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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Category (Quality, Environment or Both)** | **Function / Aspect** | **Objective**  **(What is required)** | **Target & KPI**  **(How much is required)** | **Time Frame (When will it be done)** | **Action(s) Required**  **(How is it done)** | **Responsibility**  **(Who is going to do it)** | **Method of monitoring and verification** | **Method of records keeping** | **KPI Progress Status (e.g. % or No.)** |
|  | **Quality, Environment and OHS** | **Management Systems** | Develop IMS System that meet ISO 9001, ISO 14001 and ISO 45001 Standard | Achieve ISO 14001:2015 certification | December 2020 | Develop & implement a management system that complies with the three standards. | All staff at Manhari | Conduct Internal audits during implementation | Internal audit reports | 0% |
| Conduct internal audits against the three standards requirements to assess the effectiveness of implementation | Independent Internal Auditor (Anitech) | Internal Audit schedule and reports | Audit report/s | 0% |
| Senior Management to have a management review meeting to assess progress of the Management System in meeting the three standards. | Senior Management | Management Review Meeting | Management Review Meeting Agenda and Minutes | 0% |
|  | **Quality, Environment and OHS** | **Induction and Training** | Ensure appropriate and relevant induction and training is provided | Re-induct everyone in the management system including environmental specific procedures | November 2020 | Re-induct all staff on the system– complete Induction checklist for each employee | Senior management / Compliance Manager | Training / Skill Matrix | Training records | 0% as on Oct20 |
|  | **Quality** | **Customer Service** | Achieve Customer Satisfaction, | 90-95% of major clients | November 20 | Maintain regular contact with client | BDM | Daily phone contacts/emails and planned meetings (as required) | Meeting minutes (where applicable)  Customer Satisfaction Survey | 0% |
| Maintain complaints on product defects below a threshold | Threshold of 8 complaints for this year | November 2021 | Maintain regular contact with client  Training to Staff  Maintain the NCR Report, Action plan register | Admin | NCR Report, Action plan register | NCR Report, Action plan register | 0 % |
|  | **Quality** | **Sales - Existing Clients** | Increase sales | 36% Increase sales to previous financial year | November 2021 | Increase in market presence i.e. sales and marketing  Continue to deliver viable products | Directors | Send info by e-mail/mail as well as our Website, meeting with clients | e-mail, records of mail sent in client folders | 0% |
|  | **Environment** | **Electricity Use** | Reduce electricity consumption | Establish a baseline (determine current consumption) | November 2020 | Gather information for the last 6 months and populate the Environmental Performance Spreadsheet to establish a baseline | Compliance Manager | Performance Spreadsheet | Performance Spreadsheet | 0% |
| Establish a target based on the baseline | November 2020 | Establish a target based on the baseline considering:   * The baseline * Recommended | Compliance Manager | Performance Spreadsheet | Performance Spreadsheet & energy bills | 0% |
|  | **Environment** | **Waste management** | Reduce waste disposed to landfill | Establish a baseline | November 2020 | Gather information for the last 6 months and populate the Performance Spreadsheet to establish a baseline | Compliance Manager | Performance Spreadsheet | Performance Spreadsheet & waste disposal records (invoices and WTC) | 0% |
| Establish a target based on the baseline | November 2020 | Establish a target based on the baseline. | Compliance Manager | Performance Spreadsheet | Performance Spreadsheet | 0% |
|  | **Environment** | **Water consumption** | Reduce water consumption | Establish a baseline (determine current consumption) | November 2020 | Gather information for the last 6 months and populate the Performance Spreadsheet to establish a baseline | Compliance Manager | Performance Spreadsheet | Performance Spreadsheet | 0% |
| Establish a target based on the baseline | November 2020 | Establish a target based on the baseline | Compliance Manager | Performance Spreadsheet | Performance Spreadsheet & water bills | 0% |
|  | **Environment** | **DG Storage & vehicle storage area** | Maintain high level of housekeeping with no stormwater pollution | 0 stormwater pollution spills | November 2021 | Train and induct employees and spill response procedure and the requirement to report spills | Compliance Manager | Workplace Inspection | Workplace Inspection Records | 0% |
|  | **Environment** | **Noise & Dust** | No disturbance to neighbours | No complaints received from neighbours | November 2021 | Implement the Dust Management Plan | Director | Internal Audit & Workplace Inspection | Internal Audit Records & Workplace Inspection Records | 0% |
|  | **OHS** | **Safe operation** | Ensure safe operation | 0 notifiable incidents | November 2021 | Achieve HSEQ certification to ISO 45001 in December | Director | Certification Audit / Certificate | Certification Audit Report | 0% |
|  |  |  |  |  | December 2020 | Implement all policies and procedures | Director & DBM | Internal Audit & workplace inspection | Internal Audit Report & workplace inspection reports | 0% |
|  |  |  |  |  | November 2020 | Ensure that all plant and equipment is up to date with maintenance (maintained as per the manufacturer recommendations) | Head Mechanic | Internal Audit | Internal Audit Report | 0% |

### Acknowledgment

The above information is correct and current:

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| Name: |  |  | Position: |  |
| Signature: |  |  |  |  |