

Consulting Excellence Declaration

Management Consulting Association

2021

Our declaration

Argon & Co works with blue-chip clients worldwide with a common approach to consulting and a single belief that the only thing that matters is making a real difference for our clients. We help our clients achieve their strategic and operational objectives, working together to transform their performance and generate lasting change.

Argon & Co was formed in 2018, following the merger of Argon Consulting and Crimson & Co. This merger brought together our extensive expertise and global reach to comprehensively support our clients' operational transformations. We share a commitment to developing our teams' skill sets and delivering sustainable results for our clients.

At Argon & Co, our collaborative culture and shared values are a huge part of who we are, and we work hard to maintain and reinforce them. All our people come from operational backgrounds and have been through rigorous Argon & Co training, so they really know what they're talking about. Our aim is for our people to be proud to work for Argon & Co, which underpins the way we work.

This document will explain how we deliver against each of the 12 MCA consulting excellence principles. Argon & Co is committed to upholding and exceeding these principles. This annual declaration will reinforce our support for each one, both in the UK and across our global business.

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Richard Powell,
Managing Partner UK

Our values

Our values have been agreed by the staff in the business and these underpin our success

All staff are expected to consistently exhibit characteristics in line with the Argon & Co values

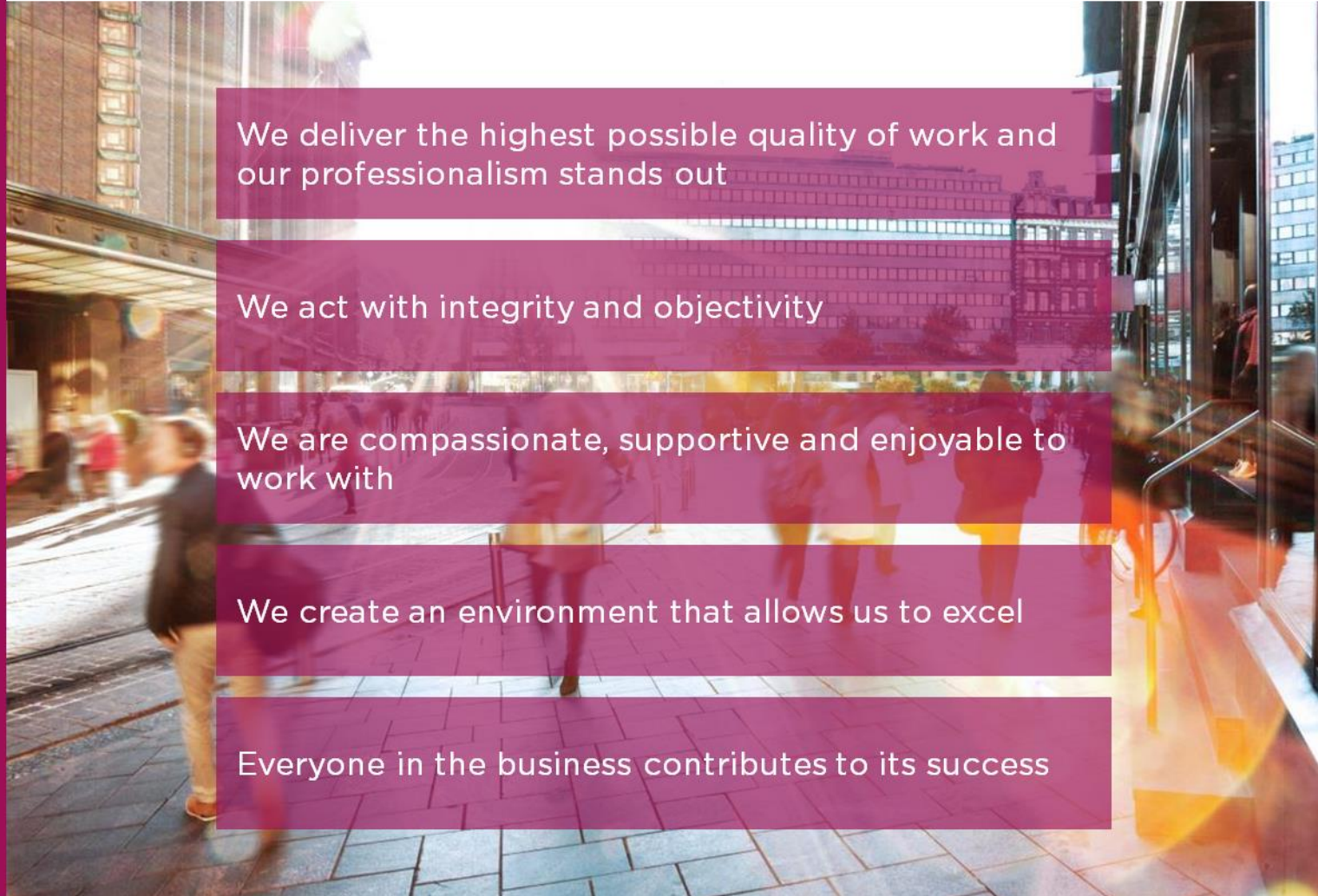
We deliver the highest possible quality of work and our professionalism stands out

We act with integrity and objectivity

We are compassionate, supportive and enjoyable to work with

We create an environment that allows us to excel

Everyone in the business contributes to its success



Our culture

Personable with challenge where needed.

We are easy to work with and trusted
by clients to get the job done.

We share a belief that the only thing
that matters is making a real
difference for our clients.



Ethical behaviour

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We are responsible and good citizens

We embed the Argon & Co values in the way we work and ensure that we strive to act in the right way:

- ▶ We deliver the highest possible quality of work
- ▶ Our professionalism stands out
- ▶ We act with integrity and objectivity
- ▶ We are compassionate and supportive
- ▶ We are easy and enjoyable to work with
- ▶ We provide an environment in which our consultants can excel

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We conduct our business ethically

- ▶ We conduct our business with honesty and integrity in a respectful and appropriate manner
- ▶ We select our people based not just on their skills and potential but also on their principles and values
- ▶ We observe all laws and regulations, both in letter and in spirit

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We foster an ethical culture

- ▶ Our organisational values underpin our ambition to create an environment in which our people can excel
- ▶ We understand that people can face difficult personal situations, whether due to family illness, bereavement or other circumstances – we always try to do the right thing and address these situations in a human way



Argon & Co team charity event

Client service and value

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

- ▶ At the start of our projects, we use charters to ensure total alignment with our clients on objectives, deliverables and expectations
- ▶ As part of our ADE® transformation framework, we actively transfer knowledge to the client, to ensure that new processes or ways of working are embedded and that the improvements that we deliver are sustained in the long term



- ▶ All of our consultants come from operational backgrounds, and this ensures that our recommendations are tangible and based on real experience of managing and improving operations

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We are transparent with clients and respond to their concerns

- ▶ Our work ethic is underpinned by 'human consulting' where our behaviour is focused on trust, inspiration, clarity and drive
- ▶ Our brand values are a true reflection of what clients have said about Argon & Co, as they are based on the outcome of qualitative research, part of which involved carrying out stakeholder interviews with clients
- ▶ We deliver our recommendations and strategies clearly and concisely, so as not to exclude or outsmart anyone, avoiding jargon or hyperbole
- ▶ We are honest, to the point, yet tactful
- ▶ We are creative and thorough in problem solving with our clients

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

- ▶ We actively seek feedback from our clients through a structured feedback programme, consisting of both qualitative questions and an overall client satisfaction score; this feedback is measured as one of our primary business metrics
- ▶ We research with a number of leading academic institutions
- ▶ Our global team frequently use our internal process for sharing client case studies via webinar
- ▶ By doing so, we all learn from our varied client experiences worldwide and exchange knowledge that we can then share with our clients

Professional development

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We undertake training and professional development planning each year

- ▶ Argon & Co has a first-year training programme for all new recruits which includes 'core consultancy' and 'project management skills'
- ▶ Further training and development needs are identified as part of the appraisal process and are addressed through external training or development through working alongside experienced colleagues
- ▶ As part of the annual review process, we review our people's progress against their objectives; we then agree on actions, set new goals and adjust personal development plans
- ▶ We undertake an annual staff survey to measure staff satisfaction across a range of areas
- ▶ We feedback the results from the survey in an open session at one of our company team days

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

- ▶ All our consultants have been through Argon & Co training and have real experience in running and improving operations through their previous operational roles
- ▶ Our professional standards and core skills framework covers hard skills, soft skills and technical supply chain skills, and all Argonauts are trained in these areas to ensure capabilities meet our clients' needs
- ▶ Two of our company values are focused on providing a compassionate and supportive culture and providing an environment in which our consultants can excel



Argon & Co Academy, London

Professional development



The Argon Compass

- ▶ Our own consulting development model
- ▶ Allows individuals to identify development areas and plot a potential career path
- ▶ Frames discussions between the individual and their staff manager
- ▶ Allows us to refine our resourcing plan so that our capabilities match our own and our clients' needs

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

- ▶ Our consultant development model, the Argon Compass, allows individuals to identify development areas and plot their career path
- ▶ It provides a framework that consultants of all levels and experience can use to understand the skills required at each grade
- ▶ The Argon Compass underpins our annual appraisal system, but we also conduct project assessments, provide feedback to each other, collect client feedback, and receive training and development all year round
- ▶ Many Argonauts have flexible location contracts – they work either at client-sites, in the office, or remotely depending on what suits their needs and the needs of our clients

Commitment to diversity and inclusion

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We respect and embrace diversity and inclusion

- ▶ At Argon & Co we value the differences that a diverse workforce brings and recognise the positive contribution of people from different backgrounds make to the business
- ▶ Argon & Co is committed to providing equality for all irrespective of any protected characteristics, e.g. race, gender (including gender reassignment), sexual orientation, religion or belief
- ▶ We strive to create an open, non-threatening atmosphere in which colleagues feel free to air their views and challenge each other

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We recruit and retain people from a diverse talent pool

- ▶ Argon & Co integrates diversity into our recruitment, promotion, assessment and selection processes and training and development programmes
- ▶ We ensure that all new employees and existing employees understand their rights and responsibilities and Argon & Co's commitment to equal opportunities, showing commitment to developing diverse future leaders and ensuring their progression in the industry
- ▶ Argon & Co trains all those who are involved in recruitment and selection to ensure choices are based solely on merit and ability



Argon & Co team building, London

Commitment to diversity and inclusion



We operate globally.

We train together, use the same approaches and apply the same quality standards.

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We support industry efforts to improve progress on diversity and inclusion

- ▶ Argon & Co supports industry efforts to drive diversity and inclusion through our participation in the annual survey which includes the diversity of our workforce
- ▶ When working with others we:
 - Use language that everyone understands
 - Adopt a flexible approach
 - Are respectful
 - Work together to get the job done
 - Take the time to build rapport
- ▶ Argon & Co recognises that everyone has their preferred work style, and we are respectful of differences

**Leading the way.
Transforming business.**

Argon&Co*