

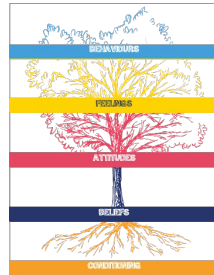
WHAT WE DO, EVERY DAY, WITH EVERYTHING WE DO, TO LIVE UP TO THE PRINCIPLES OF CONSULTING EXCELLENCE



ETHICAL BEHAVIOUR

TRUST

Trust is the foundation of everything we do. Creating, through action and policy, an environment of complete transparency with our clients and consultants. We actively support each other every day by role-modelling high-trust behaviours in every interaction, fostering an open, supportive, accountable and **ethical culture**.



“ Really what’s different about U&E is how it makes you feel: how you are trusted, and how you feel part of a family. ”

RESPECT

We’re an inclusive gang of **responsible and good citizens**. Through our actions and policies, we are respecting laws and regulations, encouraging diversity, working to improve sustainability within our own control and that of our clients. We actively encourage involvement in all the local communities in which we operate.

COLLABORATE

For us, **business ethics** means always being open and honest. We’re straight-talking so you only get objective advice – even if you don’t like it (at first)! Treating our clients and our consultants equally, we’re always professional and approachable whether we’re working on the front-line or in the Boardroom. **We always protect our clients’** interests and reputations, working collaboratively with each to create impact and win-win outcomes.



“ We do exactly what we say we are going to do and deliver on our promises every time. We are an incredibly ethical organisation that has a very open style with potential future clients. ”

DELIVERING GREAT OUTCOMES FOR CLIENTS

We assess clients as much as they assess us, only taking on work where we truly believe and know we can make a fundamental and sustainable difference. Every time, without fail, we’ve **exceeded clients’ expectations**. Transferring knowledge and building new habits and behaviours in teams, that leads to engagement and sustainable success.



Transparency is at the core of all our work and as part of any assignment. We make progress, problems and performance visible to assure clarity of progress towards the goals and trigger the right conversations. We believe that problems will always exist and the best way to deal with them is to find them quickly and highlight them, bringing them to the surface and working together proactively with clients and consultants to achieve the best results for all.

“ The change in leadership behaviour helped create a real sense of our shared vision; one team. This did truly unleash a lot of potential. I could give literally hundreds of examples that I witnessed and continue to witness daily. ”



As a company, whose client solutions all contain the words “Sustainable” and “Excellence”, it’s imperative that we practice what we preach. Taking our own medicine begins with continually seeking to improve **the great value we deliver to clients**. But this is just the endpoint.

This relentless pursuit of excellence pervades everything we do in our mission to **unleash the potential within all of us**.

PROFESSIONAL DEVELOPMENT

Consultants choose to join our gang because they’ve finally found people that share their beliefs; taking an approach they know works, and because they know we care about ‘unleashing their potential’ as much as they do. We have a comprehensive onboarding programme that helps people to really understand the capability and character of working with Unleash & Engage.



Everyone is allocated both a Buddy and a Coach to help with their personal and professional development. As our relationship grows with our consultants, they internalise our way of working, adopting new habits and behaviours which enable them to **realise both their own and our clients’ goals**.

“ Whilst I’ve been with U&E I have obtained additional coaching qualifications and much more importantly, embedded that learning through hundreds of hours of coaching practice which has literally changed people’s lives. ”

Our consultants have all walked in our client’s shoes, some have then gone on to traditional consulting, only to realise that something’s missing. After joining our gang, our consultants’ **development takes on new meaning and purpose** for them, with their focus shifting to how their capabilities can help others. Our consultants leave their clients having made life-long friendships, leaving behind new skills and habits as part of their legacy. We achieve consulting excellence through an experiential-based approach to learning ‘consulting skills’ and ‘technical skills’ underpinned by our robust business assurance approach.



We describe our organisation as an **‘adult’ organisation**, we’re all grown-ups, supporting each other to be the best we can be, and creating really high-performing teams. Because success means different things to each of us, we value difference, and every consultant creates their own work/life balance profile so we can support **welfare** as much as **career progression** and **professional development**.

INCLUSION AND DIVERSITY

At Unleash and Engage, we believe that Diversity is an outcome of creating an inclusive and supportive environment that **truly values peoples’ differences**.

Before any new gang member does any ‘work’ with us, we work with them to build a **strong sense of belonging**, both with the business and with other members of the gang. We believe this forms a strong foundation which allows people to be their best self.

We love to hear our gang talk about their work and purpose motive with such passion to friends and family members - their enthusiasm is infectious and inspiring. Sharing their personal stories and unique perspectives has created an environment where people celebrate and value one another, which in turn attracts **a diverse range of people** to join us, who see that their differences inspire and excite us.

Maslow’s Hierarchy of Needs



Our mission is to get as many people to the top as we can; our gang, our clients, and our communities

We know we can always do better, and listen to our gang for ideas of how we can offer more support to the communities in which we live and work. Through this we are proud to be signatories to the **Social Mobility pledge**.

WHAT WE DO, EVERY DAY, WITH EVERYTHING WE DO,
TO LIVE UP TO THE PRINCIPLES OF CONSULTING EXCELLENCE



“ There’s nowhere better to learn than through working with Unleash & Engage, who want nothing more than to ‘unleash the potential in everyone’.

Whilst I’ve been with U&E I have obtained additional coaching qualifications and much more importantly, embedded that learning through hundreds of hours of coaching practice which has literally changed people’s lives. I could never have put my learning into such practical and rewarding application in any other role I’ve held. ”

Zebby. Head of Business Operations, Unleash & Engage

“ From day 1, Unleash & Engage have been a different organisation to all the other organisations I’ve worked with. I felt valued immediately; it was clear that they weren’t looking for “just another consultant”, they were looking for people to work with, not for people to work for them. It’s a very collaborative culture.

Our values as a company align very strongly with my own, embedded in a belief that whatever we do has to be the right thing not only for the client, but for our gang as a whole. Trust, respect and collaborate are three core values and everyone within their team role models those behaviours with the wider gang.

We do exactly what we say we are going to do and deliver on our promises every time. We are an incredibly ethical organisation that has a very open style with potential future clients. What other companies have you ever worked with that invite potential clients to meet existing customers to speak to people on live deployments? I am blown away by this openness.

The work we do literally transforms people’s lives, both professionally and personally and I get to see this happen every day. The results we achieve for our clients are truly remarkable, and I have an enormous sense of pride in being a part of that success. ”

Paul. Delivery Director, Unleash & Engage

“ I want to explain what is so different about working with Unleash and Engage. I have been an 'Industry Consultant' for many years, a subject matter expert in my field, focused on process. During that period, I felt I lost sight of what really matters - People! At U&E the gang is a collection of amazing people that are both full of empathy and humility - they just need and want to help others. Working with U&E is not really like having a job, it's more like a vocation. I really couldn't think about doing anything else now.

What we do is so rewarding and challenging; you are surrounded by like-minded, supportive people – their energy is infectious. The gang live by high trust habits and role model these every day, leading to real openness and transparency in our relationships with one another.

Working with the gang has made me happy and given me a richness in life that is not just about who I am at work, but also who I am as a parent, a partner, and a friend.

Really what's different about U&E is how it makes you feel: how you are trusted, and how you feel part of a family. ”

Craig. Programme Director, Unleash & Engage

“ U&E were different and better right from their opening discussions. The interactions caused me to reflect deeply about the subject of leadership. Without me being aware of it, they were really coaching me right from the start, encouraging me to reflect and ask the right questions about myself and my organisation. It created in me an appetite for learning and helping my team and plant to achieve the level of performance that would deliver long term security through Operational Excellence.

U&E acted with a great deal of maturity and humility. Many companies go through wave after wave of 'consultants', but U&E were different, deploying their own approach, the concept of coaching and leadership.

The change in leadership behaviours helped create a real sense of our shared vision; one team. This did truly unleash a lot of potential. I could give literally hundreds of examples that I witnessed and continue to witness daily. ”

Works Manager, Client