

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 32 % 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
2015 the average load factor on European moves should be 73 %	ECC	Statistics is compiled semiannually	Average load factor (%)
Program	Responsible function	Resources	Dead-line
Dialogue between ECC, Europe rates and Private sales regarding available capacity and pricing.	ECC	Employee time	Dec. 2015
Dialogue with contract customers to ensure flexibility regarding dates for their move.	ECC	Employee time	Dec. 2015
Development of on-going work with alternative transport solutions.	ECC	Employee time	Dec. 2015
Active work to improve agent relationships	ECC	Employee time	Dec. 2015

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AQM Group objective and program			
Objective	Responsible function	Measurement	EPI
2015 80 % 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
2015 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
Implement KMTS-agreement as a tool for supplier evaluation.	ECC	Employee time	March 2015
Annual YKB-training for the drivers of our suppliers.	ECC	Employee time	Dec. 2015
Implementation of Vehco	ECC	Employee time	March 2015
Target	Responsible function	Measurement	Indicator
2015 80 % of suppliers of Overseas removal should meet the criteria for "Green supplier".	COO - Production/OCC	Statistics compiled semiannually	Dec. 2015
Program	Responsible function	Resources	Dead-line
Evaluation and update of procedures for supplier evaluation	Purchasing	Employee time	Dec. 2015
Follow up of suppliers in cooperation with Overseas rates and MD in the other Nordic countries.	Purchasing	Employee time	Dec. 2015

AQM Group objective and program			
Objective	Responsible function	Measurement	EPI
2015 our claim ratio should be maximum 19,5% on insured removal assignments	Dan Ottosson	Statics compiled semiannually	Claim ratio (%)
Program	Responsible function	Resources	Dead-line
Training of employees and suppliers of removals services	Dan Ottosson	Employee time	Dec. 2015
Workplace visits on removal assignments	Dan Ottosson	Employee time	Dec. 2015
Special care concept	Dan Ottosson	Employee time	Dec. 2015
Improve information from sales to customers regarding high risk destinations	Dan Ottosson	Employee time	Dec. 2015

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Local objectives and program Denmark			
Objective	Responsible function	Measurement	EPI
2015 our use of paper should not increase compared to 2014	MD	Kg of paper	Paper use
Program	Responsible function	Resources	Dead-line
New printers with pull print functions and improved functions for monitoring	MD	Employee time	Dec. 2015
More digital work processes in the shipping department enabled by having two screens at their workplace	MD	Employee time Extra cost screens	Dec. 2015
Monitoring and feed back on paper use 4 times a year	Site manager	Employee time	Dec. 2015
Objective	Responsible function	Measurement	EPI
More efficient and greener local travel	MD		
Program	Responsible function	Resources	Dead-line
Active work to promote and optimize the use of the electric pool car	Site manager	Employee time	Dec. 2015
Implementation of better tools for web meetings, (www.webex.com)	MD	Employee time	Dec. 2015

Local objectives and program Sweden			
Objective	Responsible function	Measurement	EPI
More efficient and greener local travel	HR		
Program	Responsible function	Resources	Dead-line
Physical calendar for coordination of local travel from Jönköping	HR	Employee time	Dec. 2015
Replacing two cars with one electric and one hybrid cars.	MD	15 - 20 % higher cost	Dec. 2015
Purchase of bicycle for the office at Linnégatan, Stockholm	Site manager Linnégatan	5 000 SEK	Dec. 2015
Evaluation and implementation of better tools for web meetings (www.webex.com)	MD	Employee time License fee	Dec. 2015
Training programme	Responsible function	Follow-up	Dead-line
Training environmental work and fire prevention for new employees	Environmental coordinator	Employee time	Dec. 2015

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Local objectives and program Norway			
Objective	Responsible function	Measurement	EPI
Reduction of percentage of assignments with shuttle transport to 30 %.	Managing director	Percentage off assignments with shuttle transport	Percentage off assignments with shuttle transport
Program	Responsible function	Resources	Dead-line
Focus on direct delivery of removal goods arriving by sea and air in the planning process.	Managing director	Employee time	Dec. 2015
Improve our ability for direct delivery of containers in cooperation with our suppliers of removal services.	Managing director	Employee time	Dec. 2015

Local objectives and program Finland			
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	2015-03-20
Training program	Responsible function	Follow-up	Dead-line
Training environmental work for employees	Environmental coordinator	Time	2015-03-24