2019

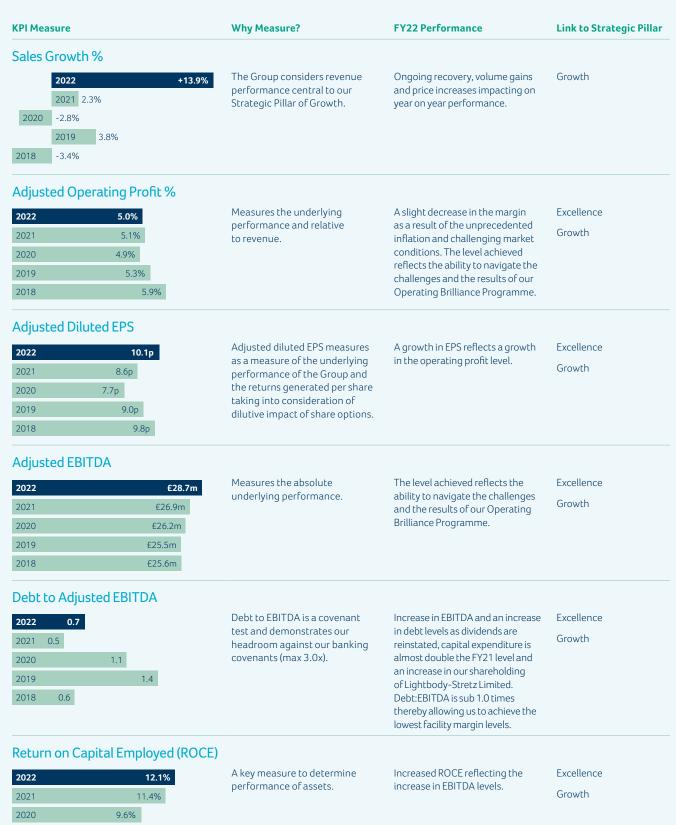
2018

10.8%

13.3%

Key Performance Indicators

Key Performance Indicators Financial



KPI Measure	Why Measure?	FY22 Performance	Link to Strategic Pillar
Revenue £k per Employee			
2022 110	The revenue per employee ratio is important for determining the efficiency and productivity per employee of a company.	Increase in revenue per employee as we reach record levels of sales for the year.	Excellence
2021 98			Growth
2020 96			
2019 103			
2018 102			
Complaints per Million Units Perfo	rmance		
2022 11.5	Indicator of quality and continuous improvements.	Lower complaints reflecting our investment in systems and continuing our Operating Brilliance Programme journey.	Responsibility
2021 16.6			Excellence
2020 17.1			
2019 18.9			
2018 20.0			
Number of Accidents per 100,000	Hours Worked		
2022 3.5	A measurement of how well our HomeSafe culture is being embraced by our employees.	Continuing to drive our health and safety performance forwards through engaging our teams in behavioural safety initiatives as part of our HomeSafe programme to achieve a healthy and safe workplace.	Responsibility
2021 3.5			
2020 4.1			
CO ₂ Emissions			
2022 0.11	A measurement to help monitor our impact on the environment.	We are working on a number of initiatives and have dedicated	Responsibility

resource to reduce our impact on the environment.

2021

2020

0.17

0.18