

Clients and Business Associates policy

Our approach to clients and business associates is guided by our Code of Conduct and reflects our Company Fundamentals. They shape the choices we make about the clients we work with, the business associates we engage, and the services we provide, while also guiding on the clients and business associates we cannot work with, regardless of the project or service involved. We work with clients and business associates who share our commitment to integrity and compliance.

Terms for engagement with clients and business associates

Ramboll engages with clients and business associates on terms that are transparent, responsible, commercially reasonable, and compliant with applicable legislation. We recognize that contracts with clients and business associates expose Ramboll to risk, which needs to be handled professionally. This includes striking a balance between bearing such risks and protecting Ramboll from unreasonable risk exposure that is disproportionate to the value of the relevant contract.

Our approach to clients

A truly client centric business partner

Being a truly client-centric business partner is anchored in our desire to maximise the value we bring to our clients and society. Through proactive engagement and excellent service, we will ensure strong client loyalty so that our clients view Ramboll as their first business partner choice. Rather than thinking about the next individual project, client-centricity is about consistently delivering a positive client experience.

Ramboll engages proactively with clients and has ongoing dialogues with them in order to understand their business needs and the best practices in the clients' industry. This is essential, as our commercial success depends on a deep understanding of our clients, their specific business challenges and how Ramboll can bring them value.

Clients we prefer and will work with

We bring value to our clients through projects and services which contribute to sustainable societies where people and nature flourish.

We strive to work with clients who:

- Share Ramboll's values and desire to contribute to the positive long-term development of society.
- Protect human health, societal wellbeing and the environment.
- Are committed to conducting business with integrity and compliance.

Guided by our Fundamentals

Based on our Fundamentals and legacy, Ramboll has strong values and principles that guide which clients we choose to work with. We actively review all clients as part of our standard project governance processes. Where potential conflicts or misalignment with our values and ethical standards is identified, we undertake a further detailed assessment to enable informed decisions about our partnership, role and projects.

Our approach to business associates

To ensure that our Fundamentals and commitment to integrity and sustainability extend beyond our own operations to the partners and suppliers we rely on, Ramboll expects our business associates to live up to the standards outlined in our Business Associate Code. Our expectations are based on the same international standards that we follow. We expect them to require the same from their business partners, helping us to drive industry practice across the whole value chain.

Ramboll conducts third-party due diligence before entering into agreements with business associates to identify, assess, and address potential risks to us, our clients and society.

Ramboll is committed to fair competition practices, and we select our suppliers and business associates based on criteria such as quality, price, service, compliance and overall value to Ramboll and our clients.

Consequences of non-compliance

Failure to follow the policy may lead to disciplinary action, up to and including dismissal, and in some cases the matter may be reported to the authorities if required by law.