



WE LOOK OUT FOR EACH OTHER

HSEQ Objectives 2023

OBJECTIVE	WHO RESPONSIBLE	WHEN	ACTION STATUS
Quality			
1. Customers Satisfaction Survey's to achieve a satisfaction level of 2.5	Unit Managers	Q4	
2. Client Service Reports to achieve overall average score of 2.5	Unit Managers	Q4	
3. Unit Operations Compliance Audit to achieve an overall score of 80%	Operations Directors	Q4	
4. Completion of the Annual Compliance Audit Schedule	Operations Directors	Q4	
6. Maintain ISO 9001 Certification - Transition Updates	HSEQ Manager	Q4	
Occupational Health & Safety			
1. Continuous improvement in H&S - 'Target Zero'. Reduce MTC/RWC/FAC performance by 10% vs 2022	Management Team	Q4	
2. Participation in Human Factors programme in line with the HSE Activities Calendar	Unit Managers	Q4	
3. All available Safety Representatives to engage with the Step Change in Safety Representative Forum	Unit Managers	Q4	
4. Maintain ISO 45001 Certification	HSEQ Manager	Q4	
Environment			
1. Maintain ISO Certification - ISO 14001	HSEQ Manager	Q4	
2. Roll out Revised Climate Net Zero Toolkit	HSEQ Manager / Unit Managers	Q4	
3. Compliance with Compass Group UK & Ireland Net Zero Ambition 2030	HSEQ Manager / Unit Managers	Q4	
Quarterly Review & Annual Verification to be carried out by ESS Leadership Team	Completed		
	On schedule		
	Not started or behind schedule		