



# Our promise to sustainability

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# A message from our Chairman Jessica Mills

## The acceleration of sustainability

At MHR, we are empowering our sustainable transformation by investing on an environmental, social, and financial level.

Sustainability is one of our corporate values which signifies our commitment to developing our knowledge and taking action to continue being a responsible business.

**“ Our approach to sustainability touches every part of our company; from our employees, the operations of our offices, and the support we offer to our customers and the local community ”**

Jessica Mills, Chairman at MHR



# Our heritage

As proud to be a member of the Institute for Family Business, our family ownership and financial independence enable us to invest in innovation, ensuring longevity for MHR, our customers and the planet.

We continue to build foundations and deliver on our commitments, to be part of a world working together to protect the future. We are efficiently working towards MHR's 2028 carbon-neutral goal and reaching Net Zero by 2050.



# Sustainability at MHR

## Sustainability strategy

Sustainability is at the core of everything we do guided by our commitment to People, Planet, and Profit, embedded in six key priorities. These priorities drive our initiatives and ensure a lasting positive impact.



# Our sustainability promise

Watch here



# Aligned with the United Nations SDGs

We align with the United Nations' Sustainable Development Goals (SDGs) taking pride in actively supporting initiatives that contribute to a better future, emphasising the importance of a positive global impact.



**Good health and wellbeing**  
(SDG 3)

Trust, community and generations

Through initiatives promoting physical and mental wellness throughout our employee community, we are committed to fostering a culture of wellness.



**Quality education**  
(SDG 4)

Community and generations

At MHR we recognise the power of learning and are dedicated to ensuring quality education for all. Through partnerships, resources and programs we aim to help every individual achieve their full potential.



**Decent work and economic growth**

Climate, generations, trust and equality

Through inclusive employment opportunities and schemes such as our Book Club, we strive to support entrepreneurship and contribute to sustainable growth.



**Reduced inequalities**  
(SDG 10)

Generations, equality

At MHR, we are committed to eradicating inequalities in all forms where we can make a difference, as well as fostering a diverse and inclusive culture. We also aim to embed these principles into our products.



**Responsible consumption and production**  
(SDG 12)

Climate and resources

We aim to create products and services that meet the needs of the present without compromising the needs of the future.



**Climate action**  
(SDG 13)

Climate

By reducing our carbon footprint, investing in renewable energy and advocating for policies that mitigate climate change, we are committed to safeguarding the planet for current and future generations.

# Our climate change commitments



Being Carbon Neutral across our Scope 1 and Scope 2 operations by 2028.



Achieving Net Zero by 2050.



Working with our suppliers to encourage net zero practices.

## Tackling our impact head-on

In 2024, we became [Planet Mark](#) certified. This sustainability certification recognises continuous improvements, ensuring we stay on track to reduce our carbon emissions year-on-year.

We have ensured that our offices are fuelled by clean renewable energy. We also encourage our employees to use electric vehicles, providing charging points across the business.

# Charity in our community

At MHR, we love to get involved in impactful charitable initiatives.



## Improving Lives

Improving Lives is MHR's charity partner; they are a Nottingham-based charity that supports adults facing disadvantages. We attend creative workshops and provide support with digital literacy skills. We also hold several fundraising events, including the annual Robin Hood Half-Marathon and Christmas clothes drive for their vinted store. In 2024, we raised over £1,500, helping them to continue projects for the benefit of the service users. We also conducted a garden project renovating an outside space.



## CoppaFeel

We also host regular internal awareness events from different charities such as Coppafeel. In November 2024, one of MHR's own, Jaime Foster, embarked on a trek around The Himalayas for Coppafeel. As an ambassador for Coppafeel, Jaime hosted several events to raise money for the charity.



## Rutland County Show

In 2024, MHR sponsored the Rutland County Show for the third year in a row. Anton Roe, MHR's CEO, said, "It is more important than ever to support our community, and the Rutland County Show shines a worthy spotlight on local traditional produce and processes."





# Supporting charitable initiatives

Our employees won the Midlands Charity Football Match, which supports Me & Dee. A charity which helps families facing life-limiting or life-shortening conditions. The match raises money, helping the charity to continue organising holidays for affected families.

In 2024, we partnered with Cardiac Risk in the Young (CRY) to supply 186 heart screenings for children. We also support other charities steered by our employees, such as the Trussell Trust and KidsOut, by donating food and gifts to combat hunger and poverty in our local community.

Each year, our Graduate cohort dedicates their time to volunteer with the esteemed charity "Seas Your Future" to mentor young people, imparting essential life skills and giving them an unforgettable adventure.

[Watch here](#)



## Our local impact

Despite being a global business, having an East Midlands Head Office means we believe in local talent.

As an East Midlands-based company, we believe in fostering local talent. We attend local career fairs, offer apprenticeships, and provide industry years in our dedicated Academy, creating valuable opportunities.

We also annually have work-experience students from local schools and offer industry placements to UX students at Loughborough University.



# Here for now, there for tomorrow...

MHR recognises the importance of resources, only using what is needed, and being efficient with what we do use.

## **This means:**

- Using 100% REGO-backed electricity from EON.
- Promoting a circular economy, with an internal IT equipment donation scheme, to reduce e-waste.
- 22% suppliers are local.
- Recycling 98.2% of our waste via our waste partner, Enva.
- Using the local caterer, Olive, to produce quality subsidised meals.
- Installing 400 solar panels.
- Have over 1000 protected trees.

## **Therefore, we:**

- Generated 266,551 kWh of solar electricity in 2023.
- Reduced Carbon emissions by 38.4%.
- Are ISO14001 accredited.



# Cultivating long-term relationships

At MHR, we are proud to include our customers in our development process and implement customer ideas into our product.

Our relationships are strengthened by a support process through close relationships with Account Managers and continual access to our Service Desk.  
See for yourself [here](#).

Watch here



85%

of customers would recommend  
MHR to a friend or colleague.

# Building trust: The foundations of MHR

At MHR, we pride ourselves on earning and maintaining the trust of our customers. Therefore, we have certifications such as Cyber Essentials Plus, ISO 27001, ISO 9001, and SOC 2; we've undergone rigorous testing to ensure that our data security measures exceed industry standards.

These accreditations serve as evidence of our dedication to maintaining the highest levels of security, providing our customers with the confidence they need to entrust us with their sensitive information.



# AI ethics and data privacy

As AI becomes more prevalent, we are dedicated to developing and using AI responsibly to benefit our customers.

**“We are committed to ensuring that our AI features are led by human oversight, regularly evaluated for potential biases, and designed to be transparent and explainable in their actions. AI will only be deployed when necessary to provide clear, tangible value. ”**

Peter Cash,  
Head of Business Assurance at MHR





# Generations

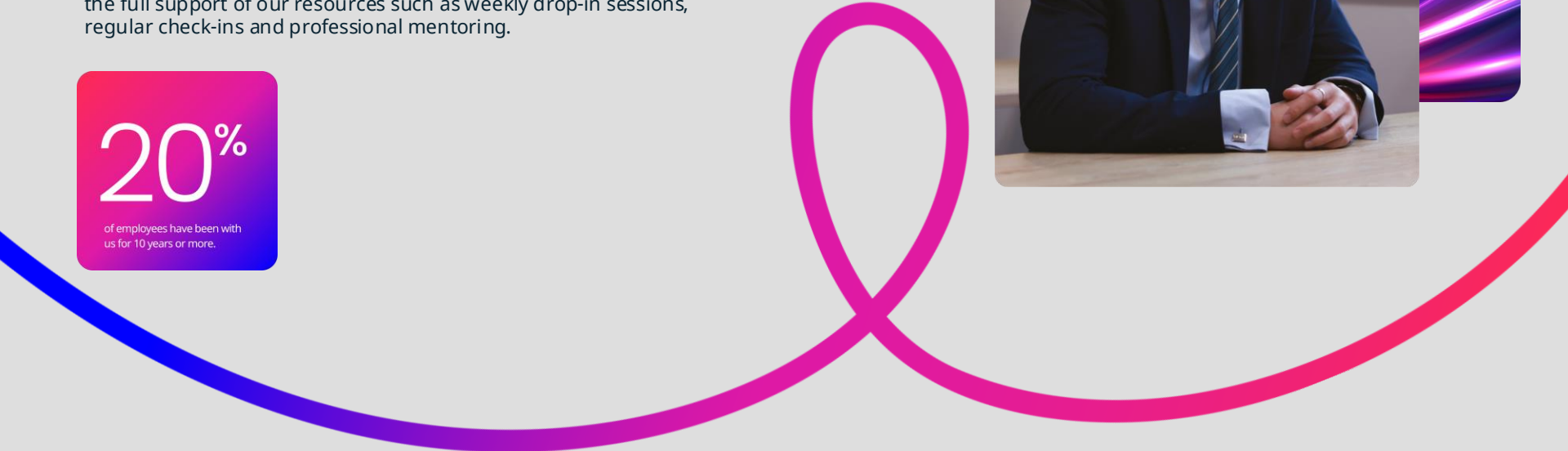
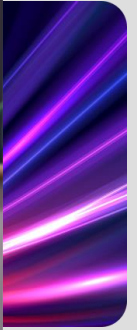
We take pride in our learning culture that fosters collaboration, encourages challenges, and supports our people. This empowers colleagues to positively impact one another and our customers.

We provide employees with the opportunity to upskill and drive their professional development with our learning platform. This is continuously being reviewed and developed to align with the dynamic, ever-changing world of work.

We believe a career pathway should be and is driven by each employee, with the full support of our resources such as weekly drop-in sessions, regular check-ins and professional mentoring.

20%

of employees have been with us for 10 years or more.



# MHR Academy

MHR is home to its own academy. Which offers a successful software apprentice programme where we currently have 17 software apprentices at various stages and have had 10 successful apprentices move into Junior or Mid-level engineering positions. In 2024, one of our apprenticeships was shortlisted for Young Apprentice of the Year for the Midlands Young Professional Awards.

We also have a graduate scheme that provides the opportunity for personal and professional development. The graduate scheme is a rotation around each business department, this allows them to gain a holistic overview of the business.

[Watch here](#)





# Training at MHR

We provide both in-person training, led by our expert internal training team and e-learning courses by global leading professionals.

We provide our customers with a range of [Learning and Development](#) (L&D) opportunities to use. This includes our Learning Management System (LMS) which integrates with your iTrent or People First platforms, as well as third-party solutions via APIs.

Nearly  
3500

Internal and external training  
participants in 2024



# Our power is our people

At MHR, we foster an open and fair workplace guided by diversity and inclusion. We believe that equality is the only acceptable standard. In the male-dominated software industry, we actively empower women, break gender stereotypes, and promote opportunities in tech. We are committed to a balanced and supportive workplace for everyone.

For several years, we have celebrated International Women's Day, recognising women's contributions. This year's theme was Accelerate Action. Our employees also help with many initiatives throughout the year, which have included Epilepsy Awareness Day, Mental Health Awareness Week, Movember, and Menopause Awareness.



# Accessibility for all

Over one billion people have accessibility needs, so ensuring our products are built with accessibility at the forefront is vital. We work alongside the Royal National Institute of Blind People (RNIB) when developing our products.

Our partnerships with the Royal National Institute of Blind People and MySight Notts have guided enhancements to iTrent and People First, for improved screen reader compatibility.

We've invested over 1,300 hours in development to ensure People First meets WCAG 2.0 and 2.1 Level AA standards, for a more inclusive digital experience for all users.



# Our journey to sustainability

We are determined to look to the future, advance our learning and constantly reflecting on the areas in which we can innovate and improve.

At each step of the way we aim to be transparent with our employees, customers, and our industry.

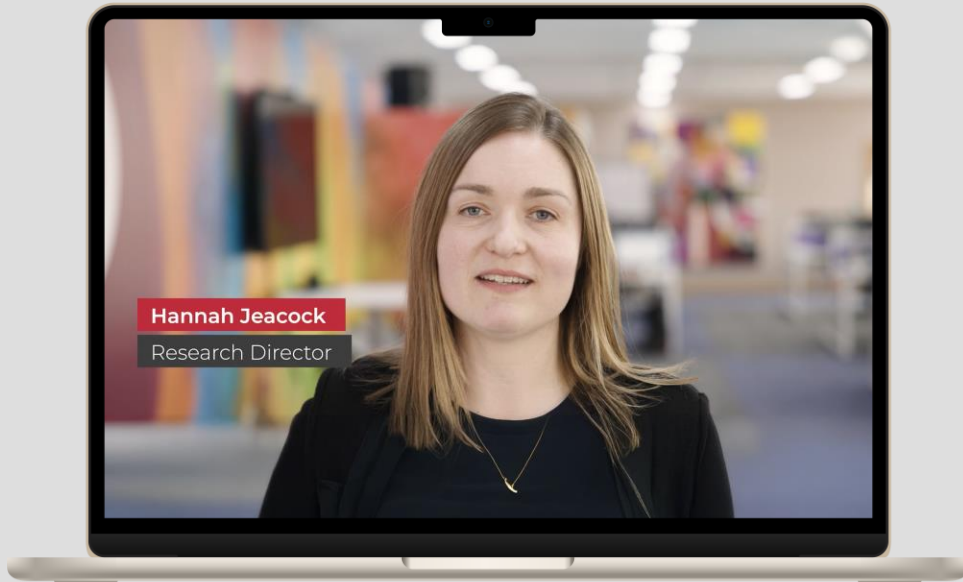


# Business growth

MHR has been in business for over 40 years; we attribute our business growth to our dedicated commitment to sustainability. This is demonstrated through a culture that values innovation, collaboration, and trust.

As our business has continued to grow, so have our sites. Our new office spaces have state-of-the-art technology for a healthier workspace with a low environmental impact. By integrating sustainability into our business strategies, we're not only reducing our environmental impact but also enhancing our products and services.

[Watch here](#)





thank you

The science behind  
a new world of work