

Information Management

Capability Statement



grace.com.au/information



grace:
information

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 relocate Australia's households, managing domestic and international project logistics, and deliver information management solutions that support some of our nation's most vital interests. 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.

Customer First in everything we do.

Passion

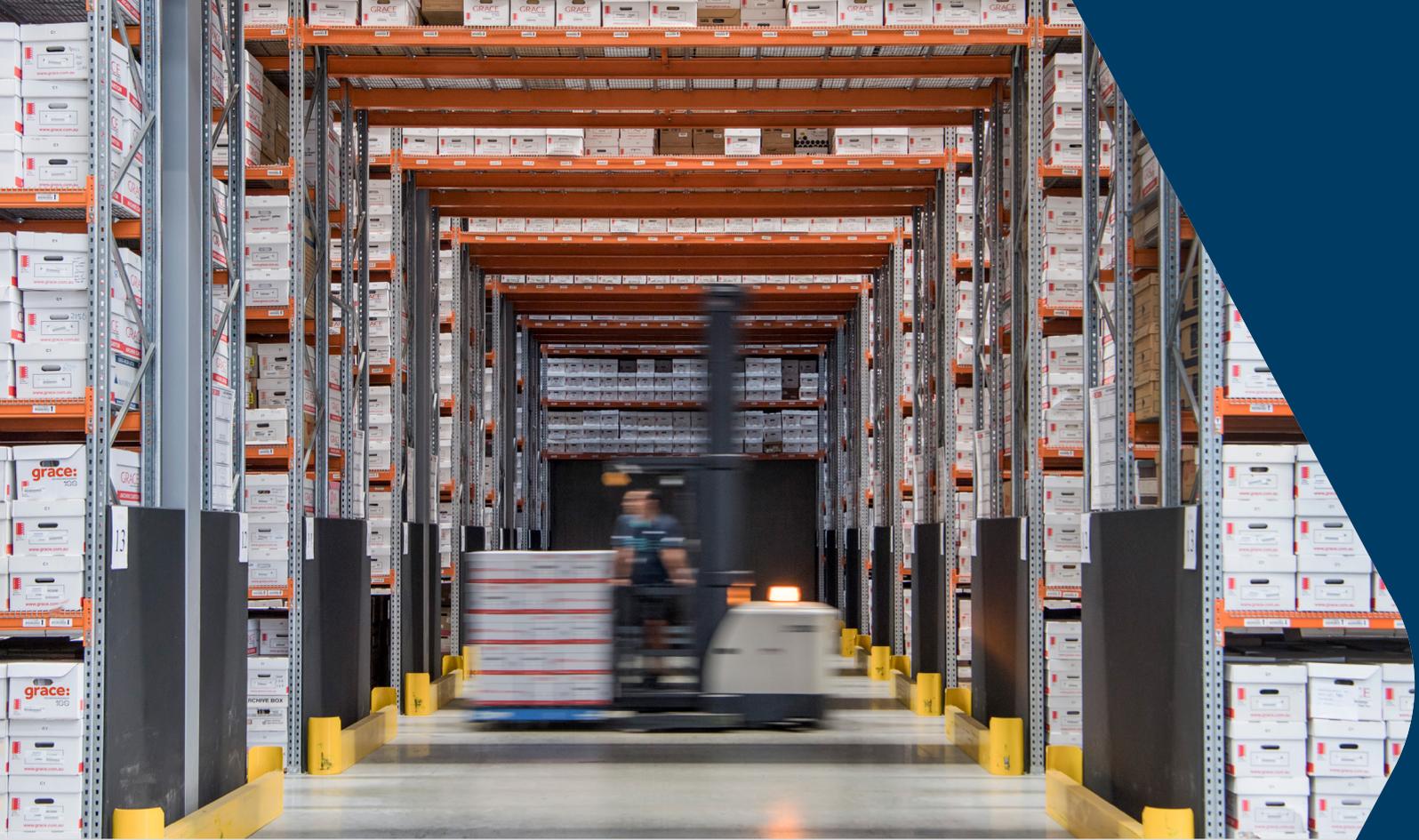
As a group and a brand, we have a deep passion for our culture and the solutions we deliver.

Excellence

Reliability, expertise, quality, security and diversity delivered equally.

Action

Don't talk, do. Pro-actively making experiences easier, better and more valuable for customers.



Information Management

We live in an era of mass information, where success can rely heavily on how well you manage your business data.

Grace Information Management provides specialist records and information management solutions to ensure business information is managed as the high-value asset it is. Our solutions are tailored to each phase of a record's life — Capture, Control, Access, Storage, and Secure Disposal. Grace ensures all business critical and corporate information is subject to appropriate governance, is reliable and authentic, accessible and usable, and expertly managed, preserved and protected throughout its lifecycle.

› Why Grace

Expertise

With data proliferating and information volumes rising faster than ever before, and the traditionally paper-based world becomes more digitalised, good information management has never been so important. Every organisation has its own unique needs, and digital transformation demands careful planning and experience as well as expert care to minimise risk and business disruptions.

With years of expertise across the information management spectrum, we specialise in:

- › Development of records management strategies and policy
- › Commercial high-speed, book-scanning and wide-format capture solutions
- › Data capture, data entry, OCR/ICR/OMR, sentencing and cataloguing
- › Secure cloud-hosted DMS and EDRMS solutions
- › Business process optimisation frameworks for compliance-driven areas of your organisation
- › Secure destruction and deletion

People

We believe we do the best by you when we employ the best people. Our dedicated Digital Solutions Specialists strive to understand your business, design a tailor-made transformation pathway, and then act as a single point of coordination, communication and accountability as you launch your organisation into the digital future.

Resources

We pride ourselves on our ability to provide you with consistent and measurable outcomes. Maintaining the industry's highest customer service and satisfaction KPIs, we consistently adhere to agreed project timelines, budgets and risk management strategies.

The Grace Promise

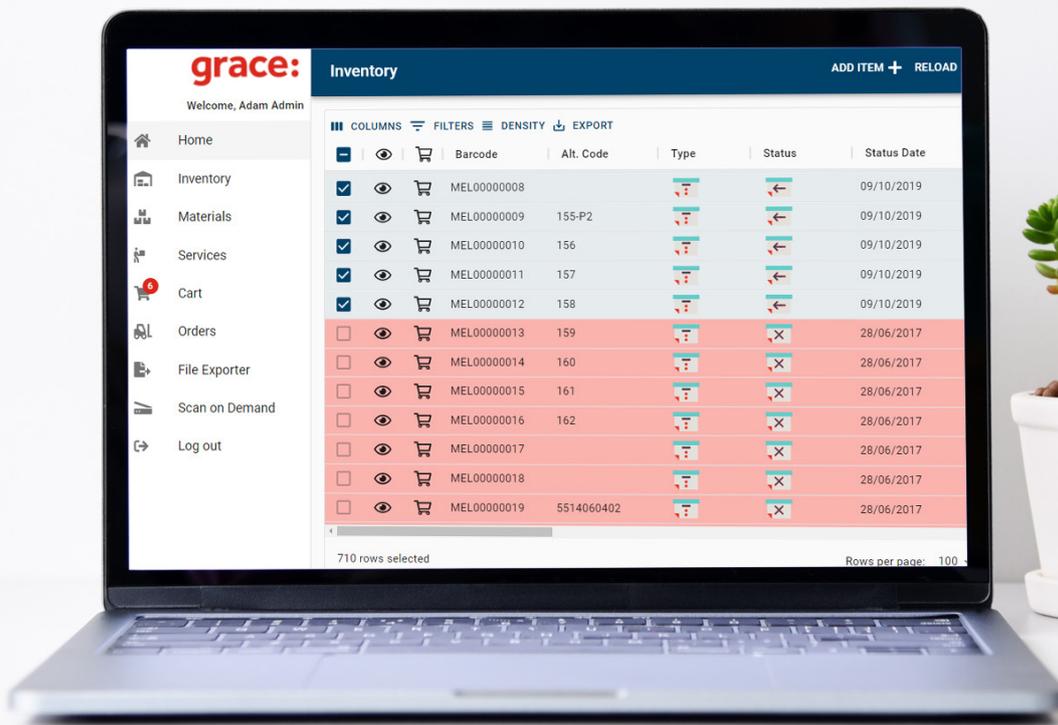
Always more.

At Grace, the dedicated professionals behind the name promise to go the extra mile and provide more, every time.

Grace always has and will:

- › Provide more
- › Promise to do more
- › Allow clients to expect more
- › Value clients and their belongings more than other service providers do
- › Manage more of the things that our corporate clients require





Grace Digital Gateway

One-platform, one-touchpoint for all your records management needs.

Single Sign-On and Multi-Factor Authentication Support

Support for SSO and MFA gives you control over who has access to the Grace Digital Gateway and what they can see and do – increasing security and mitigating risk.

One-platform

Access to inventory management and service requests for all items stored with Grace whether hardcopy or digital, nationally.

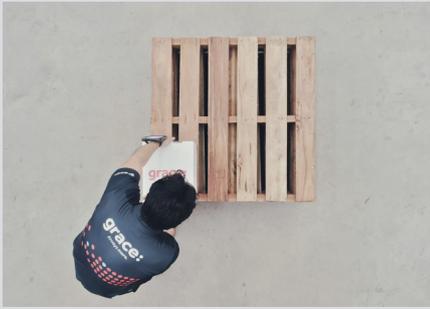
Enhanced new features with everything you need

A sleek and new look dashboard to access everything you need including analytics reporting, address book management, and SSO into the Grace Digital Office suite.



Records Management Solutions

We track everything so we always know where to find what you need.



Transition and Change Management

With over thirteen million cartons successfully transitioned into our secure facilities across the country, you're in experienced hands. Whether you're a commercial or government organisation, we're here to support you across the entire process, including liaising with your existing provider and working with stakeholders to set out clear milestones and timeframes while striving for a cost-neutral transition.



Barcode Tracking

Nothing gets misplaced at Grace. 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 to the records management industry.



Secure Chain of Custody

All our vehicles are entirely owned by Grace and operated by full-time uniformed Grace drivers operating under strict formal confidentiality agreements. Vehicles are alarmed, GPS-tracked, and lock automatically when left unattended. Document/carton barcodes are scanned every time they enter or leave a vehicle.



Sentencing and Cataloguing

Leave the organisation to us. Our trained specialists manage cataloguing and sentencing projects of all sizes, with pinpoint accuracy, to capture data and appraise records according to relevant disposal authorities.



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

Wherever you're based, Grace facilities provide you with secure, climate-controlled and monitored vault storage for memorabilia and other items requiring higher security or with sensitive storage requirements.



Media Storage

Our climate-controlled offering also extends to tape and back-up media rotation and storage.



Access

Stay connected to your information with our reliable daily physical file retrieval service and online access to storage records via Grace Digital Gateway. Our Scan on Demand (e-retrievals) solution also gives you the convenience of being able to retrieve your physical documents in a digital format.



Secure Destruction

At the end of a document's lifecycle, we'll seek authorisation from you to destroy it. We'll then securely shred, pulp and (where possible) recycle it. Destruction bins are available for your larger, on-site needs. We can also issue Certificates of Destruction to ensure defensible disposition.



Digital Solutions

A digital suite of workflow systems designed to consolidate and manage your information and data.

Enhanced Scan on Demand

Our digital file-retrieval service offers a faster, more efficient and more sustainable method of requesting your stored files.

- › Reduces long-term physical archiving costs
- › Grants faster access to critical information (typically a 2-to-3-hour turnaround)
- › Provides access anytime, anywhere by multiple authorised users via the ELO-powered Grace Digital Office secure repository
- › Bookmarks to help you find relevant sections of records, such as applications or wide-format plans
- › Creates a gradual library of digitised files with instant access
- › Improved metadata by matching to existing internal databases, such as a name and address register
- › Splitting of files into smaller, more manageable sizes and merging wide-format plans into their original position
- › Auto-registration into an existing Electronic Document and Records Management System (EDRMS)

Digital Mailroom

Utilises AI and machine learning technologies to accurately classify your incoming paper documents and email correspondence without the need to pre-sort. Metadata is captured and validated with 99% accuracy and automatically registered within GDO.

Document Preparation

Our preparation services get your hard-copy physical files into a "scan ready" state by:

- › Removing all staples and paperclips, using specialist equipment to avoid damage
- › Ensuring all pages are the correct reading orientation and are kept in their original order
- › Inserting barcodes and patches within the files to dictate final output formats

Commercial, High-Speed Scanning

Turn your physical records into high-quality digital images with our state-of-the-art scanning technology:

- › Tailored to the needs of your business
- › State-of-the-art scanning technology accommodates wide/large format scanning
- › Specialist book and flatbed scanning

Data Entry Services

We specialise in forms recognition and software applications, including:

- › OCR (Optical Character Recognition) recognises and translates printed alphanumeric characters into machine readable text
- › ICR (Intelligent Character Recognition) recognises hand-printed characters
- › OMR (Optical Mark Recognition) recognises filled-in 'bubbles' on reader cards and standardised forms

In-House/On-Site Solutions

We'll come to you. Our fleet of mobile scanners can deliver onsite scanning services, all precisely tailored to your security and confidentiality requirements.





Specialised Digitisation Services

Book / Flatbed Scanning

- › Bound textbooks
- › Minute books / ledgers
- › Oversized photographs

Digitisation of Legacy Formats

- › Aperture Cards and Duplicards
- › Microfilm (16mm and 35mm)
- › Microfiche (COM, Jackets or SDM)
- › Film
- › Newspapers
- › Photographs
- › Slides and Negatives

Hardware Sales and Service

- › Imaging Systems
- › Readers and Reading Printers

Repairing and Restoration

- › Paper Documents
- › Bound Volumes
- › Aperture Cards
- › Microfilm
- › Microfiche
- › Film

› Grace Digital Office (GDO)

We've put a lot of research into finding the best content management solutions on the market. Grace Digital Office p.b.E (powered by ELO — one of the world's most successful document and records management developers) is a customisable suite of solutions that incorporates storage, scanning, digital transformation, electronic business process improvements and compliance. It centralises your important documents and makes them available via intelligent search mechanisms, with quick information retrieval and transparent versioning across your organisation.

iSearch

Our iSearch functionality helps you find information faster, with a range of intelligent filters such as automatic suggestions related to search terms as well as synonyms. The search function not only looks up the metadata or keywording information, but also searches the full text contents of documents to present you with the most relevant search results.

Collaboration

The GDO feed provides a central platform for exchanging information as you would on a social media platform. Users can collaborate on documents in real time, or @mention colleagues or use hashtags to notify them of important information or new ideas. Users can also carry out polls or link to other documents in the ELO feed.

Text Recognition (OCR)

You'll find high-performance Abby FineReader OCR technology integrated directly into GDO Suite, working both client-based and server-based to provide structured text data.

Permissions Concept and Encryption

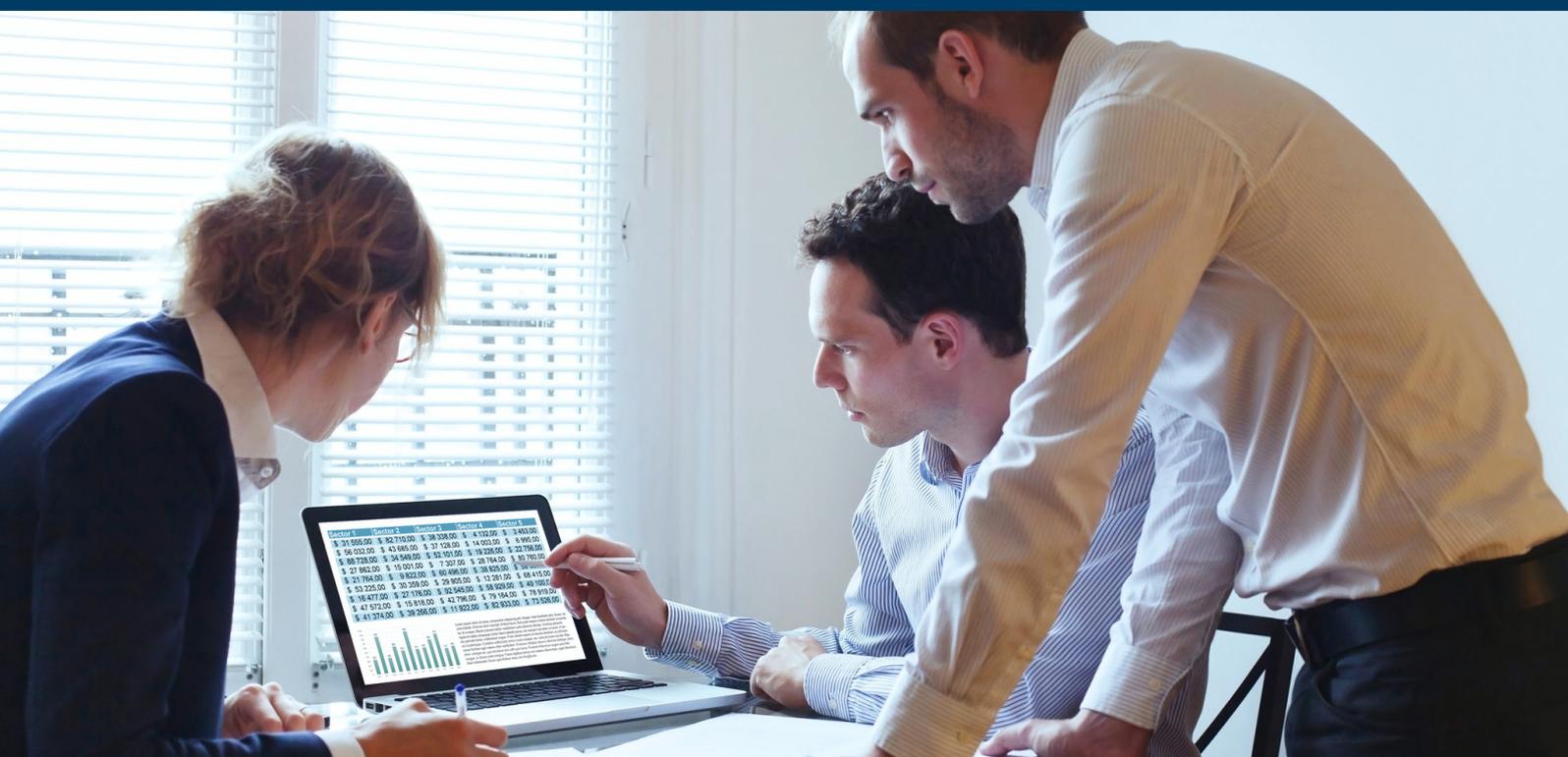
The GDO suite features a permissions system based on roles and rights, enabling you to control access to company information. It also uses secure AES-256 encryption for sensitive areas in the repository.

ELO Analytics

ELO Analytics provides the convenient option to analyse and visualise data and information managed within GDO. Your users can design their own dashboards to present insights gained from their data. Documents and data located in the repository can be visualised in a dashboard and accessed with a single click.

Workflows

Integrated into the GDO Suite, ELO workflows are the perfect solution for automating processes. Users can create reminders, ad hoc workflows, and even ultra-complex workflows customised using the integrated workflow designer. ELO workflows are the foundation for GDO Business Solutions, with separate workflows implemented for different departmental processes.



› Business Solutions

Your GDO experience is further enhanced with multiple tools for collaboration, automation and workflow, and a range of different clients and mobile apps. Your Grace Digital Solutions Specialist can show you how the following business solutions can be used in conjunction with GDO.

Enhanced Scan on Demand

Combines our unrivalled document management expertise with our digitisation services, reducing your recurring physical archiving costs while providing faster access to critical information as you need it.

HR Personnel File and Recruitment

Allows you to create and store electronic personnel files in a centralised and secure location; capture employee and candidate data, kick off HR processes, accept applications and monitor important dates, with compliance ensured through leading encryption technology and a permissions-based system.

Digital Mailroom

Utilises AI and machine learning technologies to accurately classify your incoming paper documents and email correspondence without the need to pre-sort. Metadata is captured and validated with 99% accuracy and automatically registered within GDO.

Records Management

Delivers everything your organisation needs to be efficient, productive and compliant with all Australian federal and state records regulations, built on an architecture that is open, easy to manage and simple to maintain.

Invoice Management

Captures your invoices and receipts automatically, then classifies them and passes them on to the correct employee in the approval workflow.

Contract Management

Offers a dependable, rapidly deployable solution for contract management with a convenient dashboard for monitoring, reporting, and keeping track of key data, such as reminders and deadlines.

Visitor Management

Gives you full control of visitor access and processes, and helps you manage visitor data in a timely manner.

Knowledge Management

Integrates data into a central location to help break down data silos and facilitate better knowledge sharing and idea generation across your organisation.

Learning Management

Business Solution ELO Learning combines all the aspects of a learning management system: structured training organisation; convenient e-learning courses carried out in a user-friendly learning platform.

grace: digital office
Powered By **ELO**
Digital Office

We're powered by one of the world's most successful document and records management software.

› Data Cleanse and Classification



See your data clearly. Act with confidence.

Content compliance

- › Identify Redundant, Outdated, and Trivial (ROT) data for secure, policy-aligned disposal
- › Detect and classify sensitive information such as PII and financial records
- Reduce your data footprint and meet privacy, legal, and regulatory obligations

Confident, risk-based governance

- › Monitor, tag, and manage content in place - no migration required
- › Apply automated policies for retention and disposal
- Generate audit-ready reports across systems and storage environments

Intelligent migration readiness

- › Cleanse and triage data before any migration
- › Use metadata enrichment and risk scoring to prioritise what moves, and what doesn't
- › Retain control during cloud transitions with minimal disruption



Secure Destruction

The safe disposal of confidential corporate information is a critical part of any integrated management solution. At Grace, we offer a range of destruction services to meet your specific needs.

From destruction bin solutions in your office, to providing the secure destruction of documents stored with us when they reach the end of their natural lifespan, we have the solution you need to ensure your information's security.

Today, failure to dispose of documents in an appropriate manner can expose your organisation to embarrassing and costly privacy and/or security breaches. We offer secure and confidential destruction of documents and other sensitive material. Certificates of Destruction are issued on request to verify the completion of the destruction process.

Secure Destruction

- › Secure shredding of paper, digital media and other sensitive material
- › Lockable collection bins in a range of sizes
- › Regularly scheduled collection and shredding services
- › Bulk destruction of archived documents
- › Carton destruction (single or pallets)
- › Media, clothing and product destruction
- › E-waste disposal and recycling of destroyed materials
- › Door-to-door service
- › Certificates of Destruction
- › 100% company owned and GPS tracked transportation
- › Professionally trained and police checked staff

On-site & Off-site Solutions

On-site Stored Document Destruction

When documents are stored in one of our nationwide facilities:

- › We monitor their life-cycle
- › We can contact you when the end of the records' lifespan approaches
- › Once authorised, we securely destroy your documents
- › Our document shredding processes ensure that documents cannot be reconstructed
- › Where possible, we shred, pulp and recycle
- › We follow an Information Security Governance Framework that includes stringent security policies and procedures

Off-site Stored Security Destruction

When documents are stored or registered somewhere else:

- › Our company can collect your documents in a secure vehicle and transport to our facility for safe destruction
- › We can provide locked destruction bins or secure document bags for one-off destruction projects or an ongoing scheduled service



Media Destruction

Without proper destruction of your devices, your information is at risk of falling into the wrong hands. Grace prides itself on providing a complete e-waste and data destruction service in which we utilise specialised shredders to ensure all data is completely destroyed and irretrievable.

At Grace, we offer hard drive shredding, soft media destruction, CD and DVD destruction, backup tape destruction and the destruction of data storage devices, including mobile phones and USB drives.

E-waste Recycling

Limit the effect your business has on the environment and prevent your e-waste from ending up in landfill. Grace will collect, destroy and recycle the materials of non-secure electronic equipment such as monitors, keyboards, mice, cables and telephones, ensuring that they are recycled and diverted from landfill, where possible.

Clothing and Product Destruction

Paper isn't the only thing that can be destroyed via shredding. In the modern marketplace, product destruction is fast becoming a requirement for companies large and small to protect their brand name by ensuring excess or faulty products don't make their way into the market.

Whether you've got damaged or faulty stock, over supply, or discontinued products that you don't want to fall into the wrong hands, we can create a tailored destruction procedure to destroy them in a secure environment.

Quality Assured

As a quality endorsed organisation and a member of the National Association for Information Destruction (NAID), we can ensure secure and confidential management of your destruction needs. The destruction of your sensitive information always takes place in a government accredited secure facility. When you need a reliable destruction service, you can count on Grace.

From document destruction to a secure digital data eraser, we have a service that can help manage your data security needs.





Security

Grace have partnered with Australian Cyber Security Centre (ACSC) for Cyber Security

The ACSC Partnership Program enables Australian organisations and individuals to engage with the ACSC and fellow partners, drawing on collective understanding, experience, skills, and capability to lift cyber resilience across the Australian economy. All Grace staff participate in our Cyber Security Awareness training, which starts at induction and followed-up with multiple training sessions throughout the year. In addition to this, Grace have implemented Darktrace Enterprise Immune System. The Enterprise Immune System harnesses scalable, self-learning AI to understand the digital DNA of an organization and illuminate unpredictable cyber-threats at an early stage. By learning the normal 'patterns of life' of every person and device in a business, the technology discovers novel attacks and insider threats that others miss, while delivering complete visibility across cloud and collaboration tools, remote endpoints, IoT, and the corporate network

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 license. 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

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
- › Grace Canberra - SCEC Zone 4 Physical Security

Grace Digital Office

The security of your information is ensured within the Microsoft Azure dedicated environment. Azure is the only hyperscale cloud provider to offer services restricted solely for Australian and New Zealand governments, critical infrastructure organisations and their suppliers. Rest assured you're in safe hands.

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





Quality Assurance

Our quality assurance framework ensures health and safety is at the forefront in everything we do.

Certifications

At Grace, we take a customer-first approach to all aspects of decision making, training and performance measurement, and we're committed to delivering excellence across our management system, processes, and services. These certifications are your guarantee of that commitment:



Quality
ISO 9001
SAI GLOBAL



Health & Safety
AS/NZS 4801
SAI GLOBAL



Environment
ISO 14001
SAI GLOBAL



OHS
ISO 45001
SAI GLOBAL



Information
Security
ISO 27001
SAI GLOBAL

Grace Digital Office powered by ELO Accreditations

General

- > ISO/IEC 27001 ISMS Requirements
- > ISO/IEC 27002 ISMS Code of Practice
- > PCI DSS

Data Centre

- > SCEC Zone 3
- > ISO 27001
- > SOC
- > PCI
- > FedRAMP

Software Layer

- > Records Management ISO 15489-1 and Part 2
- > Document Management ISO 82045
- > Document filing ISO 10166
- > Electronic signature guideline EU Directive 1999/93/EC
- > VERS Certified



Corporate Responsibility

We recognises that our social, environmental and ethical conduct has a direct impact on our reputation in the marketplace and how we are viewed by our employees

Sustainability

We believe that 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. We do this by:

- › Setting and reviewing appropriate environmental objectives and targets quarterly
- › Implementing initiatives to become a paperless organisation through investing in online management systems, and hardcopy digitisation solutions
- › Recycling and e-waste environmental solutions
- › Certificates of destruction to guarantee documents have been securely destroyed
- › Removing contaminants from and recycling Grace Group packing materials debris and waste
- › Offsetting vehicle carbon emissions through a partnership with Greenfleet
- › Implementing long-term clean energy solutions in the form of commercial solar systems across all Grace sites to power low-consumption LED lighting
- › Following a circular-economy recycling protocol that helps limit waste by reusing and repurposing disposable goods such as packing materials



Ethical Behaviour

As one of Australia's oldest business legacies, we take our ethical responsibilities very seriously. Across the Group, we have a zero-tolerance policy towards all forms of collusion, bribery, and other anti-competitive practices.

Anti-Discrimination, Diversity & Inclusion

Diverse workforces are stronger, more agile and more creative, which makes our businesses more successful and our communities better places to live. That's why we strive to provide all Grace employees with a safe and healthy workplace that is free from bullying, harassment, and discrimination. We train all our managers to identify unconscious bias and sexual and racial discrimination. We promote Aboriginal and Torres Strait Islander inclusion and safety, via company-wide training and awareness programs.

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.

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". Grace has a history of initiatives for Australia's Indigenous peoples and communities, including:

- › Internal Indigenous procurement targets
- › Working with Reconciliation Australia to develop a Reconciliation Action Plan (RAP)
- › Increasing Indigenous employment

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.

We go above and beyond to ensure we're providing those opportunities for Australians right across our country.



