

Ref.	Area	Objective	Target	Actions/Monitoring	Measure	Resp.	Timescale
OT1	Sales	Increase company turnover	In line with 2018 results	- Strategic business plan - Increase sales - Increase production capability - Monitor and improve production efficiency - Reduction of down-time	€/month	Managing Director	End 2020
OT2	Production	Increase processed production tonnage	In line with 2018 results		Tonnes/month	Managing Director	End 2020
OT3	Occupational health and safety	Prevention of Reportable accidents and Lost Time Accidents (LTA)	Zero	- Promotion of near-miss reporting - Percentage of permanent employees - Review training programme - Workplace inspections - Health and safety meetings - H & S initiatives	No./month	General Manager	Ongoing
		Risk reduction	450 points	- Conducting risk assessments - Incident investigations - Identifying and implementing control measures	Points/month	General Manager	Ongoing
OT4	Environmental	Breaches of permit conditions	Zero	- Promotion of near-miss reporting - Workplace inspections - Maintenance schedules - Internal auditing	No./month	General Manager	Ongoing
OT5	Quality	Customer Complaints	12 Max	- Meetings with customer, recording of satisfaction - Repeat business – monitor of returning customer - Repeat business – monitor of retained customer - Monitoring of customer complaints	Complaints/month	Managing Director	Ongoing
OT6	Delivery and Service	Delivery precision by first confirmed	99%	- Delivery against agreed delivery date - In full orders	%/monthly	Managing Director	Ongoing

Date of last revision: Jan 2021

Date of next revision: Management Review Meeting

Monitoring Record - 2020

Ref.	Objective	Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
OT1	Increase company turnover	In line with 2018 results	<target	>target	<target	>target	<target	<target	<target	<target	<target	<target	<target	>target	<target
OT2	Increase production levels	In line with 2018 results	<target	<target	>target	>target	<target	<target	<target	<target	<target	>target	>target	<target	<target
OT3A	Prevention of Reportable accidents	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OT3B	Loss Time Accidents	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OT3C	Risk Reduction	600	121	121	222	272	350	382	386	428	428	428	428	482	482
OT4	Breaches of permit conditions	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OT5	Customer Complaints	12 max.	1	1	2	0	2	0	0	0	0	0	0	1	7
OT6	Delivery precision by first confirmed	99%	100	100	100	99	100	100	96	100	100	100	100	100	99