MCA Consulting Excellence Declaration 2026

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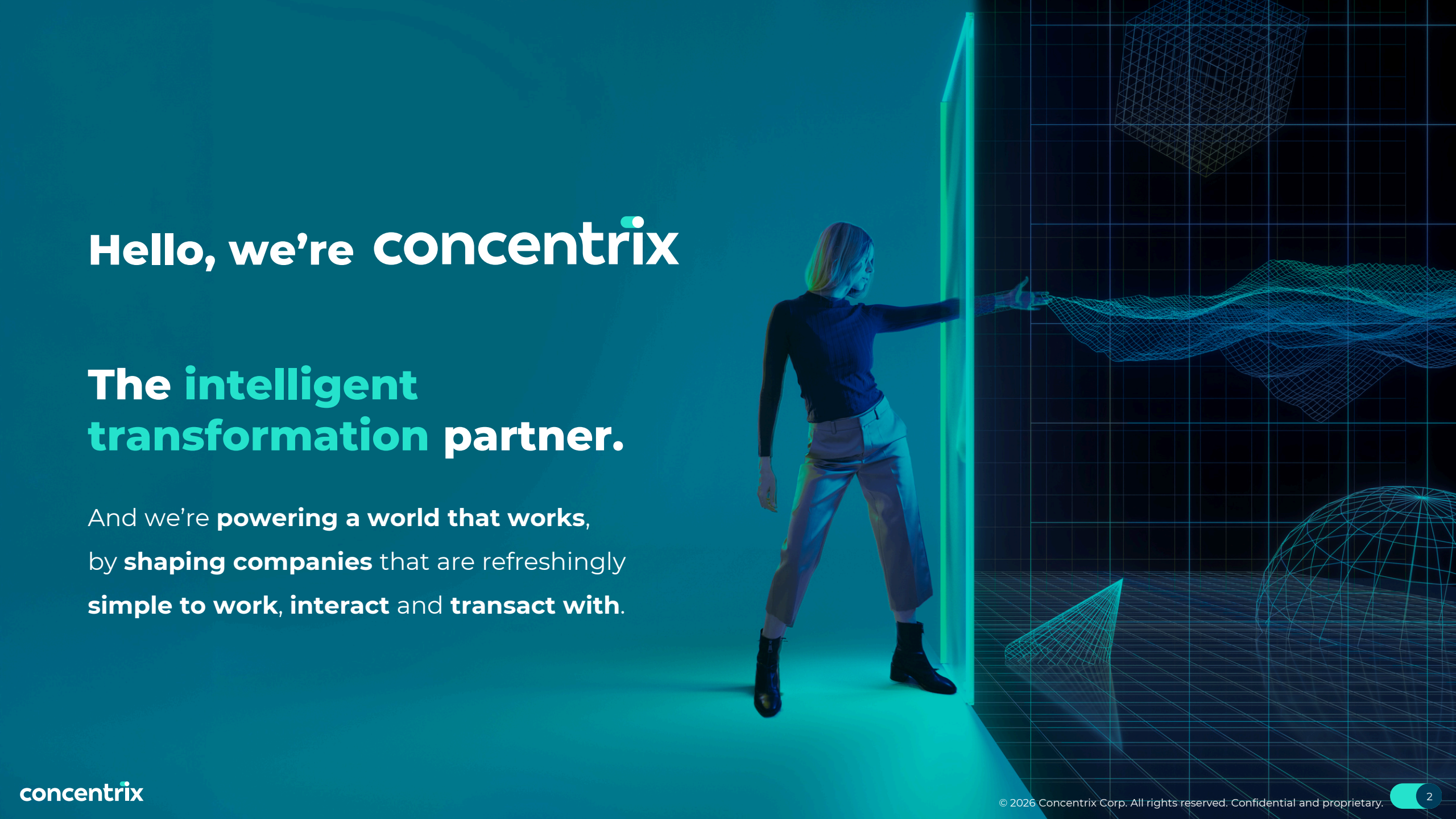
concentrix™

Hello, we're concentrix

The intelligent transformation partner.

And we're **powering a world that works**, by **shaping companies** that are refreshingly **simple to work**, **interact** and **transact with**.



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What is an Intelligent transformation partner?

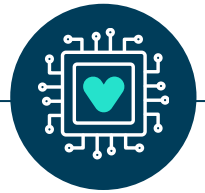
Solution-focused.
Tech-powered.
Intelligence-fueled.

Unique data and insight

The billions of interactions we power every year give us a unique insight into what customers want and expect - anticipating needs and revealing tomorrow's opportunities and solutions, today to drive growth and loyalty.

Deep industry knowledge

Our deep industry insight and expertise fuels tech-powered innovation to solve unique sector challenges and accelerate business outcomes— Across banking & financial services, technology, retail & travel, healthcare, telecom and more.



Integrated Human and AI

We blend the best of human intuition and AI to power brand-defining experiences across the enterprise. By combining human empathy with automation and real-time insight, we help teams work smarter, faster, and deliver more personalized outcomes at scale.

One Partner

We're the one partner who can Design, Build and Run end-to-end solutions across the entire enterprise, at speed and scale. Solutions so seamlessly integrated within your organization that you can't even see them. But you know we're there because things. Just. Work.

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concentrix™ at-a-glance

~2,000
Clients

418+
New economy clients

70+ Countries | **6** Continents

195
Industry awards 2025

Fortune 500® List

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- Automotive
- BFSI
- Energy & Utilities
- Government & Public Sector
- Healthcare
- Media & Communications
- Retail & Ecommerce
- Technology
- Travel, Transport & Tourism

Your intelligent transformation partner.

Solution-focused
Tech-powered
Intelligence-fueled

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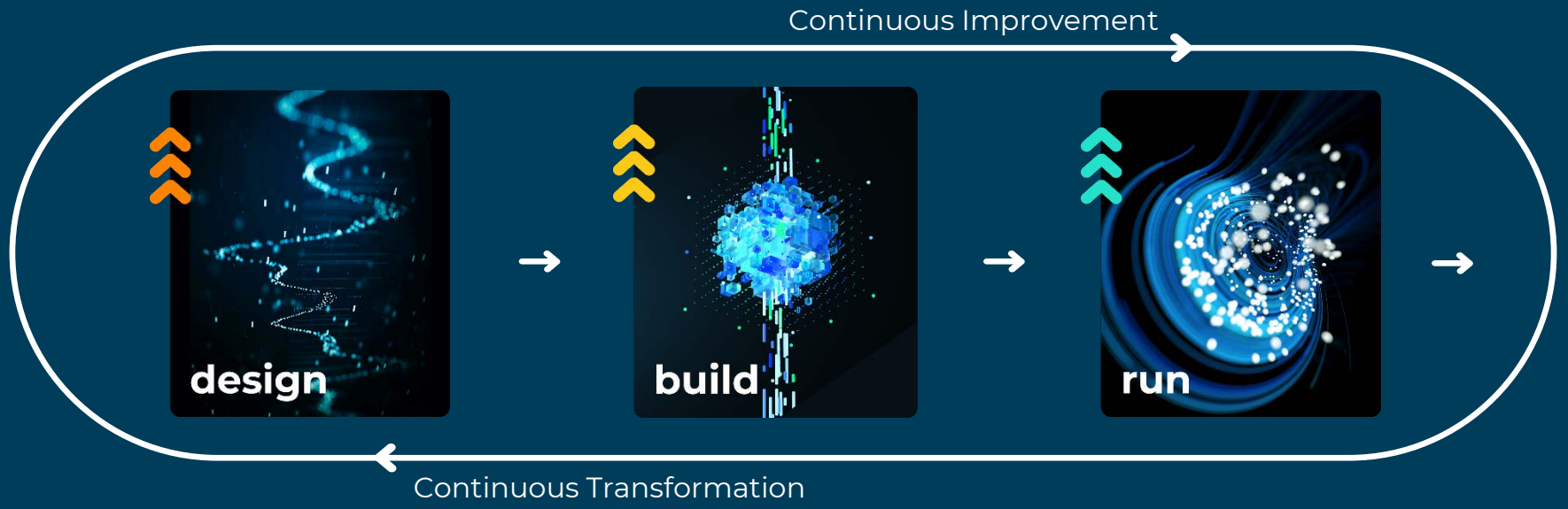
Our Services

Harnessing data, advanced technology and operational excellence to transform experiences across the enterprise



Strategy & Design

Shaping experiences, strategies and operations with human-centered design and tech-led innovation

Data & Analytics

Harnessing data and AI to power transformation, optimization and innovation throughout the enterprise

Enterprise Technology

Engineering, modernizing and integrating technologies for enhanced efficiency and next-gen experiences

Digital Operations

Combining expert knowledge, cutting-edge technologies, and distinct operating models to solve specific business challenges

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Our Vision and Culture

Our Vision

To be the greatest customer engagement company in the world, rich in diversity and talent – powered by creativity and technology.

Our culture beliefs

We are **not** here for **the status quo!**

We are **changing the game** in our pursuit of **excellence.**

We are **fighting for** better brand **experiences.**

Championing our **people.**

Acting with **integrity.** Collaborating **constructively.**

Always with **exemplary character!**

We win only when our **clients win.**

We are One Team.

One Company.

One Concentrix.

concentrix

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Our sustainability commitment

Our doing-right DNA helps us create sustainable value – today and always

Accelerating towards a more **sustainable planet**

Elevating our game-changers' **experience**

Building and fostering **trust**

Promoting **innovation** and **tech for good**

Empowering and **giving back** to our communities

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Our commitment to Consulting Excellence

The MCA's Consulting Excellence scheme aligns very closely with our culture, values and belief in being a force for good in the industry.

We are always working to amplify the value we deliver to our clients, our community and our people, and welcome the opportunity to share some examples through this declaration.

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Ethical behaviour

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

We are responsible and good citizens

We always act **responsibly**; building a **sustainable future** and reducing our emission footprint is important to us. **Our ESG strategy, impact areas, and goals are designed to create the most positive and meaningful impact in the communities we operate in**, and so that we do our share in helping the planet.

Our goals for the environment, social responsibility, and corporate governance practices are all in line with our commitment to contribute to the United Nations Sustainable Development Goals.

Our ESG Vision is to foster and cultivate an inclusive, equitable and sustainable future for our game-changers, communities and our planet.

Our ESG Mission is as ONE TEAM, alongside our partners, clients and shareholders, we will deliver positive and meaningful impact-changing lives for the better, doing right by and for our game-changers and creating a more sustainable planet for future generations.

We have **five impact areas** which underpin our vision and mission that have been created to focus our efforts where we can make the biggest impact as a business:

Accelerating towards a more sustainable planet, Elevating our game-changers experience, Building and fostering trust, Promoting innovation and tech for good, Empowering and giving back to our communities.

Our ESG initiatives span our employee base worldwide and encourage everyone to personally get involved in ESG initiatives. These actions range from:

Personal commitments, for example switching to re-useable coffee cups and eliminating the use of plastic carrier bags; less use of carbon-fuel powered cars and walking or cycling instead.

Site-wide volunteering to support local charities. Examples include donating to and supporting local food banks ; creating and maintaining gardens at schools and nurseries;

Corporate commitments to the elimination of single use plastics in on-site food outlets.

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Ethical behaviour

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

We conduct our business ethically

We always conduct business ethically . Our sales process and policies prohibit anyone in the company from selling work which we do not have the capacity to undertake or may represent a conflict of interest. We decline work with new clients if we feel there is misalignment in expectations or values following the qualification process. We act with integrity to uphold trust in everything we do always.

We foster an ethical culture

We work collaboratively with our clients to find the right solution for their needs, never using a ‘one size fits all’ approach. We upskill colleagues we work with to deliver meaningful change that lasts. We pride ourselves on our role as trusted advisors to our clients. Performance is monitored not through sales targets, but rather driving a focus on long-term value-add instead of short-term profitability.

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Client service and value

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

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

Our people invest in our relationships and engagements, getting deep under the skin of each unique challenge and standing side-by-side with clients to make the necessary change happen. Our end of year awards recognise and celebrate project successand how they align to client value.

We also back all our work with a **Certainty of Outcome guarantee**.

We are transparent with clients and respond to their concerns

We ensure we are **easy to work with** ; having simple and clear terms of reference, regular communication, audits. We support the Chartered Consultant programme and are sponsoring a number of our Consultants to gain chartered status. With our cradle to grave account management structure, clients also have a single point of contact

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

Our clients have referred to us as "**true partners focused on win/win outcomes**". We are always working on our exit strategy. We transfer capabilities and confidence to the colleagues we work with on client sites to maintain progress and build independence, not dependence.

We were highly commended for our people and leadership outcomes in the 2023 MCA Awards in collaboration with First Bus Group

We We were highly commended for our **performance improvement** outcomes in the 2021 MCA Awards

We were shortlisted for our **performance improvement** outcomes in the 2020 MCA Awards

We were highly commended for our **exceptional client advocacy** in the 2019 MCA Awards

We were awarded the 2018 MCA Award for **Client Service and Value**

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Professional

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

We undertake training and professional development planning each year

Our **bespoke consultant development programme** has been independently reviewed and received exceptional feedback for its sophistication, blend of modules and innovative ways of delivering unique insight into our work. As part of our continuous efforts to enhance our consultant development program, we conduct regular reviews and updates to its content. In 2024, we are excited to introduce new modules on leadership, customer journey, and creating transformational experiences for our clients. We deliver ongoing training throughout the year, with opportunities to learn from our senior leaders including the CEO on topics such as solution selling and analytics.

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

We place a high priority on nurturing robust consulting capabilities and specialized expertise within our teams. Actively participating in initiatives like the development of the **Chartered Management Consultant accreditation**, we've celebrated 5 completions and registered an additional 6 in the past year. Moreover, our consultants have pursued advanced qualifications and certifications in areas such as Agile, Project Management, Psychology, and Leadership, further enhancing their professional skill set and value to our clients.

We undertake training and professional development planning each year

Our talent framework and performance management process allows our people to evolve and be promoted across and within the business. We are dedicated to fostering the growth of talent within our teams, and as a testament to this commitment, we have achieved a threefold increase in the number of promotions year on year. We use feedback from our global game-changer survey - Your Voice - to gather colleague insight and ideas, then take that information to create action plans based on the responses which includes how we can improve work-life experience. A range of support is available to our people through our Global and Regional wellbeing health programmes under WeCare. This includes mental health support as we want to make sure that our environment is open and supportive and allows all of our people to get help on any issues they may have through a variety of different options and routes

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Professional development

Consulting Excellence firms are committed to diversity and inclusion within their workplace and workforce. This means

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.	We embrace diversity, equality and inclusion and through our ESG strategy have created and nurtured global and regional initiatives to raise awareness, challenge stereotypes and broaden perception on cultural and gender diversity. We enable a workplace where both our people and clients can be themselves, and be accepted, without exception. As part of our commitment to cultivating a workplace that embraces diversity, equality and inclusion, and to help raise awareness and acceptance of differences in the workplace, we have 6 DEI Game-changer Resource Groups (GRG) who work with all parts of our business. These are voluntary advocacy groups led by our people which gives everyone a space to feel a sense of belonging and inclusion - Network of Women, BPN, PRIDE, ABILITY, DYNAMIC, Women in Tech
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. Further more we are committed to developing diverse future leaders and ensuring their progression in the industry	We ensure diverse recruitment and retention by forecasting needs with our teams, allowing proactive Learning & Development and Talent Management planning. For external hires, our Talent Acquisition team partners with regional People Solutions to meet diversity goals through comprehensive searches. We develop future leaders via CNX University and "Aspire to Be" courses. Internal opportunities are widely advertised, and we encourage updating Workday profiles to identify and promote internal talent proactively.
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.	Committed to diversity and inclusion, we engage with 4 Global Resource Groups (GRGs) worldwide, fostering growth, employee development, and retention. Implementing industry best practices, we monitor workforce diversity trends and set hiring targets to meet equal employment and gender diversity requirements, actively seeking talent from diverse backgrounds. Our intentionally diverse interview panels mitigate unconscious biases, aligning with our Leadership behaviours and Culture Beliefs. Our Leadership Acceleration Programme nurtures equity candidates at all levels.

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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:

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.

Aligned with our global ESG impact areas and accelerating towards a more sustainable planet and reducing our company's impact by protecting and restoring the planet, we have a number initiatives in place. These include reviewing travel choices and providing green transport options through our electric vehicle scheme. Our Carbon Challenge portal allows our people and their families to learn about simple, everyday actions or swaps they can make to live a low carbon lifestyle, and we have made significant progress in reducing our energy consumption across our UK buildings through PV panels. We collaborate with our clients to promote low-carbon and eco-friendly alternatives, and together we strive to create a sustainable future for our planet.

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Thank you

Let’s do something great

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