

SHEQ OBJECTIVES & TARGETS

QUALITY OBJECTIVES	CURRENT (Benchmark)	TARGET(S)	MEANS OF ACHIEVEMENT	RESPONSIBLE FOR ACHIEVING THE OBJECTIVE
Assurance Audits	15	>4 assurance audits	Involve participation from Directors & Heads of Department undertake client site audits	COO, non-exec Director,
Obtain SIA "approved contractor" status	78	Improve our ACS score year on year	Improve Quality; focus on people	All management
Attend on site to Alarm activations within 30minutes of notification	30	Arrive on Site to 100% of all activations within 30 mins	Correct manning levels Correct response from Control	Control Centre Team
Customer Complaints	12	receive no more than 12 complainants	Accurate data capture and implementation of preventative measures	Operational Staff
Customer Satisfaction Index	Completed every quarter	Completed Customer Survey every quarter	Monitor by undertaking satisfaction surveys	CEO
ENVIRONMENTAL OBJECTIVES				
Calculate our energy consumption monthly and continue reductions and offsetting initiatives to maintain or preferably reduce each year	Electric < <7000* Gas <70000*	Maintain monthly average of less than 750KWhrs for electricity and less than 750kWH for gas	Reduction of electricity, gas and water usage	Directors
Reduce fuel consumption thereby reducing CO2 emissions	Fuel <65000*	Fuel Cost – less than 5000 litres per month	Move all fleet vehicles to diesel and replace old fleet with new and mid size cars to smaller ones. Consider alternative fuel vehicles	CFO/CEO/COO
No Legal Breaches	0	No legal breaches in 2021	Ensure compliance checks and audits are undertaken regularly	Directors
HEALTH & SAFETY OBJECTIVES				
Lone Worker Compliance	10	Less than 10 occurrences per year, where check calls are followed up in line with LWP	Logosoft Compliance. Daily Monitoring via NCC Reports	Directors/ Operations
Reduce Vehicle Accidents	0	Reduction of accidents YoY – 2021 Target of 0	Vehicle Inspections completed to ensure vehicles are fit for purpose. Tracker Audits to ensure vehicle use is in line with legislation	CEO/COO/HOO
Personal Injuries	0	Reduction of accidents YoY - Target of 0 set for 2021	Ensure all employees are trained for specific role	All

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			<p>Ensure all employees have the correct equipment for the specific role</p> <p>Review "lessons learned" and place measures to avoid repeat</p>	
Fatalities	0	Target of 0	<p>Ensure all employees are trained for specific role</p> <p>Ensure all employees have the correct equipment for the specific role</p> <p>Review "lessons learned" and place measures to avoid repeat</p>	All
Risk Assessments	All	Completed and up to date	Operations Team to ensure all service are risk assessed and company compliance documentation is maintained at all times	Operations
Near Miss Reporting	12	12 Reportable Near Misses	Ensure all employees are educated and guided on Near Miss Reporting, not only at Site level but also via Consortio Security	All
RIDDOR	1	Target of less than 2	Ensure all employees are educated and guided on roles and site based requirements	All