



## HSMS / EMS / QMS Policy

**“Valiant Management is committed to meeting or exceeding customer requirements through continuous improvement and on-time delivery of services, as well as conducting business activities and services in an environmentally and ethical manner while maintaining an honest relationship with our employees, customers and community. We are committed to pollution prevention and strive to conserve the use of natural resources and energy in our daily operations. We are committed to the prevention of injury, ill health and continual improvement in Safety (OHSAS) management and performance. Valiant Management’s commitment includes compliance with all legal and other requirements relating to the office and its’ business. Health and Safety risks and Environmental impacts of our business activities have been evaluated for providing the framework to set and review safety and environmental objectives and targets in order to achieve continual improvement.”**

**“We will do the right thing at the right time for the right reason.”**

**HSMS / EMS / QMS Management Representative : Kim Franklin**



## HSMS / EMS / QMS Objectives

### EMS / QMS Management Representative : Kim Franklin

#### HSMS Objectives

<u>Objective</u>	<u>Goal</u>	<u>Status – 12/03/11</u>
Injury Rating	Maintain OSHA rating of <2.69 yearly avg.	OSHA rating = 0 No injuries YTD 2011
Injury Prevention	Implement Risk Assessment and Job Hazard Analysis to identify risks so as to address and eliminate	Risk Assessment and Job Hazard Analysis completed 12-02-11

#### EMS Objectives

<u>Objective</u>	<u>Goal</u>	<u>Status – 12/03/11</u>
Improve Landfill Avoidance (recycle alum cans, plastic bottles, paper)	> 6 bins per week (based on 12 mo. avg)	Paper / plastic / cans / cardboard pick-up on-going by Living Green
Toner cartridges	10 per month (based on 12 mo. avg)	73 Toner cartridges to local school - 23 Aug. '11
Batteries (general use)	> 5 per month (based on 12 mo. avg)	RECYCLE PAK IN USE ON-GOING
Decrease site electrical k/w usage (based on square footage / per person)	1% kwh less per month (12 month avg)	Previous quarter = .10 Actual = .14 <b>Result = negative to goal</b>
Decrease site Natural Gas usage (based on square footage / per person)	1% CFF less per month (12 month avg)	Previous Month = .0009 Actual = .0000 Result = positive to goal

#### QMS Objectives

<u>Objective</u>	<u>Goal</u>	<u>Status – 12/03/11</u>
Customer Satisfaction - Target	95 %	Met – based on customer correspondence (new survey on going)
Continual Improvement Actions	Weekly calls / Quarterly visits	Met – on going
Management Training	Yearly customer training	Met
Health & Financial	Current ratio > 1.0 Debt to Equity < 1.0	Met - most categories (see CFO matrix for additional details)
Business Growth	3 projects / facilities	Met – CHT / MEL / JNAP
Innovation	Expand IT and Web customer functions	Met – Sitrep reports / COB reports / etc.

Goals and Objectives communicated with organization (Kim Franklin) :  
Goals and Objectives approved (Bruce Nethery) :