



# Consulting Excellence Annual Declaration

April 2024





## Consulting Excellence

The MCA Consulting Excellence scheme creates an aspirational standard of excellence for the UK's top firms to adopt and strive towards. It marks a step-change in the industry, enabling clients of consultancy services to be assured of the calibre and ethical operating practices of the industry.

The initiative sets out "thirteen principles of consulting excellence" across four categories to be adopted and evidenced by MCA member firms. These principles are closely aligned with Mott MacDonald's own PRIDE values and existing business management processes.

Mott MacDonald proudly supports and promotes the Consulting Excellence scheme, recognising the benefit it brings to consultants, clients and the wider industry.

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# Ethical Behaviour

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## Ethical Behaviour

Consulting Excellence firms work with clients, partners, employees and other stakeholders in an ethical way. This means...



**1.**

We are responsible and good citizens.

**2.**

We conduct our business ethically.

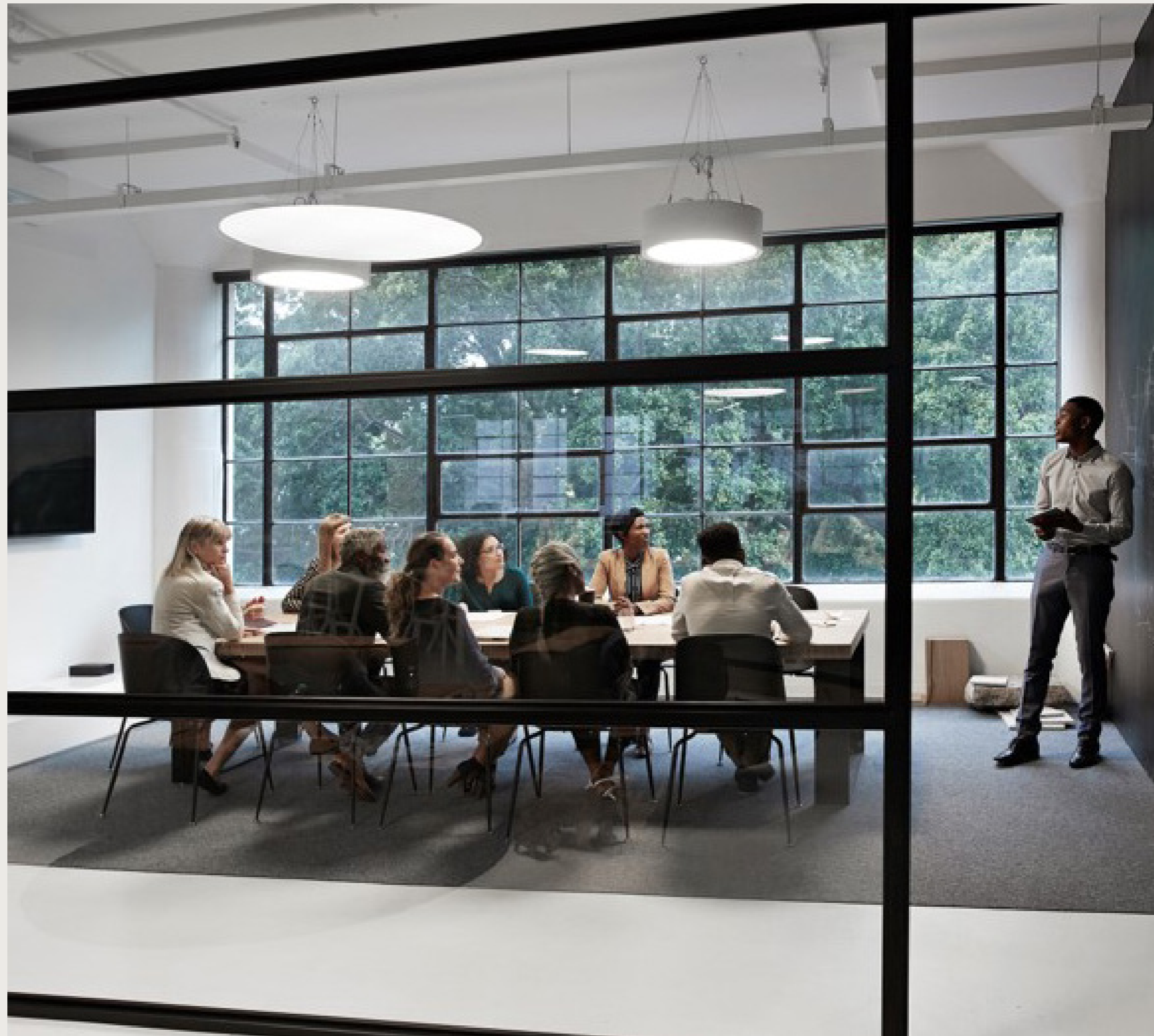
**3.**

We foster an ethical culture.

## What ethical behaviour means to Mott MacDonald

Mott MacDonald's code brings together all that makes our organisation unique. Building on our purpose, which explains why we're here, 'Our Code' provides a framework for living our PRIDE values. It consolidates our commitment to doing what's right and building an ethical culture throughout Mott MacDonald.

It sets out our standards and expectations on the issues that matter to us; it is a guide to help us make good decisions and do what's right. By setting out our commitment to acting with integrity and delivering true value to society, alongside our expectations of all colleagues and those we work with, our code challenges us to work with each other, our partners, clients and communities in a way that builds trust and mutual respect.



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# Client service and value

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## Client service and value

Consulting Excellence firms promote the highest standards of client service and value. This means...



**4.**

We provide excellent consulting services which deliver the outcomes clients seek and need.

**5.**

We are transparent with clients and respond to their concerns.

**6.**

We always strive to improve the value we can deliver to our clients.

## What client service and value means to Mott MacDonald

Our PRIDE values - progress, respect, integrity, drive, and excellence – guide our behaviour, shape our culture and inform our relationships with our clients, stakeholders and each other.

At Mott MacDonald, we have a relentless focus on excellence and strive to provide excellent consulting services for not only our clients, but also theirs – citizens.

We want to deliver ‘right first time’ for every client by learning from previous projects and actively sharing and applying our diverse knowledge. We actively grasp every opportunity for innovation to achieve brilliant outcomes from the work we do.





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# Professional Development

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## Professional development

Consulting Excellence firms develop the capabilities of their consultants, provide career development opportunities and support the welfare of all their employees. This means...



**7.**

We undertake training and professional development planning each year.

**8.**

We promote strong core consulting capabilities and specialisms in our consultants and teams.

**9.**

We support our employees' career progression, professional development and welfare.

## What professional development means to Mott MacDonald

Our consultants are the conduit through which we demonstrate our commitment to Consulting Excellence. We understand that looking after their professional and personal welfare is critical to not only client outcomes, but our own continued success and our consultants' commitment to the profession.

Mott MacDonald's own in-house development programme aligns with the Chartered Management Consultant Award (ChMC) and is fully accredited by the CMI. It forms part of our global practice network and career pathway, enabling a structured and holistic approach to developing and supporting our consultants throughout their career.

Achieving our goals relies fully on our people feeling energised, focused and committed to doing our best. We embrace flexibility and welfare through agile working and empower our colleagues with techniques to stay safe and healthy wherever they are.



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# Commitment to Diversity and Inclusion

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## Commitment to diversity and inclusion

Consulting Excellence firms develop the capabilities of their consultants, provide career development opportunities and support the welfare of all their employees. This means...



### 10.

We respect and embrace diversity and inclusion and understand the importance and positive benefit of people from different backgrounds working for our companies and our clients.

### 11.

We recruit and retain people from a diverse talent pool and strive to build cultures where difference is valued, respected and celebrated at all levels. Furthermore we are committed to developing diverse future leaders and ensuring their progression in the industry.

### 12.

We support industry efforts to improve progress on diversity and inclusion, implementing best practice and monitoring the diversity of the consultancy sector workforce over time. This includes encouraging the collection of data to assess the effectiveness of D&I policies and participating in the MCA annual report.

## What commitment to diversity and inclusion means to Mott MacDonald

Mott MacDonald's purpose is to 'improve society by considering social outcomes in all we do, relentlessly focusing on excellence and digital innovation, transforming our clients' businesses, our communities and employee opportunities'. Our ongoing commitment to diversity and inclusion is fundamental to the realisation of this purpose; diverse teams will enable us to better understand and meet the needs of clients and communities across the globe, while more inclusive and equitable workplaces will provide fertile ground for learning, innovation and excellence.

Our equality, diversity and inclusion ambition is to lead our sector by example, so that clients, suppliers and employees will want to work with and for us because we are known for being an open, welcoming, and inclusive business. We have already made considerable progress towards our vision of becoming a truly diverse, equitable and inclusive business, not only because it's the right thing to do but because it gives us the best possible foundations from which to deliver our social outcomes purpose.



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# Commitment to Sustainability

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## Commitment to Sustainability

Consulting Excellence firms are committed to sustainable development within their organisations and their work with clients. This means...



### 13.

We commit to ensuring that our firms operate in an increasingly sustainable way and strive to ensure that sustainability is considered by our clients in our work with them.



## What commitment to sustainability means to Mott MacDonald

Our vision is to be a leading global partner in advancing sustained economic, social and environmental wellbeing, and we will achieve this by putting the United Nations' Sustainable Development Goals at the heart of our business.

Sustainability is hugely important to all of us - from the very top with our executive chair, James Harris, to the sustainability champions working on our global projects. Our specialist sustainability teams design and deliver projects to maximise their contribution to achieving all 17 of the United Nations' Sustainable Development Goals.

Using our ingenuity to deliver lasting value for all – that's our approach to sustainability. We have the knowledge to do it, and we believe we have the responsibility to do it. It's that simple.





**If you would like to discuss any of the content in this briefing please contact:**

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**Signed off by Advisory & Programme Delivery Unit General Manager, Rachel Ellison**

Opening opportunities with connective thinking