

HOW DO WE LIVE UP TO THE PRINCIPLES OF CONSULTING EXCELLENCE?

- ➡ We recruit and retain people with knowledge, experience and that priceless talent to inspire.
- ➡ We look for those who have the confidence to be modest.
- ➡ We foster a collaborative approach by helping each other to help others.



ETHICAL BEHAVIOUR

TRUST

Trust is at the heart of everything we do. We've created a culture of honesty and transparency between our coaches and our clients. We actively support each other to ensure that our business is always **open, honest, accountable** and **ethical**.

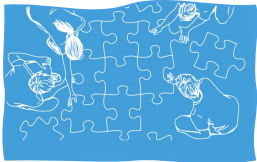


"Everything Unleash & Engage do is true to their values and their ethics, it's all true."

RESPECT

We're **inclusive, responsible** and **respectful**. We abide by all statutory rules and regulations, encouraging **diversity** and **sustainability** across our own and our clients' businesses. We also support and encourage involvement in our local communities.

COLLABORATE



We're always on the same side as our clients. **We want what's best for them** and we work alongside them to achieve it. We're never afraid to be honest so the advice we give is always clear, objective and truthful. This applies whether we're working in the boardroom or on the shop floor.

We always protect our clients' interests and reputations. We work collaboratively with them to ensure those interests and reputations are then not only protected but enhanced.

At Unleash & Engage, we've built an inclusive and supportive environment because we **truly value people's differences**.

The first thing we do for all our new joiners is forge a **real sense of belonging** within the business and with the people in it. If they feel happy and accepted for who they are, they'll feel happy and valued for what they do.

DELIVERING GREAT OUTCOMES FOR CLIENTS

We assess clients as much as they assess us. We only work with people we like, respect and on whose businesses we feel we can make a positive and lasting difference. Every time, without fail, we've **exceeded clients' expectations**. Imparting knowledge and **instilling new habits** have led to teams being **more engaged, more productive** but most importantly, **happier** and more **fulfilled**. We make our goals and our progress **clearly visible** right from the start. Problems always exist - otherwise we wouldn't be there - but the best way to deal with them is to identify them quickly and discuss them immediately. That way, we can work clearly and collaboratively to help people solve them.

"The change in management behaviour created a real sense of shared purpose. It really did unleash so much untapped potential. I've witnessed countless examples of this and continue to witness it every single day. It's built strong bridges across our organisation."

Six months in and we're already ahead of our annual forecast. The reality is that we've improved massively, which gives an excellent platform to improve further."



As a company, we constantly use the words **"Sustainable"** and **"Excellence"**, so it's vital that **we practise what we preach**. Which is why we're continually innovating and improving our offering to clients.

We can only expect them to get to the top of their game if we're always at the top of ours.

SUSTAINABILITY

Sustainability isn't just linked to our award winning Sustainable Operational Excellence (SOE®) system; but is rooted in our commitment to ensure that **we operate in an increasingly sustainable way**, both internally, and in our work with our clients.

DIVERSITY & INCLUSION

We love to hear our people talk about their work with such pleasure and passion because their enthusiasm is both **infectious and inspiring**. Sharing their **personal stories and diverse perspectives** has created a fascinating environment through which we all get to understand and appreciate one another. And almost without noticing it, we learn so much more.

PROFESSIONAL DEVELOPMENT

People join us because they've finally found others who share their beliefs. Particularly about engaging with people at all levels of any organisation to unleash the potential that even those people didn't realise they possessed.

We have a comprehensive onboarding programme to help new recruits understand what it means to work with us. Everyone is allocated both a Buddy and a Coach for their personal and professional development. As the bond between them strengthens, they absorb our way of working; adopting and implementing new habits and modes of behaviour **to realise both their own ambitions and those of their clients**.

"Working with Unleash & Engage has allowed me to consolidate many years of experience and knowledge into a philosophy that I now practise in all aspects of life. Life is simpler and more rewarding now I truly know who I am. Having the continued support of Unleash & Engage continues to be invaluable in my personal and professional development."

Our people have worked in the same fields as their clients, faced the same challenges and worked out how to overcome them. After joining us, **their own development takes on a new purpose**, as their skills are now being used to help others. Each deployment may end but the habits and knowledge they've imparted remain. So much so that clients continue to improve long after we've gone.

Unleash & Engage is a **grown-up organisation**. People join us when they're practically overflowing with expertise. Whatever the problem, they've usually seen and solved it many times before. This priceless experience means they're more than qualified to share their expertise with clients and with each other.

Success and satisfaction can mean different things to different people, which is why we value variety and diversity within our teams. All our people are free to create their own **work / life balance** because what they do for themselves is every bit as important as what they do for us.



We know we can always do better, and many of our discussions with our gang involve listening to ideas about how we can support the communities in which we live and work. Through this, we're proud to be signatories to the **Social Mobility Pledge**.

We were delighted to be recognised by The Sunday Times as one of the **Top 10 places to work in 2024**.

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SOE is the most impressively designed and executed programme I have been involved in during my 30+ years in the business – and I don't say that lightly.”

Director, Client



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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

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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

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The best thing about working with U&E is that I can actually see that I can make a difference to the client, and to people's lives; not just at work, but their whole lives.

I think that our focus on people and engagement as a model is just brilliant.”

Coach, Unleash & Engage



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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