



# ttm

Healthcare Solutions

*We Power Potential*

## Making the world better, fairer and more inclusive for all

### Foreword from TTM

Since TTM Healthcare Solutions' (TTM) establishment in 2002, we have strived to do the right thing. Whether it be operating ethically, sustainably or contributing to the communities in which we work and live.

TTM is a principle-led business. Many businesses adopt 'values' to encapsulate how they operate as an organisation, or at an individual level. Although 'values' represent a commitment, they can be ambiguous and do not necessarily demonstrate how a workforce will deliver the promised values every day.

At TTM, we wanted to take 'values' to the next level. To achieve this, we socialised and embedded our **'family principles'**. These touch on every aspect of our business, from speaking with a colleague to engaging with customers

and supporting talent. Simply, principles form the foundations of our core identity and are part of everything we say and do.

The common thread that is woven throughout our principles is 'Doing the Right Thing'. To TTM, this means making decisions (and acting) not just based on personal needs but the greater, common good. This is a company-wide expectation of all TTM's colleagues and is sponsored by the Leadership Team that guides our business.

## Our commitment to Social Value

With Social Value now at the forefront of societies and our customers mind, TTM will use this spotlight to reinvigorate what we have done and can do - going further and wider than ever before.

We will do this by leveraging TTM's principles, which are part of TTM's core management toolset. TTM's 'Make the World Better' principle will be the custodian of Social Value, ensuring this is at the forefront of discussions, at all levels – driving innovation, focus, accountability, and measurement. TTM's principle and therefore commitment is as follows:

# Guiding Principle of Leadership

We have a responsibility as leaders, employers, and people to 'Make the World Better'. We are in a position of influence, and we will not opt-out of this duty. It is not someone else's problem. We will educate, inform, and change behaviours. We will look at our societal and environmental impact and work hard to maximise the positives and minimise the negatives.

To address the themes and outcomes of the **Social Value Model (SVM)**, and meet TTM's responsibilities to customers and communities, we will focus time and resources on six areas (Fig 1).

Considering our six key areas of focus, the following demonstrates TTM's current Social Value vision. These will continue to evolve overtime and progress of our achievement will be monitored using SMART Key Value Indicators (KVs).



Fig 1: Social Value Pledge Wheel – Underpinned by leadership, TTM will focus on six key areas.

Finally, to drive forward and evolve TTM's social value impact, we are committed to achieving and maintaining industry-leading certification, the Social Value Quality Mark scheme, to evidence performance in this area.

**Our pledges are made on behalf of TTM Healthcare Solutions by:**

*P McDonnell*

**Paula McDonnell**  
Managing Director  
Social Value Executive

*C McDonagh*

**Colin McDonagh**  
Finance Director  
Social Value Leader

*T Lees*

**Tommy Lees**  
Commercial Director  
Social Value Leader

*G Ayles*

**Greg Ayles**  
Head of UK  
Social Value Leader



**If you want to work with a conscientious and like minded partner, why not get in touch with TTM today.**

