

Consulting Excellence Declaration 2025



Etch UK Ltd

Etch helps revitalise established businesses struggling with challenges such as loss of market leadership, slowing customer growth, declining profitability, inefficient processes, weak customer engagement, and other vulnerabilities that new and modern competitors might exploit. We modernise their legacy digital customer experiences and CX capabilities using our proven EtchElevate™ process. By enhancing the experience our clients offer and upgrading their technology, we help them boost win rates, strengthen customer relationships, and drive revenue growth, all while reducing CX and IT cost.

Our unique approach, **EtchElevate™**, integrates design and technology to enhance customer interactions and establish industry leadership. This seamless convergence is our key differentiator, providing advanced solutions that elevate customer experiences and solidify our clients' positions as market leaders.

Focusing on outcomes and problem-solving ensures our clients achieve measurable success, growth, and increased profitability.

Consulting Excellent Declaration

Etch UK Ltd is pleased to confirm our commitment to upholding the [fourteen Consulting Excellence principles](#) outlined by the Management Consultancy Association (MCA).

Find out more about how we are defining a better way to work, live and play at the following link:
<https://www.etchuk.com/our-purpose>

THE MCA IS THE HOME OF CONSULTING EXCELLENCE, THE GROUND-BREAKING SCHEME FOR THE UK'S LEADING MANAGEMENT CONSULTING FIRMS.

UK consulting is renowned around the world. MCA members make vital contributions to the economy, public services and our national life. Consulting is a great profession, a real vocation. In Consulting Excellence, MCA members have created a scheme that celebrates consulting's value and commits them to the highest standards of ethical behaviour, client service, professionalism, and commitment to diversity and inclusion.

Available only to MCA members, Consulting Excellence is the new badge of quality in consulting. It will help clients make better buying decisions. It will promote collaboration between clients and consultants to achieve great outcomes. And it will help MCA firms recruit and retain the best people.



The Fourteen Principles

Ethical behaviour

We work with clients, partners, employees and other stakeholders in an ethical way.

This means:

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

Ethical Service and Value

We promote the highest standards of client service and value.

This means:

- 4. We provide excellent consulting services which 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 we can deliver to our clients.

Professional Development

We develop the capabilities of our consultants, provide career development opportunities and support the welfare of all our employees.

This means:

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
10. We support the adoption of the Chartered Management Consultant (ChMC) Accreditation across the industry and champion its values.

Diversity & Inclusion

We are committed to diversity and inclusion within our workplace and workforce.

This means:

- 11. 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.
- 12. 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. Furthermore, we are committed to developing diverse future leaders and ensuring their progression in the industry.
- 13. 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. This includes encouraging the collection of data to assess the effectiveness of D&I policies and participating in the MCA annual report.

Sustainability

We are committed to sustainable development within our organisation and our work with clients.

This means:

14. We commit to ensuring that our firm operates in an increasingly sustainable way and strive to ensure that sustainability is considered by our clients in our work with them.

Responsible Partners

As a Certified B Corporation we ensure every partnership delivers sustainable value through transparent, results-focused collaboration – making us the trusted partner for mature companies.

Certified



®

Corporation

Getting you further, faster

Contact:

Shelly Frame

Managing Director and Co-Founder

Etchuk.com

023 8000 4800

Shelly.frame@etchuk.com