

# Business Performance Policy



TRL is a knowledge-based organisation. We help decision makers create global transport systems that are safe, clean, affordable, liveable and efficient. We will, through the way we work, behave, and via the independent, impartial research we conduct, show that we are committed to:

- Ensure our people are at the heart of our business. (See 1.1)
- Build sustainable relationships based on honesty, partnership, and fairness. (See 1.2)
- Recognise and manage the risk of our work activities while maintaining business performance. (See 1.3)
- Protect information assets under our control against deliberate or unintentional corruption, loss or deletion, and prevent unauthorised access. (See 1.4)
- Ensure we have accurately identified and fulfilled our legal and other obligations.

Everyone who works for us is responsible for working in a way that supports this. We will challenge behaviour that falls short of expectations, identify issues and report them without fear of reprisal.

The Business Management System (BMS) helps us to satisfy the applicable requirements. The BMS consists of this Policy Statement and all the associated processes which support the way we conduct our business.

The BMS applies to TRL Ltd and any subsidiary companies, to all our people globally, and all those acting on TRL's behalf. We expect our business partners, suppliers, subcontractors and associates to apply the same standards as our employees

## 1.1 Our People

Our people are the heart of our business, they are our greatest asset and our competitive advantage. We recruit and retain staff from the widest possible talent pools. We work to be recognised as a diverse and inclusive working environment in which all staff feel valued and respected, where opportunities are accessible to all, and where flexibility in our working and employment practices is embraced.

We will

- Seek to recruit a representative workforce and operate inclusively.
- Ensure everyone we interact with (colleagues, participants, customers or partners) of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment.
- Offer our employees clear and fair terms of employment and provide resources to enable their continuous development.
- Operate a benefits and rewards package that includes flexible hours and flexible leave packages plus paid leave for charitable activities or members of the UK reserve forces.
- Maintain Investors In People (IIP) accreditation as evidence of our continual commitment to our people.
- Maintain forums for employee consultation and business involvement such as the Employee Council and the HSE Champions.
- Support and encourage our employees to help their chosen charities. We commit to matching each pound raised by staff for our chosen charities with an equivalent contribution from the business.

## 1.2 How we do business

We will

