



UK Benefits



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GET TO KNOW YOUR BENEFITS

Your wellbeing is important to us, so we offer comprehensive benefits to meet the needs of you and your family. Learn how your benefits can work for you.

[Learn More](#)

PRIVATE MEDICAL INSURANCE

You're eligible for free private medical insurance through Iron Mountain, which provides timely access to medical care when you need it. You can cover your spouse/partner and children, too.

[Go Now](#)

PENSION

The Iron Mountain pension plan helps you save for the future so you'll be ready for retirement.

[Learn More](#)

NEED TO CHOOSE OR CHANGE YOUR BENEFITS?

If you have just started at Iron Mountain or have a change in circumstances, you may need to choose or change your benefit elections.

[Learn More](#)

GET STUFF DONE

[Get Private Medical Insurance](#)

[Save with the Pluxee Retail Card](#)

[Designate a Life Assurance Beneficiary](#)

[Contribute to a Charity of Your Choice](#)

QUICK LINKS

Contacts

Access contacts for medical care, life assurance, discounts and more.

[Learn More](#)

Annual Leave and Holidays

Take time off when you need to rest and recharge.

[Learn More](#)

Employee Assistance Programme (EAP)

Get help with life's challenges 24/7.

[Learn More](#)

Global HR Service Support

Get answers to general benefit questions.

[Learn More](#)

ENROLMENT

What's New For 2024 – 2025

Take a look at what to expect.

Iron Mountain's benefits reflect our holistic investment in employee wellbeing – physical, financial, emotional, and social – to meet the diverse needs of our Mountaineers. We continually review our benefit programs based on market and business requirements but also on what you've told us in feedback sessions and in the IM Listening survey. We hear you and we thank you for sharing your voices.

NEW BENEFITS

Electric Vehicle Scheme

The **new electric vehicle scheme** through Tusker offers you a brand-new car that is fully maintained and insured for a fixed monthly amount. The amount you pay per month depends on the car you choose and personal information, such as where you live and your age. [Learn more.](#)

Fitness Memberships

Get fit – and save! – with GymFlex. **Save up to 40%** at the gym of your choosing—there are up to 3,500 locations throughout the UK. [Learn more.](#)

BENEFITS UPDATES

Life Assurance

We're now providing all employees with company-paid basic life assurance at **four times your annual base salary**, with the option to increase it up to six times your annual salary. The life assurance **provider will change** from Unum to AIG. Learn more on the [life assurance page](#).

Parental Leave

We're **enhancing our parental leave of absence programs** to support you and your family. For leaves commencing on or after 1 June 2024, you'll now receive **additional payments** ("top up") to be used in connection with maternity and paternity leaves to supplement statutory benefits. The top up provides you with up to 100% of your pre-leave pay for the following time period:

- **Maternity leave:** 14 weeks
- **Paternity leave:** 2 weeks

Travel Insurance

We're **changing** the travel insurance policy **vendor**, and you'll be able to choose worldwide or European cover, including or excluding winter sports. Get details on the [travel insurance page](#).

Bike to Work

The **annual limit** you can allot from your salary to the bike-to-work scheme is **increasing** from £1,000 to £2,000. You can also now **enrol anytime**, not just during Annual Enrolment. [Find out more about this scheme.](#)

Rate Updates

There will be slight rate changes to some of our health and voluntary insurance plans. Click on a benefit below to view costs:

- [Private medical insurance](#)
- [Life assurance](#)
- [Health cash plan](#)
- [Dental insurance](#)
- [Travel insurance](#)

Eligibility

Here's who's eligible for Flexible Benefits. Decide who you want to cover.

THE BASICS

The Flexible Benefits you're eligible for depends on whether you're a permanent or fixed-term employee. You may also enrol dependents in some benefits at your own expense, but they must meet certain requirements. Learn the details so you can decide who to cover.

YOU

- If you're a permanent employee paid by Iron Mountain's payroll
- If you're a fixed-term employee paid by Iron Mountain's payroll

YOUR DEPENDENTS

Some benefits allow you to cover your spouse/partner and your children. Each benefit has its own definition of a dependent and will be noted on the page for that benefit. You are responsible for the cost of cover for your dependents.

Are You New to Iron Mountain?

As a new employee, you're eligible for Flexible Benefits. Upon joining Iron Mountain, you'll receive an email with the dates of your Enrolment Period and the date your Flexible Benefit options will take effect.

Benefits Overview

We offer an array of financial, health and leisure benefits to meet the needs of you and your family.

OVERVIEW

If you're a permanent or fixed-term employee, you're eligible to enrol in Flexible Benefits:

- When you join Iron Mountain as a new hire
- During Annual Enrolment
- If you have a life event

Flexible Benefits include financial, health and leisure choices that can provide tax and National Insurance (NI) savings.

HOW IT WORKS

Once a year during Annual Enrolment, you get the chance to review Iron Mountain's benefits and choose the ones that suit you and your family. You can keep the benefits you have, or increase or reduce them based on your situation.

You can only make changes to your benefits outside of Annual Enrolment if you have a life event, such as marriage, birth or loss or gain of cover outside Iron Mountain.

Salary Sacrifice

When you have decided the benefits you want, you'll need to determine what you'll contribute to these benefits each month. This is known as salary sacrifice, because you're "sacrificing" a pre-tax amount of your take-home pay each month to cover the benefits. The good news is that you'll pay less NI and tax on your monthly gross salary.

It's important to note that whilst these benefits are optional and selected by choice, you're not allowed deductions from your pre-tax salary that would take you below the national living/minimum wage rates. As such, you may not be able to select all of the benefits you would like to, if doing so would take your hourly rate below the legislated rates. In such cases, you will need to choose between the benefits you wish to select.

To find out exactly what you'll save on each benefit, visit the [Flexible Benefits website](#) or call [01252 767 058](tel:01252767058).

Your Benefit Options

Iron Mountain's Flexible Benefits support the wellbeing of you and your family. Review this site to discover the many benefits available to help you live a healthy, happy life, at work and at home.

How to Enrol

It's easy to enrol. Find out what to know and do to enrol in your benefits.

WHEN YOU CAN ENROL

Here's how enrolment works based on your situation.

NEWLY BENEFITS ELIGIBLE

When You're Newly Eligible for Benefits

When You Enrol

- Following your hire, you'll receive an email or letter stating when your enrolment period will begin.

When Your Elections Take Effect

- Your benefits will be effective the first of the month following your enrolment.

ANNUAL ENROLMENT

During Annual Enrolment

When You Enrol

- In May

When Your Elections Take Effect

- 1 June

QUALIFYING LIFE EVENT

Because of a Life Event

When You Enrol

- You can only make changes to your benefits outside of Annual Enrolment if you have a life event, such as the birth of a child, gain or loss of dependent coverage, a reduction of salary (20% or more), Long-Term Disability (LTD) or a pension change. You must make changes by the first day of the following month or wait until the next Annual Enrolment or life event.

When Your Elections Take Effect

- Your benefits will be effective the first of the month following your qualifying event.

ENROL

1. Visit <https://ironmountain.tbs.aon.com> and type in your username (your employee number ID) and password. If you've forgotten your password, you can reset this from the login page.
2. Review and confirm that your details are correct and add any dependents you wish to cover.

3. From the home page, click on “Update My Benefits.”
4. Once you’re finished with your selections, click “Confirm Choices.”
5. Check the box to confirm your choices and to indicate that you agree with the terms and conditions. Then, click “Confirm Choices” again.

WHAT TO DO IF YOU HAVE A LIFE EVENT

If you experience a life event during the year — like having a child or your spouse/partner gaining or losing cover outside of Iron Mountain — you may need to modify some of your benefits. Go to the [Flexible Benefits website](#) to review your benefits and/or make changes, or contact [01252 767 058](tel:01252767058) or ironmountain@aon.co.uk for assistance.

Having Trouble Enrolling?

If you need assistance enrolling for benefits, call the Flexible Benefits helpline at [01252 767 058](tel:01252767058).

CONTACTS

Iron Mountain Flexible Benefits Helpline

Administration and general information

[01252 767 058](tel:01252767058)

Monday through Friday, 9 a.m. to 5 p.m.

<http://ironmountain.tbs.aon.com>

ironmountain@aon.co.uk

Global HR Service Support

Administration and general information

[0800 2797620](tel:08002797620)

irm.service-now.com/mymap

irmHR.EMEA@ironmountain.com

HEALTH

Health

You're eligible for free private medical insurance through Iron Mountain, which gives you quick access to medical treatment when you need it most.

OVERVIEW

As an Iron Mountain employee, you are eligible to enrol in the **private medical insurance plan** upon hire, which pays for medical bills and hospital stays. Iron Mountain pays for your cover, but you have the option to add family members at your own expense.

COVER DETAILS

Private medical insurance covers the following services as noted below. Excess cover is £100 per person per year.

Services Covered	Level of Cover
Inpatient and Day Care Treatment	Full refund in accordance with the insurer's published table of benefits
Outpatient Treatment	Full refund
Alternative Therapies/ Complementary Medicine	20 sessions of physiotherapy, osteopathic treatment and acupuncture for non-musculoskeletal (MSK) conditions on referral by a general practitioner (GP)
BacktoBetter*	For pain, stiffness, weakness, spasm, a pull or a strain, or other discomfort in the back, neck, muscles or joints Management may be: <ul style="list-style-type: none">• Telephone and/or web-based support• Physiotherapy via approved provider networks• Referral to a specialist
Psychiatric Treatment**	<ul style="list-style-type: none">• Psychiatric inpatient or day-patient treatment up to 28 days per insured

	<p>person per policy year</p> <ul style="list-style-type: none"> • Full refund on psychiatric specialist or psychiatric therapist fees for outpatient treatment on referral by your GP
NHS Cash Benefit	£100 per night, up to 35 nights per policy year
Maternity Benefit	£150 per birth
Home Nursing	Full refund in accordance with the insurer's published table of benefits
Private Ambulance	Full refund in accordance with the insurer's published table of benefits
Parents Accompanying Children	For one parent accompanying a child aged 11 and under
Cover for Child Dependent	Up to age 24
Cancer Cover	Enhanced cancer proposition has been selected
Aviva Digital GP	<p>The Aviva Digital GP app gives you access to:</p> <ul style="list-style-type: none"> • Unlimited video consultations with NHS-registered GPs, 24/7 • Repeat NHS prescriptions with free delivery • Pediatric consultations • Menopause support with menopause-trained health professionals <p>View a flyer and FAQs for more details.</p>

*You must call Aviva to arrange and manage your treatment. You do not need to see a GP before making a claim for MSK or psychiatric services; however, you will need a GP referral for all other services.

**The policy covers recognised treatment of acute mental health conditions which aims to lead to your full recovery. Psycho-geriatric treatment and treatment for addictive conditions, including alcoholism, drug and solvent abuse will be

excluded from cover.

COSTS

See what you pay for care each month in 2024/2025 based on your level of cover if you're **under 65 years of age**.

	You Pay Monthly
You Only	£53.26
You + Spouse/Partner	£106.53
You + Child	£79.90
You + Family*	£133.16

*Iron Mountain pays 100% of family coverage for Directors and above.

See what you pay for care each month in 2024/2025 based on your level of cover if you're **65 years of age or older**.

	You Pay Monthly
You Only	£106.53
You + Spouse/Partner	£213.06
You + Child	£159.80
You + Family*	£266.32

*Iron Mountain pays 100% of family coverage for Directors and above.

MAKING A CLAIM

To make a claim, call the claims helpline at [0800 158 3317](tel:08001583317) Monday through Friday from 8 a.m. to 8 p.m., or Saturday from 8 a.m. to 1 p.m.

Leaving Iron Mountain?

If you leave Iron Mountain, the Company's contributions to your medical insurance will stop as of your last day of employment. However, you can convert your private medical insurance to an individual policy. Contact Aviva for more information.

Additional Resources

- [Aviva Private Medical Insurance Summary](#)
- [Aviva Private Medical Insurance Member Guide](#)
- [Aviva Private Medical Insurance Cancer Cover Flyer](#)
- [Aviva Private Medical Insurance Cancer Support Flyer](#)

CONTACTS

Aviva

Private Medical Insurance

[0800 158 3317](tel:08001583317)

Claims

Monday through Friday, 8 a.m. to 8 p.m., or Saturday from 8 a.m. to 1 p.m.

www.direct.aviva.co.uk/MyAccount/login

Dental

Save money on dental care for you and your family with dental insurance.

OVERVIEW

Provided by Unum Dental, dental insurance can help reduce the cost of dental treatment.

COVER DETAILS

You can cover your spouse or partner and unmarried dependent child(ren) (including legally adopted children or stepchildren) under the age of 21 or under the age of 24 if in full-time education.

See what you pay for care based on the levels of cover* available with this insurance.

		A&E	Radiant 1	Radiant 2	Radiant 3	Radiant 4	Radiant 5
NHS	100% NHS dental cover	Yes	Yes	Yes	Yes	Yes	Yes
Preventative	Examinations (two per policy year)	N/A	100% NHS	£30 each	£40 each	£60 each	£70 each
	Scaling with the dentist or hygienist (two per policy year)	N/A	100% NHS	£40 each	£50 each	£80 each	£90 each
	X-rays (annual limit)	N/A	100% NHS	£30	£40	£60	£70
Minor Treatment	Fillings and root canal treatments	N/A	100% NHS	£150	£250	£300	£350

	(FRCT) (annual limit)						
	Other treatment — defined below ¹ (annual limit)	N/A	100% NHS	£50	£75	£100	£125
	Extractions (annual limit)	N/A	100% NHS	£125	£175	£225	£250
Major Treatment	Implants (levels four and five only), crowns, bridges and dentures (including posts, temporary fittings, re-fix/re-cement and repairs), inlays and veneers ² (annual limit)	N/A	100% NHS	80% up to £275	80% up to £450	80% up to £575	80% up to £2,000
Additional Benefits	Child orthodontics (annual limit) ³	N/A	100% NHS	£325	£375	£450	£550
	Mouthguards (annual	N/A	100% NHS	£50	£55	£60	£65

	limit)						
	Emergency call out charge ⁴	£1,000	100% NHS	£75 each	£100 each	£125 each	£150 each
	Overnight hospital stay (excluding ROI) (per night) ^{4, 5}	£60	100% NHS	£50	£75	£100	£125
	Accident/injury treatment (annual limit) ⁵	£10,000	N/A	£4,000	£5,000	£6,000	£7,000
	Personal Protective Equipment (PPE) (annual limit)	£50	£50	£50	£50	£50	£50
	Mouth cancer	£20,000	£20,000	£20,000	£20,000	£20,000	£20,000

*We will not cover cosmetic treatment, mouth cancer which existed prior to joining the plan, any treatment not listed in the schedule, prescription fees or treatment carried out before your cover starts and after your cover ends.

¹Other treatment is defined as periodontal treatment, stoning/smoothing, fissure sealants, study models, sensitive cementum, pins and dressings.

²Veneers require prior approval before treatment.

³Insured children only.

⁴£1,000 annual maximum.

⁵Please refer to the Unum dental policy for A&E plan exceptions.

COSTS

See **what you pay each month** based on the level of cover you choose.

	A&E	Radiant	Radiant	Radiant	Radiant	Radiant
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		1	2	3	4	5
You	£4.26	£10.63	£16.83	£24.39	£30.88	£44.55
You + Spouse or Partner	£8.52	£21.26	£33.66	£48.78	£61.76	£89.10
You + Child	£8.52	£21.26	£33.66	£48.78	£61.76	£89.10
You + Family	£12.78	£31.89	£50.49	£73.17	£92.64	£133.65

MAKING A CLAIM

You have the option to visit any dentist you'd like, and you do not have to gain prior approval before starting treatment (unless you're claiming for a veneer). To learn more and see how much you're entitled to claim, submit a claim online or by email with the steps below.

Make a Claim Online

1. Ask for an itemised receipt from your dentist which contains a full description of your treatment and costs.
2. Go to the [Unum website](#) and log in using your Unum Dental username and password.
3. Enter your treatment details, upload a scan or photo of your receipt and click "Submit."

Make a Claim by Email

1. Download a [claim form](#).
2. Fill in page 1 of the claim form and ask your dentist or the receptionist to complete page 2. If you're unable to have page 2 completed at your dentist, please obtain an itemised receipt and attach it to your claim form.
3. Attach your proof of payment and email it to dentalclaims@unum.co.uk, or you can submit your claim by post using the details provided on the claim form.

IMPORTANT REMINDER ABOUT SUBMITTING CLAIMS

- To ensure your claim is processed as quickly as possible, please include details of your treatment, your dentist's details and proof of payment.
- Unum cannot process any claim without proof of payment.
- You must submit claims within 12 months of the completion of your last treatment in any course. Unum reserves the right not to pay any claims submitted after 12 months.

Leaving Iron Mountain?

If you voluntarily leave Iron Mountain, you can keep your cover with Unum. Go to the [Unum website](#) within 30 days of your leave date to learn more.

Additional Resources

- [Additional Treatment and Cover Details](#)

CONTACTS

Unum Dental

Dental Insurance

[020 7265 7111](tel:02072657111)

Monday through Friday from 9 a.m. to 5 p.m.

<https://mypolicy.unum.co.uk/NIS/MemberArea/Login>

dental@unum.co.uk

Health Cash Plan

Get cash back on what you spend on everyday health bills.

OVERVIEW

With the Health Cash Plan, administered by Simplyhealth, you can claim money back on the cost of medical check-ups, appointments and treatments, up to annual limits. You save on everything from eye exams to physiotherapy to counselling. By submitting your claim online as soon as you've paid for treatment, you don't have to worry about being out of pocket for too long.

All Mountaineers and their family members are eligible for the plan.

HOW IT WORKS

The plan is designed to reimburse you for the cost of a wide range of health treatments, including:

- The claims excess on your private medical insurance
- Sight test, glasses and contact lenses
- Dental treatment
- Chiropractor, osteopath and physiotherapist visits
- Chiropodist, podiatrist or reflexologist visits
- Consultations, tests and scans
- Health assessments
- NHS and private prescription charges
- Cash payments for hospital stays
- Maternity and adoption payment
- Worldwide cover
- 24/7 GP helpline by phone or webcam

Further information on the benefits and claim limits can be found in [this booklet](#) and in the [policy handbook](#). You can make claims online, as well as update and manage your plan.

There are six levels of cover with increasing claim limits to meet your needs. You can also choose to include your partner. Up to four dependant children are automatically included for free on your single policy.

Note: Your partner must be your legal spouse or civil partner, or a partner living with you long term. They must be added to the same level of cover as you. Children, either natural or adopted, must be under 24.

COSTS

View what you pay each month for the health cash plan.

Coverage	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Single	£13.14	£21.49	£31.26	£37.59	£44.79	£59.85
Couple	£26.28	£42.98	£62.52	£75.18	£89.58	£119.70

GET STARTED

How to Enrol/Make Changes

You can choose this benefit when you join Iron Mountain as a new hire, during Annual Enrolment or if you have a life event. You must have enrolled for Flexible Benefits before you can register for the Health Cash Plan at Simplyhealth. Follow the steps to enrol for Flexible Benefits [here](#).

Register

1. Register at www.simplyhealth.co.uk/register. Add your bank details to receive direct credit payments when you use your plan.
2. Download the app at the [App Store](#) or via [Google Play](#).

Submit Your Claim

1. Attend your appointment and pay as usual.
2. Upload your receipt and submit your claim via the Simplyhealth app. (See how to access the app below).
3. Wait for payment to appear in your account (usually within five working days).

CONTACTS

Simplyhealth

Health Cash Plan

[0300 100 1020](tel:03001001020)

Weekdays, 8 a.m. to 8 p.m.

<http://www.simplyhealth.co.uk/>

customerservices@simplyhealth.co.uk

Iron Mountain Flex helpdesk

General Information

[01252 767 058](tel:01252767058)

Weekdays, 9 a.m. to 5 p.m.

ironmountain@aon.co.uk

FINANCES

Pension

The Iron Mountain pension plan helps you save for the future so you'll be ready for where life takes you.

Important Pension Legislation Update:

Please find information for the 2024 / 25 tax year regarding [Lifetime Allowance](#) and [Annual Allowance](#).

HOW IT WORKS

Planning for your retirement is important, and the Iron Mountain pension plan (managed by Aviva) can help. If you contribute a minimum of 2.5% of your salary to the plan, Iron Mountain will contribute 6.5%; if you are in a Director and above level, the company will contribute 7.5%. You'll receive tax relief on the contribution you make through salary sacrifice and will pay lower National Insurance (NI) contributions. Aviva deducts annual charges of 0.33% p.a. to manage your pension.

Designate a Nominee

It's important to designate a nominee who will receive your pension benefits in the event of your death. Your pension is paid by the Trustees (Aviva) after taking your wishes into account. (Completing a nominee form will make them aware of your wishes.) Death benefits from your pension are not usually subject to inheritance or income tax.

To designate a nominee, complete the form you received in your joiner pack, or access it on the [Aviva website](#).

COMBINING YOUR PENSIONS

You can transfer pensions from your former workplace(s) to your current Iron Mountain pension at no cost. If the old pensions are similar to your Iron Mountain pension, you can arrange the transfer yourself. If there is any risk involved to your funds, Aviva will require a financial adviser to approve the transfer.

To begin the transfer process, you'll need to [trace your lost pensions](#) and then ask the pension provider(s) the following questions:

- Are there any guaranteed benefits attached to the pension?
- Is there a tax-free cash entitlement greater than 25% of the pension?
- What are the annual management charges, and are there any other charges?
- Would the transfer value be the full value of the pension?
- Will transferring have any effect on the minimum age I can access my pension?

Once you have this information, you can arrange a transfer to Aviva or contact a [financial adviser](#).

If you leave Iron Mountain for another employer, you can keep the pension with Iron Mountain or transfer it to your new workplace.

Visit the [Aviva website](#) to arrange a pension transfer.

INVESTMENTS

Your Iron Mountain pension will be invested in the default fund, the Aviva Future Focus Universal Strategy.*

This fund is life-styled, meaning the investment strategy will change over the 10 years leading up to your retirement. (Retirement at age 65 is standard, but you can adjust this age with Aviva.) Your pension's initial ["my future growth fund"](#) features a wide mix of assets to provide long-term growth. As you get closer to retirement, your money is moved into ["my future consolidation fund,"](#) which has more defensive assets (i.e., lower risk) to give you more security.

The Aviva Future Focus Universal Strategy is considered a reasonable option for most people, but other options allow you to choose from a broader range of investments based on your [risk level](#) or beliefs. Learn more about Aviva's [Stewardship funds](#) and the [Shariah fund](#).

*If you joined your pension before June 2020, your investments automatically moved to this default fund as of November 2020 unless you chose a different investment fund.

HOW TO CHANGE YOUR CONTRIBUTIONS

You can change your pension contributions at any time on the [Flexible Benefits website](#) or by calling [01252 767 058](tel:01252767058).

You can also make one-off personal contributions directly to Aviva, but specific tax rules may apply.

WITHDRAWALS

You can withdraw money from your pension beginning at age 55. Generally, 25% of your pension will be tax-free, with the remainder counting as income and subject to income tax.

After you withdraw this 25% of your pension, you have three ways to access the rest of your money:

1. **Flexible access/drawdown:** You take your money gradually, allowing the rest to remain invested and continue to grow. It can be hard to know how your investments will do and if you'll have enough money to last the rest of your life – but if you have money left over, you can leave it to someone.
2. **Cash:** You can take your money as one lump sum, but you might get a big tax bill. To avoid that, you can take smaller lumps over time, but again, it's hard to know how long it will last.
3. **Annuity:** An insurance company can give you a guaranteed income for the rest of your life, but this amount will be less than the drawdown and cash options.

If you're not sure which option is best for you, you can split your money across these options. For more information, visit <http://www.pensionwise.gov.uk>, or consult a [financial adviser](#) for a recommendation. You can also learn more by watching this [video](#).

GET STARTED

To access your pension, create an account on the [Aviva website](#). If you need help, contact Aviva at contactus@aviva.com or [0800 285 1088](tel:08002851088).

Leaving Iron Mountain?

If you leave Iron Mountain, the Company contributions will stop. You can either continue contributing to your pension or transfer it to a pension at your new workplace, at no cost.

CONTACTS

Aviva

Pension Plan

[0800 145 5744](tel:08001455744)

[http://workplace.aviva.co.uk/ironmountain/
contactus@aviva.com](http://workplace.aviva.co.uk/ironmountain/contactus@aviva.com)

Life Assurance

We offer Life Assurance – at no cost – to protect you and your family.

HOW IT WORKS

Iron Mountain provides all employees between the ages of 16 and 75 with life assurance, otherwise known as “Death in Service.” Life assurance, provided by AIG, offers financial protection to your nominated beneficiaries in the event of your death, in the form of a lump-sum payment.

COVER DETAILS

Employee Cover

You automatically receive a minimum of **four times your annual salary**,* but you may increase this amount to up to six times your salary up to a cover of £2,000,000 (subject to the insurer’s rules) at your own expense if you’d like added protection for your family.

You’ll be placed in the Registered Scheme if your earnings are below £120,000 per year and in the Excepted Scheme if your earnings are above £120,000 per year. However, you have the option to elect cover on a Registered or Excepted basis at annual enrolment. Benefits payable under the Registered Scheme are tested against the Lump Sum Death Benefit Allowance (LSDBA, effective from 6 April 2024), which could potentially incur significant tax charges in the event that your total lump sum registered benefits exceed £1,073,100 (applicable for the 2024/25 tax year). Benefits payable under the Excepted Scheme will not be subject to the LSDBA, however, the tax regime governing this type of arrangement means that the benefits may be subject to periodic charges and exit charges instead.

This benefit is subject to the terms of the insurance provider. Iron Mountain is not obliged to cover employees if the insurance provider does not accept their claim (for whatever reason).

*Separate arrangements may apply if stated in your employment contract.

Spouse or Partner Cover

For greater peace of mind, you can also purchase life assurance for your spouse or partner. Learn more about this option.

[Go Now](#)

Important Information About Taxes

Iron Mountain can’t provide tax or legal advice on these matters, so it’s recommended you seek independent financial advice. This material has been prepared for informational purposes only and is not intended to provide, and should not be relied on for, tax, legal, or accounting advice.

DESIGNATE A BENEFICIARY

It's important to designate one or more beneficiaries for your life assurance benefit. To designate a beneficiary, visit [MyMap](#) and complete an Expression of Wishes form.

COSTS

Here's what you pay per month for £1,000 cover based on your age.

Age Next Birthday at Entry/Renewal	Monthly Rate Per £1,000	Age Next Birthday at Entry/Renewal	Monthly Rate Per £1,000	Age Next Birthday at Entry/Renewal	Monthly Rate Per £1,000
17	£0.037	37	£0.027	57	£0.186
18	£0.036	38	£0.029	58	£0.205
19	£0.035	39	£0.032	59	£0.224
20	£0.034	40	£0.035	60	£0.244
21	£0.030	41	£0.038	61	£0.267
22	£0.027	42	£0.042	62	£0.292
23	£0.024	43	£0.046	63	£0.323
24	£0.023	44	£0.050	64	£0.360
25	£0.021	45	£0.056	65	£0.406
26	£0.021	46	£0.062	66	£0.466
27	£0.020	47	£0.070	67	£0.538
28	£0.020	48	£0.077	68	£0.623
29	£0.021	49	£0.085	69	£0.733
30	£0.021	50	£0.094	70	£0.858
31	£0.022	51	£0.103	71	£0.990
32	£0.022	52	£0.113	72	£1.145
33	£0.023	53	£0.125	73	£1.325
34	£0.023	54	£0.138	74	£1.537
35	£0.024	55	£0.153	75	£1.762
36	£0.026	56	£0.169		

MAKING A CLAIM

To initiate a claim, contact Global HR Service Support at [0800 2797620](tel:08002797620) or irmHR.EMEA@ironmountain.com.

Leaving Iron Mountain?

If you're leaving Iron Mountain for any reason (e.g., switching jobs, retiring, termination), you will lose your existing life assurance benefits, as you're only eligible for benefits while employed at Iron Mountain.

CONTACTS

AIG Life

Life Assurance

Customer Services: [0330 303 9972](tel:03303039972)

Monday through Friday, 9 a.m. to 5 p.m. GMT

Customer Services: groupclientservice@aiglife.co.uk

Claims: [0330 303 9973](tel:03303039973)

Monday through Friday, 9 a.m. to 5 p.m. GMT

Claims: groupclaims@aiglife.co.uk

Spouse/Partner Life Assurance

How It Works

Spouse/partner life assurance can provide financial security if your spouse/partner dies, offering greater peace of mind during a difficult time. You can elect this cover as a new Mountaineer, during Annual Enrolment, or if you experience a qualifying life event. (You must apply for this benefit within two months of the life event.) Your spouse/partner is eligible for life assurance until you or your spouse/partner turn 75, whichever occurs first.

Cover Details

You can select life assurance for your spouse/partner in units of £10,000, up to a maximum of £150,000. You'll pay for this cover through premiums at a rate based on the age of your spouse/partner.

Health Declaration

Your spouse/partner will be asked to [complete a health declaration when cover is first selected](#). Aviva will either accept your spouse/partner for this benefit or they may decline to provide cover, depending on the health disclosures made. While Aviva reviews this information, your spouse/partner will receive temporary cover for up to 90 days from the date you selected this benefit. (During this time, cover will exclude death due to any pre-existing conditions.)

If you have questions about this form or process, contact at flex@aviva.com or [0800 051 2541](tel:0800 051 2541).

Costs

Spouse/Partner Age	Monthly Rate Per £10,000
16 – 25	£0.31
26 – 30	£0.32
31 – 35	£0.44
36 – 40	£0.66
41 – 45	£1.00
46 – 50	£1.52
51 – 55	£2.30
56 – 60	£3.49
61 – 65	£5.15
66 – 70	£6.00
71 – 74	£7.30

Contacts

Aviva
Spouse/Partner Life Assurance
[0800 158 2714](tel:0800 158 2714)
Claims

Monday through Friday, 9 a.m. to 5 p.m. GMT
grouplifeclaims@aviva.co.uk

Critical Illness Insurance

Critical Illness Insurance gives you a tax-free cash lump sum to help cover costs associated with being diagnosed with a critical illness (as defined by the terms in the insurance contract).

WHAT IT'S FOR

Critical Illness cover can help you focus on your health and ease financial worries during a difficult time. This cover can protect your finances by paying cash benefits when you're diagnosed with a serious condition, such as:

- Cardiac arrest
- Stroke
- Cancer
- Kidney disease
- And more

You can use the money to pay bills, make alterations to your home to help with your disablement or to aid your recovery. You're eligible to apply for this benefit up to age 70.

COVER DETAILS

This is an optional benefit. There is no core Company-funded level of cover.

You can purchase cover:

- **For yourself** in units of £25,000, up to a maximum of £150,000 (subject to the insurer's rules).
- **For your spouse/partner** in units of £25,000, up to a maximum of £100,000 (subject to the insurer's rules), but only if you elect cover for yourself. Cover for your spouse or partner must not exceed the amount of cover purchased for yourself.

You can only elect cover or change your cover amount during Annual Enrolment or if you have a life event.

If you select this cover, your children under age 18 (or 21 if in full-time education) are automatically enrolled in Critical Illness Insurance. Your children – including stepchildren and legally adopted children – up to age 18 (or 21 if in full-time education) are covered at 25% of your cover, up to a maximum of £20,000.

Illnesses Covered

The cover doesn't include pre-existing conditions; if you, your spouse or partner or child were diagnosed as already suffering a critical illness covered by the policy, you may not receive any benefit for that condition or a condition associated with it. [View a complete list of conditions and operations covered by Critical Illness Insurance.](#)

COSTS

The chart below shows what you pay per month and per year for £25,000 of personal cover.

Age	Monthly Rate Per £25,000	Annual Rate Per £25,000
16 – 25	£1.12	£13.44
26 – 30	£1.82	£21.84
31 – 35	£2.94	£35.28
36 – 40	£4.76	£57.12
41 – 45	£7.71	£92.52
46 – 50	£12.41	£148.92
51 – 55	£17.04	£204.48
56 – 60	£25.21	£302.52
61 – 65	£35.00	£420.00
66 – 69	£50.25	£603.00

The chart below shows what you pay per month and per year for £25,000 of cover for your spouse or partner.

Age	Monthly Rate Per £25,000	Annual Rate Per £25,000
16 – 25	£1.30	£15.60
26 – 30	£2.13	£25.56
31 – 35	£3.49	£41.88
36 – 40	£5.73	£68.76
41 – 45	£9.42	£113.04
46 – 50	£15.34	£184.08
51 – 55	£18.92	£227.04
56 – 60	£26.35	£316.20
61 – 65	£34.33	£411.96
66 – 69	£47.96	£575.52

ADDITIONAL BENEFITS

When you elect Critical Illness Insurance, you'll have access to a range of additional services that can help support you during trying circumstances. These include:

- **Aviva DigiCare+ Workplace:** Access medical second opinions, a health check to detect issues early on, mental health and nutritional consultations and more.
- [RedArc Personal Nurse Service:](#) Get personalised, confidential support following a critical illness diagnosis.

Registered nurses can help you and your family better understand a diagnosis and the therapies and treatments available.

- [Stress Helpline](#): When you're feeling overwhelmed, turn to accredited counsellors day or night who can assist you with practical strategies.

MAKING A CLAIM

You must submit claims within three months of your diagnosis or undergoing surgery. If you do not submit your claim in this timeframe, the lump sum will be payable at Aviva's discretion, provided there is evidence of your diagnosis or surgery.

If your claim is approved, you'll receive your lump sum in pounds sterling in your bank account, if it is a UK bank account.

To make a claim, call [0800 0157523](tel:0800 0157523) Monday through Friday between 8:30 a.m. and 5 p.m. or email groupclaims@aviva.com.

Leaving Iron Mountain?

If you're leaving Iron Mountain for any reason (e.g., switching jobs, retiring, termination), your Critical Illness Insurance cover will end on the day you leave, as you're only eligible for benefits while employed at Iron Mountain.

CONTACTS

Aviva

Critical Illness Insurance

[0800 015 7523](tel:0800 015 7523)

Claims

Monday through Friday, 8:30 a.m. to 5 p.m.

groupclaims@aviva.com

Personal Accident Insurance

Accidents can happen to anyone, at any time. Make sure you're prepared.

WHAT IT'S FOR

You can't plan for accidents – but you can protect yourself financially in the event of one. Personal Accident Insurance can help cover expenses related to an injury caused by a covered accident. You receive a tax-free payment if you or an eligible covered dependent is injured at home or at work. You're eligible for this benefit up to age 70.

Cash benefits can be used to cover medical expenses, as well as everyday expenses like mortgage payments, child care and groceries.

COVER DETAILS

You can elect cover for yourself in units between one and 10, where one unit is £25,000. You can also elect cover for your spouse or partner and unmarried dependent child(ren) (including legally adopted children or stepchildren) under the age of 18 or under the age of 23 if in full-time education. There is no limit on the number of children you can cover.

COSTS

The chart below shows what you pay per month and per year, per unit of cover, when you're covering yourself or yourself and your spouse/partner.

Units	You + Children		You + Family	
	Monthly Cost	Annual Cost	Monthly Cost	Annual Cost
1	£1.16	£13.92	£2.31	£27.72
2	£1.83	£21.96	£3.67	£44.04
3	£2.51	£30.12	£5.02	£60.24
4	£3.19	£38.28	£6.37	£76.44
5	£3.86	£46.32	£7.72	£92.64
6	£4.54	£54.48	£9.08	£108.96
7	£5.21	£62.52	£10.43	£125.16
8	£5.89	£70.68	£11.78	£141.36
9	£6.57	£78.84	£13.13	£157.56
10	£7.24	£86.88	£14.49	£173.88

The chart below shows what you pay per month and per year, per unit of cover, when you're covering yourself and your children or yourself and your family.

Units	You + Children		You + Family	
	Monthly Cost	Annual Cost	Monthly Cost	Annual Cost
1	£1.16	£13.92	£2.31	£27.72
2	£1.83	£21.96	£3.67	£44.04
3	£2.51	£30.12	£5.02	£60.24
4	£3.19	£38.28	£6.37	£76.44
5	£3.86	£46.32	£7.72	£92.64
6	£4.54	£54.48	£9.08	£108.96
7	£5.21	£62.52	£10.43	£125.16
8	£5.89	£70.68	£11.78	£141.36
9	£6.57	£78.84	£13.13	£157.56
10	£7.24	£86.88	£14.49	£173.88

CONTACTS

Chubb

Personal Accident Benefit

[0345 8410056](tel:03458410056)

cust.servuk@chubb.com

Annual Travel Insurance

Canceled holiday? Get trip protection for lost luggage, medical emergencies and more.

WHAT IT'S FOR

We offer annual travel insurance through Crispin Spears & Partners (CSP) so you'll have peace of mind planning your next holiday. This insurance provides valuable protection that covers the following for trips:

- Cancellations and delays
- Medical expenses in case of medical emergencies
- Lost luggage

COVER DETAILS

You can elect cover for yourself or for your whole family. You can cover unmarried dependent child(ren) – including legally adopted children or stepchildren – under the age of 21 or under the age of 25 if in full-time education. If you wish to cover a spouse/partner, they must reside with you in a marriage-like relationship.

You tailor the insurance policy to suit your needs. For example, you can choose worldwide or European cover, including or excluding winter sports. See costs in the chart below based on who you cover.

The maximum trip duration you're covered for is 60 days. Trips longer than this are not covered; if you would like to have cover during a trip that is more than 60 days, you must seek alternative insurance for the whole trip.

COSTS

The costs in the chart below show what you pay per month (including an insurance premium tax of 20%) for cover.

	Worldwide Inc. Winter Sports	European Inc. Winter Sports	Worldwide Exc. Winter Sports	European Exc. Winter Sports
You Only	£7.06	£5.83	£6.71	£5.57
You + Spouse/Partne r	£9.70	£8.02	£9.27	£7.64
You + Children	£9.70	£8.02	£9.27	£7.64
You + Family	£10.97	£9.08	£10.48	£8.67

GET STARTED

To enrol during Annual Enrolment, visit the [Flexible Benefits platform](#). You enrol for the plan year and can't change your cover or opt out until the next enrolment, unless you have a valid life event.

Have a Medical Emergency Whilst Traveling?

If you have a medical emergency while you're on a trip, call [01243 976 291](tel:01243 976 291). (This help line is available 24 hours a day). You can also email cega.assistance@cegagroup.com.

CONTACTS

For claims enquiries – Cega Group Services t/a Charles Taylor Assistance

Annual Travel Insurance

General queries: [0207 977 9380](tel:0207 977 9380)

Monday through Friday, 9 a.m. to 5 p.m.

Claims enquiries: [01243 976 278](tel:01243 976 278)

Monday through Friday, 9 a.m. to 5 p.m.

Overseas medical incidences: [01243 976 291](tel:01243 976 291)

24 hours a day, 7 days per week

www.cegagroup.com

flex@cspinsurance.com (general queries)

EBclaims@cegagroup.com (claims)

Cega.assistance@cegagroup.com (overseas medical incidences)

TIME OFF

Annual Leave and Bank Holidays

It's important to take time away from work for yourself and your family. You have options for spending time off from work during the year.

Annual Leave

Let's start by looking at your annual leave. If you're a full-time Mountaineer, you get 23 days' holidays for your first three years of service. Then your entitlement goes up as follows:*

Full Years of Service	Holidays Earned
0 – 3	23 days
4 – 6	25 days
7 or more	27 days

*Applicable to those on Iron Mountain terms. Some colleagues may have increased annual leave entitlements where their entitlements are protected under TUPE regulations.

Directors and above receive 25 days per year, increasing to 27 days after seven years of service. Part-time Mountaineers are entitled to a pro rata entitlement.

You must use your full entitlement in the year it's granted. You can't carry over unused holidays into the next year.

Holiday Trading

Our Flexible Benefits programme lets you increase or decrease your annual leave entitlement by up to three days. You make this decision during Annual Enrolment.

Need more? You can buy up to three days' holidays (in whole days/half days). If you're a full-timer, each additional day will cost you 1/260th of your salary, which you pay on a 'salary sacrifice' (A salary sacrifice arrangement is where you give up some of your pre-tax salary in exchange for financial, health and leisure benefits from Iron Mountain.) basis. (That means it comes out of your pre-tax salary, so you save a bit on tax and NI.)

Need less? You can sell up to three days' holidays back to the Company and get additional pay – again, 1/260th of your salary per day for full-timers, which is subject to tax and NI. There's one rule – you can't let your actual annual holiday drop below 20 days.

Part-Time Employees

If you're a part-time employee, the price of time off and the minimum holiday that you must take are proportional to the number of days you're scheduled to work. For more information, contact Global HR Service Support at [0800 2797620](tel:08002797620) or irmHR.EMEA@ironmountain.com.

STATUTORY BANK HOLIDAYS

All employees are eligible to take bank and public holidays. If you work a reduced schedule, you'll be entitled to bank holidays on a pro-rata basis.

Bank and public holidays differ depending on where you live.

England or Wales

- New Year's Day (or a substitute if this falls on a weekend)
- Good Friday
- Easter Monday
- Early May bank holiday
- Spring bank holiday
- Summer bank holiday
- Christmas Day (or a substitute if this falls on a weekend)
- Boxing Day (or a substitute if this falls on a weekend)

Scotland

- New Year's Day (or a substitute if this falls on a weekend) and the day after
- Good Friday
- Easter Monday
- Early May bank holiday
- Spring bank holiday
- Summer bank holiday
- Christmas Day (or a substitute if this falls on a weekend)
- Boxing Day (or a substitute if this falls on a weekend)

Nothern Ireland

- New Year's Day (or a substitute if this falls on a weekend)
- St. Patrick's Day (or a substitute if this falls on a weekend)
- Good Friday
- Easter Monday
- Early May bank holiday
- Spring bank holiday
- Summer bank holiday
- Battle of the Boyne, or Orangemen's Day (or a substitute if this falls on a weekend)
- Christmas Day (or a substitute if this falls on a weekend)

- Boxing Day (or a substitute if this falls on a weekend)

CONTACTS

Iron Mountain Flexible Benefits Helpline

Administration and general information

[01252 767 058](tel:01252767058)

Monday through Friday, 9 a.m. to 5 p.m.

<http://ironmountain.tbs.aon.com>

ironmountain@aon.co.uk

Global HR Service Support

Administration and general information

[0800 2797620](tel:08002797620)

irm.service-now.com/mymap

irmHR.EMEA@ironmountain.com

Other Types of Leave

Sometimes you need time away from work for important events or when the unexpected happens.

OVERVIEW

You can take time off for those events when you need to be away from work – when you're sick, taking leave to start a family, called up for military service and more.

You should give your manager as much notice as you can of any absences.

Sick Leave

If you need time off because you're sick, contact your manager at least one hour before you're due to start work so he or she can make sure your duties will be covered. Contact your manager each day you're sick and need time off unless you've made other arrangements with him or her. If your doctor signs you off for a longer period, such as a month, keep your manager updated with weekly calls.

If you take sick leave:

- For up to seven calendar days (including Saturday and Sunday or other non-working days), you need to complete a self-certification form. Your manager will provide this form when you return to work.
- For eight or more consecutive days, you need to send a 'doctor's fit note' to your manager.

Keep Your Manager Informed

If you don't contact your manager, your absence will be classified as 'unauthorised,' which will start the Absent Without Leave process and could lead to termination. Persistent, sporadic absence may also trigger the disciplinary process.

Time Off for Medical and Dental Appointments

Please do your best to make appointments outside working hours. When this isn't possible, try to arrange appointments at the start or end of a day to minimise disruption. Your manager may ask you to make this time up on another occasion.

Maternity, Paternity and Adoption Leave

If you meet the statutory benefit eligibility requirements, you can receive additional benefit payments ("top up") in connection with maternity, paternity and adoption leaves to supplement statutory benefits. The top up provides you with up to 100% of your pre-leave pay for the following time period:

- **Maternity leave:** 14 Weeks
- **Paternity leave:** 2 Weeks

If you become pregnant, inform your manager as soon as possible. Your manager will explain our maternity and paternity policies and your entitlement to benefits.

Parental Leave

You can take time off work (unpaid) to look after your child or make arrangements for your child's welfare. These parental leave entitlements are in line with employment legislation.

Compassionate Leave

Talk with your manager if you need to take time off:

- For bereavement
- Because your spouse/partner has a serious illness
- To care for a dependent

Each case will be dealt with sensitively and according to individual circumstances.

Court Attendance Leave

If you are required to be a juror or witness, give your manager a copy of the letter from the court detailing your jury service commitments. If there is a strong business requirement for you not to attend, you may apply for a different date. You'll continue to be paid while you are fulfilling these duties. You should not make any claim to the court for loss of earnings, only for expenses incurred. If the hearing finishes early and the court tells you that you are no longer needed, inform your manager and return to work.

Educational Leave

Learning new skills is an important part of your development. In special circumstances, such as during examinations or at revision time, you can apply to your manager for educational leave. This must be approved in advance.

Other Time Off Requests

For time off from work related to circumstances not detailed above, you'll normally be required to take annual leave. However, in some cases, such as for public duties and military service, you may be able to take extra time off, either with or without pay. This extra time off will be given on a discretionary basis. In such cases, discuss your needs with your manager, who will try to accommodate them.

CONTACTS

Global HR Service Support

Administration and general information

[0800 2797620](tel:08002797620)

irm.service-now.com/mymap

irmHR.EMEA@ironmountain.com

WELLBEING

IM Wellness

IM Wellness is an important element of our commitment to wellbeing.

OVERVIEW

Improve your wellbeing – physical, mental, social and emotional – with IM Wellness, our confidential and personalised health programme. Based on your goals and interests, the programme provides tips, tools and services to help you achieve your goals. Track your activities, participate in challenges, learn skills to increase your resilience and more. [Click here](#) to learn more about the IM Wellness programme.

GET STARTED

It's easy to enrol. To sign up, do one of the following:

- Scan the QR code to download the app to your mobile phone.



- Go to <https://join.virginpulse.com/ironmountain>. Register using your employee ID number.

BEGIN YOUR WELLBEING JOURNEY

Use these tips to get moving on your wellness goals.

Do your health check

Complete a health check to learn more about your health habits. The IM Wellness platform will send you personalised programmes and tips based on your needs. Go to Health > Health Check > Start the Survey.

Sync your tracker

Easily sync your preferred device or app to IM Wellness. Go to Profile > Devices & Apps and select your current app tracker.

Partner with a colleague

Data shows you are more successful at reaching your goals when you partner with friends and family. Go to Social > Friends > Add Friends > Find by Name > Type a name or Send Invite.

Experience your mindfulness program*

Ease stress with step-by-step mindfulness training and yoga basics. Go to Benefits > Select RethinkCare > Select Start Now.

*RethinkCare is available in English, Dutch, French, German, Japanese, Korean, Portuguese, Simplified Chinese and Spanish.

CONTACTS

Virgin Pulse

IM Wellness

support@virginpulse.com

<https://join.virginpulse.com/ironmountain>

[App Store](#)

[Google Play](#)

Resources for Living

Here to help you thrive in life.

FIND HELP FOR LIFE'S CHALLENGES

Resources for Living is a global network of experts to support your physical, emotional, social and financial wellbeing. Whether you are looking to boost your resilience or manage life's challenges, Resources for Living is here for you—free of charge and completely confidential.

Resources for Living is available to all Mountaineers confidentially and at no cost for you and all members of your household, including children living away from home up to age 26. Services are available 24 hours a day, 7 days a week.

[See Overview](#)

WHAT RESOURCES FOR LIVING OFFERS

Mountaineers can call on Resources for Living to help manage life's moments and matters. Professional, confidential, and caring consultants help you and members of your household with mental health, financial, legal, and community resources, including:

Emotional Wellbeing Support

You can access up to 5 free counseling sessions per issue each year. You can also call 24 hours a day for in-the-moment emotional wellbeing support. Services are free to you and are available from any location, in any language. Counseling sessions available in person, via phone, as virtual visits, or chat therapy (text messaging sessions) where available. Support is available for a wide range of issues such as:

- Resilience
- Anxiety
- Relationship support
- Stress management
- Grief and loss
- Depression
- Substance misuse and more

We can also help you find the best option for continued care.

[See Infographic](#)

Legal and Financial Services

If you are faced with legal or financial challenges, Resources for Living can refer you to a local expert for help. Common requests include:

- Consumer rights
- Matrimonial law
- Housing and rental agreements
- Civil litigation
- Wills and probate
- Credit, debt and budgeting
- Taxation
- Mortgages and insurance
- Retirement
- Preventing or recovering from identity theft

Referrals will take into account both government and private resources available in your location.

Daily Life Assistance

Competing day-to-day needs can make it tough to know where to start. Resources for Living can help you find resources for:

- Child care
- Care for older adults
- Caregiver support
- Pet care
- Relocation support
- Support and interest groups
- Community resources/ basic needs

Online Resources

Your member website offers a full range of tools and resources to help with emotional wellbeing, work/life balance and more. Visit go.rfl.com/IRM to explore:

- Articles and self assessments
- Resources for global current events
- Video resources
- Live chat with Resources for Living
- Live and recorded webinars

Visit your [member website](#) to find video resources, podcasts, articles, assessments, webinars, and more.

Additional Services

- **Digital self-paced support:** You have access to digital cognitive behavioral therapy tools, mindfulness resources, and online tools to help manage depression, anxiety, stress, substance misuse and more.
- **Proactive placement:** Don't wait weeks for an appointment. Resources for Living can help you find a local

provider and schedule the earliest available appointment within 3–5 business days for routine visits and 1–2 business days for urgent visits.

Sense of Belonging

At Iron Mountain, every Mountaineer should feel a sense of belonging wherever you are in life's journey. That's why Resources for Living offers:

- **Accessibility features:** Access services online, by mobile device, phone or face-to-face.
- **Clinician diversity:** Our network includes counselors from diverse communities to support members from all backgrounds.

GET STARTED

You can connect with a care partner online 24/7 through the live chat feature on the [Resources for Living member website](#). Ask questions, get access to counseling sessions, resources and more. [Click here](#) to see the Resources for Living contact directory.

CONTACTS

Resources for Living

Employee Assistance Programme (EAP)

[0800 243 458](tel:0800243458)

Resources for Living contact directory

go.rfl.com/IRM

Username: **Iron Mountain**

Password: **Mountaineer**

Emotional Wellbeing

Life can be a lot. This page can help you easily navigate resources that support your emotional wellbeing.

CARE FOR YOUR EMOTIONAL WELLBEING

Mental health is essential for leading a happy life, and we have a variety of resources to support you – including a message from our CHRO, Edward Greene, and access to PsychHub, the world’s largest mental health platform with curated content from trusted experts.

[Watch the Video](#)

LEARNING MORE ABOUT MENTAL AND EMOTIONAL HEALTH

Mental and emotional health are important parts of our overall wellbeing, but it can be difficult to focus on these things when one’s overwhelmed by life’s challenges. And when dealing with more serious issues, overcoming the stigma associated with mental health conditions can prevent some people from seeking help.

PsychHub, the world’s largest mental health education platform, aims to create awareness of and increase literacy around mental health issues through videos, podcasts, shareable content and more. Through education, PsychHub strives to help people better understand and overcome mental health challenges. To access PsychHub, go to <https://app.psychhub.com/signup/ironmountain> and follow these steps:

- Enter your email and first and last name.
- Check the box to agree to the terms and conditions.
- Click the “Sign up” button.

LEISURE

Discount Programme

PLUXEE CARD

The **Pluxee Card** is a prepaid Visa card that gives you up to 15% cashback on items from up to 70 popular retailers like John Lewis, Boots, Marks & Spencer, and Sainsbury's, as well as your favorite hotels and restaurants. When you use your card at one of these retailers, you'll typically receive cashback within seven days, although the credit may take several weeks.

HOW IT WORKS

You choose an amount ranging from £100 to £1,000 to be taken from your take-home pay (after income tax and national insurance deductions) and added to your card around the first of each month. You pay a small service fee of £2.50 (plus an additional £1.50 per month if you choose to register for an additional card for your spouse or partner).

You can elect this benefit as a new hire, during enrolment, or if you experience a qualifying life event.

GET STARTED

To activate your card, visit the [Pluxee Card website](#) or download the Pluxee Card app from the [Apple Store](#) or [Google Play](#).

Contact the Flexible Benefits helpline at [01252 767 058](tel:01252767058) weekdays from 9 a.m. to 5 p.m. or email ironmountain@aon.co.uk to learn more about the discounts available to you and to register.

Need To Add To Your Pluxee Card?

Add a little extra money to your card – either in a one-off or monthly payment – by visiting the [Pluxee Card website](#) or mobile app.

CONTACTS

Pluxee

Pluxee Card

[01252 767 058](tel:01252767058)

Monday through Friday, 9 a.m. to 5 p.m.

ironmountain@aon.co.uk

Charitable Giving

OVERVIEW

Give As You Earn (GAYE) is a charity account run by the **Charities Aid Foundation (CAF)** that enables you to make a **tax-free monthly donation** to a **charity of your choice** directly from your monthly gross pay. You decide the regular monthly contribution you would like to make to your selected charity, from £10 to £250.

GET STARTED

Contact the GAYE helpline at [03000 123 000](tel:03000123000) or email enquiries@cafonline.org. You can also contact the Flexible Benefits helpline at [01252 767 058](tel:01252767058) for more information.

CONTACTS

Charities Aid Foundation (CAF)

Give As You Earn (GAYE)

[03000 123 000](tel:03000123000)

enquiries@cafonline.org

Childcare Vouchers

OVERVIEW

If you were hired before October 2018, you can **sacrifice part of your salary tax-free** in return for vouchers you can use to **pay for childcare**.

The vouchers can be used for:

- Children who are 15 years of age or younger, and
- Children who are 16 years of age, if disabled

To obtain a voucher, you must be the child's parent or guardian, and your preferred caregiver must be legally entitled and registered to care for children. The caregiver cannot be a member of your family.

Important Note About Eligibility

If you're eligible and choose not to opt for the Iron Mountain childcare vouchers programme or the Tax-Free Childcare (TFC) account from the government, you'll have one year to change your mind. If you join the TFC scheme, you will no longer be eligible for the childcare vouchers programme.

GET STARTED

Create an account at <http://uk.childcare-vouchers.sodexo.com>. Contact Sodexo at [0800 328 7411](tel:08003287411) or customercare.br.uk@sodexo.com, or call the Flexible Benefits helpline at [01252 767 058](tel:01252767058) if you need additional assistance.

CONTACTS

Sodexo

Childcare Vouchers

[0800 328 7411](tel:08003287411)

<http://uk.childcare-vouchers.sodexo.com>

customercare.br.uk@sodexo.com

Bike to Work

Get fit – and save money! – by cycling to work.

OVERVIEW

By swapping your car for a bike, you'll save on petrol or public transportation costs. Iron Mountain will provide you with a bike for a year, and if you like it, you can purchase it at a fair market price. You'll also save on cycling accessories, such as helmets, gloves, lights and more. And, you don't pay tax or National Insurance (NI) on these accessories!

HOW IT WORKS

When you join the bike-to-work scheme, you allot up to £2,000 from your annual salary (i.e., salary sacrifice) to go toward a bike and accessories to use to mainly commute to and from work. The amount you choose needs to cover your total cycling expenses for the year. The costs will be deducted from your pay each month.

You select a bike and accessories from [Halfords](#), [Treadz](#), or other independent retailers. (Search for a [retailer](#) nearest to you.) Plus, with this scheme, you qualify for:

- A free £25 accessory voucher
- A 10% discount on all cycling equipment from Halfords for 12 months (restrictions apply)
- Lifetime safety checks on all cycles you hire through the scheme
- A lifetime guarantee on Halfords-branded bikes
- Free insurance for a limited period (activation required)

At the end of the 12-month period, you can buy your bike and accessories for fair market value or extend the agreement for an additional period of time (depending on your package).

GET STARTED

Contact the Cycle2Work team at [0345 504 6444](tel:0345 504 6444) or email cycle2work@halfords.co.uk. For additional assistance, call the Flexible Benefits helpline at [01252 767 058](tel:01252 767 058).

CONTACTS

Cycle2Work/Halfords

Bike to Work

[0345 504 6444](tel:0345 504 6444)

cycle2work@halfords.co.uk

Fitness Memberships

OVERVIEW

GymFlex offers you big savings – up to 40% – on a 12-month gym membership at over 3,500 locations across the UK. New joiners and existing members alike will enjoy discounts at all the big chains, like Nuffield Health, David Lloyd, Better and Virgin Active, as well as at low-cost operators like Pure Gym, The Gym Group, and various leisure centres. There are also hundreds of independent clubs on the scheme that offer discounts on HIIT, CrossFit, yoga, pilates, bootcamps, and more. Discounted joint and family memberships are also available at many clubs. With thousands of options available, there's something to suit everyone's location, preference, and budget.

HOW IT WORKS

Iron Mountain pays for your membership upfront, and then you pay monthly through salary sacrifice (so there's no income tax or National Insurance on what you pay).

You can join this scheme at any time during the year. However, once you have submitted your choice, you won't be able to make changes for 12 months, even if you have a valid life event.

GET STARTED

1. Go to the [Iron Mountain Flexible Benefits platform](#). Select **Fitness Membership** to access the Gymflex website. Once logged in, enter your home or office postcode into the health club finder and then select the club you wish to join.
2. Click 'Proceed' and follow the instructions.
3. Submit your selection. You will be routed to the Iron Mountain Flexible Benefits platform, where you can review and confirm your selection.

If you have questions, you can contact GymFlex at [0345 300 6474](tel:0345 300 6474) to speak with a member of the customer service team, or email info@gymflex.co.uk. For additional assistance, call the Flexible Benefits helpline at [01252 767 058](tel:01252 767 058).

Additional Resources

- [GymFlex FAQs](#)
- [GymFlex Flyer - Benefits of Exercise](#)
- [Welcome to GymFlex Video](#)

CONTACTS

GymFlex
Gym Discounts
www.gymflex.co.uk
[0345 300 6474](tel:0345 300 6474)
info@gymflex.co.uk

Electric Vehicle Scheme

OVERVIEW

In line with our commitment to sustainability, Iron Mountain has teamed up with Tusker to provide Mountaineers with custom-made electric vehicles that come with a comprehensive motoring package that includes:

- Routine servicing and wear-and-tear maintenance
- Motor insurance
- Annual Road Fund License
- European breakdown cover
- Replacement tyres
- Lifestyle protections

You offset some of your salary (through salary sacrifice) in exchange for access to a car of your choice. You can select this benefit at any time throughout the year.

HOW IT WORKS

With the electric vehicle scheme, you give up a fixed amount of your salary each month for access to a fully maintained and ensured electric car. You exchange your salary before income tax and National Insurance (NI), so you benefit from these savings, as well as manufacturer discounts and fleet savings. That said, the car will be considered a Benefit in Kind (BIK) and will be subject to BIK tax.

Once you select a car, you'll build it to your preferred specifications – including preferred mileage, agreement length, and ability to select additional drivers.

GET STARTED

1. Log in to the Iron Mountain [Flexible Benefits platform](#).
2. Select "Update my benefits."
3. Scroll down to "Lifestyle Benefits" and select "Electric Vehicle."
4. Under "Available Products," navigate to the Tusker site using the link in the following sentence: "Click here which will take you to the Tusker website."
5. A new window will open on the Tusker website. You will be automatically validated by Iron Mountain/AON single sign-on (SSO) and an account will have been created (with the exception of Northern Ireland (NI) employees, where you will be prompted to create an account manually).

If you have questions, you can contact Tusker at [0333 400 7431](tel:03334007431) or email EETeam@tuskerdirect.com. For additional assistance, call the Flexible Benefits helpline at [01252 767 058](tel:01252767058).

ADDITIONAL RESOURCES

- [Electric Car Benefit Scheme Flyer](#)
- [Electric Car Benefit Scheme Employee Guide](#)
- [Guide to Driving Electric](#)
- [Home Charging Guide](#)
- [Car Benefit Scheme Overview Video](#)
- [Benefits of Electric Vehicles Video](#)
- [Benefit in Kind Tax Video](#)

CONTACTS

Tusker

Electric Vehicle Scheme

[0333 400 7431](tel:03334007431)

EETeam@tuskerdirect.com

RESOURCES

Contacts

GENERAL HELP

Iron Mountain Flexible Benefits Helpline

Administration and general information

[01252 767 058](tel:01252767058)

Monday through Friday, 9 a.m. to 5 p.m.

<http://ironmountain.tbs.aon.com>

ironmountain@aon.co.uk

Global HR Service Support

Administration and general information

[0800 2797620](tel:08002797620)

irm.service-now.com/mymap

irmHR.EMEA@ironmountain.com

HEALTH

Aviva

Private Medical Insurance

[0800 158 3317](tel:08001583317)

Claims

Monday through Friday, 8 a.m. to 8 p.m., or Saturday from 8 a.m. to 1 p.m.

www.direct.aviva.co.uk/MyAccount/login

Unum Dental

Dental Insurance

[020 7265 7111](tel:02072657111)

Monday through Friday from 9 a.m. to 5 p.m.

<https://mypolicy.unum.co.uk/NIS/MemberArea>

dental@unum.co.uk

FINANCES

Aviva

Pension Plan

[0800 145 5744](tel:08001455744)

[http://workplace.aviva.co.uk/ironmountain/
contactus@aviva.com](http://workplace.aviva.co.uk/ironmountain/contactus@aviva.com)

AIG Life

Life Assurance

Customer Services: [0330 303 9972](tel:03303039972)

Monday through Friday, 9 a.m. to 5 p.m. GMT

Customer Services: groupclientservice@aiglife.co.uk

Claims: [0330 303 9973](tel:03303039973)

Monday through Friday, 9 a.m. to 5 p.m. GMT

Claims: groupclaims@aiglife.co.uk

Aviva

Spouse/Partner Life Assurance

[0800 158 2714](tel:08001582714)

Claims

Monday through Friday, 9 a.m. to 5 p.m. GMT

grouplifeclaims@aviva.co.uk

Aviva

Critical Illness Insurance

[0800 015 7523](tel:08000157523)

Claims

Monday through Friday, 8:30 a.m. to 5 p.m.

groupciclaims@aviva.com

Chubb

Personal Accident Benefit

[0345 841 0056](tel:03458410056)

cust.servuk@chubb.com

For claims enquiries – Cega Group Services t/a Charles Taylor Assistance

Annual Travel Insurance

General queries: [0207 977 9380](tel:02079779380)

Monday through Friday, 9 a.m. to 5 p.m.

Claims enquiries: [01243 976 278](tel:01243976278)

Monday through Friday, 9 a.m. to 5 p.m.

Overseas medical incidences: [01243 976 291](tel:01243976291)

24 hours a day, 7 days per week

www.cegagroup.com

flex@cspinsurance.com (general queries)

EBclaims@cegagroup.com (claims)

Cega.assistance@cegagroup.com (overseas medical incidences)

Simplyhealth

Health Cash Plan

[0300 100 1020](tel:03001001020)

Weekdays, 8 a.m. to 8 p.m.

<http://www.simplyhealth.co.uk/>

customerservices@simplyhealth.co.uk

Iron Mountain Flex helpdesk

General Information

[01252 767 058](tel:01252767058)

Weekdays, 9 a.m. to 5 p.m.

ironmountain@aon.co.uk

WELLBEING

Resources for Living

Employee Assistance Programme (EAP)

[0800 243 458](tel:0800243458)

Resources for Living contact directory

go.rfl.com/IRM

Username: Iron Mountain

Password: Mountaineer

VirginPulse

IM Wellness

support@virginpulse.com

<https://join.virginpulse.com/ironmountain>

[App Store](#)

[Google Play](#)

PsychHub

Emotional Wellbeing

<https://app.psychhub.com/signup/ironmountain>

LEISURE

Pluxee

Pluxee Card

[01252 767 058](tel:01252767058)

Monday through Friday, 9 a.m. to 5 p.m.

ironmountain@aon.co.uk

Charities Aid Foundation (CAF)

Give As You Earn (GAYE)

[03000 123 000](tel:03000123000)

enquiries@cafonline.org

Sodexo

Childcare Vouchers

[0800 328 7411](tel:08003287411)

<http://uk.childcare-vouchers.sodexo.com>

customercare.br.uk@sodexo.com

GymFlex

Gym Discounts

www.gymflex.co.uk

[0345 300 6474](tel:03453006474)

info@gymflex.co.uk

Cycle2Work/Halfords

Bike to Work

[0345 504 6444](tel:03455046444)

cycle2work@halfords.co.uk

Tusker

Electric Vehicle Scheme

[0333 400 7431](tel:03334007431)

EETeam@tuskerdirect.com

Documents

HEALTH

- Aviva Private Medical Insurance documents
 - [Summary](#)
 - [Member Guide](#)
 - [Cancer Cover Flyer](#)
 - [Cancer Support Flyer](#)
- Aviva Digital GP documents
 - [Flyer](#)
 - [FAQs](#)
 - [App User Guide](#)
- Unum Dental Insurance documents
 - [Policy Summary](#)
 - [FAQs](#)

FINANCES

- [Aviva Pension Booklet](#)
- Spouse/Partner Life Assurance documents
 - [Cover Flyer](#)
 - [Cover Guide](#)
 - [Health Declaration Form](#)
- [Personal Accident Policy](#)
- Critical Illness Documents
 - [Conditions Covered Brochure](#)
 - [Making a Claim Brochure](#)

- [Critical Illness FAQs](#)
- [RedArc Personal Nurse Service Flyer](#)
- [Stress Helpline Flyer](#)
- [Bereavement Helpline Flyer](#)
- [Grief Encounter Helpline Flyer](#)
- [Travel Insurance Summary](#)

WELLBEING

- [Iron Mountain Wellness Overview Flyer](#)