

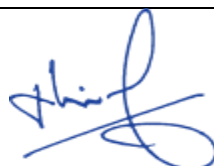
QUALITY & ENVIRONMENTAL OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality & Environmental Objectives are being met.

The objectives we have identified are intended to provide Equipserv UK Ltd with the opportunity to demonstrate continuous improvement in the levels of services and support they provide for their stakeholder, customer and employees which are specific, measurable, achievable, realistic and timed.

	Objective	Measured by:
1	We will endeavour to deliver our services to agreed specification quality standards, timescale and cost	<ul style="list-style-type: none"> ○ Customer feedback / Complaints ○ Customer Key Performance indicators <ul style="list-style-type: none"> ○ No of planned Jobs in the month <ul style="list-style-type: none"> ▪ No of planned Jobs completed in the month ▪ No of outstanding services in the month ○ No of breakdowns by Customer ○ No of breakdowns completed ○ No of Quotes in month ○ % Contract renewals ○ Management and use of Hazardous Materials ○ Monitor and report on vehicle Fuel Usage and vehicles are regularly serviced and maintained. ○ Monitor and maximise the scheduling and planned allocation of work to Engineers
2	We will endeavour to make a profitable return on our activities in order to fund ongoing development and growth	<ul style="list-style-type: none"> ● Budget Control –Actual and variances <ul style="list-style-type: none"> ○ Monthly Monitoring Report <ul style="list-style-type: none"> ▪ Profit & Loss <ul style="list-style-type: none"> ● Planned Jobs by Customer ● Breakdown Jobs by Customer ● New Installs ▪ Actual Budget against actual ▪ Number of employees by department ● Sales <ul style="list-style-type: none"> ○ Number of new enquires ○ Number of new contracts ○ Number of lost contracts ● Number of days lost to sickness
3	We will conduct our business in an ethical and professional manner	<ul style="list-style-type: none"> ● Customer Feedback ● Planned customer visits ● On line access to Customer details: <ul style="list-style-type: none"> ○ Maximise the number of Customers with to Asset Assist ● Monitor and record meter readings for the use of Utility Services. Electricity Water ● Monitor and record the Disposal of Waste Materials: <ul style="list-style-type: none"> ● General Waste ● Scrap Metals ● Electronic & Electrical Equipment ● Waste oil ● Batteries

		<ul style="list-style-type: none"> • Printer Cartridges • Paper ○ Monitor and record that H & S requirements are met for example Reference H & S Manual and the Register of Checks and Tests <ul style="list-style-type: none"> • PAT Testing of Portable Electrical Equipment • Lifting Equipment Examination • Ladder Inspections • Site Inspections • COSHH Assessments • Risk Assessments
4	<p>We will endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible</p>	<ul style="list-style-type: none"> • Customer Key Performance Indicators <ul style="list-style-type: none"> ○ Number of non-conformances <ul style="list-style-type: none"> ▪ Uncompleted Planned Jobs ▪ No of repeat visits • Customer Feedback /Complaints
5	<p>We will comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services</p>	<ul style="list-style-type: none"> • Customer feedback / Complaints • Annual review of the Register of Legal and Other Requirements • Annual Review of Environmental Aspects & Impacts Register
6	<p>We will ensure that the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems are measured and acted upon accordingly.</p>	<ul style="list-style-type: none"> • Annual review of Emergency Preparedness and Response Procedures • Annual review of the Register of Generic Risk Assessments • Monitor and report Accident Statistics for: <ul style="list-style-type: none"> ○ Number of minor accidents ○ Number of Reportable Accidents ○ Number of lost days due to accidents ○ Number of reportable incidents • Monitor and control the handling, storage, use and disposal of Hazardous materials • Annually review COSHH Assessments and training Requirements
7	<p>To actively communicate effectively with all our customers and employees</p>	<ul style="list-style-type: none"> • Displaying of Environmental Notices • Annual staff Environmental Questionnaire • Staff one-one meeting • Number of Formal Communications with Customers • Number of formal communications with employees (Not day to day)



Chris Duckett - Commercial Director

..... Dated 4th January 2021