

Challenges:

One of the biggest sustainability challenges faced by TMO Traffic Highways Limited is the operational nature of the business. The organisation covers around two million miles every year, and traffic management relies heavily on vehicles, equipment and people being on the road at all hours. Reducing fuel use, idling and emissions while maintaining safety standards is a constant balancing act.

Attracting a diverse workforce within East Anglia has also been a challenge, particularly as traditionally rigid working hours previously limited the available talent pool.

Sustainable procurement has presented additional difficulties. Finding products with higher recyclable content, or products that can be repaired and reused while remaining fully compliant and safe, is not always straightforward. Cost, availability and lead times do not always align with sustainability ambitions.

The organisation has also worked hard to build consistent sustainability awareness across a dispersed workforce and supply chain. Measuring environmental and social impact has not always been easy, but these challenges have encouraged TMO Traffic Highways Limited to make better decisions and take sustainability seriously across the business.

Impact:

Engagement with the Supply Chain Sustainability School has had a practical impact on how TMO Traffic Highways Limited approaches fairness, sustainability and leadership across the business.

Through Fairness, Inclusion and Respect (FIR) Ambassador training, mental health and wellbeing sessions, and workshops focused on achieving business success through FIR, the organisation gained the confidence and language needed to make a stronger case for change and secure buy-in at all levels. Learning how to design a diversity survey and encourage employees to share data also helped the organisation better understand its workforce and take more informed and meaningful action.

Webinars covering topics such as social value in procurement, enabling a fair net zero transition and becoming an employer of choice challenged existing thinking and helped shape clearer action plans. Sessions on having difficult conversations and next steps for FIR

Fact box



Company

TMO Traffic Highways Limited

No of employees

116

HQ

Helen House, Chequers Road, Tharston, Norwich, NR15 2WZ

Website

www.tmohighways.co.uk

Main contact

Ben Green ben.green@tmohighways.co.uk

Services

Traffic management, pedestrian management, event management

About

TMO Traffic Highways Limited, trading as TMO Highways, is a specialist provider of temporary traffic management services, supporting public and private sector clients across East Anglia, London and the East Midlands.

Established in 2014 and headquartered in Norfolk, the business operates from multiple depots, enabling a responsive and reliable service across its coverage area.

TMO Highways delivers fully integrated traffic management solutions, including planning, design, installation, maintenance and removal of traffic control systems. Operating 24 hours a day, 365 days a year, the company plays a vital role in protecting both road workers and road users.

Ambassadors also strengthened leadership capability and accountability.

Overall, the Supply Chain Sustainability School helped turn good intentions into structured and practical actions, supporting the organisation's journey towards becoming a more sustainable, inclusive and trusted business.

Value gained:

Membership of the Supply Chain Sustainability School has provided TMO Traffic Highways Limited with value beyond learning sessions alone. It has helped the organisation better understand what clients expect in relation to FIR, sustainability and social value, and how these areas increasingly influence procurement decisions. This has strengthened the organisation's competitive position when bidding for work and increased confidence when responding to client requirements.

The knowledge gained through FIR pathways, sustainability learning plans and social value webinars has supported more informed decision-making across the business. TMO Traffic Highways Limited is now better placed to manage risk, improve consistency and embed fair and sustainable practices into everyday operations rather than treating them as separate initiatives.

Looking ahead, the ongoing value of membership remains clear. Continued access to industry insight, best practice and peer learning will help the organisation stay ahead of changing expectations, support long-term growth, drive cost efficiencies over time and strengthen its reputation as a responsible and trusted corporate citizen.

Future proofing:

TMO Traffic Highways Limited plans to continue developing FIR Ambassadors, expand sustainability learning, attend in-person networking events and engage with the National Highways SDS programme. The organisation also intends to continue using the Supply Chain Sustainability School as a valuable sounding board for emerging sustainability and operational challenges.