

Objectives (Key Performance Drivers) 2024

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

Quality Objectives/CSF's

1. Customer & Consumer (inc. wider stakeholders) satisfaction

Target - 85% average for year- *measured by the survey feedback information received, monitored by the DHRC.*

2. Overall gross profit equal or above the industry average

Target - 14 % average for year, throughout the Company - *measured by financial data, monitored by the CFO.*

3. Employee satisfaction

Target 85% average for year- *measured by the survey feedback information received, monitored by the DHRC.*

4. To maintain and update the MSM system and maintain certification.

Target - ISO 9001/14001/45001/27001 certification - *measured through BAB audit results, monitored by the DHRC.*

5. To maintain our SIA ACS (Security Industry Authority Approved Contractor Scheme status)

Target - Achieve at least +140 point out of 145 - *measured through annual assessment score, monitored by the DHRC.*

6. To commit to raise employees' awareness on discrimination, diversity, equality and inclusion

Target - Annual training completed by 100% of staff by EOY - *measured through training records, monitored by the DHRC.*

7. Commit to raise employee fraud, bribery and corruption awareness

Target - Annual training completed by 100% of staff by EOY - *measured through training records, monitored by the DHRC.*

8. To maintain equal pay for all staff

Target - Equal pay for like for like positions - *measured through employee pay records, monitored by the CFO.*

9. Executive Leadership Equality

Target - Equal representation in Group Executive Leadership Team - *measured through team statistics, by DHRC.*

10. Zero tolerance towards all forms of corruption, bribery and fraud

Target - Zero adverse notices - *measured by notices received by EOY, monitored by the DHRC.*

11. Increase attendance of employee volunteering participating events per annum

Target - 5 employee volunteering participating events - *measured by number of events by EOY, monitored by the DHRC.*

Environmental Objectives

1. Carbon Neutral Company

Target - Carbon Neutral Accreditation, measured through CNUK audit results, monitored by the DHRC.

2. To recycle everything that can be and ensure zero to landfill for items that cannot be recycled

Target - 2% above gov target recycled rate (65%) & 0% to landfill - measured by waste mgt. co. stats, monitored by DHRC.

3. Full compliance with applicable legislation

Target - zero adverse comments/ notices/ incidents/ accidents - measured and monitored by DHRC.

4. Reduce office electricity usage

Target - less than 18 kWh per sq ft over a 12-month period, measured and monitored by CFO and DHRC.

5. Remote working systems and processes to reduce GHG emission and energy consumption

Target - 100% remote working capability for all Head Office team members, monitored by DHRC and IT Systems Admins.

6. Raise employees' environmental awareness

Target - 100% of employees completed environmental training at EOY, monitored by DHRC.

7. Electric Company Vehicles

Target - company pure electric vehicles equal to 60% by EOY 2026 and 80% by EOY 2028, monitored by CFO and DHRC.

8. Uniform and office consumables manufactured from recycled materials

Target - 20% by EOY 2024, monitored by CFO and DHRC.

9. Zero paper office

Target - Head Office to operate to 90% zero paper processes by EOY 2024, monitored by DHRC and IT Systems Admins.

10. Environmental Management System

Target - Achieve and maintain ISO 14001 accreditation, measured by successful annual ISO audit, monitored by DHRC.

Health & Safety Objectives

1. To ensure injuries and accidents are kept to a minimum

Target – less than 215 per 100,000 RIDDOR reported injuries, monitored by DHRC.

2. Investigate all accidents and near misses immediately

Target – 100% of all accidents and near misses are investigated within 24 hrs, monitored by DHRC.

3. Employee training on the Health & Safety system

Target – 100% completed required employee training for H&S at EOY, monitored by DHRC.

4. Risk assessments are completed and updated

Target – 100% of required Risk Assessments are completed and updated a least annually, monitored by DHRC.

5. Employee involvement and participation in our H&S system

Target – 100% of quarterly H&S focus committee meeting held, with staff representatives at every level participating and contributing, monitored by DHRC and H&S Manager.

6. Health and Safety Management System

Target – Achieve and maintain ISO 45001 accreditation, measured by successful annual ISO audit, monitored by DHRC.

7. Full compliance with applicable legislation

Target - zero adverse comments/ notices - measured and monitored by DHRC.

8. Metal Health Support

Target – 3% of employees to be Metal Health First Aiders, monitored by DHRC.

Information Security Objectives

1. To ensure Information Security Adverse Incidents are kept to a minimum

Target - zero adverse incidents per annum, monitored by DHRC and IT Systems Admins.

2. Investigate all Info Sec Incidents and Near Misses immediately

Target - all info sec incidents investigated within 24 hrs, monitored by DHRC and IT Systems Admins.

3. Employee training on the Information Security & Systems

Target - 100% completed required employee training for Info Sec and 27001 at EOY, monitored by DHRC.

4. Information security risk assessments are completed and updated

Target - 100% of required Info Sec Risk Assessments are completed and updated a least annually, monitored by DHRC.

5. Full compliance with applicable legislation

Target - zero adverse comments/ notices - measured and monitored by DPO & ISO.

6. Information Security Management System

Target - achieve and maintain ISO 27001 accreditation, measured by successful annual ISO audit, monitored by DHRC.

7. Information Security Vulnerability and Penetration Testing

Target - Info Sec Vulnerability and Penetration tests completed by external testing partners annually or following an incident, monitored by DHRC and IT Systems Admins.

8. Information Assets and Devices identified and inventoried

Target - 100% of Info assets/endpoint devices recorded and monitored through the asset register, monitored by DHRC and IT Systems Admins.

9. Multifactor authentication

Target - 100% of Info Assets/Endpoint Devices that hold sensitive level 3 data to have multifactor authentication, monitored by DHRC and IT Systems Admins.

Business Continuity Objectives

1. Department Business Continuity Planned Tests

Target – once per annum each department AEO to test plans for Critical Systems and Function Recovery and Continuity, monitored by DHRC.

2. Business Continuity Incident/Service Disruption Reporting

Target – 6 monthly reporting from each department AEO to DHRC on all continuity incidents / service disruption, with recovery/continuity summary/performance and improvement requirements, monitored by Depart AEO and DHRC.

3. Employee training on the Business Continuity Plan & Systems

Target – 100% completed required employee training for Business Continuity and 22301 at EOY, monitored by DHRC.

4. Business Continuity Management System

Target – achieve (Q2 2025) and maintain ISO 22301 accreditation, measured by successful annual ISO audit, monitored by DHRC.

5. Exercises and drill on terrorist attack with staff

Target – 100% of 'Critical/Likely' Identified sites/locations tested/drilled every 6 months and 100% of 'Possible/Less Likely' Identified sites/locations tested/drilled every 12 months, measured at EOY, monitored by DHRC.

6. Business Continuity Plan and Policy Reviewed

Target – Once per annum business continuity plans and associated policies (Company and Departmental) reviewed/updated. All recovery point/targets (Company and Departmental) assessed and set by AEOs and Exec, monitored by Department AEO and DHRC.