

## Scope

This document presents Norconsult's policy for quality, for information to public authorities, clients, cooperating companies, sub-suppliers, Norconsult staff and other staff working for Norconsult.

In addition to complying with public requirements, the company has the following goals:

- Client satisfaction on a high level, with structured follow-up
- Achieve results and revenue according to the company's goals and strategy
- Deliver according to each assignment agreement, at agreed time and cost

## Quality policy

Norconsult will provide services that meet our clients' needs and help them to achieve their goals. We will endeavour to clarify and harmonise the needs and expectations of our clients in such a manner that the requirements regarding the services we provide are clearly defined, unambiguous and complete.

The statutory, self-imposed and other requirements regarding the services/products to be provided will be met.

The requirements and needs apply to all aspects of the services to be provided. This includes the products to be delivered, the processes used in providing the product, the people involved in providing the service, the delivery dates, the resources used and the costs incurred.

Quality is achieved when people with the correct competence work together in an effective manner. In Norconsult quality is the product of individual personal quality and the quality of the processes where people work together.

Our efforts to provide quality will contribute to improving our position in the market and our profitability, thus creating attractive jobs for our staff.

Our way of ensuring that we provide quality is described in our management system with a holistic approach to the concept of quality, which is an integral part of our attitudes and behaviour. In Norconsult, safeguarding the external environment and working environment is a part of our routines for assignments, in line with requirements for technical and professional quality, time and cost.

Our management system should give all relevant parties confidence in our ability to meet their requirements and needs regardless of the nature and size of the project to be carried out.

Whilst our management system is designed to prevent errors occurring, it will also ensure that any errors are detected and corrected, the causes for the error established and finally removed. The management system contributes to the use of experience gained from our assignments for the continuous improvement of the competence of our staff and the company's systems, processes and tools.

The Norconsult management system shall be certified according to NS-EN ISO 9001:2015 'Quality management systems – Requirements'.

The undersigned is responsible for ensuring that the Norconsult management system, NORMS, is implemented and that it functions effectively.

Norconsult AS

Egil Hogna  
President and CEO