

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.
- Build sustainable relationships based on honesty, partnership, and fairness.
- Recognise and manage the risk of our work activities while maintaining business performance.
- Protect information assets under our control against deliberate or unintentional corruption, loss or deletion, and prevent unauthorised access.
- Ensure we have accurately identified and fulfilled our legal and other obligations.
- Continuously look for ways to improve the quality of all our services and products.
- Reduce our environmental impact.
- Set, monitor and review clear business objectives.

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.

We operate a combined Management system incorporating ISO 9001, ISO 14001, ISO 45001, ISO 27001 and ISO 17025.

The Quality Management System (QMS) helps us to satisfy the applicable requirements. The QMS consists of this Policy Statement, the Staff Handbook, the Quality Management System Manual, the QMS Performance System and the associated processes and procedures which support the way we conduct our business.

The QMS 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.

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We will:

- Provide safe and healthy working conditions to prevent work-related injury and/or ill health by identifying and eliminating hazards.
- Consider the ethical implications of activities before they start. We will ensure that where research may involve human participation it is subjected to formal ethical review.
- Provide and maintain a clean, healthy and safe working environment. We will regularly review our activities to identify how we can improve.
- Educate and support staff to ensure their mental wellbeing is not compromised by their work activities.

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We will:

- implement controls to preserve the confidentiality, integrity, and availability of our information assets.
- We will gather, store and handle personal data fairly, transparently, appropriately, with respect towards individual rights and in line with relevant regulations.

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We will:

- Encourage staff to identify and consider the potential environmental impacts of their business travel and to mitigate these impacts.
- Seek to increasingly operate sustainably to protect the environment and prevent pollution. We will contribute to sustainable communities built around resilient, intelligent infrastructure.

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We are committed to ensuring that we have accurately identified and fulfilled our compliance obligations, including legal and other applicable requirements.

We will:

- Monitor all relevant legislation.
- Where no legislation exists, adopt industry best practice or develop and implement our own appropriate standards.
- Demonstrate adherence to international standards. We maintain certification to ISO 9001, ISO 14001, ISO 45001, ISO 27001 and ISO 17025. We also choose to adopt principles established in standards such as BS 22301 (Business Continuity), ISO 44001(Collaborative Relationships) and BS 10500 (Anti-Bribery).
- Set, monitor, review and publish Quality, Environmental, Information Security and H&S objectives.



Alan Hardy
CFO
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