

1 Quality objectives 2020

Area	Target
Customer Satisfaction:	1. Overall Satisfaction index $\leq 2,0^*$ 2. No surveys with an index $> 3,0^{**}$ * 12 month moving average ** Overall satisfaction on individual projects
Cost of poor Quality:	Project write-downs to be max. 0.5% of turn-over (to be measured quarterly). NCR cost to be at same level or above write-downs.
Problem solving:	NCR lead time: 75% solved within 3 months

2. HSSE objectives 2020

Area	Objective	Target
Health	Decrease absenteeism in Semco Maritime in average	Below 2.5 % (white collars) Below 3.0 % (blue collars)
	Increase Employee Satisfaction Survey	To be updated
Safety	Decrease Total recordable injuries frequency (LTA+RWI+MTI)	Below 2.5
	Decrease Lost Time Accidents frequency	0
	Increase observations frequency	150/mio working hours (Offices) 2000/mio working hours (Sites and offshore)
	Increase safety awareness	Operational Managers to do 6 Safety Talks per year Adm Managers to do 2 Safety Talks per year
	Increase the safety culture on all Semco Maritime operational sites	Result of Safety Culture Survey to be above 3.25
Environment	Waste management	Increase amount to recycling to 80 %
	Energy consumption	Reduction of 1%/working hour
Security	Increase emergency preparedness on Semco Maritime locations	Min. one drill per location based on high risk issues.