



LAW IN ORDER  
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# UNGC Communication on Progress

2018-2019

**CSR Collective**

20.11.2019

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## Table of Contents

<b>Statement of Continued Support</b> .....	<b>3</b>
<b>1. Human Rights Principles</b> .....	<b>4</b>
Assessment, Policy and Goals	
Implementation	
Measurement of Outcomes	
<b>2. Labour Principles</b> .....	<b>6</b>
Assessment, Policy and Goals	
Implementation	
Measurement of Outcomes	
<b>3. Environmental Principles</b> .....	<b>8</b>
Assessment, Policy and Goals	
Implementation	
Measurement of Outcomes	
<b>4. Anti-Corruption Principles</b> .....	<b>10</b>
Assessment, Policy and Goals	
Implementation	
Measurement of Outcomes	

## Statement of Continued Support

I am pleased to confirm that Law In Order reaffirms its support of the United Nations Global Compact and its ten governing principles in the areas of: Human Rights, Labour, Environment and Anti-Corruption.

In this Communication on Progress, we outline the ways in which we strive to integrate the ten principles of the United Nations Global Compact into our business decisions and culture.

We look forward to sharing this progress with our staff internally, as well as with our external stakeholders.



Julian McGrath  
Managing Director  
Law In Order Pty Ltd

# 1. Human Rights Principles

**Principal 1:** Businesses should support and respect the protection of internationally proclaimed human rights

**Principal 2:** Businesses should make sure that they are not complicit in human rights abuses

In protecting and celebrating the rights of the individual and the collective at Law In Order, we consider the first two principles of the UNGC. As well as enshrining local legislative instruments into our policy and practice, we strive to create a dialogue around the issue of human rights more generally through our CSR Collective group.

## 1.1 Assessment, Policy and Goals

### Our People

Law In Order's People & Culture (P&C) team not only ensure the protection of the codified rights of our staff, but also work to create and implement policies to fill any gaps in local and international legislative instruments.

The rights of our staff are protected by Equal Employment Opportunity and Anti-Discrimination Policies. Potential staff are also protected, with this policy built into our Recruitment Policy. Equally important is our zero tolerance to workplace bullying and harassment. Again, this is written into policy. Our Workplace Health and Safety Policy also ensures the workplace is a safe place for all staff.

Law In Order is committed to becoming an employer of choice. A part of this is continually reviewing existing frameworks and creating new strategic objectives aimed at moving us closer to realising this goal.

### Our Products

Law In Order is a signatory to the Worldwide Charter for Fair International Commerce. This global initiative stands by businesses adopting sustainability and fair trade policies reflecting the core values of the United Nations Universal Declaration of Human Rights, labour conventions of the International Labour Organisation and other internationally recognised principles.

We also work with suppliers to reduce our carbon footprint including promoting the use of sustainable and eco-friendly products, as well as supporting those that follow a set code of conduct that is based on the United Nations conventions on human rights and children's rights as well as the ILO conventions.

Law In Order takes this further with a Supplier Charter setting out our expectations of suppliers in working toward the abolition of modern slavery.

## 1.2 Implementation

### Our People

Our P&C team are integral to the process of educating staff and managers on their responsibilities in protecting the rights of our staff. The team manage and communicate changes to policy as required by internal changes and legislative requirements. The P&C team also manage the induction process which all new staff undertake. During induction, staff are introduced to the policies and procedures protecting their rights, as well as their responsibilities under these policies and procedures. This is re-enforced with the requirement that all staff complete assessments in relation to equal employment opportunity, anti-discrimination, bullying and harassment, and workplace health and safety through Law In Order's online learning platform. Law In Order's managers are also provided with a handbook, again outlining their rights and responsibilities.

Law In Order is constantly working to provide a safe and desirable workplace. Part of this includes arrangements such as time-in-lieu and working from home agreements where appropriate, to enable staff greater flexibility. Law In Order also offers staff birthday leave and a health and wellbeing day which are a part of the overall emphasis on a healthy work/life balance and helping staff to feel valued for their contribution to the company.

Staff are also entitled to leave where they are experiencing family and domestic violence. The policy outlines the entitlements to staff, it also includes information and links to information on violence within same sex relationships.

Our operations have expanded in our offshore offices. Notably our Hyderabad office in India has grown considerably. A part of the support to our staff here is the establishment of an Internal Complaints Committee to ensure our staff have a localised support system to resolve grievances.

Exit interviews are conducted for all staff leaving the business. This is a means for understanding what motivates our staff moving in and out of the company and an evaluation of ways we can be continually improving the environment for our staff.

### Our Products

Law In Order continues to source our staff uniforms from Paper Scissors Rock, part of the New Wave Group. New Wave Group aim to introduce more sustainable and eco-friendly products through organic cotton and recycled fabrics.

We continue to source our products through Paper Scissors Rock as they are part of the Business Social Compliance Initiative, led by the Foreign Trade Association (FTA). The FTA aim to work with local suppliers to follow a set code of conduct that is based on the United Nations conventions on human rights and children's rights as well as the International Labour Organisation (ILO) conventions.

The Code states requirements for suppliers in risk countries regarding:

- Prohibition against child labour, forced labour and discrimination;
- Health and safety;
- Freedom of association and collective bargaining;
- Wages, compensation and benefits; and
- Fundamental environmental and management systems.

Law In Order also provides coffee and tea making facilities, and ensures that all products are sourced from fair trade providers.

Through our supplier charter we also renew our commitment to responsible procurement of goods and services and preservation of human rights within our supply chain.

## 1.3 Measurement of Outcomes

Internally, Law In Order is committed to becoming an employer of choice. Law In Order is an active participant in the national survey conducted by the Workplace Gender Equality Agency (WGEA) and remains committed to gender equality within the workplace, actively taking steps towards pay equality.

Externally, Law In Order has committed to work with charitable organisation OzHarvest to raise funds and awareness around hunger, homelessness and food sustainability.

We continue to ensure all new staff receive a thorough understanding of our policies and procedures that exist through our face to face staff induction program as well as our online learning and exams on our learning management system.

Data obtained from exit interviews does not show a relationship between abuse of human rights and turnover within the organisation. Further data is collected through an annual employee engagement survey to measure our performance in multiple areas across the business, but also in terms of how our staff feel supported. The use of these surveys is currently being expanded to provide staff with further opportunity to provide anonymous feedback.

Policies and procedures are regularly updated and redistributed to reflect legislative currency and best practice in line with guidance provided by the Australian Human Rights Commission.

## 2. Labour

**Principal 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

**Principal 4:** the elimination of all forms of forced and compulsory labour

**Principal 5:** the effective abolition of child labour

**Principal 6:** the elimination of discrimination in respect of employment and occupation

Law In Order, in its goal of becoming an Employer of Choice, is dedicated to providing good working conditions for all of its staff, including in terms of working conditions, but also fair compensation and opportunities for growth.

## 2.1 Assessment, Policy and Goals

In 2019, Law In Order is celebrating 20 years. Established in Sydney in 1999 before expanding across sites in Australia and into South Asia, Law In Order has always celebrated its diverse workforce.

Labour rights and human rights are intrinsically linked. Those same policies referred to above protect our staff's human rights generally, also include specific protections of the labour force. Equal employment opportunity and freedom from discrimination in recruitment and during employment are written into policy. We also have a Code of Conduct which all staff sign and agree to abide by throughout their employment with Law In Order. Our Code of Conduct policy instill not only our core values of Integrity, Excellence, Teamwork and Leadership, but further promotes mutual respect and understanding within our multicultural and diverse workforce.

## 2.2 Implementation

The existence of an EEO policy for any organisation is simply not enough, which is why we have undertaken training and development on EEO with managers and leaders within the business. Offering training ensures that managers understand our obligations as an employer and also ensures that business decisions are merit based, not influenced by gender, sexual orientation, age, marital status or religion. Our policies are reviewed regularly and in line with legislative changes to ensure our people are aware of any potential impact.

It is also company policy to compensate all employees at 5% above the award rate. The Award is monitored and all adjustments made by Fair Work are passed onto employees. The salaries of staff not covered by the Australian Award are also guaranteed an annual salary review after each financial year.

As well as the legislated leave requirements, all staff are granted additional flexibility of an additional leave day on their birthday, as well as a health and well-being day where staff are encouraged to schedule a day to do something to improve their physical or mental health.

Award staff are entitled to mandated penalty rates for all overtime, but Law In Order also empowers staff with the flexibility to negotiate time in lieu arrangements as desired. The same time in lieu flexibility is also granted to salaried staff.

Our new employee documentation provides new starters with documentation produced by Fair Work Australia which states their right for collective bargaining. Our employment contracts outline each employee's rights, compensation and also include job descriptions that outline the employee's responsibilities.

Each year, Law In Order reports to the Australian Government as part of the Workplace Gender Equality Reporting. Metrics supplied in this report are used to help the Australian Government identify if salary gaps exist between men and woman in each industry.

As Law In Order's Indian office has expanded, so has our responsibility to our employees there. We recognise the particular challenges that our Indian staff face, in particular the female employees in that office. Accordingly, a programme has been installed aimed at the protection and safety of women in our Hyderabad office. An Internal Complaints Committee has also been established as a means for all staff to resolve any grievances they might have.

## 2.3 Measurement of Outcomes

It is our goal to ensure that our workplace is free from discrimination and that all our employees have equal opportunities with respect to remuneration, promotion and employment. All decisions relating to promotion employment and remuneration are purely merit based and all employees are rewarded fairly and consistently.

Law In Order strives to become an Employer of Choice and annual strategic objectives set targets to achieve this outcome. Part of this is the collection of data through an annual Employee Engagement Survey, an anonymous survey provided to all staff for honest feedback on Law In Order. The results from this survey are shared with staff and new initiatives, and policies are implemented to address concerns or gaps in Law In Order's offering to our employees. The annual survey will be supplemented with shorter surveys to be completed more frequently to increase the real-time understanding of how our staff are feeling.

## 3. Environmental

**Principal 7:** Businesses should support a precautionary approach to environmental challenges

**Principal 8:** Undertake initiatives to promote greater environmental responsibility

**Principal 9:** Encourage the development and diffusion of environmentally friendly technologies

Law In Order recognises climate change and the significant challenges this brings. Law In Order is committed to reviewing internal policies and procedures to limit its negative impact on the environment.

### 3.1 Assessment, Policy and Goals

At Law In Order, we are the leading supplier of document processing services to the legal industry, providing specialised copying, printing and legal technology solutions to over 2000 law firms, corporations and government agencies in Asia Pacific. The nature of our business requires substantial paper and electricity output, some of which heightens our requirement for environmentally conscious practice to reside at the forefront of all business decisions.

Environmental care and sustainable development is an integral part of our corporate responsibility. Individually and as a company, we are responsible for our environmental impact and Law In Order takes this responsibility seriously by ensuring it has environmental sustainability policies, procedures and education in place.

Law In Order has a newly established Corporate Social Responsibility Committee who are responsible for seeking new ways to ensure a sustainable future. The CSR Committee Mission Statement includes specific reference to the Environment and strives to:

- Identify, manage and overcome sustainability issues in the context of Law In Order's business practices and supply chains within its' control;
- Encourage and enable staff to make environmentally friendly changes to their lives whilst at work.



The Corporate Social Responsibility (CSR) Committee meet on a monthly basis and are building a focus on implementing initiatives which improve our environmental footprint. The CSR Committee review internal and external issues and identify, and evaluate, manage and report on risks or new initiatives that the company should consider and/or undertake. Part of this is a renewal of our Sustainable Green Print Certification, which we strive to have in place in early 2019.

## 3.2 Implementation

Law In Order is committed to reducing our environmental footprint by undertaking initiatives to promote greater environmental responsibility.

Our company travel policy requires that all air travel is booked with 'carbon offset' to help minimise the effects of carbon emissions on the environment. We also encourage colleagues to share cabs and take public transportation when possible.

All Law In Order boxes include the appropriate recycling icons to ensure that they are recycled appropriately.

Although we do not have genuine shut down times on our sites, we do have in place a Shut Down procedure to ensure that all staff power down their machines when they leave the office. To support this initiative, we have also updated our procedures for weekend shut down if the office is not attended. This ensures that all non-essential equipment is shut down, reducing energy consumption.

Recycling bins have been implemented in all offices in line with each buildings recycling system. Staff have been educated on what can be recycled in each office.

We have researched and created a list of environmentally safe and sustainable products for internal cleaning use in each site.

We now use a document destruction company that recycles all shredded material.

Our e-wastes are disposed of by certified e-waste companies who only use accredited electronic waste recyclers, governed by ISO140001 standards – the international regulation for the safe disposal of electronic waste.

We have now switched to rechargeable batteries in all offices to eliminate wastage.

## 3.3 Measurement of Outcomes

We record all paper output on invoices which are sent to our clients. This, along with counts on the machines, allows us to monitor our paper output and measure waste against actual output.

We are also working with our building managers to monitor waste and any misuse of the waste systems. This will enable us to educate staff on the correct procedures for waste management and recycling, as well as identify areas where we can reduce our waste.

## 4. Anti-Corruption

**Principal 10:** Businesses should work against corruption in all its forms, including extortion and bribery

Law In Order renews its commitment to a zero tolerance policy against corruption, bribery and extortion in relation to both internal and external stakeholders and suppliers.

### 4.1 Assessment, Policy and Goals

At Law In Order, we are careful to ensure that our suppliers are aware that we will not tolerate any form of corruption and will not associate with, or give custom to, any supplier that we deem as engaging in dishonest conduct.

We believe shared core values are at the heart of strong company culture and vital to success. Law In Order prides itself on a reputation of innovation and versatility whilst maintaining its core values of Integrity, Excellence, Teamwork and Leadership. To us, integrity means being up front and honest with our clients and each other.

This is also re-enforced through our code of conduct which is signed by all employees. The Code of Conduct requires staff to agree to a standard of behaviour which governs fair and ethical business practices, as well as report any abuses or instances of non-adherence to this standard.

### 4.2 Implementation

Law In Order anti-corruption policy which is published on our intranet. This is easily accessible for all staff to ensure that they are familiar with our zero-tolerance approach to bribery and corruption.

A Whistleblower Policy has been put in place to encourage staff to identify and notify any dishonest, fraudulent, corrupt, unethical or illegal behavior. The policy also sets out the procedure to notify of any of this reportable conduct, the process for investigation, the protections offered to the Whistleblower and the consequences of non-adherence to the policy.

All employees must demonstrate our core value of integrity. All Law In Order employees act with integrity and in line with our policies and procedures, and conduct business in an ethical manner. This is addressed through induction procedures and through annual employee reviews.

Directors and General Managers encourage transparency with all issues within the business.

Law In Order regularly obtain business through open tender. As part of this process we are required to declare that we have not engaged in any acts of bribery, extortion or corruption in order to win or secure business.

All emails sent externally are stored and indexed for compliance purposes.

## 4.3 Measurement of Outcomes

Law In Order has not been involved in any legal cases, rulings or other events related to corruption or bribery. Every year, our financial statements are audited by an external body to ensure that our processes are compliant with relevant legislation and that we have appropriate authorisation and sign off procedures in place.

These audits also serve as an external method of verifying that no suspicious payments have been received which could be related to bribery or corrupt behaviour. There have been no incidents reported in this period

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