

## Our commitment to *Consulting Excellence*...

Chaucer is a member of the Management Consultancies Association (MCA), the representative body for management consultancy firms in the UK.

As a member, Chaucer is committed to **Consulting Excellence** and since signing up to the initiative have aligned existing policies and new and ongoing improvement activities with the core consulting excellence principles.

### Ethical Behaviour

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Chaucer fosters an ethical company culture and ethical behaviour.

- All Chaucer Employees are expected to conduct Chaucer business legally and ethically. Chaucer will not tolerate any form of bribery or corruption either directly or through third parties. Chaucer will conduct every business transaction with integrity, regardless of differing local manners and traditions, and will comply with the laws and regulations of each foreign country in which Chaucer operates (except to the extent inconsistent with US or UK law), particularly the provisions of the FCPA in the US and the Bribery Act in the UK
- Chaucer has a focus on gender balance as well as ethnic and cultural diversity within the company. This is reflective of our similarly diverse and global client base
- Our investment in technology supports work-life balance choices for our employees, such as flexi-working, enhancing the inclusive workplace and wellbeing
- Indicators of Chaucer's ethical behaviour are integrated into our client assignment feedback mechanism, our client surveys, and our employee surveys

### Client Service and Value

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Chaucer has a strong focus on delivering successful assignment outcomes for clients and our process and behaviours are aligned to achieve these outcomes through understanding, meeting, and exceeding client expectations. At Chaucer we recognise that outcome achievement is a process of continual evaluation and improvement, and it requires a collaborative effort between multiple people across the assignment lifecycle.

- Chaucer delivers consulting services in an outcome oriented way
- We drive excellence through collaboration. Our clients can draw on Chaucer's collective knowledge, allowing them to benefit from Chaucer's over 30 years of continued client success
- We are flexible in our approach, aware of disrupters, the latest tools and techniques and ready to innovate to make sure our Clients get the best possible outcomes

# Professional Development

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At Chaucer, we believe that every employee should "own their career" and encourage them to take ownership for their development and progression. Our development programmes are consultant-led and are therefore always relevant to the needs of both the consultants and the organisation.

- Employees are given training and opportunities to upskill throughout the year to the effect we have created a home grown and tailored approach to training to empowering the learning development of our consultants. We have created programmes for hard skills training, soft skills as well as sales and commercial capacity
- To further support our staff, each employee selects a Coach who, in conjunction with HR, is responsible for facilitating their personal and professional development
- Key to driving performance, growth and success, we empower our consultants to create real change and empowering our clients to succeed
- Chaucer also follows a continuous feedback methodology where employees are given real time feedback

## How we integrate Consulting Excellence in everything we do

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Chaucer Consulting is committed to Consulting Excellence:

- Our clients, new and existing, receive the same attention, service and support whether they engage a single consultant or a large team
- We continually assure our delivery and identify ways to improve and share good practice across assignments and our clients
- We engage our clients for feedback on the value of service they receive, and ask where we can improve with the aim of exceeding their expectations
- For our consultants we commit to provide instant feedback and recognition, and we operate a consultant-led induction and L&D programme

## Find out more

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You can find out more about Chaucer and our services by contacting us on: [Consulting@Chaucer.com](mailto:Consulting@Chaucer.com)

You can also find more information about us online by clicking the below links:

- Chaucer website (<https://chaucer.com/>)
- Chaucer values (<https://chaucer.com/join-us/our-values/>)
- Chaucer case studies (<https://chaucer.com/case-studies/>)
- Join us (<https://chaucer.com/join-us/>)