

GROUP POLICY - QUALITY MANAGEMENT

Since Ramboll was founded, a responsibility towards our employees, clients, and society has been an embedded fundamental of our business behaviour. Operating globally but managed locally, each of our PBUs will adopt our Health, Safety, Environmental and Quality (HSEQ) management system to ensure that Ramboll continuously improves the quality of our operations, services and solutions, and creates value for our clients.

Risk Management

As a responsible consultant, Ramboll identifies and evaluates potential quality risks and implements a hierarchy of controls to manage and reduce these risks.

Legal Compliance

Ramboll is committed to conducting our work in compliance with all applicable legislation and regulation, as well as with Ramboll Policies and Procedures.

Quality Management Ownership

We provide all employees with relevant quality management training, support and guidance so that they are aware of their individual roles and responsibilities in implementing Ramboll's quality management policy and procedures. We expect all employees to participate and adhere to these requirements. Responsibility for implementation, monitoring and review of Ramboll's Quality Management Policy and Procedures rests with Business Unit Directors and Managers. Ramboll's Group Executive Board is ultimately responsible for the overall quality management program.

MANDATORY FOR

All employees involved in projects
HSEQ Managers

OWNED BY

Operational Excellence and
Health & Safety

APPROVED BY

GEB

DATE

06.01.2020

VERSION

2.0

Stakeholder Collaboration

We expect our suppliers, sub-consultants, retained contractors and consortium partners to meet or exceed our quality standards. We also collaborate with other stakeholders, including our clients and local communities, to help achieve our quality management objectives.

Innovation

We deliver innovative, high quality services so that we can continue to create value for our clients. This includes developing and implementing best practices and concepts, designing solutions to match our client's quality requirements and balancing short term and long term costs and benefits.

Employee Development

We recognize that our employees are our main asset, and we provide professional and educational opportunities to our staff to allow for their continued development.

Continual Improvement

We are proactive in continually improving our performance by reviewing recognised best practices, by facilitating participation and input from our employees and other interested parties, and by setting targets and defining quality improvement opportunities.

Performance Monitoring

Our efforts to continually improve the quality of our operations, services and solutions are supported by regular monitoring, auditing and reporting on our quality performance metrics. The results are reported and discussed with employees and other stakeholders.

System Compliance

Our Quality Management Policy is supported by the Ramboll HSEQ management system complying with EN

CROSS-REFERENC TO OTHER GROUP POLICIES, PROCEDURES & GUIDELINES

Group Policy -
Environmental
Management

Group Policy - Health
and Safety
Management

KPI

Defined by the Ramboll
Group or by the PBU

ISO 9001:2015 on quality management, EN ISO 14001:2015 on environmental management, and OHSAS 18001:2007 (ISO 45001) on occupational health and safety management. It also respects and supports internationally recognised quality principles.