

Welcome to our 2020 Sustainability Report

Here's what we've been up to at Mindful Chef this year on our mission to make healthy eating easy. Read on for an in-depth look of how we operate as a business, what we're doing for each other - and our brilliant Mindful Chef community.

2020 was a year like no other. The crisis separated us all from loved ones, but it also brought us closer together as we looked to support one another.

Never has this been truer than in our Mindful Chef community. We got to help those who needed it the most through our Next Day Care Boxes supporting people having to isolate. Plus our NHS discount helped thousands of frontline workers get healthy recipe boxes delivered. (400,000 meals, in fact!)

It's down to the amazing team we have in place, and we are extremely proud of everyone at Mindful Chef. Seeing how they coped with the increased pressures this year – both personally and professionally – has been extraordinary.

And when it comes to sustainability, 2020 was huge in terms of how we're focussing on doing more for the planet. We witnessed the largest environmental demonstrations globally ever!

As we write, we're pleased to report Mindful Chef is already Climate Neutral. It's a fantastic achievement, and just the beginning. Businesses have a crucial role in working to protect the future of our planet, and we're proud to have released our first carbon report – the first step on our journey towards reaching Net Zero.

Further afield we hit record numbers of school meal donations through our work with the charity One Feeds Two. We also had our biggest community events ever, including our annual Coast Clean, all despite being in the middle of a global pandemic!

Finally, we would like to thank all of you for supporting Mindful Chef in 2020. To our team, our suppliers, our customers, to the whole Mindful Chef community – thank you!

Myles & Ciles and everyone else at Mindful Chef





Switching our egg boxes will save over

1.8 tonnes
of plastic next year

Our 2020 We've partnered with the high

British Heart
Foundation
look out for their logo
on the menu each

80% of you tried our vegan range

413,024 discounted meals delivered to our

NHS heroes

one feeds two

This year we donated

3.5m

school meals to children living in poverty with our charity partner One Feeds Two

highlights

Awards won

- √ The Grocer Gold Awards
- √ Sunday Times Tech Track 100
 - √ Startups 20
 - √ Women's Health Awards
 - √ Quality Food Awards

We've grown our frozen range

16 smoothies 4 broths 32 frozen meals



233,711

meals donated locally to those in need through the Felix Project

Mindful Chef

Climate Neutral

Coast Clean

Our community collected

34,000

litres of rubbish at this years #MCCoastClean, equal to 68,000 plastic bottles

Facebook community

Our Facebook community
has doubled! Not a member?
Request to join:
facebook.com/groups/
mindfulchef

B Corp

We became a certified B Corporation in 2018, making us the first recipe box company to join the movement.



When we started Mindful Chef in 2015 we did so with the intention of creating a truly sustainable company that looks beyond just making a profit. A company which values the interests of its people, its customers, the wider planet and society as a whole. We believe you can use business as a force for good and that is why we joined and are a proud member of the B Corp community.

There are now over 3,500 B Corps across 75 different countries who are setting a standard for good, responsible business.







26.8
WORKERS





We will be recertifying in September 2021 and we're working towards increasing our current score of 80.5.



Sustainable Development Goals

In 2015, the United Nations set out 17 goals ranging from hunger to gender equality to the climate crisis.

In light of the global challenges we face, the goals were designed to create a more sustainable future for all. Without action from businesses, it will be impossible to achieve them.

As a B Corp we have aligned ourselves to these goals, focusing on seven in particular. Look out for the green roundels throughout this report to see how the work we're doing supports them.





2020 Wrap Up



Almost half the portions we delivered were plant-based, saving around 400 tonnes of greenhouse gas emissions in this month alone



With the help of our customers we passed our goal of 2 million schools meals donated to children living in poverty with One Feeds Two; that's equivalent to feeding 10,000 school children for a year



During the first lockdown, when lots of the big online retailers were turning new customers away, we worked our hardest to stay open and deliver as many meals to those who needed them as possible. We're proud to have welcomed over 24,000 new customers in this time

We set up an ongoing discount and delivered priority boxes to support key frontline NHS workers as they tackled the pandemic



We celebrated reaching 5 million meals delivered since Mindful Chef first began in 2015

We launched **next day care boxes** to help our customers send
healthy food to their loved ones

JANUARY FEBRUARY MARCH APRIL

2020 Wrap Up

A SPECIAL THANKS TO NHS WORKERS



- Since launching the NHS discount in March, we have delivered over 100,000 discounted meals to frontline workers
- Our family range grew to 12 recipes, helping families enjoy healthy meals together
- We passed through 3 million school meals donated through One Feeds Two



We celebrated **Mindful Chef's 5th birthday.** We replaced our annual
summer party for a virtual one this year

Read more on Mindful Chef's journey through the years **here**



Our chefs made healthy eating easier than ever before when we launched a new range of speedy 15 minute meals, giving our customers more time to enjoy the summer evenings and spend less time in the kitchen



In August alone we sent out almost 55,000 of our smoothies!

We also launched 5 new colourful, healthy smoothies and 5 new frozen meals

MAY JUNE JULY AUGUST

2020 Wrap Up



- We held our largest ever community event - the MC Coastal Clean. Our community collected over **34,000 litres** of rubbish in one day!
- We signed up to the World Land
 Trust scheme to make our weekly
 magazines carbon neutral



Since January, we had donated 98,158kg of food, equivalent to 233,711 meals. This food is distributed to London's most in need charities, schools and food banks

We partnered with the British Heart Foundation to raise awareness of how a healthy, balanced diet can help support heart and circulatory health. As part of this we offer two heart healthy meals a week



- We were blown away to have donated **5 million meals** to children living in poverty
- Without the support of our community and our charity partner, One Feeds
 Two, none of this would be possible –
 a huge, heartfelt thank you
- Broths and fruit boxes launched



We're running our Reverse Advent Calendar for the third year, help us get to 150,000 food items donated. Click here to get involved

We released the results from our first ever carbon assessment and became **Climate Neutral**

SEPTEMBER OCTOBER NOVEMBER DECEMBER

	M
	1
7	

	Our targets	Actions	
	Only use widely recyclable plastic	100% fully recyclable packaging, so that everything in our boxes - from the cool bags to the spice pots - can be recycled kerbside	
Reduce and reuse		Prioritise sourcing from non-virgin materials & eliminate plastic where it is possible to do so without compromising on quality and freshness	
Packaging	Close the loop	Increase the amount of boxes sent back to Mindful Chef with reusable insulation year on year	
Planet	Launch a carbon management project	Measure and map out our carbon footprint & become Climate Neutral	
	Net Zero by 2030	Set an annual reduction target that gets us to Net Zero emissions by 2030	
	No waste	Eliminate household food waste by providing pre-portioned ingredients & minimise waste in our supply chain by sending any surplus stock to charities like The Felix Project	
	Educate and empower consumers	Use our business to educate people on better choices they can make for the planet	
₿	Support British Farmers	Source from British farmers and champion seasonal, local produce wherever possible	
	Setting standards	Review our supplier code of conduct to ensure we set a standard for fair, safe and healthy working conditions, and environmental responsibility across our supply chain	
Suppliers & ingredients	Sign up to SEDEX	Ask all our suppliers to sign up to SEDEX (Supplier Ethical Data Exchange) by July 2021	
People & team	Support health & wellbeing	Ensure every team member has access to physical & mental health support	
	Train 5 mental health first aiders	Train 5 in-house mental health first aiders with Mental Health First Aid England	
	Personal and professional growth	Provide all employees with access to a £500 professional training allowance	
	Life skill training & workshops	Organise life skill training sessions to help people deal with the events and challenges of everyday life	
	Diverse and unbiased	Track diversity among our team to ensure we are being inclusive as a business and highlight areas we can improve upon	
	Company culture	Create an environment in which everyone is aligned to the MC values; Mindful, Personal & Unafraid	
Customers & community	Grow our Mindful Community	Build a community of like minded people who want to take positive action - both socially and environmentally	·
	Give back	Work with our partners One Feeds Two to donate school meals to children living in poverty, as well as UK based charities such as The Felix Project	
	Drive awareness of B-Corps	Continue to be a part of the movement that sets a standard for good responsible business committed to driving change as a collective	
	Help others	Support our team in ensuring everyone takes time out of work to give back to a charity of their choice	



Achieved!



On track



Getting there



Not met





The planet

Our Carbon Footprint

This year, we conducted our first carbon footprint assessment, which you can read about in more detail on our blog.

By measuring our footprint we were able to fully understand the breakdown of our climate impact. After looking at the changes we could make, we realised the best way we can reduce our emissions will be by promoting sustainable practices across our entire supply chain. We believe by working collaboratively with our suppliers we will be able to make more meaningful and longer lasting change.

The breakdown Scan this code to read our full of Mindful Chef Carbon Report emissions

70% Food 16% Packaging 6% Upstream Freight 4% Frozen Meals 2% Print 1% Employee Commuting 1% Electricity 0.2% Frozen Smoothies 0.02% Fuel 0.008% Waste 0.003% Water



Food All food purchased from suppliers



The emissions from all the types of packaging we use



Packaging Upstream Freight

Transport from suppliers to our warehouse and our warehouse to you



Frozen meals and smoothies

The associated emissions with the raw ingredients



Print

Printed copy used for marketing and packaging



Employee commuting

Emissions per mode of transport to and from our office



Fuel

From vehicles like the forklifts we use in the warehouse



Electricity, water, waste

Electricity consumption, water consumption and waste for our London HQ and warehouse

Climate Neutral today, Net Zero tomorrow

What does this actually mean?

Carbon Neutral

Balancing out the emissions you release into the atmosphere with the ones you remove. This can be done by finding an equivalent amount of carbon savings elsewhere in the world.

Mindful Chef

Climate Neutral

Neutral across carbon and all other greenhouse gas (GHG) emissions. Carbon Neutral usually refers to all GHG emissions but doesn't always, Climate Neutral leaves nothing out.

Net Zero

An extension of Climate
Neutrality that requires you to
bring your emissions as close
to zero as possible across
your entire supply chain.

Certified B

Climate Partner

To start taking action, we retrospectively offset our emissions with Climate Partner, making us Climate Neutral now.

The next step is setting science-based reduction targets and establishing a clear trajectory which will get us to our goal of Net-Zero 2030.

This means we are balancing out the emissions we release into the atmosphere by financing carbon savings elsewhere.



The projects we're supporting

Clean Cookstoves in Kumasi, Ghana (Gold Standard VER certified)

Providing cooking facilities to communities that currently rely on cooking methods which are detrimental to both their own health and the environment.

Forest Protection in Portel, Brazil (VCS, CCBS Gold Level certified)

Protecting forests at threat of deforestation by helping local people acquire ownership of the land.





Scan this code for more information on the projects we're supporting



Our Suppliers

This year, demand increased at a rate we couldn't have imagined.

As other online delivery services shut their doors, we made a commitment to accept new and returning customers.

During this time, we knew how important it was that we continued to make healthy eating that bit easier for our customers. That's why we worked hard with our suppliers to ensure we could fulfill every order, without ever compromising on quality.

We are members of SEDEX (Supplier Ethical Data Exchange) and will be asking our suppliers to sign up too; this will help us ensure our standards for fair, safe and healthy working conditions, and environmental responsibility are met throughout the supply chain.

Work with people who share our values and vision Only source from ethical and responsible suppliers Support British farmers

Food production

Our carbon assessment showed us just how important it is to source food sustainably and ethically.

Food production is a leading contributor to climate change, as well as other global environmental issues such as biodiversity loss, soil degradation, deforestation etc.

However, as the population grows, and the demands for food increases, it is crucial we find ways to mitigate these impacts. From trapping greenhouses gases within crops and soil to increasing biodiversity through hedgerow management, agriculture is also positioned to positively impact the environment.

We're committed to working with our suppliers to ensure the food we're putting in our boxes has been produced in the most sustainable way.

Sustainable suppliers

Barfoots, our suppliers of sweet potatoes, butternut squash and sweetcorn are leading the way in sustainable practices across both their farming and operations. With sustainability ingrained in their ethos they are on their own journey to reach net zero emissions.

Some of the initiatives they are undertaking to get there:

- ✓ Have their own on-site anaerobic digestion plant to break down waste, which in turn generates renewable energy and avoids carbon emissions
- Using the unwanted parts of crops to produce fertiliser
- Sequester (capture and store) carbon through crop cover
- Planting hedgerows and supporting biodiversity





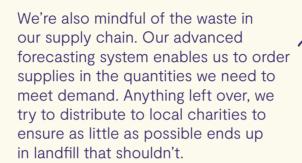
Food Waste

Globally around 33-50% of all food produced is never eaten, instead ending up in landfill.

This means all the Earth's resources required to grow it has been wasted, as well as the human labour, packaging etc. but it also means the food will decompose without oxygen and release methane into the atmosphere (one of the most potent greenhouse gases).

The Life Cycle Assessment we included in our carbon report showed that waste makes up 0.1kg CO2e (0%!) of the carbon footprint of our meals. All that is leftover will be things like the potato skins or carrot peel which are compostable. This is because we only send you exactly what the recipes require.

Mindful Chef



eliminated if you compost all your food scraps at home!



See page 20 for

more on the work

we're doing with

The Felix Project



According to WRAP, in the UK food waste contributes over 25 million tonnes of GHG emissions, with 4.5 million tonnes of food waste being generated in households!



11% emissions could be avoided

Around 11% of global emissions that are generated from food production could be avoided if we reduce food waste.

Packaging





Throughout the pandemic, our focus was to make sure we helped as many people as possible by delivering food when others could not.

This placed pressure on our supply chain and our team had to think quickly and bring in new suppliers to help us meet demand. Unfortunately, this meant packaging is one area we haven't made the progress we were hoping to this year. Some of the changes we had made in 2019, such as plastic-free tomatoes, had to be put aside in order to make sure we could deliver boxes during the height of the crisis.

In 2021, packaging will be a real focus for us. We know we can and must do better here. But we also know the importance of spending time on finding the right solutions so our ingredients are delivered in the best condition possible. One of the biggest positive contributors to the environment of recipes boxes is reduced food waste – which is why it is so important to us to get the right packaging that supports this mission.

One item we know has been an ongoing frustration for our customers (and very much for us as well!) is the way our eggs were sometimes arriving in peoples boxes. After endless trialling, we think we have found the solution to cracked eggs and this solution will also allow is to remove one more piece of plastic from our boxes. Going forward eggs will come securely packaged in a small cardboard box, which should mean no more mess!

All our boxes are made from recycled cardboard and the insulation is produced using old denim Mindful Chef



Closing the Loop

In our 2019 Sustainability Report we set the target of 50,000 boxes returned to Mindful Chef.

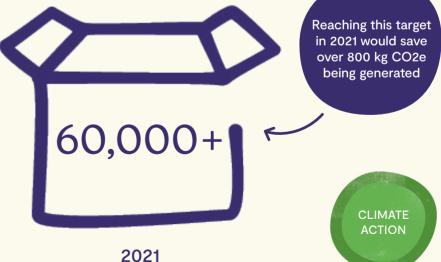
As a measure to keep people safe, we put our returns scheme on hold throughout the first lockdown. We estimate 40,000 returned boxes this year – coming close to our target set in 2019. Had we been operating normally, we would have exceeded our 2020 target.

While our returns were halted, we've been working behind the scenes to improve this process and make it easier for more customers to send back their boxes. One focus for us has been increasing the number of locations where boxes can be returned to; we're pleased that boxes can now also be returned through Royal Mail, as well as Collect+.

A goal for 2021 is to work towards fully recyclable packaging, so that everything in our boxes – from the cool bags to the spice pots – can be recycled kerbside.







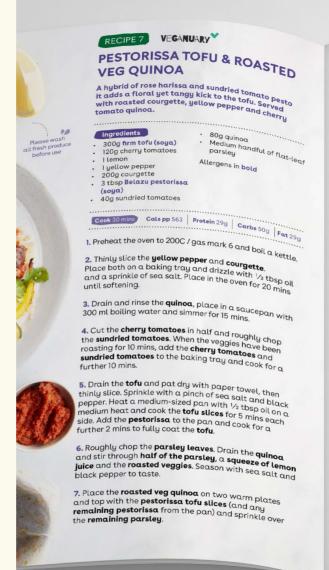
Carbon Neutral Magazines

We started printing our weekly magazines on Carbon Balanced Paper.

This means that the equivalent amount of energy that is required to produce the paper our booklets are printed on has been balanced out through the protection of tropical forest under imminent threat of deforestation and degradation.

So far, through the World Land Trust we have balanced 30,800 kg CO2e, protecting 21,560m2 of critically threatened tropical forest.

To go one step further, our booklets are also now printed using solar energy.





ACTION

A Greener HQ

Our team has increased a lot this year (which you can read more about in our People section of the report).

This meant we needed to find a new space that we could all fit into (when we can safely return to the office).

Some of the things we'll be doing to make this space as green as possible include:





WATER

Low flow faucets to prevent water loss



LIGHTING

CF bulbs, occupancy sensors, daylight dimmers, task lighting etc. to make the most of natural light



ENERGY

A renewable supplier, this is something everyone can do to make a difference



EQUIPMENT

Automatic sleep modes, after hours timers etc. to minimise our energy use



SUPPLIES

Always use fellow B Corps where we can and support ethical, eco-friendly companies





Team

Mindful Chef wouldn't have grown into the business it is today without all of our amazing team members.

We are so proud to be surrounded by such brilliant, committed and dedicated individuals all focused on making healthy eating easy. We know the success of our company is dependent upon our people and never has that been more true than during the events of this year.

It's important to us that people feel comfortable enough to be able to bring their real selves to work. That's why we work hard to support our team both professionally and personally whenever possible.

Here are some of the ways we do that:

- Provide a £500 growth allowance to spend on training and development
- When we're in the office, we provide free healthy breakfasts and lunches to help people feel their best
- Discounted gym membership - plus, we're building a workout area into our new office
- Every employee is given the opportunity to dedicate 4 days each year towards a charity of their choice

- Celebrate all birthdays (albeit virtually this year) and have two annual Christmas and summer parties
- Offer discounted Mindful Chef boxes for our employees, as well as their friends and family
- We're able to move working hours around to accommodate childcare needs
- Every team member becomes a shareholder in the business (after 12 months service)





Team

The health and wellbeing of our team is equally important to us and we truly believe a healthy workforce is a happy workforce.

That's why, when we closed our London office and started working from home, we did everything we could to make sure each member of the team felt supported, safe and connected.

How we supported our team during lockdown:

- / We made sure everyone working from home had everything they needed, from desks and office chairs to snacks
- We gave each employee access to two great apps, FiiT and Calm, to ensure that they could take some time out to focus on both their physical and mental health
- We encouraged 1 hour of "sunshine" per day where meetings are not allowed to be scheduled - and still do!
- We regularly sent out care packages to keep morale up
- We often got together over video calls for team drinks, guizzes and coffee catch ups
- √ We've always been a dog-friendly office, to ensure the feel-good vibes keep coming, we set up a group to share all of our favourite pics, you can see some of our furry friends across the page



Manager) dog Lola

enjoying sunshine hour

Mindful Chef

his 2nd birthday!

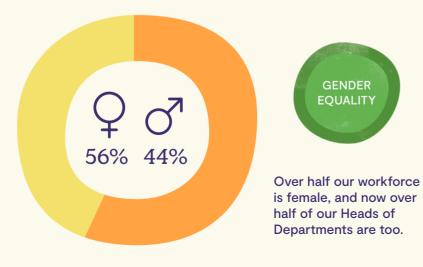
Team

We have grown!
By the end of 2019 we had 45 people working at MC, this year, we have doubled that.

Mindful Chef

We were in the fortunate position to be able to employ new people across all areas of the business during a year of such uncertainty.

Last year we set ourselves the goal of creating an equal gender split and whilst we made more female hires into our most senior levels, we haven't quite reached a 50/50 split yet. We have however, beaten our target for female representation in our heads of functions, and across the company as a whole.





Gaz, Head of Supply Chain



Louisa, Head of Vegan Product



Kevin, Family Development Chef



Kate, CFO



Richard, Head of Operations



Siobhan, Head of Customer Care

one feeds two

We started donating school meals through One Feeds Two in 2017, joining them in their mission to use hunger to end hunger.

This means that for every Mindful Chef meal you order, we donate a school meal to a child living in poverty.

At the end of 2019, we set ourselves the target of 1.8 million meal donations for 2020. Well, thanks to our MC community we surpassed that! This year, we have donated 3,664, 809 meals – taking the total number to 5,614,463 – in just 4 years.

We can't thank One Feeds Two and our customers enough for helping us reach this milestone.

2017 148,994 meals donated

2018

654,076

meals donated

2019

1,073,066

meals donated

2020

3,664,809

meals donated (10th Dec)



"At the core of Mindful Chef is a commitment to finding better approaches, a better way. Their partnership with One Feeds Two epitomises this with a wholehearted commitment to making a difference in the world, one school meal at a time. More than 5 million school meals have now been donated by Mindful Chef and each one has transformed the day for a child in one of the world's poorest communities."

Owen, Co-founder of OF2









Saving

61,541kg

CO2e being generated if it had been sent to landfill

104 tonnes of surplus food to The Felix Project, enabling us to deliver ¼ of a million meals to charities and schools across London, to help people in need. This year, more people in London face hunger. We need to deliver an extra 9 million meals alone to bridge the gap caused by COVID. The support from Mindful Chef could not have come at a more crucial time. We are so thankful that organisations like yours are staying committed to donating surplus supply, making sure that good food is never wasted and no one goes hungry."

Karen, Supply Team at The Felix Project



In addition to our One Feeds Two donations, we also donate food more locally.

This year, demand for food donations has been greater than ever. No one should ever have to experience hunger. We're so proud to support The Felix Project in their London Lockdown Emergency Food Operation. This involves providing healthy meals to help the most vulnerable in our society by delivering surplus food to London's most in need charities, schools and food banks.

PARTNERSHIP FOR THE GOALS

NO POVERTY

233,711 meals

Equivalent to

Thank you NHS

At the beginning of lockdown when lots of companies were thinking about ways they could give back to our wonderful NHS workers, we wanted to find a way that we could both say thank you and support NHS staff during this time.

We decided to launch a 30% discount off our recipe boxes to all NHS heroes; making it easier for them to access healthy food and give them back some much-needed time.

"I work as a nurse in Intensive Care and I am immensely grateful for the NHS discount and the healthy, stress-free, no shopping required, convenient delivery that Mindful Chef provides and will definitely continue to use them."

Laura, Mindful Chef customer

Welcomed
4,932
NHS customers

60,000 boxes with over 400,000 individual meals







1,796 people

across the UK took part



Collected over

34,000 litres of rubbish

Together, we cleaned

347

different sites, includes beaches, rivers, parks and woodlands



That's the equivalent of

68,000 plastic bottles!

MC Coastal Clean 2020

After the success of our 2019 beach clean, our community pulled together once again on Saturday 19th September to help clean up some of the UK's unwanted rubbish; showcasing how, collectively, everyone doing a small bit has a big impact.

Growing up in Devon meant we spent much of our childhood on the beach and in the sea, so this is an event which feels particularly close to our hearts.

After the sharp rise in single use plastic from Coronavirus, and the fact we are all enjoying more time outdoors, it seemed more important than ever that we did our bit to tackle the waste problem.

This year we also partnered with the Marine Conservation Society and filled out litter surveys from every location. In the past, this data has guided business and government policy, directly supporting the future of marine life.

Reverse Advent Calendar

We're currently in the 3rd year of running the MC Reverse Advent Calendar.

In December we ask customers to add one non-perishable food item into their box each day until the 20th December. We then cover the last 4 days until Christmas. This year all donations will be sent to our partner The Felix Project.

2018

20,000 food items donated

2019

77,500

food items donated = 12.5 tonnes of food equivalent to 29.762 meals donated 2020
Our aim is to get to 150,000 items donated



Awards



The Grocer Gold Awards

Quality Food Awards

Lloyds Bank National Business Awards

Feel-Good Brands List 2020



Our smoothies won The Veggie Awards 2020

We're in the Top 100 Startups 100

Featured in Startups Top 20



Sunday Times Tech Track 100

We featured in the Women's Health Awards top 30 Best Health Food Products

Finalist in the Growing Business Awards

Thank you for your endless support, none of this would be possible without you.



We're committed to using our business as a force for good, to constantly challenging ourselves to do and be better, to having a postive impact on the world around us and making sure everyone has fun in the process.

If you have any thoughts, feedback or questions please send us an email at hello@mindfulchef.com

