

## OUR PROMISE TO OUR CLIENTS

THE BEST CONSULTING SERVICES  
- TRUE EXPERTISE DELIVERED  
TO FULFIL YOUR NEEDS,  
GOALS & SUCCESS



### COMMUNICATION

We will **listen** carefully to understand your specific needs, business values, organisational structure and culture.

We will **meet all your key stakeholders** to build an effective professional relationship with you.

We will **represent** your brand accurately and effectively in the global consulting market.

### SERVICE

We will develop **bespoke Service Level Agreements** and, wherever possible, a pre-agreed fee structure or budget, as well as jointly agreed service metrics and milestones.

Through our **globally-reaching consultant workbench and employed engineers** we will provide you with the **very best technical experts** who have successfully delivered on projects with previous customers and have the testimonials in place to back this up.

Our **quality assurance** means we will **only deploy the most relevant expert consultants** for your project. Our commitment is to present you with a suitable solution to your project needs within 48 hours of engagement.

### INSIGHTS

We will add **valuable insights** into each of our **recommended expert consultants**, including a clear summary into how their skills will solve your challenges and even a video introduction on your request.

We will deliver **project documentation** reports that keep you fully informed throughout the project lifecycle.

We will share **knowledge and insights** that help your business such as market trends and competitor insights.

### ACCOUNTABILITY

We will hold ourselves **accountable** to you for our **service quality** through our Net Promoter Score survey.

We will **deliver on commitments**, replying to emails, returning calls promptly, and providing progress reports and updates as agreed.

We will ensure you are **fully satisfied** with our service delivery by conducting regular project meetings post deployment.



## OUR PROMISE TO OUR CONSULTANTS & PROJECT EXPERTS

THE BEST CONSULTING SERVICES  
- TRUE EXPERTISE DELIVERED TO  
PROGRESS YOUR LIFE & CAREER



### COMMUNICATION

We will **listen to you**, to understand your career **ambitions, life goals, and motivations** so that we can effectively ensure that you are assigned to relevant projects that will allow you to progress and grow.

We will **acknowledge** your interest within **24 hours** when you apply for assignments through our website.

We will **provide regular updates and feedback** throughout the selection and interview process, as well as throughout your project deployment.

### SERVICE

Whilst on a project, our **dedicated consultant-care** team will support you as required, resolving any logistical or compliance queries.

We will **deliver on commitments**, replying to emails, returning calls promptly, and providing progress updates as agreed.

### INSIGHTS

We will **provide detailed information** about new assignments that may help to develop your career.

We will **share relevant high value-add** content and insights as well as tools and opportunities to develop your skills and elevate your personal brand and future employability.

### ACCOUNTABILITY

We will **hold ourselves accountable** to you for our **service quality** through our Net Promoter Score survey.

We will **discuss any potential assignments** with you in detail so that you can feel fully briefed on expectations and your suitability for a specific project.

We will **represent your interests** fairly and professionally with any potential client companies.



**OUR PROMISE  
TO EACH OTHER**

TO SUPPORT AND FACILITATE  
EACH OTHER TO DELIVER THE  
BEST CONSULTING SERVICES



**COMMUNICATION**

- We will be **professional and respectful**, in all our communications and interactions at all times.
- We will **speak to colleagues** rather than email and avoid cc-ing multi-email recipients where possible.
- We will **respond** to internal emails within 48 hours and set committed timescales where further action is required.

**ACCOUNTABILITY**

- We will **deliver on commitments** made in a quality and timely manner; doing what we say we will on time.
- We will **always aspire to service excellence** and complete our work to the highest **quality** we can.
- We will **ask for help** if we need it and help our colleagues if they ask or need it.

**PROFES**

- We will **lead with positivity** to adapt and overcome challenges and set-backs – focusing on what we can do and influence rather than what we can't.
- We will **take ownership** when we see something needs doing, including things that may not be within our usual remit.
- We will **respect** each other's differences and be **considerate** to each other at all times.
- We will **collaborate** with each other to ensure our **culture is inclusive, fun and friendly** for everyone.

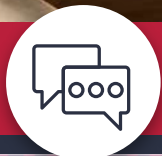
**SERVICE**

- We will **proactively suggest constructive solutions** to problems and **opportunities to improve** our processes and services.
- We will respect each other's time and **thank our colleagues** who help us.



**OUR PROMISE TO THE WIDER COMMUNITY**

LEADING WITH POSITIVITY, WE WILL ADAPT AND OVERCOME TO DELIVER POSITIVE, SUSTAINABLE IMPACT



**PROFES**

We believe that **every action has an impact**, and that we have an ethical responsibility to ensure we contribute positively as a company to the communities we work in, the wider global community and our planet. This belief is embedded in our value-led culture and guiding principles and is embodied by our Charitable Trust. We hold ourselves accountable through our ED&I and CSR commitments to:

**D&I**

Fulfil our Diversity & Inclusion pledge as founding partner signatories of the Diversity and Inclusion Charter **to evolve and improve** in providing a truly inclusive working environment and culture, both internally and across our specialist sectors and communities.

**CSR**

Deliver **5** charitable initiatives over **5 years** through our **Group Charitable Trust**.

Help the Community by providing **every employee 1 volunteer day every year**, to support local charity projects and encouraging employees to invest time in their own wellbeing by Giving Back – a pillar of our **5 ways to Wellbeing framework**.

**SUSTAINABILITY**

**10:100:1000 trees**: We plant **one tree** for every NPS survey completed, **100 trees** for every CMC expert consultant engaged on a new client project and **100 trees** every time an employee is promoted internally to celebrate their career progression, and **1000 trees** every time we open a new office.