



# Our commitment to consulting excellence

Annual declaration to the MCA 2024

March 2024

**Proteus**

# Change is becoming more complex and continuous

The pressure to deliver successful change is greater than ever, yet many programmes still fail to meet their objectives. Across all sectors, the pace and impact of change continues to increase.

Change leaders tell us it's overwhelming and they feel exposed...

The tidal wave of complex change hitting them is increasing. Ten years ago, 5 in 10 change programmes were highly complex. It's now 8 in 10.

Initiatives continually fail to achieve key outcomes. 7 in 10 transformations fail to meet intended business goals. 48% of projects fail to finish on time.

They are drowning in project reports and meetings. They waste 30% to 50% of their time chasing data and reporting. Yet decision-making and results aren't improving.

They say they lose in three places:

## 1. There is a human cost

Decisions can impact hundreds of people in an organisation. Change fatigue grows. Get it wrong and heads drop, people leave.

## 2. Money and time is wasted

For every pound an organisation invests in a complex change programme, they lose one pound in their expected return.

## 3. Businesses lose ground

Change leaders want to drive their organisations forward but it's getting harder when they've more to manage, often with limited resources.

## We have turned change into a fact-based science

We remove emotional bias and reliance on opinion. Our change science approach and IP is built on decades of synthesising what makes projects succeed and codifying the key elements of change.

With Proteus you get insights, not instinct. You get actionable recommendations, based on benchmarking from 1000s of projects, and not abstract methodologies or one-size-fits all solutions.

Our Change Science approach focuses on understanding the key elements of successful projects and change complexity across key areas that impact an organisation's ability to deliver successful organisational outcomes.



# Our commitment to Consulting Excellence

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“As a professional consultancy business, we are proud to make our statement of Consulting Excellence.

Striving for the very best at all times makes us a formidable partner for our clients and we are proud of our heritage, our current services and our innovation for the future.”

**Chris Perkins, MD of Consulting, Proteus**



# Ethical behaviour

Proteus pledges to operate responsibly with its employees, clients and supply chain.

1

**We are reasonable and good citizens**



2

**We conduct our business ethically**



3

**We foster an ethical culture**



- We support society and commit to ethical standards throughout the whole organisation. This is underpinned by our culture and policies, including anti-bribery and anti-corruption, and commitment to building a sustainable future.
- Ethics and integrity are the fundamental building blocks of our strategy, driving how we operate both internally and externally with clients.
- We always conduct business ethically. Our policies empower our people to operate ethically, while allowing them to exercise their own ethical and religious views when working with clients.
- Proteus is certified as 'environmentally responsible' by Carbon Footprint. We are on track to become Carbon Neutral by 2030 and are aiming to exceed applicable environmental legislation.
- We have established an internal culture team which comprises of employees of all levels, to empower employees and senior decision makers to create a culture in line with our ethical principles. We foster integrity across the company with every employee.
- We always promote our values of diversity and sustainability. We actively invest in the communities of our clients and employees, such as providing pro bono coaching programmes for organisations such as NetHope, Pro Mujer, UNICEF and Living Goods.

# Client services and value

Proteus ensures that all client work is undertaken to the highest standards and delivers the desired outcomes.

1

**We provide excellent consulting services which deliver the outcomes clients seek and need.**



2

**We are transparent with clients and respond to their concerns.**



3

**We always strive to improve the value we can deliver to our clients**



- We only offer insights and services we truly believe are of value to our clients.
- We have worked with clients across multiple industries for more than 20 years, allowing us to fully understand the challenges they face.
- Our services are designed to help clients identify and resolve the root causes, leading to sustainable outcomes. Each service is led by an experienced director, who assures that we can achieve the desired outcomes in the most efficient way.
- We only tell our clients what they need to know, not what we think they want to hear. We practise this internally and we actively encourage feedback.
- We are transparent and open, providing clear updates about progress and any issues encountered. We ensure clients always have a clear and accessible escalation point.
- We are active listeners and immediately address and resolve customer concerns, taking whatever action is needed to protect the client outcomes.
- We rigorously gather feedback – before, during and after engagements – to continuously improve the value and quality of services we provide.
- We routinely capture and codify lessons learnt to constantly improve our capabilities and regularly share these with our clients.
- We help our clients increase self-sufficiency and realise long-term value.

# Professional development

Proteus is deeply passionate about enabling employees to fulfil their professional and personal ambitions.

1

**We undertake training and professional development planning each year.**



2

**We promote strong core consulting capabilities and specialisms in our consultants and teams.**



3

**We support our employees' career progression, professional development and welfare.**



- All Proteus employees have annual development plans that are tailored to their career goals, future aspirations and capability gaps.
- We support our employees with quarterly performance assessments using our internal skills taxonomy, whilst ensuring proficiency in Proteus tooling and IP.
- We provide coaching and mentoring to ensure our employees get the support they need.
- We actively encourage our consultants to invest in themselves, and ensure they have access to opportunities to improve their skills and develop specialisms.
- We welcome and nurture employees to work in agile and innovative ways with clients.
- We will roll out Chartered Management Consultant Accreditation in the near future.
- Our promotion process allows people of all grades to progress in their chosen career path.
- Our professional development plans are tailored to the career / life outcomes our employees want to achieve.
- We actively support our employee's wellbeing and provide them access to a wide range of benefits, including flexible hours, home working, private healthcare, life insurance, personal days and generous annual leave allowances.

# Commitment to diversity and inclusion

Proteus is committed to diversity, equality and inclusion (DE&I) within the workplace.

1

**We respect and embrace diversity and inclusion.**



2

**We recruit and retain people from a diverse talent pool and strive to build cultures where difference is valued.**



3

**We support industry efforts to improve progress on diversity and inclusion.**



- We embrace DE&I at all levels of our organisation and are committed to ensuring there are no forms of discrimination against gender, religion, race, ethnicity, age, sexual orientation, and many more.
- This is reflected in our DE&I policy and across the whole of Proteus, from recruitment and selection, to succession planning and employee welfare initiatives.
- Our recruitment process is fair and bias-free and aims to attract a wide variety of candidates.
- Our fair grading structure, rewards and incentives provide opportunities for diversity to thrive.
- Proteus pledges to be a 'lifetime employer' ensuring we support our employees and adapt our working arrangements to any scenario that may arise in their lives.
- DE&I is embedded in our culture and growth. In the last year, we have increased the number of women in our business from 20% to 34%.
- We are determined to encourage further equality and actively celebrate and promote gender equality in the consulting industry.



# What our clients say

**“One of our most productive sessions as an Executive Committee. Simplicity of language and concept probably did more in an hour and a half to get alignment and common understanding of where we are and what we need to think about than all the discussions I’ve heard over the last year on projects, priorities, problems, solutions etc..”**

Head of Risk

**“What you have put in place is not just good, it is phenomenal. I have never seen a better set of supporting structures and content for change capability development in my 25-year career.”**

Director of HR

**“I’ve seen assurance reports from all of the big 4 and this is the most thorough piece of work I have ever seen.”**

Global Head of Change

**“I must acknowledge the great support ECC has received from Proteus as we built our whole council transformation programme. Their expertise and collaborative style of working was incredibly helpful. A combination of support and challenge from a partner who understands the Local government sector has proved invaluable.”**

CEO Essex County Council

**“You did it better, for 40% of the price and in half the time of our normal supplier.”**

Head of Change

# Award winning consultancy with over 20 years of experience

Proteus is a leading change delivery and assurance specialist differentiated by our unique blend of consulting expertise, benchmark insights and intelligent solutions.



Founded in 1999, we are a specialist change and transformation consultancy focused on helping clients deliver better outcomes with less surprises.



We have offices in London and Edinburgh and support clients across Private, Public and NGO sectors, both in the UK and around the globe.



Innovative change platform and benchmark analytics built on data from over 35,000 change projects and £\$28BN+ programme spend.



We make our clients more self-sufficient in change. Sharing our, insights, data and tools to give them the expertise to approach change confidently.



“Proteus has seamlessly embedded 20 years’ worth of in-house project analytics research into an easily accessible platform that provides expert insights.”

Southampton & Sussex University

# Proteus

## Find out more



[www.myproteus.com](http://www.myproteus.com)



[learnmore@myproteus.com](mailto:learnmore@myproteus.com)



+44 (0) 208 242 6497