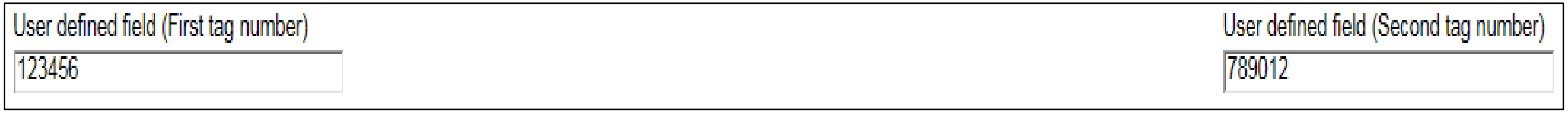
4b. Accurately enter the Deepstore barcode into the provided field. Stick the barcode onto the narrow **side** of the box, **not the lid** – ensure it is low enough to be read once the lid is on.



DeepStore Barcode *

B000001234567

4c. Put the codes from your cable ties into the tag fields specified – either code can go in either field.



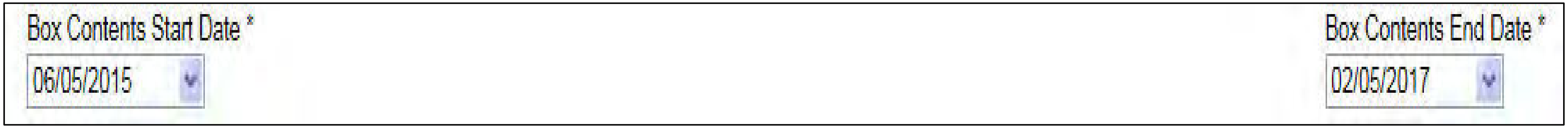
User defined field (First tag number)

123456

User defined field (Second tag number)

789012

4d. Enter the **start** and **finish** date for the **contents** of the box, not the duration it will be in archive.



Box Contents Start Date *

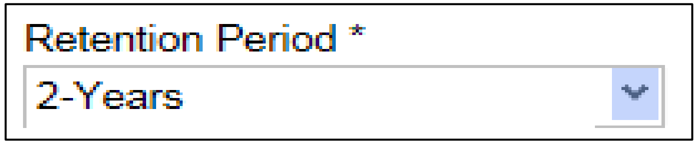
06/05/2015

Box Contents End Date *

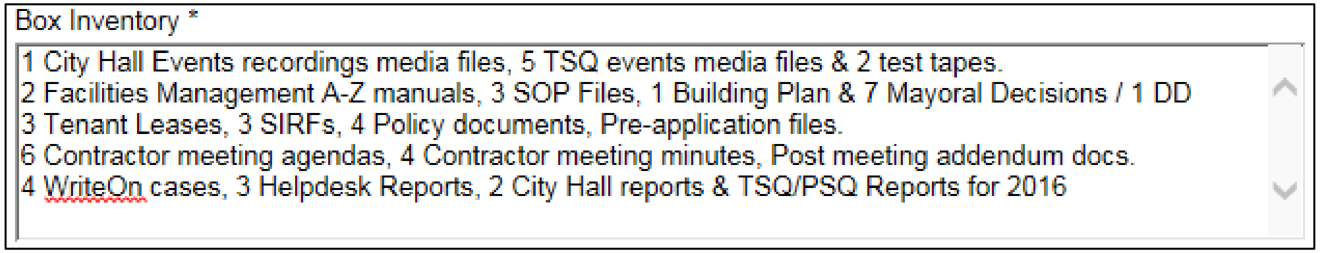
02/05/2017

Authored by [redacted] [redacted]
18.08.17

4e. Select the duration you want the box to be stored for. Try to keep this as **minimal** as possible. The Records Management Policy can be found on the intranet under this link: http://intranet.london.gov.uk/sites/default/files/intranetfiles/records_management_policy_v3.2_0.pdf
The Information Governance Team may provide further advice

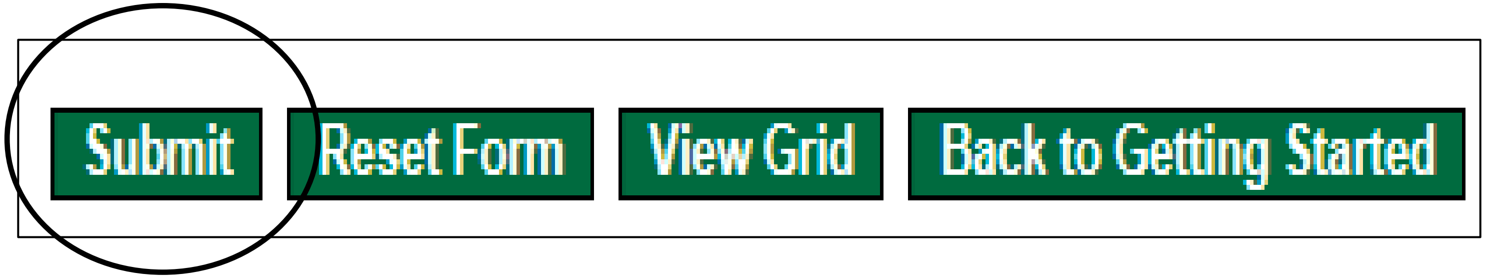

Retention Period *
2-Years

4f. Try to summarise the contents the best you can. Also try to keep on 5 lines **maximum** if possible, as shown below.


Box Inventory *
1 City Hall Events recordings media files, 5 TSQ events media files & 2 test tapes.
2 Facilities Management A-Z manuals, 3 SOP Files, 1 Building Plan & 7 Mayoral Decisions / 1 DD
3 Tenant Leases, 3 SIRFs, 4 Policy documents, Pre-application files.
6 Contractor meeting agendas, 4 Contractor meeting minutes, Post meeting addendum docs.
4 WriteOn cases, 3 Helpdesk Reports, 2 City Hall reports & TSQ/PSQ Reports for 2016

4g. This information should then be copied onto a **transmittal form** which you will then print off and put inside the archive box while saving the electronic copy somewhere it can be easily located in the future.

4h. After completing all the fields, press **submit** and the box will be registered to the system.

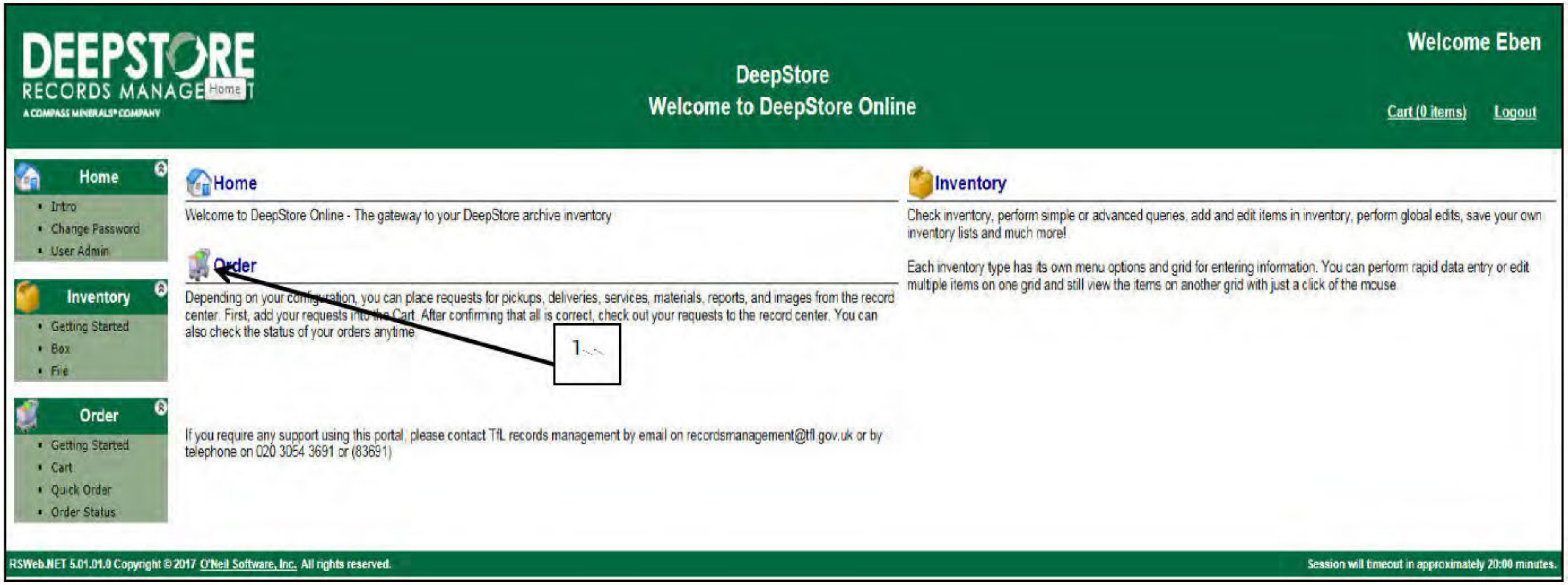


Authored by [redacted] [redacted]
18.08.17

Requesting a pickup:

Now you log the item onto the system, you must now request for Deepstore to collect the box.

1. Click on the **'order'** shopping cart to take you to a new interface.


DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS COMPANY
Home
DeepStore
Welcome to DeepStore Online
Welcome Eben
Cart (0 items)
Logout
Home
Intro
Change Password
User Admin
Inventory
Getting Started
Box
File
Order
Getting Started
Cart
Quick Order
Order Status
1

Home

Welcome to DeepStore Online - The gateway to your DeepStore archive inventory

Order

Depending on your configuration, you can place requests for pickups, deliveries, services, materials, reports, and images from the record center. First, add your requests into the Cart. After confirming that all is correct, check out your requests to the record center. You can also check the status of your orders anytime.

If you require any support using this portal, please contact TfL records management by email on recordsmanagement@tfl.gov.uk or by telephone on 020 3054 3691 or (83691)

Inventory

Check inventory, perform simple or advanced queries, add and edit items in inventory, perform global edits, save your own inventory lists and much more!

Each inventory type has its own menu options and grid for entering information. You can perform rapid data entry or edit multiple items on one grid and still view the items on another grid with just a click of the mouse.

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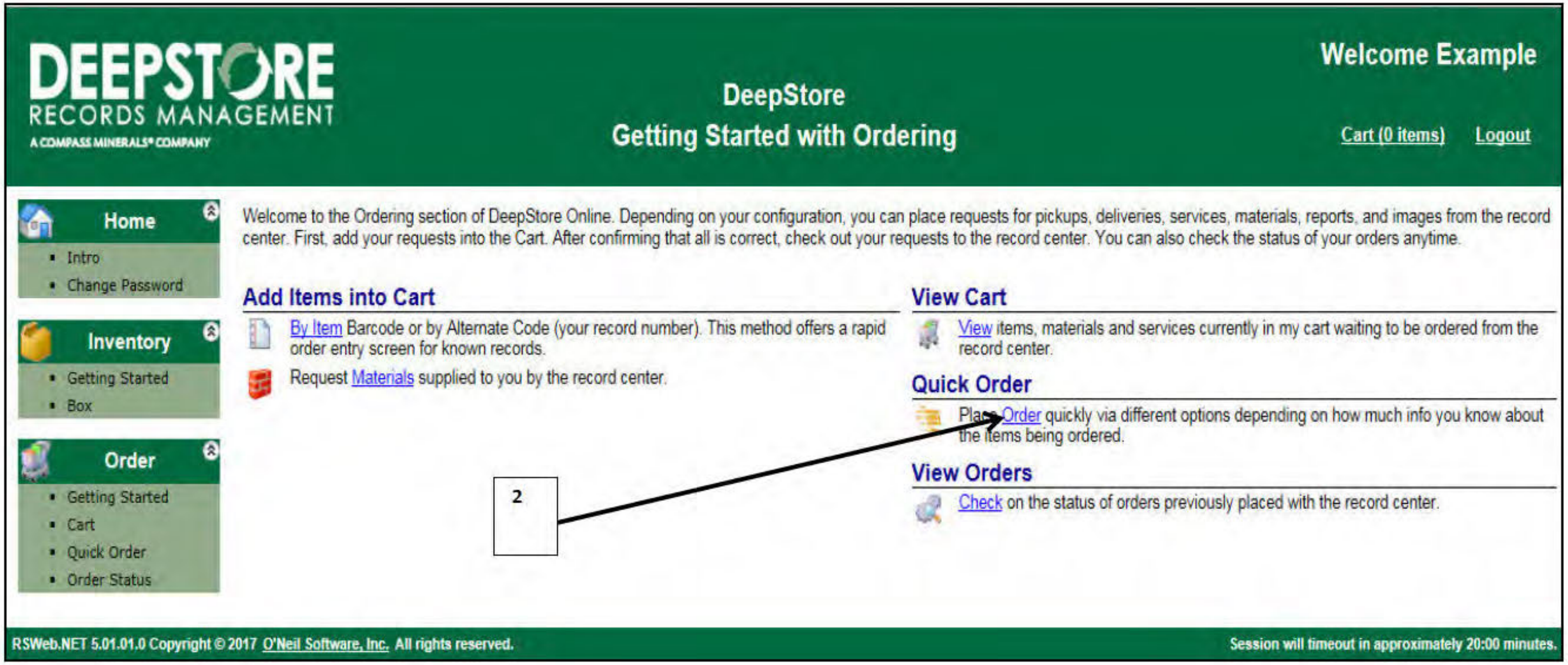
Session will timeout in approximately 20:00 minutes.

Authored by [redacted] [redacted]
18.08.17

2. Click on the blue **'order'** hyperlink


DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
Welcome Example
Cart (0 items)
Logout
Home
Intro
Change Password
Inventory
Getting Started
Box
Order
Getting Started
Cart
Quick Order
Order Status
2

DeepStore
Getting Started with Ordering

Welcome to the Ordering section of DeepStore Online. Depending on your configuration, you can place requests for pickups, deliveries, services, materials, reports, and images from the record center. First, add your requests into the Cart. After confirming that all is correct, check out your requests to the record center. You can also check the status of your orders anytime.

Add Items into Cart

By Item Barcode or by Alternate Code (your record number). This method offers a rapid order entry screen for known records.

Request Materials supplied to you by the record center.

View Cart

View items, materials and services currently in my cart waiting to be ordered from the record center.

Quick Order

Place Order quickly via different options depending on how much info you know about the items being ordered.

View Orders

Check on the status of orders previously placed with the record center.

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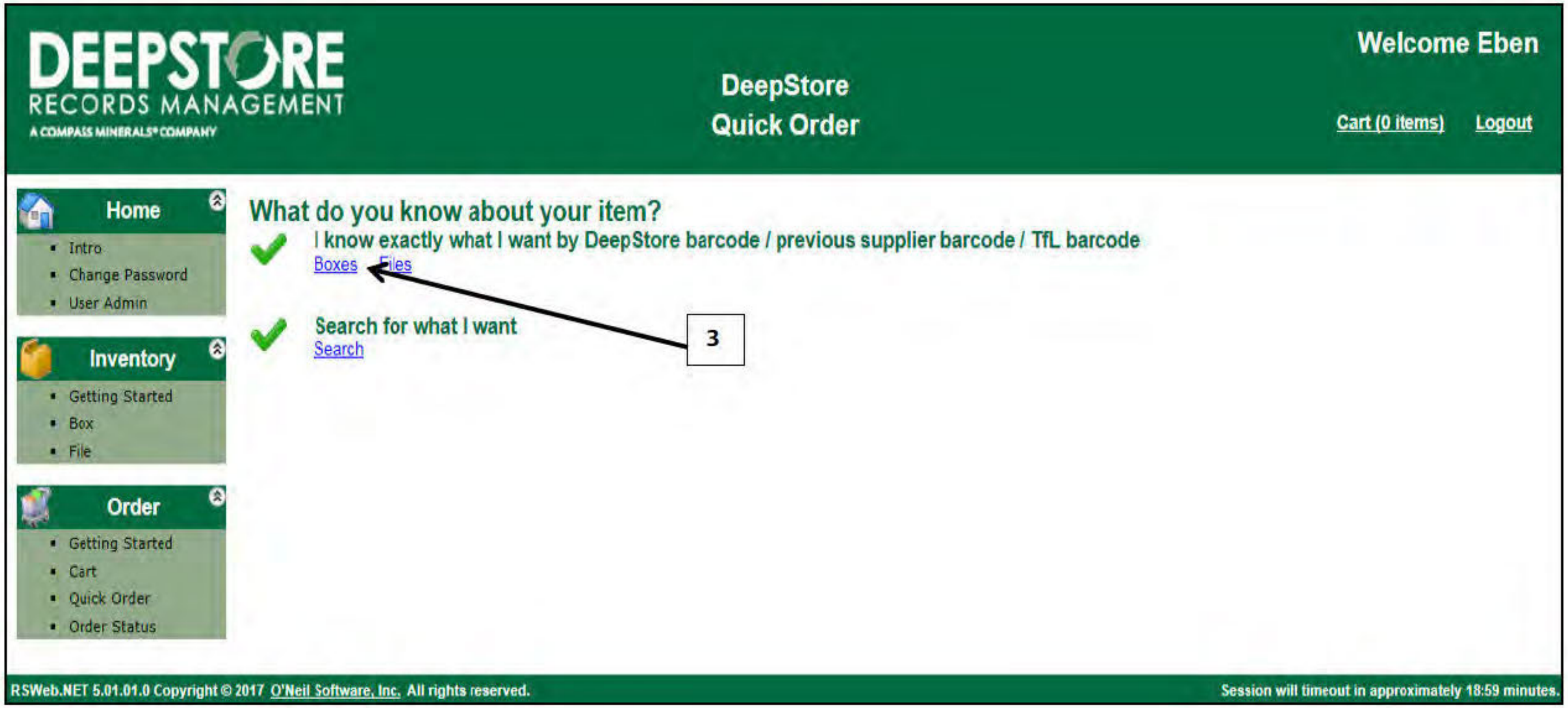
Session will timeout in approximately 20:00 minutes.

Authored by [redacted]
18.08.17

3. Click on the **'boxes'** hyperlink



DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
Home
Intro
Change Password
User Admin
Inventory
Getting Started
Box
File
Order
Getting Started
Cart
Quick Order
Order Status
Cart (0 items)
Logout
Boxes
Files
Search
3

Welcome Eben

DeepStore
Quick Order

What do you know about your item?

✓ I know exactly what I want by DeepStore barcode / previous supplier barcode / TfL barcode

✓ Search for what I want

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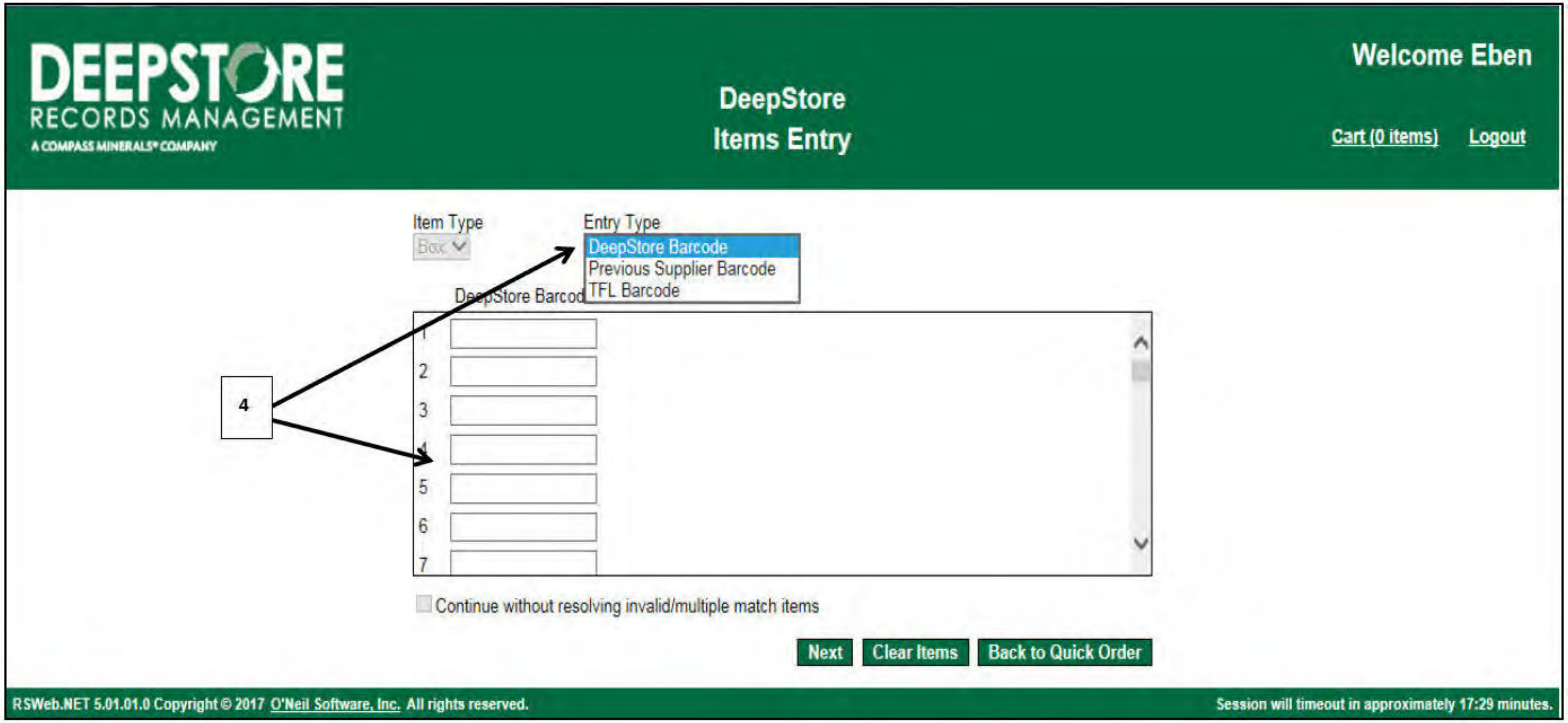
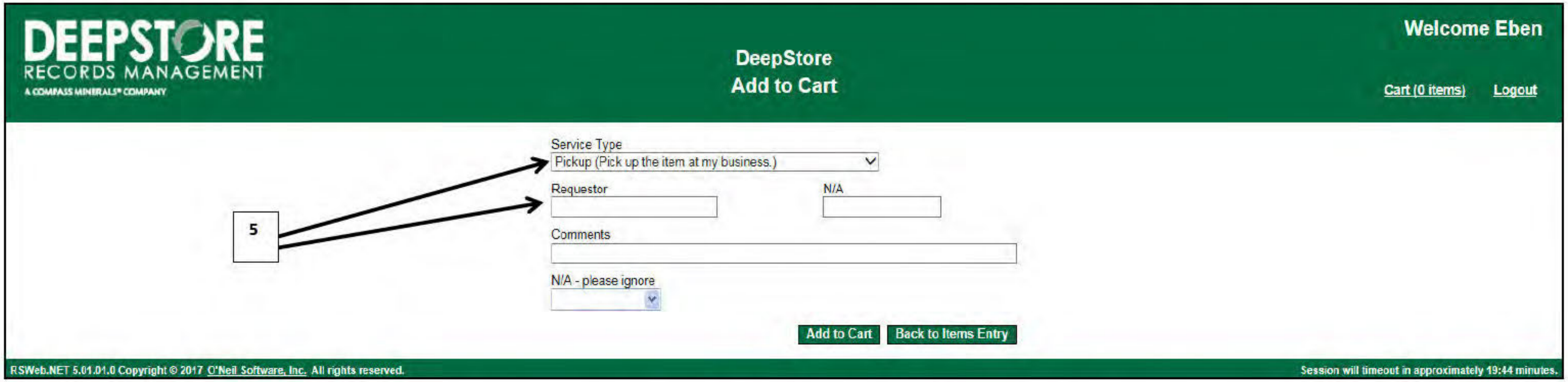
Session will timeout in approximately 18:59 minutes.

5. Click the drop down as shown and select the barcode type you are looking for and click next.


DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
DeepStore
Items Entry
Welcome Eben
Cart (0 items)
Logout
Item Type
Box
Entry Type
DeepStore Barcode
Previous Supplier Barcode
TFL Barcode
DeepStore Barcode
1
2
3
4
5
6
7
4
☐ Continue without resolving invalid/multiple match items
Next
Clear Items
Back to Quick Order
RSWeb.NET 5.01.01.0 Copyright © 2017 O'Neil Software, Inc. All rights reserved.
Session will timeout in approximately 17:29 minutes.

Authored by [redacted]
18.08.17

5. Select the drop down to request a **pick up** (from business to archive) and enter the relevant information then click **add to cart** to complete the online process.


DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
Welcome Eben
DeepStore
Add to Cart
Cart (0 items)
Logout
5
Requestor
N/A
Comments
N/A - please ignore
Add to Cart
Back to Items Entry
RSWeb.NET 5.01.01.0 Copyright © 2017 O'Neil Software, Inc. All rights reserved.
Session will timeout in approximately 19:44 minutes.

Service Type: Pickup (Pick up the item at my business.)

6. You must then request porterage giving clear instructions regarding the box's current location **via FM Helpdesk** requesting the box is delivered to the **Loading Bay** ready for collection.

Requesting item delivery from Deepstore to City Hall:

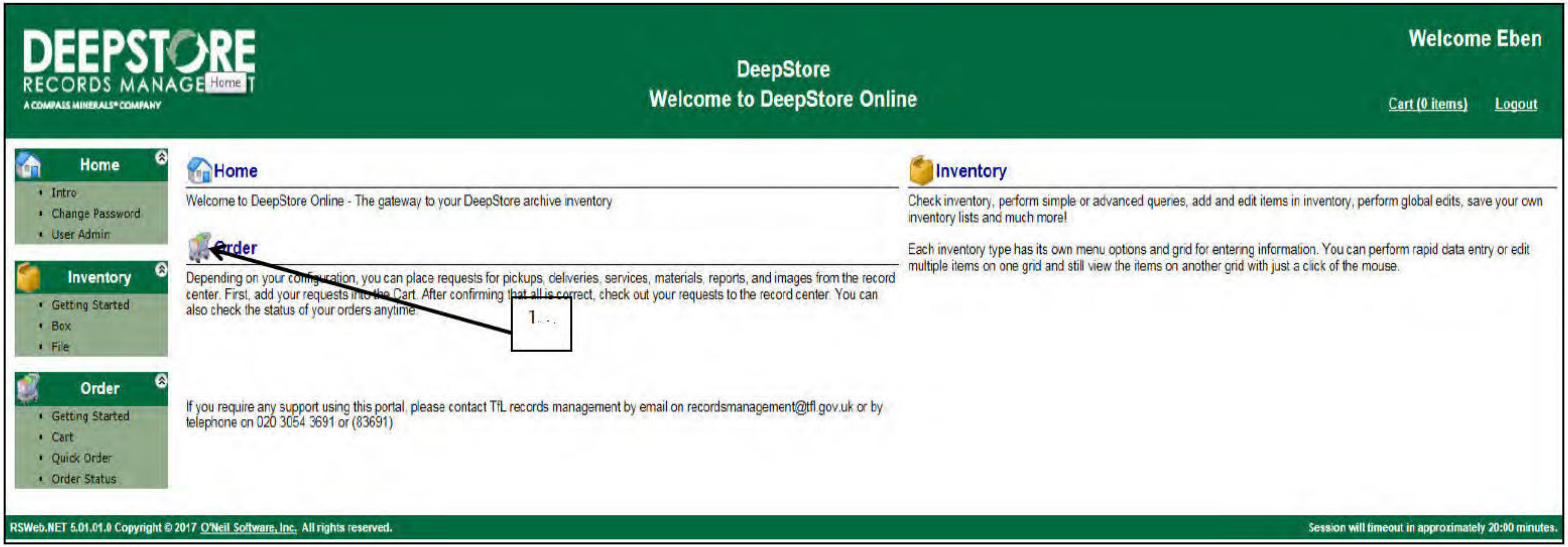
Delivery means you are calling something back from archive. There are two ways of requesting delivery – **Permout Delivery & Delivery:**

- **Permout delivery** means you won't be sending it back, therefore retention is stopped and payment is brought to a halt.
- **Delivery** means you are temporarily withdrawing the item and payment will therefore continue.

Knowing the difference can save The GLA money and ensure the process is carried out correctly.

Authored by [redacted] [redacted]
18.08.17

1. When back on the home screen click on the **shopping cart icon** next to order where you will be taken to a new interface.


DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
Home
Welcome Eben
Cart (0 items)
Logout
Home
Intro
Change Password
User Admin
Inventory
Getting Started
Box
File
Order
Getting Started
Cart
Quick Order
Order Status
Home
Order
Inventory
1...

DeepStore
Welcome to DeepStore Online

Welcome to DeepStore Online - The gateway to your DeepStore archive inventory

Depending on your configuration, you can place requests for pickups, deliveries, services, materials, reports, and images from the record center. First, add your requests into the Cart. After confirming that all is correct, check out your requests to the record center. You can also check the status of your orders anytime.

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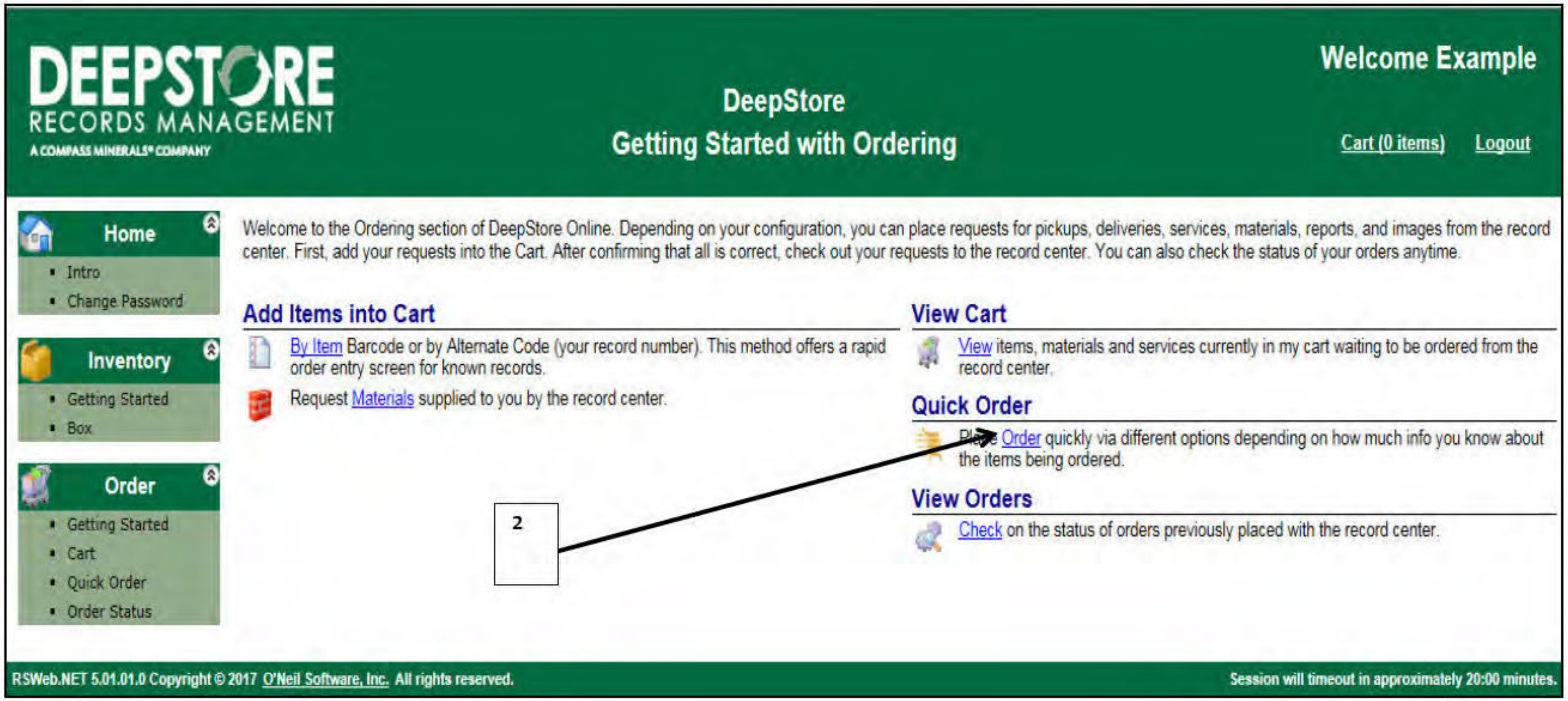
Session will timeout in approximately 20:00 minutes.

2. Once on the new interface, click on the **Quick Order** hyperlink.



DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
Welcome Example
Cart (0 items)
Logout
Home
Intro
Change Password
Inventory
Getting Started
Box
Order
Getting Started
Cart
Quick Order
Order Status
2

DeepStore
Getting Started with Ordering

Welcome to the Ordering section of DeepStore Online. Depending on your configuration, you can place requests for pickups, deliveries, services, materials, reports, and images from the record center. First, add your requests into the Cart. After confirming that all is correct, check out your requests to the record center. You can also check the status of your orders anytime.

Add Items into Cart

By Item Barcode or by Alternate Code (your record number). This method offers a rapid order entry screen for known records.

Request Materials supplied to you by the record center.

View Cart

View items, materials and services currently in my cart waiting to be ordered from the record center.

Quick Order

Place Order quickly via different options depending on how much info you know about the items being ordered.

View Orders

Check on the status of orders previously placed with the record center.

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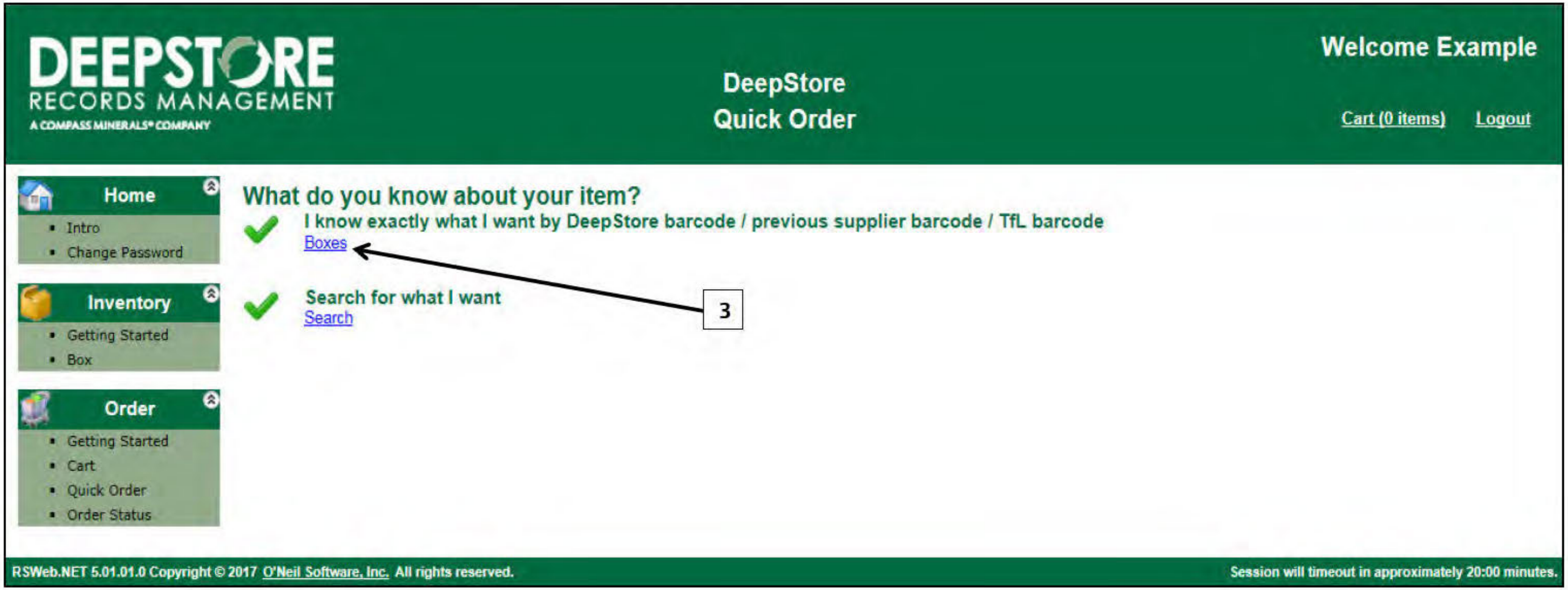
Session will timeout in approximately 20:00 minutes.

3. Click on the ‘**Boxes**’ hyperlink to search for the box/boxes you are requesting for collection.



DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
DeepStore
Quick Order
Welcome Example
Cart (0 items)
Logout
Home
Intro
Change Password
Inventory
Getting Started
Box
Order
Getting Started
Cart
Quick Order
Order Status
3

What do you know about your item?

I know exactly what I want by DeepStore barcode / previous supplier barcode / TfL barcode

Boxes

Search for what I want

Search

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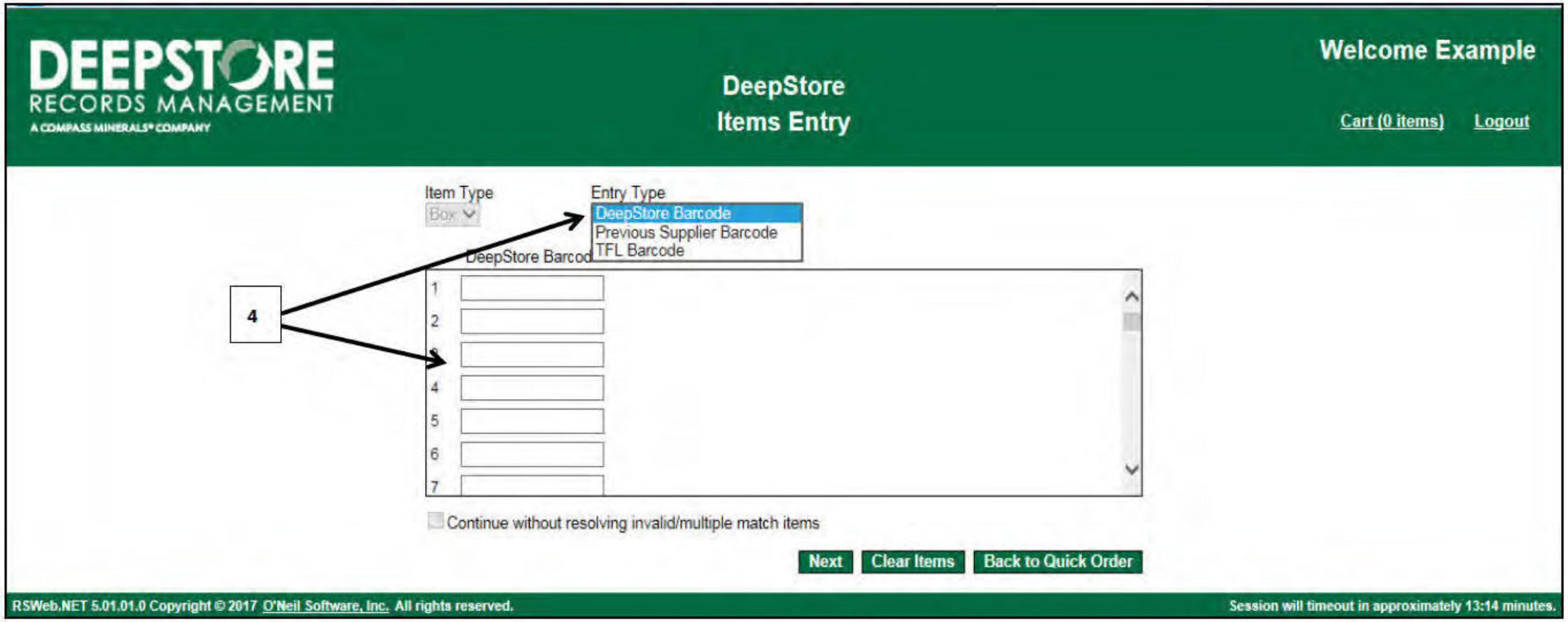
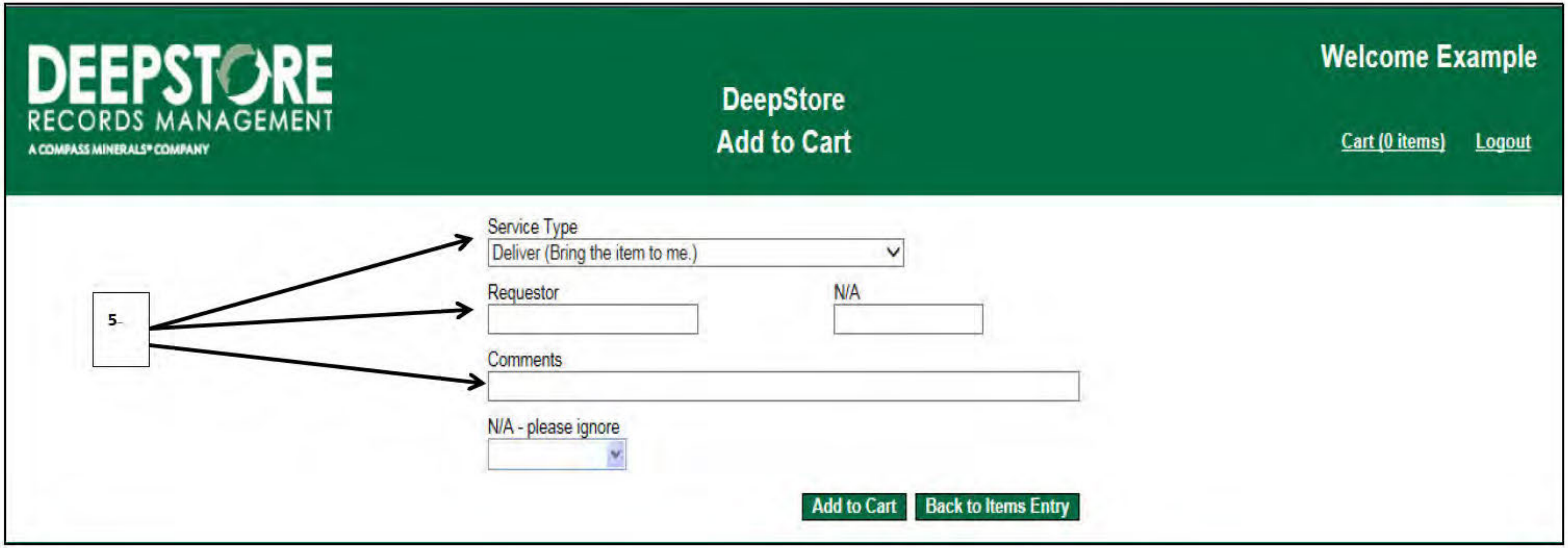
Session will timeout in approximately 20:00 minutes.

4. You will then be taken to a new interface. Select what type of code you are looking for on the tab at the top of the page – if the box was submitted to archive before **January 2017** it will be a **Crown barcode**, in which case choose **Previous Supplier Barcode**. Then insert your code into the provided fields.


DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
DeepStore
Items Entry
Welcome Example
Cart (0 items)
Logout
Item Type
Box
Entry Type
DeepStore Barcode
Previous Supplier Barcode
TFL Barcode
DeepStore Barcod
4
1
2
3
4
5
6
7
Continue without resolving invalid/multiple match items
Next
Clear Items
Back to Quick Order
RSWeb.NET 5.01.01.0 Copyright © 2017 O'Neil Software, Inc. All rights reserved.
Session will timeout in approximately 13:14 minutes.

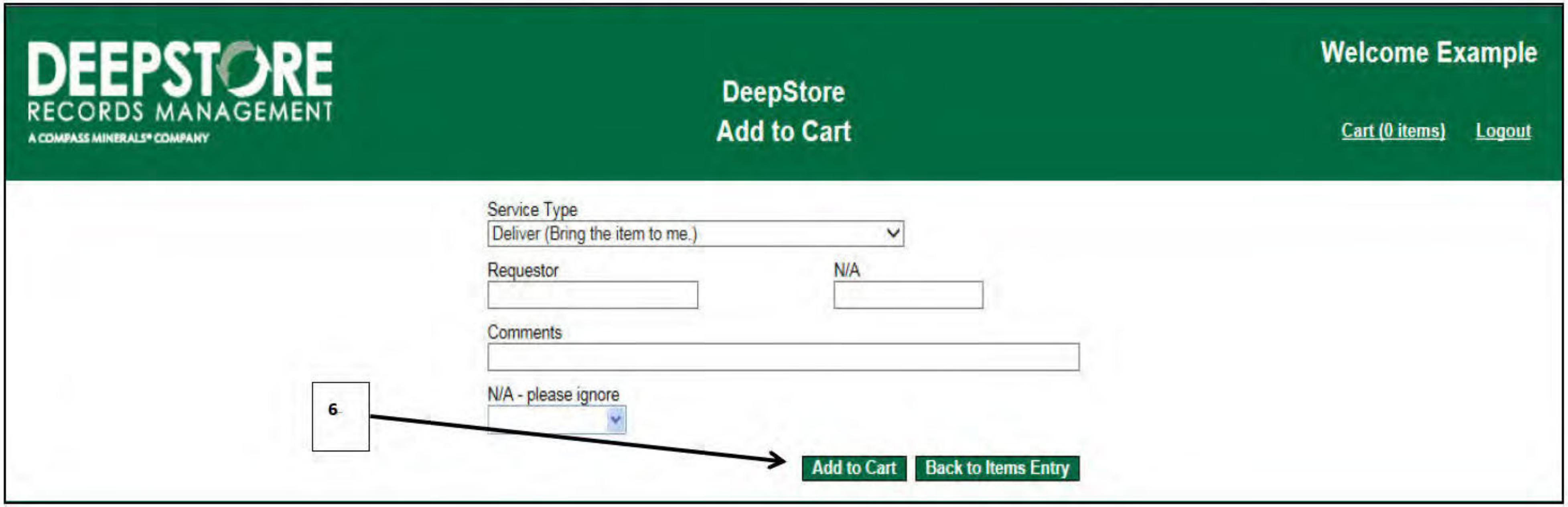
5. Select **Deliver** or **Permout Deliver** using the Service Type drop down and add the requesters name in the Requester field and any optional comments you may want to include in the comment field. Both fields tittles N/A can be ignored.



DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
DeepStore
Add to Cart
Welcome Example
Cart (0 items)
Logout
5.
Service Type
Deliver (Bring the item to me.)
Requestor
N/A
Comments
N/A - please ignore
Add to Cart
Back to Items Entry

Authored by [redacted]
18.08.17

6. Click **Add to Cart** to finalize the process on the Deepstore system.


DEEPSTORE
RECORDS MANAGEMENT
A COMPASS MINERALS® COMPANY
DeepStore
Add to Cart
Welcome Example
Cart (0 items)
Logout
Requestor
N/A
Comments
N/A - please ignore
6
Add to Cart
Back to Items Entry

Service Type: Deliver (Bring the item to me.)

7. Inform either [redacted] [redacted] or [redacted] [redacted] to checkout your order. High priority or urgent deliveries must be highlighted so they are checked out ASAP to complete the process quicker.

8. Once the date of delivery is confirmed to [redacted] [redacted] or [redacted] [redacted] they will extend this onto you, you must then inform the Loading Bay of the scheduled delivery with the relevant details ie. Name, quantity, date etc.

9. Once this delivery arrives loading bay will notify you via email, you must **immediately** request porterage via FM Helpdesk specifying the quantity of items and where they must be moved to.

Authored by [redacted] [redacted]
18.08.17

Requesting items destruction:

[redacted] [redacted] or [redacted] [redacted] are the only people who can request destruction from Deepstore. Therefore, you must identify the items you want destroyed in an email to them so they can request the destruction. You will then be needed to sign the order and return to them, they will then extend this signed form onto Deepstore and once they receive this, only then will the destruction process begin.

Authored by [redacted] [redacted]
18.08.17

[2020]

Off-site Archiving

The GLA off-site records management (archiving) service is contracted to **DeepStore - Transport for London**. The GLA Facilities Management Team and GLA Records Management Team coordinate the service. These pages explain the processes GLA staff must use when they wish to :

- **Deposit** new records with Deepstore.
- **Retrieve** or Permanently Withdraw existing records from Deepstore.
- **Return** existing records to Deepstore.

Requests

System Use - Off-site archiving requests must be processed via the online **DeepStore system** - advice on how to use the system can be found in **User Guide**

Registered Users - Access to the online system is only available for registered users with an allocated User Name and Password. Each team should have at least one registered user - to request a new user set up the HoD or team manager should email **[ ]@london. gov.uk.**

Log-in - The online DeepStore Records Management system is accessed via this address.

Submission Criteria - Items must only be submitted to archive if long-term retention is essential; archive contents should be regularly reviewed and items destroyed or removed once retention date has expired or earlier if retention is deemed no longer necessary.

The intranet page titled **Guidance on records management** at the GLA may help staff to make decisions about whether to retain and archive or dispose of records.

Reports

Users may search for individual items or run reports of the specific accounts they manage from the records management system. Instructions can be found in the **User Guide**.

Service

Standard Deliveries - These take place on Monday, Wednesday or Friday. The request must be completed online by 16:55 the preceeding day. Any requests placed online after 17:00 will be delivered on the subsequent available delivery day.

Urgent Deliveries - These can be arranged for the same day but will incur a charge of £50 which must be reimbursed from the department. Please flag urgent requests, along with the relevant cost /WBS code and budget holder 's name, to **[ ] @london.gov.uk.**

Archive Materials - To obtain archive boxes, barcodes and tags, contact **FM Helpdesk**. Boxes must only be used for items that will be sent to the off-site storage facility; one barcode label and two tags will be supplied with each box requested.

Support materials

User Guide

For guidance on records management please contact **[ ]** in the Records Management Team.

Off-site Archiving: Deposit/ return/ retrieve/ destroy boxes

Depositing new records with DeepStore Records Management

Identify the files and documents to be archived

Group the records into classes according to the GLA **retention schedule**. If you are unable to identify a class from the retention schedule that matches your records please speak to a member of the Information Governance team. If possible take files out of lever arch folders, ring binders and box files to make best use of box space.

Estimate how many archive boxes you require

The standard arhive box size is: length 38cm x width 28cm x height 25cm. Using the standard box makes handling easier and saves storage costs. You may also request A3 boxes 43cm x 31.5cm x 29cm. Please contact **FM Helpdesk** to request empty boxes.

Request the boxes you require

Contact the **FM Helpdesk** and indicate how many boxes you require, and where they should go to. They can be delivered to your desk, or wherever instructed. The box will come flat packed with a DeepStore barcode label and two tags to ensure the box remains closed.

Pack records in the box and add the barcode label

Do not overload boxes - the lid must lie flat. Be aware that overloaded, unstable or badly stacked boxes are a health and safety hazards Always stick the barcode label on one END of the box. Thread the tags through the handles to ensure tamper-proof closure.

Use the same retention period for records in one box

Records with the same retention class should where possible be stored in the same box. If this is not practical, ensure that all the records in the box have the same retention period (eg invoices and purchase orders for the same financial year, or contracts and tender evaluation records for the same contract).

Deposit the box

Submit the new consignment request via the online system - please see **user guide** for instructions. when logging a box onto the system it is essential that very specific details are included in the Contents section.

It is essential that your department keeps an electronic record (eg spreadsheet) detailing box numbers, contents and dates; there must be the means to account for all items in storage.

When a box or batch of boxes is ready for collection

Once you have processed your request please email **FM Helpdesk** with the details (your name, desk number, box numbers) to request porterage to the loading bay, ready for collection by DeepStore.

Returns, retrievals and permanent withdrawals

All returns, retrievals and permanent withdrawals must be requested for existing records stored with DeepStore. Please see the **user guide** for instructions.

Anybody requiring access to boxes **transferred from the LDA** must **email** **FM Helpdesk** for assistance.

There is a legal duty to transfer some LDA boxes to the National Archive at set intervals. On this basis, **no ex-LDA boxes should be destroyed without the express written consent of [ ] or [ ].**

Permanent Withdrawal - When material is retrieved from the off-site facility the GLA continues to pay the **full cost** of holding that item, even though it is off site. It is essential that if you select Permanent Withdrawal if you are withdrawing it for good - the retention cost then ceases.

Perm Out - If something is withdrawn and you subsequently decide not to return it, call the item up on the system and request Perm Out.

Review and Destruction

Boxes deposited will need to be reviewed when the expiry date has been reached (based on the **retention schedule**). Users may carry this review out via their online accounts for their teams. The **Records Management Team** will also be reviewing records on an ongoing basis.

Authorisation for box destruction or, in exceptional circumstances, extension must be confirmed in writing by the Head of Service.

[redacted]

From: [redacted]@Deepstore.co.uk>
Sent: 26 March 2020 15:32
Subject: Deepstore Online

Good Afternoon,

Further to the recent note that was sent to your organisation's contract manager, I am writing to update you regarding the changes DeepStore are making to their usual service to support the Governments increased measures to restrain the spread of Coronavirus (COVID-19).
DeepStore is continuing do everything we can to ensure the safety of our staff and customers, whilst operationally maintaining the best service possible.
In order to minimise the spread of infection and to allocate available resources effectively, **DeepStore will be changing the status of your DeepStore Online user profile to "Inactive" with immediate effect**. Please direct any requests for urgent/essential material to your supervisor/contract manager, who can then follow up directly with DeepStore Customer Services.
This is being done to support the following key changes:-

- ☐. Service provision for the Health Sector and Police Forces will continue to be supported for essential material.
- ☐. Client requests for items classified as being essential to provide critical societal services will be made available for retrieval on a case assessed basis.
- ☐. All other Customer services for material and items not stated above will cease until further notice.
- ☐. Our Customer support team will continue to operate as normal.

These measures have been introduced to ensure our actions are in line with the most current Government advice and we will continue to monitor and review the changing situation and will re-activate your user profile as soon as is safely possible.
I hope that everyone stays safe and assure you that we will continue to provide support and assistance throughout these unprecedented times.
Best Regards
DeepStore Customer Service Team

Compass Minerals UK Astbury House, Bradford Road, Winsford, Cheshire CW7 2PA . The two trading operations are Compass Minerals UK Limited (registered in England and Wales No. 2654529) and Compass Minerals Storage & Archives Limited, trading as 'DeepStore' (registered in England and Wales No. 1588213).
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