Procedures

- Milk Reordering Process
- Cleaning Toilet Procedure
- Cleaning Toilet Procedure
- Control of Contractors
- Environmental Policy
- Corporate Responsibility Policy
- Waste Management Policy
- Modern Slavery
- System Workflow

Milk Reordering Process

Overview Description

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla malesuada sed quam eu sodales. Cras vel venenatis tortor. Maecenas dolor elit, molestie vel facilisis in, consequat quis lacus. Integer eu purus nisl. Nunc imperdiet orci quis vulputate vehicula. Integer faucibus, quam vel condimentum congue, odio nunc hendrerit sem, eget aliquet neque nibh ut magna. Curabitur pulvinar nec sem sed finibus. Sed nec ipsum et eros ultricies faucibus.

Details

Location	
Occurrence	
Procedure Creator	
Procedure Owner	
Last Reviewed	

Steps

Step 1

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 2

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 3

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 4

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 5

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 6

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 7

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Recording Measures

Where should this be recorded?

Information on how the procedure is recorded

- When
- Where
- How

How is recording checked and analysed?

- Who checks to make sure it has been completed?
- How is this reported?

Video

https://www.youtube.com/embed/_d72tvSi74g?si=knsPMWBa3oF6qU5m

Cleaning Toilet Procedure

Overview Description

This shows the procedure for cleaning any of the toilets in 9 or 11 Hagmill road.

Details

Location	9 / 11 Hagmill Road
Occurrence	Daily
Procedure Creator	Robert
Procedure Owner	Robert
Last Reviewed	30/10/2023

Steps

Step 1

Clean around top of bowl.

169867046676665048359880440416 80.jpg

Image not found or type unknown

Step 2

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 3

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 4

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 5

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 6

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 7

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Recording Measures

Where should this be recorded?

Information on how the procedure is recorded

- When
- Where
- How

How is recording checked and analysed?

- Who checks to make sure it has been completed?
- How is this reported?

Video

https://www.youtube.com/embed/_d72tvSi74g?si=knsPMWBa3oF6qU5m

Cleaning Toilet Procedure

Overview Description

For cleaning all toilets in unit 9 and 11

Details

Location	9 and 11
Occurrence	Daily
Procedure Creator	Robert
Procedure Owner	Robert
Last Reviewed	30/10/2023

Steps

Step 1

Clean around toilet bowel

1698671065525174225691741327196 9.jpg

Image not found or type unknown

Step 2

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 3

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 4

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 5

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 6

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Step 7

Description of step, image demonstrating step shown below.

image-1698666126015.png

Image not found or type unknown

Recording Measures

Where should this be recorded?

Information on how the procedure is recorded

- When
- Where
- How

How is recording checked and analysed?

- Who checks to make sure it has been completed?
- How is this reported?

Video

https://www.youtube.com/embed/_d72tvSi74g?si=knsPMWBa3oF6qU5m

Control of Contractors

Version Control

Date:	03/01/2021
Approved By	Richard McCombe
Authors	Robert McCombe Richard McCombe
Keywords	Contractors, health, safety, Health and Safety Executive, HSE
Last Reviewed	05/01/2024 by Robert McCombe

Executive Summary

Within any client/employer/contractor relationship all parties have duties under health and safety law and Contractors can be engaged in a range work across all Services, therefore the policy requirements are applicable wherever and whenever this occurs.

All line managers involved in engaging/employing contractors for work will ensure that mechanisms are in place to allow full cooperation with all those involved (contractors and any sub- contractors). Importantly they need to exchange clear information about the workplace hazards and any risks arising from their respective activities.

Those managers of Services who employ contractors to undertake any work are responsible for the management and control of those contractors until the completion of the work.

Determining the management involvement and the level of supervision of contractors required does depend on the nature of the work that is being undertaken. The more impact the contractor’s work could have on increasing the health and safety risks of anyone likely to be affected, then the greater the management and supervisory responsibilities need to be. This needs to be decided before any work commences.

All Contractors must have undergone all the required suitability checks at the pre tender contract stage and will be approved as part of contractor approval system for Matic Media Services Limited.

Registrar

All references to contract registrar point to the document below...

> https://maticmedia-my.sharepoint.com/:x:/g/personal/richard_maticmedia_onmicrosoft_com/ESCwhNpZ2GBPkXP8MLt9TLoBcIJN0u5Y6IwyNDWrvMgx6w?e=cTbipG

Purpose

The purpose of this policy is to ensure that contractual arrangements comply with Matic Media Services Limited policies and procedures, statutory health and safety legislation and contracted obligations.

Policy Statement

Matic Media Services Limited recognises its responsibilities in accordance with the Health and Safety at Work etc Act 1974 for managing Contractors working on its sites and elsewhere.

This document sets out the basis for consistent decision-making and operational practice required when work is being undertaken by Contracting Companies on Matic Media Services Limited premises and elsewhere. The purpose of this policy is to minimise the risks to the health and safety of Staff, Contracting Company Personnel and Third Parties.

Matic Media Services Limited primarily uses third party contractors for the purpose of off site installation but this document should act as a policy for all third party contractors.

Matic Media Services Limited often uses contractors to carry out various types of work and the selection and management of such contractors is a critical element of the management of health and safety for all those who work in and visit Matic Media Services Limited . Works contracted out by Matic Media Services Limited can range from simple work such as window cleaning, equipment repair/service and security services to major construction projects to extend or refurbish or maintain premises.

Departments who may utilise the service of contactors include Clinical Services, Facilities, IT, Telecommunications, Pharmacy, Medical Physics and Labs: this list is not exhaustive. These Services/Departments will therefore be required to comply with implementation of this Policy. All contracting companies and their staff, including sub-contractors, must also adhere to the requirements set out in this policy.

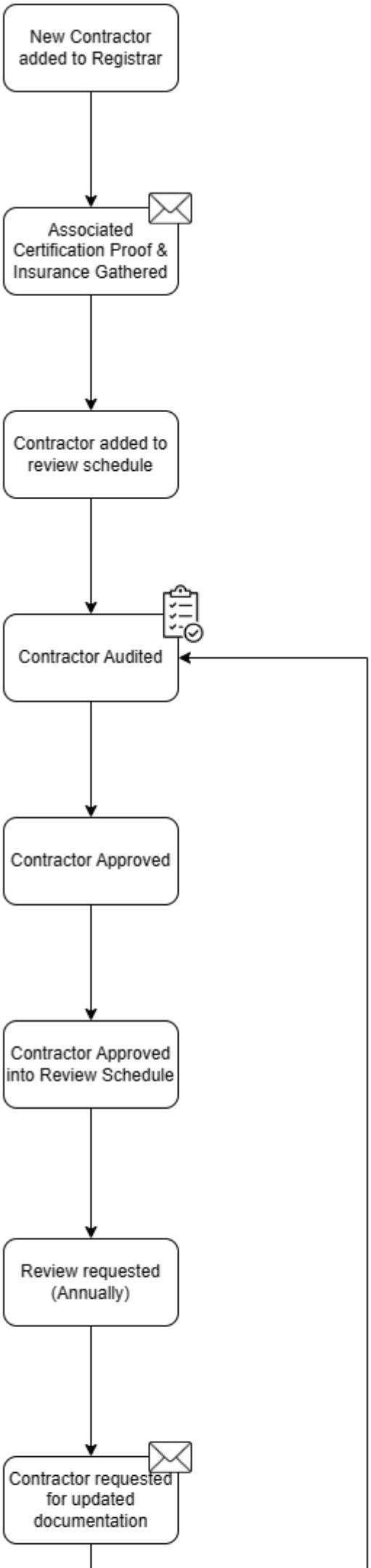
Contractor(s) must assess the risks for the contracted work and together with the managers of the Service consider any risks from each other’s work that could affect the health and safety of the patients, staff or anyone else and then implement the required controls.

Any proposal by Matic Media Services Limited to use a Contactor will create a network of statutory duties for Health and Safety, which apply to the individual arranging the contract as well as to others. This Policy must be read in conjunction with Matic Media Services Limited Control of

Contractors Procedure and any other associated local policies and procedures.

Staff should be familiar with their obligations and levels of authority within Matic Media Services Limited defined Financial Instructions (see Suppliers in ISO 9001 documentation) and other associated instructions before preparing to appoint Contractors to do any form of work.

Procedure


New Contractor added to Registrar
Associated Certification Proof & Insurance Gathered
Contractor added to review schedule
Contractor Audited
Contractor Approved
Contractor Approved into Review Schedule
Review requested (Annually)
Contractor requested for updated documentation

Audit Schedule

Contractors should be audited annually based on their last registration date of relevant insurance.

Insurance requirements should at least match Matic Media Services Limited current year insurance policy.

Minimum Contractor Certifications

Certification	Reason
Working at Height	See working at height
IPAF	Powered Access e.g. scissor lift
PASMA	Access Tower Usage
Electrical Certification (Select, NICEIC, NAPIT)	Any electrical work
Ground Penetrating Radar Training	Any GPR required
Public Liability Insurances	See current Matic Media PLI
CSCS	Needed for construction site access by most customers
Asbestos Awareness	Required when disturbing old sites

Document Review Policy

This document should be reviewed annually

Environmental Policy

Environmental Policy

Company Name: Matic Media Services Limited t/a Graphic Warehouse **Date of Issue:** 21/02/2024
Review Date: 19/03/2026

Introduction

Matic Media Services Limited t/a Graphic Warehouse is committed to minimizing its environmental impact and promoting sustainable practices throughout its operations. We recognise our responsibility to protect the environment and are dedicated to integrating sound environmental practices into our business strategy and decision-making processes.

Scope

This policy applies to all employees, contractors, and stakeholders associated with Matic Media Services Limited. It covers all aspects of our operations, including production, logistics, procurement, waste management, and resource usage.

Key Commitments

We are committed to:

1. **Compliance:** Ensuring full compliance with all applicable environmental legislation, regulations, and codes of practice.
2. **Resource Efficiency:** Minimizing waste and promoting efficient use of energy and materials.
3. **Sustainable Procurement:** Sourcing materials from suppliers who demonstrate environmental responsibility.
4. **Pollution Prevention:** Implementing measures to prevent pollution and reduce emissions where possible.
5. **Waste Reduction and Recycling:** Reducing waste generation, promoting recycling initiatives, and managing waste responsibly.
6. **Employee Engagement:** Raising awareness among employees and promoting environmentally friendly practices both at work and beyond.
7. **Continuous Improvement:** Regularly reviewing and improving our environmental practices to reduce our ecological footprint.

8. **Communication:** Clearly communicating our environmental policy to employees, clients, suppliers, and the wider community.

Implementation and Monitoring

The management team is responsible for implementing this policy and ensuring that environmental considerations are integrated into day-to-day operations. Regular training will be provided to ensure staff awareness and engagement with our environmental goals. Progress will be monitored and reported annually, with objectives reviewed and updated as necessary.

Responsibility

All employees are expected to take individual responsibility for incorporating environmental practices into their work. Management will support and encourage initiatives that align with this policy.

Review and Revision

This policy will be reviewed periodically to ensure it remains relevant and effective. Updates will be made as required to reflect changes in legislation or company practices.

Corporate Responsibility Policy

Corporate Social Responsibility (CSR) Policy

Company Name: Matic Media Services Limited t/a Graphic Warehouse **Date of Issue:** 21/02/2024
Review Date: 19/03/2026

1. Purpose

Graphic Warehouse recognises that responsible business is good business. This policy sets out our commitment to conducting operations in a manner that is ethical, sustainable, and socially responsible — balancing commercial success with our responsibilities to people, communities, and the environment.

---

2. Scope

This policy applies to all employees, contractors, and suppliers engaged with Graphic Warehouse operations, across all locations and business functions including production, sales, dispatch, administration, and customer service.

---

3. Our Commitments

3.1 Ethical Business Practice

- Operate with honesty, transparency, and fairness in all dealings.
- Uphold compliance with all applicable laws and industry regulations.
- Maintain zero tolerance toward bribery, corruption, discrimination, or modern slavery.
- Protect customer data and confidentiality through strict information security controls.

3.2 Environmental Responsibility

- Continuously reduce the environmental impact of our printing and signage operations.
- Prioritise energy-efficient machinery, LED curing systems, and water-based or low-VOC inks.
- Recycle waste materials (substrates, paper, packaging) wherever feasible.
- Source from suppliers who demonstrate sustainable manufacturing and ethical labour practices.
- Minimise single-use plastics and promote reuse or repurposing of off-cuts and returns.
- Track and report key sustainability metrics (waste, recycling, and carbon impact).

3.3 Community Engagement

- Support local initiatives, schools, and charities through in-kind printing, sponsorships, and volunteering.
- Encourage staff participation in community and fundraising activities.
- Where possible, engage local suppliers and contractors to strengthen the regional economy.

3.4 Employee Welfare and Development

- Provide a safe, inclusive, and respectful workplace for all staff.
- Uphold equality of opportunity in recruitment, development, and promotion.
- Invest in training, apprenticeships, and personal development to enhance staff skills and job satisfaction.
- Maintain compliance with UK Health & Safety legislation and provide ongoing safety training.
- Encourage open communication and continuous improvement within all teams.

3.5 Responsible Supply Chain

- Assess and monitor suppliers based on ethical, environmental, and quality standards.
- Expect suppliers to adhere to fair-labour practices and environmental compliance.
- Engage in fair payment practices and long-term, transparent partnerships.

---

4. Governance and Review

- The **Managing Director** is responsible for ensuring this CSR Policy is implemented and reviewed annually.
- Departmental managers are accountable for embedding CSR principles into day-to-day operations.
- Progress will be monitored through internal audits, management meetings, and feedback from staff and customers.

- Updates and improvements to this policy will be published on the company website and communicated internally.

---

5. Statement of Intent

Graphic Warehouse believes that long-term business success depends on integrating responsible practice into every aspect of our work — from how we source materials to how we treat people and the planet.
We aim to lead by example in the print industry, creating value not just for our customers, but for our community and future generations.

Waste Management Policy

Company: *Graphic Warehouse (a division of Matic Media Services Ltd.)*
Last Updated: *November 2023*
Last Review: April 2025
Approved by: Managing Director

---

1. Purpose

This policy defines how Graphic Warehouse manages waste responsibly, minimising environmental impact and ensuring full legal compliance under the **Environmental Protection Act 1990**, the **Waste (Scotland) Regulations 2012**, and other relevant UK legislation.

---

2. Scope

Applies to all waste generated from our print, finishing, packaging, and administrative operations across all Graphic Warehouse premises, including off-site installations and deliveries.

---

3. Objectives

- Prevent and minimise waste at source through efficient production planning and material optimisation.
- Maximise reuse and recycling wherever practical.
- Ensure safe, lawful storage, segregation, transport, and disposal of all waste streams.
- Maintain full traceability via DOW waste transfer documentation and annual review.
- Continually improve waste-handling practices through staff training and supplier collaboration.

---

4. Waste Carrier and Disposal Partners

- **Licensed Waste Contractor:** *DOW Group Ltd (SEPA-registered waste carrier)*
- **Registration Number:** SCO/334479

- DOW provides segregated collection for recyclables, general waste, and hazardous waste (including ink cartridges, contaminated rags, and solvent containers).
- Copies of all **Waste Transfer Notes** and **Consignment Notes** are retained for a minimum of **three years** in line with statutory requirements.

---

5. Waste Streams and Handling Procedures

Waste Type	Typical Source	Handling / Segregation	Disposal Route
PVC / Foamex / ACM / Correx / Display Boards	Printing & finishing	Stacked by material type on pallets	Collected by DOW for recycling or energy recovery
Paper / Card / Packaging	Office & print room	Stored in marked recycling bins	Recycled via DOW's paper/cardboard stream
Ink & Solvent Waste	Printers, cleaning processes	Stored in sealed, labelled containers in bunded area	Collected as hazardous waste under consignment note
Aerosols / Chemical Containers	Maintenance & cleaning	Fully emptied, segregated	Hazardous waste collection via DOW
Metal & Wood	Pallets, fixtures	Segregated for recovery	Recycled or reused
General Waste	Mixed non-recyclables	Collected in marked bins	Landfill or energy recovery via DOW
Electrical Waste (WEEE)	IT, lighting, machinery	Stored securely, tagged	Processed via certified WEEE recycler
Confidential Waste	Admin/finance	Locked consoles	Shredded and recycled under data-destruction certificate

---

6. Storage and Labelling

- All waste containers are clearly labelled and colour-coded.
- Hazardous waste is stored in a dedicated bunded area, away from drains and ignition sources.
- Waste is never mixed; cross-contamination of recyclables is prohibited.
- Spill kits are provided near all storage zones and operators are trained in emergency handling.

---

7. Training and Awareness

- All staff receive induction and annual refresher training on waste segregation and environmental responsibilities.
- Supervisors monitor compliance and report issues to the Operations Manager.
- Non-conformances (e.g., contamination or unsafe storage) are logged and corrective actions tracked.

---

8. Record-Keeping and Compliance

- Maintain Waste Transfer Notes, Hazardous Consignment Notes, and annual Waste Summary Reports.
- Conduct annual reviews with DOW to assess recycling rates and identify improvement opportunities.
- Environmental performance (recycling %, waste volume per m² of output) is reviewed quarterly in management meetings.

---

9. Continuous Improvement

- Introduce return-to-supplier or reuse schemes for off-cuts and packaging where feasible.
- Investigate lower-impact materials (recyclable PVC alternatives, water-based inks, etc.).
- Benchmark annual waste-to-production ratios and set measurable reduction targets.
- Communicate environmental performance internally and to clients upon request.

---

10. Responsibility

- **Operations Manager:** day-to-day waste management and contractor liaison.
- **Health & Safety Officer:** monitoring compliance and maintaining documentation.
- **Managing Director:** annual policy review and performance reporting.

---

11. Policy Review

This policy is reviewed **annually** or sooner if operations, regulations, or waste-contractor arrangements change. The latest version is published on the internal management system and available to all staff and clients upon request.

Statement of Commitment

Graphic Warehouse is committed to responsible waste management and environmental stewardship. Through collaboration with DOW and continuous internal improvement, we aim to reduce waste generation year-on-year and contribute to a cleaner, more sustainable print industry.

Modern Slavery

Modern Slavery and Human Trafficking Statement

Financial Year: 1 April 2025 – 31 March 2026

This statement is made pursuant to **Section 54 of the Modern Slavery Act 2015** and sets out the steps that **Matic Media Services Limited** has taken to prevent modern slavery and human trafficking within its business operations and supply chains.

Matic Media Services Limited recognises that modern slavery is a global issue and is committed to acting ethically and with integrity in all business dealings. We take a **zero-tolerance approach** to modern slavery and expect the same standards from our suppliers, contractors and business partners.

---

1. Organisational Structure and Operations

Matic Media Services Limited is a **limited liability company registered in Scotland (Company No. SC281476)** with its headquarters located in **Coatbridge, Lanarkshire, United Kingdom**.

The company operates within the **display graphics, signage and print industry**, providing large-format print, display graphics and related services to customers primarily across the **United Kingdom and Ireland**.

Our supply chains include suppliers of:

- Print substrates and raw materials
- Signage and display components
- Equipment and machinery
- Logistics and installation services

We recognise that certain sectors within global manufacturing and materials sourcing may present risks relating to labour practices. The company therefore aims to maintain appropriate oversight and responsible sourcing practices within its supply chain.

2. Our Policies on Modern Slavery

Matic Media Services Limited maintains internal policies that support the identification and prevention of modern slavery and human trafficking.

Whistleblowing Policy

The company encourages employees, customers and suppliers to report concerns relating to unethical behaviour, including suspected cases of modern slavery or human trafficking.

Concerns may be raised confidentially and without fear of retaliation.

Employee Code of Conduct

Our employee code of conduct sets out the ethical standards expected from employees when representing the organisation.

Employees are expected to act lawfully, ethically and with integrity in all dealings with colleagues, suppliers and customers.

Supplier Code of Conduct

Matic Media Services Limited expects suppliers to adhere to high ethical standards.

Suppliers are expected to:

- Comply with all applicable employment and labour laws
- Provide safe and fair working environments
- Treat workers with dignity and respect
- Avoid the use of forced labour, bonded labour, or child labour

Serious breaches of these standards may result in termination of the supplier relationship.

Recruitment Policy

The organisation works only with reputable employment agencies where external labour is required.

Appropriate checks are undertaken to verify the legitimacy of agencies and to ensure workers have the legal right to work and are employed voluntarily.

Corporate Social Responsibility

Matic Media Services Limited operates according to the following core values:

- Performance
- Honesty

- Uniqueness
- Dependability
- Responsibility
- Quality

Our Corporate Social Responsibility framework includes commitments relating to ethical labour practices and responsible business conduct.

---

3. Due Diligence Processes

The organisation undertakes appropriate due diligence when engaging with new suppliers and periodically reviews existing supplier relationships.

Due diligence measures may include:

- Verification of supplier legitimacy before onboarding
- Supplier compliance and ethical sourcing checks
- Periodic review of supplier relationships and performance
- Contractual expectations relating to compliance with employment laws and ethical labour standards

Where concerns are identified, the company may investigate further and take appropriate action, including suspension or termination of supplier relationships.

---

4. Risk Assessment and Management

The organisation recognises that certain areas of its operations may present potential risks relating to modern slavery.

These may include:

- Procurement of materials produced outside the United Kingdom
- Labour practices within third-party suppliers or manufacturing partners
- Use of subcontractors or consultants within project delivery

These areas are periodically reviewed to ensure that appropriate safeguards and responsible sourcing practices are maintained.

---

5. Effectiveness and Performance Indicators

Matic Media Services Limited monitors its effectiveness in preventing modern slavery through several internal measures, including:

- Supplier onboarding checks and verification
- Supplier compliance and ethical sourcing checks

- Periodic review of supply chain partners
- Internal awareness of ethical labour practices

These processes form part of the organisation’s internal operational and quality management procedures, which are reviewed regularly to ensure appropriate standards are maintained across the business and its supply chain.

---

6. Training and Awareness

Matic Media Services Limited promotes awareness of modern slavery among employees, particularly those involved in procurement and supplier management.

Training and awareness activities include:

- Understanding the principles of the **Modern Slavery Act 2015**
- Recognising indicators of modern slavery or labour exploitation
- Understanding the responsibility to report suspected issues
- Identifying appropriate internal and external reporting channels

---

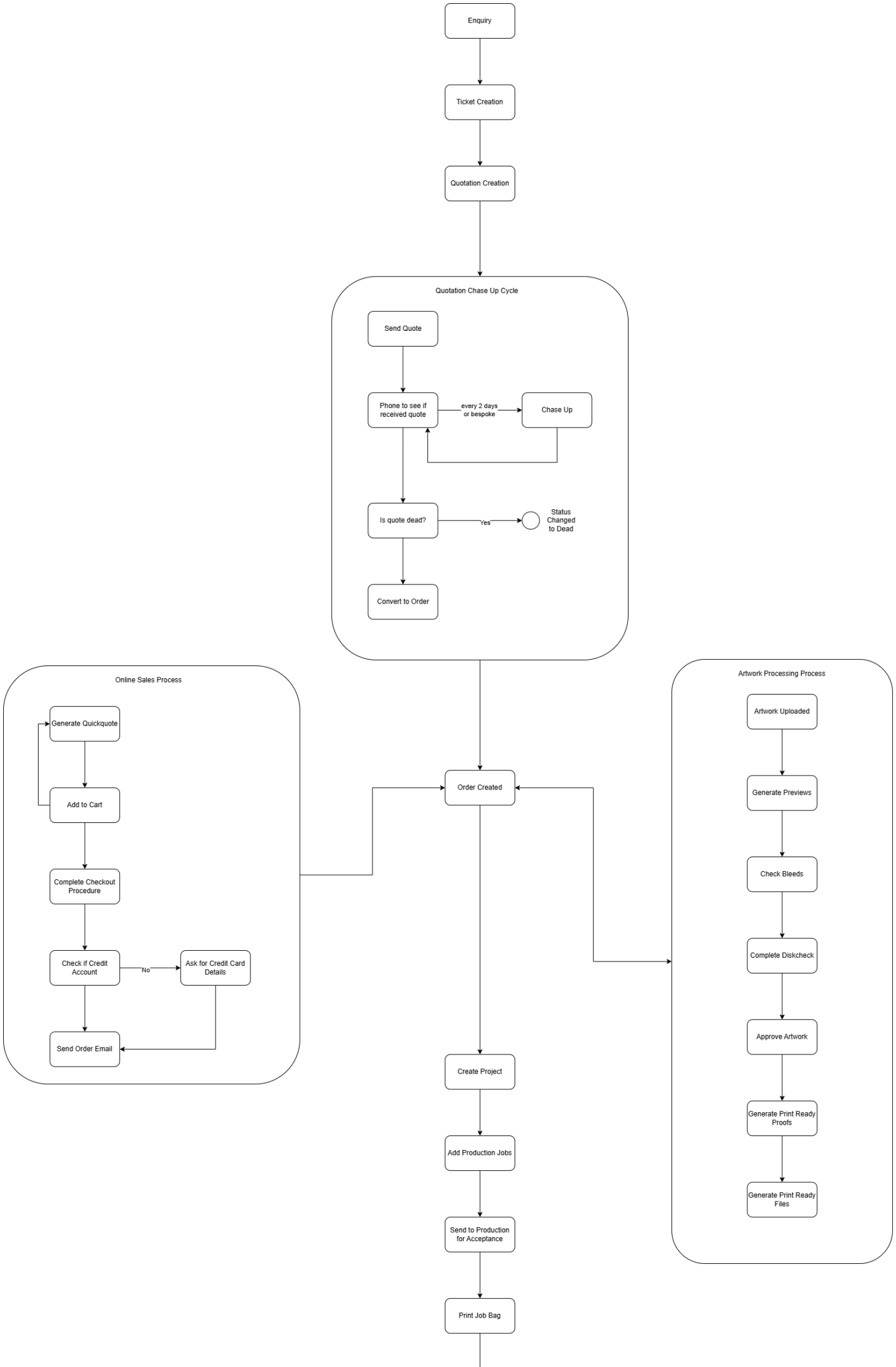
7. Approval and Review

This statement has been approved by the **Board of Directors of Matic Media Services Limited** .

The organisation will review and update this statement **annually** to ensure it remains relevant and effective.

Date Approved: 19 April 2025
Next Review Date: April 2026

System Workflow


Enquiry
Ticket Creation
Quotation Creation
Quotation Chase Up Cycle
Send Quote
Phone to see if received quote
every 2 days or bespoke
Chase Up
Is quote dead?
Yes
Status Changed to Dead
Convert to Order
Online Sales Process
Generate Quickquote
Add to Cart
Complete Checkout Procedure
Check if Credit Account
No
Ask for Credit Card Details
Send Order Email
Order Created
Create Project
Add Production Jobs
Send to Production for Acceptance
Print Job Bag
Artwork Processing Process
Artwork Uploaded
Generate Previews
Check Bleeds
Complete Diskcheck
Approve Artwork
Generate Print Ready Proofs
Generate Print Ready Files