

# Consulting Excellence Declaration

Update: February 2024





## **Aveas Consulting Overview**



Globally experienced consultants with a blend of **'real world'** client-side experience, consultancy structure and rigour



**Trusted advisors** delivering **independent expertise.** Always learning, adapting and evolving with industry trends



Enviable client experience working alongside **senior industry leaders**, including: COOs, CIOs, CDOs, CTOs and IT Directors



**High client satisfaction** with over 90% requesting follow on activities and support



**More than just IT Consultants** – a company with a strong ethical agenda (underpinned by the three pillars of sustainability)





## We Trust our Team and They Built Trusted Relationships

Aveas Consulting is known for doing two things very well; Strategy and Delivery work. We receive glowing reports from our extensive global client base and from who over 90% of work is repeat business. We often develop the strategy in conjunction with the client team and see this through into implementation.





Agreeing to commit to the Consulting Excellence Principles of the MCA was easy for us, we do these things already and always have done. Our team has steadily grown over the past 11 years and we are careful who we choose, their principles matter to us.

It's rare for anyone to leave our team, we do things in the right way and are always seeking to learn more about what it feels like to be an employee of Aveas. It really matters and this isn't only in terms of how we support them in work, we know we have an impact out of work and try to bring a balance where we can.

























### **Our Values**



#### **Environmentally Conscious**

Having an environmentally conscious mindset – striving to remove our professional and personal footprint.



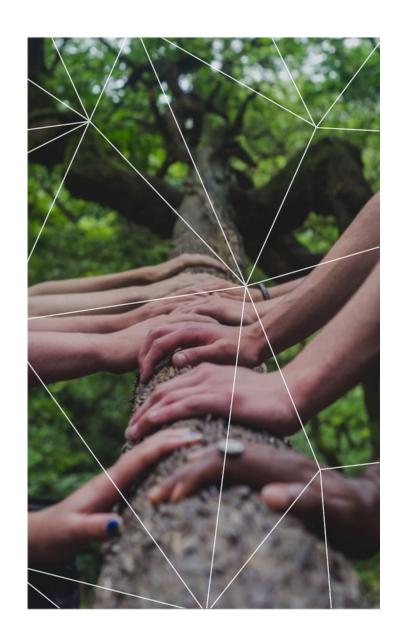
#### **Socially Aware**

Supporting our people and providing a healthy work-life balance. Championing our community projects and charities, financially and with commitments of time.



#### **Economic Mindset**

Charging fairly and developing long-lasting relationships with our clients to achieve sustainable growth and enable our corporate social responsibility to evolve.





# The Principles of the MCA and of Aveas

MCA Principles	Aveas commitment
Ethical Behaviour	Aveas operate against a clear and established Business Conduct and Ethical Standards policy which is published in the company handbook and has been audited as part of our
1. We are responsible and good citizens.	ISO9001 certification process. This policy is part of a set of wider legal and ethical obligations that we adhere to.
2. We conduct our business ethically.	
3. We foster an ethical culture.	Our corporate culture and social values are an important attribute of our identity. This includes a number of Social Value principles which are engrained in our operating and delivery practices covering environmental, community, workplace and philanthropy.



MCA Principles	Aveas commitment
<ul> <li>4. We provide excellent consulting services which deliver the outcomes clients seek and need.</li> </ul>	We provide a range of IT consultancy service and tailor our deliver model to align with the expectation and culture of the client. We consistently review and update our service lines based on industry best practice. We work with our clients to agree success measures and consistently measure and report on our delivery, creating an open dialogue between ourselves and the client.
	"Taking industry recognised standards, Aveas brought a higher level of experience and professionalism in their engagement, finding practical solutions that met the traditional needs of an IT support organisation and the demands of a digital media company constantly seeking innovation"  Head of IT – Dow Jones



MCA Princ	iples	Aveas commitment
<ul><li>Client Service</li><li>We are to their of</li><li>We always</li></ul>		<ul> <li>We seek to understand the business challenge and our usual approach is to engage with a client on a free of charge basis for up to one month to enable:</li> <li>Aveas to gain a better understanding of the challenges, culture and put forward a proposal that will meet the needs of the client;</li> <li>The client to 'road test' us without commitment so that they can be assured that we will deliver.</li> <li>We perform most of our engagements under a fixed price model to remove risk from clients. A few of our key differentiators are:</li> <li>We work with clients to deliver and exit when it is right for them, not us. We are always on hand to offer any advice afterwards and are never too busy for a face to face;</li> <li>We know our weaknesses and will turn down work if we cannot deliver it and will work with you to find someone who can;</li> <li>We are flexible in approach – if a programme takes an unexpected lull, we will pull back.</li> </ul>



MCA Principles	Aveas commitment
Professional Development	We work with all our consultants to develop them on an ongoing basis. This training includes two elements:
7. We undertake training and professional development planning each year.	<ul> <li>Mandatory training for that we perform in-house which is designed to created rounded consultants armed with different techniques for problem solving;</li> </ul>
8. We promote strong core consulting capabilities and specialisms in our consultants and teams.	<ul> <li>Tailored training, where we work with our consultants to collectively agree a development roadmap based on their needs and demands for our service. As such, we are multi skilled.</li> </ul>
<ol> <li>We support our employees' career progression, professional development and welfare</li> </ol>	As is to be expected, individuals naturally "major" in certain areas and we encourage staff to both improve their knowledge and capability in those areas as well as explore areas where their experience is more limited.
	Our staff are vocal about how Aveas is "a good place to work". Through a mature process of setting objectives, six monthly formal reviews and more frequent 1-2-1's with line managers and account managers, career progression and professional development is accessed regularly for all staff.



#### **MCA Principles Aveas commitment Commitment to Diversity & Inclusion** We recruit from an industry rich in diversity and people from many different backgrounds. It is benefits us to have people from different cultures, education, and industries, as we often 10. We respect and embrace diversity and inclusion work with globally connected organisations. When we look to hire people to join our team, and understand the importance and positive our focus is on amazing ability and a great attitude, find the right person and we work hard benefit of people from different backgrounds to make this the most rewarding place for them to join. working for our companies and our clients. We work with business schools and colleges to give young people a chance to break into this exciting career through short term placements with a complex challenge for them to work 11. We recruit and retain people from a diverse talent pool and strive to build cultures where difference on, supported by our team. is valued, respected and celebrated at all levels. Furthermore we are committed to We learn, adapt and monitor what is becoming an increasingly complex workforce and place strategy, increasingly so since the onset of Covid-19 and its disruption to ways of working developing diverse future leaders and ensuring their progression in the industry. that prior, were relatively stable. Aveas recognises that flexibility in meeting business objectives is vital and no longer driven by a 9 to 5, Monday to Friday routines. We are 12. We support industry efforts to improve progress interested in the destination and our outcomes, the journey a person takes to get there is on diversity and inclusion, implementing best becoming less important. practice and monitoring the diversity of the consultancy sector workforce over time. This includes encouraging the collection of data to assess the effectiveness of D&I policies and participating in the MCA annual report.



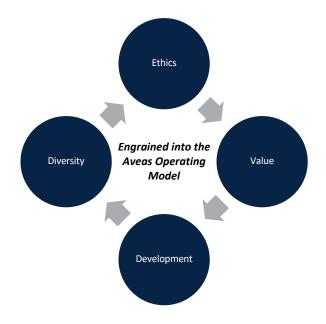
MCA Principles	Aveas commitment
Commitment to Sustainability	
13. We commit to ensuring that our firms operate in an increasingly sustainable way and strive to ensure that sustainability is considered by our clients in our work with them.	Aveas aspire to be <b>leaders in sustainability</b> , with environmental, societal, and long-term sustainable development at the forefront of the Company goals, doing this by becoming <b>net neutral</b> in their carbon footprint by <b>2050</b> .  In 2023, the average carbon footprint of our employees was <b>44% lower</b> than it was in 2019 proving that Aveas are making a significant difference in their commitment to Sustainability.



## The Aveas Consulting Declaration

Aveas Consulting is fully committed to the values and principles of the MCA Consulting Excellence programme and are delighted to joined others in this special community.

Integrity and an ethical approach to all that we do as a business is vital, without which our team would not be the world class consultants they are today, and our clients would not remain loyal in the way they have since our inception.





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