



Environmental, Social & Governance

Our approach to ESG
strategy 2026



ESG Contents

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SECTION 1

INTRODUCTION

BUSINESS OVERVIEW

TLJ Access Control, part of TLJ Group Limited, is a family-owned and run company with global reach and capabilities. Founded in 2009 it has generated consistent, long term and sustainable growth. Along the way it has built a strong, dedicated team of experts in all departments and disciplines.

TLJ design, manufacture, install and service integrated access control systems. They are connected via our cloud-based software platform which allows integration with a variety of property management and booking systems.

We optimise our products and services for the Hotel, Student Accommodation, Holiday Park and Residential Rental sectors.

ESG is short for Environmental, Social and Governance – is a set of standards measuring a business’s impact on society, the environment and how transparent and accountable it is.

Investors take ESG factors into account when investing in our company, meaning ESG has the potential to grow our business while benefiting the environment and community.

ESG is a collective term for a business’s impact on the environment and society, as well as how robust and transparent its governance is in terms of company leadership, executive pay, audits, internal controls and shareholder rights.

It measures how our business integrates environmental, social and governance practices into operations, as well as our business model, its impact and its sustainability.

The three components that make up ESG are **Environmental**, **Social** and **Governance**.



ENVIRONMENTAL

The environmental aspect focuses on how our business minimises its impact on the environment.

It covers our business’s products and services, the supply chain and operations.

ESG allows our business to target different areas of the organisation and implement more sustainable, ethical practices.

Examples of environmental business practices include:

- Reducing energy consumption and using renewable energy sources towards becoming a net-zero organisation.
- Developing greener products and services.
- Switching to zero-waste products or sustainable packaging using biodegradable materials.
- Reducing carbon emissions by changing to LED lighting.
- Encouraging recycling and reducing the amount of waste destined for landfill.



SOCIAL

The social aspect focuses on how our business impacts wider society and workplace culture.

TLJ Group Limited can positively contribute to fairness in society, investing in fair and equal opportunities and conditions for employees, people working in the supply chain and local communities.

Equality and fairness are at the heart of this aspect and examples of our social and ethical business practices include:

Examples of environmental business practices include:

- Ensuring products are safe and customer data is secure.
- Preventing abuses within the supply chain, such as labour rights, including modern slavery and freedom of association.
- Providing training and supporting health and safety and well-being.
- Promoting equality in the workforce with diversity and inclusivity policies.
- Investing in local community projects, such as funding educational initiatives.



GOVERNANCE

Governance refers to the processes of decision-making, reporting and the logistics of running our business.

It also looks at the business’s ethical behaviour and its transparency with stakeholders about its activities.

Governance is linked to the environmental and social aspects of ESG in that it looks at the transparency and decision-making behind them.

Examples of governance practices include:

- Accurate reporting to stakeholders on financial performance, business strategy and operations.
- Ensuring business leaders and managers are accountable for risk and performance management.
- Undertaking business ethically, such as preventing bribery.
- Ensuring diversity in any leadership team and being open about executive pay.

Ensuring good governance in our business can appeal to investors and our supply chain. In this way, practising good governance may enable the business to grow.



SECTION 2

DEVELOPING OUR ESG STRATEGY

An ESG strategy can demonstrate that our company is reducing risks, such as adapting the manufacturing process to meet future environmental legislation. This enhances the potential for longer-term growth.

Engaging with sustainable suppliers could help our business demonstrate a commitment to protecting the environment and improving working conditions throughout our supply chain. For example, by providing environmentally friendly alternatives to materials and essentials such a packaging.

For many SME businesses, packaging is a considerable part of their operations. However, the detrimental effect of non-biodegradable plastic waste on the environment, the Government’s drive towards slashing carbon emissions and customers demanding the use of greener materials means companies should address the impact of their packaging on the planet.

Even if our business is not looking for investment, adopting an ESG framework has benefits – from reducing risk and lowering costs to improving reputation and attracting new customers.

Incorporating ESG into our organisation could help our business’s reputation as it indicates we have a transparent plan that focuses on helping the environment, supporting diversity and equal opportunities and ensuring ethical business decisions.

Initiatives that reduce waste and the amount of materials used, such as in packaging, can reduce costs.

Reducing energy costs, such as switching to LED lighting, could also lower overheads through smaller energy bills.

ATTRACTING EMPLOYEES

Some employees may be looking to work in a more eco-conscious company committed to implementing favourable ESG policies.

Employees may want to associate themselves with a company that fosters a diverse and inclusive workplace, with employee support programmes for mental well-being and improved work/life balance.

Some customers may be more willing to buy a similar product from a more ethical brand than another business – even if it costs a little more.

GETTING IT RIGHT

ESG is not the latest ‘business think’ fad. It is a fact that today’s investors increasingly want to invest in sustainable businesses with good investment models. Integrating ESG factors will set you on the journey that our investors will be wanting to see evidence of – increasingly, this will include all providers of finance into our business (be it a bank loan, direct investment or an equality finance arrangement).

The good news is that to get the basics of ESG right is not difficult consider it a journey where there are clear benefits at every stage:



Environment

Once we start measuring our environmental data, this will get us to start thinking of ways to cut energy, water and waste usage. So, we are now on a cost saving exercise.



Social

This will certainly help us in today’s war for skills and talent. Having an attractive business culture will help us to maintain low staff turnover and will also attract more easily the bright talent we need to secure growth.



Governance

Focusing on the governance of our business and evolving our focus on risk management – will not only appeal to our investors but our customers and our supply chain. Good risk management practices will also bring their own costs savings in terms of insurance coverage and premium pricing.

A key fact is that SME investors will always look for investment returns where risk mitigation is strong. A few years ago, only a minority of investors considered ESG factors. Today, around two- thirds of investors consider ESG factors, Investors predict these numbers will grow in the future.

If we are operating or looking to expand internationally, we need to recognise that ESG is a huge global issue. For the global investment community, incorporating ESG into investment process is now essentially mainstream, so global supply chains will, in turn, be applying huge importance to ESG factors. Remember it starts with the big corporates and filters down across their supply chains; what they must comply with in terms of investor demands will impact our business in the short and mid-term.

TLJ MUST:

- Obtain key environmental data points – energy consumption, CO₂ production, water consumption and waste production.
- Prepare and apply the most important policies – sustainability policy, discrimination policy, and ethics policy.
- Address diversity in the boardroom.

CUSTOMER DEMAND

Sustainability is a key concern for consumers.

Switching our vehicle fleet to electric could prove popular with eco-conscious customers who prefer to buy from brands looking to lower their carbon footprint.

COST SAVINGS

Financial incentives are attached to electric vehicles as part of the *Government’s Zero Emissions Car Scheme*.

Operating a fleet of electric/hybrid vehicles can result in favourable tax incentives for access roads, for example through the London Congestion Charge there is a 25% discount for Electric vehicles.

The cost of running an electric vehicle may be lower too, though note that the cleaner vehicle discount applies only to battery-powered electric or hydrogen fuel cell vehicles and lasts until 25 December 2025.

If we want to switch our small business’ car fleet to electric vehicles, there is funding available to reduce the costs of migrating to electric vehicles through:

- The workplace charging scheme; (*Ends March 2026*)
- The plug-in van grant; (*Extended to 2026/2027*)
- Grants for electric cars (*Running until 2030*)

What to consider when switching to **electric vehicles.**



WHAT TO CONSIDER WHEN SWITCHING TO ELECTRIC VEHICLES

Switching to electric vehicles is a significant decision for smaller businesses.

Aside from costs, implications for company car tax and various grants, we will also need to factor in providing charging points and choosing the right type of zero or ultra-low emission vehicle that's suitable for our business activities.

SOME CONSIDERATIONS INCLUDE:

- *All electric or hybrid?*

Hybrid cars and vans use a dual-power system of a standard combustion engine alongside electric batteries. All-electric vehicles are powered by electric batteries alone.

- *Buy or lease?*

There should be a choice with the electric vehicles we identify to either buy them outright or lease them for a set amount of time.

- *How will we charge our vehicles?*

Does our business have the facilities in place to be able to charge electric vehicles?

The move towards sustainability has become an increasingly important issue for smaller businesses regardless of industry sector.

With the UK legally committed to reducing greenhouse gas emissions to net zero by 2050, smaller businesses are well-placed to become carbon nimble and reduce greenhouse gas (GHG) emissions as part of a wider shift to sustainable business practices and operations.

For TLJ Group Limited to be sustainable, we must operate without negatively impacting the environment, such as through GHG emissions or polluting waste disposal.

Sustainable businesses also seek to avoid a negative impact on local communities and wider society, such as through the use of Fair Trade business practices.



WHY BECOME A SUSTAINABLE SME BUSINESS?

Along with the positive impact on the environment and society, becoming sustainable could also boost our business and win new customers.

Green initiatives may also save our company money if they lead to lower energy consumption and resource overheads.

Environmental and sustainable operations can win new customers too and implementing an environmental management system, which controls activities such as waste disposal and energy use, can help smaller businesses qualify for ISO 14001 certification.

This international standard can be required by some government departments and large corporations when responding to a new business tender.

WHAT IS A SUSTAINABILITY ACTION PLAN?

To help our business operate more sustainably, it's a good idea to devise a sustainability action plan.

A sustainability action plan is a strategy for how our company plans to reach targets for achieving environmental, financial and societal sustainability.

An action plan should look at various factors such as energy use, transport use and waste disposal. It should set targets and outline the actions the business, its employees and its suppliers should take to help meet its goals.

SECTION 3

FIVE STEPS FOR CREATING A SUSTAINABILITY PLAN



1. DO YOUR SUSTAINABILITY RESEARCH

Start by understanding sustainability principles, why they matter, and the types of sustainable activities smaller businesses can adopt.

Investigate environmental legislation and compliance standards that may apply to our business and industry.

Talk to key stakeholders, such as employees and customers so together you can identify how your business impacts the environment.

It's a good idea to research sustainable business practices such as insulating premises, installing heat pumps, and switching lighting to LEDs, explore how other sustainable businesses operate and what processes may apply to smaller businesses.



2. ASSES YOUR COMPANY'S CURRENT SUSTAINABILITY

Establish how sustainable your company currently is by examining factors such as energy usage and energy suppliers.

There are useful tools for estimating your company's carbon footprint.

You should consider auditing all major business operations, such as how materials are recycled in workplaces, or how employees travel to work, through to how your business sources raw materials and from what type of supplier.



3. SET YOUR SUSTAINABILITY GOALS

Using data from your company’s environmental audit, identify the areas we want to improve and establish clear sustainability goals like replacing disposable kitchen cups with drinking glasses or investing company capital in renewable energy stocks.

A key consideration when assessing a goal’s applicability is cost-becoming a completely solar-powered office may be an excellent sustainability target, but could prove outside of most smaller businesses’ budgets.

Remember to make your sustainability goals SMART – Specific, Measurable, Achievable, Relevant and Timely.

For example, you could set a goal to reduce energy consumption by 20% across your work premises within 12 months.

By measuring how much energy your business uses today, you can take action – such as replacing inefficient lighting – and measure the reduction in energy.



4. IDENTIFY ACTIONS FOR REACHING YOUR SUSTAINABILITY GOALS

‘Thought shower’ actions that could increase your sustainability across all areas of your company.

It can be a good idea to include employees, suppliers and customers in this discussion as they may have useful suggestions to contribute.

Evaluate the actions in terms of efficacy and applicability, then draw up a short-list with expected time frames for implementing each item.

An example of this would be replacing paper towels with hand dryers and fitting these appliances in all company toilets within three months.

Once you have established your company’s actions, ensure you communicate them effectively with your workforce, as they will be an active part of this.



5. PUT YOUR SUSTAINABILITY STRATEGY INTO ACTION

Assign tasks to different colleagues, for example, one team member could source sustainable stationery while another person researches replacing waste bins with centralised recycling units.

Write your new sustainability strategy and goals into company policy as this will help reinforce green behaviour at all organisational levels. Making eco-friendly practices part of the business ethos also ensures your workforce shares a common vision.

To maximise your company’s drive towards sustainability you could produce a mission statement that pledges quantifiable results.

This holds your company to greater accountability and motivates us to succeed in our objectives. The final part of implementing your strategy is reviewing its impact, so make sure you monitor and assess your progress.



SECTION 4

ENVIRONMENTAL



PURPOSE

TLJ Group’s maintains and ongoing endeavour to minimise our impact on the planet and its natural resources, not to deplete them further and to remain within the constraints of what the planet itself can regenerate. We believe this applies to the impact of our own operations as well how we manage our supply chain, internal procedures and customer products.

We continue to improve our services in Access Control to enable our customers to become more efficient & sustainable. Reviewing our processes to contribute to the achievement of global, European and national goals, such as the UN Sustainable Development Goals, the Paris Climate Agreement and the transition to a circular economy. To achieve this, we have established an environmental policy and have integrated it fully into our business operations and look to embed it throughout our supply chain.

PRINCIPLES

- Recognising, measuring, and documenting the impacts – both positive and negative – that our operations, services and products have on the environment.
- Ensuring, at the very least, to comply fully with current environmental legislation, anticipate future legislation and where possible and practicable, go further than the statutory requirements. We will also demand that our suppliers do so and monitor their compliance.
- **We strive to reduce our own environmental impacts on all aspects:**
 1. Energy consumption
 2. Direct and indirect CO₂ emissions
 3. Material usage
 4. Waste generation
 5. Hazardous substances
 6. Water consumption
- We set-up adequate management systems and procedures that foster processes for developing, maintaining and managing our operations. Doing so to prevent and limit the impact on the environment to the greatest possible extent through monitoring progress and compliance. The management systems cover all relevant aspects (energy, CO₂ emissions, waste, and water). These are integrated in our overall environmental management system which is ISO 14001:2015 certified.
- Identifying the principal risks in our own operations and supply chain, including relevant environmental matters (e.g., climate-related impacts).

PRINCIPLES

- We apply the principles of a circular economy to our own operations for the benefit of our customers. This means we try to use fewer materials, enhance product lifespans, take measures to reduce our waste production towards zero and focus on energy efficiency of products.
- Establishing guidelines to stimulate re-use and safeguard proper handling of e-waste.
- We have environmental criteria for selecting integrated partners, suppliers including procuring products and services. These criteria cover the entire life cycle and include circularity. We aim for all suppliers we do business with to comply with the TLJ Access Control Code of Conduct (Referred to under Governance section).
- We monitor supplier compliance on a regular basis establishing the ecological risks in the entire supply chain, reviewing published auditing reports.
- We actively engage with our key suppliers, encourage improvement plans and corrective actions, both directly in cooperation with the supply chain.
- We develop new advanced services, solutions and products that are economically and ecologically sustainable and help our customers to reduce their environmental impacts. We are continuously looking to innovate increasingly energy efficient products, for example, we currently provide energy-saver wall switch devices and a new Cloud based software included in service plans. By offering energy saving products for each project, we customers save energy which would normally be out of their control. By also applying our circular economy principles to customer's on-premises equipment, we help customers to limit their carbon and materials footprint.

INITIAL COMMITMENT

Identified long-term goals:

- Establish a base line to calculate when we can be climate neutral for our own business operations. Increasing use of renewable electricity and by compensating gas and vehicle fuel consumption with offsetting by 2025/2026
- Measure energy savings by customers. Compensate and compare towards TLJ Group output. Our goal is to be saving customers more energy than TLJ Operations use over a 5 year period. E.G, total savings by customers in 2028 equates to 100%+ of TLJ Group's operations in 2023.
- 100% inflow of fossil free cars in 2030 (lease pool and engineer vans).

- Increase the use of a circular economy in all TLJ Group's operations. This means close to zero waste and we focus on 10-15 iconic products for TLJ Access Control in our efforts to foster circular design.
- Climate-neutral own operations until 2050 and from 2030 without compensating for car fuels.

PRINCIPLES

CLIENT PRODUCT DEVELOPMENT

TLJ EcoBolt - The Bluetooth Energy Saving Solution

A smart, intuitive way to reduce energy consumption, minimise waste, and enhance your building's sustainability credentials. With **436** units installed across two sites, the EcoBolt is already delivering proven results, including projected annual energy savings of **33%**.

Key Features:

- **Bluetooth enabled occupancy detection**
Uses the door's deadbolt action to confirm when a guest is inside the room, ensuring power is only supplied when the space is genuinely occupied.
- **Significant energy savings**
Real world deployments show 33% projected annual energy reduction, outperforming traditional Energy Saving Switches.
- **Tamper proof design**
Cannot be bypassed, maintaining full control over energy usage and preventing misuse.
- **Simple installation**
Fits into a standard 35mm single gang back box for straightforward integration (installation must be carried out by a qualified electrician).
- **Proven performance at scale**
436 units installed across two sites, demonstrating reliability, efficiency, and strong return on investment.
- **Trusted TLJ engineering**
Built on years of experience supplying energy saving solutions to the hospitality and accommodation sectors.



2026/2027 COMMITMENTS

Identified long-term goals:

- Further Supply Chain reviews and action plan towards co2 reductions.
- Fossil free cars commitment to be reviewed to Fully Hybrid by 2030.
- Additions to our Supply Chain to adhere to TLJ's environmental commitments by 2030.

Commitments Include:

1. Continued Reporting on ESG results
 2. Delivering agreeable reductions in carbon footprint
 3. Carbon Neutral commitments by 2030 ongoing
- Contribute an annual carbon offset via [more:trees](#), a carbon sequestration company which plants trees on our behalf.

BOARD OF DIRECTORS ENGAGEMENT

- We communicate in a transparent and regular manner with our Board of Directors regarding our environmental performance.
- We participate in external engagements including industry and cross-industry groups, environmental memberships, partnerships and associations with a sustainability focus.
- We keep our employees informed and engaged about the value of environmental sustainability and about the initiatives and actions that we take to put our environmental principles into practice. We thereby ensure that our employees play and integral part in our sustainability programs. Reporting and assurance.
- We monitor progress and publish the main results and indicators of our environmental performance in our Annual Integrated Report. These results and indicators are assured internally (by our internal audit department) as well as externally (by the external auditor of the Annual Report).

SECTION 5

SOCIAL

OVERVIEW

The social pillar of TLJ's ESG strategy focuses on supporting people, promoting fairness and delivering positive social value across our workforce, customers, supply chain and communities. Key developments in 2025 include:

- Strengthened commitment to equality, diversity and inclusive workplace culture, including the recruitment of four highly skilled women into key roles.
- Continued investment in employee wellbeing, flexible working and mental health support.
- Successful completion of an apprenticeship by a TLJ team member, who also received a Business Management Award.
- Introduction of a new company-wide training platform, giving all employees access to accredited learning resources and ongoing professional development.
- Strong customer engagement maintained through dedicated support teams, transparent communication channels and adherence to UK-GDPR standards.
- Continued delivery of safe, secure and accredited access control solutions that enhance wellbeing and peace of mind for residents, guests and students.
- Ongoing commitment to ethical business practice, responsible supply chain management and positive end-user impact across all sectors.

Expanded community and charitable involvement, including:

1. Annual Charity Golf Day supporting Baggy Trousers UK and Emmaus Hull & East Riding, raising £8,137.60 plus an additional £5,000 donation to Baggy Trousers.
2. Participation in Greystar's Miles That Matter event, donating £5,000 and supporting KIDS, a leading SEND charity.
3. Sponsorship of the Property Race Day at Royal Ascot, contributing £5,000 to support LandAid, the Christina Noble Children's Foundation and the George Adamson & Tony Fitzjohn Wildlife Trust.

CUSTOMER AND CLIENT ENGAGEMENT

TLJ continues to use multiple channels to communicate transparently with customers, respond to queries and gather feedback on our products, services and operations.

Customers can contact us directly via our sales team, through our website, or via our in-house customer support team. We also encourage reviews and engagement through our social media platforms and Google reviews, which help us continuously refine our customer experience.

We maintain a comprehensive social media guideline document as part of our wider brand guidelines, outlining tone of voice requirements and strict use of anti-discriminatory and anti-defamatory language.

Our Key Accounts team conducts regular strategic reviews with stakeholders from multi-site customers, ensuring proactive support and strong long-term relationships.

All customer data is captured, processed and retained in full accordance with UK-GDPR standards. TLJ's full Privacy Statement is available on our website, [here](#).

EMPLOYEES

TLJ was founded as a family business and continues to operate with the same ethos today. Our employees remain our greatest asset and the board recognises its responsibility to support development, wellbeing and equality across the organisation.

All new employees complete an induction that includes Health & Safety and Environmental responsibilities. Ongoing development continues throughout their employment, supporting progression within the business.

In 2025, TLJ expanded its workforce with the recruitment of four highly skilled women across key roles within the organisation. This has contributed to greater gender balance within a historically male-dominated industry and strengthened the diversity of perspectives within our teams.

We were also proud to see one of our apprentices successfully complete her apprenticeship and receive the Business Management Award from her college. This achievement reflects TLJ's ongoing commitment to nurturing talent and providing meaningful career pathways.

TLJ is committed to supporting mental health and general wellbeing. Employees are encouraged to speak confidentially with our HSQE Director regarding any concerns and reasonable time is given to attend relevant appointments.

We support flexible working where possible to help staff balance professional and personal commitments, considering each request in the context of operational needs and team impact.

It is the responsibility of all staff in their daily actions, decisions and behaviour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers or any other person associated with the company.

TLJ believes that the working environment should always be supportive of the dignity and respect of individuals. If a complaint of harassment is brought to the attention of management, it will be investigated promptly and appropriate action will be taken. The full wording of TLJ's Equality, Diversity and Inclusion policy can be found, [here](#).

TRAINING AND DEVELOPMENT

In 2025, TLJ strengthened its commitment to employee development through the introduction of a new company-wide training platform delivered in partnership with a specialist training provider. This initiative was launched to support continuous learning, improve job-related competencies and offer employees at all levels greater access to professional and technical development resources.

The platform provides a wide range of accredited online courses covering areas such as health and safety, compliance, customer service, management, leadership, digital skills and sector-specific training. All employees were enrolled as part of the rollout, ensuring equal access to learning opportunities across the organisation.

Since the launch of the programme, employees have collectively completed 298 courses by the end of 2025. Engagement has been strong across departments, demonstrating a clear appetite for skill-building and career progression.

The training platform forms a key part of TLJ's ongoing investment in human capital, supporting internal career development pathways and enabling employees to build the knowledge, confidence and skills required to excel in their roles.



HEALTH AND SAFETY

TLJ remains fully committed to achieving the highest standards of Health and Safety across all sites and operations. In line with the Health and Safety at Work Act 1974, we continue to:

- Provide and maintain a safe and healthy workplace.
- Provide the appropriate information, instruction, training and supervision.
- Maintain equipment and safe systems of work.
- Ensure safe access to and from working environments.
- Prevent accidents and work-related ill health wherever possible.

Embedding Health & Safety into everyday practice is fundamental to maintaining trust with customers, suppliers and partners. TLJ's full Health & Safety Policy remains available on our website, [here](#).

SUPPLIERS

We maintain regular communication with key suppliers through reviews, meetings, calls and emails. These interactions help us deliver high-quality products, manage risks and ensure alignment with our diversity, equality and inclusion objectives.

As part of our onboarding process, new suppliers are required to complete a New Supplier Form capturing relevant ESG-related information. This forms part of our annual audit process.

We remain committed to holding our supply chain to high ethical and professional standards. Our Modern Slavery and Human Trafficking Policy sets out clear expectations for responsible practice and is accessible on our website, [here](#).

Where feasible, TLJ continues to prioritise sourcing products and services locally, supporting economic growth in the communities where we operate.

PRODUCTS

The core function of TLJ's access control systems continues to be the management of secure and authorised ingress and egress within buildings. By ensuring only authorised individuals access specific areas at designated times, our systems enhance safety, security and peace of mind.

This is particularly important in sectors such as Purpose Built Student Accommodation (PBSA), where residents may be living away from home for the first time. High-quality access control contributes significantly to residents' feeling of wellbeing and personal safety.

All TLJ devices undergo professional testing and hold accreditation for fire safety, physical security and electronic security. Product information and test certification details can be found on our website, [here](#).



COMMUNITY AND VOLUNTARY

TLJ is proud to remain an active contributor to social value initiatives both within our local community and across the sectors in which we operate. As a family-founded organisation with deep roots in East Yorkshire, giving back is a core part of our identity. In 2025, we significantly expanded our charitable involvement, strengthening existing partnerships while supporting a range of important causes aligned with health, homelessness, youth development and global education.

Our approach goes beyond financial donations; wherever possible we participate directly, collaborate with clients and partners and choose causes that reflect the values and experiences of our workforce.

EXAMPLES:

ANNUAL CHARITY GOLF DAY - 2025

Our annual charity golf day continues to be one of TLJ's largest community events, bringing together staff, customers, suppliers and partners to raise funds for selected charitable organisations. Each year, TLJ chooses a primary charity and our long-standing partner United Steel Fabrications Ltd selects a second, ensuring a diverse and meaningful mix of causes that reflect both local needs and national issues.



In 2025, TLJ selected Baggy Trousers, a charity dedicated to raising awareness about testicular cancer, encouraging early detection and supporting those affected by the disease. This cause resonated strongly with the TLJ team, as a significant portion of our workforce is made up of young men who may be directly impacted. Supporting Baggy Trousers allowed us to promote vital health education internally as well as raise funds for the wider community. TLJ made an initial donation of £5,000 ahead of the event to ensure the charity received early support.

FUNDRAISING IMPACT

Through ticket sales, sponsorships, raffles, auctions and event-day contributions, the 2025 Charity Golf Day raised an impressive £8,137.60, which was split equally between the two charities. These funds will support the continuation of critical health education, housing and wellbeing initiatives across the region.



United Steel Fabrications selected Emmaus Hull & East Riding, a charity TLJ has proudly supported in previous years. Emmaus provides long-term accommodation, community support and meaningful work opportunities for people experiencing homelessness. Their holistic approach helps individuals regain stability, learn new skills and rebuild confidence. TLJ has an established history with Emmaus, including the installation of free smart locks at their residential community building, The Orchard. Continuing to support Emmaus through the golf day emphasised our commitment to long-term partnerships rather than one-off contributions.

MILES THAT MATTER - CHARITY BIKE RIDE WITH GREYSTAR

In partnership with our valued client Greystar, TLJ took part in the Miles That Matter charity bike ride in London — an annual event that brings together organisations across the property sector to raise money for local charities.

Kids

This year, funds supported Kids, a UK charity that provides life-changing support for children and young people with special educational needs and disabilities (SEND). Their mission is to ensure that every child has equal opportunities to play, learn and thrive, regardless of their circumstances. With a target to support 120,000 young people and families annually by 2027, the charity is undergoing significant growth to meet increasing need.

TLJ contributed a £5,000 donation to the campaign and fielded two of our Business Development Managers to participate in the ride, demonstrating both financial support and personal involvement. We intend to continue supporting the Miles That Matter initiative in 2026 and beyond.



ANNUAL CHARITY GOLF DAY



CHARITY BIKE RIDE

PROPERTY RACE DAY – ROYAL ASCOT

In 2025, TLJ sponsored a table at the prestigious Property Race Day at Royal Ascot, joining long-term client Long Harbour in supporting an event that brings together the UK property industry for a day of fundraising, networking and collective social impact.

TLJ contributed £5,000, which helped support three major charitable organisations with national and international reach:

LandAid

LandAid is the property sector’s leading charity dedicated to ending youth homelessness in the UK. Funds raised through the event will specifically support the work of New Horizon Youth Centre, a London-based organisation that helps vulnerable people aged 16–24 through housing support, outreach programmes, counselling, skills development and emergency assistance.

Through this partnership, TLJ supports efforts to tackle homelessness at its root, providing stability and long-term solutions for young people facing crisis.



THE GEORGE ADAMSON & TONY FITZJOHN WILDLIFE TRUST

This trust focuses on both wildlife preservation and education in Kenya. Working in partnership with Kenya Wildlife Service, the organisation helps restore and rehabilitate Kora National Park. Donations from the Property Race Day will fund essential infrastructure at four local schools along the park’s perimeter, including the construction of classrooms, dormitories, teachers’ accommodation and safety fencing.

By supporting education, the Trust aims to create lasting opportunities for some of the poorest children in the region, while strengthening community ties to conservation efforts.



CHRISTINA NOBLE CHILDREN’S FOUNDATION (CNCF)

CNCF is one of the longest-running foreign NGOs in Asia, operating in Vietnam and Mongolia for decades to improve the lives of vulnerable and disadvantaged children.

Funds from the event will contribute to the construction of a new kindergarten in the Geer region of Mongolia, providing safe learning spaces and early-years education for children living in extreme poverty.

OUR COMMITMENT GOING FORWARD

2025 marked one of TLJ’s most active years in charitable engagement to date. Across health education, homelessness prevention, disability support, wildlife conservation, and global childhood welfare, TLJ contributed both funding and hands-on involvement.

These initiatives reflect our broader commitment to:

- Improving lives within our local community
- Supporting causes aligned with our industry and workforce
- Collaborating with clients and partners to maximise positive impact
- Contributing to long-term social value, not just one-time donations

As TLJ continues to grow, we intend to expand the scale and reach of our charitable involvement to create meaningful, measurable social impact across the communities we serve.

SECTION 6

GOVERNANCE



TLJ Group Limited's governance structures and processes strive to promote accountability, transparency and ethical behaviour and we regularly evaluate and enhance them to help us operate at the highest levels of performance in everything we do.

THE BOARD OF DIRECTORS

Our Board of Directors bring a strong combination of executive experience and skills aligned with our business and strategy. The Board oversees TLJ via the Audit Team, the ESG Team and the Health & Safety Team. Each of the Board members, also plays a role in reinforcing our commitment to doing business in accordance with our standards and Business Principles.

The Board of Directors are:

- Tony Martin, CEO, Chief Executive Officer
- Luke Martin, CTO, Chief Technical Officer
- Joe Martin, COO, Chief Operations Officer

SENIOR MANAGEMENT

Our management structure is intended to encourage effective leadership that is consistent with our standards and promotes a strong business culture. We manage TLJ on a business basis, while also maintaining strong company functions.

- Alex Graham, Sales Director
- Claire Martin, HSQE Director
- Jason McManus, European Project Director

MANAGEMENT OF CLIMATE-RELATED ISSUES

Many of TLJ's stakeholders are especially interested in how we manage topics related to climate change. Matters related to climate change are an important component of our sustainability and the business as a whole, which are led and managed by several parts of the organisation including teams across all of our departments.

Our ESG team reports to the Board of Directors and Senior Management Team.

The senior management team is responsible for achieving our operational sustainability targets, including our commitment to continue to reduce carbon neutral operations in all areas of our business.

ETHICAL CULTURE

Earning and maintaining the trust of customers, suppliers and other stakeholders is essential to TLJ. To do this, we strive to maintain the highest ethical standards, as encompassed by our Business Principles, Code of Conduct and other internal policies.

Every employee is responsible for upholding these standards in their work and practice. We reinforce these expectations through various channels, including staff meetings, via our website and through social media platforms. In addition, as part of the annual review process, all employees are evaluated against common performances that include delivering business results; addressing the needs of customers and stakeholders; fostering a collaborative and inclusive environment; driving a robust risk and control environment; and acting with integrity.

We recognise that clear expectations, policies and processes are critical to supporting ethical behaviour and building a culture that reinforces those expectations is equally important. We work to create an environment that not only supports ethical behaviour but also allows employees to feel safe and empowered to speak up if they have concerns about unethical behaviour. We have implemented employee training, protocols and reporting mechanisms to help prevent behaviour that is not in line with our Business Principles, Code of Conduct and other internal standards.

TLJ Group Limited prohibits retaliation against any individual who reports a concern or assists with an inquiry or investigation. We have a complaints Policy and Procedure which is for employees, customers and other stakeholders to raise conduct concerns if they see, hear or suspect something. The Complaints Policy and Procedure helps promote integrity, fairness and accountability.

TLJ's Code of Conduct is our shared commitment to preserve and build on these values and to maintain excellent relationships with our customers, suppliers, stakeholders, colleagues and our communities. Ethics and culture are key focus areas of our Board of Directors and Senior Managers.

CYBERSECURITY

Our strategy is designed to securely enable new business and technology initiatives, while maintaining a relentless focus on protecting the organisation, customers, suppliers and stakeholders. We devote significant resources to protecting and continuously improving the security of our systems. Our Data Protection policies and UK-GDPR standards provide the foundation of our cybersecurity system.

Through these policies and standards, we inform our employees about their responsibilities to protect customer and supplier information and the security of our systems. We also require that our customers, suppliers and other stakeholders providing certain services adhere to minimum security and control standards, applicable laws and regulations. The UK-GDPR/Data Protection Manager and the Audit Group ensure this is regularly included in the Audit Process and information is shared with all stakeholders.

RISK MANAGEMENT

TLJ Group Limited's overall objective is to manage our business and associated risks in a manner that balances serving the interests of our customers and stakeholders while protecting the safety and reputations of our organisation.

We focus on understanding not just types of risk, but also their drivers and potential impacts. The risks are generally categorised in three risk types: strategic risk, market risk and operational risk. As part of TLJ's risk identification process, each line of business and corporate function is responsible for the ongoing identification of risks as well as the design and execution of controls to manage those risks. We have Business Risk Assessment and also an Environmental Impact and Aspect Assessment, both of which are reviewed annually.

MANAGING ENVIRONMENTAL AND SOCIAL RISKS

Understanding our customers, suppliers and other stakeholders' approach to and performance on, environmental and social (i.e., human rights) matters, including those related to climate change, is an important component of TLJ Group Limited's risk management process that helps us make more informed risk decisions, continue to serve our customers responsibly and safeguard our staff and organisation.

TLJ's risk management process including environmental, social and climate-related risks, is managed within our impact and assessment process. TLJ have ISO14001:2015 certification. Our publicly available Environmental policy, Environmental Impact and Aspect Assessment and ISO14001:2015 certification provides an overview of our approach to evaluating risks posed by environmental and social matters.

IDENTIFYING AND MANAGING HUMAN RIGHT RISKS

TLJ supports the fundamental principles of human rights across all areas of our business. As outlined in our Human Trafficking and Modern Slavery Policy our approach to protecting and preserving human rights is directed by UK Law. We also acknowledge the Guiding Principles on Business and Human Rights. We have a range of policies, procedures and training that pertains to human rights issues, across our business and supply chain. Read our latest policy wording [here](#).

CREATING A CULTURE OF DIVERSITY, EQUALITY AND INCLUSION

We believe that a talent-driven company like TLJ is a diverse one. We are working hard to drive a culture of diversity, equality and inclusion across everything we do from how we work with our customers and develop products and services, to the ways we help communities and support our employees. We know that our commitment to diversity, equality and inclusion must start within our own workplace, so we are taking steps to further incorporate diversity into how we recruit, train and develop our employees; create opportunities for their development; and foster an environment in which all of our employees feel they belong and can be successful.

ATTRACTING AND RETAINING GOOD EMPLOYEES

We are focused on attracting, recruiting and retaining talented individuals in all roles across the organisation from apprentices to full-time positions. When we recruit, diversity is an integral part of our recruitment process.

We know that having a strong group of diverse future leaders is essential to creating a more representative workforce. Within TLJ we build a diverse work-force, we take a skills-based approach to hiring for many of the roles within the organisation. This means we are pro-actively evaluating requirements for roles and, where appropriate, focusing on the skills of job role candidates rather than the qualifications they hold. To support this, we are increasingly partnering with local training providers such as Hull Training part of Hull City Council and looking at the apprenticeship programs available that best suits the organisational structure.

Upskilling and reskilling our staff over the past few years, has significantly expanded our efforts to help ensure all employees at TLJ have access to the training and education they need to prepare them for the future of work within the organisation.

Our strategy is driven by the recognition that investing in upskilling and reskilling our existing employees, who already know our culture and are committed to TLJ, to help them adapt to changes in our business is the most effective and efficient way we can ensure we have the talent we need to compete. Equally important, it is among the most impactful ways we can put our commitment to diversity, equality and inclusion into action. By taking proactive steps to create meaningful and accessible opportunities for individual employees career development, we are strengthening our culture of diversity and inclusion.

SUPPORTING AND REWARDING OUR EMPLOYEES

We have made a series of increases to salaries for all staff who work for TLJ. We offer free BUPA Health Cover for all employees who have a minimum of 2 years continual employment with the organisation. There is also an option for employees to extend this cover to their partners and their children.

TLJ Group Limited offers additional annual leave days after 2 years of continual service up to a maximum of 5 additional days. TLJ offers all employees the option to sign up to the NEST work place pension scheme, all employees have the option to opt out of this scheme if they choose to do so.

We are proud of the overall diversity of our workforce. However, we also know that women and ethnically diverse employees are still under represented in TLJ. Despite the significant progress we have made, we are taking a variety of actions focused on hiring, retaining, developing and advancing women and diverse employees within TLJ.

CUSTOMER SERVICE

We at TLJ Group Limited never lose sight of our main focus and that is providing an excellent level of support to all of our customers. We know that earning the trust of our customers and helping them achieve their goals is what has and will continue to enable TLJ to stand the test of time and to be a market leader in customer service.

This section focuses principally on our approach to customer service, treating customers fairly and building deep and lasting customer relationships requires that we treat our customers with respect, communicate with them transparently and deliver our products and services in an inclusive way that respects and reflects the diversity of the customers we have.

We do this in part by striving to cultivate a customer-focused culture in which our employees are encouraged to show respect to our customers at all times. We have also developed internal policies and procedures aimed at simplifying our disclosures and communications, aligning our sales practices with our customers' interests and protecting customers from discrimination. In addition, we have taken a range of steps to ensure that our commitment to diversity, equality and inclusion is more firmly embedded in how we design and deliver products and services to our customers.

Acting in the best interest of our customers: our objective is to provide our customers with the right products and services to meet their company needs and we train, assess and reward our employees accordingly. Any advice our employees provide should be consistent with customers' goals and appropriate for their organisational requirements. In every transaction, the employee must aim to meet the individualised needs of our customers.

We regularly review various aspects of company practices, including staff practices and feedback received from customers and employees through various channels. All of this feedback helps mitigate risk, safeguard our reputation and align employee performance with the best interests of our customers, putting diversity, equality and inclusion at the heart of how we support our customers.

We believe that the long-term growth and success of TLJ depends both on having a diverse workforce that reflects on the customers we support and on developing and delivering products and services in a way that is inclusive, equitable and respectful of our customers. We have taken a range of steps to review our policies, procedures and processes to help ensure they are fair for all our employees and customers.

We also simplified our process for managing customer complaints and flagging serious concerns for direct senior management review. We continually look for ways to make our products and services accessible to more customers. We have ISO9001:2015 certification that we are proud to have held for many years, This certification is at the forefront of everything we do within the organisation.

BEING CLEAR & TRANSPARENT IN OUR MARKETING COMMUNICATIONS

TLJ wants our customers to make informed choices about the products and services they buy and receive and we aim to empower them to do so by providing transparent information about our products and services.

When conducting sales on behalf of TLJ, employees are expected to communicate with customers in a clear, truthful and complete manner and to provide them with relevant information to make an informed decision. Our lines of business are required to have an established procedure for reviewing all new and revised marketing materials, terms and conditions, disclaimers and other customer communications to make sure they are fair, clear and not misleading, as well as in accordance with applicable regulations and requirements.

We look for innovative solutions to protect our customers using data analytics and we are concentrating on ongoing training and communication with our front-line employees. From listening and responding to our customers we believe that the best way to grow our business is to treat our customers well, which is why we are focused on delivering a great customer experience. We teach these principles through employee training; we measure our success through customer feedback and we make sure our products and services keep up with changing customer needs.

We also regularly review and look for ways to make it easier for customers to have a clear understanding of the full range of products and services we offer. We regularly engage with customers and other stakeholders with a goal of developing products, services and approaches that are responsive to their needs and address the issues that matter most to them.

We solicit customers' direct feedback on their experiences and needs through a range of channels, including in project sign off information, through our website, on social media and via customer satisfaction. In addition, we collect customer feedback through external media and ratings agencies. We take this feedback seriously and use it to improve our approach and services. We offer products and services that provide safe, high-quality and affordable options for our customers.

PROTECTING CUSTOMER PRIVACY AND DATA SECURITY

Protecting our customers' personal and financial information and handling it responsibly is a top priority for TLJ. We have robust internal controls, policies and security measures designed to keep this information safe, and we require that third parties, such as our suppliers and customers preserve our high standards and protections for data.

Customers need to know what we are doing with their personal information. We strive to provide them with clear, user-friendly explanations of our privacy practices, including how we collect, share, use and protect their information and what choices they can make to limit the sharing of personal information.

When TLJ market our products and services in a language other than English, we provide our privacy notices and all other pertinent disclosures in that language as well.

We let customers know in advance if we plan to make material changes to our privacy policies through a variety of channels, including by email. We safeguard personal information through a wide range of technological, administrative, organisational and physical security measures. In addition, our Code of Conduct and related policies for ethical business conduct include specific guidelines about how employees should safeguard customers' confidential information. We are always investing in enhanced data privacy and security solutions to safeguard information.

HOW WE SUPPORTED CUSTOMERS

TLJ believes that our organisation has a responsibility to harness our business and policy expertise, research, data, talent and global presence to help create greater economic opportunity for more people. The COVID-19 pandemic 5 years ago caused unprecedented health and economic consequences and also exacerbated the racial inequities around the world. This means that there is a need to drive an inclusive recovery that breaks down barriers and creates and sustains more widespread opportunity. To support our communities, customers and employees, we are focusing on key drivers of economic growth: building careers and skills; fuelling business growth and community development.

TLJ is leveraging our business and expertise to advance the transition to a lower-carbon economy and a more sustainable future. We are also helping our suppliers to execute on their sustainability strategies, decarbonize and new greener technologies and industries.

BUILDING CAREERS AND SKILLS

Accelerating changes in products and technology means that the future of work is now. To better connect adults and young people to well-paying jobs in a transformed economy and labour market, education and training systems needed to adapt and innovate to meet current and future skill demands.

Applying insights from our work in the community to our own policies and practices as an employer to create more paths for career development within TLJ and to prepare our own workforce for changes in technology and business, investing in young people having access to education and the world of work experiences that prepare young people for the jobs of today and tomorrow has long been a focus for TLJ.



TLJ Access Control

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