



Consulting Excellence

Annual Declaration

Mott MacDonald – March 2017



Mott MacDonald proudly supports and promotes the Consulting Excellence scheme, recognising the benefit it will bring to consultants, clients and the wider industry.



Consulting Excellence

The MCA Consulting Excellence scheme creates an aspirational standard of excellence for the UK's top firms to adopt and strive towards. It marks a step-change in the industry, enabling clients of consultancy services to be assured of the calibre and ethical operating practices of the industry.

The initiative sets out “nine principles of consulting excellence” across three categories to be adopted and evidenced by MCA member firms. These principles are closely aligned with Mott MacDonald's own [PRIDE](#) values and existing business management processes.

Ethical Behaviour



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

What this means to Mott MacDonald:

We deliver work that benefits society, in an open, transparent and collaborative manner. We regularly review our practices, processes and individual projects to ensure they meet the highest ethical and quality standards. We value the benefits that diversity brings, and do everything we can to ensure diverse communities within the organisation are supported equally.

Mott MacDonald hold numerous examples of projects demonstrating our ethics including, [SEND Pathfinder](#) and [The Adoption Support Fund](#)

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Client Services and Value

Client Services and Value

Consulting Excellence firms promote the highest standards of client service and value. This means:

1

We provide excellent consulting services which deliver the outcomes clients seek and need

2

We are transparent with clients and respond to their concerns

3

We always strive to improve the value we can deliver to our clients

What this means to Mott MacDonald:

Consulting Excellence is embedded within our internal business management system, called STEP , throughout the entire project lifecycle. This ensures we have a deep understanding of our clients and their needs, and will only bid for work if we are 100% certain we can deliver to the highest standards. It means we constantly review and scrutinise our own performance, fostering a culture where everyone is empowered to challenge the status quo, share ideas and continually improve



Professional Development



Professional Development

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

1

We undertake training and professional development planning each year

2

We promote strong core consulting capabilities and specialisms in our consultants and teams

3

We support our employees' career progression, professional development and welfare

What this means to Mott MacDonald:

Our consultants are conduit through which we demonstrate our commitment to Consulting Excellence. We understand that looking after their professional and personal welfare is critical to our continued success and their commitment to consulting. We set out training and career pathways for all practices, enabling a structured and high quality development to take place, with the aim of achieving formal consulting qualifications. We deliver training in core consulting skills, and collaboratively build challenging individual training and development plans for our consultants



Thank You

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