



MIB Aims and Objectives 2022 - 2025

January 2024



MIB AIMS & OBJECTIVES

MacInnes Bros Ltd (MIB) is a Building, Civil Engineering Contractors & Builder's Merchant with a successful track record in growth and delivering excellent services for its clients over the last 40 years.

To enable MIB to continue to develop and retain its reputation for delivering high quality products / projects on time and on budget the below Aims & Objectives have been identified.

These Aims & Objectives provide all MIB employees a clear focus and common understanding of the company's development, along with providing the MIB Management Team with tangible targets to measure the company's progress over a 3 year cycle.

Aim: Exceed Customer Expectations

Objective: All clients will receive a positive experience of working alongside MIB and upon completion of the agreed contract would recommend our services to future clients / customers.

Monitoring: During the project handover, MIB Project Managers to provide client with a performance review questionnaire to allow MIB to review the effectiveness of the project delivery.

Aim: Support the Highly Skilled MIB Workforce

Objective: Through proactive in-house training, continuously engage the existing MIB staff in training opportunities and advancement within their roles. Engage school leavers and attract talented individuals within the local and national labour market to join the MIB team.

Monitoring: Review the training matrix every 3 months to ensure a broad skillset is retained within the MIB workforce. Engage with the local DYW and employment officers to ensure MIB to recruit talented school leavers and graduates.

Aim: Protect Health & Safety

Objective: To ensure all MIB working environments are protected with the highest standard of Health & Safety and an open culture of discussing concerns is maintained at all times to ensure a proactive approach to enhancing current practice is fostered at all times.

Monitoring: MIB Management to review MIB Site Inspection Records 6 weekly. Training gaps to be prioritised to support MIB workforce through 3 month Training Matrix review.

Aim: Deliver Contracts as the Principal Contractor

Objective: Retain MIB's ability to deliver large scale, complex projects across the Scottish Highlands & Islands as the Principal Contractor.



Monitoring: Invest in the MIB Site Management and Contract Administration training to retain capacity in managing high value projects in direct competition with National competitors. Review Tender feedback to identify areas of improvements in the Tender scoring to ensure MIB continue to successfully win projects against National competitors.

These Aims & Objectives will be supported through the MacInnes Bros Ltd values which underpin the companies daily operations.

MIB Underpinning Core Values

- Act responsibly with honesty and integrity at all times
- Create excellent working relationships
- Engage clients / customers and value their feedback
- Exceed our clients / customers' needs, aspiration and expectations
- Deliver projects on time and on budget
- Develop long term partnerships
- Creative and innovative solutions

Signed:

A handwritten signature in blue ink, appearing to be 'A. J.', written over a horizontal line.

Managing Director

Date: 24.01.24