

Service Excellence Action Plan for: Environmental Health and Safety

Dimension	Action Step	Timeframe
Knowledge	EHS will continue to engage with other A&F and UMB units to understand their operations, how they can help EHS, and how EHS can support their operations. The main vehicle for this will be EHS All-Staff meetings where applicable UMB policies and procedures will be discussed to assist employees gain proficiency.	On-going
Ownership & Accountability	Each year, EHS selects one A&F Guiding Principle to focus on. For calendar year 2025, EHS staff selected Service Excellence and Accountability. All-Staff meetings will have a component linked to this goal each month. EHS Projects and Compliance Program Manager will collect all EHS contracts, MOUs, and due dates and develop an EHS-wide calendar deliniating the POC and location of record storage. The EHS Projects and Compliance Program Manager will assist EHS units with developing project plans and utilize metric-driven milestones to hold staff accountable and ensure task completion. As contracts and MOUs are deveoped or revised, EHS Executive Director will ensure that the roles and responsibilities of EHS staff are clearly delinieated to avoid scope creep and unfunded assignments.	end of 2025