


Alfa Quality Moving & Relocation

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AQM Group objective and program			
Objective	Responsible function	Measurement	EPI
2015 the CO ² -emission/m ³ sold volume related to European Moves should be 25 % lower than it was 2010.	ECC	Statistics is compiled annually	kg CO ² /m ³ sold volume
Long term target	Responsible function	Measurement	EPI
2015 the average load factor on European moves should be 73 %	ECC	Statistics is compiled semiannually	Average load factor (%)
Short term target	Responsible function	Measurement	Indicator
2014 the average load factor on European moves should be 72 %	ECC	Statistics is compiled semiannually	Average load factor (%)
Program	Responsible function	Resources	Dead-line
Information exchange between ECC and SCC regarding available capacity on our trucks thorough e-mail every week.	ECC	Employee time	Dec. 2014
Dialogue between ECC and Europe rates regarding available capacity and pricing.	ECC	Employee time	Dec. 2014
Development of on-going work with alternative transport solutions.	ECC	Employee time	Dec. 2014
Increased sales to agents thorough active work to improve agent relationships	ECC	Employee time	Dec. 2014

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AQM Group objective and program			
Objective	Responsible function	Measurement	EPI
2015 100 % of our suppliers of European and Overseas removal services should meet the criteria for "Green supplier".	COO - Production	Statistics compiled semiannually	Percentage of green suppliers
Target	Responsible function	Measurement	Indicator
2014 80 % of suppliers of European removal should meet the criteria for "Green supplier".	ECC	Statistics compiled semiannually	Percentage of green suppliers
Program	Responsible function	Resources	Dead-line
Follow up and visits to suppliers who are not meeting the criteria for "Green supplier"	ECC	Employee time	Dec. 2014
Annual YKB-training for the drivers of our suppliers.	ECC	Employee time	Dec. 2014
Target	Responsible function	Measurement	Indicator
2014 80 % of suppliers of Overseas removal should meet the criteria for "Green supplier".	COO - Production/ OCC	Statistics compiled semiannually	Dec. 2014
Program	Responsible function	Resources	Dead-line
Implementation of evaluation and follow-up on results	COO - Production	Employee time	Dec. 2014
YKB-training for drivers of heavy vehicles	COO - Production	Employee time	Dec. 2014

AQM Group objective and program			
Objective	Responsible function	Measurement	EPI
2015 our claim ratio should be maximum 15 % on insured removal assignments	Dan Ottosson	Statics compiled semiannually	Claim ratio (%)
Target	Responsible function	Measurement	Indicator
2014 our claim ratio should be maximum 16,6 % on insured removal assignments	Dan Ottosson	Percentage of assignments with claims related to total of insured assignments	Claim ratio (%)
Program	Responsible function	Resources	Dead-line
Training of supplier of removals services	Dan Ottosson	Employee time	Dec. 2014
Workplace visits on removal assignments	Dan Ottosson	Employee time	Dec. 2014
Special care concept	Dan Ottosson	Employee time	Dec. 2014

Local objectives and program Denmark			
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Objective	Responsible function	Measurement	EPI
2015 our use of paper should be reduced 30 % (compared to 2012)	Site manager	Kg of paper	Reduction (%)
Target	Responsible function	Measurement	EPI
During 2014 our use of paper should be reduced 20 % (compared to 2012)	Site manager	Statistics (kg of paper) compiled semiannually	Reduction (%)
Program	Responsible function	Resources	Dead-line
Various activities to reduce unnecessary print outs	Site manager	Employee time	2014-12-31
Better monitoring of paper use	Site manager	Employee time	2014-12-31

Local objectives and program Sweden			
Objective	Responsible function	Measurement	EPI
More efficient local travel	HR		
Program	Responsible function	Resources	Dead-line
Actions to improve coordination of local travel and improve efficiency in use of pool cars.	HR	Employee time	2014-12-31
Training programme	Responsible function	Follow-up	Dead-line
Training environmental work and fire prevention for new employees	Environmental coordinator	Time	2014-12-31

Local objectives and program Norway			
Objective	Responsible function	Measurement	EPI
Safe and resource efficient warehousing			
Program	Responsible function	Resources	Dead-line
Implement local procedures for waste management, emergency preparedness and fire prevention.	Managing director	Employee time	2014-04-24
Training program	Responsible function	Follow-up	Dead-line
Training environmental work for employees	Environmental coordinator	Time	2014-03-31