

Realise your Dream Team

Interim Resourcing for Major Projects – IT and Services Transformation

Message from the CEO

Each year, Mindful Contract Solutions sets ambitious environmental and social responsibility targets, and I am pleased to say that in 2020 we drove ourselves even further to create a more sustainable world.

We continue to be a fully paperless operation; utilising an invoice capture system that scans and electronically processes all our invoices. Furthermore, all our employees work from home so all meetings with the team/clients take place online. This has helped us reduce our environmental footprint.

Authenticity is one of our core values and it is integral that we treat our network of contractors as we would our employees. We achieve this by only putting them forward for roles that suit their skillset and that pay above the market rate.

We are also on track to achieve carbon-neutral service operations by 2022 and to consume 100% renewable energy in our home office by 2022.



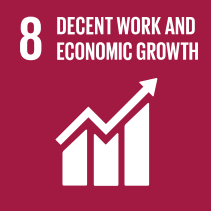
We look forward to continuing to improve our tools and processes to help contribute to a brighter, more sustainable future.



Mr Amit Kapoor

CEO of Mindful Contract Solutions

United Nations Sustainable Development Goals

UN SDG GOAL	UN SDG TARGET	DATA / OUTCOME/ACTION
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</p>	<ul style="list-style-type: none"> • We have a paperless operation; so zero paper waste. • All employees work from home and meetings with the team/clients are done online so limited/no travel. • On track to consume 100% renewable energy in home office by 2022.
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>Develop effective, accountable and transparent institutions at all levels</p>	<ul style="list-style-type: none"> • We offer above the 'going rate' to all our contractors. • We don't discriminate based on age/experience. • 100% of our consultants rate our service four stars or above. • 90% of our clients choose a consultant from the first three we proposed.
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour.</p>	<ul style="list-style-type: none"> • No unlawful recruitment of personnel, so no forced labour. • All recruitments are done through a proper contact, so no forced labour. • No child labour hired. We verify age before offering a contract.

Mindful Contract Solutions respects the international principles for human rights and fair employment as defined within the UN International Declaration of Human Rights, and we comply with national and international legislation as a minimum requirement.

We continually work to develop our people's competencies and talent. All our full-time employees receive career development feedback and learning opportunities.

Furthermore, to support our network of contractors, we produce regular contractor-related blogs, invite them to participate in our weekly podcast series to help market their skills beyond Mindful, and update them regularly with new opportunities that pay above the market rate.

We are proud that 100% of our contractors rate our service nothing less than 4+ stars.

50% of women in management positions.

100% of colleagues receiving career development feedback.

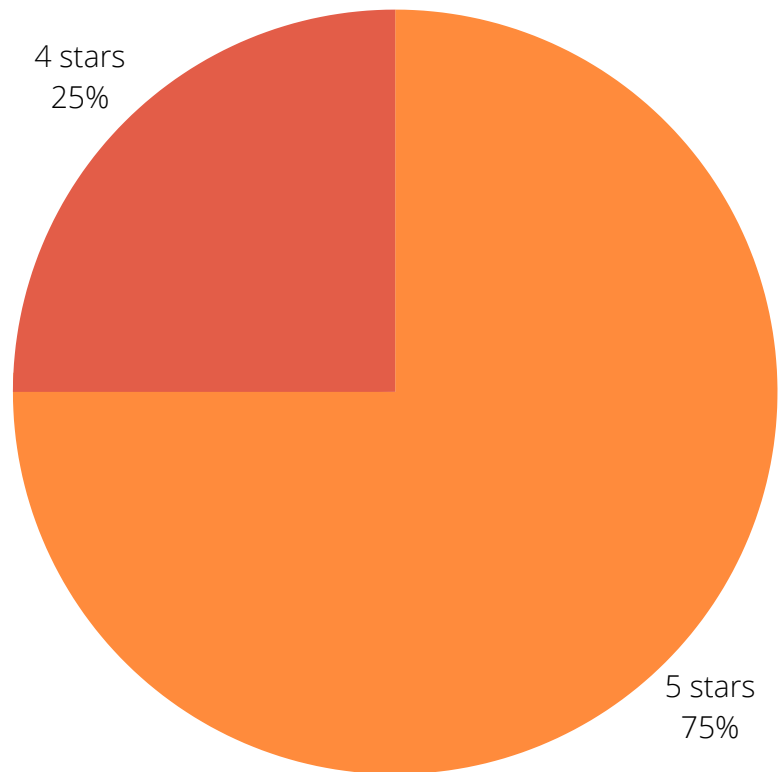
100% of colleagues receiving learning opportunities.

100% employees working from home.

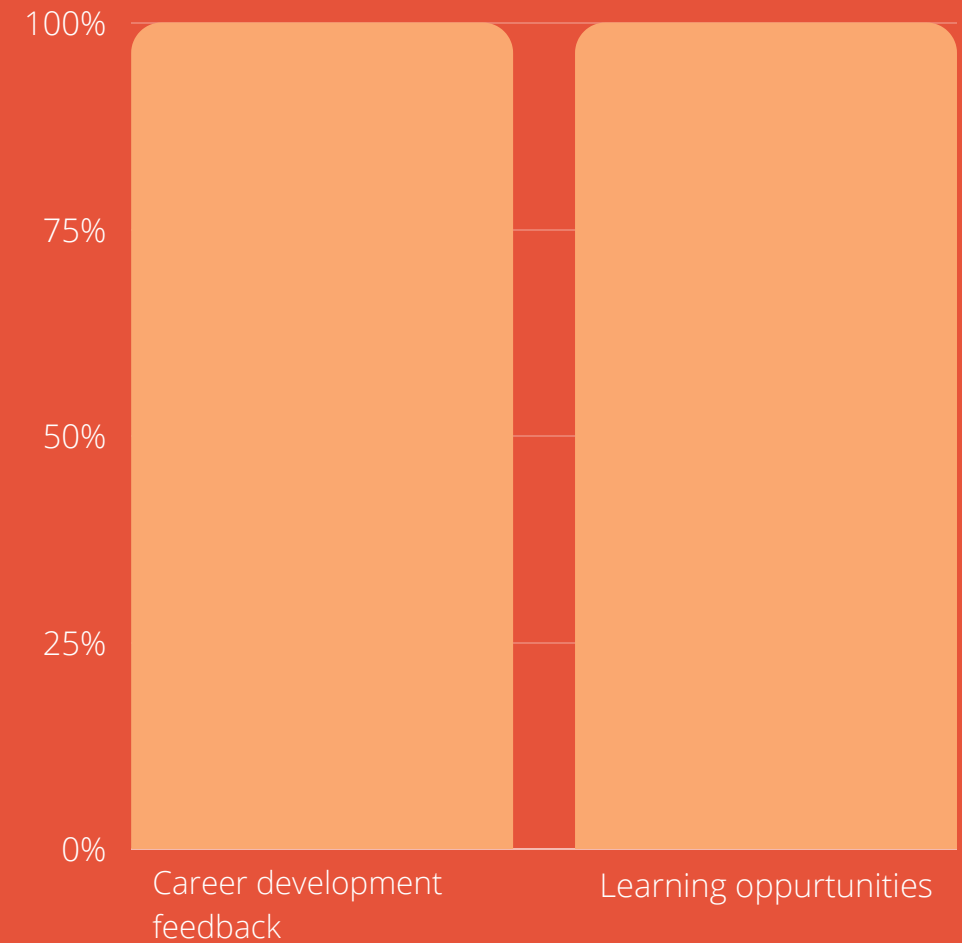
100% of our contractors who rate our service nothing less than 4+ stars.

92% of our contractors are kept to the end of their contract.

What would you rate our service out of 5 stars? (Contractors)



% of colleagues who receive career development feedback and learning opportunities (2020)



Every employee and third party acting on behalf of Mindful Contract Solutions must apply high ethical standards and principles of integrity, honesty, and legality in all they do.

Whilst most organisations have payment terms of 30 days, we pay our contractors (on average) 9 business days from their invoice. Rather than retaining client funds, we disperse the funds to our contractors as quickly as possible. We also ensure that we only put them forward for roles that suit their skillset and that pay above the market rate.

PERFORMANCE

- Sale of banned or disputed services. 0
- Total number of incidents of non-compliance with regulations and voluntary codes. 0
- Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. 0
- Monetary value of significant fines for non-compliance with laws and regulations 0
- Confirmed incidents of corruption and actions taken. 0
- Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly 0



Environmental Aspects



Mindful Contract Solutions have a completely paperless operation, so landfill waste is zero. All contracts are signed using online using tools such as DocuSign and we utilise an invoice capture system that scans and electronically processes all our invoices.

Furthermore, all our employees work from home and all meetings with the team/clients take place online; minimising travel. If in-person meetings are necessary we advise our employees to walk or use public transport.

We have also lowered our environmental footprint by only using re-furbished company laptops and phones. Where possible, any company technology that becomes obsolete is recycled.

We are also on track to achieve carbon-neutral service operations by 2022 and to consume 100% renewable energy in our home office by 2022.

Limited assurance report of the independent assessment

Mindful Contract Solutions engaged us to provide limited assurance on the Sustainability performance data

stated on pages 3–6 in Sustainability Progress Report 2020 of Mindful Contract Solutions for the period 1 January – 31 December 2020.

Our conclusion

Based on the procedures we performed and the evidence we obtained, nothing has come to our attention that causes us not to believe that the Sustainability performance data are free of material misstatements. This conclusion is to be read in the context of what we say in the remainder of our report.

What we are assuring

The scope of our work was limited to assurance over the Sustainability performance

data on pages 3–6 for the period 1 January – 31 December 2020.

Our independence and quality control

Our work was carried out by an independent multidisciplinary team with experience in sustainability

Work performed

We performed review of reported data on policy, process and performance.

We planned and conducted interviews and show-me meetings with Group functions to understand the consolidation and reporting processes.

We evaluated the obtained evidence.

Our responsibility

We are responsible for:

- Planning and performing the engagement to obtain limited assurance about whether the Sustainability performance data for the period 1 January – 31 December 2020
- Forming an independent conclusion, based on the procedures we performed and the evidence obtained; and
- Reporting our conclusion.

1st September, 2021

iso20400plus Ltd.

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