

Environment  
Social  
Governance



Trusted Training  
& Compliance



## ENVIRONMENT, SOCIAL, GOVERNANCE: SIX THEMES

1. Our Business Ethos
2. Our People
3. Caring For Our Customers
4. Supporting Our Local Communities
5. Our Planet
6. Technology





# THEME ONE: “OUR BUSINESS ETHOS”



- TTC is committed to improving road safety by empowering people through education and ultimately changing behaviour.
- Our capabilities and services are driven by the needs of today’s businesses and wider social aims to improve the well-being and safety of all road users.
- Driven by quality, which is central to our client solutions, we are fully compliant with a comprehensive range of internationally recognised Quality Management Systems, all accredited by The British Standards Institute (BSI).



“TTC Group will conduct its business honestly and ethically wherever we operate. We will constantly improve the quality of our services, products and operations and will create and enhance our reputation for honesty, fairness, respect, responsibility, integrity and sound business judgement.

No illegal or unethical conduct on the part of the directors, managers, employees or affiliates could ever be in the company’s best interest.”

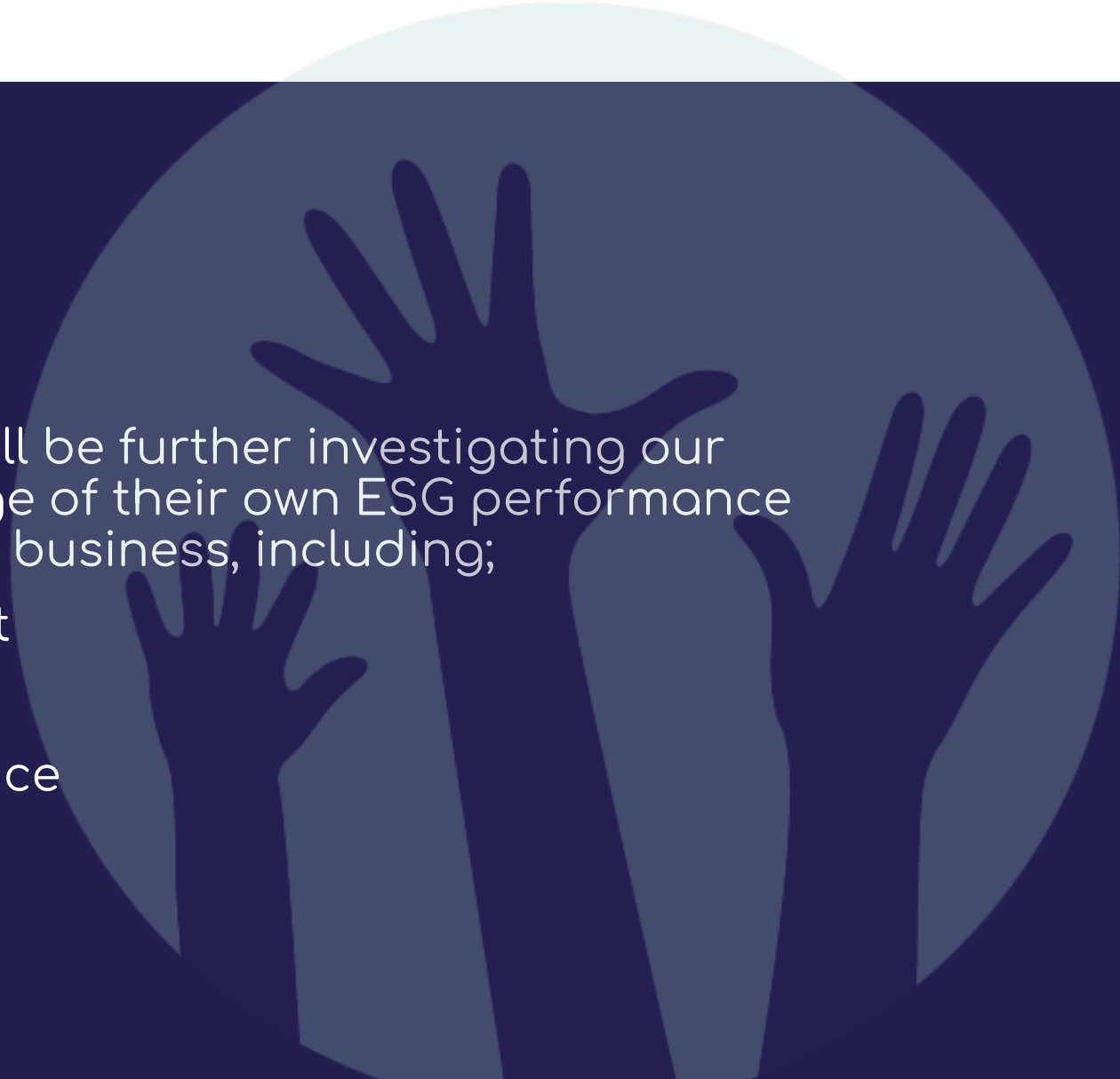
Jim Kirkwood, Deputy Chair,  
TTC Group



# THEME ONE: "OUR BUSINESS ETHOS"

## PLANNED INITIATIVES IN 2024:

- In the next 12 months we will be further investigating our supply chain to get a gauge of their own ESG performance and ethical approach as a business, including;
- Modern slavery statement
- Anti-bribery
- Environmental performance
- Money laundering
- Code of conduct



## THEME TWO: "OUR PEOPLE"

ttc



We are committed to providing an inclusive working environment where everyone feels valued and respected. We recognise people from different backgrounds, experiences and abilities can bring fresh ideas and innovations to improve our working practices and business, particularly towards offering a service provision to our customers and clients that meets a diverse range of needs.

“At TTC Group, we recognise that our success is driven by our people. By fostering a better working environment for our colleagues, we strengthen our culture, making it healthier and happier. We are committed to creating a workplace where everyone feels valued, supported, and empowered, understanding that it is our people who truly make the difference”

Mary de Villiers, HR Director, TTC Group





# THEME TWO: "OUR PEOPLE"

## PERFORMANCE:

### E,D&I

Strategy & Action Plan to invest in a more diverse and inclusive workforce.

100%

of employees earned above the National Living Wage.

90%

of employees surveyed rated TTC as a 'very good' place to work.

**INVESTORS IN PEOPLE™**  
We invest in people Standard



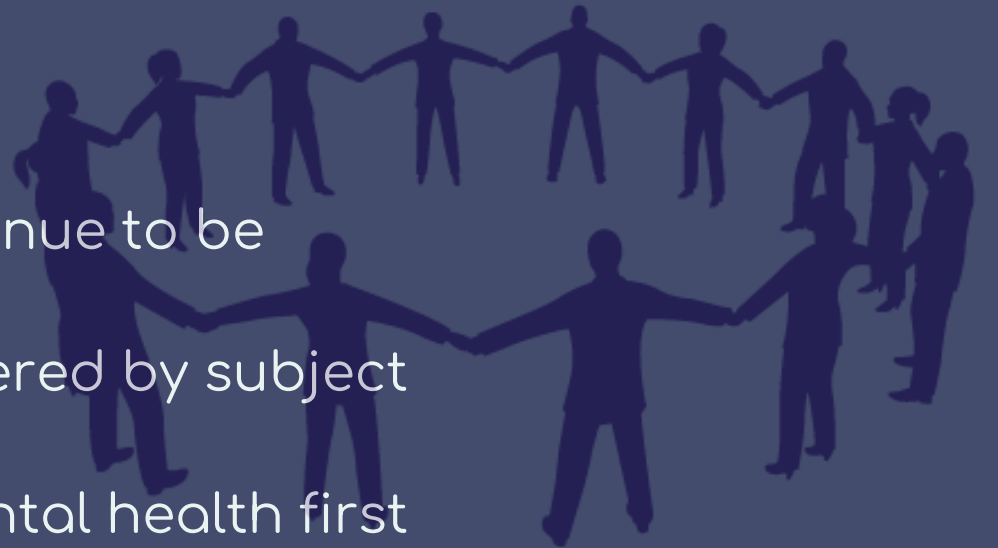


# THEME TWO: "OUR PEOPLE"



## PLANNED INITIATIVES IN 2024:

- Monthly Health & Wellbeing topics continue to be delivered throughout the business.
- Wellbeing Webinar sessions being delivered by subject experts and Westfield Health.
- We will continue to develop our own mental health first aiders to continue supporting our people.





## THEME THREE: “CARING FOR OUR CUSTOMERS”



- We set clear standards of service and regularly review and improve performance. We operate in an ethical manner, treating customers, employees and suppliers as we would like to be treated.
- Our Treating Customers Fairly policy and formalised Complaints procedure ensures that customer queries, requests and complaints are timely and efficiently dealt with in order to resolve complaints first time.
- We conduct regular reviews with our customers to ensure that our services continue to meet expectations.

“Customer service is essential to cultivate loyalty and partnership working, which, in turn, leads to client retention. Happy customers ensure that TTC retains its excellent reputation. Employee happiness has a direct correlation with customer happiness and we at TTC value our colleagues’ knowledge and experience highly. Excellent customer care, happy customers and a positive, empowered workforce helps to unite us in achieving our goals around road safety and protecting our communities.”

Sharon Haynes, Director – Police & Court Referred, TTC Group





# THEME THREE: "CARING FOR OUR CUSTOMERS"

## PERFORMANCE:



Score of 100 for professionalism and service knowledge and the likelihood of recommending our services to others.

# 97%

of clients rated their course experience as Excellent or Good.

# 9.7/10

average rating from our police commissioners for service satisfaction.



## Chief Constable's Award

West Midlands Police recognition of support offered to Police and clients during pandemic.





# THEME THREE: “CARING FOR OUR CUSTOMERS”

## PLANNED INITIATIVES IN 2024:

- Continue to deliver a comprehensive E,D&I development programme for our national Trainer community to best understand and support client requirements.
- Further develop our Trainer Academy to streamline the Trainer licensing requirements for each new and revised NDORS Scheme, enabling us to further enhance TTC’s ability to deliver NDORS courses on behalf of our contracting Forces.
- Expand our Customer Retention Strategy to maximise customer retention and learn from any circumstance where a customer is not 100% satisfied with our services.
- Expand our team of key Account Managers to provide our customers with direct communication channels to assist with any requirements.



## THEME FOUR: “SUPPORTING OUR LOCAL COMMUNITIES”



- As a national road safety training provider, we improve the skills of over 700,000 people each year, helping those that we deliver training to, to develop their skills and stay safe, whether they be a vulnerable road user, a child learning to balance and ride, a newly qualified, young driver, or a driver that has broken a road traffic law through making poor decisions.
- TTC Group’s Corporate Social Responsibility policy and strategy encourages our employees to support a range of charities through volunteering, fund raising as well as nominating local and national charities to benefit from charitable donations. We generate average annual charitable contributions of more than £10,000.

“As a socially responsible business, what makes TTC’s offer really stand head and shoulders above our competitors is how we work with local suppliers and Voluntary Community Social Enterprises. Keeping revenue within local economies helps ensure that support is there for those who need it the most.”

Richard Boothroyd, Chief Financial Officer,  
TTC Group





# THEME FOUR: "SUPPORTING OUR LOCAL COMMUNITIES"

## PERFORMANCE:

**£5.5k**

donated to support various charities including 'Lets Feed Brum' and 'Simon on the Streets.'

**£500**

fundraising activities organised by TTC staff.

## CSR Staff Volunteering

As part of TTC's CSR policy, we encourage all staff to commit a day to volunteer for a charity of their choice each year.

Significant investment in VCSE venues as part of our service delivery



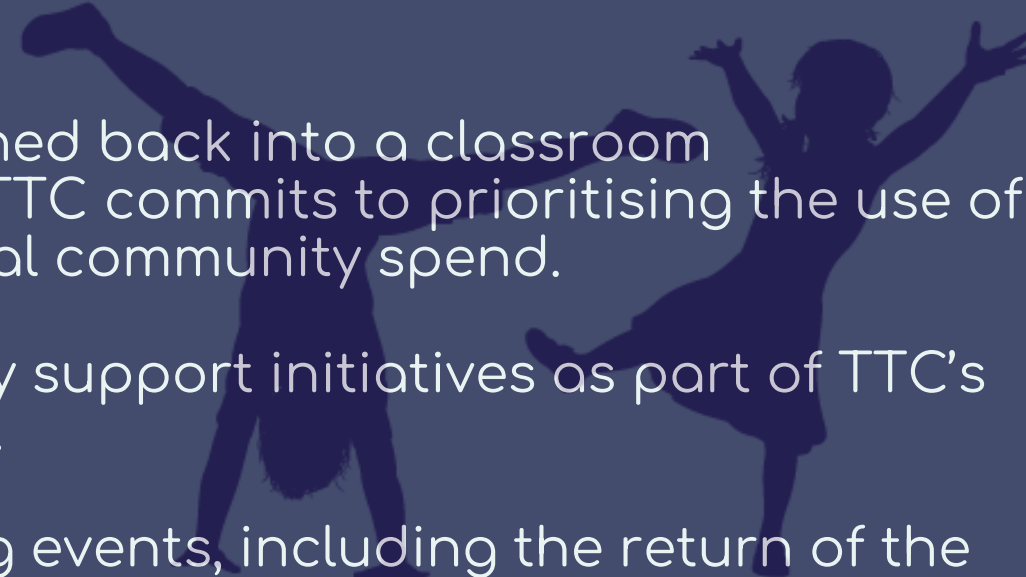




# THEME FOUR: "SUPPORTING OUR LOCAL COMMUNITIES"

## PLANNED INITIATIVES IN 2024:

- As course provision has now transitioned back into a classroom environment following the pandemic, TTC commits to prioritising the use of VCSE owned venues so help boost local community spend.
- Commit to a wider range of community support initiatives as part of TTC's Social Value offer for future contracts.
- Sponsor more Road Safety fundraising events, including the return of the Midlands Air Ambulance Bike 4 Life Ride Out, which has sadly missed two years due to Covid restrictions.



# THEME FIVE: “OUR PLANET”



- TTC continually look at ways to reduce our impact on the environment through a number of initiatives. This runs alongside our commitments to environmental legislation and regulations, detailed within our BSI ISO:14001 Environmental Management System.
- We have measures in place, which includes a supplier analysis to ensure that those organisations that form part of our supply chain have demonstrated commitment to reducing their environmental impact.
- Wherever possible, we aim to use local suppliers in order to reduce the volume of delivery miles and lower our suppliers carbon footprint.

“We recognise our responsibility to help protect the planet. We are committed to minimising the impact our business has on the environment and supporting those we work with to improve global environmental sustainability.”

David Finney, Group Compliance Manager,  
TTC Group



# THEME FIVE: "OUR PLANET"



## PERFORMANCE:

10%

reduction in paper consumption since 2020.

Zero

to landfill waste strategy through supply chain.



Biodiversity initiatives to encourage local wildlife and pollinators.



# THEME FIVE: "OUR PLANET"



## ENVIRONMENTAL ACHIEVEMENTS:



Carbon Neutral  
2022 Pledge

- Through a range of environmental, sustainable and ethical solutions, TTC achieved "Carbon Neutral" status at the end of 2022.
- A commitment to planting managed woodland not just in Telford, but within local communities where TTC provides services.



# THEME FIVE: "OUR PLANET"



## PLANNED INITIATIVES IN 2024:

- Maintain our 'Carbon Neutral' status
- Develop our Carbon Reduction Plan adding further detail in our carbon footprint analysis to identify additional emission reducing opportunities.
- Whilst continuing our managed woodland projects, invest in other carbon offsetting projects.
- Using the latest low-energy technology to further reduce our carbon impact.



“ESG and Social Value go hand-in-hand at TTC, ensuring how we deliver services leaves a positive impact upon the local community, in a safe, sustainable and environmentally responsible manner.

We track our Social Value performance and provide our customers with detailed evidence for how we benefit local communities.

It is a privilege to work alongside our customers, to offer support to those that need it the most.”

Matt Jewkes,  
Senior Business Development  
Manager,  
TTC Group





# THEME SIX: “TECHNOLOGY”



- TTC use the latest technology to support our customer’s requirements
- Our applications and systems have programmable flexibility to create bespoke solutions to satisfy customer needs
- We use advanced communication systems to allow us to communicate effectively and reduce our carbon impact from undertaking face-to-face meetings
- We achieved Cyber Essentials Plus certification, which demonstrates our high-level cyber security standards

CYBER  
ESSENTIALS  
PLUS





# THEME SIX: "TECHNOLOGY"



## PLANNED INITIATIVES IN 2024:

- Continue to implement AI-driven technologies for the automation of repetitive tasks
- Introduction of a new AI 'Contact Centre as a Service' (CCAAS) platform aimed at reducing the number of inbound calls. This will help decrease our FTE overhead and reduce carbon impact.
- Expanding our competency-&-compliance (CAC) solutions to include neighbouring markets, providing customers with a unified ecosystem for managing all C&C risks

