Sustainability Policy

Design Magic Limited
Company Registration: 05866636

Last Updated: 17th February 2026
Next Update Due: 17th February 2027

1. Purpose of this Policy

Design Magic Limited ("the Company") recognises its responsibility to operate sustainably and ethically within the IT and technology services sector. This Sustainability Policy sets out our commitment to environmental stewardship, social responsibility, and robust governance practices, ensuring that we contribute positively to our clients, communities, the wider society, and the planet.

Our aims are to:

- Minimise our environmental impact.
- Promote a safe, inclusive, and ethical workplace.
- Support sustainable procurement and partnerships.
- Continuously improve sustainability performance through measurable objectives.

2. Scope

This policy applies to:

- All employees, contractors, and directors of Design Magic Limited.
- Freelancers and agency workers representing the Company.
- Third-party partners, resellers, suppliers, and service providers associated with the Company.

SECTION A — Environmental Sustainability

3. Environmental Commitment

Design Magic Limited is committed to reducing its environmental footprint and embedding sustainable practices across operations. We strive to comply with all relevant UK environmental legislation and follow recognised best practices.

3.1 Energy Use & Carbon Reduction

We will:

- Reduce energy consumption in office spaces through low-energy lighting, efficient equipment, and usage monitoring.
- Prioritise cloud-based infrastructure (e.g., Microsoft 365, virtualised servers) to minimise physical hardware footprint.
- Encourage remote work to reduce travel emissions where operationally appropriate.
- Regularly assess opportunities to transition to renewable energy sources.

3.2 Waste Reduction & Recycling

We commit to:

- Minimising paper use by promoting digital documentation and e-signing.
- Recycling all eligible materials, including cardboard, plastics, electronic waste, and printer consumables.
- Ensuring responsible disposal of IT hardware via certified recycling providers.
- Repairing or refurbishing devices where possible before replacement.

3.3 Sustainable Procurement

We will:

- Purchase IT equipment with recognised environmental certifications (e.g., Energy Star, RoHS, EPEAT).
- Assess suppliers on environmental performance as part of our procurement process.
- Seek local suppliers where possible to reduce transport emissions.

3.4 Pollution Prevention

We aim to:

- Prevent harmful emissions through proper equipment maintenance and efficient remote-service delivery.
- Avoid use of hazardous substances where alternatives exist.
- Ensure secure and environmentally responsible destruction of data-bearing devices.

SECTION B — Social Responsibility

4. Commitment to People and Community

Design Magic Limited recognises its influence as a local employer and IT provider. We are committed to fairness, transparency, inclusion, and supporting the community.

4.1 Employee Wellbeing & Development

We will:

- Provide a safe, healthy working environment.
- Offer ongoing professional training, including cybersecurity awareness, technology upskilling, and ethical digital practice.
- Promote work-life balance and flexible working arrangements.
- Maintain open communication channels and feedback processes.

4.2 Equality, Diversity & Inclusion

We commit to:

- Treating all individuals with fairness and respect.
- Ensuring equal opportunities in recruitment, promotion, and training.
- Preventing discrimination based on protected characteristics.
- Creating an inclusive culture for staff, clients, and partners.

4.3 Community Engagement

We aim to:

- Support local initiatives in Kent, including digital education and community technology access.
- Encourage staff participation in volunteering and charitable activities.
- Use our expertise to help local businesses and non-profits improve their digital resilience.

4.4 Ethical Client & Supplier Relationships

We ensure:

- Honest, transparent communication.
- Responsible handling of client data and cybersecurity practices (aligned with the Company's Data Protection Policy). [Design Mag...olicy 2020 | PDF]
- Ethical pricing, fair contract terms, and commitment to delivering value.

SECTION C — Sustainability Governance & Management

5. Governance Framework

Design Magic Limited integrates sustainability into business strategy, decision-making, and operational management.

5.1 Roles & Responsibilities

- **Directors**: Provide oversight, approve sustainability targets, and ensure resourcing.
- **Solutions Director (Mike Hodgson)**: Leads operational implementation and monitoring of this policy.
- **Employees & Contractors**: Follow sustainability practices and recommend improvements.
- **Suppliers/Partners**: Must adhere to equivalent ethical and sustainability standards.

5.2 Legal & Standards Compliance

We commit to complying with:

- UK Environmental Protection Act
- Waste Electrical and Electronic Equipment (WEEE) regulations
- Bribery Act 2010
- Data Protection Act and UK GDPR (supported by the Company's Data Protection Policy) [Design Mag...olicy 2020 | PDF]

5.3 Sustainability Targets & Measurement

We will establish measurable objectives, including:

- Annual energy and waste-reduction goals.
- Increasing recycling rates year-on-year.
- Prioritising low-carbon suppliers and hosting providers.
- Monitoring carbon footprint of travel and remote services.

Progress will be reviewed annually.

5.4 Risk Management

We will:

- Assess sustainability risks associated with suppliers, cyber-infrastructure, office operations, and logistics.
- Implement mitigation processes, including business continuity planning, cybersecurity controls, and ethical risk assessments.

5.5 Continuous Improvement

We are committed to ongoing refinement of sustainability practices by:

- Encouraging staff suggestions.
- Monitoring industry developments in green IT.
- Reviewing this policy annually or in response to significant operational or regulatory changes.

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6. Policy Review

This policy will be reviewed every 12 months or sooner if legislation changes or new sustainability opportunities arise.

Approval

Approved by: Mike Hodgson, Solutions Director
Date: 17/2/2026

Please contact Design Magic with any questions on 0203 876 1111