

leading resolutions

# MCA Consulting Excellence Declaration 2025

Your **Delivery** Technology Consultancy



A blurred background image showing a group of people in a meeting or office setting, with warm lighting and large windows in the background.

# A message from our CEO

“We’re proud to be a member of the Management Consultancies Association (MCA), a milestone that reflects our unwavering dedication to excellence, innovation, and integrity in the consulting industry. Being part of the MCA offers us valuable opportunities for collaboration, knowledge exchange, and contributing to the advancement of best practices across the sector.

This moment is especially meaningful as we celebrate our first year as MCA members and are honoured to be named a **finalist in the MCA Awards 2025**. Recognised in the Project Category for Social Value, this nomination highlights the impact of our work with the European Association for Cardio-Thoracic Surgery (EACTS), where we helped deliver a transformative digital platform to improve cardiac care across Europe.

As we look ahead, we are excited to deepen our engagement in the MCA community and remain focused on delivering meaningful, high-impact outcomes for our clients and society.”



**Pete Smyth**  
Chief Executive Officer

A man with a beard and a blue shirt is seated in an office, gesturing with his right hand while speaking to a group of people. In the foreground, the back of a woman's head with blonde hair is visible. To the right, another man in a white shirt is seen from the side, also gesturing. The background features a white shelf with several binders and a window letting in bright light.

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Real people.  
Real experience.  
Real results.

# Our client-first commitment has fostered enduring, trusted relationships with clients.

**Real world experience –**  
our team of practitioners all have industry experience

**Proudly independent –**  
we provide unbiased, client-centric advice that places our clients interests at the forefront

**Ceaseless dedication –**  
we pride ourselves in delivering above and beyond to all of our clients

**Delivery specialists –**  
a blend of thinking and doing; a pragmatic team focused on driving incremental business benefit at every step

**World class expertise –**  
our team excels in the digital technology landscape staying ahead of the curve

**Trusted consultants –**  
our team brings empathy and emotional intelligence to foster a positive working environment and genuine collaboration

**Cost effective –**  
a flexible and fractional human-led capability model

**True, value-added partnership approach –**  
leveraging industry experience and technology expertise



# We are the alternative to the Big 4.

We are technology consultants with a difference, offering independent advice with your best interests at heart, combining expertise, experience and commercial savvy to deliver your desired business outcomes.

## Accolades



We're proud to be named one of the UK's Leading Management Consultants 2025 by the Financial Times for the fifth year running, recognising our expertise across key sectors.



We're proud to be members of the MCA, reflecting our commitment to the highest industry standards, ethics, and professionalism, and aligning us with the UK's most respected consulting firms.



We're proud to be Cyber Essentials Certified, underscoring our commitment to robust cyber security and protecting our systems, data, and stakeholders.



Leading Resolutions is a finalist in the MCA Awards' Social Value category for our project with EACTS, with winners to be announced this November.

# Our industry pedigree

With over 20 years of experience, our team at Leading Resolutions bring deep industry expertise to help our clients navigate and thrive during phases of growth and business change

We **understand business** – we know the specific pain points, challenges and barriers faced by our clients.

We bring extensive experience in **unlocking business value** through technology, helping organisations surface critical data, improve decision-making, and drive measurable outcomes.

We can **advise on the art of the possible** based on our knowledge of how other organisations are exploiting digital technologies to deliver the most efficient business processes.

# We pride ourselves in living and breathing our values of honesty, integrity and fairness

Our behaviours are designed to honour our culture, and we actively recruit against them.

Starting with positive intent to drive the best outcome for client, LR and consultant leads to us always doing the right thing. This creates a supportive community, focussed on quality and successful outcomes, which breeds positive intent.



“We share a set of values with Leading Resolutions that includes honesty, openness and integrity. We wanted to work with like-minded people and that’s exactly what was delivered.”

**Sarah Flanagan**  
National Trust, CIO



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# Consulting Excellence Principles

# Committed to adopting the fourteen Principles of Consulting Excellence



## 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.



## Client Service and Value

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

- 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

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

- 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.
- 10. We support the adoption of the Chartered Management Consultant (ChMC) Accreditation across the industry and champion its values.



## Commitment to Diversity and Inclusion

Consulting Excellence firms are committed to diversity and inclusion within their workplace and workforce. This means:

- 11. We respect and embrace diversity and inclusion and understand the importance and positive benefit of people from different backgrounds working for our companies and our clients.
- 12. We recruit and retain people from a diverse talent pool and strive to build cultures where difference is valued, respected and celebrated at all levels. Furthermore, we are committed to developing diverse future leaders and ensuring their progression in the industry.
- 13. We support industry efforts to improve progress on diversity and inclusion, implementing best practice and monitoring the diversity of the consultancy sector workforce over time. This includes encouraging the collection of data to assess the effectiveness of D&I policies and participating in the MCA annual report.



## Commitment to Sustainability

Consulting Excellence firms are committed to sustainable development within their organisations and their work with clients. This means:

- 14. We commit to ensuring that our firms operate in an increasingly sustainable way and strive to ensure that sustainability is considered by our clients in our work with them.

# Ethical behaviour

Leading Resolutions expects all individuals working with the company to uphold the highest standards of ethical conduct. Clear policies guide behaviour, emphasising integrity, honesty, and professionalism, with misconduct potentially leading to disciplinary action to protect the company's reputation.

Transparency about potential conflicts of interest is required, with disclosure and written permission needed before engaging in outside work. All gifts or hospitality from clients or suppliers must be reported, accepting only small tokens or low-value items, while refusing anything of significant value. The company enforces a zero-

tolerance policy on bribery and corruption, requiring the reporting of any suspicious activity. Company property must be used responsibly and only for business purposes, with misuse considered serious misconduct.

Confidentiality is essential, and sensitive information must be protected during and after association with the company, shared only when authorised. Social media and public conduct should reflect the company's values, avoiding content that could harm its reputation. Individuals are encouraged to report unethical or illegal behaviour confidentially and are protected from retaliation.

**Leading Resolutions is committed to fostering an ethical culture where integrity, transparency, and respect guide every decision and action, ensuring a positive and trustworthy environment for all stakeholders.**

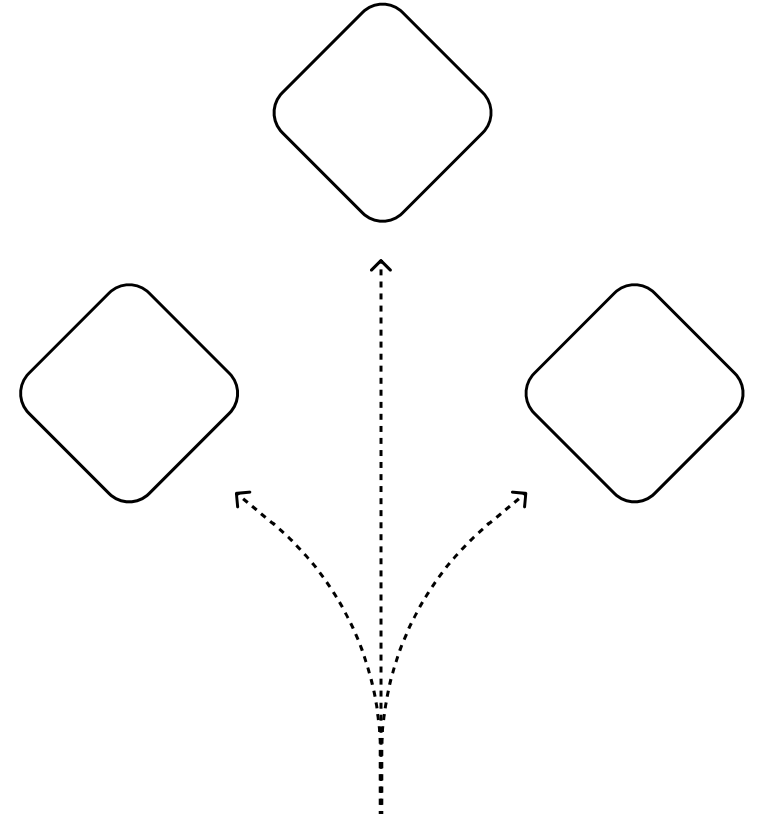
# Client service and value

**World Class Expertise:** Our independent team of digital technology experts blends advanced business strategies with cutting-edge solutions to delight clients. With over 200 trusted consultants, we offer top-notch technical consultancy.

**Client-First Culture:** We are committed to client success with strong integrity and always in your best interests. Our client retention rate reflects this. 'Ceaseless Dedication' is our core practice, driving your business forward with advanced strategies and solutions. We stay ahead of the technological curve, ensuring your business sets the pace. Expect a partnership tirelessly invested in your success.

**Continuous Improvement:** We work smart, deliver fast, and create sustainable solutions, always looking for innovative ways to drive value for clients. Our established feedback loop captures insights on resource performance, allowing us to adapt our services as required.

**Proudly Independent:** Our independence is your strategic advantage. We provide unbiased, client-centric advice, evaluating all technological options objectively to ensure the best fit for your business needs and goals.





“The quality of the team has been excellent. They bring in high quality people with a lot of skills and real-life experience.”

**Director of Service**  
Global Airline

# Professional development

Empowering our people: development, career growth and wellbeing

1. Our success stems from nurturing talent and fostering a **supportive, growth-oriented environment**. We invest in our team through continuous learning, mentorship, and hands-on experience, ensuring exceptional value for our clients.
2. Professional development is **central to our culture**, with clear paths, regular feedback, and diverse opportunities empowering individuals to shape their journeys.
3. We foster **collaboration and knowledge sharing**, with the team benefiting from expert guidance, proprietary IP and tools, tech talks, business updates, Gartner insights, and our innovation platform
4. We prioritise **employee wellbeing** through mental health support, flexible working arrangements, inclusive policies, and wellness resources, fostering a culture where people thrive.

## Employee Success Program

The Employee Success Program is a performance framework that supports continuous growth and aligns individual goals with company objectives.

It includes annual goal setting, regular check-ins, feedback, and year-end reviews, along with career development through training, mentorship, and long-term growth planning.

“The business update webinars are definitely mutually beneficial; I haven’t come across another company that has sharing sessions for both employees and non employees.”

**Principal Consultant**  
Leading Resolutions

# Commitment to diversity and inclusion

We are **committed to equal opportunities in our employment practices**, valuing a diverse workforce and aiming to prevent unlawful discrimination. Our goal is to ensure equal opportunities and protect everyone's rights

We are committed to a harmonious environment where **everyone is treated with respect and dignity**, regardless of personal factors or qualities

We **ensure fairness by respecting diverse needs**, providing equal opportunities, and treating everyone with dignity and respect, without discrimination based on age, disability, sex, gender reassignment, pregnancy, maternity, race, sexual orientation, religion, belief, or marital/civil partnership status

All employees must support **equal opportunities and avoid unlawful discrimination**. Acts of discrimination, harassment, bullying, or victimisation are disciplinary offences. Employees can use our grievance procedure to report unlawful discrimination

We **support individuals with protected characteristics** to ensure equity and fairness, including making reasonable adjustments for disabilities and maintaining a positive, harassment-free environment

We **regularly update our diversity and inclusion policy** to reflect legal changes and review the ethnic, gender, and disability composition of our workforce and applicants to ensure effectiveness.



# Commitment to sustainability: deeply integrated into our ESG activities

## Environmental

- Electric Car Scheme available to all employees - since launch saving 9.22 tonnes of CO2 (the equivalent of 4,610 trees)
- Cycle to Work Scheme in place
- Planted over 1,000 locally sourced trees on a global programme
- Reduced travel by encouraging hybrid working for all
- Reduction in fuel bills to heat the office by having specific on-site days
- Water station to reduce the need for bottled water
- Responsible procurement and recycling of electronic waste and equipment

## Social

- Inclusion Committee established, driving diversity and inclusion agenda across the business
- Over £4k donated to charity in the last 3 years
- £20k pro-bono work provided to local hospice and special needs school
- Accredited Living Wage Employer with the Living Wage Foundation
- Employee wellbeing “breakfast and heat” scheme
- Specific on-site days to retain social connections
- Access to Vitality Health for all employees, supporting physical and mental wellbeing

## Governance

- Cyber Essentials accredited
- GDPR compliant
- Data Committee driving compliance within our business and our clients
- IR35 compliant
- Organisational succession planning with career objectives, training and development plans in place
- SFIA framework alignment to ensure correct placement and standardisation of practices
- ‘Ethical use of AI’ training via Oxford University Saïd Business School

“The LR Carbon Neutral webinar really opened my eyes to the need for businesses to get on the front foot and understand their carbon footprint and how LR can help to understand this and plan to become Carbon Neutral or Negative”.

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# Thank you



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