

Jacobs' Commitment to Consulting Excellence

2025



Jacobs

Challenging today.
Reinventing tomorrow.



Overview

Jacobs is proud to join the **Management Consultancies Association (MCA)** and commit to the **Consulting Excellence** principles.

Our dedication to these principles reflects our commitment to delivering exceptional value to our clients, fostering professional development, and maintaining the highest ethical standards.

Our vision is to **create a more connected, sustainable world through innovative solutions and collaborative partnerships.**

Our values include **safety, integrity, innovation, collaboration, and excellence.**

About Jacobs

As a global science-based consulting and advisory company, **Jacobs is dedicated to delivering resilient, digitally enabled infrastructure solutions.**

In a rapidly evolving world, Jacobs is uniquely positioned to tackle complex issues with curiosity and determination. Whether it's climate change, urbanization, resilient systems, or technological advancement, Jacobs' purpose – **to create a more connected, sustainable world** – has never been more meaningful.

By combining passion and innovation with belief in ourselves, Jacobs is uniquely positioned to support clients, deliver lasting impact, and drive business growth. **Building on nearly eight decades of remarkable progress, Jacobs' focused portfolio enables the company to target distinct strategies in advanced manufacturing, cities & places, energy, environmental, national security, life sciences, transportation, and water.** This strategic focus ensures that Jacobs continues to lead the way in creating innovative solutions for a more sustainable future.



Vision and Mission Alignment with Consulting Excellence

Jacobs' vision and mission are closely aligned with the principles of Consulting Excellence.

Our vision, ***"Challenging today. Reinventing tomorrow,"*** reflects our commitment to continuous improvement and innovation, which are core aspects of Consulting Excellence.

Our mission, ***"To create a more connected, sustainable world,"*** aligns with our dedication to sustainability, client service, and delivering value.

By focusing on these goals, we ensure that our consulting services are not only effective but also responsible and forward-thinking.



Values Alignment with Consulting Excellence

Jacobs' values are integral to our commitment to Consulting Excellence. Our core values include:

- **We do things right:**
This value aligns with our commitment to ethical behaviour and delivering high-quality services
- **We aim higher:**
This reflects our dedication to continuous improvement and professional development
- **We challenge the accepted:**
This value drives our innovation and excellence in consulting
- **We live inclusion:**
This aligns with our commitment to creating an inclusive workplace and collaborating to make a positive impact

By living these values, we ensure that our consulting services are ethical, innovative, and inclusive, embodying the principles of Consulting Excellence.



Consulting Excellence Principles



Ethical Behaviour



1 Responsible and Good Citizens

Jacobs is committed to being a responsible and good citizen.

We actively engage in community initiatives and support various social causes. For example, our involvement in the **Rebuilding Nature Alliance**, founded by National Highways and Kent Wildlife Trust, demonstrates our commitment to nature recovery and environmental sustainability.



2 Conducting Business Ethically

We conduct our business ethically, fostering a culture of integrity and responsibility.

Our **Ethics & Conduct and Code of Conduct Policy** outlines our commitment to legal and regulatory compliance, anti-bribery, and anti-corruption measures.

We maintain an **Integrity Hotline** for reporting non-compliance and provide regular training on ethical standards.

[Ethics & Conduct | Jacobs >>](#)

[Code of Conduct | Jacobs >>](#)



Image credit: Tideway

3 Fostering an Ethical Culture

Jacobs promotes an ethical culture through our core values and leadership. We ensure that all employees understand and adhere to our ethical standards, creating a workplace where integrity is paramount.

Our work on the **Thames Tideway Tunnel project** exemplifies our commitment to ethical practices and transparency.

[Thames Tideway Tunnel | Jacobs >>](#)

[Delivering social value on Thames Tideway | Jacobs >>](#)

Client Service and Value



4 Providing Excellent Consulting Services

We strive to deliver excellent consulting services that meet and exceed client expectations. Our collaborative approach ensures transparency and responsiveness to client concerns.

Successful projects like the **Thames Estuary 2100 (TEAM2100)** demonstrate our ability to deliver innovative and sustainable solutions.

[TEAM2100 | Jacobs >>](#)



5 Being Transparent with Clients

Jacobs is committed to transparency with our clients. We provide clear and honest communication throughout the project lifecycle, ensuring that clients are informed and involved in decision-making processes. Our work with the **UK Department for Energy Security and Net Zero on the Hydrogen Portfolio Technical Adviser** project highlights our transparent approach.

[Jacobs to Deliver Strategic Advisory and Program Management Services for UK's Carbon Capture, Usage and Storage Program | Jacobs >>](#)



Image credit: The Transpennine Route Upgrade

6 Striving to Improve Value

We continuously seek ways to improve the value we deliver to our clients.

By leveraging cutting-edge technology and putting people and society at the heart of decision making, we enhance our services and deliver transformative solutions – socially, environmentally and economically.

Our collaboration with Network Rail on the **Transpennine Route Upgrade** showcases our innovative capabilities and commitment to client value.

[Jacobs Appointed Integration Delivery Partner for Critical UK Railway Infrastructure Program | Jacobs >>](#)

[Fast-Tracking Social Value with the Transpennine Route Upgrade >>](#)

Professional Development



7 Developing Capabilities of Consultants

Jacobs is dedicated to the continuous development of our consultants. **We offer comprehensive training programmes and career development opportunities.**

Our culture of caring ensures the welfare of all employees, fostering a supportive and inclusive work environment.

Our academic sponsorship programme supports employees in furthering their education and professional growth.



8 Providing Career Development Opportunities

We provide various career development opportunities, including mentorship programmes, leadership training, and professional certifications.

Our goal is to help our employees grow and succeed in their careers. The success of our employees in the UK, such as those involved in the **High Speed 2 project**, reflects our commitment to professional development.



9 Supporting Employee Welfare

Jacobs prioritises the welfare of our employees through initiatives such as flexible working arrangements, mental health support, and wellness programmes. We believe that a healthy and happy workforce is essential for delivering excellent client service.

Our policies on family and domestic abuse support demonstrate our commitment to employee welfare.

[Wellbeing Programmes | Jacobs >>](#)



10 ChMC Adoption

Jacobs recognises the importance of initiatives like the ChMC in enhancing professionalism across the consulting sector.

We are committed to contributing to the ongoing dialogue around professional standards and will consider the adaption of the ChMC to best support our consultants and clients.

Commitment to Inclusion



11 Promoting Inclusion

Jacobs values inclusion and belonging as essential components of our success. Our collective perspectives and backgrounds enable us to better serve the needs of our clients and deliver the best solutions.

Our robust policies, employee networks and training programmes support inclusion across the organisation. Our involvement in the **MSD UK benchmarking survey**, where we achieved a “**Best in Class**” rating, highlights our commitment to creating an inclusive business environment..



12 Creating an Inclusive Workplace

We strive to create an inclusive workplace where all employees feel valued and respected.

Our initiatives include diversity training, inclusive hiring practices, and support for employee resource groups. The success of our **Project Level Inclusion Tools Pilot** demonstrates our dedication to fostering an inclusive environment.

[Inclusion & Belonging | Jacobs >>](#)



13 Supporting Employee Welfare

Jacobs is committed to supporting diverse talent through mentorship programmes, career development opportunities, and initiatives that promote equal opportunities for all employees.

Our work on the **Palace of Westminster** project showcases our efforts to support diverse talent and create an inclusive workplace.

14 Commitment to Sustainability



Creating a Sustainable Future

Jacobs is dedicated to creating a sustainable future through innovative solutions and responsible practices.

Our Office of Global Climate Response and ESG stewards our global sustainability efforts.

Our work on the **Smart Wastewater Systems** project in the UK and Singapore demonstrates our commitment to sustainability.

[Sustainability | Jacobs >>](#)



Promoting Sustainable Practices

We integrate sustainability into all our projects, promoting practices such as reducing carbon emissions, promoting circular economy principles, and enhancing resource efficiency.

Our involvement in the **Rebuilding Nature Alliance** highlights our efforts to promote sustainable practices.



Images courtesy of Start Campus

Achieving Sustainability Goals

Jacobs has achieved Silver status on the Sustainability Supply Chain School portal and is working towards Gold.

Our sustainability initiatives include setting and achieving ambitious environmental targets.

Our work on the **SINES Data Centre in Portugal**, powered by 100% renewable energy, exemplifies our commitment to achieving sustainability goals.

[SINES DC by Start Campus | Jacobs >>](#)

Innovation and Excellence



Innovation and Excellence



Driving Innovation

Jacobs is committed to driving innovation in all our projects. We leverage cutting-edge technology and data-driven insights to deliver transformative solutions.

Our work on **AI in sustainability and programmatic asset management** showcases our innovative capabilities.

[Innovation | Jacobs >>](#)



Delivering Excellence

We strive for excellence in everything we do, from project delivery to client service.

Our commitment to quality and continuous improvement ensures that we consistently meet and exceed client expectations.

Our involvement in the **Thames Tideway Tunnel** project demonstrates our dedication to delivering excellence.



Fostering a Culture of Innovation

Jacobs fosters a culture of innovation by encouraging employees to think creatively and explore new ideas. We provide resources and support for innovation initiatives, ensuring that we stay at the forefront of industry advancements. Our collaboration with the University of Cambridge on the **Digital Twin** project for the **Transpennine Route Upgrade** exemplifies our innovative approach.

[Transforming infrastructure through smarter information: a rail industry case study | Jacobs >>](#)



Conclusion

Jacobs is dedicated to upholding the principles of Consulting Excellence in all aspects of our work.

We will continue to innovate, collaborate, and lead with integrity to create a better future for our clients and communities. **Join us on our journey to excellence and sustainability.**