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|  | Mission Statement | Issue number: | Document Reference: |
| | | 06 | OSL/IMS/POL/006 |
| | | Issue Date: July 2021 | Author: Jasper Atkinson |


It is the intentions of OSL to continue and improve its success in multi-disciplinary; design, installation and Test & Commissioning (T&C) environments and expand our expertise in other areas and become the United Kingdoms preferred provider in our areas of service and first choice for our clients.

It is our belief that this mission statement identifies clear key goals and targets to further drive our continual improvement and success for the long-term benefit of our customers, personnel and shareholders. 'Good Business and Safety Performance Go Hand in Hand'.

Part of the OSL Directors core values are providing consistent drive and support in striving for health, safety and environmental excellence throughout the business, developing a 'Just Culture' approach and environment with high levels of team moral and individual engagement, thus demonstrating every team member is treated fairly and empowered to have an active role in our continued improvement and success.

Principal OSL Goals and Targets for the 2021/2022:

- Continue and further develop our Behaviour Awareness Programme across OSL and its contractors to promote a challenging environment where our personnel speak up for safety with confidence
- Strive for no loss time accidents for our personnel and contractors using our open and honest reporting approach in a 'Just Culture' environment and learning from minor incidents, hence eliminating potential loss time / reportable events.
- Regular interface and engagement with all our customers to develop an open and honest environment that encourages proactive dialog and the building of valuable relationships to provide confidence for our customers and stakeholders
- Invest in our team through training, development and ensuring they have the correct skill set, tools and equipment to carry out our activities to high safety standards that our customers have come to and will continue to expect
- Continue to develop our RM3 action plan to create a SMART programme of targets to help improve our Company achieve the descriptor "Standardised" as a minimum with regular reviews of our model against performance
- Explore ways to further develop the Occupational Health and Wellbeing procedure for our workforce to identify possible health matters at early stages, aiding early diagnosis and treatment
- Implement and educate our workforce on our 'Just Culture Approach' thus encouraging a learning and improving organisation that engages with all personnel to promote a core involvement environment
- Encourage excellent relationships and communications with local communities, councils and businesses by working together in an open collaborative manner and achieving shared goals and aspirations

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- Take on board all client feedback and develop areas that require further improvement on our journey of continual improvement and customer excellence
- The Senior leadership Team will be set targets to engage with our core team on site through increased numbers of Senior Tours and encourage open dialogue and discussion.



Peter Roberts.
Operations Director.