

WestRock's Document Destruction Info Sheet

What is the Document Destruction Program?

WestRock's Document Destruction Program is a confidential document destruction program that allows businesses, organizations, and individuals to safely dispose of sensitive paperwork and documents. We are able to provide this service at no charge because we recycle and reuse the destroyed paper fibers. The destroyed documents are used in the creation of hard cover textbooks, binders, and more.

Any quantity is acceptable (No minimum or maximum). We have forklifts and loading docks available for palletized documents. The process of destruction is via hydropulper. Our hydropulper functions similar to a large blender and can handle 1.5 tons of paper per hour. Our employees have been screened and background checks conducted. Our process of destruction is HIPAA compliant. Certificates of Destruction are available to businesses and municipalities upon request.

SERVICE AVAILABLE ONLY ON WEDNESDAY'S FROM 1 P.M to 5 P.M.

Dropping off Confidential Documents

1. Approach GATE 3 at 1601 E. Mountain St. in Aurora. (Right gate with keypad)
2. At the GATE 3 KEYPAD, hit the "CALL" button and dial "013"
3. When you hear the automated voice, hit "0" to talk to an operator.
4. Tell the operator you are here for Document Destruction and she will open the gate for you.
5. If the operator is unavailable, repeat step 2 except dial "003" or "005"
6. Drive straight forward until you see a sign for gate 4, then turn right.
7. Follow the posted signs or map and proceed to gate 4. Park in the "Loose Paper Parking" spots.
8. Unload your documents into 1 of the 2 dumpsters underneath the shed. These will be transported to the hydropulper shortly.
9. Go to the "DOCUMENT DESTRUCTION ENTRANCE" to the left of the 3 loading dock doors by the guard rail and enter. Sign-in on the clipboard near the door.
10. PLEASE DO NOT LEAVE THE YELLOW GATED AREA FOR ANY REASON.
11. Ring the buzzer to call the attendant or flag him down, but please don't leave the gated area for safety reasons. The attendant may be busy at the moment, so please be patient and allow up to 20 minutes for him to retrieve and destroy your documents. ATTENDANT IS UNAVAILABLE FROM 10:00 – 10:30AM!
12. The attendant will show you the computer monitors to watch. He will then fetch the documents and unload them into the hydropulper. You can watch this on the live video feed inside the yellow gated area.
13. Once you are satisfied that the documents have may follow the signs to the exit
14. Proceed to the gate in-which you came in through. Pull up to the gate and it should open within 10 seconds.
15. Businesses and Municipalities that require a COD, please come to the front office and fill out the required paper work. Once complete, an associate will provide you with a certificate of destruction.

Call 1-630-898-4231 if you need assistance

Safety/Legal Requirements – We ask that you please follow our safety rules:

- *Closed toe shoes required to enter our buildings.
- *No children under 18 can be present inside our facility.
- *Please do not leave the gated document destruction area
- *Call 1-630-898-4231 if you have any questions.

Frequently Asked Questions

Do I need to remove staples, paperclips, colored paper?

Our system is designed to destroy any type of paper. Within the process there is a filter that allows paperclips/staples and any other small amounts of metal/plastic to go through the system without worry.

Where are you located?

1601 Mountain Street, Aurora, IL 60505

What hours and days can I come in for document destruction?

WEDNESDAYS FROM 1 P.M. to 5 P.M. ONLY

Do I need to call ahead and make an appointment?

Only if you plan to destroy more than 2000 lbs. We need to prepare our machines in advance for larger quantities.

What products can I have destroyed?

Paper Materials only.

Acceptable materials: Paper documents, books, magazines, paper with staples and paper clips ok.

Unacceptable: X-rays, Styrofoam, metal, plastic, pictures, CDs, rubber bands.

Are you open Holidays and weekends?

No.

WestRock Map:



