



## **QUALITY TARGETS 2021**

1. Achieving a level of 4500 PPM for customer complaints.
2. Achieving a minimum of 92% on-time delivery from suppliers.
3. Achieving an on-time delivery to customers at a minimum of 95%.
4. Achieving a response time to customer's complaints of maximum 30 days.

## **ENVIRONMENTAL TARGETS 2021**

1. Analysis of possibilities to reduce gas consumption.
2. Analysis of the possibility to reduce water consumption at the paint shop by adjusting the functioning of the treatment plant.
3. Analysis of possibilities to reduce energy consumption.

## **OHS TARGETS 2021**

1. Zero accidents at work - increasing employee awareness through an introduction of graphic health and safety instructions on production machines/equipment.
2. Reduce noise level exceedances at workplaces to 85dB.
3. Determining how to supervise an introduction of new chemicals into the company's processes.

**Targets approved by the Management Team on 12.03.2021.**