

2023 DECLARATION

Consulting Excellence In Action.



**POSITIVE
MOMENTUM**
no nonsense business expertise



We're Practitioners, Pragmatists and Partners.


Positive Momentum is a global management consultancy. We provide bespoke injections of no-nonsense business expertise to help organisations and the people in them to change so that they can grow and ultimately lead. Positive Momentum consultants are all former business leaders. We understand the day-to-day because we've lived it ourselves.

"We are proud to be members of the MCA and demonstrate our commitment to Consulting Excellence through this declaration. This is important to us as we pride ourselves on delivering ever higher value and expertise to our clients. We have no career consultants, no junior teams seeking spurious billing hours and no patience with time-wasting academic exercises. We seek first and foremost to achieve the best outcome for our clients. We also invest in the well-being, training and development of our consultants and staff, striving to build a happy, diverse and inclusive work environment."



Matt Crabtree, Founder,
Positive Momentum

POSITIVE
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**We believe good
business gives back.**

POSITIVE
MOMENTUM

Ethical Behaviour.

Consulting Excellence firms work with clients, partners, employees and other stakeholders in an ethical way



We are a Certified B Corporation®

We are one of very few management consulting firms to achieve B Corp® status. This means our business meets the highest standards of verified social and environmental performance, public transparency, and legal accountability. It is our mission to balance profit and purpose. B Corps, like ours, are accelerating a global culture shift to redefine success in business and build a more inclusive and sustainable economy.

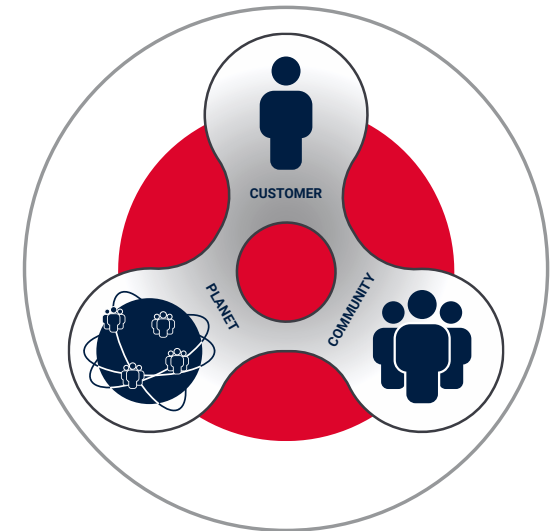


We are responsible and good citizens

We believe firmly that good businesses give back. At Positive Momentum we give employees paid time off to volunteer and many of our team are involved in mentoring young people and future business leaders. In 2022, we donated over £26,000 to a series of causes that are related to child welfare and education around the world. We are delighted to match any charitable donations our team make. We are proud to give back whenever we can.

We conduct our business ethically

We pride ourselves on doing what is right - for our customers, for our community and for the planet. We recruit and train our people to put ethics at the heart of their decision making and to go above and beyond what is expected.



We aim to limit our effect on the planet to the greatest possible extent. We evaluate our use of resources carefully and endeavour to be as economical as possible in our use of collateral and transportation. In 2023 we began off-setting client engagements and partner travel to further reduce our footprint. We are a climate positive company through Earthly and we specialise in advising clients on their journey to becoming regenerative.

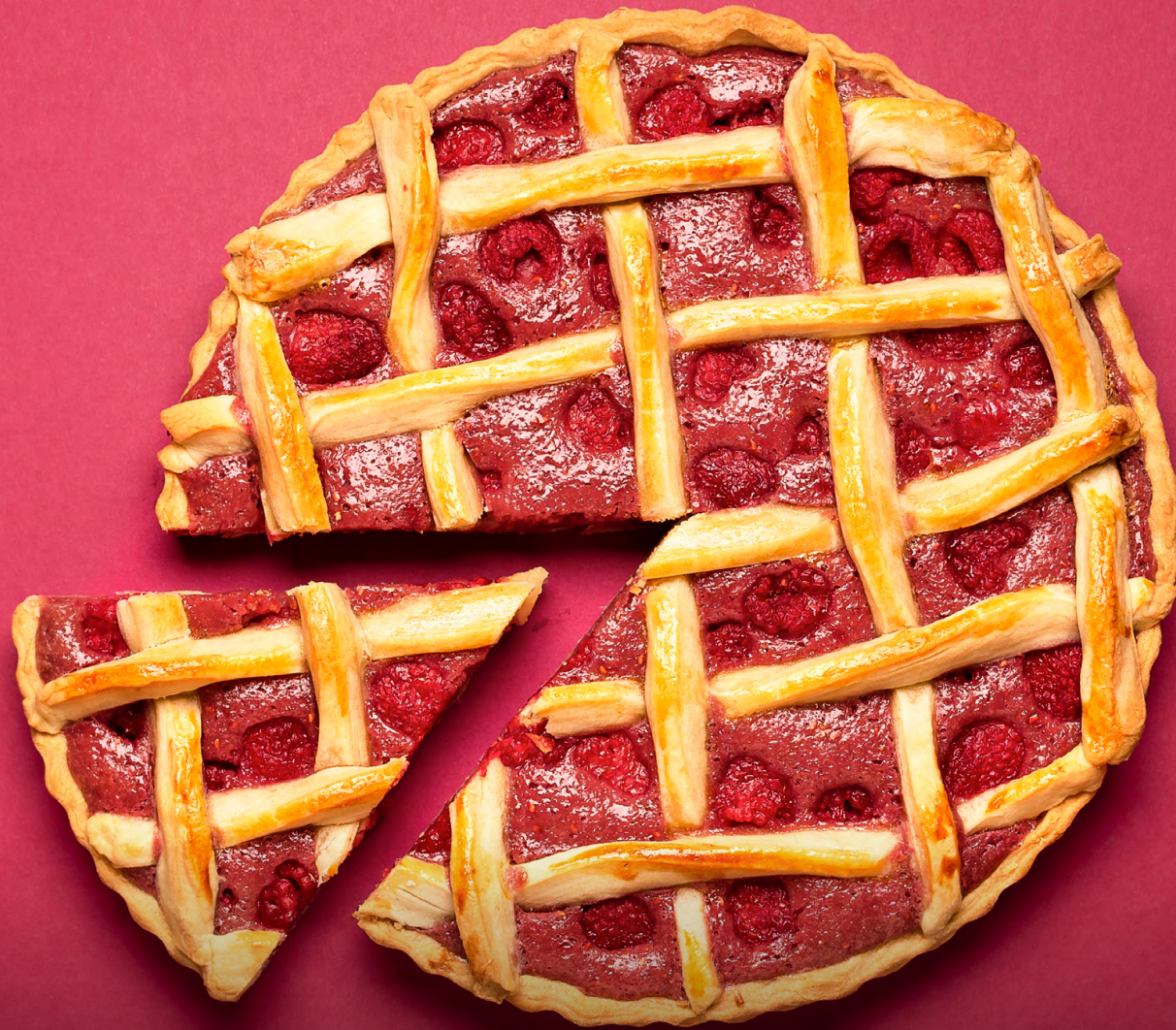


Certificate No:423312023

In 2023 we achieved ISO 14001 Certification. This rigorous process assesses an organisation's impact on the external environment and demonstrates our ongoing commitment to reducing waste, pollution and energy consumption.

We foster an ethical culture

We strive for meritocracy, transparency and integrity. We believe that honesty, authenticity, excellence, respect and enjoyment are the basis for all our relationships and the profitability of our business. We have open communication channels, a flat structure and undertake regular employee engagement surveys to ensure our ideals match up to our people's experience.

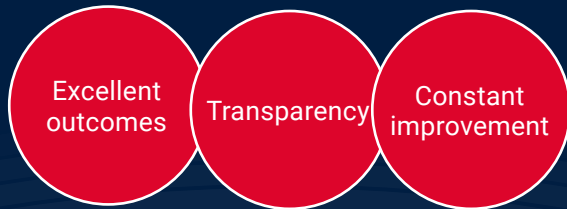


We believe in delivering
outstanding outcomes.

POSITIVE
MOMENTUM

Client Service and Value.

Consulting Excellence firms promote the highest standards of client service and value.



Delivering Distinctly

Our approach is based around three principles:



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

We're obsessed with achieving positive outcomes for our clients. As ex-practitioners we've walked in our clients' shoes and we know that context is everything. This means we do not sell one-size-fits all solutions to our clients. Instead, we work collaboratively to act as catalysts. We do not shy away from tough challenges and this is the reason our clients return to us time and time again.

We are transparent with clients and respond to their concerns

We've grown our business on the strength of becoming a trusted partner. The person who pitches to the client is the partner who will deliver the work and grow the relationship over time. We encourage clients to pay for projects in stages and never oblige them to long term contracts. We stand by the value each stage of our work delivers to the extent that we prefer a 'pay as you go' approach, instead of up-front fees and commitments.

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

Continuous improvement is baked into the way we work. As a business we share best practice, hold regular learning sessions and constantly review the way we work. Our Executive Assistants are trained to work closely with each partner to help them develop and improve their practice area. We run a Customer Advisory Board to critically review performance and plans. We also have a survey process to acquire feedback from all clients on their experience of working with us.

We are an award-winning consultancy

We are delighted to have been awarded a Feefo Gold Trusted Service Award for excellence in customer service. In 2023, we also became one of the Financial Times' Leading Management Consultants.



Our Work In Action.

Here are just a few examples of how we've used consulting excellence to deliver value to our customers.



Helping to create cohesion within a complex multi-site and country operations infrastructure.

We're helping Barclays' leaders to manage a £500bn per day payment operation.

The Colt logo, featuring the word "colt" in a teal, lowercase, sans-serif font.

Using coaching to transform behavior and improve career development.

We've helped Colt onboard hundreds of new staff, reduce attrition and increase productivity.



Transforming sales structure, strategy and training, globally.

We helped Hyve reverse three years of double digit decline and achieve double digit growth.

The PeakPerformance logo, featuring the word "PeakPerformance" in a black, sans-serif font.

From declining sales to budget beating growth in an extremely competitive and challenging industry.

We helped Peak Performance to return to growth and double their profits.

A large, vibrant red heart is held by two hands, likely belonging to a person of African descent, against a blurred background of green foliage. The heart is the central focus, symbolizing love, care, and community. The hands are positioned at the bottom of the heart, with fingers interlaced. In the top left corner, there is a small, solid red circle.

**We believe in
putting people first.**

**POSITIVE
MOMENTUM**

Professional Development.

Consulting Excellence firms develop the capabilities of their consultants, provide career development opportunities and support the welfare of all their employees.



“

I really appreciate the structured training, mentoring and peer-to-peer support at Positive Momentum. It has helped me to grow my practice and develop my ability to sell and deliver. Most importantly it offers me confidence and encouragement to go further than I would on my own.

Simon Cooper, Partner

“

Positive Momentum is an awesome company to work for, with a strong emphasis placed on employee wellbeing and welfare. Flexible working is not just encouraged, but we are reminded that it is totally acceptable, and this allows me to balance family life/hobbies and work life. My colleagues provide total support, which is extremely warming. I love the inclusive working environment, where challenge is welcomed.

Keren Walsh, Executive Assistant

We undertake training and professional development planning each year

Every other Monday is a development day for all at Positive Momentum, in addition to a six month intensive programme of both group and individual development for new consultants joining our firm. We also hold a half day partner summit every four months and an annual 24-hr retreat, all of which have development at their core.

Our Executive Assistants are trained in our service methodology to deliver “rockstar” support to their partners. They benefit from a professional development focused away-day every four months in addition to an ongoing program of coaching and support.

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

We have developed the ‘Positive Momentum Operating System’ which enshrines our standards of conduct and firm philosophy. Delivered in a variety of media, this constantly evolving system is the bedrock of our firm.

We support our employees’ career progression, professional development and welfare

As a B Corp® we have been assessed and graded highly for our approach to our people’s wellbeing. In addition to our program of professional development, we also offer flexible working, a family-friendly culture, a genuine care for work-life balance and paid time off to volunteer. These are just some examples of how we prioritise employee welfare at Positive Momentum.

Our Employee Happiness KPI score

We continually measure our employee happiness using Friday Pulse. We currently have a weekly Happiness score of 82.

Using key pieces of information collated by Friday Pulse we are benchmarked quarterly against similar size organisations, industries and locations. We are proud to place well above average in comparison to our peers.





We believe in
divergent thinking.

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Commitment to Diversity and Inclusion.

Consulting Excellence firms are committed to diversity and inclusion within their workplace and workforce.

Respect and embrace diversity and inclusion

Recruit and retain people from a diverse talent pool

Support industry efforts to improve progress



 **ALETO FOUNDATION**

 **UNIVERSITY OF CAMBRIDGE**
Judge Business School

We respect and embrace diversity and inclusion and understand the importance and positive benefit of people from different backgrounds working for our companies and our clients.

As a global team, we are proud to work alongside colleagues and clients who come from varied cultures, backgrounds and communities. Embedded in our company values are collaboration, authenticity and the exchange of different viewpoints. We embrace diversity and divergent thinking, because we know this creates a better working environment and better solutions for our clients.

We recruit and retain people from a diverse talent pool and strive to build cultures where difference is valued, respected and celebrated at all levels.

We are committed to ensuring our business is filled with talented people from all walks of life, and we have developed a blind process for the recruitment of full time employees to help us combat unconscious bias.

We are committed to developing diverse future leaders and ensuring their progression in the industry.

We work with both the Aleto Foundation and Generation Success to open up our networks and awareness to talent from under-represented groups. Many of our consultants mentor young people to pay it forward to the next generation of business leaders.

We support industry efforts to improve progress on diversity and inclusion

In the last 12 months we have co-created and delivered a number of DE&I programmes, including a Women in Tech programme at a global payments provider. We have also provided matched funding for four of our partners to complete the Cambridge Judge Business School Diversity, Equity & Inclusion program to learn and discuss the latest insights in designing, developing and delivering programmes that deliver sustainable change. This supports our work advising clients in this area and also ensures we continue implementing best practice within our own business.

We are active supporters of International Women's Day and also run an annual client event in support of The Prince's Trust that celebrates and spotlights female leaders in our industry and our community.

Our Work In Action.

As well as embracing diversity in our own business we also help clients develop their own diversity and inclusion strategies.

Celebrating IWD at Positive Momentum

We are proud to support International Women's Day each year. In 2023, we chose to showcase eight extraordinary women from the wider network of Positive Momentum. These women were chosen by our female partners as outstanding leaders, doing all they can to create a more equitable and inclusive world. Each woman chose a theme to highlight and discussed their own experiences as well as providing practical advice for businesses on how to make improvements in this area.



Inclusive Talent Development at Cynergy Bank



The client

Cynergy Bank provides financial services to business owners, property entrepreneurs and family businesses.

The challenge

The company's strategy is to provide first-in-class service by overlaying the best of financial technology with value adding human relationships. Mindful of the importance of accessing critical talent to meet its transformational service commitments, the bank wanted to develop a programme to accelerate the retention and development of leadership talent.

The solution

Working closely with senior leadership, Positive Momentum defined what building leadership talent looks like at Cynergy and developed a structured leadership development framework, to be delivered in partnership with the bank's senior leadership and Exco team. The framework includes a blend of business insights, key business related projects, exposure to senior leaders at the Bank, mentoring, personal development masterclasses and 1:1 coaching.

The outcomes

This programme is aligning and realising Cynergy's ambitions for inclusive leadership development. It provided an independent assessment of talent and valued diversity as part of the assessment process. As well as providing a development pathway for future leaders of the business, the program is helping to meet Cynergy's D&I targets (e.g. % females in senior roles). The program will also support commercial performance in support of bank strategy.



We are committed to making our business a force for good.

Helping change, lead and grow

Find out more at positivemomentum.com



UK'S LEADING
MANAGEMENT
CONSULTANTS 2023

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