

INFORMATION MANAGEMENT
CAPABILITY STATEMENT

Physical Records Management

grace:

Always more.



The storage, management and coordination of business information is a vital component of any company's operations and can be difficult, time consuming and costly if not done properly.

Corporate information management is too important to leave to chance, which is why Grace offers integrated information services to best manage and store your company's valuable records and data. Operating an expansive network of branches across Australia, Grace services both metro and regional locations to remove the risks inherent with keeping records in-house.

Core Records Management Services

- ✔ **Transition In**
We'll liaise with your existing provider and working with stakeholders to set out clear milestones and timeframes while striving for a cost-neutral transition
- ✔ **Physical Carton Storage**
Our hard-copy storage solutions for your vital information are supported by state-of-the-art records management facilities, and the latest technology for confidentiality, security, and lifecycle tracking
- ✔ **Climate-Controlled Vault Storage**
Climate-controlled and monitored vault storage for memorabilia and other items requiring higher security or with sensitive storage requirements
- ✔ **Sentencing and Cataloguing**
Leave the organisation to us. Our trained specialists manage all sentencing and cataloguing projects to ensure correct retention of documents
- ✔ **Media Storage**
Our climate-controlled offering also extends to tape and back-up media rotation and storage
- ✔ **Barcode Tracking**
We track everything with unique barcodes, so we always know where to find what you need. We also use an O'Neils' based bespoke application — the most sophisticated commercial document management software available
- ✔ **Secure Chain of Custody**
All our vehicles are entirely owned by Grace and operated by full-time Grace drivers with strict formal confidentiality agreements, GPS tracking systems, and automatic locking
- ✔ **Secure Destruction**
We'll securely shred, pulp and (where possible) recycle it. Destruction bins are available for your larger, on-site needs, and we can issue Certificates of Destruction

Security

Staff and Contractors

Good security starts with excellent people. All Grace staff are police-cleared, required to wear their uniform and display their photo ID card at all times, and must hold a current driver's licence. We also consult closely with your company's security advisor to develop procedures that ensure your high-security items are handled exactly how you want them to be. Our other security measures:

- We require employees to complete security awareness training on an annual basis
- We ask external service providers to sign a non-disclosure agreement before working with us
- We mandate that all visitors to Grace facilities sign in at reception and that a Grace employee accompany them at all times
- We enforce a pre-defined disciplinary process in the event of any breach of policy
- We immediately revoke network access when a staff member's employment is terminated
- We follow an Information Security Governance Framework that includes stringent security policies and procedures

We also guarantee the security of your records with a range of internal systems and physical security measures.

Physical

Grace facilities are protected by electronic intruder detection systems with back-to-base alarms under 24-hour surveillance monitoring and CCTV recording. Each facility is surrounded by a two-metre-high electric fence monitored by a Titan electronic intruder detection system administered by an accredited security services provider. We also guarantee the security of your records with a range of internal systems and physical security measures:

- ✓ Physical security of records is ensured by restricted access to record storage areas
- ✓ Employee access to storage areas and records is on a needs-only basis
- ✓ Access is strictly controlled via our security doors, designated storage areas and the use of proximity cards

Few Australian companies can trace their roots back as far as Grace Group. A legacy of the iconic Grace Bros retail and home services empire founded in 1885, Grace has evolved to become Australia's leading provider of integrated asset moving and information management services.

For more than a century, we at Grace have been helping deliver information management solutions that support some of Australia's most vital interests, relocate our nation's households, and manage domestic and international project logistics. Together, these capabilities form One Grace — a seamlessly integrated system of offerings that can be customised to unique needs of individuals, families, businesses and communities around the country, and the world.

When you deal with Grace, you're also guaranteed of the Grace Experience. Driven by a commitment to world-class training, facilities and technology, the Grace Experience ensures you receive exemplary customer service with a single point of accountability, are consistently supported by state-of-the-art equipment and facilities, and enjoy the highest standards of security, integrity and attention to detail whether it be on a single-day relocation, or a decades-long records management project.

Sustainability

The bigger you are, the greater your responsibility to look after the planet. That's why we're dedicated to minimising Grace's environmental footprint through our procurement policies, supply chain selection, vehicle maintenance schedules, and waste and debris disposal methods.

Social Procurement

We believe that everyone deserves access to opportunities. We go above and beyond to ensure we're providing those opportunities everywhere we operate by engaging with social procurement providers to create employment pathways for vulnerable and disadvantaged people.

Indigenous Initiatives

We recognise the value of a diverse supply chain to drive innovation and flexibility. We also believe that by ensuring that our procurement decisions include Indigenous businesses, we can contribute to greater economic empowerment of First Australians and help "close the gap".

Commitment to Community

Our growth would not have been possible without the support of Australians right across our country. Each year, we undertake a range of initiatives to assist communities in need.

We're committed to delivering excellence across our management system, processes, and services.



Quality
ISO 9001



Health & Safety
AS/NZS 4801



Environment
ISO 14001



OHS
ISO 45001



Information
Security
ISO 27001



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