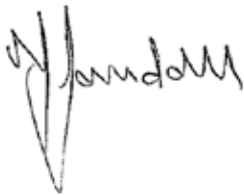


Quality Objectives 2018

- Increase pre-tax profitability by 0.35%
- Maintain staff numbers at 95% or more of the total number of employees
- Achieve customer feedback scores of 8/10 or more for Quality of Product and Quality of Service
- Complete all projects within the original timescales or agreed extended period
- Complete defects within 6 months of the defect liability period on 80% of projects
- To secure 1 in 4 of projects tendered
- To reduce accidents by 10% (calculated by volume of work undertaken)
- Agree final accounts on 80% of projects within 3 months of Practical Completion
- Maintain repeat business levels at 70% of all projects undertaken.
- Undertake projects for six new customers
- Provide 30 days of work experience
- Achieve Performance Beyond Compliance for all CCS registered schemes.
- 5 additional employees to obtain a CSCS qualification
- Receive company / project nominations in at least five industry award categories
- Undertake at least ten CSR (Corporate Social Responsibility) activities.

Signed



Martin Sandall
Managing Director

February 2018
