

Impact Report

2022–2025



MANDO**GROUP**



B Corp certification is awarded by B Lab, a non-profit network transforming the global economy.

To become certified, businesses must meet high standards of verified social and environmental performance, accountability, and transparency.

Our impact is measured against five key areas: governance, workers, community, environment, and customers. By integrating B Corp principles throughout our business, we're demonstrating our commitment to sustainability, equity, and responsibility in the digital landscape.

Impact areas.

B Corp certification aligns with our mission to create exceptional digital experiences that drive meaningful, long-term impact:



1. Governance

Embedding ethical and sustainable practices into our decision-making and operations.



2. Workers

Fostering a supportive, inclusive, and equitable workplace where employees thrive.



3. Community

Engaging and supporting the communities in which we operate, ensuring our work contributes to society in a positive way.



4. Environment

Taking steps to minimise our environmental footprint and promote sustainable practices.



5. Customers

Providing services that prioritise long-term impact, trust, and transparency.

Leadership letter.

B Corp was never going to be just another badge for us. Yes, we've always taken pride in earning external accreditations - ISO, Times Best Places to Work - they all matter. They hold us to a higher standard and show that we're serious about what we say.

But B Corp is different. It's not just a framework, it's a philosophy. It asks bigger questions: Why do we exist? Who do we choose to work with? What impact are we really having on people, communities, and the planet? Those questions hit home for us. And the decision to pursue certification felt like the natural evolution of how we've always tried to run the business - with integrity, accountability and purpose at the core.

Getting certified wasn't easy. It made us look hard at every part of the business - governance, people, environmental impact, community engagement, client work - and prove that our values aren't just statements on a wall. They're visible in the way we operate. We scored 86.5 in our first assessment, which is a solid starting point and above the industry average, but more importantly, it's a baseline for what comes next.

This report shares what we've done so far: from strengthening our professional development and wellbeing offer, to partnering with OnHand to make volunteering more accessible, to rethinking how we reduce waste and support like-minded clients. Some of this work has been years in the making. Some of it only started because the B Corp process showed us where we were falling short.

And that's the point. This isn't about perfection. It's about making progress - and doing so with intention. We're proud of what we've achieved, but we're not here to coast. The new B Corp standards are already setting a higher bar for 2027, and that gives us real focus. We'll be embedding those standards into the next phase of our journey, and using them to guide decisions from the boardroom to the studio.

Ultimately, B Corp helps us answer a simple question: are we the kind of business the world needs more of? We believe we are. But we also know that belief means nothing without action. That's what this report is really about. It's not just a look back. It's a line in the sand. A chance to reset, refocus and recommit.

Thanks for reading, and for holding us to the promises we're making.



Ian Finch , CEO, Mando Group



This report is both a record and a promise: it demonstrates our achievements, shares lessons learned, and identifies areas for ongoing improvement. Our Impact Report allows our stakeholders (employees, clients, partners, and the wider community) to hold us to account and to join us in our mission to create an impact in the digital world and beyond.

Our vision.

**We make
technology
work for
everyone.**



We believe digital should be simple, scalable, and focused on outcomes that matter. That's why we work closely with ambitious organisations to solve complex problems, evolve critical platforms, and support better digital experiences – every day.

Based in Liverpool and working across the UK and globally, we develop, support, maintain and optimise the digital products that organisations (and their customers) rely on. From optimising infrastructure to advising on strategic transformation, our work helps businesses move faster, serve better, grow stronger, and reduce costs.

Our mission.

**Solving complex problems
for ambitious digital
leaders so they can move
faster, serve better, grow
stronger, and reduce costs.**





Growth-minded.

We're curious, open to learning, and always improving. We aim for progress, not perfection, and we believe in creating opportunities – for ourselves, our clients, and our industry.



Accountable.

We own our actions and outcomes. We hold ourselves and others to high standards and always aim to contribute to shared success.



Passionate.

We care about the details, and the difference our work makes. We challenge with purpose, inspire others through our mindset, and celebrate success together.

We're trusted by enterprise-scale organisations with business-critical digital infrastructure. Our clients span financial services, charities, utilities, education, membership bodies, and manufacturing. With partnerships lasting for many years - more than 15 years in some cases - our clients trust us to develop, support, maintain and optimise their digital estates.

We're increasingly seeking to work with organisations that align with our B Corp values, particularly other B Corps and organisations which serve vulnerable communities.

Our journey to B Corp certification.

Certified



Corporation

Our decision to pursue B Corp certification reflects a long-held belief that ethical practice, environmental responsibility, and social impact should guide the way we do business.

We're proud to work with pension providers, manufacturers, charities, utilities and other enterprise organisations – and we've always approached those partnerships with integrity and purpose. This certification builds on that foundation, representing an internationally recognised validation of our values.

Certification is awarded to businesses that meet rigorous standards of verified social and environmental performance, accountability, and transparency. For Mando Group, the assessment process prompted a challenging yet rewarding review of how we operate, how we measure our impact, and how we hold ourselves accountable.

The B Corp Assessment

The rigorous assessment process challenged us to prove through documentation, data, and everyday actions that purpose is embedded into our business model.

Our certification in October 2024 was based on data from the fiscal year 2022-2023. However, as this report details, our commitment to B Corp values is not confined to a single year or milestone; it is embedded in our ongoing mission to create exceptional digital experiences that drive meaningful, long-term impact.

Our B Corp score.

We achieved a score of 86.5 in our B Corp assessment, based on performance during the 2022–2023 financial year – **5.7 points above the industry average.**

It's a result we're proud of, and one that reflects our commitment to improvement, our accountability to high standards, and our growth-minded approach. We welcome the opportunity to re-certify against the new, more rigorous standards in 2027 – and we're already focused on how we can do even better.

- 86.5 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Businesses



Our B Corp score.

Governance.

A strong foundation to build on. Over the next three years, we'll work more closely with our stakeholders to align with the upcoming B Corp standards, ensuring our governance structures continue to support transparency, ethics, and accountability at every level.



Mission & Engagement



Ethics & Transparency



Impact Business Model



17 Total Score

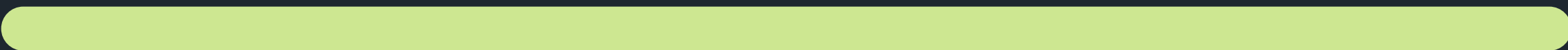
Our B Corp score.

Workers.

Our highest scoring area, reflecting our people-first culture. We've embedded strong HR policies, career development pathways, and channels for feedback and engagement, underpinned by a clear focus on health and wellbeing. Looking ahead, we're focused on offering more tailored support – across physical, mental, and financial wellbeing – to meet the diverse needs of our team.



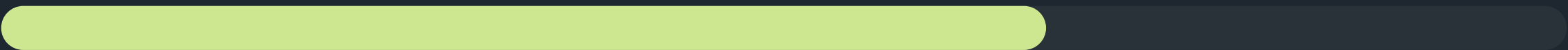
Financial Security



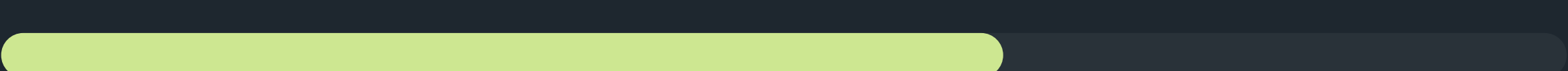
Health, Wellness, & Safety



Career Development



Engagement & Satisfaction



36.1 Total Score

Our B Corp score.

Community.

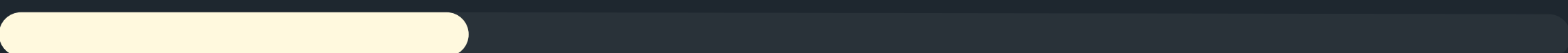
This was lower than expected and a valuable reminder that intention isn't the same as impact. For the most part, our clients are geographically disparate and that has caused us to focus our attention beyond our local communities. We'll be taking a more deliberate approach to our community engagement, while continuing to strengthen our efforts around diversity, equity, and inclusion.



Diversity, Equity, & Inclusion



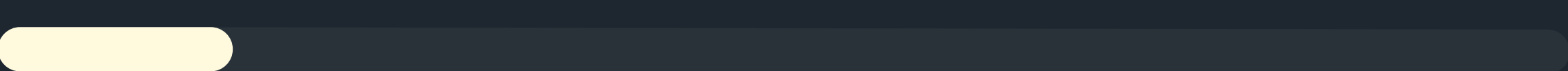
Economic Impact



Civic Engagement & Giving



Supply Chain Management



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13.3 Total Score

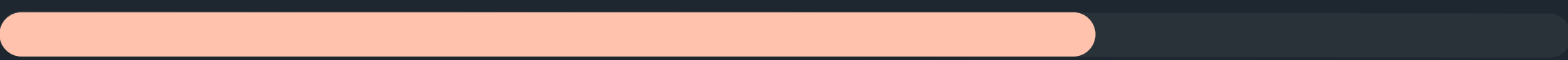
Our B Corp score.

Environment.

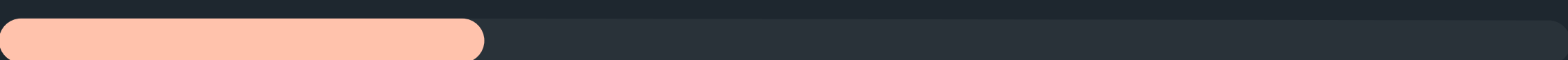
Our workplace practices scored well, particularly in facilities management. To go further, we'll focus on reducing our environmental footprint in areas like energy and water use – especially by supporting remote and hybrid teams to make more sustainable choices at home and in transit. As part of our benefits package, employees have access to Cyclescheme and EV Scheme paid via salary sacrifice. These schemes enable employees to opt for more environmentally friendly, sustainable modes of transport for affordable prices.



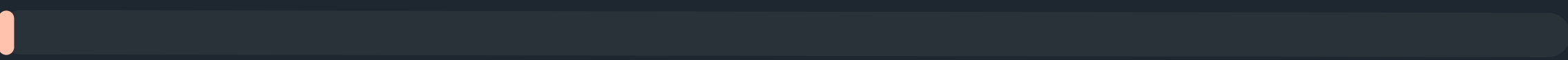
Environment Management



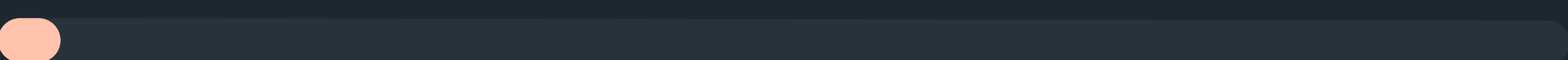
Air & Climate



Water



Land & Life



14.1 Total Score

Our B Corp score.

Customers.

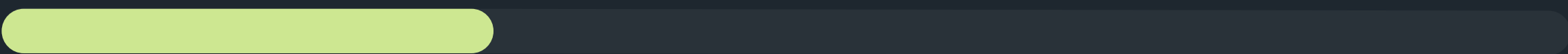
We know we can do more to demonstrate how our work creates positive outcomes for purpose-led organisations and underserved audiences. Over the next few years, we'll put better systems in place to track that impact – and use our own consultancy as a case study for what purpose-driven digital delivery looks like in practice.



Customer Stewardship



Support for Underserved / Purpose Driven Enterprises



5.9 Total Score

Impact highlights.



Impact highlights.

Professional development.

While regular 1:1s and 120-day reviews were already in place, our employee engagement surveys highlighted the need for a more structured approach to career development. The feedback was clear: our team wanted greater clarity, consistency, and support in progressing their careers.

In response, our Operations Director and HR Manager led a cross-functional team to review potential solutions. After evaluation and testing, we selected Leapsome – a people success platform that brings together performance reviews, 360° feedback, learning pathways, OKR tracking, and employee engagement tools.

Since launching Leapsome across the business, we've completed biannual review cycles and gathered feedback through company-wide retros. These insights are already shaping the next phase of our approach to personal and professional growth for 2025–2026.



Impact highlights.

Wellbeing.

We recognise that consultancy life can move at pace – and that workload can fluctuate. That's why we're committed to creating an environment where our team feels supported, valued, and able to thrive.

We know that people do their best work when they feel their best – and we'll continue to evolve our offer based on feedback and need.

We offer a comprehensive package designed to support the physical, mental, and financial health of every Mandonian:

Health and wellbeing support

Access to private healthcare, wellness initiatives, and professional mental health services – designed to help our team stay healthy and balanced.

Flexible working

We offer hybrid working and flexible hours to help our people manage their time effectively and maintain a healthy work-life balance.

Financial wellbeing

From competitive salaries and pension contributions to financial guidance and planning resources, we support our team in building financial security.

Professional growth

We invest in personal development because we know it supports wellbeing too – offering learning pathways, mentorship, and structured progression.

Employee Assistance Programme (EAP)

Confidential support is available to all staff, covering both personal and work-related matters.

Leapsome kudos tracker

The Leapsome people-success platform promotes an easy and engaging way to celebrate team success and offer instant feedback and praise through a kudos board, linked to our company Slack channel and displayed in our communal areas.

Impact highlights.

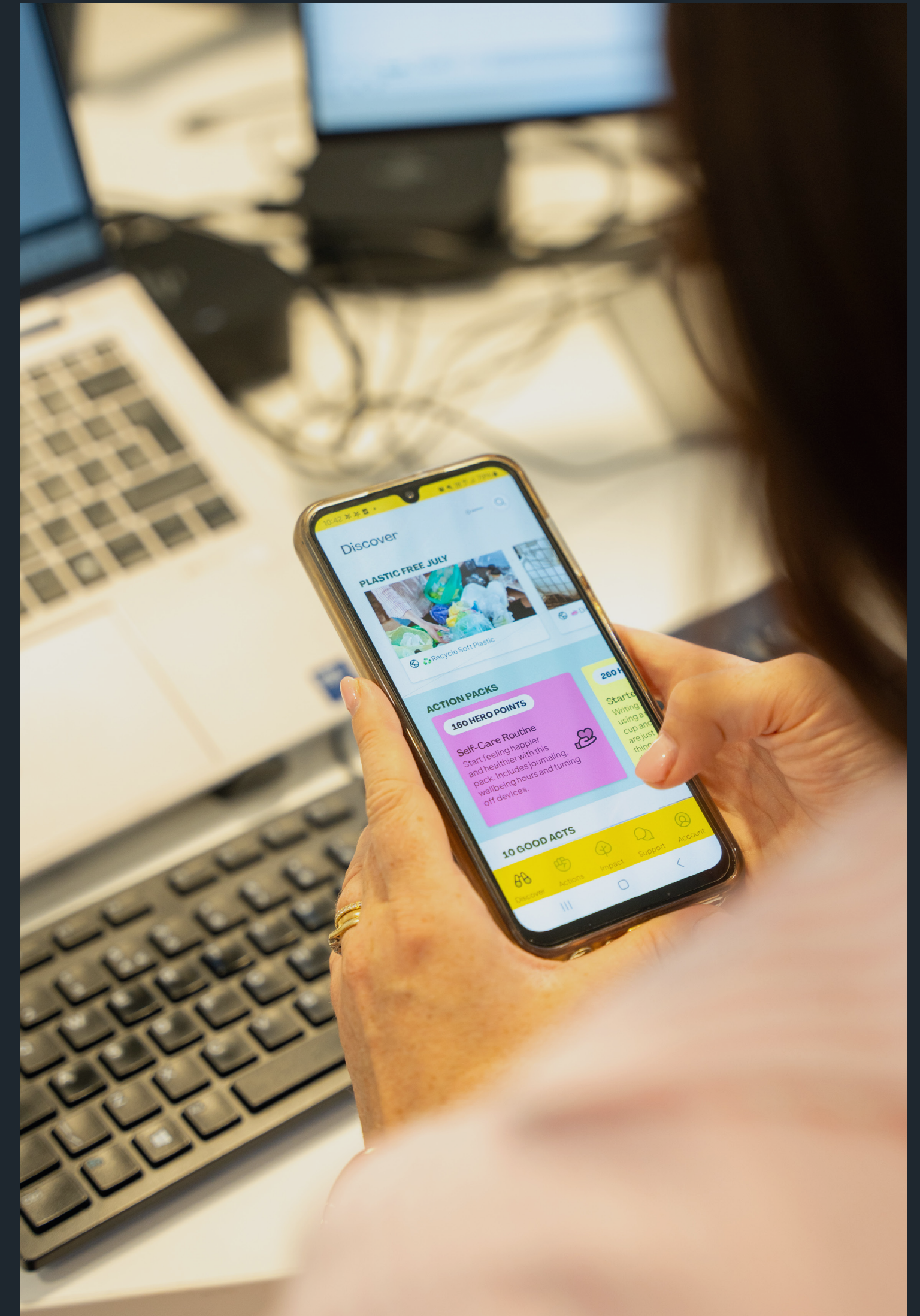
Volunteering and community engagement.

In preparing for B Corp certification, we recognised that while community engagement had always mattered to us, our approach to volunteering was often informal and inconsistent. To turn good intentions into meaningful action, we introduced a volunteering day for every employee – a dedicated opportunity each year to support causes that matter to them.

To build on this commitment, we launched a partnership with OnHand in June 2024. This platform makes it easy for everyone at Mando Group to find and complete volunteering missions, track their impact, and take part in team-led initiatives. It also contributes to wider environmental goals – planting trees to match our collective effort.

Early feedback has been incredibly positive, and we're proud to be embedding social responsibility into the rhythm of everyday work.

[Track our live contribution](#)



Impact highlights.

Recycling and waste reduction.

We've always taken waste reduction seriously – from splitting out food waste, electronics, and batteries, to working with a building management team that operates a strict zero-waste-to-landfill policy.

In 2024, we went a step further by partnering with WeeeCharity – a UK-registered non-profit that provides free recycling for computers and electrical equipment. Items we no longer need are refurbished or responsibly recycled, with proceeds funding community initiatives that help tackle poverty.

We've also made smaller but meaningful changes in our day-to-day operations. We've switched to organic milk in reusable glass bottles, and we now source our fruit, coffee, and snacks from local businesses – including other certified B Corps.

These changes reflect our belief that sustainability should be built into the choices we make every day.



Impact highlights.

Price banding for B Corp businesses and charities.

As a certified B Corp, we're committed to supporting the wider B Corp community and collaborating with organisations that share our values.

We offer fellow B Corps our most favourable commercial terms and our most discounted day rates (or up to 25% off fixed-price products).

We welcome conversations with other B Corps and purpose-driven charities to explore how we can work together to create meaningful, lasting impact.



Impact data.



Impact data.

Energy emissions.

We recorded an increase in energy emissions from FY 2022/23 to FY 2023/24. The lower figures in 2022/23 were largely due to the widespread adoption of remote working during the Covid-19 pandemic.

In 2023/24, our shift to a consistent hybrid working model changed energy usage patterns, leading to higher emissions compared to the previous year. We expect 2024/25 to show similar results, given the stability of our current arrangements.

Once 2024/25 data is verified, we will complete a full review to identify ways to reduce emissions. This will include initiatives to help employees switch to renewable energy suppliers and access resources that minimise the environmental impact of home working.

Energy Data	2022/2023	2023/2024	2024/2025
Total energy used (Gigajoules):	171.74	275.774	-
Total energy used from renewable resources (Gigajoules):	165.72	250.635	-
Total Greenhouse Gas Emissions (metric tonnes of CO ₂ equivalent) in: Scope 1:	0	0	-
Total Greenhouse Gas Emissions (metric tonnes of CO ₂ equivalent) in: Scope 2:	8.9	10.3	-
Total Greenhouse Gas Emissions (metric tonnes of CO ₂ equivalent) in: Scope 3:	304	389.6	-

Impact data.

Other data.

This year’s impact data reflects the challenges facing digital consultancies in a difficult economic climate. As market pressures increased, we saw a decline in several key indicators – employee net promoter score (eNPS), overall headcount, and gender diversity.

These are not isolated figures. They are connected signals of the pressure on our people and culture, mirroring trends experienced by many SMEs in the digital sector. Economic uncertainty, heavier workloads, and fewer resources have contributed to higher stress levels, making it harder to maintain the inclusive, resilient workplace we aim for.

While these trends are concerning, they reinforce the value of our B Corp commitments and the need to strengthen our focus on wellbeing, equity, and long-term sustainability for our people.

Category	2022/2023	2023/2024	2024/2025
ENPS score	65.6%	47.25%	45.29%
Headcount	50	49	36
Gender diversity	32.09% women	29.02% women	26.92% women
Turnover	£4.9m	£4.3m	-
Service desk scores	n/a	n/a	4.5/5

Our future goals.



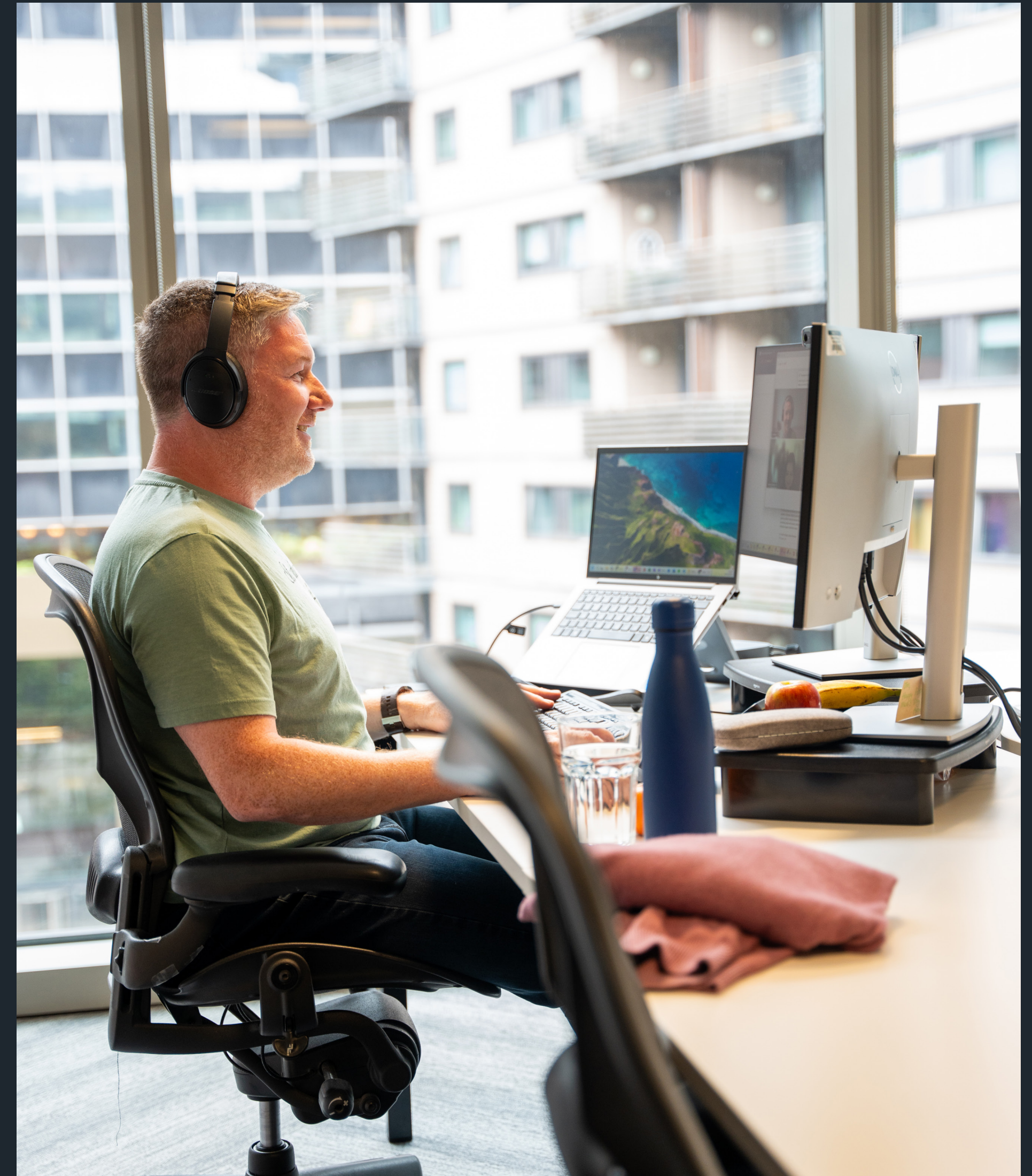
Goal 1.

Reechus partnership.

From 2025, we will strengthen our approach to employee wellbeing through a new partnership with Reechus. This collaboration will give every team member access to confidential, one-to-one sessions with professional wellbeing coaches.

Reechus focuses on three key pillars – financial, mental, and physical wellbeing – and offers specialist support for life events such as menopause, relationship changes, and returning from maternity or parental leave.

Our aim is to ensure that everyone at Mando Group can access tailored, professional support when they need it most. We believe this will help reduce stress, build resilience, and empower our people to live healthier, more fulfilled lives.



Goal 2.

Creating career pathways for underrepresented groups.

We are committed to improving representation and inclusion in the tech industry by creating meaningful pathways for people from traditionally underrepresented backgrounds to explore careers in digital and technology.

From 2025, we will partner with local educational institutions to deliver inclusive outreach and mentorship programmes. Our goal is to create an environment where every participant feels a sense of belonging, has access to real-world opportunities, and can thrive in a safe, supportive space.



Goal 3.

Carbon offsetting.

While reducing emissions remains our priority, we also recognise the need to address our current environmental impact through carbon offsetting.

To date, we have not undertaken formal carbon offsetting. Our objective for the 2025/26 reporting year is to offset the 399.9 metric tonnes of CO₂e generated in 2023/24. This will be a significant milestone in our wider sustainability strategy and reflects our commitment to environmental responsibility.



Further information.

[Get Report](#)

The 2024 disclosure report is available for download.





We make technology work for everyone, enabling our clients to move faster, serve better, and reduce costs.

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