

## **Vision, Mission and Quality, Health, Safety and Environment Objectives**

### **Vision**

Our vision is to be the market leader and preferred supplier across our core product and service offerings.

### **Mission**

At Specialist Services, our mission is to sustainably engineer, manufacture and deliver products and services that add value to our customers and protect life, assets and the environment.

### **Quality Objectives**

- Achieve a Customer Loyalty Score of 65% or more through to 31<sup>st</sup> March 2019.
- 100% on time manufacture and delivery of all core products at or better than budgeted cost.
- Reduce the number of incidents of rework against last year by 25% by 31<sup>st</sup> March 2019.
- Reduce employee voluntary attrition by 10% or better than last year by 31<sup>st</sup> March 2019.
- Reduce the number of punch points raised in the year ahead during the inspections per 100,000 man-hours by 25% against last year.

### **Health & Safety Objectives**

- Reduce the Total Recordable Case Frequency Rate to zero by 31<sup>st</sup> March 2019.
- Reduce the Loss Time Injury Frequency Rate to zero by 31<sup>st</sup> March 2019.
- Develop and launch a health and happiness employee programme by 20<sup>th</sup> July 2019.

### **Environment Objectives**

- Reduce the annual per capita consumption of water against last year by 5% by 31<sup>st</sup> March 2019.
- Reduce the consumption of electricity per 100 million AED revenue by 5% by 31<sup>st</sup> March 2019.
- Reduce the consumption of paper per 100 million AED revenue by 5% by 31<sup>st</sup> March 2019.
- Reduce the generation of plastic waste per 100 million AED revenue by 5% by 31<sup>st</sup> March 2019.
- Reduce the generation of cable, steel and aluminium scrap per 100 million AED revenue by 5% by 31<sup>st</sup> March 2019.
- Develop and implement at least 3 green initiatives in Specialist Services products and services by 31<sup>st</sup> March 2019.
- Establish a framework of carbon footprint management and measure baseline data in order to set a target for carbon footprint offset / reduction by 31<sup>st</sup> March 2019.
- Review purchase general terms and conditions to influence the sourcing of sustainable materials and the environmental performance of suppliers by 31<sup>st</sup> March 2019.



Ian Rogers

**Chief Executive Officer**

Specialist Services Holdings Ltd.

Specialist Services LLC

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