James Froomberg – Targets 2007/8

1. PROPERTY

Doliver commercial	Diamond receipt of 005 (0450	2007/00 10/11
Deliver commercial investment strategy; including acquisitions, disposals, portfolio	 Disposal receipt of £35m pa (£150m over 4 year plan) Investment target (including JV equity) of £30m pa (£130m over the 4 year 	2007/08-10/11
mix and target returns	plan) of which investments in priority areas of £8m pa	
Ensure all properties have registered title	Voluntary registration achieved for entire property estate	March 2008
Accelerate disposal of low value and poorly performing assets	Disposal of at least 50 low value (less than £200k proceeds) or operational properties per annum	2007/08
Proactive management of investment estate	National property business operational and deliver agreed plan. Achieve total returns on major.	June 2007
investment estate	 Achieve total returns on major investment estate in line with IPD Waterway assets to achieve gross 	2007/08
	returns of 7.0% and net returns of 5.0%	2007/08
	Achieve £xxxm premium at [xxx], [Information omitted on grounds of commercial confidentiality]	March 2008
Efficiently manage the property cost base	Controllable costs 28% of total income for waterways and 7% for NPB (8.6% year 1)	2007/08
Enhance the value of sites by reaching agreed development milestones	Achieve total returns on development estate of at least [Information omitted on grounds of commercial confidentiality]	2007/08
Enhance income from core operational property rents,	 Achieve property Wayleaves income include Wayleaves premiums of £2.7m (excluding Four Ashes noted 	2007/08
Wayleaves and premiums.	above).Achieve advertising income of £0.25m	2007/08
Work up strategic priorities and implement	 Residential property overview Outline business case Opportunity to market Venture created Joint venture of major investment assets 	May 2007 June 2008 June 2009
	 Outline business case Identification of surplus waterside 	March 2008
	government property	Sept 2007

2. UTILITES

Maintain Easynet	£[xx]m income secured each year for next	2007/08
income by £[xx]m by	four years	
strengthening our	[Information omitted on grounds of	
relationship, and	commercial confidentiality]	
ensuring BW		
complies with its		
obligations under our		

agreement		
Ensure BW complies with the conditions of the electricity, gas and BT agreements so our income is secure	£[xx]m income per annum [Information omitted on grounds of commercial confidentiality]	2007/08
Maintain SWD agreements	£[xx]m annual income	2007/08
Increase wayleave income	10% increase pa in local BU wayleave income especially from private surface water discharges	2007/08
Establish feasibility of canalside heating and cooling	Identify five customers indicating in writing a willingness to take this forward	2007/08
Complete Thames and United Utilities reviews to secure or improve BW revenues	 BW submission to Thames on River Lee case Increase contract with UU to £610k pa 	Aug 2007 Oct 2007

3. **JOINT VENTURES**

ISIS			
 Leeds Granary 	•	Let construction contract	May 2007
Wharf	•	Complete infrastructure	Sept 2007
 Leeds Tower Wharf 	•	Planning permission granted	Dec 2007
 Icknield Port Loop 	•	Submit planning application	Sept 2007 Feb 2008
<u> </u>	•	Grant of planning	
 Trent Basin, Nottingham 	•	Planning permission granted	Dec 2007
 Glasgow 	•	Submit planning application at Maryhill	Dec 2007
	•	Grant of planning	March 2008
Hale Wharf Tottenham	•	Planning permission granted	Aug 2008
 Brentford 	•	Planning permission granted	Sept 2007
	•	Disposal of affordable housing and plots C,D,E,F	Dec 2007
	•	Award construction for plots A, B	Mar 2008
 Islington Wharf Manchester 	•	Exchange 84 additional units (total of 150 out of 200)	Dec 2007
Thurrock	•	Redesignation of Green Belt land for development	Mar 2008
Wood Wharf	•	Outline planning submitted	Sept. 2007
	•	Phase 1 detailed planning submitted	Dec. 2007
Waterside Pub	•	£5m capital expenditure pa	2007/08
Partnership	•	Acquire 7 pubs from RBS	April 2007
	•	Begin development of 2 new pubs pa	2007/08
	•	Refurbish 2 pubs pa	2007/08
Edinburgh Quay	•	Phase 2 let and sold	Sept 2007
	•	McTarrart & Mickel JV signed for Phase 3	May 2007
	•	Commence work Phase 3	Aug 2007
	•	Phase 2 dividend declared	Dec 2007

Gloucester Quays	 Infrastructure works on site 	June 2007
	 Pre sale or pre let of Foodstore 	Sept 2007
	 Award construction contract for outlet 	
	centre	Oct 2007
City Road Basin	Commence head of basin construction	June 2007
	works	
	 Negotiate sale of 259 City Road site 	Oct 2007
	 Submit planning for LB Islington sites 	Dec 2007
H20 Urban	Actons Lock construction completed	July 2007
	 Hackney Branch Place planning 	Dec 2007
	granted	
	 Norwood planning submitted 	June 2007
	 Bow Wharf planning submitted 	Sept 2007
	Norwood on site	June 2008
	Bow Wharf on site	Sept 2008
Timber Basin Ltd	Remediation complete	July2007
	Sale of site	Sept 2007
Leeds Canal Basin	Company wound up	Mar 2008

4. BWML

Implement planned acquisitions and	•	Acquire Whixhall marina for £1.3m Secure alliance with Blue Box at	Apr 2007 June 2007
developments to meet target increase in		Limehouse Agree terms to develop a new 300+	Dec 2007
berths and financial returns	•	berth marina Acquire another new marina Achieve ROCE of 11%	April 2008 2007/08
	•	Develop 750 new mooring berths over 4 year plan	2007/08
	•	Achieve moorings occupancy of at least 90%	2007/08

5. STATUS REVIEW

	1
Working with the Chief Executive, Legal and Finance Directors	
, ,	
undertake a review to ascertain whether a change in BW's status	
or powers would deliver, through for example improved	
or powers would deliver, through for example improved	
commercial programme, a more secure and successful future for	
1 0 7	
BW's waterways.	Sept. 2007
DVV 3 Waterways.	Ocpt. 2007

6. WILLOW GRANGE

Finalise the sale of Willow Grange and secure 10 year lease (with	
5 year tenant break clause) on premises in Clarendon Road.	May 2007

Jim Stirling – Targets 2007/08

1. ASSET MANAGEMENT

Set out a revised Asset Management Policy that will not only	
achieve infrastructure improvement but will deliver reducing steady	
state costs. This should include a full assessment of the efficiency	
outturns from asset investment compared to income returns from	
commercial investment.	Dec 2007

2. COTSWOLDS CANAL

Work with the Chief Executive to achieve a funding package	
acceptable to the Board that will enable this project to proceed.	May 2007

3. SAFETY

Visitor safety	Visitor risk assessment plan	April 2008
People safety	Reduction of lost time injuries by 25%	April 2008
	Reduction in RIDDOR reportables	Each year
Contractor safety	100 compliance with managing	
	contractors	Year on year
Volunteer safety	100% compliance with managing	
	contractors	Year on year

4. EFFICIENCY

Steady state model continuing	Refinement of model for next planning round	Aug 2007
development		J J
Functional Teams	In place	April 2007
Maintenance planning fully integrated in SAP	3 year GWP in SAP	Oct 2007
National contracts	Increase use by 20% on 2006/07 actual	Year on year
Rationalisation of plant and equipment	 Review holdings and set out planned retentions 	Sep 2007
	Project Trafalgar reviewSubmit plan for next phase	Aug 2007 Nov 2007

5. CUSTOMER SERVICE

Customer service standards finalised and issued	 Minimum safety standard established throughout network 100% compliance with MSS subject to two agreed exclusions re: lock 	June 2007
	bollards and lifting bridges	March 2008
Destinations	3 sites per BU identified	March 2008
	 Standards established 	March 2007
	 90% standard achieved 	Sep 2007
Remainder of network	Baseline standard established	March 2008

6. MAJOR WORKS

Delivery of agreed 4 year programme	90% delivery of planned programme set at September providing level of funding	
,	remains at planned amounts	April 2008

Principal inspections	100% of planned principal inspections	
	completed	March 2008
Project budgetary	90% of projects to be delivered within	April 2008
control	agreed budget	(based on
		completed
		projects)
Post project	100% completed within 3 months of	
approvals	project end date (interim if necessary)	March 2008
Asset grades updated	95% of projects to have good quality SAP	
in SAP	data, in terms of value, milestones, dates	Quarterly each
	etc	year
BBPI score	Asset grades updated within 1 month	July 2007
	of project technically completed	
	 Development of BBPI score for all 	July 2007
	projects including dredging	
	BBPI score and criticality index	
	change process agreed	Sept 2007

7. RESTORATION

Manchester, Bolton &		
Bury		
 Delivery of MBB Phase 1 	Commence main construction works	Qtr 1 2007/08
Progress MBB Phase 9	Agree delivery timescale for Phase 2 with URC and local authority	Qtr 3 2007/08
Phase 2	,	01 0 0007/00
Delivery of Liverpool Link	Commence Central Docks contract	Qtr 2 2007/08
Progress Northern Reaches of Lancaster Canal	Confirm development option for Kendal Canal Head with local authority and RDA	Qtr 4 2007/08
Cotswolds Phase 1A		
 complete funding contracts 	HLF contract signed	Qtr 1 2007/08
GCC land transfer	On line land (canal)	Qtr 1 2007/08
Construction	Works package 1 let	Qtr 2 2007/08
commences		
 Risk management 	Risk profile approved	Qtr 1 2007/08
GCC land transfer	Dowry land	Qtr 2 2007/08
	EIA completed	Qtr 3 2007/8
 Second major 	Capel Mill	Qtr 3 2007/08
planning application		
Cotswolds Phase 1 B	Big Lottery application submitted	Qtr 1 2007/08
funding application	Big Lottery response	
Droitwich Canals		
Construction	Salwarpe planning application	Qtr 1 2007/08
commences	submitted	
 Risk management 	Framework contract signed	Qtr 2 2007/08
	Reedbed contract let	Qtr 2 2007/08
	Scheme planning application	Qtr 1 2007/08
	submitted	
	New Junction Canal contract let	Qtr 3 2007/08

8. PPAs

With Finance Director change SAP process to require all PPAs to be signed off by Director who approved AR.

9. SUSTAINABILITY

To increase use of	100% of timber for lockgates from	Throughout
renewable materials	FSC approved suppliers	
(measured as % of	Timber from FSC approved suppliers	
total materials)	for other uses	From April 08
To increase use of	Recycled materials used in our	
recycled materials	construction will represent:	
(incl aggregates,	 45% of total materials 	May 2007
steel, metal, paper)	65 % of total materials	May 2008
Reduce energy	Establish electricity use baseline	May 2007
consumption	Create action plans with the aim of achieving 10% reduction on 2007 baseline	Each year
	Full inventory of energy use	April 2008
Control water	Full inventory of potable water use	
consumption	, ,	April 2008
Protection of biodiversity	 SACs in favourable or moving to favourable, condition: England – 67% England – 95% Scotland – 85% 	March 2007
	 100% of biodiversity action plans completed 	Throughout
Reduce carbon emissions	Elimination of vehicles with a rating below Euro III	March 2008
	Create an action plan to achieve	March 2008
	significant reduction in business mileage	
Improve waste	15% reduction in BW waste into landfill	
disposal	sites.	March 2008

Mark Bensted – Targets 2007/08

1. LONDON BUSINESS PLAN

Deliver the outputs and milestones identified in the above plan with particular reference to:

1.1 Safety	Achieve corporate targets	
1.2 Customer Service	Overall upkeep – Boat owners 10% Excellent	
	Overall upkeep – Holiday Boaters 20% Excellent	
	Overall enjoyment – Towpaths 55% Excellent	
	 Overall enjoyment –3 key destinations 70% Excellent 	
1.3 Efficiency	Ensure new functional teams work effectively	
	Obtain Executive approval to an outline plan for BW London office location after 2009	
	 Achieve targeted reduction in licence and moorings evasion 	
1.4 CBT Revenue	Achieve BP target of £5,960k	March 2008
1.5 EVC	Achieve BP target of (£4,351k)	IVIAICII 2000
1.6 Licence Evasion	Reduce evasion to 5%	By Nov 2007

2. OLYMPICS

Achieve Prescott Lock build and funding programme	March 2008
Promote Water City concept and attract funding to enhance our	
waterways so their use and benefit is optimised both during and	
after the Olympics	March 2008

3. PROPERTY

Conclude "Red Shed" deal with Canary Wharf	March 2008
Create leisure opportunity in Interchange basement. All	March 2008
property/legal issues to be resolved by March 2008 ahead of	
planning application	
Deliver at lease one "new" £1m profit and property deal in London	March 2008
Submit outline planning at Wood Wharf	Sept. 2007
Submit detailed planning for Wood Wharf Phase 1	Dec. 2007

4. THAMES WATER

Assist Utilities I	Manager in submitting claim to Defra by A	ug 2007. Aug 2007

5. RELATIONSHIPS

Continue to further BW's reputation amongst the opinion formers in London	
Work with the Marketing and Communications Director to subdue criticism of BWL management by a small group of individuals	
Work with Boats and Boating Manager to minimise hostile reaction amongst boaters to changes in mooring renewals and prohibition of sales on moorings.	

6. FREIGHT

Achieve one new contract to operate out of new facility at	
Willesden	March 2008

Nigel Johnson – Targets 2007/8

Provide excellent legal service and advice to BW and progress the following projects:

Status		

Provide legal advice and back up to a Review of the Corporate	
Status of BW, including the effective management of external	
advisers, with a view to enabling the Board to make an initial	December 2007
formal recommendation to Ministers by December 2007.	

• Waterways Legislation

Prepare and submit for formal Government appro	val (i.e. with a
view to it forming part of their legislative programn	ne) a proposal
for the modernisation of Waterways law (by prima	ry or January 2008
secondary legislation) that includes provisions of I	ong term
business benefit to BW	-

• Environmental Legislation

Either: (a) Successfully defend the EA prosecution of BW under Water Resources Act regarding BGA at the Tringford Summit of the GU; or (b) Following conviction, prepare a comprehensive case to Government for the revision of the WRA to decriminalise such events.
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• [Information omitted on the grounds of professional legal privilege]		

Philip Ridal – Targets 2007/08

1. PROCESSES AND SAP

Create programmes to ensure that

- efficient and effective SAP, accounting and admin processes are in place and documented
- adequate on-screen help and guidance notes are available in SAP to contribute towards full usage and benefit of SAP
- work with IA to more accurately define effective key processes
- initial paper to June audit committee

March 2008

2. ICT

Reconstitute Information Services Strategy Board and deliver items in ICT business plan:-

- SAP technical upgrade
- Structural reorganisation
- Integrated training
- Craft Licence relocation
- Comms and telecoms to new office
- Reconvene ISSB and start development of strategy for next phases

March 2008

3. SSC

Complete next phase of SSC development	
transfer of Craft licensing	
transfer of routine processing from BU's, timesheets,	
	Oct 2007

4. GIS

I Elisule delivery of Gio service to the busiliess as a whole.	Ensure delive	ry of GIS service to the business as a whole.	March 2008
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5. ACCOUNTING

Working with BW Scotland and Chief Executive achieve a	Sept. 2007
satisfactory conclusion to the devolved funding issue.	
Recommend to Audit Committee on implementation programme	
for IFRS	June 2007

6. PROCUREMENT

Review of procurement organisation to ensure effective and	
efficient procedures and systems in place.	Dec. 2007

7. PURCHASING CARDS, FUEL CARDS, TRAVEL AND EXPENSES

Review systems and usage and propose/amend procedures. Aim	
for better control and more efficient system.	Dec. 2007

8. PENSION FUND

Complete review of investment strategy	Sept. 2007

Review results of triennial valuation and recommend to Board the	
actions necessary.	Jan. 2008

9. STATUS REVIEW

Working with CEO, Legal and Commercial Directors, conclude a	
review to ascertain whether a change in BW's status would deliver,	
through for example improved commercial performance, a more	
secure and successful future for BW's waterways.	Sept. 2007

10. CSR SETTLEMENT

Assist CEO in achieving a satisfactory CSR settlement from Defra. | Sept. 2007

11. HQ AND CENTRAL SERVICES

Implement further efficiency measures, eg mobile phones,	
company cars	Sept 2007
Complete the technical upgrade of the SAP system	March 2008
Implement document management system	Staged implementation 2007/08 to 2010/11
New high level Board report meets Board members' requirements	From March 2007

Simon Salem – Targets 2007/08

1. CUSTOMER SERVICES

Through analysis of research and advice		
combined good and excellent custome		
following categories:		
 Overall upkeep, boat owners 	(2006 score 66)	
 Overall upkeep, holiday boaters 	(2006 score 74)	
 Overall enjoyment, destinations 	(2006 score 94)	
 Overall enjoyment, towpaths 	(2006 score 85)	
 Overall enjoyment, anglers 	(2006 score 70)	March 2008

Demonstrate through a sample survey that BW's dealings and relationships with waterside businesses have improved since	
2006.	Dec. 2007
Drive marketing strategy to achieve increase in visits to BW's	
waterways from 268m in 2007	Dec. 2007

Destinations	Prioritise destinations in line with the marketing strategy priorities and drive footfall through national marketing campaigns	100 destinations by the end of the plan (approx 3 per unit per year)
Deliver marketing strategy	Central marketing contract in place	Qtr 1 2007/08
Deliver customer satisfaction	 Implement "moments of truth" physical standards at priority destinations. Implement all non-physical "Moments of Truth" standards Monitor customer satisfaction through mystery shoppers. Complete communications skills training for staff Complete account management training for BtoB staff Begin implementation of recommended option for a customer contact centre 	2007/08-09/10 All in place by April 2008 Ongoing March 2008 March 2008 Dec 2007

4. LEISURE BUSINESS AREA

Grow the leisure business CBIT in line	Implement national campaign to maintain growth in boat numbers	Start Apr 2007 review Mar 08
with the plan	 despite price increases Complete consultation with users on licence price increase 	By Dec 2008
	Trial auction bidding for mooring site	Start May 07
	 Implement preferred solution for management of moorings business 	From Apr 08
•	 Reduce mooring costs from 40% to 37% over the four year plan Reduce evasion to 3% 	Ongoing Annual target

•	Deliver new marinas in line with national target for 10,000 more berths by 2015 and 1,000 fewer online	Fit with NMU projections
	moorings.	
	Strategy agreed for the sale of Makins	Sept 2007
	Fishery at the best achievable price.	
	Facilitate implementation of angling	Ongoing
	action plans already agreed as part of	
	dialogue with NFA/NAFAC	

5. STAKEHOLDER RELATIONS

Continue programme of engagement with riparian MPs and opinion formers: Westminster. Provide advice and intelligence to Chief Executive and Board on political issues and relationships in	
Defra and Scottish Executive.	March 2008
Provide a programme of opinion formers, partners (actual and potential) to attend Board Dinners and other suitable events	July 2007 for Board Dinners and ongoing for other events

Steve Dunlop – Targets 2007/08

1 a =	0 : 10 : 0:	
1.	Scotland Business Plan	
	Achieve all outputs (financial and others) as detailed in	
	the BWS Business Plan 2007/8 - 2010/11 - with	
	particular emphasis on:	
1.1	Safety performance – Achieve occupational and	
	management of contractors corporate targets	
1.2	Customer Service – achieve targeted customer	
	satisfaction scores as follows:	
	Overall upkeep Boat owners 40% Excellent	
	Overall upkeep Holiday boaters 50% Excellent	
	Overall enjoyment Falkirk 70% Excellent	
	Overall enjoyment Fort Augustus 70% Excellent	
	Overall enjoyment Towpaths 55% Excellent	 -
1.3	Efficiency – conclude and implement findings of	
	make/buy appraisal	_
1.4	CBT - £770k	
1.5	EVC - £1319k	
1.6	Destinations - Proposals at Edinburgh, Glasgow and	March
	Falkirk	2008
2.	Achieve a favourable CSR funding settlement from	
۷.	Scottish Executive and additional "ad-hoc" in year	Sept. 2007
	•	Sept. 2007
	funding.	
_	A	
3.	Assist the Finance Director in resolving the cross border	0
3.	Assist the Finance Director in resolving the cross border funding issues.	Sept. 2007
	funding issues.	Sept. 2007
3. 4.	funding issues. Undertake the necessary research to establish a sound	Sept. 2007
	funding issues. Undertake the necessary research to establish a sound understanding of the market demand for activities and	
	funding issues. Undertake the necessary research to establish a sound	Sept. 2007 Dec. 2007
	funding issues. Undertake the necessary research to establish a sound understanding of the market demand for activities and	
	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals.	
4.	funding issues. Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract	
4.	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and	Dec. 2007 March
4.	funding issues. Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract	Dec. 2007
4 . 5 .	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals.	Dec. 2007 March
4.	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals. Deliver a masterplan for the Falkirk Wheel and adjacent	Dec. 2007 March
4 . 5 .	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals. Deliver a masterplan for the Falkirk Wheel and adjacent land that is accepted by the BW Board and Scottish	Dec. 2007 March
4 . 5 .	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals. Deliver a masterplan for the Falkirk Wheel and adjacent land that is accepted by the BW Board and Scottish Executive in respect of both capital expenditure and	Dec. 2007 March 2008
4 . 5 .	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals. Deliver a masterplan for the Falkirk Wheel and adjacent land that is accepted by the BW Board and Scottish	Dec. 2007 March
4. 5. 6.	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals. Deliver a masterplan for the Falkirk Wheel and adjacent land that is accepted by the BW Board and Scottish Executive in respect of both capital expenditure and ongoing revenue profits/subsidy.	Dec. 2007 March 2008
4 . 5 .	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals. Deliver a masterplan for the Falkirk Wheel and adjacent land that is accepted by the BW Board and Scottish Executive in respect of both capital expenditure and ongoing revenue profits/subsidy. Demonstrate that BWS's long term proposals to realise	Dec. 2007 March 2008
4. 5. 6.	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals. Deliver a masterplan for the Falkirk Wheel and adjacent land that is accepted by the BW Board and Scottish Executive in respect of both capital expenditure and ongoing revenue profits/subsidy. Demonstrate that BWS's long term proposals to realise opportunities at Grangemouth (Helix Project) and East	Dec. 2007 March 2008
4. 5. 6.	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals. Deliver a masterplan for the Falkirk Wheel and adjacent land that is accepted by the BW Board and Scottish Executive in respect of both capital expenditure and ongoing revenue profits/subsidy. Demonstrate that BWS's long term proposals to realise opportunities at Grangemouth (Helix Project) and East Dumbartonshire (River Leven) have gained increased	Dec. 2007 March 2008
4. 5. 6.	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals. Deliver a masterplan for the Falkirk Wheel and adjacent land that is accepted by the BW Board and Scottish Executive in respect of both capital expenditure and ongoing revenue profits/subsidy. Demonstrate that BWS's long term proposals to realise opportunities at Grangemouth (Helix Project) and East	Dec. 2007 March 2008
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4. 5. 6.	Undertake the necessary research to establish a sound understanding of the market demand for activities and services on the Lowland canals. Progress to a successful outcome (i.e. a contract agreed) freight proposal on both the Lowland and Highland canals. Deliver a masterplan for the Falkirk Wheel and adjacent land that is accepted by the BW Board and Scottish Executive in respect of both capital expenditure and ongoing revenue profits/subsidy. Demonstrate that BWS's long term proposals to realise opportunities at Grangemouth (Helix Project) and East Dumbartonshire (River Leven) have gained increased local and national approval and that there is an agreed	Dec. 2007 March 2008 Sept. 2007
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	Site and obtain executive support for equity investment into it.	Dec. 2007
9.	Continue to further BW's reputation amongst opinion	
	formers in Scotland	March 2008

Vince Moran - Targets 2007/08

1. HUMAN RESOURCES

Fully align performance objectives with business plan priorities and	
introduce key business behaviours	Sept 2007
Introduce leadership development programme to increase	
capabilities and number of high potential people	June 2007
All people in the Senior Talent Pool to have a clear development	
programme	Sept 2007
Employee satisfaction scores back to 2005	March 2008
Absence levels reducing below 7 days per person per annum	Dec 2007
Minority ethnic employment levels increasing to above 3%	Ongoing
Turnover levels maintained at less than 10%	Ongoing

6. SAFETY

Visitor safety	Visitor risk assessment plan	April 2008
People safety	Reduction of lost time injuries by 25%	April 2008
	 Reduction in RIDDOR reportables 	Each year
Contractor safety	100 compliance with managing	
	contractors	Year on year
Volunteer safety	100% compliance with managing	
	contractors	Year on year

7. CUSTOMER SERVICES

Customer service	Minimum safety standard established	June 2007
standards finalised	throughout network	
and issued	 100% compliance with MSS 	June 2007
Destinations	3 sites per BU identified	March 2008
	Standards established	March 2007
	90% standard achieved	Sep 2007
Remainder of network	Baseline standard established	March 2008

Demonstrate that BW has in place effective account management	
processes to help small waterside businesses achieve greater	
commercial success. An important measure will be the	
improvement in the assessments given in the annual waterside	
business survey	March 2008

4. EFFICIENCY

Steady state model continuing development	Refinement of model for next planning round	Aug 2007
Functional Teams	In place	April 2007
Maintenance planning fully integrated in SAP	3 year GWP in SAP	Oct 2007
National contracts	Increase use by 20% on 2006/07 actual	Year on year
Rationalisation of plant and equipment	Review holdings and set out planned retentions	Sep 2007
	Project Trafalgar reviewSubmit plan for next phase	Aug 2007 Nov 2007

Identify unit costs for most frequent/costly activities and use as a benchmark for driving down costs in least efficient BUs.	
Investigate and report on the cost/benefits of outsourcing more of	
the bank side operations.	Nov 2007

5. BUSINESS UNIT PLANS

Lead the General Managers to achieve all outputs in the BU	
Business Plans – particularly CBT and EVC targets.	March 2008

6. EXTERNAL FUNDING

Ensure concentration on projects that enhance BW's core assets	
and achieve £7-8m of external funding identified in Corporate Plan.	March 2008

7. BU MANAGEMENT COSTS

Efficiency	Full adoption of new ways of working	Sept 2008
	for all units	
	20% reduction in	March 2008
	finance/administration	
Planning	£2.5m contributions to BW from S106	
opportunities	agreements	March 2008

10. SUSTAINABILITY

To increase use of renewable materials	100% of timber for lockgates from FSC approved suppliers	Throughout
(measured as % of	Timber from FSC approved suppliers	
total materials)	for other uses	From April 08
To increase use of	Recycled materials used in our	
recycled materials	construction will represent:	
(incl aggregates,	45% of total materials	May 2007
steel, metal, paper)	65 % of total materials	May 2008
Reduce energy	Establish electricity use baseline	May 2007
consumption	 Create action plans with the aim of 	
	achieving 10% reduction on 2007	Each year
	baseline	A '' 0000
	Full inventory of energy use	April 2008
Control water	Full inventory of potable water use	April 2008
consumption		
Protection of	 SACs in favourable or moving to 	
biodiversity	favourable, condition:	
	o England – 67%	March 2007
	o England – 95%	
	o Scotland – 85%	Throughout
	100% of biodiversity action plans	Throughout
Doduce carless	completed	Marrala 0000
Reduce carbon emissions	Elimination of vehicles with a rating	March 2008
CHIISSIULIS	below Euro III	
	Create an action plan to achieve ignificant reduction in business.	
	significant reduction in business mileage	March 2008
Improve waste	15% reduction in BW waste into landfill	141011 2000
disposal	sites.	March 2008
dioposai	oitoo.	I Wardin 2000