

Management Consultancies Association (MCA) Code of Practice

All MCA Member Firms work to the MCA Code of Practice, at the heart of which is upholding the highest standards in the industry and putting client interest's first. MCA members:

- Demonstrate their compliance with the Code before joining the MCA
- Explicitly renew their commitment to the Code every year
- Can be audited in the event of a client complaint to the MCA or on the initiative of the MCA Membership Committee. If upheld, complaints can result in reprimand or expulsion.

As members of the MCA, each consulting firm will always:

- 1. Put their client's interests first**
MCA members make sure that the objectives and terms of any assignment, including remuneration, are agreed with the client in advance. In any conflict, the duty to the client must prevail.
- 2. Focus on delivering sustainable value to the client**
MCA members ensure a clear focus on value and the transfer of knowledge to clients. Client references are always taken up before a company is admitted into the MCA. These must demonstrate high levels of client satisfaction. Member audits also review references from clients.
- 3. Employ people with the right skills and experience to help their client, and continually develop their expertise**
MCA members employ at least ten full time consulting staff, with relevant experience and qualifications. They also have formal training and development programmes for their consultants, together with annual performance appraisals.
- 4. Be clear and transparent with the client**
MCA members must disclose any information which could influence their ability to work on a particular assignment.
- 5. Be trustworthy, independent and objective**
MCA members keep strictly to all agreements about the confidentiality of information. They all have a management consulting service which is ring-fenced from any other business so that their advice is objective and fact-based. Members only accept work that they are qualified and have the capacity to undertake.
- 6. Be financially strong enough to deliver on their commitments**
All MCA members have a track-record in the industry – they have been in operation for at least three years before they join the MCA. They are financially self-supporting and can meet all their liabilities.

For further information about the MCA Code of Practice visit www.mca.org.uk/code-practice or call us on 020 7321 3990. The above Code of Practice was agreed and committed to by the MCA Council in 2009.