

2023

Our Consulting Excellence *Declaration*



| Consulting Reimagined

Tessiant is a management consultancy, led by 4 partners with extensive previous careers in industry, recruitment and management consultancy. Bringing together three different perspectives: the buyer, the headhunter and the consultant to form one clear and comprehensive offering, that is 'consulting reimagined'. **We are practitioners who help retail and consumer leaders succeed through advice, strategy and execution.** We offer a unique mix of senior advisory, transformation and procurement capabilities, with the ability to rapidly deploy teams to support or turnaround critical change programmes. We have evolved our offer considerably since 2020, adding a Senior Industry Advisory practice in 2021, meaning we can **utilise some of the UK's most senior retail professionals in our projects.** We have further extended this through the partnerships we have built, to offer clients a more complete transformation service, **combining business transformation with digital, data and technology.**

Our USP is the **deep industry knowledge and breadth of skills** we can offer through our mix of employed and associate consultants. We can deploy a range of skills from a junior business analyst, through to an ex-CEO. **We believe that there is nothing more valuable in providing individuals and teams that have genuinely 'been there and done that'.** This has enabled us to provide clients with real industry relevant expertise in a pragmatic way, offering lean solutions that have delivered dynamic results with sustainable and scalable outcomes. Whilst at the same time, using teams who strongly empathise with clients, whilst maintaining a strong, inclusive culture.

We have implemented consulting excellence into the makeup of our organisation. **Fostering a culture that is collaborative, supportive, and authentic.** Enabling us to exceed expectations and deliver real impact in the change and transformation space for our clients. Whilst at the same time supporting our people and their professional development, and giving back positively to our local community and wider society. This approach combined is the driving force behind such phenomenal growth as a 3-year old start-up.

We are so thrilled to be a member of the MCA for the third year running. As a small but rapidly growing consultancy, it is important to us we stay close to the challenges and opportunities within the industry. Since joining we have engaged with the work the MCA does to promote consulting within the UK, as well as continued to join events they hold and enter their annual awards, where in 2022 **we were announced as finalist and runner up for 'Best New Consultancy'.** This document entails our declaration on how we meet the MCA's consulting excellence principles.



| Our Values



Pragmatic

we are **pragmatic** in our approach, solving problems quickly and sustainably.



Impactful

we are **impactful**, delivering revolutionary change and excellence through being experienced practitioners.



Supportive

we are **supportive** through our empowering and encouraging nature.



Authentic

we are **authentic**, leading in a consistent, transparent way and taking ownership as if its our own.

"Tessiant aren't traditional consultants, they are practitioners"

-Rich Corbridge, CIO, Boots UK.

Client Service & Value

We maintain strong working relationships with our clients that are built upon collaboration, communication and pure transparency. The fact we have been clients ourselves and are incredibly well connected across industry enables us to tailor our services to meet clients exact needs and requirements, whilst delivering excellence through the way in which we utilise our people. This enables us to deploy bespoke teams, at pace, of tailored teams of change experts and seasoned specialists, that host a wealth of real industry relevant experience and a varied blend of skills, from a wide range of backgrounds. Offering clear lived experienced of the challenges that our clients are currently facing. Allowing us to bring deep retail industry knowledge and insight to every project to achieve our mission of embedding sustainable change. This puts us in a unique position to provide tailored consultancy services from transformation delivery through to private equity due diligence.

We operate an expert associate network built upon referrals to ensure our clients continue to be served by skilled and talented consultants. As well as enlisting ex C-suite individuals of high calibre providing strategic and leadership advisory. We work alongside our clients rather than 'at' them, as an extension of their senior team. Sharing our experience and expertise freely and openly as we go, allowing the clients people to learn and grow so that when we leave a project we have not only improved the capability of the business but the capability and skillset of the people to drive forward and deliver change in the long term, and achieve outcomes that exceed expectations. To further meet our client needs, and offer them a more complete transformation experience we also collaborate with our partners in joint bids to bring further speciality, combining business transformation with digital, data and technology.

Each project is managed by a Tessiant Partner, who is the point of contract throughout. Client input is actively encouraged throughout a piece of work by jointly reviewing roles, time frames and resourcing. As well as weekly meetings with both clients and consultants on the project to discuss progress and performance. We foster the relationships with our clients whereby they can comfortably come to us to address any issues or concerns they may have. Even after a project is complete, we sustain strong relationships through gaining feedback to make sure we are maintaining high standards, making our clients feel heard, and continuously improving by making changes where needed. Embracing being a 'learning organisation' who are always on a journey to enhance our practices, and our clients overall experience, to make it as seamless, tailored and unique as possible.

"One of the best testaments I've heard is from one of our Senior Business Contributors who said working with Tessaint is the **most collaborative project** he's worked on in his time here at Amey, which is many many years"

-Phil Brown, Chief Digital & Information Officer, Amey



Ethical Behaviour

"I find it incredibly exciting joining a Tessiant assignment. There is an **immediate trust and collaborative spirit** amongst team members, which is both **infectious and inspiring**"

-Will Wigmore, Senior Industry Advisor



COLLABORATION

We have achieved some great things through collaborating and working alongside our clients, associates, partners, employees and other stakeholders. As a result we not only achieve valuable outcomes for clients, but also for our environment, community and wider society. We are engaged in a range of CSR initiatives including eco-packaging, paperless working, a remote working model and currently on our journey to becoming a BCorp. We take steps to contribute towards public wellbeing; fundraising for Retail Trust, Hospitality Action, The Samaritans, Great Ormond Street and Cancer Research. Alongside donating laptops to the Solihull Academy, and collaborating with Asda and Dell to donate 7,000 laptops to disadvantaged school children to tackle digital exclusion. Additionally we are focused on driving forward gender equality in the consulting and tech industry through mentoring schemes, sponsoring events, podcasts on retaining women in tech and research projects at Warwick Business School. In efforts to improve employee wellbeing our new office has a gym, we have implemented regular team catch-ups to talk about life rather than just work, as well as team away days, group charity fundraising activities and implementing new policies and procedures regarding appraisals, maternity, paternity and the menopause.



COMMITMENT

We are committed to working with all our stakeholders in an ethical manner. We strive to protect clients interests and reputations through keeping information confidential outside of those assigned to the project, unless we have obtained permission to use it otherwise. When it comes to our Associates and Advisors we are dedicated to finding them the best projects, to boost their professional career portfolios with valuable opportunities to work alongside some big brands. Our onboarding process sets out a clear code of conduct, ways of working and expectations. Trust, transparency and integrity are embedded within our DNA, which is why we use consultants that have years of experience, as we can offer the best advice and expertise whilst remaining objective, honest and open. Our model gives us the flexibility to tailor our teams, enabling us to align with not only ours, but our clients ethics, values and beliefs too.

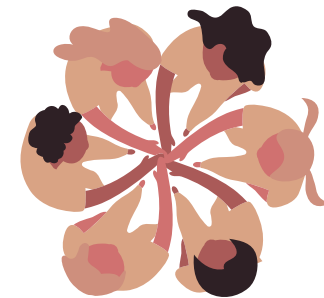


CULTURE

At Tessiant we live and die by one team, big impact. Whether you are a core team member, associate or advisor. We are proud of our people and have grown a diverse, high performing team of 15 Core Team Members, 300 Associates and 84 Senior Industry Advisors. Our culture thrives off 4 elements; pragmatic, supportive, impactful and authentic. It is a culture that presents diversity, inclusivity, equality and respect. We encourage our team to share ideas through regular internal discussions to ensure they do not have to work in conflict with their own values and beliefs, as well as giving them the confidence to speak out in a comfortable and supportive environment. Through a culture that implements enhanced protocols and policies we foster one that is ethical.

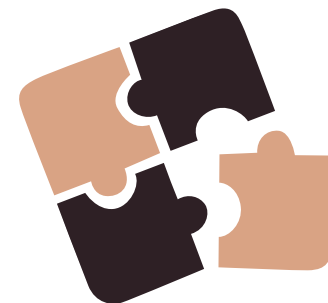
Professional Development

Ensuring our consultants work to the degree of seniority, whilst having the skills to be successful on a project is vital to our model working. Therefore our network prides itself on being built on referrals. This enables us to be able to deploy a range of skills, from junior business analysts through to ex CEO's . Ensuring that we are meeting our high standards and providing quality to our clients. We carefully consider the team we put forward and deploy, assessing the clients needs and desired outcomes against our associates capabilities and previous experience.



We strive to create an ideal platform for those self-employed independent consultants who are just starting out or craving brand new career development opportunities. We offer them the best assignments, that can expand their career portfolios with exciting opportunities working with some big brand names. We provide support and accessibility at every level, from both senior partners, industry advisors and other associates within the network, helping to improve capabilities together as one whole team.

We strive to offer further learning and professional development opportunities, and recognition of their hard work and success. This includes sharing resources such as top tips on powerpoint from visual comms experts and associate events such as 'tips from a career in change and transformation with Anna Barsby'. As well as opportunities to network with other like minded individuals at socials, and rewarding their work through our incentive reward schemes based on leads and referrals.



When it comes to upskilling our core team we host training days on creating proposals and delivering pitches, as well as sales training. Additionally, we provide access to industry experts in our network for them to seek advice and expertise from. We also provide professional development and growth through the introduction of our new mentoring circle bringing together inspirational leaders and rising stars from 22 big name organisations, as well as some of our team being a part of external mentoring schemes outside the organisation.

We want to be a consultancy that makes huge effort week on week to engage with their consultants and give them access to resources that could enhance them both professionally and personally. Since we have grown up in a virtual world, we have put significant effort into ensuring our consultants feel part of a wider team. Therefore, each week we host project team meets as well as a bi-weekly 'all hands' session with both associates and core team members. As well as establishing 2 physical bases for all the team to work from; a office in Leamington Spa, and a shared working space in London. Alongside the virtual space we offer Associates in terms of their own private social network.



"Tessiant has been the ideal platform for me. The **support at every level** has been first class. There is a **real team approach** and it's easy to share ideas and ways of working. The company makes huge **effort to engage** with the Associates, which is not something every consultancy tries to do"

-Kate Spencer, Tessiant Associate

Diversity & Inclusion

"Over the last 3 years Tessiant have focused on creating a **supportive and inclusive culture**. It's a workplace where everyone feels **valued** and listened to, presented with **equal opportunities** and has **team work** and **collaboration** at the heart. It's just a great place to work.

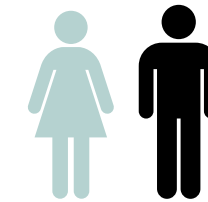
-Sophie Ward, Marketing Manager, Tessiant

We embrace individual differences to foster a diverse and inclusive culture, carving the way for change in business and in industry. We believe that to create sustained change for our clients, people and communities we need diverse talent and ways of working. We celebrate each individual person, and their strengths to give a culture that is not only diverse and inclusive, but gives everyone a strong sense of belonging. This allows our team to recognise themselves in our company policies and practices regardless of factors like religion, gender, race and disabilities, to work in line with their own values and beliefs, and bring their best, true selves to the table at work.

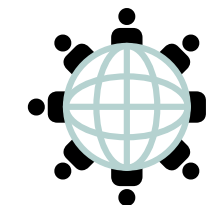
We have set ourselves 3 targets to work towards within this area by 2025, including: diversifying range of network referrals, championing women in the workplace and industry, and creating a more inclusive culture through diversity hiring.



We have our very own role model in one of our founders Anna Barsby, who leads the way being one of very few female CIOs as well as being within the small handful of females to have founded a management consultancy. Our core team is also 70% female, which is unusual in a consulting environment.



Our Associate and Senior Advisory network has a highly diverse make up, alongside experiences from a wide range of different sectors, industries, specialisms, and backgrounds.



Our culture is one that incorporates 4 elements. It is diverse, respectful, inclusive and equal. This has created a strong and collaborative team, as well as a comfortable, authentic and supportive working environment.



"Creating a high performance and inclusive culture"

–**Roger Burnley, CEO, Asda**

98%

of clients would recommend us
(net promoter score)

"Always done with empathy and care"

–**Ewan Venters, CEO, Fortnum & Mason**

40

Retail & Consumer Clients

"The team they deployed were sympathetic to our culture and way of working"

–**Mat Ankers, Transformation Director, Poundland**

100%

of clients say we are easy to work with
(client effort score)




CONSULTING
EXCELLENCE


MCA

A POSITIVE FORCE FOR THE
ECONOMY AND SOCIETY