

**Quality objectives 2025**

Area	Target
Customer Satisfaction:	1. Overall Satisfaction index $\geq 5^*$ 2. No surveys with an index $< 4,0^{**}$ * 12 month moving average ** Overall satisfaction on individual projects
Cost of poor Quality:	Max. 0.5 % of turnover
Problem solving:	NCR lead time: 75% solved within 3 months

**HSSE objectives 2025**

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	Above 3.1 on a scale from 1-4
Safety	Decrease Total recordable injuries frequency (LTA+RWI+MTI)	Below 1.8
	Decrease Lost Time Accidents frequency	0
	Increase observations frequency	150/mio working hours (Offices) 5000/mio working hours (Sites and offshore)
	Increase safety awareness	Operational Managers to do 14 Safety Talks per year Adm Managers to do 4 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 %
	Sustainability	Update activity plan for being CO2 neutral in all activities in 2030.
Security	Increase emergency preparedness on Semco Maritime locations	Min. one drill per location based on high risk issues.