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.

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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.

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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.

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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.

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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.

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