

MCA CONSULTING EXCELLENCE DECLARATION

WAVESTONE

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.



As a member of the MCA, Wavestone is committed to upholding the Principles of Consulting Excellence. We are proud that our initiatives enable us deliver across all 13 pillars of Consulting Excellence.

ETHICAL BEHAVIOUR

As part of its CSR strategy, Wavestone has set itself the objective of supporting its clients towards a sustainable performance.

Our responsible consulting approach responds to this commitment. It enriches the way we carry out the most regular missions by leading proactive actions to enlighten our clients on the CSR challenges associated with their transformation projects and to offer concrete and measurable actions, sources of sustainable performance.

CLIENT SERVICE AND VALUE

Wavestone is committed to delivering the highest level of client satisfaction in the consulting market. To support and achieve this goal, the firm has implemented a quality policy that is systematically applied to all its assignments. The Wavestone client satisfaction policy is underpinned by the following components:

- An organization structured around a Steering Committee responsible for the policy, and a network of local "Quality Champions"
- A detection and control process for customer satisfaction risks, integrated in all the firm's management mechanisms
- An annual satisfaction survey conducted among existing and previous Wavestone clients

Each employee is committed to applying the principles of the Satisfaction Client charter

PROFESSIONAL DEVELOPMENT

Wavestone has a training pathway for employees, consisting of a range of technical upskilling opportunities and soft skill trainings, designed to support learning for individuals at all levels. Each Consultant has their own personal development plan outlining their training and development needs, and this is reviewed on a regular basis.

Each employee has a Career Development Manager, who supports their professional development to ensure their continuous learning and improvement.

COMMITMENT TO DIVERSITY AND INCLUSION

As part of our CSR approach, we are committed to promoting equal opportunities and non-discrimination. Our corporate culture is nourished by individual characteristics, without distinction of age, gender, ethnicity, religion, sexual orientation, disability or nationality. On a daily basis, we do everything we can to provide a welcoming work environment, where each person feels free to be themselves.

Wavestone has a strong CSR agenda with an active diversity and inclusion network called Wavestone For All. There are 4 key D&I pillars (racial inclusion, gender equality, disability inclusion and LGBTQ+) responsible for driving action plans related to promoting diversity and inclusion across their respective areas. Wavestone has published targets on % of women in management and the number of employees with a disability in the firm.

COMMITMENT TO SUSTAINABILITY

Wavestone has a commitment to minimize the impact of our activity on the environment. We have an objective to reduce our carbon footprint per employee as part of our CSR Policy.