HBC	QHSE OBJECTIVES	Effective Date: 14 January 2026 Document Code: IMS-OT-F01 Rev No.: 04

YEAR: 2026

Item number	Objective	Action to Be Taken	Action by	Date for Completion	Target / Measure of Success
1	To become Zero Customer Complaint organization in the country within 1 year.	By implementing effective Quality management system	GM	Dec 2026	Customer feedback evaluation
2	Conduct Training programs for employees regarding Quality of the work & customer satisfaction.	Implement strategic training plan.	HR Department	Dec 2026	Number of trainings
3	Improve on time delivery of our products/service by 5%.	Obtain at least 5 Customer feedback within one year and analyze the results.	PM	Dec 2026	Number of customer feedback form
4	Conduct 4 training sessions of employees regarding First Aid and Incident Investigation.	Implement strategic training plan.	HR Department	Dec 2026	Number of trainings
5	Reduce annual paper & printing purchases by 5%.	By implementing plan for economic use of papers	HR Department	Dec 2026	Monitoring and controlling
6	Zero Accidents and ultimate zero LTI.	Strict implementation of OHSMS	HSE	Dec 2026	Zero accident and Loss Time Injury
7	Implement prompt corrective and preventive actions for any incidents.	Strict implementation of OHSMS	HSE	Dec 2026	Incident and Non-Compliance Reporting

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