

CONSULTING EXCELLENCE DECLARATION

2018



ANNUAL DECLARATION

Gate One was founded to provide premium strategic advisory and complex delivery business transformation services in a manner that we consider to be 'consulting as it should be'. As such we are fully committed to the MCA's Consulting Excellence scheme and each of the nine Consulting Excellence Principles.

Our clients' success is both our professional focus and our very real business imperative. We are confident in our differentiated approach and our clients frequently attest to this.

We do not presume to tell our clients how to run their businesses. We are experts in working in close partnership with our clients on their most business critical challenges. You will see throughout this document how we are committed to delivering consulting excellence through change that counts.

CHANGE THAT COUNTS

"The MCA's principles of consulting excellence completely chime with Gate One's philosophy of crafting more meaningful change for our clients and their customer, our team and beyond. As new members of the MCA in 2017 we're excited to embrace them."

Tim Phillips, Managing Partner

ETHICAL BEHAVIOUR

We recognise the privilege of doing the job we do and act as conscious custodians of the trust bestowed on us by our clients. As such we take the responsibilities we have for our customers, our team, the consulting industry and beyond very seriously.

This means working with integrity, meeting the highest standards of conduct, ensuring value for money and recognising where client work is unnecessary or better served by others.

The starting point is always recruiting the highest quality talent – those that can both deliver high quality work and behave and act professionally and embody our values.

A critical element of an ethical culture is fairness, equality and inclusion in all elements of recruitment and performance management. We are a culturally diverse and gender balanced organisation, with almost exactly half of all recruits female. Male and female pay is identical at all grade levels. All salaries are openly communicated across the firm. Promotions are 'when ready'; not time in grade.

Beyond work we support a local social enterprise, Coin Street, with mentoring, skills workshops and fundraising. We encourage team members to support their local communities e.g. being a school governor or business start-up mentor.

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

CLIENT SERVICE AND VALUE

Change that counts for our clients means being invested in their success. We deliver the right blend of advisory and delivery to achieve faster, cheaper and better results.

An open culture is fundamental to our delivery success and way of working. This culture represents a major differentiator for both attracting and retaining talent, and delivering more meaningful and lasting change for our clients.

Our business model is based on what we call the 'Ripple Effect': by embedding small, expert, innovative teams, we create ripples of change which drive wider culture change.

Success, or otherwise, in delivering excellent consulting services is best judged by our clients. We therefore seek independent feedback on all our engagements, which helps us continually improve the value we deliver to our clients. 94% of clients state that we exceed or substantially exceed their expectations.

Innovation and an entrepreneurial attitude is critical to us. This allows us to better support our clients in their most mission critical and complex initiatives. A key element is our incubator scheme, which generates new business ideas in which all consultants can participate and invest, and provides a direct link to the challenges of client delivery.

- 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 care about more than just our teams' professional development. We provide career enhancing opportunities to support everyone's longer-term career journeys.

Our staff have access to a comprehensive training and development programme including sessions co-curated by us and external experts, knowledge sharing lunch and learn sessions, and formal training sessions integrated in to our regular events diary.

We also place emphasis on accreditation and encourage our team to complete external certifications.

Our performance management cycle runs every six months to enable regular honest conversations and accelerated career progression. Our coaching programme also ensures there is always someone looking out for our colleagues and their career.

We run several initiatives in parallel to promote staff wellbeing. These include a health improvement programme to help employees make positive changes to their overall health and welfare, and specific wellbeing training integrated in to the CPD framework such as resilience training, mindfulness and yoga.

We recognise that there is life outside work. Every effort is made to accommodate requests for flexible working; all our individuals are treated equally and fairly.

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.

OUR VALUES

Our approach to Consulting Excellence is underpinned by our six core values

We do not presume to know our clients' business better than they do. We apply our expertise and solutions once we listen and understand.



We each take accountability for results: leading, digging deep and staying the course to see things through to a successful conclusion.



We seek to innovate and come up with new ways of thinking and doing, challenging prevailing assumptions, and always minimising complexity to quickly drive results.



Integrity, trust and openness are our bedrocks, however difficult the message. Challenge and speaking your mind are encouraged and we always stand up for our clients' best interests.



A sense of camaraderie with our colleagues and clients is essential to us and we never take ourselves too seriously.



We aspire to excellence and relish taking on the tough challenges that have thwarted others. We seek to inspire others to do the same.



EXCELLENCE IS BEST JUDGED BY OUR CLIENTS

The best test of quality and performance is the independent client feedback we request at the end of each engagement. We consistently exceed or significantly exceed client expectations.

“As an ex-consultant who has also worked with most of the larger consultancies, I can say this ranks as some of the best consulting service I have received and really sets the Gate One model apart. The Gate One approach is much more personal and that works really well as an effective consulting model, as opposed to simply producing branded consulting decks and output.”

Client, airline industry

“Gate One are without question everything our business should look for in our consulting partners. Nothing is ever too much, they go that extra mile and integrate seamlessly into our teams. They are professional, smart, humble and importantly exercise a genuine emotional intelligence that you do not see in other consultants. For me I wouldn't hesitate recommending them to anyone across our business.”

Client, pharmaceutical industry

“I am a strong advocate for the work Gate One has delivered up until this point; the team's overall programme management rigour and governance has been exceptional.”

Client, services provider

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THANK YOU