

Performance against objectives and targets for 2011

Targets 2011	Performance 2011	Trend
In accordance with the HSE Vision, our first priority is to prevent fatalities at our work places. Our Group target is 0.	We regrettably experienced seven fatalities. See page 20 of the CR Report 2011.	
In terms of Lost Time Incidents Frequency (LTIF), the Group target for 2011 is to reduce LTIF by 25% to below 10.	LTIF decreased by 23% from the baseline value of 13, to 10 in 2011.	
Related to the LTIF are Lost Work Days (LWD) as a result of lost time incidents. The Group target for 2011 is a reduction of 15% from the baseline in 2010 per 1000 exposure hours.	The total number of Lost Work Days per 1000 exposure hours was the same as in 2010.	
In terms of Total Reportable Cases Frequency (TRCF), the Group target for 2011 is to reduce our TRCF by at least 25% from the baseline in 2010.	TRCF decreased by 35% from the baseline value of 23, to 15 in 2011.	
At least one yearly Management review by Country management of the suitability, adequacy and effectiveness of the Country's HSE Management system.	98% of countries have carried out at least one management review for 2011.	
Systematically measure the carbon emissions across the Group from electricity in 2011.	Began measuring consumption of electricity at our own sites, enabling us to establish baseline data for these consumptions. We can start to establish baseline data for improvement targets.	
Reduce the emissions from our leased cars (gm/km) from 2011 over the leasing period of 4 years by 15%.	In 2011, we have reduced the emissions from our leased cars (g/km) by 4%.	
All Countries translate the ISS Code of Conduct in their local languages in 2011 and to make this available during the induction for every employee.	In 2011, all countries have translated the Code of Conduct in their local languages and are making this available for induction training.	
All countries must carry out a customer experience survey to customers representing 80% of revenue in 2011.	Approximately 6,500 customers, equal to 80% of our total revenue, were given the opportunity to participate in the survey, which 46% chose to do.	
To conduct an annual employee engagement survey with a target to have offered 250,000 of our employees to respond to the questionnaire by the end of 2012.	We offered more than 190,000 employees, over one third of our workforce, the opportunity to express their opinion of working for ISS. 38% chose to make use of this opportunity.	
To have a minimum of 350 of our Top Managers across the Group take the E-learning modules on Anti-Corruption and Competition laws in 2011.	By the end of 2011 this training had been completed by 762 managers.	
To carry out audits on at least 20% of countries we operate in regarding compliance with Child Labour and working time regulations.	In 2011, the scope of internal audits in 15 countries included management systems and controls related to labour and human rights.	

The table above is from the ISS CR Report 2011 (page 15).

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