



RESPONSIBLE BUSINESS POLICY
TMO-POL-009

TMO Traffic Highways Ltd is committed to operating as a responsible business that creates positive impact for our people, our communities and the environment. We recognise our responsibilities extend beyond legal and regulatory requirements and we embed these values into the way we work, the decisions we make and the partnerships we build.

We are dedicated to reducing our environmental footprint, lowering carbon emissions, continually improving our sustainability performance, meaningful Social Value and supporting the health and wellbeing of our workforce.

Through our operations, supply chain and community engagement, we aim to contribute to safer roads, stronger local communities and a healthier natural environment. We will continue to work collaboratively with customers, suppliers and stakeholders to champion responsible practices and drive long-term positive change.

Our commitment to responsible business is underpinned by the four pillars of our Responsible Business Strategy:

Theme	Social Value	Health & Wellbeing	EDI	Environment
Goal	Create Lasting Legacies for People & Places	Support the health of our people & the communities we work within and create an environment where everyone can thrive and grow.	Embed equality, diversity and inclusion into everyday decisions, behaviours and business practices.	Embed equality, diversity and inclusion into everyday decisions, behaviours and business practices.
Objective	Support Nature Recovery Inspire & Educate Build Local Economic Strength & Community Support	Employee Safety, Wellbeing & Healthy Workplaces Nature Based Wellbeing Opportunities for Staff Inclusive, Supportive Culture	Reduce Workforce Inequality Inclusive Recruitment Practices Embedded FIR	Reduce Carbon Emissions from Fleet and Operations Across all scopes Reduce Waste & Improve Resource Efficiency Deliver Nature-Based Solutions & Protect Biodiversity

Cultivate, Inspire, Sustain

POLICY AIMS

Social Value

Our Commitment to Social Value ushes us to think beyond short-term outputs and focus on long-term, meaningful impact. Tying together purpose, reputation and sustainability. By ensuring our work delivers long-term social, environmental and economic benefits. Supporting local communities, enhancing the environment, developing local skills.

Support Nature Recovery

To maximise social value by strengthening community wellbeing, supporting inclusive economic participation, and ensuring that public investment delivers measurable benefits for local people and places

- Creating pollinator friendly planting around premises
- Support two local conservation projects annually through volunteering or donations.
- Partnering with local conservation groups - Create or enhance one local green space per year (e.g., community garden, pocket park).

Inspire & Educate

To inspire and educate by expanding access to learning, fostering curiosity and creativity, and empowering people with the knowledge and confidence to participate fully in their communities.

- Training staff in nature-positive practices
- Deliver 10–20 hours of training per employee per year.
- Ensure 100% of staff complete at least one sustainability or wellbeing training module annually.
- Offer at least 3 school engagement activities per year (talks, workshops, mentoring)

Build Local Economic Strength & Community Support

To build local economic strength by supporting resilient local businesses, increasing community wealth and creating fair, sustainable opportunities for residents and enterprises to thrive.

- Offer at least 2 - 5 Local work placements, apprenticeships, or return to work opportunities (x2 FTE) per year for people facing barriers to employment.
- Ensure 30–50% of new hires come from the local area.
- Spend 20–40% of procurement with local SMEs or social enterprises.
- Add two new local suppliers to the supply chain each year.
- Provide 8–16 hours of paid volunteering per employee per year.
- Support one community organisation per quarter with skills-based volunteering.

Health & Wellbeing

To support the health and wellbeing of our people and the communities we work within by creating the conditions for everyone to thrive and grow, promoting equitable access to services, strengthening prevention and early intervention and fostering environments that enable physical, mental and social wellbeing.

Employee Wellbeing & Healthy Workplaces

- Provide all staff with access to mental health support, signposting or Mental Health First Aiders.
- Offer flexible working options to support work–life balance
- Conduct biannual wellbeing surveys and act on the findings

Create Nature Based Wellbeing opportunities for Staff

- Nature-based wellbeing sessions for staff or community group
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- Encouraging outdoor breaks or walking meetings

Inclusive, Supportive Culture

- Provide annual EDI training for all staff.
- Implement inclusive recruitment practices (anonymous CVs, diverse interview panels).
- Ensure all staff have equal access to wellbeing and development opportunities

Safe, Healthy Working Environments

- Regular health & safety training
- Ergonomic assessments for office or remote worker
- Encouraging safe, active travel

EDI

By embedding equality, diversity and inclusion into everyday decisions, behaviours and business practices, we create a workplace where everyone feels respected, valued and able to thrive. Fostering innovation, wellbeing and long-term organisational success and making inclusive practice a routine part of how we recruit, develop, lead and deliver our services.

Reduce Workforce Inequality

- Provide mandatory EDI training for 100% of employees each year.
- Include modules on unconscious bias, inclusive language and respectful workplace behaviours.
- Ensure new starters complete EDI training within their first 3 months.

Inclusive Recruitment Practices

- Implement inclusive recruitment practices (anonymous CVs, diverse interview panels).

Embedded FIR

- All Senior Leaders to achieve 'FIR Ambassador' Status.
- Implementation of a short, medium and long term FIR plan.
- Mandatory FIR awareness for all employees.

Environment

By investing in low-emission technologies, reducing waste, preventing pollution and embedding sustainable practices across our operations, we aim to provide safe, efficient and environmentally responsible traffic management solutions. Delivering services that minimise environmental impact, reduce carbon emissions and protect local habitats. Protecting the environment is essential to our role, our work directly affects air quality, carbon emissions, local habitats and the wellbeing of the communities we serve.

Reduce Carbon Emissions from Fleet and Operations

- Transition 25–50% of fleet to electric, hybrid, or low-emission vehicles within 2–3 years
- Reduce idling across all sites by at least 20% through training and monitoring.

Reduce Waste & Improve Resource Efficiency

- Achieve 90% reuse or recycling of cones, barriers and signage.
- Introduce a repair-first approach to extend the life of equipment
- Reduce single-use plastics in operations and welfare units by 50%.

Deliver Nature-Based Solutions & Protect Biodiversity

- Conduct environmental risk assessments for every project.
- Train all operatives in environmental awareness.

Signed:



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