

# CONSULTING EXCELLENCE DECLARATION

MCA

2023

**GATEONE**



# ANNUAL DECLARATION

Gate One was founded to provide premium strategic advisory and complex delivery business transformation services with the aim of delivering meaningful change to our clients. As such we are fully committed to the MCA's Consulting Excellence scheme and each of the 12 Consulting Excellence principles.

Our clients' success is both our professional focus and our very real business imperative. We are confident in our differentiated approach and our clients frequently attest to this.

As we transition into our next stage of growth, we focus on being an international challenger consultancy, being able to service our clients globally across the geographies that we now operate in. (UK, US, Ireland, France) How we do this however remains of critical importance, as a values-based consultancy, we will continue to remain true to who we are, growing our team and culture as we continue to scale.

We do not presume to tell our clients how to run their businesses. We are experts in working in close partnership with our clients on their most business-critical challenges. You will see throughout this document how we are committed to delivering consulting excellence through meaningful change.

*"We are delighted to continue our association with the MCA and work with them to help transform management consulting for the better. The MCA's principles of Consulting Excellence completely chime with Gate One's philosophy of crafting more meaningful change for our clients, their customers, our team and beyond."*

**Tim Phillips, managing partner**



# WHO WE ARE

Gate One is a leading business and digital transformation consultancy focused on delivering **meaningful change**.

We work closely with the C-suite and extended leadership teams across FTSE companies, private businesses and major government departments to **conceive and deliver the big ideas** that will **transform their business**.

Alongside our core consulting business, a key USP is our **Incubator** initiative – an internal **innovation and entrepreneurship** programme that has led to the incorporation of a host of new high-growth businesses that are founded, funded and led by our people.



Our **London HQ** is located at The HKX Building, 3 Pancras Square. We also have local consulting teams based in **Dublin, Paris and New York**.

**296** consulting personnel  
**90** digital transformation practitioners  
**60** change management consultants

We are committed to diversity, equality, and inclusion and are proud to have an almost 50:50 gender split across our team.



We have teamed up with our **Havas** sister agencies on numerous client projects, blending our business and digital transformation expertise with their deep capability in marketing and communications, brand strategy/design, customer experience, digital, data science, health and wellness... and so much more.

# What we do

## MERGERS & ACQUISITIONS

- Integration, day 1 readiness and 100-day planning
- Separation, divestments and carve-outs
- Operating model design and cultural integration
- TSA design and governance

## SUPPLY CHAIN

- Digitisation strategy and change approach
- Cost optimisation and operating model design
- Sustainability assessment and strategy

## SUSTAINABILITY

- ESG strategy definition
- Circular economy model creation
- Behavioural and cultural change enablement

## MARKETING TRANSFORMATION

- Strategy, advisory and business case
- Digital, automation and market agility
- Operations and capability build

## TRANSFORMATION, STRATEGY AND LEADERSHIP

- Strategic advisory and planning
- Commercial/brand strategy
- Governance and operational strategy
- Portfolio management
- Programme design and mobilisation
- Implementation support

## OPERATING MODEL

- Capability diagnostic and aspiration planning
- Global to local operating model design
- Implementation and delivery support

## CULTURE & CHANGE MANAGEMENT

- Change management
- ChAgile®\*
- Culture change
- Transformation leadership
- Digital workforce

## DIGITAL & DATA

- Adaptive digital strategy
- Agile transformation
- Data transformation and insight

## CUSTOMER EXPERIENCE

- Insight-led decision-making
- Future customer strategy
- Design-led experiences
- Launch readiness
- Operational readiness



01

We are responsible and good citizens

02

We conduct our business ethically

03

We foster an ethical culture

## ETHICAL BEHAVIOUR

We recognise the privilege of doing the job we do and act as conscious custodians of the trust bestowed upon us by our clients. As such we take the responsibilities we have for our customers, our team, the consulting industry and beyond very seriously.

This means working with integrity, meeting the highest standards of conduct, ensuring value for money and recognising where client work is unnecessary or better served by others.

The starting point is always recruiting the highest-quality talent – those that can deliver high-quality work and behave and act professionally and embody our values.

A critical element of an ethical culture is fairness, equality and inclusion in all elements of recruitment and performance management. We are a culturally diverse and gender balanced organisation, with almost half of our recruits being female. Male and female pay is identical at all grade levels. All salaries are openly communicated across the firm. We promote when individuals are ready, not based on their time in grade.

Beyond client work we support Resurgo - an organisation that works with people to transform society through high-impact, scalable enterprises - with mentoring and skills workshops and fundraising; FareShare, a charity aimed at relieving food poverty and reducing food waste in the UK; The Childhood Trust, a London child poverty charity; and Sane, a charity aiming at raising awareness and providing support in the mental health space. In the past year we supported a total of 17 charities across 36 volunteering experiences and raised over £18,000.

04

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

05

We are transparent with clients and respond to their concerns

06

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

## CLIENT SERVICE AND VALUE

To deliver meaningful change for our clients means being invested in their success. We provide the right blend of advisory and delivery to achieve faster, cheaper and better results.

An open culture is fundamental to our delivery success and way of working. This culture represents a major differentiator for both attracting and retaining talent and delivering more meaningful and lasting change for our clients.

Our business model is based on what we call the ripple effect; by embedding small, expert, innovative teams, we create ripples of change which drive wider culture change.

Success, or otherwise, in delivering excellent consulting services is best judged by our clients. We therefore seek independent feedback on all our engagements, which helps us continually improve the value we deliver to our clients. 96% of clients state that we exceed or substantially exceed their expectations.

Innovation and an entrepreneurial attitude is critical to us. This allows us to better support our clients in their most mission-critical and complex initiatives. A key element is our Incubator which allows consultants and ops staff the opportunity to launch and run their own businesses alongside their 'day jobs'. We currently have 22 in-flight businesses from ecommerce to software across retail, sustainability and healthcare and have generated £10m of combined value, £2m in fundraising and 3 start-ups have graduated from the Incubator and the founders have left to pursue their entrepreneurial dreams full-time!



07

We undertake training and professional development planning each year

08

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

09

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

## PROFESSIONAL DEVELOPMENT

We care about more than just our teams' professional development. We provide career enhancing opportunities to support everyone's longer-term career journeys.

Our staff have access to a comprehensive training and development programme including sessions co-curated by us and external experts, knowledge sharing lunch and learn sessions, and formal training sessions integrated in to our regular events diary.

We also place emphasis on accreditation and encourage our team to complete external certifications.

Our performance management cycle runs every six months to enable regular honest conversations and accelerated career progression. Our coaching programme also ensures there is always someone looking out for our colleagues and their career.

We run several initiatives in parallel to promote staff wellbeing. These include a health improvement programme to help employees make positive changes to their overall health and welfare, and specific wellbeing training integrated in to the CPD framework such as resilience training, mindfulness and yoga.

We recognise that there is life outside work. Every effort is made to accommodate requests for flexible working; all our individuals are treated equally and fairly.

# DIVERSITY, EQUITY AND INCLUSION

10

We respect and embrace diversity and inclusion

11

We recruit and retain people from a diverse talent pool

12

We continuously work to improve our progress on diversity and inclusion

In order to create meaningful change for our clients, our people and our communities, we need diverse talent and diverse ways of working. We are committed to fostering a diverse and inclusive culture where we can do our best work. Our journey is ongoing as we vow to continuously focus on diversity, equity and inclusion (DE&I) to evolve for the better.

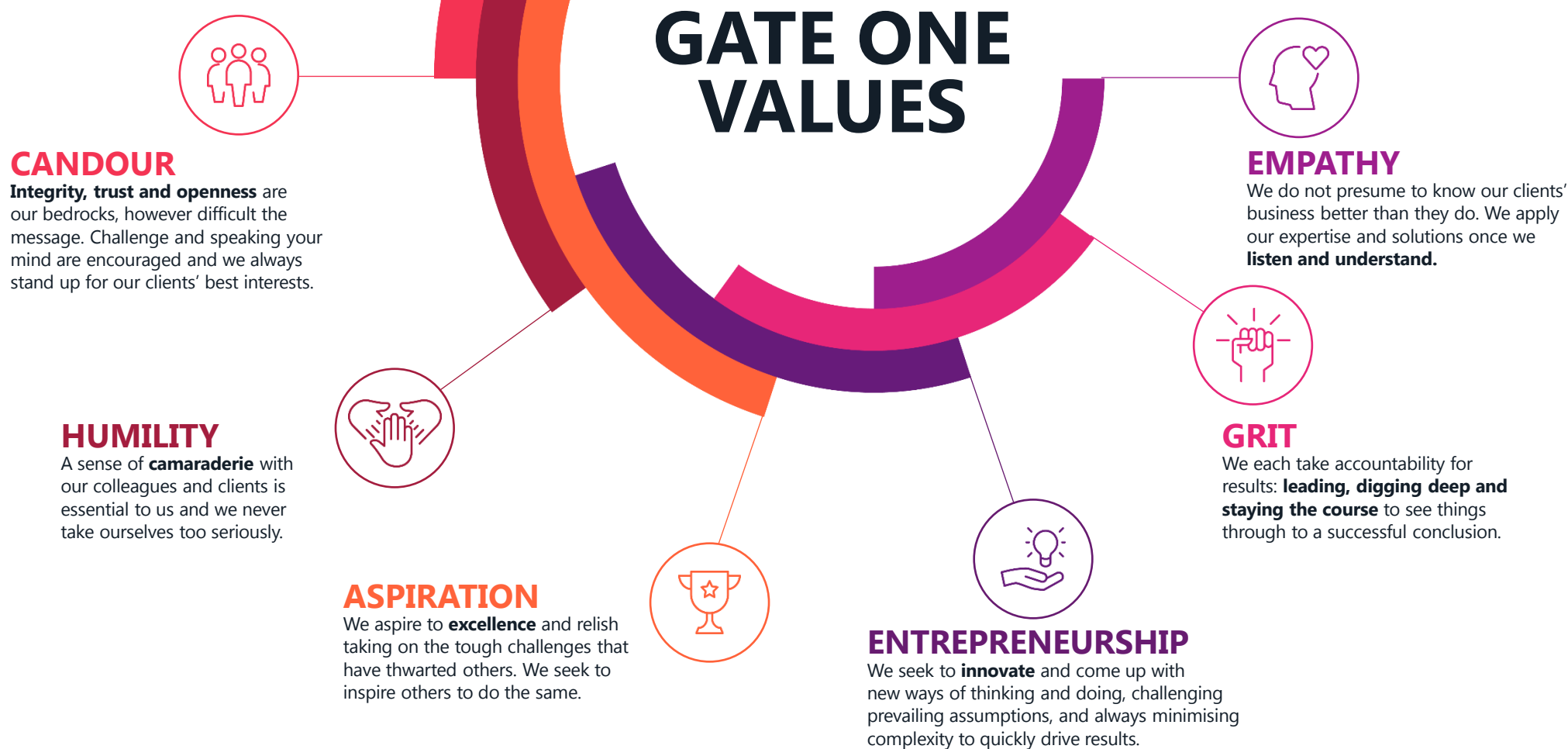
Inclusive growth, especially as we expand internationally, is one of our key strategic priorities. Our managing partner, Tim Phillips, is the partner sponsor for DE&I, highlighting it's importance for us.

Our parent company, the global Havas group, has a 10-point DE&I charter for all its UK agencies to achieve by 2025. We report our progress against this charter on a quarterly basis to the Gate One strategy board and Havas Board.

The Gate One team supports our DE&I plan, with an active internal community who drive us to achieve our priorities around 4 pillars: Pride, Race & Culture, Disability & Neurodiversity and Gender Equity. Our internal community exemplifies inclusive behaviours and creates meaningful change both internally and externally with our clients and communities. We also work with external DE&I consultants to ensure our work in this space, and more specifically within gender equity, is continuously improving.



EVERYTHING  
WE DO, IS  
ROOTED IN OUR...



# EXCELLENCE IS BEST JUDGED BY OUR CLIENTS

With over 96% of our clients rating us as exceeding or significantly exceeding their expectation in 2020, we believe our positive feedback is a testament to our commitment to our clients and the work we deliver:

<https://gateoneconsulting.com/category/client-stories/>

"I feel confident in Gate One representing me and stand behind what they do. I appreciate that they are not afraid to call out gaps in a professional way to help improve our organisation. I am consistently delighted in the insights the team brings back and their vision, enthusiasm, and direction."

**Client, Biopharmaceutical Industry**

"Gate One are the best team of consultants we have worked with and we have worked with plenty. They drive us at pace, keep us honest and represent us and the agenda very well with our stakeholders. Frankly we wouldn't have been able to do any of this without Gate One."

**Client, Multinational Groceries Retailer**

"The combination of advisory and delivery is what we love about Gate One. I have had senior colleagues who have gone out of their way to give positive feedback about the team. I have also had feedback that Gate One are the only consultancy who 'doesn't create more work for us.'"

**Client, Home Improvement Retailer**

# CONTACTS



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# Let's **change**

**GATEONE**

