



LAW IN ORDER  
Where work flows.

# UNGC COMMUNICATION ON PROGRESS

2021-2022

**CSR Collective**

23 September 2021

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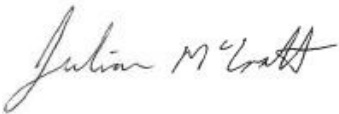
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## Statement of Continued Support

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 people, but also work to create and implement policies to fill any gaps in local and international legislative instruments.

The rights of our people are protected by Equal Employment Opportunity and Anti-Discrimination Policies. This is extended to our candidates who are also protected, with this policy built into our Recruitment Policy. Equally important is our zero tolerance to workplace bullying and harassment and our policy on this topic applies across our business. Our Workplace Health and Safety Policy attests to our commitment and duty of care to ensure we provide a safe work environment.

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 an open letter to our suppliers along with our Supplier Charter and supplier questionnaire 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 our team members on their responsibilities in protecting the rights of our people. Education starts with induction and continues throughout the employee lifecycle at Law In Order as we communicate relevant legislative changes, provide refresher training and monitor for any gaps in learning. During induction, our people are introduced to the policies and procedures protecting their rights, as well as their responsibilities under these policies and procedures. This is reinforced 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. In addition, Law In Order's managers are also educated and provided with a handbook, outlining their rights and responsibilities.

Law In Order is committed to building and nurturing a workplace environment that is supportive and reflects our culture and values. We provide options such as time-in-lieu, working from home or other arrangements where appropriate, to enable greater flexibility. Law In Order also offers birthday leave and a health and wellbeing day which are a part of the overall emphasis on a healthy work/life balance and helping our people feel valued.

Our people 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.

We also think globally and act locally. Our operations have expanded in our offshore office in Hyderabad. As part of the support to our people in India we established an Internal Complaints Committee to ensure our staff have a localised support system to resolve grievances.

The opportunity to participate in exit interviews is made available to all staff leaving the business. This is a means for understanding the drivers behind moving in and out of the company and a means of evaluating ways we can continually improve.

### 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, benefits; and
- Fundamental environmental and management systems.

Law In Order also ensures that all products used for our coffee and tea making 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 annual Workplace Gender Equality Agency (WGEA) report on Gender Equity. This reporting framework aims to encourage measures that improve gender equality outcomes in the workplace,

Externally, Law In Order regularly engages with charitable organisation and recently supported OzHarvest to raise funds and awareness around hunger, homelessness and food sustainability.

We continue to ensure that we provide continuous education and a thorough understanding of our policies and procedures through our induction programs and through our online 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 engagement surveys to measure our performance in multiple areas across the business, but also in terms of how our people feel supported. Our surveys are anonymous, and we have recently introduced focus groups in each branch to provide further opportunity for collaboration on how we can best action the feedback we receive.

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, provides good working conditions, fair compensation and opportunities for growth.**

## 2.1 Assessment, Policy and Goals

In 2021, Law In Order is celebrating 22 years. Established in Sydney in 1999 before expanding across sites in Australia and overseas, Law In Order has always celebrated its diverse workforce.

Labour rights and human rights are intrinsically linked. Equal employment opportunity and freedom from discrimination in recruitment and during employment lifecycle are written into policy and upheld by the business. 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 instills not only our core values of Integrity, Excellence, Teamwork and Leadership, but further promotes mutual respect and understanding within our multicultural and diverse workforce and the people we encounter as part of our business operations.

## 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 ensures that business decisions are merit based, not influenced by gender, gender identification, 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 or important changes.

It is also company policy to compensate all award-based employees at 3% above the award rate. The Award is monitored, and all adjustments made by the Fair Work Commission are passed onto employees. An annual remuneration review cycle is in place for all non-award covered staff.

In addition to the legislated leave requirements, we offer additional wellbeing leave benefits. Such as birthday leave, lifestyle/well-being day where staff are encouraged to schedule a day to do something to improve their physical or mental health and improved parental leave including support leave for anyone experiencing a miscarriage.

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 include job descriptions that outline the employee's responsibilities.

As previously mentioned, each year, Law In Order reports to the Workplace Gender Equality Agency (WGEA). WGEA is an Australian Government statutory agency created by the Workplace Gender Equality Act 2012. The Agency is charged with promoting and improving gender equality in Australian workplaces. Metrics supplied in this report are used to help the agency work collaboratively with employers providing advice, practical tools and education to help them improve their gender performance.

As Law In Order's Indian office has expanded, we recognise the particular challenges that our Indian staff face, in particular the female employees in that office. Accordingly, a program has been launched 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 people have equal opportunities with respect to remuneration, promotion and employment in general. All decisions relating to employment, promotion and remuneration are purely merit based and all our people are rewarded fairly and consistently.

Law In Order strives to become an Employer of Choice and annual strategic objectives help us set targets to achieve this outcome. We maintain a focus on our people and this years' theme is to Become Better Together. Our aim is to involve our people in the decisions we make to action feedback from surveys and to take opportunities to celebrate what makes us better together. .

## 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 2,000 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 (CSR Collective) who are responsible for seeking new ways to ensure a sustainable future. The CSR Collective's 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 CSR Collective meet on a monthly basis and are building a focus on implementing initiatives which improve our environmental footprint. The CSR Collective 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.

## 3.2 Implementation

Law In Order is committed to reducing its 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 aim 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 are 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

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 Law In Order employees must 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 we continue to enforce our ethical practices and zero tolerance of non-compliance.

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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