



TIALIS
ESSENTIAL IT

Labour and Human Rights Report 2023

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Date: 31/07/2024
Version: V1.0

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1 Labour and Human Rights at Tialis, 2023

1.1 Introduction

At Tialis we are committed to ensuring that our staff, contractors and supply chain are treated with respect, are kept safe and that they work in compliance with local and international law on a range of labour and human rights issues. This document summarises the key activities undertaken by Tialis on these issues in 2023, for our entire workforce, supply chain and at our single site in Dartford. This is our first report on these areas and as such will act as a baseline for future reports.

1.1.1 Our approach to CSR

Labour and human rights forms one pillar of our overall approach to CSR, an area in which we are investing heavily. We are committed to developing a comprehensive set of controls and reports covering our initiatives on environmental, social and labour issues and the last 18 months have been an important turning point for us in this respect. Other activities that we have undertaken include:

- Successful certification to ISO 14001:2015 for environmental management
- Publication of our first carbon and waste management reports
- Public commitment through SBTi to reduce our carbon footprint by 30% from a 2018 baseline
- External validation of our CSR approach by Ecovadis and CDP.

This report should be read in conjunction with our Carbon Reduction Plan and our Waste Management Plan, both available on our website.

1.1.2 Policies

Numerous policies are referred to in this document and all are available to review upon request.

1.1.3 Reporting framework

In 2023, Tialis was not subject to any mandatory CSR or environmental reporting requirements. However, we have chosen to base this report broadly on the Global Reporting Initiative (GRI) guidelines and it is expected that as the company grows this will become our default reporting framework in the future.

2 Employee Health and Safety

Tialis recognises and accepts its health and safety duties for providing a safe and healthy working environment for all its staff members and other visitors to its premises under the Health and Safety at Work Act 1974, the Fire Precautions (Workplace) Regulations 1997, the Management of Health and Safety at Work Regulations 1999, and all other relevant legislation and common law duties of care.

Our responsibilities include providing and maintaining a safe place of work, a safe system of work, together with a safe and healthy environment. To achieve this, we seek to:

- Keep dust, fumes and noise under control
- Ensure plant and machinery are safe and safe systems of work are set and followed
- Provide adequate welfare facilities
- Give staff members the necessary instruction, training and supervision for their health and safety and to promote awareness and understanding of health and safety issues throughout the workforce
- Protect staff members, as far as possible, against the risk of fire by providing adequate means of escape and firefighting equipment.

We also:

- Make regular health and safety risk assessments
- Take appropriate preventive and protective measures; and
- Appoint competent person(s) to ensure compliance with its statutory duties.

2.1.1 Insurance

We have taken out insurance, with an approved insurer, against liability for death or personal injury suffered by any of our staff members which arises out of and during their employment and where death or injury is caused by our negligence and/or breach of the statutory duty. The certificate of insurance is displayed prominently in our office.

2.1.2 Training

2023 targets and performance

We have set a target of 100% of all staff completing their training within the allotted timeframe. The table below and similar tables throughout this document shows the percentage of staff who had completed the training on time. As the training is required every year, some of these may have completed the courses previously but not in time for the latest course expiry date.

Course	2023 target	Achievement (end of December 2023)
Health and Safety Essentials	100% of all staff	64.4%
Display Screen Equipment (DSE)	100% of all staff	63.26%
Mental Health Awareness	100% of all staff	62.83%
Stress Awareness	100% of all staff	60.2%

2023 targets

Course	2023 target
Health and Safety Essentials	100% of all staff
Display Screen Equipment (DSE)	100% of all staff
Mental Health Awareness	100% of all staff
Stress Awareness	100% of all staff

2.1.3 Recorded injuries

The following injuries have been recorded.

Year	Injuries	Total headcount	Injury rate
2018	2	550	0.0036
2019	3	232	0.012
2020	1	230	0.008
2021	1	163	0.006
2022	2	197	0.01
2023	2	283	0.007

While there has been a general downward trend in overall headcount until recently, the injury numbers do not reduce; accordingly, however, as the numbers are so small it is impossible to draw any firm statistical conclusions, except to say that the numbers have always been low.

2023 target

We aim to keep the injury rate in 2023 no higher than in 2022.

3 Social Dialogue

We are in the process of working with staff to determine the appetite for an Employee Representatives' Council. This would provide employees with the means to communicate directly with senior management on a range of issues important to them. Those elected to the Council will be provided with training so that they can most effectively represent their colleagues.

4 Career Management and Training

4.1 Career Management

At Tialis we strive to provide an environment that values career mobility and encourages staff members who expresses an interest, and have the abilities, to pursue appropriate vacancies to promote their career development within the company. We have established appropriate communications between teams with respect to the movement of staff members from one department to another and we seek to always maintain fairness and equality regarding staff members moving into new opportunities. This approach is formalised in our Managing Internal Staff Transfer Policy.

We also ensure that staff not only have access to the training fundamental to do their job effectively, but that they can request additional training to help build on their skills and career options.

4.2 Training

We are implementing a technology-led training strategy, designed to retain talent, drive a high-performance culture and support business objectives through the provision of development programmes, tools, interventions and support.

The implementation of the strategy plays a crucial role to ensure that the Company meets its overall corporate aims and objectives and that it meets the needs of a geographically disperse and diverse workforce by offering consistent opportunities for training and development. Whilst the Company wishes to encourage staff generally to train and develop, it has to ensure that training and development are predominantly in line with the identified requirements of the organisation. This means that training opportunities will be primarily determined by the need to retain talent, meet service requirements, service delivery and overall corporate policies.

4.2.1 iHasco

All staff are assigned mandatory training courses on our online training platform, iHasco. These cover a wide range of workplace topics, including health and safety, environmental awareness, GDPR, cyber security, mental health, manual handling and display screen equipment. The average number of courses assigned is 13 per individual, although there are variations depending on role. Some courses are required to be undertaken annually while some are on an 18-month cycle.

4.2.2 Targets and achievement

In 2023 we set a target that all assigned courses should be completed before their validity window expires – either one year or 18 months from when they were last taken. The results are as follows:

2023 target	2023 target achievement
100% of all assigned courses complete before expiry	66.26%

Training hours

In 2023 each member of staff was set an average of 13 hours online training.

2023 target

Our target for 2023 is for 100% of all assigned courses to be completed before expiry.

4.2.3 Other training

Outside of the mandatory workplace training set in iHasco, staff may undertake specific courses for particular roles, such as Microsoft certifications. They may also request training and even bring new training opportunities to the attention of senior management, who will review each case on its merits. All such training is recorded in our HR portal.

5 Working Conditions

We are committed to ensuring that our staff are fairly remunerated for the work they do and that they are treated equitably, with a balance between their work and homes lives.

5.1 Living Wage

We pay the UK's National Minimum Wage to all staff and will continue to do so. Where there are any staff who are not paid at this level (for example, if they have been onboarded through a TUPE transfer), we increase their salary so that it at least meets the threshold.

In 2023, 100% of all staff were paid at or above the National Minimum Wage. Our target for 2023 is to ensure that 100% of all staff are at the required level.

5.2 Other topics

There are other topics related to working conditions in this report, but please note especially the work we are doing around the gender split and pay equality in section 7.2 below.

6 Child Labour, Forced Labour and Human Trafficking

At Tialis we oppose the use of forced labour, child labour and any form of human trafficking. The term forced labour used here includes slavery, servitude, any type of forced or compulsory labour and trafficking for the purposes of exploitation. We oppose the use and exploitation of forced labour and we expect all those who work for us or on our behalf to share our zero-tolerance approach.

6.1 What we are doing

We are confident that we employ no forced labour directly within our business. However, we regularly review and assess our supply chain with a view to ensuring that there is no use of forced labour within our supply chain.

- We take the following steps to prevent, evaluate and address risks of forced labour in our supply chain.
- We have established a CSR Supplier Code of Conduct with which we expect our suppliers to comply. We may impose contractual obligations requiring compliance;
- We review our supply chains annually to evaluate forced labour risk and, if a risk is identified, we take appropriate steps to address it; and
- We consider the conduct of each supplier against the Supplier Code of Conduct when awarding and/or renewing business with the supplier.
- We train personnel working with our supply chain on forced labour and the Supplier Code of Conduct, with a view to reducing the risks of forced labour in our supply chain.

6.2 External stakeholder human rights

As part of our supplier onboarding programme, we ask all suppliers to confirm that they have read and agree to abide by our CSR supplier Code of Conduct, including a clear commitment to stand with us in principle and practice against child labour, forced labour and human trafficking.

Requirement	2023 target	Achievement (end of December 2023)
Abide by commitment to work against child labour forced labour and human trafficking	100% of suppliers	100% of returned forms agree to this; 45% of suppliers have responded so far

2023 target

Our target for 2023 is for 100% of suppliers to return the form agreeing to commit to work against child labour, forced labour and human trafficking.

7 Diversity, Discrimination and Harassment

7.1 Diversity and Discrimination

As an equal opportunity employer, we stand full-square behind the UK’s laws against discrimination. We ensure that all staff are aware of their responsibilities through inductions and ongoing training through our online portal. This approach is mandated through our Diversity Policy.

Diversity training

In terms of training, we provide a course called Equality, Diversity and Inclusion through our iHasco online training platform. Our target is for 100% of staff to complete the course each year.

2023 target	2023 target achievement
100% of all staff to complete Equality, Diversity and Inclusion course	63.77%

2023 target

Our target for 2023 is for 100% of staff to complete the Equality, Diversity and Inclusion course.

7.2 Gender split

Helen Spearing has been leading analysis of the gender split within the company, alongside gender pay analysis. We are still predominantly a male company with no significant change in the last year.

7.2.1 Pay

The Gender Pay Report is published on the corporate website annually. This shows that there are differences in remuneration between males and females in Tialis and includes our action plan to address this.

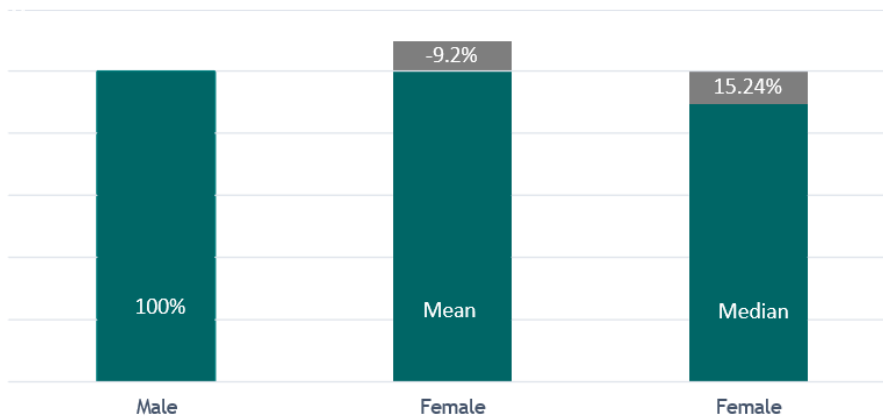


Figure 1. Mean and Median difference in hourly rate between males and females

This graph shows the Mean and Median differences in the hourly rates between our male and female employees. Tialis have a Mean pay gap of -9.2% this means that on average women are paid 9.2% more than men, based on the full pay relevant employees. This has slightly decreased when comparing the published 2022 figures (-9.7%).

Our Median pay gap has increased from 10.49%, in 2022 to 15.24% this is a gap increase of 4.77% when comparing our published 2022 figures.

When comparing 2022 to 2023 our male headcount has increased from 130 to 250, whereas our female headcount has increased from 26 to 35.

We have a strategy in place to address this issue with specific actions published on our website.

7.2.2 Women in senior positions

Women occupy 33% of the senior management positions in Tialis.

7.3 Harassment

We also work to ensure that our organisation is free from harassment and bullying in any form. To this end, we provide a course called Bullying and Harassment for Employees. Needless to say, we expect all managers to lead by example with zero tolerance for unacceptable behaviour and attitudes in the workplace. This approach is formalised in our Dignity and Work policy.

Incidents

No incidents of discrimination or harassment have been noted during this reporting period.

Training

2023 target	2023 target achievement
100% of all staff to complete Bullying and Harassment for Employees course	73.47%

2023 target

Our target for 2023 is for 100% of staff and managers to complete their Bullying and Harassment courses.

8 Anti-bribery and corruption

8.1 Anti-bribery

At Tialis we have a zero-tolerance anti-bribery policy that forbids staff members from offering or accepting bribes in any form – monetary or otherwise. Our customers and any other stakeholders with whom we interact can be confident that we value our reputation very highly and that they are dealing with a company that will not risk damage to its reputation by getting involved in illegal or unethical business practices.

We will actively cooperate with law enforcement authorities for the investigation and punishment of any act of bribery connected to any group company.

This approach is enshrined in our anti-bribery policy and all staff must complete an anti-bribery course on our online training platform.

Training

2023 target	2023 target achievement
100% of all staff to complete the Anti-Bribery course	71.94%

2023 target

Our target for 2023 is for 100% of staff to complete the anti-bribery course.

8.2 Whistleblowing

We operate a whistleblowing policy which outlines how staff should report any concerns they have if they believe they have detected any activity that is illegal, dangerous, corrupt or in any other way contrary to our policies.

Incidents

No whistleblowing incidents have occurred in this reporting period. No incidents of corruption of any kind, in either our own operations or our supply chain, have been reported.

Document Control

Version	Date	Created By	Reviewed By
V1.0	31/07/2024	Helen Spearing	Joe Rowbotham
Amendment Summary	First release		
V1.1			
Amendment Summary			
V1.2			
Amendment Summary			

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