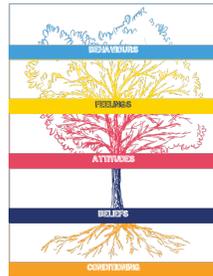


ETHICAL BEHAVIOUR

TRUST

Trust is the foundation of everything we do. Creating, through action and policy, an environment of complete transparency with our clients and consultants. We actively support each other every day by role-modelling high-trust behaviours in every interaction, fostering an open, supportive, accountable and **ethical culture**.



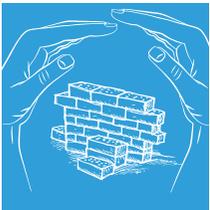
Everything Unleash & Engage does is true to their values and their core ethics, it is all true.

RESPECT

We're an inclusive gang of **responsible and good citizens**. Through our actions and policies, we are respecting laws and regulations, encouraging diversity, working to improve sustainability within our own control and that of our clients. We actively encourage involvement in all the local communities in which we operate.

COLLABORATE

For us, **business ethics** means always being open and honest. We're straight-talking so you only get objective advice – even if you don't like it (at first)! Treating our clients and our consultants equally, we're always professional and approachable whether we're working on the front-line or in the Boardroom. **We always protect our clients'** interests and reputations, working collaboratively with each to create impact and win-win outcomes.



Our gang isn't for everyone, we attract coaches with humility, knowledge and experience, but most importantly the confidence not to lead with their ego. There's definitely a collegiate type of approach within the gang, with people wanting to help each other, there are no stand out heroes

DELIVERING GREAT OUTCOMES FOR CLIENTS

We assess clients as much as they assess us, only taking on work where we truly believe and know we can make a fundamental and sustainable difference. Every time, without fail, we've **exceeded clients' expectations**. Transferring knowledge and building new habits and behaviours in teams, that lead to engagement and sustainable success.



Transparency is at the core of all our work and as part of any assignment. We make progress, problems and performance visible to assure clarity of progress towards the goals and trigger the right conversations. We believe that problems will always exist and the best way to deal with them is to find them quickly and highlight them, bringing them to the surface and working together proactively with clients and consultants to achieve the best results for all.

The change in leadership behaviour helped create a real sense of our shared vision, one team. This did truly unleash a lot of potential. I could give literally hundreds of examples that I witnessed and continue to witness daily. The process formed bridges all over our organisation. Six months into this year and we're considerably ahead of our annual plan. The fantastic reality is that we've massively improved and that gives an excellent platform to improve further.

OUR STRATEGY

OUR VISION

OUR PLAN

As a company, whose client solutions all contain the words "Sustainable" and "Excellence", it's imperative that we practice what we preach. Taking our own medicine begins with continually seeking to improve **the great value we deliver to clients**. But this is just the endpoint. This relentless pursuit of excellence pervades everything we do, from developing our talented consultants, to improving our client programmes, undertaking research, developing innovative solutions, collaborating with best specialists; continually raising our own best practices.

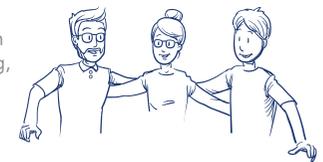
PROFESSIONAL DEVELOPMENT

Consultants choose to join our gang because they've finally found people that share their beliefs; taking an approach they know works, and because they know we care about 'unleashing their potential' as much as they do. We have a comprehensive onboarding programme that helps people to really understand the capability and character of working with Unleash & Engage. Everyone is allocated both a Buddy and a Coach to help with their personal and professional development. As our relationship grows with our consultants, they internalise our way of working, adopting new habits and behaviours which enable them to **realise both their own and our clients' goals**.



Working with Unleash & Engage has allowed me to consolidate many years of experience and learning into a philosophy and belief that I now practice in all aspects of life. Life is simpler and more rewarding now I truly know who I am. Having the continued support of Unleash & Engage has been, and continues to be, invaluable in my personal and professional development.

Our consultants have all walked in client's shoes, some have then gone on to traditional consulting, only to realise that something's missing. After joining our gang, our consultants' development takes on new meaning and purpose for them, with their focus shifting to how their capabilities can help others. Our consultants leave their clients having made life-long friendships, leaving behind new skills and habits as part of their legacy. We achieve consulting excellence through an experiential-based approach to learning 'consulting skills' and 'technical skills' underpinned by our robust business assurance approach.



We describe our organisation as an **'adult' organisation**, we're all grown-ups, supporting each other to be the best we can be, and creating really high-performing teams. Because success means different things to each of us, every consultant creates their own work/life balance profile so we can support **welfare** as much as **career progression** and **professional development**.

WHAT WE DO, EVERY DAY, WITH EVERYTHING WE DO, TO LIVE UP TO THE PRINCIPLES OF CONSULTING EXCELLENCE



Everything U&E does is true to their values and their core ethics, it is all true.

I take great pride explaining to new coaches that there's nothing to hide here and that they are going to love it.

We don't do wallpaper values, by that I mean in other companies values are on the wall in the background they don't mean anything to people they aren't lived by. Whereas we live our values every day. Consistently setting our own standards we help people to understand what good looks like, this starts with the Directors who are honest and communicative, they deliver what they say they will and this truth and trust flows throughout the company, from the consultants delivering on site to the board of Directors and our clients.

I've worked in lots of different companies, with the values on the wall and never in the minds and spirit of the people, this honestly made me question myself, and my own principles. When I spoke to Greig, a Director at Unleash & Engage, he said come and see what we are doing, you will love it and I have to say it's the best thing I have ever done, and I wish I could have done this twenty years ago.

Trust, Respect, Collaborate is not just for the client it really is the core of what we do, when it comes to beliefs this is embodied through everything we do.

Steve, Consultant, Unleash & Engage



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Zebby, Head of Business Assurance, Unleash & Engage



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When it comes to business, we do things differently, providing an intense coaching experience, 80% of time is spent face to face with clients, this dynamic approach leads to people changing habits they've had for such a long time, we begin to see them working with each other and the people above them, it's a really powerful and rewarding experience and it makes the work I'm doing with U&E some of the best I've ever been involved with.

A common problem for consultants is the uncertainty of work, here U&E really look after the gang, communicating about upcoming work, giving longevity to associates, paying on time, they never miss a beat even in times of uncertainty e.g. COVID, they have really looked after the gang.

Greg, Consultant, Unleash & Engage



U&E were different and better right from their opening discussions. The interactions caused me to reflect deeply about the subject of leadership and the real opportunity that an authentic servant leadership approach offered.

Without me being aware of it, they were really coaching me right from the start, encouraging me to reflect and ask the right questions about myself and my organisation. It created in me an appetite for learning and helping my team and plant to achieve the level of performance that would deliver long term security through Operational Excellence.

U&E acted with a great deal of maturity and humility. Many companies go through wave after wave of "consultants" but U&E were different deploying their own approach; the concept of coaching and servant leadership. This caused me and people throughout the organisation to ask good questions of themselves and our methodology and culture.

In terms of the impact on the plant ...people moved through the personal journey at their own pace. The change in leadership behaviour helped create a real sense of our shared vision, one team. This did truly unleash a lot of potential. I could give literally hundreds of examples that I witnessed and continue to witness daily. The process formed bridges all over our organisation. I get daily emails from people asking me to reward / recognise /celebrate some excellence that they've seen in other colleagues. Previously I'd get the odd gripe or snipe but that has completely gone, people would be embarrassed to do that now. Six months into this year and we're considerably ahead of our annual plan. The fantastic reality is that we've massively improved and that gives an excellent platform to improve further. As we improve the competency through problem solving and growing leadership confidence and competence across the organisation the business results just goes from strength to strength.

Joe, Works Manager, Client

