

# Alfa Quality Moving A/S

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<b>Nr</b>	<b>Objective</b>	<b>Responsible function</b>	<b>Measurement</b>	<b>Indicator</b>
O1	2015 the CO <sup>2</sup> -emission/m <sup>3</sup> sold volume related to European Moves should be 10 % lower than it was 2010.	Helena Ottosson /Helén Karlsson	Statistics regarding CO <sup>2</sup> -related to Europe is compiled annually	kg CO <sup>2</sup> /m <sup>3</sup> sold volume
<b>Nr</b>	<b>Long term target</b>	<b>Responsible function</b>	<b>Measurement</b>	<b>Indicator</b>
LT 1	2015 the average load factor on European moves should be 73 %	Helena Ottosson/ Helén Karlsson	Load factor statistics is compiled semiannually	Average load factor (%)
<b>Nr</b>	<b>Short term target</b>	<b>Responsible function</b>	<b>Measurement</b>	<b>Indicator</b>
ST 1	2013 the average load factor on European moves should be 66 %	Helena Ottosson/ Helén Karlsson	Load factor statistics is compiled semiannually	Average load factor (%)
<b>Nr</b>	<b>Program</b>	<b>Responsible function</b>	<b>Resources</b>	<b>Dead-line</b>
H1:1	Development of cooperation between sales and ECC.	Sara Lyrum Kronkjaer	Employee time	Dec. 2013
H1:2	We should work with differentiated prices and multiple quotes towards private customers and agents	Helén Karlsson	Employee time	Dec. 2013

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Nr	Objective	Responsible function	Measurement	Indicator
O2	2015 100 % of our main suppliers of removal services should meet the criteria for "Green supplier" in our supplier evaluation.	Sara Lyrum Kronkjaer	Compilation of supplier evaluations annually	Percentage of green suppliers
Nr	Target	Responsible function	Measurement	Indicator
T2	2013 100 % of our main suppliers of removal services, warehousing and relocation services should have been evaluated.	Sara Lyrum Kronkjaer/ Heidi Rasmussen	Compilation of supplier evaluations annually	Percentage of green suppliers
Nr	Program	Responsible function	Resources	Dead-line
P 2.1	Implementation of supplier evaluation procedures.	Sara Lyrum Kronkjaer	Employee time	2013-04-10
P 2.2	Information about our environmental work to suppliers	Sara Lyrum Kronkjaer/ Heidi Rasmussen	Employee time	2013-12-31
P 2.3	Evaluation of relevant actions to achieve the objective for 2015.	Sara Lyrum Kronkjaer/ Heidi Rasmussen	Employee time	2013-12-31

Nr	Objective	Responsible function	Measurement	Indicator
O3	2015 our claim ratio should be maximum 15 % on insured removal assignments	Dan Ottosson	Percentage of assignments with claims related to total of insured assignments	Claim ratio
Nr	Target	Responsible function	Measurement	Indicator
T 3	2013 our claim ratio should be maximum 21,6 % on insured removal assignments	Dan Ottosson	Percentage of assignments with claims related to total of insured assignments	Claim ratio (%)
Nr	Program	Responsible function	Resources	Dead-line
P 3.1	Training of supplier of removals services	Dan Ottosson	Employee time	2013-12-31
P 3.2	Workplace visits on removal assignments	Dan Ottosson	Employee time	2013-12-13

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Nr	Objective	Responsible function	Measurement	Indicator
<b>O3</b>	2015 our use of paper should be reduced 30 % (compared to 2012)	Site manager	Kg of paper	Reduction (%)
Nr	Target	Responsible function	Measurement	Indicator
T 4	During 2013 our use of paper should be reduced 10 % and during 2014 a reduction of another 10% (compared to 2012)	Site manager	Kg of paper	Reduction (%)
Nr	Program	Responsible function	Resources	Dead-line
P 2.1	Various activities to reduce unnecessary print outs	Site manager	Employee time	2013-12-31
P 2.2	Better monitoring of paper use	Site manager	Employee time	2013-12-13

Nr	Training programme	Responsible function	Follow-up	Dead-line
TP 1	Environmental training	Environmental coordinator	Training journal	
Nr	Action	Responsible function	Resources	Dead-line
TP 1:1	Basic, environmental training for all employees	Environmental coordinator	Time	2013-04-10
TP 2	More detailed introduction into ISO 14001	Site manager	May- October	2013-10-30