



**The Top Five "New" Requirements for Enterprise-class ITAD**

**Rike Sandlin**  
CEO, Rivervista Partners



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Rike advises organizations on Operational Excellence – the business strategies, go-to-market plans, processing best practices, sustainability initiatives, ESG, and continuous improvement.

Before starting consulting, Rike was COO of HiTech Assets, a leading ITAD. As an advocate for best practices and high standards, Rike has served as Co-Chair R2 TAC, and Chairman RIOS Board of Directors, among others. He also served in leadership at Arrow Electronics and managed product development for Verizon.

Rike earned his engineering degree from Georgia Tech and MBA from Millsaps College, and resides in beautiful Huntsville, Alabama.

**Rike Sandlin, CEO**  
Rivervista Partners

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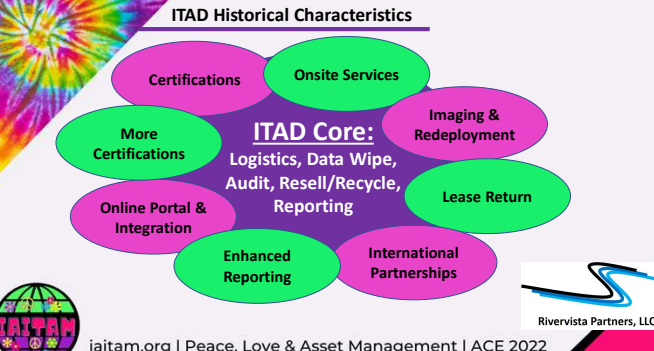
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**ITAD Historical Characteristics**



**ITAD Core:**  
Logistics, Data Wipe, Audit, Resell/Recycle, Reporting

**Historical Characteristics:**  
Certifications, Onsite Services, Imaging & Redeployment, Lease Return, International Partnerships, Enhanced Reporting, Online Portal & Integration, More Certifications

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**New Requirements – #1**

**Support for Remote Workers**

- Remote work is not a new phenomenon, but always a hassle.
- Covid has driven work-from-home into the mainstream.
- Challenges:
  - Asset Management?
  - ITAD Logistics?
  - Data Security?
  - Easy, online, digital?

Secure & Compliant?  
Erase or encrypt?  
Low burden?

1-click / assisted erase; QR Code to pack & ship

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**New Requirements – #2**

**R2v3 Certification**



- Certification has been a key requirement for over a decade.
- The latest version of R2 increases data security, downstream diligence, and worker safety requirements (among others).
- Due to the new, more expensive requirements, some ITAD providers are slow to implement.
- Stronger ITADs already had best practices in place and have adopted R2v3 quickly.

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**New Requirements – #3**

**ERP Strength & Integration**

- The deliverable from ITAD: Audit Trail Reporting
- Dependencies:
  - Data Integrity
  - Process Integrity
  - Systems Integrity
  - ERP Platform Requirements

Resilience & Governance  
Agility  
Transparency  
Process Control

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**New Requirements – #4**

**Data Privacy Compliance**

- Expanding regulations for Privacy and Governance of Data
- State, Federal, International impacts
- Liability extends for many years beyond the sanitization activity
- Data security requirements in NAID, R2v3, etc. are good, but they don't go far enough.

• Push beyond physical security and sanitization processes  
 • Challenge the underlying custody and process integrity  
 • Weigh coverage for the liabilities

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**New Requirements – #5**

**ESG Commitments & Reporting**

**E – Environment**  
**S – Social**  
**G – Governance**

- Corporate commitments to reduce carbon
- Public & private investors, US SEC, and state requirements
- Supply chains and vendors must report
- Is your ITAD provider innovating?
  - Scope 1, 2, & 3 GHG emissions, reduction strategies
  - Social impacts, programs, and ethics
  - Governance policies and transparency

**Certified B Corporation**




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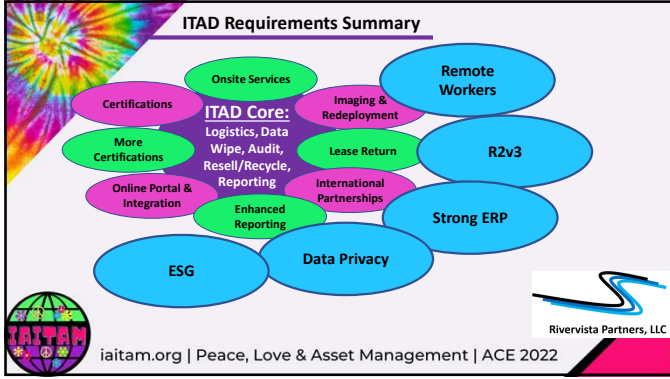
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