

## Objectives 2022

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

### 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 MSM system and maintain certification.** *(On-going, completed by the QMER and all staff).*
- 5. To ensure all our staff completes a variety of at least 5 e-learning training modules** *(this will be achieved by regular review of all training needs and automated allocation of all coming up to an expiry certificates).*

### Environmental Objectives

- 1. To achieve Carbon Neutral Accreditation by January 2023** *(the monitoring process is being completed by the CEO and the QMER, all staff are aware).*
- 2. To recycle everything that can be and ensure zero to landfill for items that cannot be recycled, 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).*
- 5. To ensure remote working systems and processes are working for all home working staff to ensure reduction of unnecessary travel to/from work and all necessary client/staff paperwork is set up and working on our software application platforms to avoid any needs for printing** *(this will be monitored on regular basis through regular feedback from staff and review of Timegate, Asana, Freshdesk, ServiceTrac set ups).*

### 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 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).*
- 5. Quarterly H&S participation with our staff and increase staff involvement** *(this will be arranged by the DHRC).*

### Information Security Objectives

- 1. To ensure Information Security Adverse 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 27001 as an ongoing process).*
- 2. Investigate all info sec near misses within 24 hours** *(all info sec incidents investigated within 24 hrs. this will be investigated through the HODs and DHRC).*
- 3. Ensure all staff have training on the Information Security systems** *(this is done through the induction & orientation training and refresher training by the HR & Operations Team).*
- 4. Ensure info sec risk assessments are completed for all departments, systems and document processes, and are up dated at least annually** *(this is achieved through the HODs and DHRC).*
- 5. Full compliance with applicable legislation measured by zero adverse comments** *(being managed by the QMER and all staff are aware, this will be monitored on a monthly basis).*