

SECTION: Filing	SUBJECT: Guidelines for Retention of Records
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## A. RECORDS RETENTION

Correspondence and record files are to be kept in a neat and orderly manner (See P&P 1900-1903 for specifics on files & filing). The file should be systematically reviewed to remove materials no longer required. If space limitations make it necessary to transfer any records not currently in storage cases, store material in 12 X 15 inch file storage boxes or 15 X 24 bankers boxes for larger amounts. All can be obtained from Office Depot.

When storing items in boxes, label the box clearly in the upper right hand corner so the contents can be easily identified such as "Technician's Daily Report, Jan. 1996 - Dec. 1996." If records placed in a storage box are not similar in description, write a "Table of Contents" on the outside of the storage box. Write a disposal date on each box or table of contents (See example below). Store the boxes in an approved, dry, and readily accessible location.

- Example: N. Orl. Cancelled P.P.P. Agreements
  - 1-97 to 12-97
  - Dispose of 1-03
- Lk Mary Monthly M&S Inventory
  - 1-96 to 12-96
  - Dispose of 1-00

All general correspondence should be purged annually at the end of the fiscal year. Because of government regulations and other factors, certain records must be retained for specific periods of time. Observe the following schedules when purging records:

DESCRIPTION OF THE RECORDS	RETENTION TIME
Accounts Payable Registers	1 year
Age Trail Balance	7 years
Adjustment Journals	Service Center- 1 year; Corporate- 7 years*
Cash Receipt Books	3 years
Claims Files- after claims are settled and closed	10 years
Claims logs	1 year
Commission Sheets or Reports	7 years
Correspondence (Corporate/general) having no indicated further value	1 year
Credit Card Log	1 year
Deposit Reports & Cash Journals	Service Center-1 year; Corporate-7 years
Licenses and Permits	3 years
Month End Closing Reports (All Payroll related reports-7 years)	Service Center-1 year; Corporate-7 years
Monthly M&S Inventory	Service Center-1 year; Corporate-3 years
DOR (Daily)	1 year
OSHA Form 200	5 years

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Payroll related documents and supporting data (Time Sheets, Worksheets, etc.)	7 years
Personnel & Training files (retain following termination)	7 years*
Pest & Lawn Agreements after account has been cancelled, paid, bad debted	5 years**
P & L - Service Center Statements	5 years
P & L - Year Ending (Dec.)	5 years
Service Invoices	7 years**
Technician's Daily Reports	7 years
Telephone Call Book	2 years
Termite customer's file after last paid renewal (includes reinspection tickets)	--**
Vehicle File Folder keep after vehicle turn-in	1 year
Statistical Reports keep in the respective locations	2 years
Statistical Reports - Region/Keep in Region	3 years

\*Employment Eligibility Verification (I-9) must be kept one year after termination or three years after hire date, whichever is longer.

\*\*Check with your state regulatory agency to confirm your state's requirement.

**B. REGION RECORDS**

Region will keep the following reports, by Service Center, a minimum of:

**C. DISPOSAL OF CUSTOMER RECORDS AND REPORTS**

For reasons of security, it is important that all reports showing customers' names be destroyed in such a manner that the information cannot be salvaged by anyone. The methods of destruction recommended are shredding, burning, or tearing and cutting into small pieces.

**D. CONFIDENTIALITY OF CUSTOMER FILES**

Customer files and complaint replies are never open for review to anyone other than authorized Company employees or unless directed by a court order. Any question regarding this should be directed to your immediate supervisor, or your Region Manager.

**E. CORPORATE FILE RETENTION**

Corporate departments will maintain files per the table below.

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Department	Agency	Abbrev.	Documents/Files	Dispose After
HR	Equal Employment Opportunity Commission/Department of Labor.	EEOC	Terminated Employee Personnel files	7 Years
			Job Announcements	2 Years
			Not Hired	2 Years
			Family & Medical Leave- Length of Employment	Family & Medical Leave- Length of Employment +3 Years
			Salary History – Length of Employment	Salary History – Length of Employment +8 Years
			Current Employees	7 Years
			Non Disclosure Agreements (NDA)	5 Years from Termination of agreement
Payroll	Equal Employment Opportunity Commission	EEOC, ADEA, & USDL	All Payroll related reports for entire term of employment	7 Years
			Age Discrimination in Employment Act	7 Years
			United States Department of Labor	7 Years
			Time Reports	7 Years

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			Payroll Records	7 Years
			Payroll Register	7 Years
			Employee Withholding Exemption Certificates	7 Years
			Commission Reports (Salesperson)	7 Years
			Vacation Files	7 Years
			W-2 Forms	Permanent
<b>Accounting</b>	Generally Accepted Accounting Principles	GAAP & CPA	Deposit reports & cash journals	7 Years
	Certified Public Accountant		P & L year ending (Dec.)	7 Years
			Accounts Written-off	7 Years
			Authorization	7 Years
			Audit	7 Years
			Bank Reconciliations	7 Years
			Bank Statements	7 Years
			Bank Deposit Slips	7 Years
			Budgets	7 Years
			Balance Sheets	Permanent
			Cancelled Dividend Checks	Permanent
			Charts of Accounts	Permanent
		Generally Accepted Accounting Principles		Check Register
	Certified Public Accountant		Financial Statements	Permanent

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	Generally Accepted Accounting Principles		Investment - Sales/Purchases	Permanent
	Certified Public Accountant	GAAP & CPA	Journal Entries	Permanent
			Profit/Loss Statements	Permanent
			Annual Reports	Permanent
			Audit Reports – Public	Permanent
			Financial Statements	Permanent
			Depreciation Schedule	Permanent
			Inventory Records	Permanent
			Mutual Savings Bank Bad Debt Reserve	Permanent
			Financial Institution Loan Loss Reserves	Permanent
<b>AP</b>	Generally Accepted Accounting Principles	GAAP & CPA	Accounts Payable Ledger	7 Years
	Certified Public Accountant		Expense Reports	7 Years
			Voucher Check Copies	7 Years
			Vendor Invoices	7 Years
			Cash Book	Permanent
			Cash Disbursement & Receipt Record	Permanent
<b>AR</b>	Generally Accepted Accounting Principles	GAAP & CPA	Accounts Receivable Aging Reports	7 Years
	Certified Public Accountant		Accounts Receivable Ledger	7 Years
			Accounts Receivable Invoices	7 Years
			Credit Card Log	7 Years
<b>General Ledger</b>	Generally Accepted Accounting Principles	GAAP & CPA	Canceled Checks	10 Years
	Certified Public Accountant		Cash Sales Slips	7 Years
			Charge Slips	Permanent
			General Ledger	
<b>Risk Management</b>	Occupational Safety and Health Administration	OSHA	OSHA	5 Years
			Expired Insurance Policies	10 Years
			Fire Inspection Reports	6 Years
			Insurance Appraisals	6 Years
			Safety Records	6 Years
			Foreign Insurance Policies	3 Years

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			Workers' Compensation Benefits	10 Years
			Annual Summary	5 Years
			OSHA 300 Log	5 Years
			OSHA 301 Incident Report	5 Years
			Claim Files	10 Years
			Safety Records	6 Years
			Leases/Canceled	10 Years
			Claims log	1 Year
	N/A		Automobile Insurance Claims	10 Years
			Expired Insurance Policies	10 Years
<b>Facilities</b>	N/A	N/A	Plant Cost Ledger	Permanent
			Property Appraisals	Permanent
			Property Register	Permanent
			Disability Insurance Claims - After Termination	7 Years (When Applicable)
<b>IT</b>	N/A	N/A	Contracts	6 Years
<b>L&amp;D</b>	N/A	N/A	Licenses and Permits	3 Years
			Personnel & Training files	7 Years
			Save A/P Vouchers for License Fees	7 Years
<b>Marketing</b>	N/A	N/A	Keep Contracts	6 Years
<b>Fleet</b>			Vehicle Operating and Maintenance	2 Years
			Title Papers	Permanent
<b>Purchasing</b>	N/A	N/A	Manual Purchase Orders	7 Years (Corp) & 1 Years (SC)
			M&S Reports	3 Years at Corporate
			M&S Reports -SVC	1 Year
			Patents	Permanent

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