

# TTC Group Environmental, Social and Governance (ESG) Annual Report 2025

Building a responsible and resilient business  
by making meaningful progress across ESG  
priorities

# Executive Summary



At TTC Group, ESG is embedded within our governance framework and aligned to our long-term strategic objectives. Guided by our values of curiosity, collaboration, excellence and integrity, we integrate environmental, social and governance considerations into decision-making, operations, risk management and strategic planning across the Group.

During the year, we strengthened the formal integration of ESG into our structures, processes and reporting. Through cross-functional accountability and partner engagement, we implemented targeted initiatives to reduce environmental impact, support an inclusive and equitable workplace, and maintain robust governance and compliance standards.

We are committed to continuous improvement, transparent reporting and responsible growth. Our approach is designed to manage risk effectively, meet stakeholder expectations and deliver sustainable, long-term value for our customers, colleagues, investors and the communities in which we operate.



Part of the TTC Group

**miadhealthcare**  
Part of the TTC Group

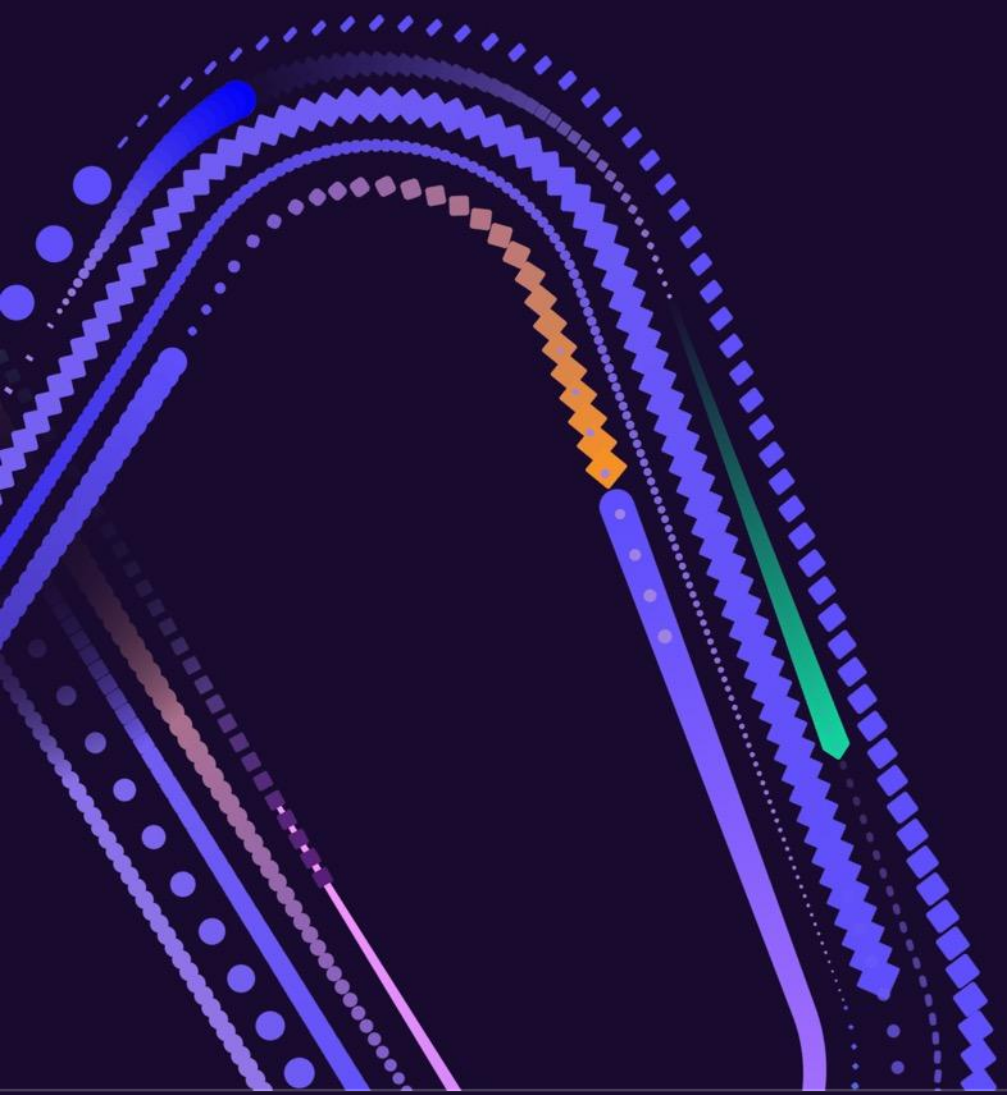
**synergietraining**  
Part of the TTC Group

**Think Eleven**  
Part of the TTC Group





# Our Six ESG Priorities



Our Business Ethos

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Supporting Our Local Communities

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Our People

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Our Planet

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Caring For Our Customers

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Technology

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# Our Business Ethos



TTC Group partners with customers to strengthen compliance and competency management frameworks, building capability and reducing risk by empowering people through high-quality education, assessment and learning.

Our services are designed around the real and evolving challenges facing modern organisations; supporting regulatory compliance, workforce competence, operational performance and long-term sustainability objectives. We use data-driven insight to inform decision-making, identify risk trends and deliver targeted interventions that drive measurable improvement.

Quality underpins everything we deliver. We operate in line with a comprehensive suite of internationally recognised Quality Management Systems, independently accredited by the British Standards Institution (BSI), ensuring consistent standards, robust governance and continuous improvement.

## What we've done so far:

- We've assessed our supply chain to get a gauge of their own ESG performance and ethical approach
- We've revisited our Modern Slavery approach
- We've updated our Anti-bribery learning material
- We've improved our Environmental performance
- We've developed our Money Laundering and Fraud Response strategy
- We've reviewed our supply chain Code of Conduct
- We've created a specific ESG workstream

# Our People

We are committed to creating an inclusive workplace where everyone feels valued, respected and empowered to be themselves.

We recognise that diverse backgrounds, experiences and perspectives strengthen our culture, drive innovation and challenge us to think differently. By bringing together a broad range of voices, we continuously improve how we work and ensure the services we deliver reflect and meet the diverse needs of our customers and clients.

**50%**

of our people work on a remote / hybrid basis

**100%**

Of employees earned above the National Living Wage.

**+22 eNPS**

Against an industry standard of +19

## What we've done so far:

- We promote flexible and hybrid working where operationally possible, supporting work-life balance, wellbeing and sustained performance.
- We have established employee work groups that help shape business decisions, strengthen engagement and provide valuable frontline insight.
- We measure Employee Net Promoter Score (eNPS) weekly, giving us real-time visibility of colleague sentiment and enabling timely action.
- Health and wellbeing are embedded into regular conversations across the business, supported by trained Mental Health First Aiders.
- We provide comprehensive employee support, including 24/7 GP services, counselling, physiotherapy, talking therapies and wider wellbeing resources.
- Our internal Equality, Diversity and Inclusion (ED&I) programme is designed to create a more inclusive culture, ensuring everyone feels valued, respected and able to thrive.

# Caring For Our Customers

We set clear standards for every service we deliver and continuously review performance to ensure consistent, high-quality outcomes. We operate with integrity and fairness, building trusted relationships with our customers, employees, partners and suppliers.

Our Treating Customers Fairly policy, underpinned by a clear and structured complaints process, ensures queries and concerns are managed promptly, consistently and transparently, with a strong focus on first-time resolution.

We also conduct regular service reviews with our customers to ensure we continue to meet expectations, add value and identify opportunities for continuous improvement

## What we've done so far:

- Continue to embed and expand our comprehensive ED&I development programme across our national Trainer community and internally, ensuring our people have the knowledge, awareness and confidence to understand and support diverse customer requirements.
- Further strengthen our Trainer Academy by streamlining licensing requirements for new and updated training schemes, enhancing capability, consistency and speed to delivery across TTC Group.
- Expand our Customer Retention Strategy to drive long-term partnerships, proactively address feedback and learn from any instance where we fall short of 100% satisfaction.
- Grow our team of Key Account Managers to provide customers with clear, consistent and direct communication channels, strengthening relationships and service responsiveness

95%

People rated their NDORS course experience as good or excellent

96%

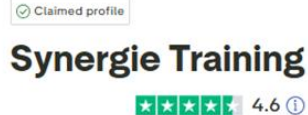
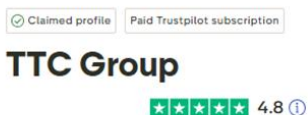
People rated their on-road Driver training course experience as good or excellent

97%

People completing their Drivers Certificate of Professional Competence would recommend the course

96%

People completing a course in Healthcare would recommend our services to a colleague



# Supporting Our Local Communities

TTC Group supports over 865,000 employees across 5000+ organisations, spanning 20+ diverse industries globally.

Every organisation carries risk when people aren't fully competent in their roles. We reduce that risk by ensuring your workforce is properly trained, assessed and supported; protecting your business from safety incidents, regulatory breaches, legal exposure and fines, operational inefficiencies, lost productivity, missed commercial opportunities and reputational damage.

Through TTC Group's Corporate Social Responsibility strategy, our people actively support local and national charities through volunteering, fundraising and employee-led nominations. Together, we've contributed more than £26,000 to charitable causes, reinforcing our commitment to making a meaningful difference in the communities we serve.

## What we've done so far:

- Strengthened our commitment to Social Value by expanding the range and impact of our community support initiatives
- Supported charities aligned to the sectors we operate in, including Brake, NHS, The Lighthouse Charity, Heel & Toe, Macmillan Cancer Support, Pilgrims Hospices and RoadPeace
- Sponsored sector-relevant events such as the Midlands Air Ambulance Bike 4 Life Ride Out and the RoadPeace Challenge 2025, helping to raise awareness and funds for vital causes.
- Prioritised the use of Voluntary, Community and Social Enterprise (VCSE)-owned venues, actively contributing to local economic growth and community reinvestment

**£2k+**

Raised for RoadPeace  
and Pilgrims Hospices

**£1k+**

Donated at Christmas  
to other charities

**150+**

Volunteer days for our  
people to support a  
charity of their choice



# Our Planet

TTC Group is committed to continually reducing our environmental impact through targeted, measurable initiatives. Our approach is aligned with environmental legislation and embedded within our ISO 14001 Environmental Management System, certified by the British Standards Institution, ensuring structured governance and ongoing improvement.

We actively assess and engage with our supply chain to ensure our partners share our commitment to environmental responsibility. Where possible, we prioritise local suppliers to reduce delivery miles, lower associated carbon emissions and support regional economies

## What we've done so far:

- Maintained our 'Carbon Neutral' status
- Increased our recycling capacities at all TTC locations
- Fully switched our vehicle fleet to 100% EV or Hybrid
- Added detail to our Carbon Reduction Plan to support carbon footprint analysis and identify additional emission reducing opportunities
- Whilst continuing our managed woodland projects, invest in other carbon offsetting projects
- Optimised our website and other online platforms to reduce our digital footprints and improve energy efficiency





# Technology

Technology is not just a tool at TTC, it's the backbone of how we deliver value, protect our customers, and reduce our environmental footprint. Every platform we build, every system we deploy, and every integration we design is shaped by a single question: *does this make things better for the people who rely on us?*

## Intelligent Automation

We have embedded AI-driven automation across our operations to eliminate repetitive tasks, improve accuracy and speed up delivery, allowing our people to focus where judgement matters most.

## Cyber Security Non-Negotiable

Cyber Essentials Plus is our baseline. We continuously strengthen our security to protect sensitive customer data and stay ahead of evolving threats. We take our responsibility seriously.



## Unified Ecosystem

Managing competency and compliance risk has historically meant juggling disconnected tools & offline processes. Our new integrated Competency Management platform provides one front door for managing risk, training, and compliance across multiple sectors.

## Collaborate without Carbon

We have invested in advanced collaboration tools reduce travel, enable real-time teamwork, and lower our carbon footprint.

Building smarter, safer, more sustainable solutions

