

Consultancy Services for Cloud Support

Equal Experts' Consultancy Services help organisations safely harness the power of AI across their software delivery lifecycle (SDLC), from initial landscape exploration and health checks, to strategy setting and delivering concrete value quickly. Our approach is data-driven, user-focused, and sustainable, allowing us to deliver results quickly and efficiently.

Features

- Organisation-wide AI-enabled SDLC Strategy and Technology Consultancy
- Multi-sector experience, HMRC, HMPO, MoJ/HMPPS, Defra, DWP, NHS/DHSC
- Safe-use governance and model access patterns, enabling responsible adoption
- Specialists in legacy modernisation, supporting replacement, migration and modernisation decisions
- Consultancy on AI integration into pipelines, strengthening quality, verification, automation
- Consultancy on Automated artefact generation, improving architecture, testing and documentation
- AI-accelerated discovery synthesising research, and insights for large-scale cloud migrations
- Experts in data modelling, cleansing, migration, transformation services, LLMs, GenAI
- Partnerships including AWS, GCP, Azure, Snowflake, RelationalAI, SAS, FluentCommerce, Elastic
- Develop machine learning models in Python, Scala, R and Java

Benefits

- Targeted and contextualised consulting services for maximum impact
- Proven toolkits for scalable AI-enabled SDLC adoption, with reusable patterns
- Introduce innovative ideas into the services provided
- Optimise the efficiency of transformation processes with increased engineering productivity
- Better strategic decisions, enabled by concentrated, amplified expert knowledge
- User interface re-design, browser and mobile enablement, improved performance
- Cost savings from legacy modernisation through clearer pathways, reduced uncertainty
- Business Intelligence insights generate information from existing data

- Long-term organisational readiness through sustained capability development with staff upskilling
- Many consultants are security cleared to SC/DV levels

Equal Experts (EE) will use a lean, incremental approach to automate manual processes, analysing, simplifying and streamlining each by removing steps. We will examine the manual steps within build, test, deployment, operation, monitoring and maintenance areas, and disaggregate these into small incremental steps, automating those which give maximum benefit first. We will explore interacting with users in new and innovative ways, unlocking opportunities for improved digital interaction.

We treat AI as a tool that concentrates and amplifies human knowledge. Rather than replacing expertise, AI accelerates understanding, sharpens reasoning and helps teams make better decisions. As quality improves at the source, delivery times shorten, costs naturally reduce and organisational flow strengthens.

We will work within organisations to look for ROI business cases with specific data for the problem they are trying to solve. This ensures these areas can be automated and the organisation's resources can be freed up. Automation can perform well above human levels providing a better service to meet users' needs in a digital world.

Our consultants will help build and deliver successful solutions for you collaboratively, with progress as the incentive for ideas, ensuring exceptional service. We work closely with our clients to understand their goals, existing designs and implementations of business processes. We apply a repeatable cycle of context, generation, verification and iteration. This ensures AI output is grounded in intent, validated by people, and safely integrated into existing engineering and delivery workflows.

Areas where Equal Experts have enabled clients to benefit from include view of customer behaviours, project journeys, optimising and streamlining business processes through automation, relationship management and organisational structures. Typical service areas offered by our consultants include:

- Analytics and mapping
- Design
- Implementation and migration
- Development
- Onboarding and training/upskilling client staff
- Change management
- Digital Assistants

- Administrator Task Automation
- Churn Rate Analysis
- Customised Offers
- Forecast and price optimisation
- 24/7 digital customer service
- Recommendations

We work with our clients to develop the business case to ensure that the return on investment is met.

Our approach to Consultancy

Equal Experts will use a lean approach, starting with an analysis of the existing process, aiming to simplify and streamline by removing steps. We will then look in detail at all the manual steps within the build, test, deployment, monitoring and maintenance areas, break these down into small incremental steps and automate the elements which give us maximum benefit first. We will implement a continuous improvement process, through increasing the amount of automation over time.

We will follow governance processes for each change and implement a continuous improvement process, constantly introducing automation. Responsible AI adoption is built into our approach. We incorporate security, privacy, compliance and governance considerations from the beginning, ensuring teams can innovate confidently while maintaining trust and organisational integrity.

From the start of the work, our ‘you-build-it, you-run-it’ approach will guide our thinking about processes to automate and when to automate them, so when we start building, we will naturally automate where it makes sense. We will use pairing and Test Driven Development practices to ensure consistency, reliability and shared understanding. Where appropriate we will embed Behaviour Driven Design within the verification and testing stages and use tooling like Checkov and Terratest to automate testing of builds to prevent deployment failures in live, through halting a pipeline when a failure is detected.

Quality of Delivery

EE utilises agile methodologies allowing our SOWs to be outcome-focused, and formulated in close collaboration with our clients. These SOWs are grounded in deep analyses conducted during Discovery and Inception. Regular review meetings with client stakeholders track measurable business outcomes throughout delivery, including post-deployment to live environments.

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We've built platforms for several public sector bodies, these adhere to cross-government and Buyer-specific standards (e.g. Access, Availability, Security and Change Management policies). We developed the API platform in line with UK Government API standards, enabling seamless interfacing with digital services for third parties. Our knowledge is codified in 'The Digital Platform Playbook,' a document for best practice.

We form multi-disciplinary teams tailored to deliver the specific outcomes agreed upon. In Discovery, we employ experienced user researchers and service designers to deeply understand user needs and map existing workflows or processes through comprehensive stakeholder and user interviews. The emphasis is on building empathy with real users and solving their whole problems. This data and insight de-risks later delivery and enables our teams to make informed decisions as they start creating hypotheses for Alpha.

We leverage test automation for continuous integration and build accessibility, performance, and security testing into our deployment pipelines to ensure robustness. Our coding practices adhere to Open Standards Principles. We use standard tooling for version control, delivery tracking, and orchestration.

We've cultivated a culture of quality, where empowered teams adhere to standards. Readiness checks at phase transitions assure our work and our governance structures are designed to provide oversight without stifling innovation.

Design Services that Meet User Needs

Identifying users is key to understanding the needs the service must meet. Users may span citizens, Civil Servants, Economists, suppliers and specialists (e.g. Life Scientists), and during discovery, we conduct primary research to identify their expectations, behaviours, and motivations in context.

Our service designers map end-to-end flow, using experience and service maps to capture the 'as is' and pain points. We use rapid prototyping to test our hypotheses quickly and to de-risk choices, iterating on user feedback.

We practise inclusive design, ensuring all users are catered for, including people with low digital literacy and accessibility needs.

Decision Making

We adopt continuous delivery principles, repeatedly delivering small changes quickly and gathering data to support evidence-based decision-making. These rapid 'build-test-learn' cycles enable teams to respond effectively to feedback or changing needs across the

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services, products and platforms they look after. Regular planning sessions provide alignment and dependency management, whilst roadmaps and runbooks are maintained as living documents, capturing decisions and updated plans over time.

We support senior leaders in understanding strategy and the long-term outcomes using tools such as OKRs and high-level roadmaps. We translate these into objectives for teams to deliver, with milestones and key results that can be measured.

Buyer Needs and Delivery

For each SOW, we will:

Capture the Buyer's needs by:

- Working with the Buyer to understand the overall objective
- Analysing available documentation
- Identifying users, stakeholders and existing insight
- Observing the environment and any constraints
- Seek feedback on the expected outcomes and measures in the SOW

Ensure the delivery team understands the needs by:

- Conducting a kick-off workshop clarifying uncertainties
- Sharing the Buyer's documentation with the team and establishing collaboration tooling to manage progress
- Regularly seek validation of the team's understanding
- Engaging with the wider programme and Defra's technical roadmap to put the needs in context

Track delivery of solutions by:

- Establishing milestones in SOWs to serve as checkpoints
- Using Kanban boards to show progress, dependencies and blockers transparently
- Regularly demonstrating our outputs and working software
- Routinely reporting on service and delivery KPIs
- Routinely validating our work with stakeholders

Typical Information we need from the Buyer:

- Desired outcomes, purpose and benefits
- Target users
- The current state of the platform/project
- Desired timeline and any key milestones
- Key stakeholders and invested parties

- Technical and architectural constraints
- Success criteria
- Communication and reporting preferences
- Budget
- Roles to be fulfilled by other parties

Typical Dependencies Buyer would Provide:

- Collaboration and software development tooling
- Timely access to stakeholders and existing data
- Governance processes and policies
- Supplier training and onboarding
- Security vetting

Expedite Delivery while Working with Complex Stakeholders by:

- Maintain a Relationship Management Plan as a living document, following the guidance of ISO44001
- Craft a communication plan for timely, effective updates
- Build trust-based stakeholder relations and align expectations through open dialogue
- Rank stakeholder needs by business value for early fulfilment
- Communicate scope changes clearly
- Periodically update stakeholders on key milestones
- Actively monitor and report project risks

How We Manage Changing Priorities:

- Draft a transition plan
- Pause the current SOW and adjust the invoicing
- Document work for resumption later
- Maintain clear communication for all projects
- Assess and adjust team skills for new work
- Manage stakeholder expectations during the shift
- Conduct a post-shift review for future improvements

Knowledge Transfer

Our structured Knowledge Transfer approach (find, read, discuss, review, practice, refine), allows us to rapidly assimilate and share background and support information when taking over work from incumbent suppliers or handing over to maintenance and support teams.

We track completeness with a matrix representing all areas to be transferred (eg. intent, product roadmap, source code, release processes, technical components) and assess our level of understanding for each. We use this to identify gaps and measure progress as we go. We set and measure Knowledge Transfer goals for both individuals and the project.

During Knowledge Transfer we will record technical debt found, ensuring that product owners have the information they need to prioritise against the future vision.

We will be collaborative, open and transparent with stakeholders. Status updates will include visual representations of progress, risks, issues, asks and improvement ideas. We will implement a regular cadence of stand-ups, check-ins, and reviews.

Team

We are different. Equal Experts is a global community of 500 permanent staff and 4000+ associates, including ~800 active independent consultants and ~1200 alumni, many of whom are happy to return when we have projects and our clients need them.

We have grown organically, mostly via personal referrals, looking for quality, experience and cultural fit above all else. After a rigorous selection process, experts are added to our network, whether we need them immediately or in the future.

90% of our consultants have >12 years of experience (average >18 years) in development, delivery, operation and maintenance of digital services using agile methods. Many have significantly more and in some cases are global influencers. Their maturity and pragmatism means they are highly collaborative, happy to transfer knowledge and keen to help clients build internal capability.

Our standard working model for teams is hybrid remote first/onsite, with a core generally located in proximity to client offices, minimising travel costs and environmental impact. This ensures they can be onsite for workshops, meetings, and onboarding activities, and can work collaboratively with client team members, stakeholders and other suppliers. In the words of one client 'your consultants leave their Equal Experts badges at the door'.

Roles

Collectively, our consultants have the multi-disciplinary experience and expertise needed for successful transformation to cloud-first delivery, live service maintenance and new operating models. Our network means we have fast and flexible access to the skills our clients need. We have specialists in all areas needed for digital success, including:

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- Delivery managers
- Change managers
- Product managers
- Engagement managers
- Strategic advisors
- Security specialists
- Data scientists
- Data engineers
- Data architects
- Technical leads
- Technical architects
- DevOps consultants
- Developers
- Testers
- Business and performance analysts
- Accessibility experts
- Service designers
- User experience designers
- Content designers
- User researchers

If a client needs other specialists or niche skills, we can rapidly and confidently engage with other organisations in our established ecosystem of proven partners. Each consultant is interviewed by EE to ensure a high level of knowledge before we provide them to clients.

Public sector clients

We know what it takes to implement and support cloud-based applications within complex public sector organisations and across large multi-vendor programmes. We understand and adhere to the GDS digital service standards for delivering solutions and handling and securing data within critical national systems. We have experience in consulting, deploying and supporting solutions that are security accredited and have passed many standard GDS assessments. Many of our consultants have active SC clearance level (some have DV) as they have previously worked with public sector clients.

Equal Experts has helped implement digital services to government digital service standards (including passing many formal GDS service standard assessments) for:

- His Majesty's Revenue and Customs (HMRC)

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- Ministry of Justice and His Majesty's Prisons and Probations Service (HMPPS)
- Department for Work and Pensions (DWP)
- His Majesty's Passport Office (HMPO)
- Department of Health and Social Care (DHSC)
- Department for Environment, Food & Rural Affairs (DEFRA)
- Department for Business, Energy & Industrial Strategy (BEIS)
- Home Office
- Border Force
- Department for Education (DfE)
- Registers of Scotland
- Office for National Statistics (ONS)
- Civil Service Recruitment
- Coal Authority
- Intellectual Property Office (IPO)
- His Majesty's Courts and Tribunals Service (HMCTS)
- States of Guernsey
- Cabinet Office
- Government Digital Service (GDS)
- Valuation Office Agency

Why choose Equal Experts?

Equal Experts' diverse teams of talented, experienced software consultants bring maturity, pragmatism and passion to software products and services of all shapes and sizes. We support end-to-end delivery, deployment, migration and maintenance of elegant, bespoke applications to the cloud and provide all the services that making them entails. This includes everything from mobile apps to enterprise-level technology platforms and digital transformation to client capability building.

Since our inception in 2007, we have sought out quality above all else. We are adept in all agile and lean practices, for example:

- close collaboration
- rapid feedback loops
- keeping it simple
- empowered teams
- test automation
- continuous integration and delivery
- pairing
- refactoring

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- constant learning and improvement
- learning by doing
- continuous improvement

Our focus on senior talent means that all our consultants have the skills and experience required to thrive in dynamic, challenging client environments. It means we can focus on work that adds real value, rather than micro-managing more junior consultants. Our non-hierarchical structure also allows us to operate with lower overheads.

For our teams, this creates a mature, pragmatic and innovative working environment, somewhere they can implement the best solutions of their already distinguished careers. And for our clients, it translates to better services, delivered faster and at lower overall cost. We were ranked 4th in Glassdoor's Best Places to Work 2024 and 15th in Newsweek's Most Loved Workplaces 2022.

It also means our people have the expertise and consultancy skills to help transfer knowledge of new ways of working to our client's team members, helping to build their internal delivery competency and capability.

Equal Experts' approach has a successful track record of delivery across the private and public sectors. Our award-winning deliveries include HMRC's Multi-channel Digital Tax Platform, chosen as the British Computer Society's Digital Project of the Year, and the Home Office Visa Application service, Computer Weekly's Best Public Sector Project.

Equal Experts has Business Units in the UK (London and Manchester), USA, South Africa, EU (Germany), Australia, and India.

We're proud to be one of the top suppliers to the public sector via the G-Cloud and DOS frameworks. Our services are also available through RM6100 Technology Services (Lots 1, 3d) and RM6263 Digital Programmes and Specialists (Lot 1), RM6195 Big Data and Analytics (the only supplier on all 6 capabilities) and RM6335 DALAS (Lot 2a), and various DPS Frameworks, including RM6094 Spark, RM6173 Automation Marketplace and RM3764 Cyber Security.

For more information and case studies, please visit <https://www.equalexperts.com/> or contact us at solutions@equalexperts.com.

Planning

To build detailed knowledge of the context and domain for any project, an initial phase of planning, definition and knowledge transfer will generally take place at the start of an engagement.

We have found that this takes place most effectively through a short time-bound inception to develop a shared understanding and agreement on vision and objectives across a broad stakeholder group. This covers the business, technical and user aspects of the project and the outputs may include user personas and scenarios, key user journeys, as-is and desired business processes, a prioritised backlog of user stories, technical constraints and vision, and a release roadmap and plan. The techniques and principles applied are also used on an ongoing basis throughout the course of delivery, to ensure the solutions developed are fit for purpose and meet real and changing user needs.

This initial inception phase can be contracted separately if required.

Setup and migration

In addition to ongoing development and operation of live cloud-based services, we can help with the initial set up and migration as part of a transition to cloud. We look for opportunities to automate processes (for example, test, deploy) that will yield real benefit and high ROI. Our approach helps to address integration, dependencies and risk early. We capture actionable metrics to measure and manage progress towards meeting the agreed success criteria and KPIs identified for building and operating the service. The highly collaborative, interactive processes we follow foster continual learning and improvement of services. They help to establish and evolve the overarching service design, management processes and the team capabilities.

We can ensure projects hit the ground running through our experience in designing, configuring and setup of many continuous delivery and automated cloud deployment environments. These techniques allow software to be repeatably and reliably deployed and tested through each stage into production on the cloud. We have substantial experience when it comes to the tooling required for continuous delivery and automated software deployment, greatly facilitating the software set up, build and migration process, which increases programme productivity and reduces project risk and cost.

Quality assurance and performance testing

All our consultants have extensive experience of both manual and automated testing, including performance testing, continuous integration and delivery into production environments at scale. With all clients we actively encourage the adoption of robust and meaningful automated test coverage, delivery and test techniques, to reduce risk and safely increase delivery velocity. We are happy to work with a clients existing quality management system (QMS) where appropriate.

Security services

We hold ISO9001:2015 Quality Management System, ISO27001:2017 Information Security Management System, Cyber Essentials (IASME-CE-018168) and Cyber Essentials Plus (IASME-CEP-003763) certifications.

We can provide the following security services if required:

- Security strategy
- Security risk management
- Security design
- Security incident management
- Security audit services

Training

For every client, we aim to transfer and embed knowledge of technology and process innovation. Our consultants help improve our clients' internal competencies and build long-term sustainable capability, as they migrate to modern cloud-based products and services. We tailor particular practices to address specific organisational constraints – we recognise that every organisation is different and there is no “one size to fit all”.

The depth of experience of our consultants means they are mature, pragmatic, and have an approach grounded in hands-on digital experience. This is key to our ability to help with training, upskilling and building knowledge of new ways of working within client team members. All our consultants are selected based on their demonstrated understanding of how intelligent and innovative uses of technology are being put to work to provide competitive advantage across industries. Passing this expertise and understanding to our client team members is a key, and unique, advantage and value provided throughout our engagements.

We tend not to offer classroom-based training as our consultants are happy to share their knowledge throughout a project. They take responsibility for helping individual client team members adopt new practices and ways of working.

Ongoing support

Our operational philosophy is “you build it, you run it”. The delivery team responsible for the development of a live service usually also takes responsibility for its operation. We have found that development teams which support their own products are motivated to deliver higher quality, more robust and maintainable code.

When a service is live with real users we expect the delivery team to provide 2nd line (infrastructure, in conjunction with hosting support agreements) and 3rd line (applications) support during business hours. We can agree an appropriate model for 24/7 on-call coverage if required - see our G-Cloud On-Call Support offering for details. We typically establish an on-call rota with delivery team members assigned on a weekly basis.

Our experience is that digital services are never really finished and that it is important to retain some level of investment to allow the addition of new features as the needs of customers (both internal and external) change. Our design of the end-to-end service can include establishing Service Level Agreements for ongoing service evolution and operational support (ensuring agreed levels of service availability).

User support

We provide an engagement manager on all G-Cloud engagements with responsibility for ensuring customer objectives are met, and for addressing any issues with service delivery. Our engagement managers act as an escalation point, and can be reached via phone or email, to respond to issues beyond the control of the team providing the service. Engagement management is included within our service pricing.

When a service is live with real users we expect the delivery team to provide 2nd line (infrastructure, in conjunction with hosting support agreements) and 3rd line (applications) support during business hours. We can agree an appropriate model for 24/7 on-call coverage if required - see our G-Cloud On-Call Support offering for details. We typically establish an on-call rota with delivery team members assigned on a weekly basis.

Social Value

Tackling economic inequality

Theme 2 MAC2,3

ENTREPRENEURSHIP AND TRAINING

For GCloud contracts, we will:

- Flow ~65% of revenues to our Associate supplier network (small, entrepreneurial businesses).
- Expand and assign consultants from EE's Evolve programme, which mentors technology practitioners to become expert consultants.
- Work with specialist partners (eg. SigmaLabs, NorthCoders) to develop skills for under-represented and early-career candidates, assigning them to our teams and using our expert consultants to coach and train them.
- Provide retraining and return opportunities, mentoring, development of technical skills which address skills gaps, training through mock-up interviews, provision of CV and careers guidance.
- Where possible, provide opportunities to employ and develop more people with protected characteristics in new skills relevant to the contract.
- Share knowledge and experience publicly via ExpertTalks and Open-Source Playbooks to develop disadvantaged groups' skills.
- Partner with leading diverse communities, networks and ambassadors to identify suitable candidates eg. SigmaLabs, Coding Black Females.
- Continue hosting events for minority and under-represented groups, for example, 10 Digital Ladies and Women Who Code.

DIVERSE SUPPLY CHAINS

Our partnering model directly supports SMEs and SEs, which we engage as specialist subcontractors. We identify new businesses, entrepreneurs, start-ups, SMEs, VCSEs and mutuals that can participate in our supply chain and those of our clients.

For G-Cloud contracts, we will:

- Procure in a fair and open, PCR2015 manner.
- Establish innovation programmes to identify and onboard new micro businesses.
- Encourage suppliers to diversify their supply chain in line with our goal to increase supply chain resilience.
- Increase supply chain governance using recognised bodies such as sedex.com.
- Measure and increase staff characteristics and success in our associate/supplier diversity (eg. %spend with each supply group across micro, SME and collectives; %of start-up suppliers still in business after three years).

Fighting climate change Theme 3 MAC4

Equal Experts has a robust Environmental Policy, aligned with PPN06/20 Theme 4, PPN06/21 and the UN Sustainable Development Goals, which details commitments to reduce our environmental impact holistically across the organisation. We have published and updated our plans annually since 2019, meeting the government's Streamlined, Energy and Carbon Reporting legislation (SECR), initially reporting Scope 1 and 2 emissions. Our [Carbon Reduction Plan](#) is published on our website and has been certified to meet PPN06/21 requirements by CCS.

EE is committed to achieving net-zero Carbon emissions by 2030. We are actively exploring investments in innovative, effective carbon-offsetting initiatives to achieve this target. Our internal Carbon Net-Zero Governance working group advises the Exec Team on meeting the 2030 net-zero target.

For G-Cloud contracts, we will:

- Build systems making extensive use of cloud services. Most systems we build use automated scaling of resources to ensure we minimise both cost and environmental impact of operation. We migrate to more efficient resources and operational practices as cloud providers introduce them.
- Encourage and support remote and hybrid working, and provide access to tools like Zoom, Lucidchart and Miro to encourage and facilitate this and thereby reduce our carbon footprint. We have written an open-source [Remote Working Playbook](#) which is available to anyone via our website.
- Assign local staff to client engagements whenever possible, to reduce travel impact.
- Use flexible co-working spaces with high BREEAM ratings.
- Reduce office material consumption and waste eg. printers and paper, recycle and reuse wherever practical.
- Reduce energy and water consumption.
- Consider the environment in our branded merchandise used at events and promotional activities, particularly reducing plastic use and local sourcing.
- Improve our recycling efforts, particularly IT equipment (our largest relevant expenditure in this area), and deliver social benefits through reuse wherever possible.

Equal opportunity Theme 4 MAC5,6

EQUAL OPPORTUNITIES

Equal Experts has a longstanding commitment to advancing diversity, equality and inclusion. We operate in ways that support clients to deliver their Public Sector Equality duty under section 149 of the Equality Act 2010. We are Level 1: Disability Confident Committed and members of the Business Disability Forum.

For G-Cloud contracts, we will:

- Run monthly team psychological safety surveys, share results with teams, help teams identify and support improvement actions.
- Invest in workshops and training to help teams improve safety and inclusion.
- Host events for minority groups, such as 10 Digital Ladies and Women Who Code.
- Provide family-friendly and dignity-at-work policies (we were placed 4th in Glassdoor's Best Places to Work 2024).
- Continuously evolve recruitment processes to improve diversity, equality and inclusion, and provide unconscious bias training for our recruitment team.
- Engage Druthers, executive search specialists in building inclusive teams, to broaden our team diversity.
- Where possible, provide opportunities to employ and develop more people with protected characteristics in new skills relevant to the contract.
- Make appropriate adjustments where practical to support and develop individuals with physical, mental and hidden disabilities.
- Regularly monitor our performance (eg. Cabinet Office CAESER, B Impact Assessments) to help develop annual improvement plans.

MODERN SLAVERY

EE is covered by the Modern Slavery Act 2015. Our [published policy statement](#), processes and procedures are reviewed and updated annually (eg. Employee Team Charter, Whistleblowing Policy, Code of Conduct for Suppliers).

We will undertake due diligence when considering taking on new suppliers and regularly review existing suppliers. This includes evaluating modern slavery risks. We are members of Sedex Global and will use their services to review our extended supply chains and provide confidence to our clients.

Wellbeing Theme 5 MAC7,8

HEALTH AND WELLBEING

Equal Experts promotes psychological safety, trust, inclusion and a “grown-up” culture throughout our workforce. We work closely with our clients to support the health and wellbeing of our team members, establishing onboarding practices and developing local team charters to ensure new team members are welcomed and made to feel safe. We support the six standards of the Mental Health at Work Commitment and the Race at Work Charter and encourage our supply chain to do the same.

For G-Cloud contracts, we will:

- Run monthly team psychological safety surveys, share results with teams, help teams identify and support improvement actions.
- Promote inclusive and accessible recruitment and retention practices to ensure people feel valued (Equal Experts was placed 4th in Glassdoor’s Best Places to Work 2024).
- Offer flexible and remote working and encourage staff to take regular breaks, “Movement Snacks” (workstation exercises), holidays, online team-events.
- Provide awareness training and guidance through our policies, ExpertTalks and playbooks.
- Offer private medical cover for our UK employees and their families, including encouraging exercise and other preventative measures.
- Host public online ExpertTalks on Health and Wellbeing, eg. “Avoiding Burnout”.

INTEGRATED COMMUNITIES

For G-Cloud contracts, we will:

- Foster an open, inclusive working culture eg. 'no-blame' retrospectives to help us learn from each other's perspectives.
- Hold socials and lean coffee sessions to ensure a welcoming culture that leads to better team bonding and working relationships.
- For physical health, hold our annual Walkathon competition for staff and family members, clients and partners, which encourages physical activity and raises money for charity (1200 participants, £136k raised in 2023).
- Encourage companies in our supply chain to implement measures to improve employees' physical and mental health and wellbeing, and implement standards in the Mental Health at Work commitment.