

MCA
CONSULTING
EXCELLENCE
DECLARATION

OYSTERCATCHERS

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, and professionalism. 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, OYSTERCATCHERS is committed to upholding the Principles of *Consulting Excellence*.

The Nine Principles

As signatories to *Consulting Excellence*, MCA members firms commit themselves to adopt the Principles.

Ethical Behaviour

Consulting Excellence firms 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.

Client Service and Value

Consulting Excellence firms 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

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