

# Business Management Systems (BMS) Policy



TRL is a knowledge-based organisation, sought out by strategic decision makers globally for its leading opinions and evidence-based approach to innovation in surface transportation and new mobility. It is our intent to demonstrate, through the way we work, behave and via the independent, impartial research we conduct, an ongoing commitment to improving performance across the organisation and beyond. All employees, regardless of their role, contribute towards this and are responsible for working in a way which supports this.

We are committed to:

- Building sustainable, value-based relationships.
- Ensuring that we have accurately identified and fulfilled our compliance obligations, including legal and other applicable requirements.
- Providing safe and healthy working conditions to prevent work-related injury and/or ill health by identifying and eliminating hazards.
- Recognising and effectively managing the risk of our work activities, reducing the impact to the lowest practical level.
- Ensuring that we operate sustainably, in a way which protects the environment and prevents pollution while promoting and contributing towards sustainable cities and communities built around resilient, intelligent infrastructure.
- Adequately protecting information assets under our control against deliberate or unintentional corruption, loss or deletion, and preventing unauthorised access by implementing appropriate controls to preserve confidentiality, integrity and availability.
- Enabling world-class transport and mobility solutions that underpin the needs of tomorrow's economy and society.

We will achieve this by maintaining and continually improving a Business Management System (BMS) that satisfies all applicable requirements and is certified to BS EN ISO 9001, BS EN ISO 14001, BS EN 45001 (OHSAS18001), ISO/IEC 27001 and ISO/IEC 17025 as applicable. We also choose to adopt principles established in standards such as BS 22301 (Business Continuity), ISO 44001 (Collaborative Relationships) and BS 10500 (Anti-Bribery) where appropriate. The BMS consists of this Policy, the processes set out in our BMS Manual and all associated codes of conduct, statements, policies, frameworks, procedures, processes and risk registers.

To support this the Executive Leadership Team will:

- Challenge, guide and support.  
*They will foster a culture of open communication by ensuring mechanisms are in place to allow feedback and monitoring that concerns are treated seriously. They will, where appropriate, ensure changes and improvements are developed by consulting with employees via established channels such as the Employee Council, or on an ad hoc basis. They will ensure that the requirements of the BMS are integrated into business process. They will ensure positive behaviours are celebrated and inappropriate behaviour is addressed.*
- Take ultimate accountability for the recognition, management and acceptance of significant risk.  
*They will support the risk methodology framework by managing significant risks. They will ensure incidents which have high potential for loss are investigated and that improvements are embedded. They will describe and monitor the business risk appetite. They will ensure that the integrity and impartiality of research or other activities is not compromised by commercial, financial or other pressures.*
- Develop skills and expertise.  
*They will ensure processes are in place to establish that staff working for or on behalf of TRL understand their responsibilities, are competent to undertake their work and are empowered to take action to minimise risk. They will ensure that processes are in place to ensure that we only work with others who are willing to meet or exceed our expectations. They will ensure that the required resources are made available to achieve the goals stated, that authority is clearly described and delegated where necessary.*
- Monitor and measure progress.  
*They will ensure that the performance of the BMS is continually improving and that this Policy is effective by reviewing performance data including, but not limited to the Management Review. They will set objectives via the framework of the Strategic Plan. They will monitor that improvement activities / innovation projects are meeting*

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*their stated aims and that continual improvement is driving positive societal/ economic benefit in order to meet the requirements and expectations of our clients and enhance our market position.*

Operational Leadership will, with the support of the Executive Leadership Team:

- Drive appropriate behaviours and develop an effective culture.  
*They will ensure staff know how to raise concerns, treat concerns raised seriously and respond accordingly. They will ensure that the integrity and impartiality of research or other activities is maintained and that the Technical Review process is effective. They will encourage staff to identify and participate in improvement activities / innovation projects in order to exceed the requirements and expectations of our clients and enhance our market position. They will reward positive behaviour and address inappropriate behaviour.*
- Identify and manage risk.  
*They will ensure risks are recognised, managed proportionately, eliminated where possible, reduced where practical and escalated as appropriate. They will recognise and respond promptly to incidents which have high potential for loss. They will ensure that improvements are identified, communicated and embedded in processes.*
- Develop skills and expertise.  
*They will ensure that all staff working for or on behalf of TRL understand their responsibilities, are competent to undertake their work and are empowered to take action to minimise risk. They will ensure staff receive appropriate training. They are responsible for ensuring that we only work with others who are willing to meet or exceed our expectations.*
- Monitor and measure progress.  
*They will cascade objectives and targets which support TRL's vision, mission and strategic initiatives and ensure these are appropriately resourced, monitored and reviewed for effectiveness. They will implement effective measures of performance and demonstrate achievement of Client and other requirements.*

All staff will:

- Carry out their work in line with this Policy and the wider BMS.
- Challenge behaviour that falls short of expectations.
- Identify issues and report them to their line manager.

Successful implementation of this Policy will ensure that:

- Significant risks will be identified, mitigated and monitored, supporting our ability to grow our presence in target industries and international territories, strengthening our brand and ensuring the company's success and future value.
- The number of high potential incidents will be reduced. This helps to ensure our staff understand that they are at the core of everything we do as a knowledge-based world leader in surface transportation and new mobility.
- Improvement projects will be appropriately resourced, tracked and will complete their stated aims thus driving efficiency/agility & good practice.
- We will continue to receive recognition from external bodies in the form of awards, nominations and certifications.

This policy has immediate effect and replaces all previous versions. It will be reviewed annually and amended as necessary following any significant change or review by TRL's Executive Leadership team. The policy will be communicated within TRL and made available to interested parties.

Rob Wallis

Chief Executive

TRL