

## Objectives 2020

(Critical Success Factors and Quality) (Environmental) (Health & Safety)

### Quality Objectives/CSF's

- 1. To have a target of 85% customer & consumer (inc. wider stakeholders) satisfaction on feedback (this is currently being achieved on the feedback information received and is ongoing for this year and will be achieved by the operational managers and the QMER).**
- 2. To have an overall gross profit above the industry average of 14% throughout the Company (through the financial data which is monitored by the CFO and QMER as an ongoing basis).**
- 3. For the Company to have a target of staff satisfaction of 85% (this is currently being achieved on the feedback information received and is ongoing for this year and will be achieved by the operational managers and the QMER).**
- 4. To maintain and update the QMS system and maintain certification. (On-going, completed by the QMER and all staff).**

### Environmental Objectives

- 1. To reduce paper usage by 1% each year (the monitoring process is being completed by the CFO and the QMER, all staff are aware)**
- 2. To recycle all used ink cartridges, IT equipment and general office waste through a waste management company (this continues to be done through an agreement with the building management)**
- 3. Full compliance with applicable legislation measured by zero adverse comments. (being managed by the QMER and all staff are aware and this will be monitored on a monthly basis)**
- 4. Monitor and reduce office electricity usage by 0.5% over a 12 month period (this will be monitored by the CFO through the payment of bills; usage will be controlled by the office staff.)**

### Health & Safety Objectives

- 1. To ensure Health & Safety incidents are kept to a minimum (this is going to be achieved through the supervisory staff and appropriate training and procedures, and continued compliance with 45001/18001 as an ongoing process)**
- 2. Investigate all accidents and near misses within 24 hours (all accidents investigated within 24 hrs. this will be investigated through the Client Directors)**
- 3. Ensure all staff have training on the Health & Safety system (this is done through the induction & orientation training and refresher training by the HR & Operations Team)**
- 4. Ensure risk assessments are completed for all sites and are up dated at least annually. (this is achieved through the client Directors)**