



Company Objectives & Targets, For The Financial Year 2011-2012 (1)

Following the annual Management Review Meeting in August 2011, the company has agreed the following Objectives & Targets:-

- To continuously improve the standard of service that we provide to our clients. This will be monitored via client compliments, complaints & client surveys, which will be 'contract dependant' by a person or persons independent of our Operations Department. The minimum acceptable level of satisfaction has been agreed *at 80%*.

Objective: To improve the standard of service delivered to clients.

Target: To achieve a satisfaction rating of 80% as measured through client surveys.

Target: To complete a client survey for a minimum of 80% of all contracts on a twice-yearly basis.

- To achieve & maintain a minimum of 16,000 contracted hours per week during this financial year. The on-going figure to be monitored at monthly Senior Management Team Meetings (SMT's) and recorded in 'minutes'.

Objective: To maintain a level of business that will ensure the long-term prosperity of the business.

Target: To achieve and maintain a minimum of 16,000 contracted hours per week.

- To identify & achieve two new sites working in conjunction with our FM partners or / and including product diversification.

Objective: To diversify the activities of the business into related activities.

Target: To identify, target and obtain two new sites working in collaboration with a facilities management partner.

- To reduce the adverse air emissions of our activities, particularly by reviewing our vehicle purchasing policy as & when vehicles are sold or purchased. Two targets have been set. A short term reduction by 2012 & a longer term target by 2020.

Objective: To reduce the adverse environmental impact of our business



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Target: To develop a fleet policy to determine the needs of the business with respect to the vehicle fleet, and to develop a strategy for vehicle purchase, usage, maintenance and disposal that reflects operational and lifecycle costs and impacts.

Target: Existing 2012 emissions target.

Target: Existing 2020 emissions target.

- To continue to review & identify actions, to maintain employee well being, reduce the accidents, injuries & work-related ill health to company personnel.

Objective: To provide a safe and healthy workplace.

Target: To review all accidents, safety related incidents and incidences of work-related ill-health in order to identify and implement actions to prevent future harm.

- To monitor employee satisfaction via employee surveys, providing 360 degree feedback. By providing training, relevant to the role of the individual and identifying, through appraisals, career opportunities within the company.

Objective: To provide a stimulating and rewarding work environment with opportunities for employees to develop their skills and abilities.

Target: To continue the programme of employee reviews and appraisals.

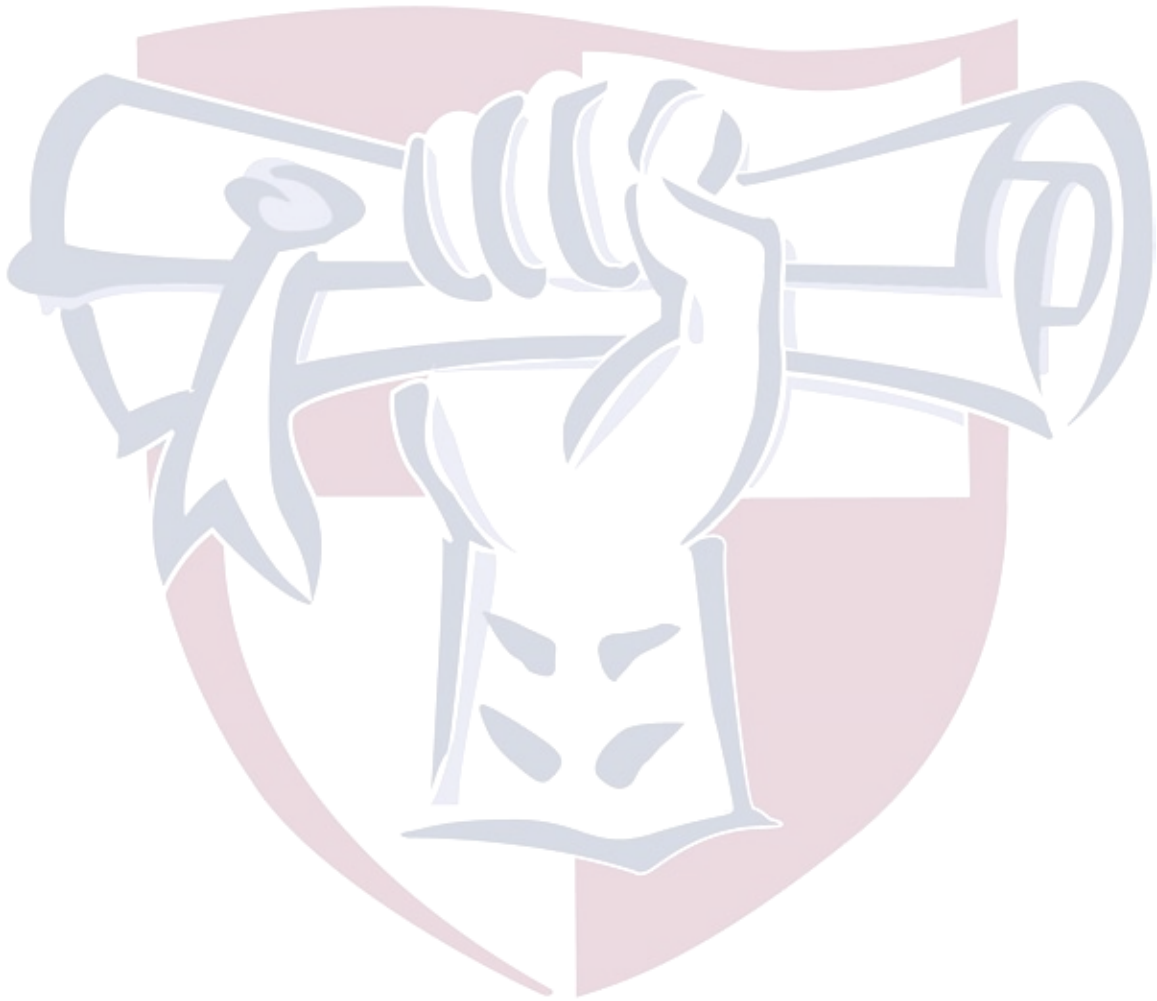
Target: To look to promote from within the business when opportunities arise.

Directors and Senior Managers will continue to meet monthly, to discuss all week by week issues.

Please do not hesitate to speak with a Company Director should you have any questions relating to these objectives or any thoughts or ideas on how we can achieve these targets.

Mr. G. F. Lambert
Chairman & Chief Executive

CHARTER



SECURITY