

A FOUR-FOLD APPROACH TO BUSINESS

Clients, the environment, society and people:
held as **equally important**, every year
since 2005.

"To help individuals, teams and organisations reach their full potential, so they can increase the positive impact they have on the world."

Our four-fold approach to business (all equal in priority)



Providing a great service to clients

98%

of clients satisfied or very satisfied, every year since 2005



Being a responsible custodian of the environment

100%

travel by public transport, foot, or bike



Having a positive impact on wider society

17%

of pre-tax profits donated, across 31 charities this year



Treating people well

121 hrs

of learning and development per employee this year

A values-driven organisation

Quality

We only do work if we have the expertise and time to do it well

Integrity

Work that makes a sustained, distinctive improvement

Balance

A real life outside work, for everyone involved

Honorary directors: a wildflower meadow and a garibaldi fish sit on the board. Decisions get tested against one question; 'What is best for the meadow and the fish?'

ABOUT MCH

A people development firm in Freshford, South West England, providing training and mentoring, primarily to charities and social enterprises, with clients across the UK and overseas. Founded 2005.

ABOUT THIS SNAPSHOT

A four-page digest of mch's 2025/26 CSR report. All figures are drawn from that report; current-year financials are estimates made before accounts are finalised.

Clients, and the people who work with and for us



Clients and suppliers

Service and fair dealing

98%

Satisfied or very satisfied

0%

Ever dissatisfied since 2005

100%

Supplier invoices paid on time

- Feedback collected anonymously, from a cross-section of client staff
- Banking with Triodos, and using a co-operative, climate-positive internet provider
- Private-sector fees cross-subsidise work for charity clients and enable volunteering
- This year's single supplier invoice was paid within four days

Articles of association voluntarily changed under the Better Business Act, so mch must weigh environment and society in its decisions.



Treating people well

Development and balance

121

Development hours per employee

11

Week sabbatical, full pay

39%

Utilisation this year

DEVELOPMENT HOURS PER EMPLOYEE



- Flexible working; weekend working minimised
- Sabbatical taken with no conditions attached
- Resilience and enough, not continual growth

Only 44% of comparable-size UK businesses arranged any staff training; the average UK employee reports under 12 hours a year.

An environmental **custodian**, with impact on wider **society**



Environment

Emissions and travel, measured and offset

0 kg

Net CO₂ after offsetting

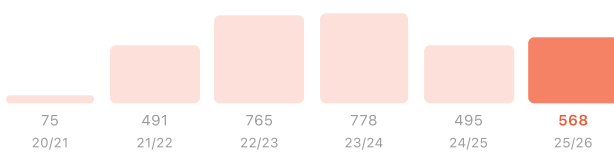
100%

Travel by public transport, foot, or bike

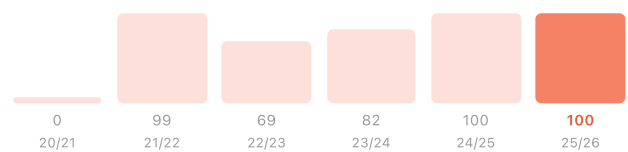
0

Flights or taxis taken

CO₂ PER EMPLOYEE (KG)



PUBLIC TRANSPORT (%)



- 100% renewable electricity in the office; cloud storage and internet use offset too (75kg)
- Work in Australia and the Middle East given up to avoid flying
- No AI used to design training materials

Air travel is the highest-emitting transport mode per passenger; one AI query is estimated to emit 340 times the CO₂ of a single web search.



Society

Giving and volunteering

£2,065

Donations, 17% of pre-tax profits

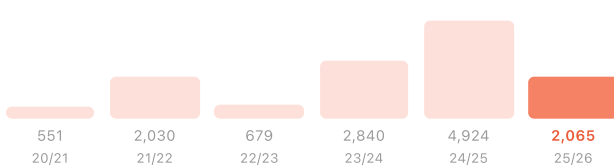
114 hrs

Volunteering per employee

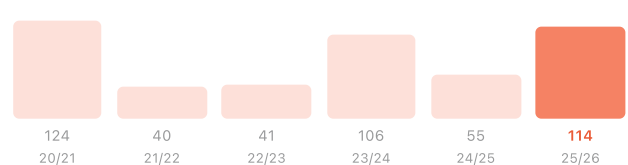
31

Charities supported this year

DONATIONS (£)



VOLUNTEERING (HRS)



- 31 charities supported this year, across seven areas of work
- Volunteered to assist those seeking asylum who are homeless and stranded in Calais, France
- Talks delivered to primary and secondary school children

FTSE 100 average charitable giving has fallen from 2.4% to 0.8% of pre-tax profits.

The **six-year** snapshot



💡 This year mch **moved its pension away from companies fuelling the environmental crisis**. Where you invest can be **21 times more impactful** than stopping flying, going vegetarian and switching energy provider combined.

Increasing the **positive impact** of individuals, teams and organisations through people development.

mchpositiveimpact.com
Freshford, South West England
M.C. Hughes Consulting Limited · 5455273

The full report, including benchmarks and sources, is available at mchpositiveimpact.com/resources/company-publications