







Galliano Marine Service • QHSE Management System • Appendix E

2022 Objectives and Targets

Code: **Q** = Quality **H** = Health **S** = Safety **E** = Environment **En** = Energy Efficiency **IS** = Information Security

No.	Category	Objective	Target	Activity	SDG	Goal	Responsible
1	Q/E/S	Improve reliability of product/service	Creating a system to define a root cause analysis and develop actions to prevent the reoccurrence of high-level mechanical failures	<ol style="list-style-type: none"> 1. Define system for analysis 2. Define criteria for high-level mechanical failure 3. Create a procedure for data analysis 		Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	<ul style="list-style-type: none"> • Maintenance Department (Carlos Gaspard)
2	Q/H/S	Increase the quality of services performed to enhance customer satisfaction	Ensure all vessel crews operate within the same policy and procedures to have uniformity in compliance	<ol style="list-style-type: none"> 1. Add vessels previously not in the internal auditing scheme to the internal audit schedule 2. Conduct audits 3. Measure completion 		Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	<ul style="list-style-type: none"> • Regulatory Department (Warren Sanamo)
3	Q/H/S	Increase workforce competencies through educational videos	Develop a library of training videos to educate the workforce by creating 52 videos by year-end	<ol style="list-style-type: none"> 1. Gather content 2. Create a platform with content 3. Update platform with content 4. Measure completion of target 		Ensure inclusive and equitable education and promote lifelong learning opportunities for all	<ul style="list-style-type: none"> • Training Department (Craig Plaisance)
4	Q/H/S	Keeping the workforce informed on health-related topics	Create a health campaign to promote healthier choices utilizing quarterly bulletins	<ol style="list-style-type: none"> 1. Create bulletins 2. Update Infectious Disease policy to reflect learnings 3. Distribute updated policy and applicable procedures to the workforce 		Ensure healthy lives and promote well-being for all ages	<ul style="list-style-type: none"> • QHSE Department (Kacey Youens)
5	Q/E/H/S	Promote Risk Assessment (RA) Competency	Educate the employees on the top 3 findings from the RA analysis checklists on a quarterly basis	<ol style="list-style-type: none"> 1. Create RA analysis checklist 2. Complete RA analysis checklist on 1 vessel per month per QHSE Coordinator 3. Distribute guidance on findings quarterly 		Ensure healthy lives and promote well-being for at all ages	<ul style="list-style-type: none"> • QHSE Department (Kacey Youens)
6	Q/E/En	Grow the companies' sustainability program	Improve brand value to increase competitive advantage and create new opportunities	<ol style="list-style-type: none"> 1. Create and distribute a sustainability report 2. ESG/Sustainability Awareness campaign 3. Gain Sustainability Notation for selected vessel 		Take urgent action to combat climate change and its impacts	<ul style="list-style-type: none"> • QHSE Department (Kacey Youens)

7	E/En	Reduce Green House Gas (GHG) emissions	Create baseline for scope 1 and 2 emissions for the company	1. Create a PowerBi interface that calculates emissions		Take urgent action to combat climate change and its impacts	<ul style="list-style-type: none"> • QHSE Department (Kacey Youens)
8	IS	Understanding strategic and operational information security risks; reducing or eliminating those risks	Complete 75% or greater of the Risk Treatment Plan	<ol style="list-style-type: none"> 1. Use the Risk Treatment Plan to identify necessary projects to further enhance the security of our company 2. Track and record progress in the ISMS Management Review 		Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	<ul style="list-style-type: none"> • Information Technology Department (Stephen Dye)
9	IS	Minimize downtime to ensure the availability of information assets in support of business operations	Have less than 24 hours of unplanned server downtime	<ol style="list-style-type: none"> 1. Monitor server uptime continuously, and investigate and address any issues 2. Record metrics in the ISMS Management Review 		Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	<ul style="list-style-type: none"> • Information Technology Department (Stephen Dye)
10	IS	Increase employee security awareness to reduce the organizational risk factors	Have 100% information security awareness training completion, and reduce organizational risk score by 10%	<ol style="list-style-type: none"> 1. Complete training 2. Track training and organizational risk score 3. Report to Executive Management 		Ensure inclusive and equitable education and promote lifelong learning opportunities for all	<ul style="list-style-type: none"> • Information Technology Department (Stephen Dye)

No references