

Quality policy

Clients are at the heart of Ramboll's purpose, aligned with our vision as a globally leading consultancy delivering integrated and sustainable solutions. In our projects, we ensure high project quality through careful planning, execution, follow-up, and adherence to relevant laws and regulations. Through continual improvement, we strive to enhance processes and results, thereby increasing our ability to deliver successful projects and improve client satisfaction.

Meeting client expectations

We collaborate with our clients on their companies' directions and goals, and their specific project expectations. By delivering quality projects that meet the client's needs and expectations, we can increase the level of collaboration and our chances of winning projects in the future.

Managing project risks and changes

Projects have inherent risks that can arise from various sources, potentially impacting the quality of the project. At Ramboll, we employ a risk-based approach to identify critical risks, through elimination, mitigation, or management to ensure an acceptable level of risk. We manage changes to ensure the proper planning and execution of our projects.

Quality Management System

'How We Act' is Ramboll's Quality Management System, which integrates top management objectives with business operations. Through the Management Review process, the status of the objectives is evaluated, effectiveness determined, and objectives and actions initiated. This approach enables better efficiency, quality, and adherence to standards within business operations. Requirements supporting this process are managed and available through How We Act.

Quality assurance of project deliverables

Ramboll's expertise and project processes are systematically applied, supplemented by a documented quality assurance process, to ensure deliverables meet expectations and requirements. The objective is to assure quality and approve all deliverables before release to the client or external stakeholders. Adhering to the mandated and documented process enhances the likelihood of achieving high-quality outcomes.

Complying with legal requirements and standards

Ramboll complies with relevant legal requirements and standards, including the ISO requirements for Quality ISO 9001, Environment ISO 14001, and Health and Safety ISO 45001.

Continual improvement

Ramboll's focus is to continually improve our processes and project results. Our yearly cycle of risk-based planning, goal setting, reporting, monitoring, and auditing, supports incremental change within the organisation. Feedback from our clients, and external and internal stakeholders, is instrumental in identifying areas for improvement. Using this information through the plan, do, check, act process, improves our employees work and the projects they work on.

Monitoring and measurement

We monitor the status of the Quality Management System, including project data, to identify trends and areas of concern, and use them to define actions. We monitor client feedback, project risks, document management and other relevant topics as they are instrumental in the improvement of our projects. We also use a risk-based auditing programme that identifies which projects need to be selected and the focus areas for the audits.

Project members' competencies and training

Our employees are our main asset, and we provide professional and educational opportunities to support their development. All staff receive relevant training, including quality management training, support, and guidance. By involving them in the quality of our work, we require participation and adherence to these standards, fostering a collaborative and committed approach to achieving high-quality results.

Consequences of non-compliance

The requirements in this Policy are mandatory, and failure to follow them may lead to disciplinary action in the form of verbal warnings, written warnings, suspension, or dismissal. All incidents will be reported to the authorities when required by laws and regulations.