

OUR COMMITMENT TO CONSULTING EXCELLENCE MCA ANNUAL DECLARATION

2024

OUR DECLARATION COMMITMENT TO EXCELLENCE

Akeso is proud to reaffirm its commitment to the MCA's Consulting Excellence Scheme and promote the ways of working on which it is founded

At Akeso we strive to uphold the highest standard of excellence for both our clients and our people. We are passionate about what we do; our proven track record and loyal client base is testimony to the service we provide.

We are an independent and specialist healthcare and life science management consultancy. We exist to deliver meaningful and sustainable improvement through our service offerings.

We are passionate about delivering meaningful healthcare improvements through a more efficient, affordable and integrated system and have a goal to deliver £350m of measurable benefits to UK healthcare by 2025.

We help our clients achieve their goals through consulting and analytics, using a combination of sector-leading expertise, a wealth of experience and an agile, multifaceted approach. We work with leading public and private sector healthcare providers, at a regional and national level, across the care setting, supporting with clinical and operational transformation, and financial, commercial and infrastructure improvements. We also work with leading medical device, digital health, biotechnology and pharmaceutical providers to support UK market entry and innovation.

Together with our clients we deliver tangible, measurable and sustainable benefits in healthcare and life sciences that ultimately contribute to improvements in patient care, experience and outcomes.



"Akeso was born out of the want to do better by clients by delivering specialist healthcare and life science services with the client's needs front and centre – as we believe they should be.

Our commitment to excellence is part of everything we do: our work, people, values and culture."

Chris Robson & Scott Healy
Directors & Founders



CONSULTING EXCELLENCE

THE 13 MCA PRINCIPLES

We commit to adopt the 13 MCA Principles based on Ethical Behaviour, Client Service & Value, Professional Development, D&I and Sustainability in all we do, both internally and externally

Ethical Behaviour	1.	We are good and responsible citizens	<p>The MCA Principles express the mix of the long-standing commitment to quality service plus a relentless focus on innovation. Consulting Excellence is used to commit all participants to common, high standards, and to evolve to meet emerging business, public and social needs.</p> <p>This includes the Sustainability principle which was introduced during 2023 and asks firms to commit to ensuring that they operate in an increasingly sustainable way.</p>
	2.	We conduct our business ethically	
	3.	We foster an ethical company culture	
Client Service & Value	4.	We provide excellent 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	
Professional Development	7.	We undertake training and professional development planning each year, based on the needs and ambitions of our people and the industry	
	8.	Our core consulting capabilities and specialisms are aligned to MCA competencies	
	9.	We support our employees' career progression, professional development and welfare	
Diversity & Inclusion	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, including encouraging the collection of data to assess the effectiveness of D&I policies and participating in the MCA annual report	
Sustainability	13.	We commit to ensuring that our firm operates in an increasingly sustainable way and strive to ensure that sustainability is considered by our clients in our work with them	

CONSULTING EXCELLENCE DEMONSTRATING ETHICAL BEHAVIOUR

Through our core values, Akeso is committed to ensuring that we demonstrate the highest level of ethical standards with respect to our work, clients, people and culture

Our three core values ensure that we consistently demonstrate ethical behaviour when working with clients, partners, employees and other stakeholders



Accountability



Integrity



Collaboration

Our values define who we are, what we strive to be and underpins our commitment to providing the highest standards of ethical behaviour, client service, and professionalism.

1. Accountability

Our clients' success is our priority. We take great pride and responsibility in sharing in-depth insights and delivering outputs of the highest quality that consistently surpass our clients' expectations. Our gold-standard approach, in combination with our unique market offering and diverse team of experienced industry specialists, delivers innovative, value-based solutions.

2. Integrity

We say what we mean, and we do what we say; we always act with integrity and honesty. Our credibility and reputation is founded on the strong and trusting relationships we have built with our clients. As a trusted partner and leading advisor to the NHS, providing a transparent service is particularly crucial

in supporting the wider healthcare system and the population it serves.

3. Collaboration

At Akeso we foster an inclusive and collaborative culture which seeks to draw on the full capabilities and diversity of our consultants. As a team we work collectively as we strive towards our shared goal and vision to deliver lasting change that has a tangible impact on our clients and society.

"As we continue to progress and expand our business, we understand the significance of maintaining a strong culture that fosters growth and development, not only for our team but also for our clients. Our commitment to creating a positive work environment translates into our commitment to our clients and their success."

Olivia Jeffrey
Manager



CONSULTING EXCELLENCE

CLIENT SERVICE & VALUE

Our clients' success is our priority. We take great pride and responsibility in sharing insights and delivering outputs of the highest quality that consistently surpass our clients' expectations

Our sector expertise

We focus our expert support across two core sectors:

- / **Health & Care**
- / **MedTech & Life Sciences**

Our service offerings

Within these sectors, we are proud to deliver value in the following areas:

- / **Cost and Improvement**
- / **Strategy and Operating Model**
- / **Programme Delivery & Transformation**
- / **Analytics, Digital & Technology**

Our company mission statement is centred around delivering high quality service and optimal value to our clients across the above sectors and service offerings:

Akeso is committed to creating sustainable, impactful, and lasting change in health and social care, medical technology, life sciences and beyond.

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

We provide real clarity to our clients' challenges and home in on the actual issues, supporting senior decision-making and fast-tracking delivery that can be sustained in the long term. Ultimately, we support our clients in translating organisational goals into reality using a combination of our unrivalled experience, proven industry-leading methodologies, and deep consultancy expertise.

We are transparent with clients and respond to their concerns

We are data-driven, and our analytical expertise helps our clients understand the facts and develop real insights. We seek to uncover the underlying root cause, not just treat the symptoms.

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

Our clients are at the heart of all we do; we are relentless in our pursuit of bringing about improvements in patient care, quality, operational performance, and our client's bottom line. Our significant growth and success as a business is built on trusting and long-lasting client relationships.

What our clients have to say...

"Akeso took the time to really understand our organisation and I have been very impressed with the quality of work they have produced. Their flexibility, dedication and open-minded approach in delivering a bespoke solution that was right for us has been a breath of fresh air."

Head of Procurement Excellence
Nuffield Health

CONSULTING EXCELLENCE

PROFESSIONAL DEVELOPMENT

We understand the importance of investing in our people. That's why we are committed to ensuring our consultants have the resources and support they need to reach their goals.



We undertake training and professional development planning each year to align individual and team skills to training

Our approach focuses on developing a long-term career progression plan bespoke to each person's needs. This includes setting out clear and aligned objectives and key results, and investing in professional training programs.

We promote strong core consulting capabilities and specialisms in our teams

From the outset our team are provided with the tools to develop their core consulting and analytics skills as their careers progress. We maximise the unique opportunities an SME environment allows through active encouragement of ownership across various business functions and specialisms.

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

Our consultants are assigned a career coach to help support their continual growth and reach their full potential, both professionally and personally. Our bespoke and individualistic approach to employee development ensures we retain and recruit the best and brightest consultants.

What our people have to say...

"It's great to work in an environment with constant learning and development. Consulting is naturally a very detail rich endeavour and being given the opportunity to dive into the subject matter at Akeso, however varied and challenging, is a pleasure!"



Fred Weller,
Manager

"The professional development opportunities offered by Akeso to all employees are truly world-class! It has really helped me identify my key development areas and to bridge the gaps to aid my long-term career progression."



Dr. Débora Salvado
Managing Data Scientist



CONSULTING EXCELLENCE

DIVERSITY & INCLUSION

Diversity and inclusion is fundamental to the success of our company and our clients. Our D&I group works to ensure we have an inclusive culture where everyone can perform at their best.

D&I Objectives

Inclusion

Promote an inclusive culture at Akeso to support retention of diverse talent

Learning & Development

Ensure all employees can recognise and understand the basic concepts of D&I and embed them in their ways of working

Diversity

Increase the diversity profile of the candidate pool during recruitment to ensure we're finding the best candidates from as many backgrounds as possible

Actions

Implement an **Inclusive Culture Plan** to promote inclusivity in our day-to-day operations by fostering a supportive and collaborative environment that recognises and celebrates D&I

- / **Mandatory training** as part of onboarding for all employees
- / **Annual training** to meet specific D&I objectives
- / **Unconscious bias training** for all involved in recruitment
- / **Inclusive culture focus groups & activities** run by our D&I working group

- / **Expanding recruitment streams** to include platforms that attract more diverse audiences
- / **Establishing processes to capture applicant characteristics** to understand diversity metrics and track progress
- / Our application process **considers candidate requirements** and makes **relevant adjustments**

CONSULTING EXCELLENCE

SUSTAINABILITY

We recognise the importance of both environmental protection and sustainability. Hence, we are fully supportive of the NHS's Net Zero targets and wider sustainability initiatives.

We are committed to achieving net zero emissions by 2040. We have developed a number of initiatives within our office and as part of our business operations to minimise environmental impact

We are working towards achieving ISO14001 by November 2024; the internationally recognised standard for environmental management systems (EMS)

Internal training and expertise ensures our team are well-placed to understand the legal, societal, and economic case for increasing sustainability, and how we can translate sustainability to actionable, measurable outputs for our clients

We use an external, certified organisation to accurately measure our emissions in line with GHG Protocols and Science Based Targets across Scope 1, 2 and 3



When working with our clients, we ensure that sustainability, as a core element of social value, is appropriately considered in the design and implementation of our projects.

Akeso have developed a 5-step methodology to effectively support organisations in identifying, appraising, and measuring the key question of *“will the project deliver tangible benefit to patients and the community it serves to enable them to live healthier, happier lives?”*

Akeso publish an annual Carbon Reduction Plan. In the most recent edition, we outlined our **2023 Principal Environmental and Sustainability Objectives:**

1. To understand the impact that our own and our supplier's actions have on the environment
2. To take all reasonable and practical measures to reduce our own and our suppliers' impact on the environment as a result of carrying out business
3. To publicise and promote the impact that changes in ways of working have can have on the environment and measures of sustainability



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