

Consulting Excellence at Efficio

Commitment to the MCA Consulting Excellence Principles

2024

efficio

Our Commitment to Consulting Excellence

Jens Pedersen, CEO

“At Efficio, we are very proud of what we have achieved since the business was founded 24 years ago, and we have been privileged to deliver highly-regarded projects across a broad array of industries and companies around the world.”

“We have always believed that by doing the best for our clients and our people it will lead to success as a business, and this ethos has served us well and helped build our business.”



This is reflected in our Commitment to Consulting Excellence.

We are committed to:

- *Behaving ethically in everything that we do and with everyone with whom we work*
- *Delivering excellent service and value to our clients*
- *Working to develop our people to bring out the very best that they can achieve and provide them with fantastic career growth*
- *Embracing and fostering diversity and inclusion and working towards improving the social value we deliver*
- *By challenging ourselves to continually work in alignment with these principles, we are confident that Efficio will continue to deliver the best outcomes for our clients, people, and the wider community in everything that we do*
- *Decreasing our carbon footprint and achieving Net Zero emissions by 2050*

Behaving ethically in everything that we do, with everyone we work with

We fully support and commit to the **ETHICAL BEHAVIOR** statements of The Thirteen Principles:

1. We are responsible and good citizens.
2. We conduct our business ethically.
3. We foster an ethical culture.

We are passionate that everything we do is aligned to an ethical approach, across both business engagements and wider areas, such as sustainability.

We have a zero tolerance approach to unethical behaviours, and we support all of our people to make the right choices for the business and our clients. We challenge ourselves to do our best within our projects, and we will not shy away from challenges where we passionately believe we can deliver better solutions, both internally and for our clients.

We are committed to behaving ethically as both a company, and as a set of individuals:

- We are constantly working on reducing our own impact on the environment, and we have a dedicated team that works with clients to develop and deliver sustainable procurement solutions.
- We are also all passionate about our social responsibility, with a wide variety of activities supporting charitable endeavours, on both a corporate and personal level.

Delivering the highest standard of service and value to our clients

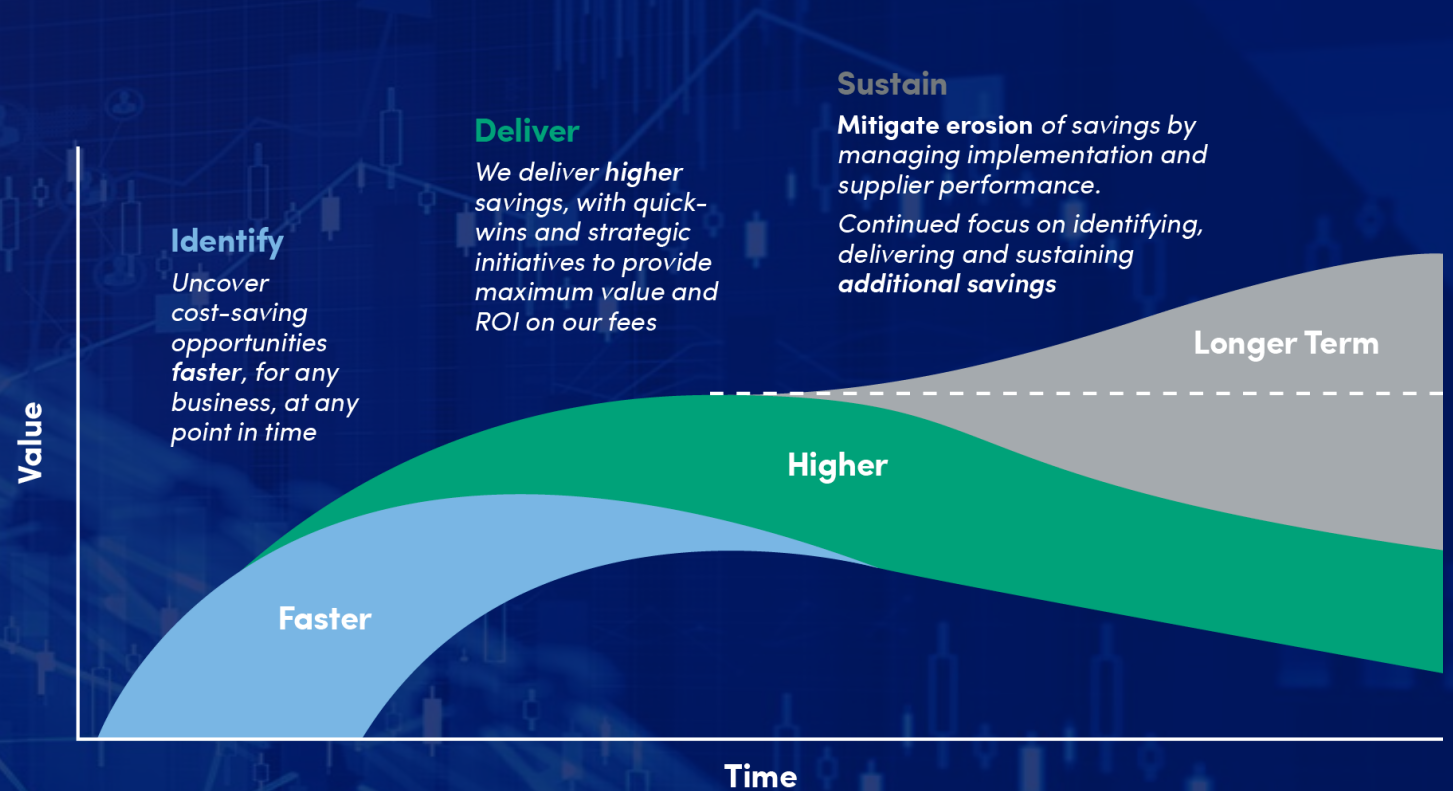
We fully support and commit to the **CLIENT SERVICE AND VALUE** statements of The Thirteen Principles:

4. We provide excellent consulting services that 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 that we deliver to our clients.

We believe that every project should deliver the best outcome for our clients, and that the value should be clearly defined and successfully delivered.

We use a highly analytical approach, bringing in experienced experts and detailed research to each programme. This ensures that we can identify and deliver high value projects, with a good return on investment.

Our internal processes challenge every project to ensure delivery of the best possible outcomes and identify projects that need additional support to guarantee we meet and exceed clients' expectations.



Working to develop our people to bring out the very best that they can achieve and provide them with fantastic career growth

We fully support and commit to the **PROFESSIONAL DEVELOPMENT** statements of The Thirteen Principles:

7. We undertake training and professional development planning each year.
8. We promote strong core consulting capabilities and specialisms in our consultants and teams.
9. We support our employees' career progression, professional development, and welfare.

Our people are our business's most important asset – we have a highly talented team of consultants and business services staff, who are all passionate about delivery for our clients and are keen to develop and grow in their roles.

We have an extensive training programme through our Efficio Academy, combining the experience and knowledge of our consultants with high-quality external trainers. This is both structured (to build a consistent capability in the areas), and flexible (to ensure individual's specific development needs can be met). This is a core aspect of our teams' professional development.

We also ensure that our people are fully supported on site, with regular, detailed, and actionable feedback to provide ongoing opportunities to develop and gain experience, as well as a focus on welfare to ensure the best environment for our teams and clients.



We fully support and commit to the **DIVERSITY AND INCLUSION** statements of The Thirteen Principles:

10. We respect and embrace diversity and inclusion and understand the importance and positive benefit of people from different backgrounds working for our company and our clients.
11. We recruit and retain people from a diverse talent pool and strive to build an inclusive culture 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.
13. 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.

Efficio has DEI and ESG steering committees to monitor, develop, and deliver company-wide focus on these important issues and to get input into initiatives to become a more balanced and sustainable organisation.

Tracking and fostering diversity growth is a key ethos of our business; we work hard to improve and increase diversity within our recruitment and to retain diversity within the organisation. We have also embedded DEI into our working practices to encourage and support people with different needs for their personal and professional lives and with career progression.



**Embracing DEI across everything that we do
and working towards improving the social
value we deliver**

About Efficio

Efficio is the world's largest procurement and supply chain consultancy, operating across 14 offices in Europe, North America, and the Middle East.

We have specialised in procurement and supply chain management for more than 20 years, supporting our clients across the globe to identify, deliver, and sustain improvement opportunities. This scale and singular focus sets us apart. We help organisations reduce costs, improve internal processes, and upskill their procurement teams, enabling them to become high value-generating functions within their businesses. Our combination of expertise, data, technology, and human intelligence delivers value improvements at speed, allowing organisations to operate more efficiently and compete more effectively in an ever-changing landscape.

We support blue chip multinationals, private equity firms and their portfolio companies, SMEs, and public sector clients around the world to deliver increased value from procurement and supply chain management. For further information, please visit www.efficioconsulting.com.

Efficio is committed to ensuring consulting excellence and is continually finding and implementing new ways to evolve and improve our services for our clients and our people.

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