



# **MB MAGIC REPAIRS LTD**

## **ENVIRONMENTAL POLICY**

THIS POLICY MUST BE REVIEWED BY THE FOLLOWING DATE

**02/07/2021**

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# MB MAGIC REPAIRS LTD

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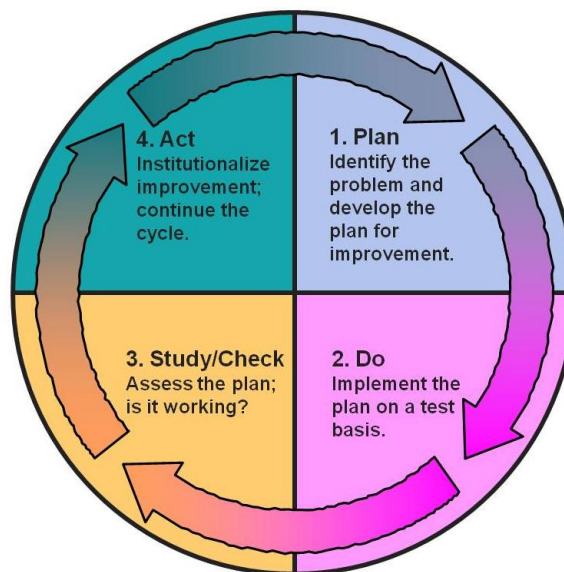
## Environmental Management System

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### 1. What is Environmental Management?

- 1.1 An Environmental Management System (EMS) can be described as 'a set of tools for managing, reducing or preventing environmental impact'. In other words it is a planned approach to minimising an organisation's impact on the environment.
- 1.2 It includes the organisational structure, planning and resources for developing, implementing and maintaining the policy for environmental protection.
- 1.3 Our EMS follows a plan-do-check-act cycle or PDCA.

#### The PDCA Cycle



It shows the process of first developing an environmental policy, planning the EMS and then implementing it. The process incorporates checking the system and then acting on it. This model is continuous because an EMS is a process of continuous improvement in which an organisation is constantly reviewing and revising the system.

- 1.4 The key points of the EMS are:
  - 1.4.1 **Policy Statement:** a statement of the organisation's commitment to the environment.
  - 1.4.2 **Identification of significant environmental impacts:** the environmental properties or attributes of the products, activities or services your company provides and their effects on the environment.
  - 1.4.3 **Development of objectives and targets:** the environmental goals you have, where you want your company to be and how you want it to be seen.
  - 1.4.4 **Implementation:** your plans to meet the objectives you have set out.
  - 1.4.5 **Training:** what instruction or courses your employees need to go on to make sure they are able to fulfil their environmental responsibilities.

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1.4.6 **Management review:** Ensuring that the process is continually monitored and reviewed by the senior management.

**The Likely Costs and Benefits of Having An EMS.**

Potential Costs	Potential Benefits
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Staff (manager) time</li> <li>• Other employee time</li> </ul> <p>(Note: Internal labour costs represent the bulk of the EMS resources expended by most organisations)</p> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Potential consulting assistance</li> <li>• Outside training of personnel</li> </ul>	<ul style="list-style-type: none"> <li>• Improved environmental performance</li> <li>• Enhanced compliance</li> <li>• Pollution prevention</li> <li>• Resource conservation</li> <li>• New customers/markets</li> <li>• Increased efficiency/reduced costs</li> <li>• Enhanced employee morale</li> <li>• Enhanced image with public, regulators, lenders, investors</li> <li>• Employee awareness of environmental issues and responsibilities</li> </ul>

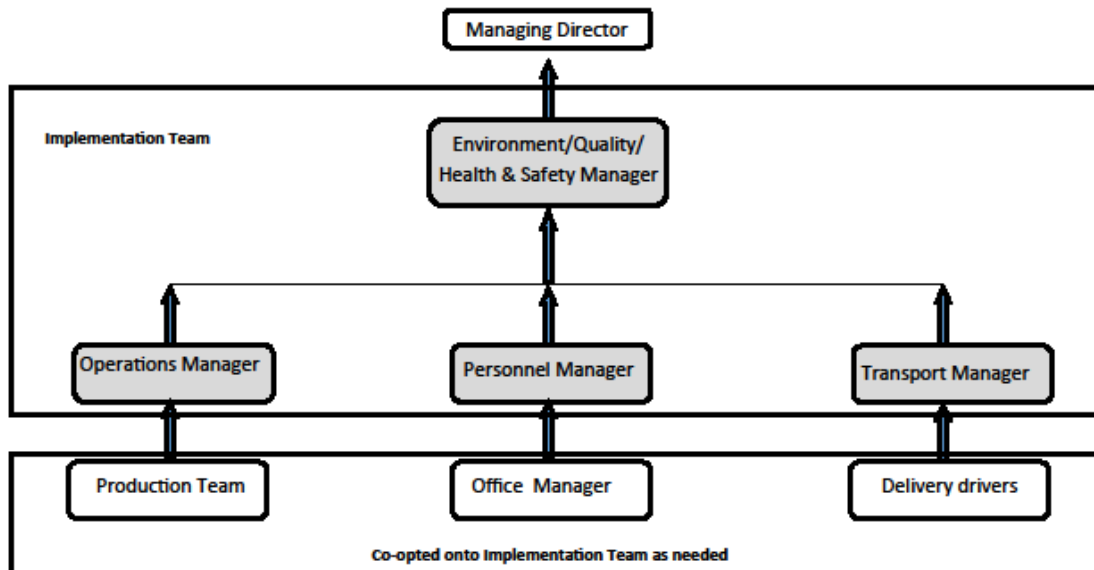
**2. Getting Management Commitment**

- 2.1 Getting and maintaining management commitment, even if you are a very small company, is essential for the successful implementation of any management system. As nothing ever runs smoothly, commitment will be needed to put the EMS status on a par with other business decisions within the organisation, so that changes are made and resources allocated even when things get difficult. Even in a two-person partnership, everyone needs a consistent approach to the EMS, hence 'commitment'.
- 2.2 Don't just think about managers - devolved responsibilities will help to maximise the benefits of the EMS, by involving people at all levels of the business in understanding and identifying opportunities to drive the EMS forward.
- 2.3 A common approach is to create an implementation team, which requires time and effort from key members of staff - this will be impossible to achieve without everyone's commitment.
- 2.4 The organogram below shows how your EMS team may look. The important thing is to include people from different parts of the business. You want everyone to 'buy in' to the idea.

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### Example Organogram for Environmental Management System



- 3.1 Now you have your team in place, you need to consider what your goals are and what you hope to achieve by improving your 'green credentials'.
- 3.2 You might want to consider these:
  - 3.2.1 Cost savings - by focusing on reducing your consumption of resources and the amount of waste you generate, you can often make good savings. *Having an EMS in place will help you focus on the potential savings, plan improvement programmes, establish controls and ongoing monitoring, and work to the objectives and targets you have set yourself.*
  - 3.2.2 Risk management - with increasing environmental legislation backed by increasingly heavier penalties, it is certainly not wise to ignore your legal responsibilities. In addition to the direct costs of non-compliance (fines), and the indirect costs (legal fees, management time), you also need to weigh up the potential damage to your organisation's reputation. *Having someone monitoring your EMS will help you to identify the relevant legislation.*
- 3.3 Marketing opportunities - awareness of environmental issues amongst clients - whether they are B2B or B2C - is increasing and many companies are actively looking at the green credentials of their supply chain. This means that genuine opportunities exist for new and existing business by promoting the environmental attributes of your products/services. *An EMS can help you to identify customer requirements and establish eco-design projects or supplier programmes.*
- 3.4 Interested Parties - both internal and external. From employees to the local community, investors to activists, everyone may have an interest in your activities from an environmental perspective. These interested parties will probably all have different views of what is important in relation to the environment and, as such, accommodating these views will be a part of creating and then maintaining good relationships. *An EMS will provide a framework for measuring and monitoring your environmental performance and communicating information to all those interested parties.*

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**4. Environmental Management System - Baseline Assessment**

- 4.1 When you commit yourself to any type of improvements you need to have a starting point - a baseline from which you can measure your progress and performance. Once you have your baseline you then can develop your improvement programme and the priorities within it. Setting the baseline for your EMS will determine what areas of your organisation you want to start improving, what your organisation already does and how it does it, what the current plans and policies are, who is responsible and who needs to be kept informed about any changes or who needs to be brought into the programme.
- 4.2 Making assumptions about where you start from can easily make the rest of the process far harder than it need be, as your starting data may be skewed. For that reason it's worth carrying out a thorough baseline assessment of your existing management practice and environmental performance.
- 4.3 Many companies are pleasantly surprised to find that they already have quite a bit in place (even though it may not be thought of as being 'green or environmentally friendly') while others find they have much more to do than they had originally anticipated.
- 4.4 If your business activities are not easily marked on a site map, try to establish your baseline by using a series of simple process flow diagrams. Identify the flow of business activities and then mark on the same diagram their associated environmentally related inputs and outputs. An example Process Flow Diagram can be seen on page 8 of these guidance notes.
- 4.5 Establish the scope of your baseline assessment. This will include both the actual physical boundaries of your premises and a description of the business activities.
- 4.6 Try mapping out the boundaries of your proposed EMS - include environmental considerations such as a drainage plan (both surface and foul drains), chemical/oil storage points, location of waste skips, chimney stacks from boilers or process lines, car parks, wind direction, local neighbours, areas of frequent pollution/spills etc, previous uses of the site and potential contaminated land. This list is not exhaustive, just an indication of what could be included.
- 4.7 Consider the main activities, products or services over which your organisation has control, or over which you can expect to have some influence. These might include electricity/gas/water usage, business travel and contractors' or customers' behaviour.
- 4.8 These might not always be immediately apparent, so this can best be done in a number of ways, including group brainstorming, process mapping and input/output charts.
- 4.9 Using the outputs from the exercise in clause 5 below, identify any changes to the environment that your organisation causes (in other words- **Impacts**) and the activities that cause them (**Aspects**) using a Process Analysis Matrix (an example of which is at page 7 of these guidance notes) in accordance with clause 6 below.

- 4.10 Try to use a common sense approach - brainstorming is an effective method of tackling this section. But don't forget to use the outputs from either the mapping approach or process flow model.
- 4.11 If you know of any relevant environmental requirements, make a note of them in a 'draft legal register'. Such obligations may include licences, discharge consents etc.
- 4.12 Finally, your baseline assessment should include a review of your existing management practices. For example, you may already have a system for identifying and recording your training under Investors in People, or use risk assessment techniques within your QMS or H&S system. If you find these techniques are effective, build them into your EMS.

## **5. Process Flow Chart - Guidelines for Completion**

The first step is to complete a process analysis exercise and visit each relevant activity. A Walk-round Checklist has been designed for use at this stage and an example is available to download separately elsewhere in this folder. If necessary speak to operators or maintenance staff to gain a better understanding of the process. It is important to walk through your operation as well if using this approach, as a desktop survey may miss important issues on the ground - often there are sources of environmental impact not directly related to any main activity, product or service.

### **5.1 Activity/Product/Service**

- 5.1.1 Identify the activity, product or service and enter it into the box. Do not forget to evaluate past activities carried out on-site, planned future activities or site wide issues such as energy or resource consumption.
- 5.1.2 Examples are:
  - a) Activity - Handling of hazardous materials
  - b) Product - Product refinement
  - c) Service - Vehicle maintenance

### **5.2 Inputs**

List the generic inputs and identify any use of resources such as water, electricity etc.

### **5.3 Outputs**

List the generic outputs and make an assessment of any noise, vibration or odour.

### **5.4 Outputs - Air**

Assess if there are any emissions to air, visible plumes or dust (this could be done from the boundary of the site).

### **5.5 Outputs - Land**

List the waste streams arising from the process and if they are contained correctly.

### **5.6 Outputs - Water**

Identify if any effluent is generated and where the effluent is discharged (foul or surface drain or direct to controlled waters/ground). It is advisable to obtain a drainage plan for the site.

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**6. Process Analysis Matrix**

Following completion of the process analysis, a simple matrix can now be used to identify the environmental aspects and associated environmental impacts. The following example is similar to that of the international standard, ISO 14004.

**Process Analysis Matrix**

<b>Activity/Product/Service</b>	<b>Aspect</b>	<b>Impact</b>
Activity - Handling of hazardous chemicals	Potential for accidental spillage	Contamination of soil or water
Product - Product refinement	Reformulation of the product to reduce volume	Conservation of natural resources
Service - Vehicle maintenance	Exhaust emissions	Reduction of air emissions

6.1 The information gathered during the process analysis exercise (whether you used a site map or flow chart) can be used to complete the aspects and impacts columns.

6.2 The organisation's Aspects and Impacts are defined as follows:

6.2.1 Definitions

Aspect = cause. Elements of an organisation's activities products or services that can interact with the environment. For example, using energy means the burning of fossil fuels...

which will cause :-

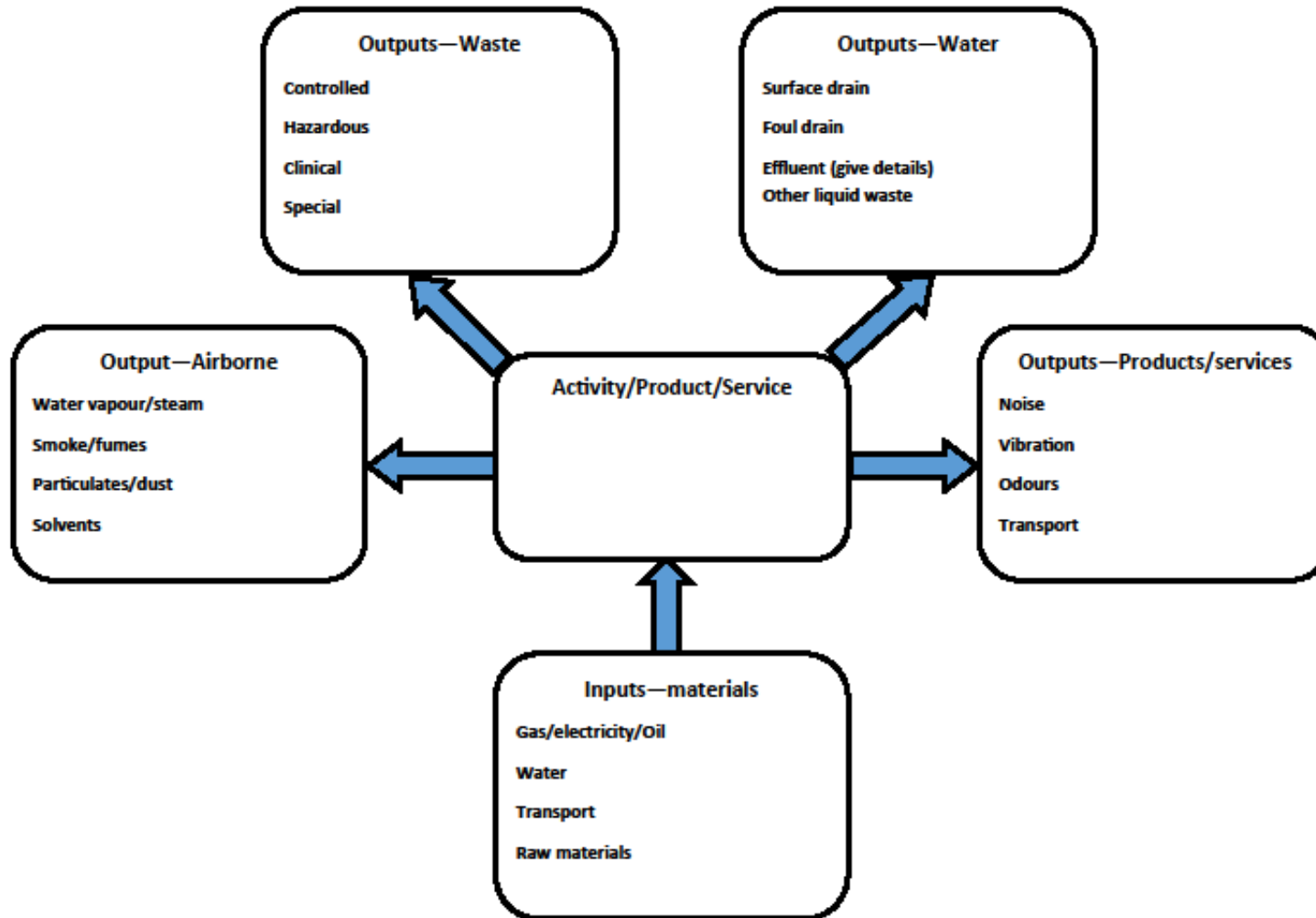
Impact = the effect. Any change to the environment whether beneficial or adverse that results from the organisation's activities, products or services. The Impact of burning fossil fuels will be resource depletion, effects on local air quality and a contributory factor in climate change.

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Process Flow Chart





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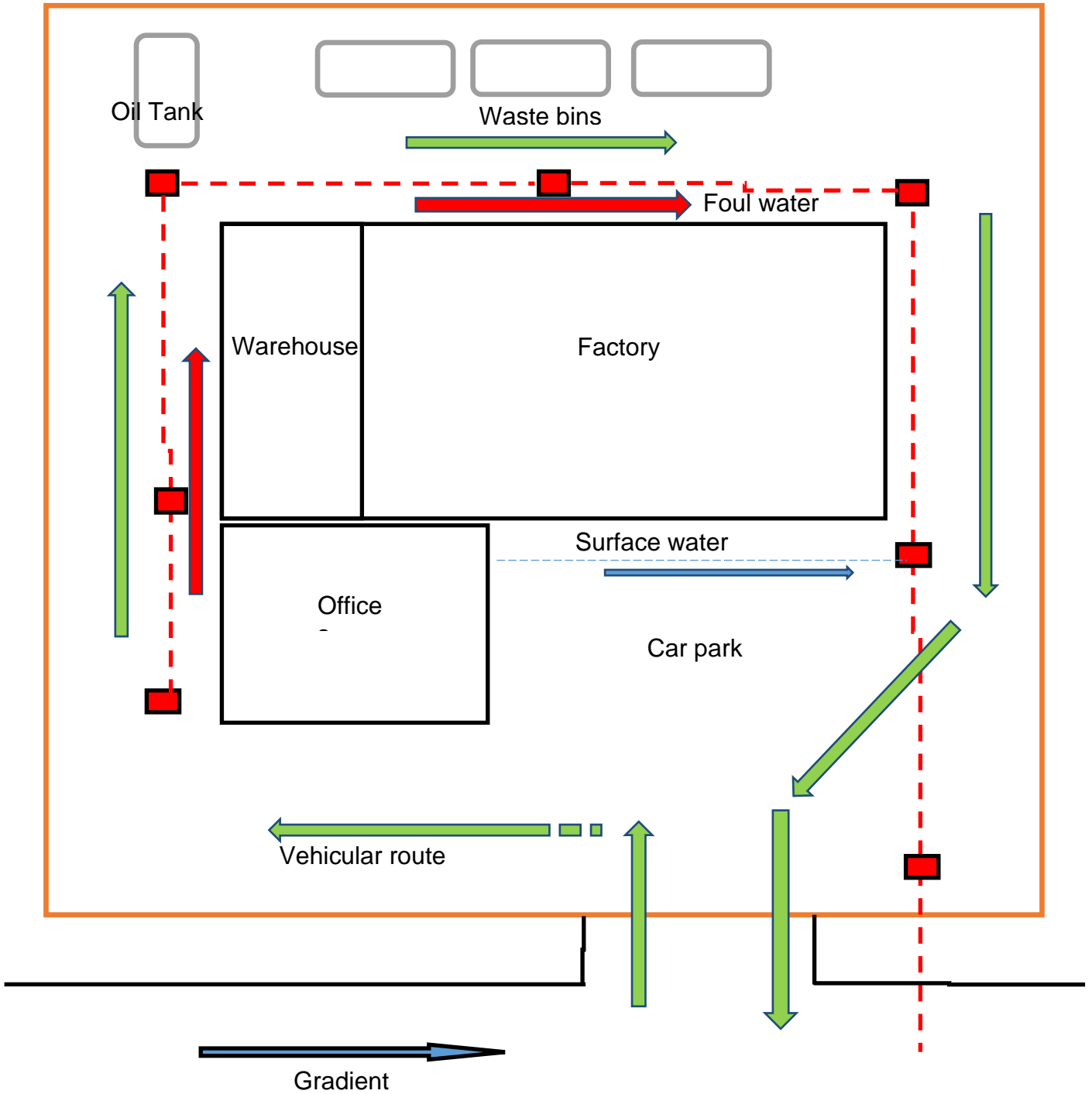
**7. Site Drainage Plan**

- 7.1 Now that you know what your environmental 'outputs' are, you need to know how your site layout will affect how they impact on the environment. So the next thing to do is to create a site drainage plan.
- 7.2 This should be a clear diagram of your site showing the layout and access details along with a basic schematic of the drainage arrangements. There is an example on the next page.
- 7.3 It should show:
- 7.3.1 The general layout of the buildings
  - 7.3.2 Site access routes for emergency vehicles
  - 7.3.3 Any on-site treatment facilities for dealing with waste or sewage
  - 7.3.4 Storage areas for materials, products or waste
  - 7.3.5 Oil, water or chemical tanks
  - 7.3.6 Bunding
  - 7.3.7 Any unmade ground - porous
  - 7.3.8 The routes of foul and surface water including any soakaways
  - 7.3.9 Location of mains water supplies and sprinkler control valves
  - 7.3.10 Hydrants or fire boxes, spill kits
- 7.4 Now that you have done all this you have set your baseline.

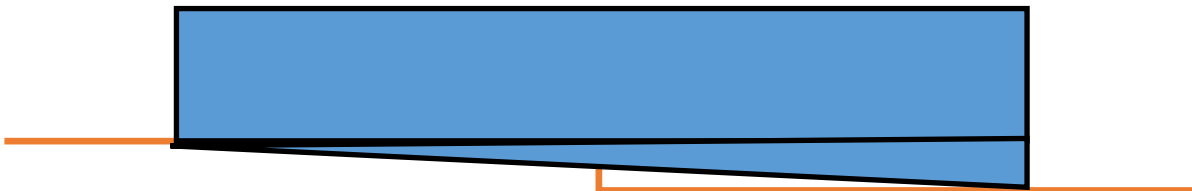
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Site Plan

Site boundary



Front elevation



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**8. EMS Risk Assessment**

8.1 Once the EMS baseline assessment has established what is going on in your organisation, the next question is what are the issues to be addressed and what are you going to manage and how?

8.2 The organisation's Aspects and Impacts have now been determined using the Process Analysis Matrix. The Aspects and Impacts were defined as follows:

Definitions

Aspect = cause.

Elements of an organisation's activities products or services that can interact with the environment. For example, using energy means the burning of fossil fuels... which will cause :-

Impact = the effect.

Any change to the environment whether beneficial or adverse that results from the organisation's activities, products or services. The Impact of burning fossil fuels will be resource depletion, effects on local air quality and a contributory factor in climate change.

8.3 The next step is to complete your EMS Risk Assessment for each task or location, as follows:

8.3.1 Column 1 - Identify the aspect,

8.3.2 Column 2 - List the source,

8.3.3 Column 3 - List the frequency of the activity,

8.3.4 Column 4 - Potential environmental impact - how will this affect the environment?

8.3.5 Column 5 - Responsible Person - who is responsible for the aspect i.e. the cleaner.

8.3.6 Many example Risk Assessments for common tasks and locations are available in this folder.

8.4 For each environmental aspect work out the Level of Risk:

8.4.1 S - The severity of the Impact. We have used the same scale as other risk assessments 5= Very severe: 1 = Minimal

P - Likelihood/Probability - the chance of anything happening.

R - The Risk Factor/Score

8.4.2 These scores should be done as you are now. If you do not have any controls to mitigate the severity as yet you should not score as you would like it to be but as is.

8.4.3 Assess Severity by asking: What would happen if something went wrong?  
Answering 'yes' to any of the following will increase the score;

8.4.3.1 Will the impact cause substantial damage or nuisance?

8.4.3.2 Is there a large quantity or volume?

8.4.3.3 It is toxic/hazardous?

8.4.3.4 Might the impacts be perceived in a very negative way by the public or press?

8.4.3.5 Are there legal ramifications from the impact with possible prosecution and fines?

8.4.3.6 Will it cost much to fix the issue?

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- 8.4.4 When considering likelihood you need to ask the following questions, which will affect the score.
- 8.4.4.1 Is the activity continuous or very frequent ie daily? - 5
  - 8.4.4.2 Is the activity regular *and* frequent ie weekly/monthly - 4
  - 8.4.4.3 Is the activity regular but infrequent ie bi-annual/annual - 3
  - 8.4.4.4 Might it occur occasionally? - 2
  - 8.4.4.5 Will it occur rarely if ever? - 1
- 8.4.5 Severity x Likelihood = the Significance Score. In other words the higher the score the more significant the impact will be - therefore the greater the need for you to control these activities.
- 8.4.6 In the example below we have fuel storage tanks used to refill trucks onsite. The source of contamination would be leaks from the tanks or spills from refilling. The trucks are refuelled weekly. You would need to add probable fines and a lot of adverse publicity to the environmental damage should there be an incident.

EMS Baseline Assessment Form					RA Ref No:			
Assessor		Job Title		Assessment Date		Review Dates / Initials		
Assessment task or location:								
H Z N o.	Environmental Aspect	Source	Frequency	Environmental Impact	Level of Risk			Responsible Person
					S	P	R	
1	Storage of fuel for trucks	Leaks or spills during weekly filling	Weekly	Potential to enter water table/ groundwater. Toxic to wildlife	5	4	20	A Bloggs – Workshop supervisor
2								
3								
4								

*Marcin Bialas*  
 Marcin Bialas (Jul 6, 2020 17:03 GMT+1)

Jul 6, 2020



# **MB MAGIC REPAIRS LTD**

## **EQUAL OPPORTUNITIES POLICY**

THIS POLICY MUST BE REVIEWED BY THE FOLLOWING DATE

**02/07/2021**

# Equal Opportunities Policy

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## Policy Statement

MB MAGIC REPAIRS LTD is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

This Policy aims to remove unfair and discriminatory practices within the Company and to encourage full contribution from its diverse community. MB MAGIC REPAIRS LTD is committed to actively opposing all forms of discrimination.

MB MAGIC REPAIRS LTD also aims to provide a service that does not discriminate against its clients and customers in the means by which they can access the services and goods supplied by the Company. The Company believes that all employees and clients are entitled to be treated with respect and dignity.

## Policy Objectives

To prevent, reduce and stop all forms of unlawful discrimination in line with the Equality Act 2010.

To ensure that recruitment, promotion, training, development, assessment, benefits, pay, terms and conditions of employment, redundancy and dismissals are determined on the basis of capability, qualifications, experience, skills and productivity.

## Designated Officer Details

**Name:** Marcin Bialas

**Job Role:** Director

**Contact Details:** Email [marcin.bialas@mbmagicrepairs.com](mailto:marcin.bialas@mbmagicrepairs.com)

## Discrimination

### Definition of Discrimination

Discrimination is unequal or differential treatment which leads to one person being treated more or less favourably than others are, or would be, treated in the same or similar circumstances on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

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## Types of Discrimination

### Direct discrimination

This occurs when a person or a policy intentionally treats a person less favourably than another on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

### Indirect discrimination

This is the application of a policy, criterion or practise which the employer applies to all employees, but which is such that:

- It is detrimental to a considerably larger proportion of people from the group that the person the employer is applying it to represents;
- The employer cannot justify the need for the application of the policy on a neutral basis; and
- The person to whom the employer is applying it suffers detriment from the application of the policy.

Example: A requirement that all employees must be 6ft tall if that requirement is not justified by the position would indirectly discriminate against employees with an oriental ethnic origin, as they are less likely to be able to fulfil this requirement.

### Harassment

This occurs when a person is subjected to unwanted conduct that has the purpose or effect of violating their dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

### Victimisation

This occurs when a person is treated less favourably because they have brought or intend to bring proceedings, or they have given or intend to give evidence.

## Unlawful reasons for discrimination

### Gender

It is not permissible to treat a person less favourably on the grounds of sex, marital status, civil partnership, pregnancy or maternity, gender reassignment or transgender status. This applies to men, women and those undergoing or intending to undergo gender reassignment. Sexual harassment of men and women can be found to constitute sex discrimination.

Example: Asking a woman during an interview if she is planning to have any (more) children constitutes discrimination on the ground of gender.

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## Age

It is not permissible to treat a person less favourably because of their age. This applies to people of all ages. This does not currently apply to the calculation of redundancy payments.

## Disability

It is not permissible to treat a disabled person less favourably than a non-disabled person. Reasonable adjustments must be made to give the disabled person as much access to any services and ability to be employed, trained, or promoted as a non-disabled person.

## Ethnicity

It is not permissible to treat a person less favourably because of their race, the colour of their skin, their nationality or their ethnic origin.

## Sexual orientation

It is not permissible to treat a person less favourably because of their sexual orientation. For example, an employer cannot refuse to employ a person because s/he is homosexual, heterosexual or bisexual.

## Religion or other beliefs

It is not permissible to treat a person less favourably because of their religious beliefs or their religion or their lack of any religion or belief.

## Recruitment

Under the Equality Act 2010, positive action in recruitment and promotion applies as of 6 April 2011. 'Positive action' means the steps that the Company can take to encourage people from groups with different needs or with a past record of disadvantage or low participation, to apply for positions within the Company.

If the Company chooses to utilise positive action in recruitment, this will not be used to treat people with a protected characteristic more favourably. It will be used only in tie-break situations when there are two candidates of equal merit applying for the same position.

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## Reasonable adjustments

MB MAGIC REPAIRS LTD has a duty to make reasonable adjustments to facilitate the employment of a disabled person. These may include:

- Making adjustments to the premises.
- Re-allocating some, or all of a disabled employee's duties.
- Transferring a disabled employee to a role better suited to their disability.
- Relocating a disabled employee to a more suitable office.
- Providing a disabled employee paid leave for medical treatment or rehabilitation.
- Providing training or mentoring for a disabled employee.
- Supplying or modifying equipment, instruction and training manuals for disabled employees, or
- Any other adjustments that the Company considers reasonable and necessary provided such adjustments are within the financial means of the Company.

If an employee has a disability and feels that any such adjustments could be made by the Company, they should contact the Designated Officer.

## Responsibility for the implementation of this policy

All employees, subcontractors and agents of MB MAGIC REPAIRS LTD are required to act in a way that does not subject any other employees or clients to direct or indirect discrimination, harassment or victimisation on the grounds of their race, sex, pregnancy or maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

The co-operation of all employees is essential for the success of this Policy. Senior employees are expected to follow this Policy and to try to ensure that all employees, subcontractors and agents do the same.

Employees may be held independently and individually liable for their discriminatory acts by the Company and in some circumstances an Employment Tribunal may order them to pay compensation to the person who has suffered as a result of discriminatory acts.

MB MAGIC REPAIRS LTD takes responsibility for achieving the objectives of this Policy, and endeavours to ensure compliance with relevant legislation and Codes of Practice.

## Grievance Procedure

### Informal procedure

If an employee feels that they have suffered direct or indirect discrimination, they are encouraged to attempt to raise and solve the issue informally before commencing the formal procedures detailed below.

Informal steps that may be taken by the employee include talking to their Supervisor about the issue or talking directly to any individual whom the employee feels is responsible for the discrimination. This can be done verbally or by letter and can be with the accompaniment of a colleague or trade union representative.

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Where the informal procedure is used, both parties should keep a written record of the meeting, including what was discussed and any proposed action.

If the employee feels unable to deal with the issue informally, or if informal steps have failed to solve the problem, the employee should raise the matter according to the formal procedure detailed below.

## Formal procedure

### Written statement

Formal Grievances should be detailed in writing and submitted to the Designated Officer without unreasonable delay. The Grievance should contain the actions or policy that the employee believes is discriminatory and all relevant facts surrounding the action or policy, including any relevant dates, names and witnesses. The employee should indicate what they feel the Company should do and any other suggestions or information that they believe will assist in resolving the issue

Where the Grievance concerns the Designated Officer, it should be submitted instead to the direct line/works supervisor or such other person of equal or greater seniority.

### Grievance meeting

The employee will then be invited to a formal meeting to discuss the Grievance. The formal meeting will be held without unreasonable delay, and, usually no longer than 5 working days after submission of the grievance in writing.

The meeting must not take place if the appropriate manager has not had a reasonable opportunity to consider their response to the information.

MB MAGIC REPAIRS LTD shall establish the facts by collecting documents, identifying any relevant people to interview and taking statements before memories start to fade. Any requests for anonymity and confidentiality should be taken seriously.

The employee may, following a reasonable request, be accompanied by a colleague, a suitably certified trade union representative or an official employed by a trade union. The companion may not, however, answer questions on behalf of the employee.

The employee's chosen companion will be able to address the meeting to put or sum up the employee's case as well as confer with the employee during the meeting. They may not, however, answer questions on the employee's behalf, address the meeting if the employee does not wish them to do so or prevent the Company from explaining their case.

The appropriate manager, employee and their companion shall make every effort to attend the meeting.

If possible, the employee should explain how they think the Grievance could be resolved.

If a full investigation of the matter is required, the meeting should be adjourned to a later date before a decision is taken about how to deal with the employee's Grievance.

### Outcome of meeting

Following the meeting, and investigation, and without unreasonable delay, the appropriate manager shall set out in writing the action they intend to be taken in order to resolve the Grievance (if appropriate).

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MB MAGIC REPAIRS LTD shall also inform the employee in writing of their right to appeal if they are not satisfied with the action taken.

Any action taken shall be monitored and reviewed, as appropriate, to ensure it effectively deals with the issue.

## Appeal

If the employee is dissatisfied with the decision, they have the right to raise an appeal by submitting a written request to the Designated Officer, which should include the grounds for appeal. The appeal request must be submitted within 5 working days of the employee receiving the confirmation as to the outcome of the Grievance meeting.

MB MAGIC REPAIRS LTD will invite the appellant employee to another meeting to discuss their appeal, to be held within a reasonable time of receiving the request for an appeal, at a time and place which shall be notified to the employee in advance. The appeal will be dealt with impartially and, wherever possible, will be chaired by a manager who has not previously been involved in the case and is of increased seniority to the one who dealt with the original Grievance

The employee has the statutory right to be accompanied at the appeal meeting. The outcome of the appeal meeting shall be communicated to the employee in writing within 5 working days. Decisions made at this point are final, and the Grievance procedure is concluded.

## Records and confidentiality

MB MAGIC REPAIRS LTD shall be responsible for taking notes of the proceedings of each meeting during the Grievance procedure. Copies of meeting notes will be provided to the employee.

All Grievances will be handled with as high a degree of confidentiality as is practicable, with special consideration for the often sensitive nature of grievances falling under this Policy.

Confidential records of the Grievance will be kept in the employee's personnel file in accordance with Data Protection legislation.

## Employees engaging in discriminatory conduct

Behaviour or actions found to be contrary to this Policy and the general spirit of the laws on which it is based will be considered to be serious disciplinary matters. In the most severe of cases, the employee responsible may face dismissal. Any such employees will have the right to appeal against such a summary dismissal by following the Companies grievance procedure.

Discrimination leads to an unpleasant and non-productive work environment. No employee has the right to discriminate against another. If an employee is executing Company policy that may be indirectly discriminatory, the Company will not normally hold the employee responsible for any negative effects of that policy. Employees should inform the Designated Officer if they become aware of any discriminatory effects that a policy may have.

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# Equal Opportunities Policy

If a grievance is received by the Company that cites the actions of an employee have been discriminatory against another member of staff, the Company will deal with the breach of policy through the Disciplinary Procedure.

## Disciplinary procedure

### Informal discussion

If it is decided that there is a disciplinary case to answer MB MAGIC REPAIRS LTD will provide the employee with a written notice informing them that this constitutes the first stage of the Formal Disciplinary Procedure and as such outline:

- The alleged misconduct and any possible consequences.
- Details as to the time and venue of the disciplinary meeting.
- Notice of the employee's statutory right to be accompanied if the meeting could result in a formal warning, the confirmation of a warning or the taking of some other disciplinary action. (This statutory right can be exercised once the employee has made a reasonable request to be accompanied).

The employee's chosen companion will be able to address the meeting to put or sum up the employee's case as well as confer with the employee during the meeting. They may not, however, answer questions on the employee's behalf, address the meeting if the employee does not wish them to do so or prevent the Company from explaining their case. The companion can be a fellow employee, trade union representative or an official employed by a trade union.

The meeting will be scheduled in order to give the employee a reasonable time to prepare for the meeting.

MB MAGIC REPAIRS LTD will establish the facts before the meeting by collecting documents, identifying any relevant people to interview and taking statements before memories start to fade. Any requests for anonymity and confidentiality will be taken seriously.

Where the Company or an employee intends to call relevant witnesses, they should give advance notice to the other party that they intend to do this. It may also be appropriate to provide copies of written evidence including any witness statements.

If the employee is unable to attend the disciplinary meeting at the agreed time, the Company shall offer an alternative reasonable time and date. If the employee repeatedly fails to attend rearranged meetings, the Company, taking into consideration any reasons and concluding that such failure is without good cause, is free to decide upon the matter using the evidence available. MB MAGIC REPAIRS LTD will inform the employee about such a decision in writing.

A record of this written notice will be disregarded after 12 months, subject to satisfactory conduct.

### Meeting

MB MAGIC REPAIRS LTD will explain the complaint against the employee and go through any relevant evidence.

The employee will then be given the opportunity to present their own evidence, answer any allegations, ask questions and call relevant witnesses.

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# Equal Opportunities Policy

If MB MAGIC REPAIRS LTD is unable to attend the meeting, such a delay should be conveyed to the employee at the earliest opportunity, and a reasonable alternative should be provided to the employee.

Where possible, a manager who did not carry out the investigation will attend the meeting.

## Meeting outcome

If MB MAGIC REPAIRS LTD finds there has been no misconduct, the employee will be informed of this in writing.

## Types of disciplinary action

### First Formal Warning

If misconduct is confirmed, MB MAGIC REPAIRS LTD will issue a written warning setting out the complaint and stating that further misconduct will result in a final written warning. This letter will include details as to the improvement required, time-scales for such improvement and details of any help that will be made available. A record of this warning shall be kept for 12 months and shall be disregarded thereafter subject to satisfactory conduct.

### Final Formal Warning

If the misconduct is sufficiently serious or there has been further misconduct since a previous formal warning MB MAGIC REPAIRS LTD may issue a final written warning. This will give details of the complaint and nature of the misconduct, the improvement required, the time-scale for such improvement and details of any help available. It will also warn that failure to improve may lead to dismissal or some other contractual penalty, e.g. demotion. A copy of this written warning will be kept on file and will be disregarded for disciplinary purposes after 12 months subject to satisfactory conduct.

## Dismissal /Other types of disciplinary action

If there has been further misconduct since a final written warning MB MAGIC REPAIRS LTD may dismiss the employee or take some other action short of dismissals such as demotion or disciplinary suspension. The employee will be provided with, in writing, the reasons for dismissal/or other action, the date on which the employment will terminate (if dismissed), and their right to appeal, as soon as reasonably practicable. The dismissal decision should only be taken by a manager who has the authority to do so.

### Dismissal Without Notice

If MB MAGIC REPAIRS LTD finds that there has been gross misconduct, the Company may call for dismissal without notice, the Company will follow a fair disciplinary procedure before taking any decision to dismiss without notice, and this will be confirmed in writing

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# Equal Opportunities Policy

## ***An appeal against disciplinary action***

Employees have the right to appeal against any formal disciplinary action. An appeal should be made in writing within 5 working days of the disciplinary decision.

The employee must inform the Company as to the grounds for appeal in writing and may be accompanied to the appeal meeting.

MB MAGIC REPAIRS LTD will hear the appeal without unreasonable delay and where possible, the appeal will be dealt with by a manager, preferably more senior, not previously involved in the case. However, where this is not practicable, the same manager may handle both the disciplinary and the appeal meetings, and he/she will act as impartially as possible.

The outcome of the appeal will be confirmed in writing within 5 working days of the meeting. Decisions made at this stage will be final, and there is no further right of internal appeal.

## **Advice on support and discrimination**

Employees may contact their employee or trade union representative if access to such an individual is possible.

Other contacts include:

### **Equality and Human Rights Commission**

#### ***Manchester***

Arndale House  
The Arndale Centre  
Manchester  
M4 3AQ

#### ***London***

3 More London  
Riverside Tooley Street  
London  
SE1 2RG

#### ***Cardiff***

3rd Floor, 3 Callaghan Square  
Cardiff  
Wales  
CF10 5BT

#### ***Glasgow***

The Optima Building  
58 Robertson Street  
Glasgow  
G2 8DU

### ***Helpline Telephone Numbers:***

England: 0845 604 6610

Wales: 0845 604 8810

Scotland: 0845 604 5510

Website: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

### **Citizens Advice Bureau**

Myddleton House, 115-123 Pentonville Road, London, N1 9LZ

Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

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# Equal Opportunities Policy

**Community Legal Services Direct**

Telephone: 0845 345 4 345

Website: [www.communitylegaladvice.org.uk](http://www.communitylegaladvice.org.uk)

## Policy Summary

The Company seeks to apply this Policy in the recruitment, selection, training, appraisal, development and promotion of all employees. The Company offers goods and services in a fashion that complies with the spirit of this Policy.

This Policy does not form a part of any employment contract with any employee, and its contents are not to be regarded by any person as implied, collateral or express terms to any contract made with the Company.

The Company reserves the right to amend and update this Policy at any time.

Marcin Bialas - Director

Signed -

*Marcin Bialas*

Marcin Bialas (Jul 6, 2020 17:03 GMT+1)

Jul 6, 2020

Company Name	Signed by	Review due date
MB MAGIC REPAIRS LTD	Marcin Bialas	02/07/2021



# **MB MAGIC REPAIRS LTD**

## **MODERN SLAVERY POLICY**

THIS POLICY MUST BE REVIEWED BY THE FOLLOWING DATE

**02/07/2021**

# Modern Slavery & Human Trafficking Statement

## Introduction

This Modern Slavery and Human Trafficking Statement relates to actions and activities during the financial year 1 April 2020 to 31 March 2021.

The statement sets down MB MAGIC REPAIRS LTD's commitment to preventing slavery and human trafficking in our business activities and the steps we have put in place with the aim of ensuring that there is no slavery or human trafficking in our own business and supply chains. We all have a duty to be alert to risks, however small. Staff are expected to report their concerns and management to act upon them.

## Organisational Structure and supply chains

This statement covers the business activities of MB MAGIC REPAIRS LTD which are as follows:

Repairs, French polishing and furniture repairs

The Company currently operates in the following countries:

- United Kingdom

## Training

To ensure a good understanding of the risks of modern slavery and human trafficking in our business and supply chains, the Company requires all employees to attend a short training presentation where the company modern slavery training presentation is delivered within the first 2 months of employment.

## Policy

MB MAGIC REPAIRS LTD is committed to ensuring that there is no modern slavery or human trafficking in our business or our supply chains. This Statement affirms our intention to act ethically in our business relationships.

## Due Diligence Processes for Slavery and Human Trafficking

MB MAGIC REPAIRS LTD undertakes due diligence when considering taking on new suppliers, and regularly reviews its existing suppliers. The Company's due diligence process includes the building of long-standing relationships with suppliers and making clear our expectations of business partners, evaluating the modern slavery and human trafficking risks of each new supplier &/or invoking sanctions against suppliers that fail to improve their performance in line with an action plan provided by us, including the termination of the business relationship.

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# Modern Slavery & Human Trafficking Statement

## Policy Review

Modern Slavery and Human Trafficking Statement will be regularly reviewed and updated as necessary. The Company Director endorses this policy statement and is fully committed to its implementation.

Marcin Bialas – Director

Signed -

*Marcin Bialas*

Marcin Bialas (Jul 6, 2020 17:03 GMT+1)

Jul 6, 2020

Company Name	Signed by	Review due date
MB MAGIC REPAIRS LTD	Marcin Bialas	02/07/2021



# **MB MAGIC REPAIRS LTD**

## **ANTI-BRIBERY AND CORRUPTION POLICY**

THIS POLICY MUST BE REVIEWED BY THE FOLLOWING DATE

**02/07/2021**

## **Anti-Bribery & Corruption Policy**

It is the Policy of the MB MAGIC REPAIRS LTD to ensure that our business is conducted according to ethical, professional and legal standards in a fair, honest and open manner.

MB MAGIC REPAIRS LTD has a zero-tolerance approach to all forms of bribery and corruption which include:

- The direct or indirect promise, offering or authorisation of anything of value;
- The offer or receipt of any kickback, loan, fee, reward or other advantage;
- The giving of aid, donations or voting designed to exert improper influence;
- Payments for lavish or inappropriate entertainment or travel;
- Favours including offers of employment;
- Facilitation payments;
- Inflated commissions;
- Fake consultancy agreements.

MB MAGIC REPAIRS LTD opposes all forms of bribery and corruption, large as well as small, whether initiated by corrupt officials or corrupt companies or individuals, and whether it takes place in the public or private sector, in the UK or abroad.

To adhere to the policy, we will:

- Ensure all Company personnel are provided with training on the MB MAGIC REPAIRS LTD Company Policy on anti-bribery and corruption so they can recognise the signs and take steps to avoid it;
- Encourage employees, subcontractors and business partners to report any suspicions of bribery and/or corruption through formal 'whistle blowing' channels or more informally through our Company 'open door' policy which enables any individuals to discuss any concerns they may have with senior management in a confidential environment;
- Have an understanding of how bribery may occur during the MB MAGIC REPAIRS LTD operations and the impacts this could have, implementing appropriate control measures as necessary to prevent occurrence;
- Use appropriate disciplinary and other sanctions for violations of the policy and/or laws against bribery and corruption.

Failure to comply with this policy may result in disciplinary action, including dismissal or appropriate sanctions, in addition to civil and criminal charges.

Constantly monitor and regularly review this Anti-Bribery and Corruption Policy in order to ensure its continuing suitability.

Undertake monitoring of employee expenses records to ascertain any anomalies which may fall into the scope of this Policy.

Provide copies of this Anti-Bribery and Corruption Policy Statement to all employees.

Marcin Bialas - Director

Signed -

  
Marcin Bialas (Jul 6, 2020 17:03 GMT+1)

Jul 6, 2020

<b>Company Name</b>	<b>Signed by</b>	<b>Review due date</b>
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# **MB MAGIC REPAIRS LTD**

## **Whistleblowing Policy**

THIS POLICY MUST BE REVIEWED BY THE FOLLOWING DATE

**02/07/2021**



# MB MAGIC REPAIRS LTD

## Whistleblowing Policy

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### Introduction

MB MAGIC REPAIRS LTD is committed to conducting our business with honesty and integrity and we expect all staff to maintain high standards in accordance with our policies and procedures. However, we recognise that there is a risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring or to address them when they do occur.

The aims of this policy are to:

- Encourage staff to report suspected wrongdoing as soon as possible in the knowledge that their concerns will be taken seriously and investigated as appropriate and that their confidentiality will be respected.
- Provide staff with guidance as to how to raise those concerns. And,
- Reassure staff that they should be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken.

This policy applies to everyone who carries out work for the firm in the UK, including:

- Partners
- Employees
- Contractors and sub-contractors
- Agency staff
- Consultants
- Work experience or other trainees

### What is whistleblowing?

Whistleblowing is the disclosure of information which relates to suspected wrongdoing (generally a breach of a legal, statutory or regulatory requirement or unethical, immoral behaviour). This may include:

- Breach of a legal requirement - e.g. health and safety obligations owed by the firm and/or an individual
- General malpractice - such as immoral, illegal or unethical conduct
- Gross misconduct
- Potential breach of the requirements in, or made under, The Pensions Act 2004, Proceeds of Crime Act 2002 or Bribery Act 2010

If you have any genuine concerns related to any of the above, you should report it under this policy.

### Protected disclosures

An individual making a “protected disclosure” is given statutory protection from victimisation under the Public Interest Disclosure Act 1998 (PIDA), provided the disclosure is in the public interest.

A “protected disclosure” is any disclosure of information which - in the reasonable belief of the individual making the disclosure - tends to show that one or more of the following has been committed, is being committed or is likely to be committed. The disclosure must be made in accordance with certain conditions - these conditions are less onerous if the disclosure is made internally:

- A criminal offence
- A failure to comply with any legal obligation
- A miscarriage of justice
- The putting of someone’s health or safety in danger
- Damage to the environment
- Deliberate concealment of information relating to any of the above

It is immaterial whether the information is confidential and whether the incident occurred, occurs or would occur in the UK or elsewhere and whether the law applying to it is that of the UK or of any other country or territory. A legal obligation can include a contractual or other civil obligation as well as an obligation under criminal law.

# MB MAGIC REPAIRS LTD

## Whistleblowing Policy

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Certain instances of wrongdoing as described above under “What is whistleblowing”, for example breaches of codes of conduct of professional institutions, do not constitute a protected disclosure. You should seek advice if unsure on this point. (See ‘Where can I get independent advice?’ below).

### **Raising a whistleblowing concern**

All whistleblowing disclosures will be treated as confidential and will be reported accordingly.

Please contact the company Director Marcin Bialas directly in person or by email for any issue to be reported.

You should make it clear that you are making your disclosure within the terms of our whistleblowing policy. This will ensure that we take the necessary action to investigate the disclosure and to protect the whistle-blower’s identity.

We will aim to keep you informed of the progress of the investigation and its likely timescale. However, sometimes the need for confidentiality may prevent us giving you specific details of the investigation or any disciplinary action taken as a result.

You should treat any information about the investigation as confidential. While we cannot always guarantee the outcome you are seeking, we will try to deal with your concern fairly and in an appropriate way. By using this policy, you can help us to achieve this.

### **Confidentiality**

We hope that staff will feel able to voice concerns openly under this policy. However, if you want to raise your concern confidentially, we will make every effort to keep your identity secret. If it is necessary for anyone investigating your concern to know your identity, we will discuss this with you.

We do not encourage staff to raise concerns anonymously. Proper investigation may be more difficult or impossible if we cannot obtain further information from you. It is also more difficult to establish whether any allegations are credible. If you are concerned about possible reprisals if your identity is revealed, you should come forward to the Company Director and appropriate measures can be taken to preserve confidentiality. Anonymous concerns will nevertheless be taken seriously and investigated as fully as possible. MB MAGIC REPAIRS LTD is not accountable for maintaining anonymity where you have told others of the alleged issue.

### **Protection and support for Whistle-blowers**

It is understandable that Whistle-blowers are sometimes worried about possible repercussions. MB MAGIC REPAIRS LTD aim to encourage openness and will support staff members that raise genuine concerns under this policy, even if they turn out to be mistaken.

### **External disclosures**

The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally. In some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator, e.g. the Health and Safety Executive. It will rarely if ever be appropriate to alert the media. We strongly encourage you to seek advice before reporting a concern to anyone external (excluding the Unions or any independent whistleblowing charity).

The independent whistleblowing charity, Public Concern at Work, operates a confidential helpline. They also have a list of prescribed regulators for reporting certain types of concern. Their contact details are at the end of this policy.

### **Where can you get independent advice?**

Individuals can contact the independent charity Public Concern at Work for free, independent and confidential advice, for example to find out what is protected by PIDA and how best to raise concerns. The charity runs a UK helpline on 020 7404 6609 and a Scottish helpline on 0141 550 7572.






# MB MAGIC REPAIRS LTD Combined Policy Document

Final Audit Report

2020-07-06

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