

# The Mindful Business Charter



# The Mindful Business Charter community

**Our purpose is to create healthy and sustainable high performance in the workplace by removing the unnecessary sources of stress in the ways we work – to perform well we need to be well.**

We are a charitable community of employer organisations committed to working together to embed these tenets in business so we can all work more healthily and effectively.

## **What we ask of our members**

The MBC is a commitment to embed mindful and responsible ways of working into governance, leadership behaviours, commercial decisions and everyday practice.

Members recognise that meaningful change requires senior sponsorship, practical tools and training. They are transparent about progress and open about challenges as well as successes, fostering mindful collaboration across organisations and professions.



# Our Charter

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Our purpose is to remove the unnecessary sources of stress in the workplace, to help create healthy and sustainable high performance. Our foundational commitment is Openness and Respect.

Upon this foundation we focus on three core pillars:



The Mindful Business Charter is deliberately a permissive framework as opposed to a prescriptive rule book.

## Openness and respect

-  Adopt and demonstrate an attitude of professional respect and courtesy towards others. Maintain concern for the wellbeing of colleagues and external contacts.
-  Be thoughtful and inclusive in how you interact with others, being conscious of the impact of your actions and not just your intent.
-  Be clear on your and your organisation's expectations of others.



### For example:

- Actively project manage work to ensure minimum impact on the wellbeing of those involved.
- On a regular basis, ask for and provide informed and respectful feedback on behaviours and their impact.



## Open dialogue

- Establish a positive environment for open communication and dialogue, providing team members with clarity and confidence to deliver their best work.
- Create and contribute to opportunities for people to share feedback on working practices generally, within and outside your team/organisation.
- Create and contribute to a culture in which people can ask for help, including to achieve their best work. Respond respectfully and positively to such requests from others.
- Create and contribute to cultures in which people can admit to mistakes. Use mistakes as a learning opportunity and not to shame.



### For example:

- » Within your team/organisation, and where possible externally too, respectfully challenge behaviours that appear at odds with mindful and responsible working practices
- » Respond respectfully to challenges you receive.



## Mindful collaboration

### With regard to communications:

- In today's climate of reduced person-to-person communication, be more conscious of your behaviours around technology and their impact.
- Discuss and agree with others their preferred methods of communication.
- Be thoughtful about the use of e-communications.



### For example:

- » Avoid over-use and unnecessary copying in of other people.
- » Use clear subject lines in messages and ensure these reflect the message's content.
- » Work (and encourage others to work) offline where necessary for focussed work.

### With regard to meetings:

- Be thoughtful and respectful of others' time when planning and conducting meetings.
- Create space in team interactions for everyone to contribute, being particularly attentive to colleagues who may feel less able to speak up because of seniority, background, language, neurodiversity, disability or other factors.



### For example:

- » Be flexible around the use of hybrid meetings.
- » When planning meetings, consider accessibility needs, time zones, caring responsibilities and religious observances.
- » Plan meetings carefully. Consider who needs to attend, giving appropriate notice and setting clear agendas and objectives.
- » Schedule the time and duration of meetings thoughtfully and avoid last minute cancellations.

### When asking others to work for or with you:

- Be respectful of the needs and priorities of the other person or team.
- Consider the impact of your request and how it is made, looking beyond your personal needs and intent.



### For example:

- » Provide sufficient context and information, ideally including the purpose and the form you want the end product to take. Invite the recipient to summarise their understanding of your request and to seek clarification if needed.
- » Discuss rather than impose deadlines, remaining transparent where possible on the wider timetable. Promptly communicate timing changes when they impact others.
- » When given a task, ensure that the above has been done and be confident to flag when a deadline is unrealistic and / or unachievable.
- » Give people as much notice as possible of when their input is likely to be required to reduce unexpected urgent demands.



## Healthy boundaries

- Actively embrace and encourage the opportunities for flexibility that modern technology and hybrid working patterns allow.
- Where reasonable and practicable, respect the individual working patterns of others and the needs they have to manage their wellbeing. Recognise that people manage their work and non-work responsibilities differently and that flexibility can be especially important for disabled colleagues, carers and those with mental health conditions.
- Be mindful of the needs of, and impact on, others in relation to your working patterns.
- Avoid creating a culture of overwork, presenteeism or constant availability, which can undermine psychological health and disproportionately affect some groups.



### For example:

- » Consider the use of delayed delivery functions in communications.
- » Agree systems to contact people outside of their working hours where necessary to avoid the expectation that they should be constantly checking their devices.
- » Consider the inclusion of working hours in email footers.
- » Use out of office messaging to manage your own as well as others' expectations.
- » Unless necessary, avoid contacting people while they are on leave or outside of their working hours.
- » Be clear in communications when something needs to be read/actioned.
- » Actively plan ahead for holidays to hand over work and hopefully avoid being disturbed, or at least set boundaries around when you will be available for work issues while on leave.

## Healthy and sustainable high performance

1

Open dialogue



2

Mindful collaboration



3

Healthy boundaries



## Openness and respect



## An organisation's commitment

### As a member of the MBC Community, we will endeavour to:

- Embed this Charter throughout our business activity and create mechanisms to share MBC resources with staff across our organisation.
- Implement, in so far as they are relevant and as we are able, the recommendations and guidelines published by the MBC Community from time to time.
- Provide the necessary resources to support our commitment to the MBC.
- Develop transparent and evidence-based mechanisms to track progress.
- Share our progress, the resources we create, the successes we achieve and the challenges we face so that the MBC community can learn from, support and be inspired by all its members.
- Embed mindful and responsible working in our procurement processes and as a standing item in our key client and supplier review meetings.
- Encourage our suppliers and clients to join the MBC community.
- Be mindful about the introduction of new technology to achieve the best results from it – technology should enable better work, not accelerate unhealthy urgency.

## What we ask of leaders

### As a leader in a member organisation:

- Recognise the opportunity and responsibility you have in modelling mindful behaviours and self-care.
- Support your organisation in delivering upon its commitments and in embedding mindful and responsible working practices in your team and organisation.
- Foster a culture of openness and inclusion, and actively promote psychological safety and respect in your team and in its dealings with others inside and outside your organisation.
- Give explicit permission to yourself and those you work with to raise concerns, ask for help and challenge how work is done without fear of negative consequences.
- Make mindful and responsible working a standard item in your team discussions.

## What we ask of everyone

### As an individual within a member organisation:

- Support your organisation in delivering upon its commitments to embed mindful and responsible working practices in your team.
- Seek to ensure your behaviours reflect the expectations and guidance of the MBC.
- Recognise your agency and ability to challenge behaviours that are not in line with the MBC.
- Where you feel safe to do so, ask for what you need to perform your role to the best of your ability.
- Be mindful of the impact of your actions and words on colleagues, including those with different backgrounds, identities and needs.
- Together, we will build professional environments that enable people to thrive, deliver outstanding work, and create lasting value for clients, organisations and society.



We are a growing movement of like-minded businesses collaborating, supporting each other and sharing their learning to effect positive change. You can find a list of our signatories by scanning this QR code.

[mindfulbusinesscharter.com/members](https://mindfulbusinesscharter.com/members)

# Mindful MB Business Charter

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