

Health, Safety, Quality and Environment

QUALITY

Develop operational plans for measuring customer satisfaction.

Achieve Business in the Community (BITC), Corporate Responsibility Index Gold award.

100% of projects to develop and maintain a Business Continuity Plan.

Retain certification to ISO 9001:2008 (UK In Scope Projects).

90% of all Non Conformance Reports to be closed within the designated time frame.

HEALTH AND SAFETY

Achieve HSE performance evaluation target of 75% for each SPC & JLIS Operations

Achieve an average 80% compliance rate in accordance with the HSE competency requirements detailed in Integrated Management System (IMS) 0402-01

Achieve Royal Society for the Prevention of Accidents (RoSPA) Health and Safety Gold award.

Employee Accident Incident Rate (AIR) to be below the Health & Safety Executive (HSE) all industry standard 08/09 (502.7 per 100 000 employees).

Retain certification to BS OHSAS 18001:2007 (UK In Scope Projects)

90% of all Non Conformance Reports to be closed within the designated time frame.

ENVIRONMENT

Agree reduction targets on a project by project basis to achieve a 10% reduction in CO2 emissions on 2007 Carbon Disclosure Program (CDP) submission data.

Implement the Waste & Resources Action Program (WRAP) Construction Waste Initiative "Halving Waste to Landfill".

Continue to reduce the waste footprint for UK operational projects.

Continue to reduce water usage for UK operational projects.

Reduce the impact that business travel has on the environment.

Retain certification to ISO 14001:2004 (UK In Scope Projects)

90% of all Non Conformance Reports to be closed within the designated time frame.

