



Ref: P022

TLS Corporate Social Responsibility (CSR) Policy

Traffic Labour Supplies Ltd (TLS)

Corporate Social Responsibility (CSR)

Policy

Our Business

TLS provide a range of labour supply services to the construction industry, Traffic Management highways and utility sectors. We have a growing network of clients that have come to expect excellence as a standard from our business.

We deliver industry leading services with the same honesty, integrity and enthusiasm that we have used to develop our business and client relationships. Wherever new opportunities arise we will work relentlessly to deliver for our clients with the upmost compelling services possible. Maintaining sustained value through everything we do; our aim is to deliver customer satisfaction through every stage of our engagement.

We provide our clients with labour supply solutions in the following sectors:

1. Civil Engineering Construction
2. Highways and Traffic Management
3. Driver & Logistics
4. Provision of Information for NHSS approved training

Outlining of our Policy

It is the aim of TLS to achieve clear and definite standards of ethical behaviour throughout all areas of the business. We take responsibility for creating wider benefits both within and around our business and endeavour to make our impact a positive one, which improves the lives of others and reduces the risk of harm to people and the environment.

Business Conduct

As a business we focus on maintaining a strong and competent service, treating clients as mutual partners and working with sub-contractors, suppliers and our workforce fairly and ethically. TLS's reputation dictates that it supplies its clients with qualified labour who deliver quality work, safely, with integrity and complying with clients' standards and safety working requirements on site.

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Supply Chain Management

TLS only employ suppliers and sub-contractors whose ethics and values are aligned to that of our own. We will maintain strong working relationships and standards by consistently meeting agreed payment terms and evaluating services provided. Early selection of each supplier and sub – contractors guarantees clients that we operate with a common goal and a shared vision from the onset.

Client Satisfaction

Through excellent planning and employing quality people, and having over 10 years of supplying qualified labour to clients, we understand, meet and exceed the needs and expectations of our clients and stakeholders. A dedicated aftercare team will ensure all clients are supported at the time of practical completion, placements and beyond.

Safety, Health and Environment

The Directors and Senior Managers of TLS are committed to providing safe and healthy working conditions for all of its employees to prevent work related injury and ill health. The Directors and Senior Managers of TLS believe these conditions to be appropriate to the purpose, size and context of the organisation and to the specific nature of its OH&S risks and opportunities.

Traffic Labour Supplies Ltd believes that proper attention to the health and safety of its employees, operatives and client staff in the sector which the Company operates is a key element of effective business management. TLS Limited believes that injuries are not inevitable, harm is not acceptable and risks need to be managed. Injuries and occupational illness can be prevented by the adoption of sound risk management principles and suitable behaviours by employees. The Directors and Senior Managers are committed to the elimination of hazards and the reduction of OH&S risk. The Directors and Senior Managers are committed to developing systems to ensure full compliance with its obligations to all legal and other requirements relevant to the business and to continually improve TLS's health & safety performance.

Directors and Senior Managers of TLS Ltd. are committed to consulting with and encouraging the participation of its staff and the partners who work on behalf of TLS Ltd. at its client's sites in the operation and improvement of its OH&S Management System.

As a demonstration of these commitments, TLS have migrated from ISO 18001:2007 to ISO 45001:2018 (SSIP) during 2020.

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Employment and skills

The company's workload has expanded over recent times and to fulfil our commitments we have taken on permanent and sub contracted personnel. TLS recognise that people are the key to our success, and their performance is the key to the quality of service we provide. Through investing in our recruitment, training and developing employees we will retain the best possible talent. We adopt best practice in HR and training and strive to be employer of choice. We conduct training and learning needs analysis to identify where our employees can best improve their skills and development. We also arrange or deliver ourselves formal and informal training courses to keep all staff up to date of changes/developments and to refresh training when they join our company.

Community Engagement

TLS are fully committed to adding value to the communities within which we work. Being a good neighbour means we actively interact with communities. We foster local business relations through the sourcing of local labour, equipment and materials, where possible and will continue to champion community engagement.

Freedom of Association and Speech

TLS considers itself to be a fair and responsible employer and that its employees have the right to trade union representatives or representation by others for the purpose of:

- 1) Disciplinary and Grievance Matters
- 2) Consultation bodies
- 3) Workforce consultation & participation in the OH&S Management System

Disciplinary and grievance procedure

TLS recognise that disciplinary situations, which include misconduct and or poor performance do arise. To be consistent and fair, TLS has developed its disciplinary and grievance policy in line with ACAS's code of practice 1.

TLS will under take a thorough investigation of all disciplinaries and grievances and they will demonstrate fairness and transparency throughout when handling each case. It is important that issues that fall under this banner are raised at the earliest opportunity. TLS will inform the employee of the basis of the problem and the employee will be permitted to be accompanied at a formal meeting. Where an employee disagrees with a formal decision that has been made, they have a right to appeal. TLS aim to work with its employees to develop a Just Culture.



Bullying and Harassment

Many of the terms used to describe bullying and harassment are interchangeable, and many definitions include bullying as a form of harassment. Harassment is defined in the Equality act 2010 as “unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual” The relevant characteristics are age, disability, gender reassignment, race, religion or beliefs and sexual orientation.

Bullying and harassment of any kind does not serve the interests of the Company nor its employees and will not be tolerated for any reason or in any form. It is our responsibility as an employer to prevent such behaviour, regardless of whether it is from management, employees or contractors and will take steps to prevent it from occurring and were it has been identified will take steps to stop it and prevent it from happening again.

Discrimination

TLS is mindful of its responsibilities to promote equality of opportunity and to avoid discrimination.

TLS will ensure that we will:

- 1) No person applying for a job within TLS is treated less favourable than another because of their race, age, colour, ethnic origin, religion, sex, disability or sexual orientation.
- 2) Work towards staffing levels and management committee representation which, reflects the ethnic composition of the local population and the organisation’s client groups
- 3) Abide by race, disability, and gender equality legislation and to implement the provisions of the equality and human rights commission
- 4) Make client, staff and client committee members fully aware of the above provisions and to make a code of practice available for inspection
- 5) Review practises and policies to ensure that discrimination does not exist

Child Labour

The use of child labour is strictly forbidden anywhere in the company, ether paid or unpaid with one exception, were the child joins the company on a recognised Work Experience placement through a school and the necessary procedures/agreements are in place between school and TLS.



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Forced and Bonded or Involuntary Prison Labour

Modern slavery is a crime and an abuse of human rights, TLS is an ethical employer and will not partake directly or indirectly in the act of slavery, servitude and forced or compulsory labour for its own gain or that of others. TLS takes great pride in abiding by all laws applicable to it

Working Hours

TLS takes the health, safety and wellbeing of its staff and contractors seriously. To ensure it meets its obligations under the [Working Time Regulations directive 1998](#) and as [amended 2003](#) we limit the hours personnel are permitted to work. Employees 18 years and above may opt out of the 48-hour working week by signing the necessary consent form. However, no employee will ever be forced or pressured to sign the opt – out form.

Remuneration and benefits

TLS operates in a competitive market, however, we recognise that we need to attract and retain the right calibre of personnel. To ensure we remain competitive we undertake annual staff appraisals to review training and development needs and re-assess an individual's salary based on market forces, qualifications and experience.

Prevention of Bribery and Corruption

The senior management team is committed to ensuring a risk – based approach is used to assess business risk and that processes, procedures and controls to monitor bribery and corruption risk are implemented to ensure robust ethical management.

It is the company's policy to ensure that the business, senior management, and all other personnel comply with all legislation designed to combat bribery and corruption in the jurisdictions in which we operate.

It is the responsibility of senior management within the business to ensure that arrangements are in place to comply with this policy ensuring that the required management information is recorded and reported for review. Any incident where this policy has been breached shall be reported to the senior management team of business.

TLS operates solely within the UK so exposure to the risks of bribery and corruption are considered low. Notwithstanding that, we understand that participation in the act of bribery and corruption is illegal, therefore we will not tolerate any member of staff, management or employee being involved in such activities.

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TLS believes that business success should depend on fair and open assessments of the company's products and services rather than being third party or wholly reliant on bribes, or other inducements to those outside the business.

TLS applies the same principles to tax evasion and operates a Prevention of Tax Evasion Policy to ensure its employees, suppliers and clients are not involved in tax evasion schemes so far as is it within the control of the Company to do so.

Fair Labour Standards

Our staff are our of great value to us and it is only right that they are treated with respect and that they are treated fairly, equally, openly and honestly. All employees are issued with Contracts which are drawn up in accordance with all UK legislation

Ethics and Human Rights

Our business ethics are relevant to both the conduct of individuals within the company and to the conduct of the organisation. It applies to all aspects of the business conduct, from our company strategies and policies, to how we treat our employees, suppliers and our accounting practices.

Ethics goes beyond the legal requirements for the company and is, therefore, about discretionary decisions and behaviour guided by values.

Human rights are rights inherent to all human beings, regardless of gender, nationality, place of residency, sex, ethnicity, religion, colour and/or another categorisation. Thus, Human rights are non – discriminatory, meaning that all human beings are entitled to them and cannot be excluded from them.

We believe we are an ethical company treating all employees as our valued partners and our contractors and suppliers as part of the team.

Environmental, pollution, and sustainable Waste Management

TLS takes seriously its responsibility for protecting the environment and is committed to minimising the environmental impacts of our business operations. For this reason it committed to creating an environmental management system that successfully complied with the ISO 14001:2015 standard and gained certification accordingly.

Through innovation and a proactive attitude to waste, energy and carbon footprint reduction we are working towards minimising the negative impacts the Company has on the environment.

We strive towards finding new opportunities to work with clients and specialists in the development of pioneering and sustainable design with construction and management.

We Are Committed to:

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- 1) Continuously improve our environmental performance and integrate recognised environmental management best practice into our business operations
- 2) Reduce our consumption of resources and improve the efficient use of resources
- 3) Measure and reduce our carbon footprint of our business activities to meet our objectives and targets toward a carbon zero business
- 4) Manage waste generated from our business operations according to the principles of reduction, re - use and recycling
- 5) Manage our business operations to prevent pollution
- 6) Give due consideration to environmental issues and energy performance in acquisition, design, refurbishment, location, and use of buildings
- 7) Minimise the annual travelling mileage of employees
- 8) Ensure environmental, including climate change, criteria are taken into account in the procurement of goods and services
- 9) Comply as a minimum with all relevant environmental legislation as well as other environmental requirements to which the firm subscribes
- 10) Seek guidance from environmental consultants on pressing issues and where our work may have direct impact on the local biodiversity we will work with the relevant local authority or trunk road authority environmental specialist to minimise the effect of the works

Sustainability

Our procurement practices have been developed to assist in complying with our quality, safety and environmental management systems and to promote procurement of more sustainable products and materials.

We will, unless specifically instructed to the contrary:

- 1) Assess suppliers and subcontractors to ensure that they meet the requirements of our safety, quality and management systems
- 2) Seek alternative materials seeking higher proportions of recycled materials
- 3) Continuously reduce our vehicle fleet carbon dioxide emissions by encouraging uptake of lower emission vehicles through our vehicle and fleet practices along with encouraging our employees to car pool

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- 4) At all times consider the energy efficiency of our own equipment and materials and promote those items with the greatest energy efficiency
- 5) Ensure that whatever service and material we are purchasing, that it will be legal, ethical and in accordance with the client
- 6) Request that our subcontractors and suppliers monitor, measure and report on the carbon dioxide emissions and are making commitments to reduce their carbon footprint
- 7) Select, materials which have lower embodied impact (water CO2) where is practicable
- 8) Prioritise materials selection from local suppliers and a local workforce where this is practicable. To achieve this, we will work with suppliers, clients, designers and sub-contractors to promote these procurement practices and the principles of sustainable development

TLS monitor supplier and sub – contractor performance and this will be regularly reviewed. All employees responsible for procurement in any capacity at TLS will take a proactive approach in implementing these practices. For more information refer to TLS's Environmental Policy

Paul Chamley

A handwritten signature in black ink, appearing to read 'P. Chamley'.

Managing Director

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Revision History

Revision	Date	What has changed?	Who has written it?	Who has approved it?
00	06/10/2020	First Issue	Systems Manager	MD
01	06/10/2021	Reviewed and TA logo added	Systems Manager	MD
02	24/01/2023	New TLS Group Logo added and all references to Traffic Assist Ltd removed	Systems Manager	MD
03	17/01/2024	Annual review	Systems Manager	MD
04	17/01/2025	Annual review	Systems Manager	MD
05	17/01/2026	Review	Systems Manager	MD

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