

# MCA

A POSITIVE FORCE FOR THE  
ECONOMY AND SOCIETY

## Consulting Excellence Submission

MCA 2023

**Deloitte.**

# Annual Declaration

Consulting  
Excellence



“It’s critical we take meaningful action today to drive dynamic progress tomorrow. Consulting excellence is how we focus on what matters most to deliver holistic value, work better together and empower our people through purpose. It’s how we create the future.”

Rob Cullen, UK Consulting Lead

“The MCA is the home of Consulting Excellence, the hallmark of quality for management consulting firms”



To achieve Consulting Excellence we place the development of our people both inside and outside of our firm at the heart of our culture. Providing them with fulfilling training and career opportunities that encourage them to deliver innovative solutions to challenging problems whilst also behaving ethically.

Developing this culture and placing it at the heart of all that we do is an important part of our consulting strategy. We are therefore proud to be members of the MCA and play a key role in driving the progression of the consulting profession.

This document details the four key pillars that underpin our commitment to the MCA's Consulting Excellence principles

**Rob Cullen**  
UK Consulting Lead



**Rachel Charlton**  
Deloitte MCA Representative



**Deloitte.**

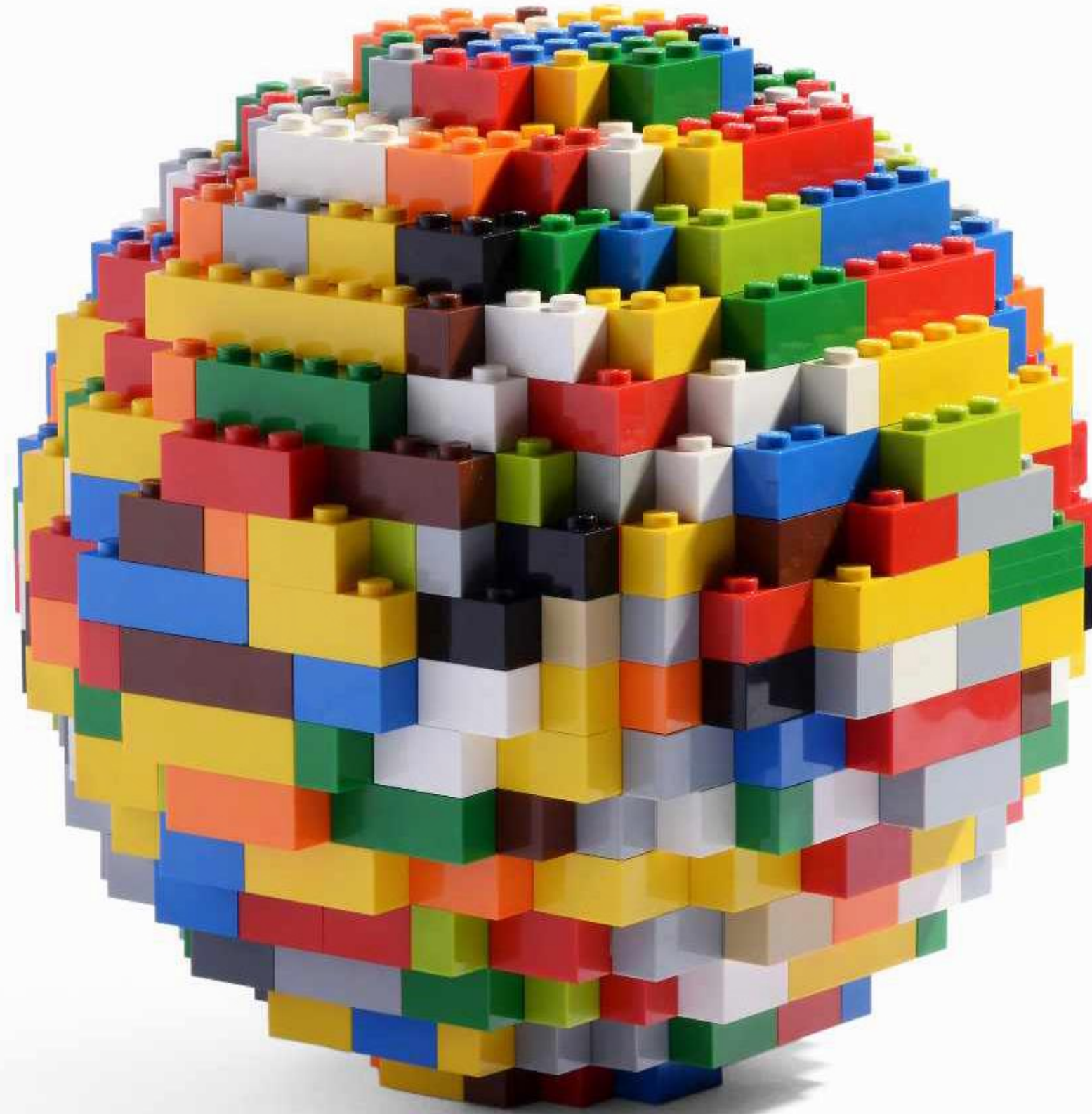
# Client Service and Value

Our role within Consulting at Deloitte is to work with leading organisations, governments and commercial bodies to unlock their potential for growth, innovation and create long-term sustainable impact. One of our distinguishing features is the priority we attach to meeting or exceeding client requirements. We recognise that quality in all we do is key to achieving our objectives and we are committed to driving quality throughout the business.

# Ethical Behaviour

Every day Deloitte UK's Consulting practice seeks to make an impact that matters to our people and communities.

By the nature of the work we do and the environments we operate in, many of our colleagues may face ethical dilemmas at some points in their careers. Time pressures, targets and competing priorities mean making the right choice can sometimes be challenging. But integrity is not optional for us.



# Professional Development

Acting as a responsible business is an important element of our Consulting strategy. Through our Responsible Business programme we aim to deliver sustainable programmes and projects that create a leadership position for the firm and deliver a tangible impact to society, whilst developing the skills and capabilities of our people. As an integral part of this, we strive to provide all of our employees with the best, most up to date and tech savvy training.

# Diversity and Inclusion

D&I is a crucial part of our corporate DNA. For us, D&I means providing a working environment where all individuals are treated fairly and respectfully, have equal access to opportunities and resources and can contribute fully to the organisation's success. To promote this workplace environment we develop and encourage the following six traits that facilitate inclusion:

1. Commitment
2. Cognizance of bias
3. Courage
4. Curiosity
5. Cultural Intelligence
6. Collaboration

# Client Service and Value

## Quality in all that we do

As a leading provider of Consultancy Services, we are committed to Quality, recognising that Quality and integrity in all that we do are key in the delivery of exceptional client service. Our commitment to Quality lies at the heart of our firm's strategy. We have a managing Partner for Quality and Risk matters, who is a member of the Consulting leadership team. Working with the Executive Group, the Managing Partner for Quality has overall responsibility for implementing our policies on quality and monitoring their effectiveness and relevance. This is underpinned by our Certifications, Quality Policy, and Continuous Improvement methods.

### Principles

Our Quality and Risk Framework is certified to satisfy the requirements of ISO9001:2015 – Quality Management Systems, against which it is independently assessed on an annual basis by the British Standards Institute, and which testifies to the robustness of our Quality processes and our collective commitment to Quality service.

Our Quality and Risk Management team work closely with Consulting Leadership to:

- Create and maintain a collective commitment to quality within the firm.
- Operate according to relevant and appropriate professional practises and technical standards in each of our areas of competence
- Foster an attitude of and provide an environment for continuous performance improvement

Our Consulting practice aims to make an impact that matters with our clients. Our services quality, client satisfaction, and opportunities to continually improve are paramount to us. We measure client satisfaction through a number of ways, and operate a formal client feedback programme.

### Key Actions

We also seek to ensure that our people, methods, infrastructure and working practises work effectively to deliver high quality services to our clients and job satisfaction to our staff. We undertake a number of activities to set objectives for key processes, measure performance against these objectives and assess and adjust our operational and engagement procedures to sustain improvement:

**Continuous improvement workshops with our Quality Assurance Partners that draw out areas for improvement from regular Quality Assurance Reviews that take place on our client engagements;**

**Internal Client Service Assessments and Client Care programmes that hold engagement-independent discussions with senior clients to identify improvement opportunities;**

**Mid-flight engagement quality checks, and post-engagement client surveys;**

**Regular review and refresh of practitioner training and delivery methods and tools to embed and reinforce consistent and good business practice;**

**Maintaining high standards and a programme of comprehensive checks and balances across the life-cycle of an engagement and across the company internally.**

# Ethical Behaviour

## Foundation Principles

Ethics and integrity are fundamental to the success of our firm and our Code of Conduct and our Shared Values set out our values and our ethical principles. These are critical to our firm and are embedded in everything we do: how we serve clients, how we direct our business, how we work together as colleagues and how we contribute to society.

### Code of Conduct

Our Code of Conduct outlines our ethical principles and provides a foundation for behaviour to encourage us to make the right choices:

<b>Integrity</b>  We are honest in our professional opinions, business relationships and the services we provide.	<b>Professional behaviour</b>  We are committed to complying with applicable professional standards, foster a culture of personal accountability, and understand the impact of our work on society, people, and clients.	<b>Objectivity</b>  We do not allow bias, conflicts of interest, or any inappropriate influences to weigh on our decisions.
<b>Confidentiality, privacy and data protection</b>  We protect the confidential and personal information we hold, collect and handle, and prohibit its use for personal advantage or third party benefits.	<b>Fair business practices</b>  We respect our competitors and receive fees that reflect our services and responsibilities.	<b>Respect, diversity and fair treatment</b>  We foster and encourage a culture and working environment that is diverse, respectful, equal and inclusive.
<b>Responsible supply chain</b>  We do not condone illegal or unethical behaviours from suppliers, contractors, and alliance partners	<b>Anti-corruption</b>  We are against corruption and support efforts to eradicate corruption and financial crime.	<b>Social responsibility</b>  We contribute to society and support communities by engaging with non-profits and governments. We encourage people volunteering their time and pro bono work, and actively take steps to reduce harmful effects of our business on the environment.

### Our Shared Values

Our five values unite around 334,000 of us working at Deloitte across the world and serve as the basis for the decisions we make and the actions we take, guiding us to deliver impact how and where it matters most:

<b>Lead the way</b>  We're future-focused. Leading the way in professional services, delivery for our clients and our impact on society. We're committed to creating opportunity.	<b>Serve with integrity</b>  Ethics matter. It's about speaking up and doing the right thing, acting with integrity and accountability. Maintaining the trust of our people, our clients, regulators and the public.
<b>Take care of each other</b>  A little consideration goes a long way. From empathy and respect, to development and wellbeing, supporting each other is a priority.	<b>Foster inclusion</b>  We are committed to strengthening our culture of inclusion, a culture where everyone's voices are included and heard. We challenge barriers and biases that can hold us back from our diversity and inclusion goals.
<b>Collaborate for measurable impact</b>  We approach our work with a collaborative mind-set. Strengthening our relationships cross-geography and cross-business, we use these skills to deliver impact.  We are committed to strengthening our culture of inclusion, a culture where everyone's voices are included and heard. We challenge barriers and biases that can hold us back from our diversity and inclusion goals.	

### Ethics Programme

Our Ethics Programme aims to provide our people with the skills to ensure that integrity is at the heart of every decision they make and they have support when something just doesn't feel right. Our people complete periodic ethics training to ensure they are equipped with the right skills and knowledge.

We also encourage and support our professionals to Speak Up when they identify threats to our ethical principles – whether to their immediate team lead, to HR, to a Respect and Inclusion advisor, to a member of our Diversity Networks, or to our confidential helpline. We also hold focus groups to talk to our people confidentially about ethics and identify common challenges. Additionally, we collect feedback on our programme for continuous improvement.

### Regulation

We are subject to regulation and review by regulators and professional organisations to which we belong, both in the UK and in overseas jurisdictions. We recognise the responsibility and trust that such regulation creates. We all have a responsibility to demonstrate the high standards, trust and attitude required in upholding the rules and expectations of our governing bodies.



# Professional Development

## We are committed to empowering people

The Deloitte UK Consulting team operates within our Global Consulting Model and Standards. Our core Global Talent Standards provide a simple framework which help us focus investment in earning and development on our highest priority capabilities. These are comprised of three components that form the Consulting Talent Model:

### Main focus areas

#### Leadership capabilities

are a must-have for all Deloitte colleagues, to embrace and live our purpose by challenging themselves to identify the issues that are most important for our clients, our people, and for society to make an impact that matters.

#### Cross-consulting capabilities

that are professional capabilities specific to Consulting

#### Specialised technical capabilities

that involve the application of specialised knowledge, skills and abilities specific to our colleague's area of expertise or Craft

### Additional programmes

#### Coaching programmes

Beyond this core learning, we operate coaching programmes to provide a developmental relationship between two people of different grades and experience, making the most of Consulting's diverse backgrounds and experiences.

#### Professional education programmes

We operate professional education programmes and early career learning pathways that help colleagues access and achieve a wide range of professional qualifications.

#### Digital and external development resources

Finally, our colleagues also draw upon a wide range of digital and external learning and development resources.

We know that leaning and growth is broader than formal education, which is why we embrace learning in the flow of work through experience and social learning and networks alongside our formal components.



# Professional Development Beyond Deloitte

A core element of our purpose is our commitment to empowerment through education, skills development, and access to opportunities. We extend this beyond our employees to people worldwide, both in the UK through our Five Million Futures Programme, and globally, through our WorldClass initiative.



## Five Million Futures

5 Million Futures (5MF) is the UK societal impact programme, aiming to help five million people get to where they want to be through a focus on developing education, skills and employment outcomes to make an impact that matters.

Centred on inclusion and aligned to the UN's Sustainable Development goals, 5MF is part of Deloitte's Global WorldClass commitment to impact 100 million futures by 2030. In the UK, to activate our 5MF strategy, we connect with over 70 schools, charities, and social enterprises, providing pro bono, volunteering, and fundraising.

There are three key strategic aims which focus on initiatives and solutions which draw on our people's skills to build better futures across the UK:

- 1. Strong and sustainable school leadership** - We are supporting the professional development of teachers, school leaders, and governors by providing skill-building programmes, resources, and funding for leadership qualifications. We do this in partnership with Teach First, Governors for Schools and other education organisations.
- 2. Digital inclusion** - We are helping charities and individuals thrive in an increasingly virtual world by building digital skills, making connections, and providing access to technology. See Deloitte Digital Connect for further details of the key programme launched to support charities in closing the digital divide.
- 3. Supporting disadvantaged individuals into employment** - We are partnering with a number of inclusion charities in order to open up career opportunities for those who face barriers to employment, using targeted programmes and bursaries



# Diversity and Inclusion

Here's how we're taking action:

At Deloitte, we want everyone to feel they can be themselves and to thrive at work - in every country, in everything we do, every day. This can only be achieved by providing a workplace culture characterised by inclusive everyday behaviours and built on a foundation of respect and appreciation for diversity in all its forms. We are guided by our Shared Values and are committed to empowering our people to achieve their full potential and deliver our global Purpose to make an impact that matters, each and every day. We are focused on providing everyone with equal opportunities to grow, develop and succeed in an environment where we hold each other accountable at all times. We know this vision can only be achieved by providing a workplace culture that is always inclusive, underpinned by respect and appreciation for diversity in all its forms.

## Working toward gender balance

Deloitte leaders strive to achieve gender balance across the organization. We have set aspirational goals for all Deloitte firms and have developed consistent initiatives spanning the entire career lifecycle—from recruitment, promotion and succession processes to mentoring, sponsorship and agile working. Deloitte firm CEOs have committed to deliver on these initiatives and report progress to the Deloitte Global CEO, Deloitte Global Executive and Deloitte Global Board of Directors on a regular basis. Deloitte is also a global signatory of the UN Women's Empowerment Principles.

## Fostering LGBT+ Inclusion

At Deloitte, we want everyone to feel they can be themselves at work, without fear of discrimination or prejudice. We want our LGBT+ (lesbian, gay, bi, trans and more) people to feel confident in being who they are and empowered to thrive within Deloitte and within the societies Deloitte serves.

Deloitte is proud to be a signatory of the UN Standards of Conduct for Business in Tackling Discrimination against LGBTI people (the UN Standards) and is working hard to deliver on this commitment. We have adopted the 'embassy model', whereby within our firm we apply LGBT+ inclusive policies and practices for our people in all jurisdictions where we operate.

We believe the power of 'allyship' is a critical element of LGBT+ diversity, whereby our people support the rights and wellbeing of their LGBT+ colleagues, visibly and vocally, every day.

We are focused on providing our transgender colleagues with the workplace support and environment needed—both as they transition and beyond.

## Supporting Mental Health

Deloitte believes that supporting mental health is a critical aspect of attracting and retaining the best people. We recognize the importance of mental wellbeing in the workplace and the need for our people to know where and how to seek support when they are facing challenges. We also know how important it is for Deloitte leaders to be vocal on mental health when it comes to providing a work environment that is free of stigma.

Deloitte is proud to be a founding partner of the Global Business Collaboration for Better Workplace Mental Health, a global business-led coalition whose mission is to both advocate for and accelerate positive change for mental health in the workplace on a global basis.

## Fostering Racial & Ethnic Inclusion

Deloitte stands against systemic bias, racism and unequal treatment that continues to plague our communities. Within our organization, we continue to drive global and local initiatives to increase Black and Ethnic Minority representation, from recruitment to learning and development, career progression and mentoring.

Deloitte UK is a founding partner of the Change the Race Ratio campaign that focuses on increasing racial and ethnic participation in business.

The UK firm's Black Action Plan has evolved into the Black Experience. It outlines key actions, under three pillars (Sponsorship, Promotion & Experience) designed to advance Black professionals.

## Supporting Disability & Neurodiversity

Deloitte's global approach to disability inclusion is built upon the 'social model' in that people are disabled only by the social and physical environment around them. We are thus focused on providing a workplace environment in which all of our people can thrive – this includes providing tools and resources to help enable all our people to reach their full career potential.

At Deloitte, we recognize that everyone has personal strengths and things they struggle with, but for some people the variation between those strengths and challenges is more pronounced. Deloitte's global neurodiversity inclusion strategy therefore focuses on enablers of neurodivergent professionals' success in the workplace across their entire career life cycle.

## Promoting Social Mobility

At Deloitte, we recognize that businesses have an important role to play in enabling individuals' success regardless of their socio-economic background. We believe that where you are from should not determine what you can achieve.

We have introduced a number of outreach, recruitment and work experience practices to engage a wider range of talent, with a focus on candidates' ambition and potential rather than their achievements.

Deloitte supports a range of charities and social enterprises working with children and young people around the world. Deloitte's global WorldClass ambition is to support 100 million people by 2030.

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