

# Vision, Mission and Quality, Health, Safety and Environmental 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

- Maintain a Customer Loyalty Score of 80% or more through to 31<sup>st</sup> March 2022.
- 100% on time manufacture and delivery of all projects at or better than budgeted cost.
- Reduce the number of incidents of rework against last year by 10% by 31<sup>st</sup> March 2022.
- Reduce the number of punch points raised in the year ahead during the inspections per 100,000 man-hours by 25% against last year by 31<sup>st</sup> March 2022.

## Health & Safety Objectives

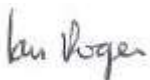
- Maintain the Total Recordable Case Frequency Rate at zero until 31<sup>st</sup> March 2022.
- Maintain the Loss Time Injury Frequency Rate at zero until 31<sup>st</sup> March 2022.

## Environmental Objectives

- Reduce the annual per capita consumption of water against last year by 5% by 31<sup>st</sup> March 2022.
- Reduce the consumption of electricity per 100 million AED revenue by 5% by 31<sup>st</sup> March 2022.
- Reduce the consumption of paper per 100 million AED revenue by 5% by 31<sup>st</sup> March 2022.
- Reduce the generation of plastic waste per 100 million AED revenue by 5% by 31<sup>st</sup> March 2022.
- Reduce the generation of cable, steel and aluminium scrap per 100 million AED revenue by 5% by 31<sup>st</sup> March 2022.

## Sustainability Objective

- Develop a sustainability policy and appropriate objectives for the Group by 31<sup>st</sup> July 2021.



Ian Rogers

**Chief Executive Officer**

**28 April 2021**

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