

Sustainable Development Policy

In a modern environment with a legacy of over-consumption, environmentally damaging activities and an inequality in choice and opportunity for individuals, to achieve sustainable development, organisations must adopt new priorities and working practices.

Most agree that addressing sustainable development in commercial activity is consistent with best commercial practice, given that economic sustainability is reliant upon environmental and social sustainability.

Mentor Group Limited has developed this policy to ensure that our business continues to grow and in a way which will not preclude us or future generations from doing the same.

This policy outlines broad commitments and principles for sustainable development in Mentor Group Ltd and, where appropriate, is supported by more detailed specific policies, strategies and action plans in key areas, including:

- Sustainable operations
- Colleagues and communities
- Human resources
- Training
- Health and safety

Sustainable Operations

At Mentor we are committed to using more sustainable production methods and tools and reducing our consumption of materials.

This means:

- We promote resource efficiency and use of renewable resources wherever possible
- Recycle materials wherever possible
- Increase the use of electronic storage devices and CD/DVD/memory sticks for materials in place of paper manuals
- Regularly review materials for relevance to the learning event to ensure the minimum of paper is used
- Only use couriers for delivery of materials as a last resort thereby reducing carbon emissions
- Converting to the use of websites for previously paper-based data gathering exercises such as evaluations, 360° reviews etc.
- Piloting the use of video-conferencing technology to reach a geographically wider audience whilst avoiding carbon emissions
- Consider, and include reference to, the achievement of environmental and sustainable development objectives in our corporate and business plans.
- Make resources and competence available to support this policy and its implementation.
- Embed sustainable development in all assessments of our policy, strategy and commercial activity.

Colleagues & Communities

As a people development organization, our structure allows us to be flexible in our working practices so ensuring we act responsibly and in a sustainable way as much as possible.

This means:

- We enable and encourage staff to work from home offices reducing our onsite energy consumption and their need to travel.
- We can select geographically proximate consultants to our clients, again reducing travel.
- Our consultants are encouraged to plan client visits with consideration for most efficient use of transport and time.

At Mentor we will strive to:

- Make due consideration of our impacts on communities through our activities, decisions and policies, seeking to maximise the positive impacts and minimise the negative.
- Establish and disseminate specific sustainable development related guidance, materials and models to support the training and development of our employees, contractors and other stakeholders
- Inspire our employees, contractors, suppliers and stakeholders to address aspects of sustainable development in a meaningful, proactive and positive manner.

Human Resources

Mentor Group Ltd has the policy of promoting equal opportunities to all individuals without regard to race, colour, creed, religion, national origin, age, sex, marital status, or non-disqualifying physical or mental disability in all of its dealings.

We also seek to provide a comfortable and fair working environment which is free of harassment of any kind. Harassment is defined as unwanted verbal or physical conduct of a discriminatory nature directed towards any person that, affects an individual's employment status, is used as a basis for employment decisions, has the purpose of interfering with an individual's job performance, creates an intimidating, hostile, or offensive work environment or negatively impacts on the public image of the Company.

All recruitment activities and terms and conditions of employment shall be conducted in a manner which will:

- Provide all applicants with the opportunity to be considered for employment in positions for which they are qualified
- Conform to laws on equal opportunities

Statement of Responsibility

- The Company will ensure that procedures and practices are applied in accordance with the law and good practice in order to prevent discrimination on any grounds.
- The Company will make its employees aware of their, and the Company's, responsibilities under the equal opportunities legislation, and will provide advice and guidance to its employees where appropriate.
- The Employee is responsible for their own behaviour and is responsible for upholding this Equal Opportunities policy and for ensuring that their colleagues and any other person working in the Company upholds this Policy.

The Directors of Mentor Group Ltd will not tolerate Acts of direct discrimination by any of its employees and will take disciplinary action against staff found to be discriminating or giving instructions to others to discriminate.

Training

As a people development company, we are proud of the calibre of personnel we employ and as part of our sustainable development policy are committed to continuing the growth in expertise and experience of our people.

Consultants

PD is a compulsory activity for all our consultants. This includes as a minimum:

- Four development days per year
- Observation and coaching in the field twice a year
- Annual performance review and development discussion

In addition to the above, many of our consultants also develop themselves by attending external seminars and conferences and obtain qualifications in various relevant assessment tools e.g.: MBTI, SDI, NLP

Client Support Team Development

Our Client Support team have annual development appraisals in which individual needs are identified. As a result individuals then attend external courses or undergo coached development internally.

Additionally, the business also ensures that all new staff are trained up to the appropriate level of professional competence in order to fulfill their job role.

Health & Safety

The Directors of Mentor Group Ltd take your health and safety very seriously. It is their responsibility to provide a safe working environment, and it is the responsibility of our staff to know and abide by all the safe working practices and safety procedures of the Company. Consultants are responsible for Health and Safety matters in their home offices.

Mentor recognises all the key elements of the Health & Safety Act of 1974 and provides an office environment with fixtures and fittings (including fire extinguishers, emergency exits, emergency lighting, appropriate luminous evacuation notices etc) as advised by the Health & Safety Executive on their visit dated November 1992, and reviewed by the inspector on 3rd July 1998.

Any deviations from this (such as faulty electrical equipment, questionable condition of fire fighting equipment etc) should be reported directly to Tara Quinn.

Accidents of any nature (both minor and major) should be reported immediately to the designated first aiders (Lorna Hawkins and Carina Newton) and details of these events recorded in the Accident Log located in the first floor kitchen. Please also advise Tara Quinn of all such incidents. Tara Quinn is also the nominated Fire Officer

For your safety, electrical equipment is audited on a six-monthly basis.

Whilst snacks and cold food may be consumed in the office area, hot food should only be prepared in the upstairs kitchen.

The director responsible for Health & Safety at the head offices of Mentor Group Ltd is Mr N Kelly, to whom all health and safety incidents must be reported immediately.

The address of the local Health and Safety Executive is
Environmental Health Division, Dacorum Borough Council, Civic Centre, Marlowes, Hemel
Hempstead, Herts HP1 1HH