



**TIALIS**  
ESSENTIAL IT

# Labour and Human Rights Report 2025

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# 1 Labour and Human Rights at Tialis, 2025

## 1.1 Introduction

At Tialis we are committed to ensuring that our employees, contractors and members of our supply chain are treated with respect, are kept safe and operate in full compliance with local and international labour and human rights standards. This document summarises the key activities undertaken by Tialis in 2025, relating to these issues, covering our entire workforce, our supply chain and our single operational site in Dartford.

### 1.1.1 Our approach to Corporate Social Responsibility

Labour and human rights form a core pillar of our wider to Corporate Social Responsibility (CSR) strategy, area in which we continue to invest significantly. We remain committed to developing a comprehensive framework of controls and reporting that captures our progress across environmental, social and labour related initiatives.

Other recent activities include:

- **Successful re-certification to ISO 14001:2015** for environmental management
- **Ongoing collaboration with logistic partners** to enhance carbon reporting and support meaningful carbon reduction initiatives
- **Continued development of improved process mapping** across the business to identify and implement CSR enhancements

This report should be read alongside 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 2025, Tialis was not subject to any mandatory CSR or environmental reporting requirements. However, we have continued to structure this report broadly in line with the Global Reporting Initiative (GRI) guidelines. As the business continues to grow, we anticipate that the GRI framework will become our standard approach in future years.

## 2 Employee Health and Safety

Tialis recognises and accepts its responsibilities for ensuring a safe and healthy working environment for all employees and visitors. We fulfil these duties in accordance with 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 applicable legislation and common law obligations relating to health, safety, and welfare.

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

- **Keep dust, fumes and noise under control** to protect the health and comfort of all employees.
- **Ensure plant and machinery are safe** and that robust safe systems of work are established, communicated, and consistently followed.
- **Provide adequate welfare facilities** that meet the needs of employees and support their wellbeing.
- **Give employees the necessary instruction, training and supervision** to safeguard their health and safety, and to promote strong awareness and understanding of health and safety requirements across the workforce.
- **Protect employees, from fire risks** by providing suitable means of escape, maintaining effective fire-fighting equipment, and ensuring that fire safety procedures are clearly communicated and routinely practiced.

To support our commitment to maintaining a safe and healthy working environment, we are also:

- **Conduct regular health and safety risk assessments** to identify hazards and evaluate potential risks.
- **Implement appropriate preventive and protective measures** to reduce or eliminate identified risks.
- **Appoint competent persons** to oversee and ensure compliance with all statutory health and safety obligations.

### 2.1.1 Insurance

We have secured insurance, through an approved insurer, to cover liability for death or personal injury sustained by any employees arising out of and during the course of their employment, where such injury or death results from our negligence and/or breach of the statutory duty. The insurance certificate is displayed prominently within our office.

### 2.1.2 Training

#### *2025 targets and performance*

We have set a target of 80% of all employees to complete their required training within the allotted timeframe. The table below along with similar tables throughout this document, shows the percentage of employees who completed their training on time. As the training is an annual requirement, some employees may have completed the courses in previous cycles but not before the most recent expiry date.

| Course                         | 2025 target          | Achievement (end of December 2025) |
|--------------------------------|----------------------|------------------------------------|
| Health and Safety              | 80% of all employees | 85%                                |
| Display Screen Equipment (DSE) | 80% of all employees | 82%                                |
| Mental Health Awareness        | 80% of all employees | 81.50%                             |
| Stress Awareness               | 80% of all employees | 80%                                |

## 2026 targets

| Course                         | 2026 target          |
|--------------------------------|----------------------|
| Health and Safety Essentials   | 90% of all employees |
| Display Screen Equipment (DSE) | 90% of all employees |
| Mental Health Awareness        | 90% of all employees |
| Stress Awareness               | 90% of all employees |

### 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             | 0.001       |
| 2023 | 2        | 283             | 0.007       |
| 2024 | 0        | 263             | 0.00        |
| 2025 | 1        | 200             | 0.005       |

Across the period from 2018 to 2025, the overall headcount shows a general downward trend until a modest recovery in 2023–2024. Despite this fluctuation, the number of recorded injuries does not display a corresponding reduction. Because the absolute numbers of injuries are very small each year. Therefore, it is not possible to draw any statistically meaningful conclusions about trends or correlations with staffing levels. What can be stated with confidence is that injury numbers have consistently remained low throughout the reporting period.

#### 2026 target

We aim to keep the injury rate in 2026 no higher than in 2025.

### 3 Social Dialogue

We are currently engaging with employees to assess interest in establishing an Employee Engagement Committee (EEC). The EEC would provide a formal channel for employees to communicate directly with the Senior Leadership Team on matters that are important to them.

Employees elected to the EEC will receive appropriate training to ensure they are well equipped to represent their colleagues effectively.

## 4 Career Management and Training

### 4.1 Career Management

At Tialis we are committed to creating an environment that supports career mobility and encourages employees with the interest and capability, to pursue internal opportunities that further their development. We have established clear communication processes between teams to support the smooth movement of employees across the business, ensuring fairness, consistency, and equality opportunity for all applicants.

This commitment is formalised within our Managing Internal Staff Transfer Policy. We also ensure that employees have access to the training necessary to perform their roles effectively. In addition, employees are encouraged to request further development opportunities that will help them expand their skills and broaden their career prospects.

### 4.2 Training

At Tialis, we are implementing a technology-led training strategy, designed to retain talent, foster a high-performance culture, and support our business objectives through a comprehensive range of development programmes, tools, interventions and ongoing support.

This strategy is central to ensuring that the Company achieves its corporate aims while also meeting the needs of a geographically dispersed and diverse workforce by providing consistent and equitable access for training and development opportunities.

While we actively encourage employees to pursue learning and development, we must also ensure that these efforts align with the organisation's identified priorities. As such, training opportunities are primarily determined by business needs, including the retention of talent, service requirements, service delivery standards, and broader corporate policies.

#### 4.2.1 iHasco

All employees are assigned mandatory training courses through our online training platform, iHasco. These courses cover a wide range of workplace topics, including health and safety, environmental awareness, GDPR, cyber security, mental health, manual handling and display screen equipment. On average each employee is assigned 13 courses, although the exact number may vary depending on their role. Some courses must be completed annually while others follow an 18-month cycle.

#### 4.2.2 Targets and achievement

In 2025 we set a target that 80% of 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:

| 2025 target                                        | 2025 target achievement |
|----------------------------------------------------|-------------------------|
| 80% of all assigned courses complete before expiry | 80.95                   |

#### Training hours

In 2025 each employee was set an average of 19 hours online training.

#### 2026 target

Our target for 2026 is for 82% of all assigned courses to be completed before expiry.

### 4.2.3 Other training

Outside of the mandatory workplace training provided through iHasco, employees may undertake specialised courses relevant to their roles, such as Microsoft certifications. Employees are also encouraged to request additional training or highlight new development opportunities to senior management, who will consider each proposal on its individual merits. All completed training is documented and maintained within our HR portal.

## 5 Working Conditions

We are committed to ensuring that our employees are fairly remunerated for the work they perform and are treated equitably, with appropriate support to maintain a healthy balance between their work and home lives.

### 5.1 Minimum Living Wage

We ensure that all employees are paid at least the UK National Minimum Wage and remain fully compliant with statutory requirements. In cases where individuals join the Company on rates below this threshold, such as through a TUPE transfer, we adjust their salary to bring it in line with the minimum standard.

In 2025, 100% of all employees were paid at or above the National Minimum Wage and our commitment for 2026 is to maintain full compliance, ensuring that employees continue to meet or exceed the required level.

### 5.2 Other topics

There are additional topics relating to working conditions discussed throughout this report. However, particular attention should be given to the work outlined in section 7.2 where we detail our initiatives on gender representation and pay equality.

# 6 Child Labour, Forced Labour and Human Trafficking

Tialis firmly opposes the use of forced labour, child labour and any form of human trafficking. For the purposes of this commitment, *forced labour* includes slavery, servitude, all forms of forced or compulsory labour and trafficking for the purpose of exploitation.

We reject the use and exploitation of forced labour, in any part of our operations or supply chain, and we expect everyone who work for us, or on our behalf to uphold this zero-tolerance approach.

## 6.1 What we are doing

We are confident that no forced labour is employed directly within our business. However, we continue to regularly review and assess our supply chain to ensure that forced labour is not present at any stage.

To prevent, evaluate, and address the risks of forced labour within our supply chain, we take the following steps:

**CSR Supplier Code of Conduct:** We have established a comprehensive CSR Supplier Code of Conduct with which sets out the standards we expect from all r suppliers. Where appropriate, we include contractual obligations requiring compliance with this code.

**Annual Supply Chain Reviews:** We conduct annual assessments of our supply chains to evaluate any potential risks related to forced labour. If a risk is identified, we take appropriate corrective action.

**Supplier Evaluation:** We consider each supplier’s conduct and adherence to the Supplier Code of Conduct when awarding new or renewing existing contracts.

**Training and Awareness:** Personnel involved in supply chain activities receive training on forced labour risks and on the requirements of the Supplier Code of Conduct, helping to reduce the likelihood of forced labour within our supply chain.

## 6.2 External stakeholder human rights

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

| Requirement                                                                                                                                                                                                                                                                                                          | 2025 target       | Achievement (end of December 2025)                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------------------------------|
| Fully commit to upholding human rights and ethical labour practices across all areas of our operations and supply chains. We maintain a zero-tolerance approach to: <ul style="list-style-type: none"> <li>• Child labour</li> <li>• Forced or compulsory labour</li> <li>• Human trafficking in any form</li> </ul> | 100% of suppliers | 100% of returned forms agree to this; 45% of suppliers have responded so far |

### 2026 target

Our target for 2026 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 fully support the UK's laws against discrimination. We ensure that all employees understand their responsibilities through inductions and ongoing training through our online portal. This commitment is set out clearly in 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 80% of employees to complete the course each year.

| 2025 target                                                                | 2025 target achievement |
|----------------------------------------------------------------------------|-------------------------|
| 100% of all employees to complete Equality, Diversity and Inclusion course | 81%                     |

### 2026 target

Our target for 2026 is for 90% of employees to complete the Equality, Diversity and Inclusion course.

## 7.2 Gender split

The HR Director has continued to lead the analysis of the gender representation across the company, alongside our ongoing review of gender pay. Our workforce remains, I predominantly male company with no significant change in the overall gender balance over the past year.

### 7.2.1 Pay

The Gender Pay Report is published annually on the corporate website. This report highlights the existing differences in remuneration between males and females in Tialis and sets out our action plan to address these disparities

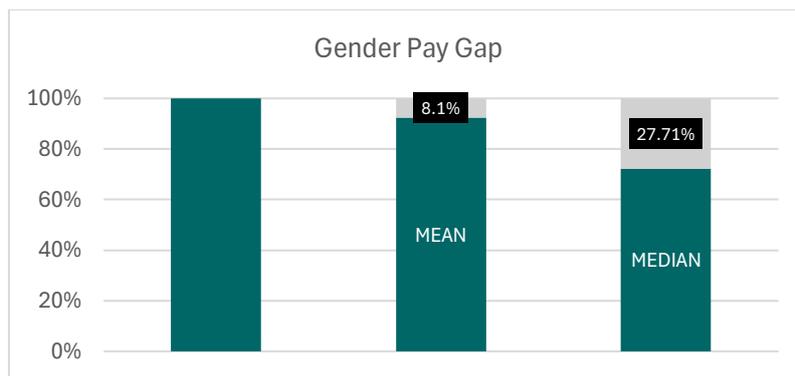


Figure 1. Mean and Median difference in hourly rate between males and females

This graph shows the mean and median differences in the hourly rates between our male and female employees. Tialis has a mean pay gap of 8.1%, meaning men are paid on average 8.1% more than women. This represents a slight increase from the 2024 figure of 7.7%.

Our median pay gap has increased from 20.84%, in 2024 to 27.71% in 2025. This represents a gap increase of 6.87% when compared with our published 2024 figures.

When comparing 2024 to 2025 our male headcount decreased from 240 to 193, while our female headcount reduced only slightly 43 to 42. These changes are largely due to several TUPE’s transfers and the nature of our business model, including the contracts we have been awarded.

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 currently hold 28% of the senior management positions within Tialis. This represents a slight decrease following the recent appointment of an additional male member to the Senior Leadership Team (SLT). However, it is important to note that one of our female SLT members also serves on the Group Board, strengthening female representation at the highest level of governance.

## 7.3 Harassment

We are committed to ensuring that our organisation is free from all forms of harassment and bullying. To support this, we provide a dedicated Bullying and Harassment for Employees online training course. We expect all managers to lead by example and uphold a zero-tolerance approach to unacceptable behaviour or attitudes in the workplace.

This commitment is formalised in our Respect at Work policy and our Prevention of Sexual Harassment policy.

### Incidents

There were 2 incidents of perceived discrimination during 2025:

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A case of perceived discriminatory dialogue was reported after a Contractor at the Dartford head office overheard another Contractor making repeated derogatory comments about colleagues. The matter was thoroughly investigated by the Head of Managed Services, who concluded that the behaviour was unacceptable and in breach of our standards. As a result, the Contractor was immediately removed from site and prohibited from returning.                                                                                                                                           |
| A further case of perceived discriminatory dialogue was raised involving a permanent Tialis employee. An investigation was conducted to assess the allegation of perceived gross misconduct and to determine whether the individual’s behaviour had fallen below the standards expected by Tialis. Following the investigation and hearing, the employee was informed that they had breached clauses 21(c) and 21(k) of our Performance and Disciplinary Policy. It was concluded that their actions constituted gross misconduct, and they were summarily dismissed with immediate effect. |

Tialis takes the nature of these complaints extremely seriously, and we do not tolerate such behaviour in the workplace. All employees based at the head office were reminded of the standards of conduct expected of them and of our commitment to maintaining a respectful and inclusive working environment.

### Training

| 2025 target                                                                                       | 2025 target achievement |
|---------------------------------------------------------------------------------------------------|-------------------------|
| 80% of all employees to complete the Bullying and Harassment for Employees online training course | 86%                     |
| 2025 target                                                                                       | 2025 target achievement |
| 80% of all employees to complete the Sexual Harassment Awareness online training course.          | 81.50%                  |

### 2026 target

Our target for 2026 is for 90% of employees and managers to complete their Bullying and Harassment and Sexual Harassment Awareness courses.

## 8 Anti-bribery and corruption

### 8.1 Anti-bribery

At Tialis operates a zero-tolerance Anti-Bribery policy, strictly prohibiting employees from offering, giving, requesting or accepting bribes in any form – whether monetary or otherwise. We take pride in our strong ethical culture, and our customers and stakeholders can be confident that we will never compromise our integrity or reputation by engaging in unlawful or unethical business practices.

We fully cooperate with law enforcement authorities in the investigation and prosecution of any bribery related offences involving any part of our company.

This commitment is embedded in our formal Anti -Bribery policy, and all employees are required to complete mandatory anti-bribery training through our online training platform.

#### Training

| 2025 target                                              | 2025 target achievement |
|----------------------------------------------------------|-------------------------|
| 80% of all employees to complete the Anti-Bribery course | 90%                     |

#### 2026 target

Our target for 2026 is for 90% of employees to complete the anti-bribery course.

### 8.2 Whistleblowing

Tialis operate a comprehensive Whistleblowing policy that sets out how employees can raise concerns if they become aware of any activity that is illegal, dangerous, corrupt or otherwise contrary to our policies and values. We are committed to ensuring that all concerns are handled confidentially, sensitively, and without fear of reprisal.

#### Incidents

No whistleblowing reports were made during this reporting period. Additionally, no incidents of corruption have been identified within our operations or across our supply chain.

## Document Control

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