

# Health, safety, quality, environmental policy

## Group-wide guidelines for running a responsible, sustainable business

### DEFINITION

Health, safety, quality, and the natural environment (HSQE) are four factors that constitute responsible, sustainable business. HSQE is about running operations in ways that protect people's health and safety and preserve our natural environment, while guaranteeing quality of market offerings (products and services)

### BACKGROUND

Ramudden believe that a sustainable business delivers high quality in the most efficient ways possible, while protecting resources. As a part of constantly improving governance of everything we do, work is underway to systematically ensure that all parts of our operations comply with ISO 9001, ISO 14001, and ISO 45001 requirements and with associated legal and regulatory requirements

We also strive to ensure that suppliers, subcontractors, and partners live up to Ramudden's demands and expectations regarding the natural environment, the workplace, and social responsibility. Through our guidelines, we help integrate quality into everything we do and in everything our partners do so that together, we can strive for safe, sustainable businesses and contribute to a sustainable society as a whole.

### AIM

Guidelines that address health, safety, quality, and the environment give our employees, partners, suppliers, customers, and other stakeholders clear messages about how we act in various situations and which rules and regulations apply. These guidelines aim to make every individual a good citizen and to strengthen Ramudden as a company. And each employee can feel secure regarding what applies.

### HEALTH, SAFETY, QUALITY, ENVIRONMENT GUIDELINES

Ramudden follow laws and regulations that apply in each country regarding health, safety, quality, and the environment. We ensure that we run responsible businesses by complying with these guidelines:

- **We want to be a role model in the industry when it comes to workplace safety.** Our business is about enabling everyone in traffic to get home safely and preventing injuries at our workplaces.
  - Our vision is that no harm comes to humans and the environment.
  - We have high-level, workplace-safety competence. Our company culture supports safe working methods during and after work.
  - We participate in various industry initiatives that target the strengthening of security in our industry.

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**Principles** in this document are aligned with Ramudden's other policies and values.



**Not sure what's applicable?** On the detail level, rules, guidelines, and procedures might vary among countries.

If you're not sure what applies, contact your immediate manager, your CEO, or read more in country-specific documents.



**The Ramudden spirit**  
We all adhere to the Ramudden spirit, i.e., we focus on customers, prioritise our employees' health and safety, and strive to be the best at what we do. This spirit also permeates professional encounters with everyone we meet.

Consequently, all employees must at all times follow the laws and guidelines to which our business is subject – in every assignment and in every encounter – inside and outside the office.

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- **We actively work with risk management.** We constantly strive to eliminate risks in our work environment.
  - We make systematic risk analyses and risk assessments in terms of (i) most obvious risks; (ii) physical safety at roadwork sites and construction sites, and (iii) other occupational health and safety risks.
  - We collect and analyse information on accidents and incidents to avoid future accidents. We follow up on incidents, accidents, and sickness absence on all organizational levels.
- **We work for employees' health and well-being.** Everyone should feel good and safe and secure at work. We care about each other and want to learn from one another. Our workplace activities contribute to improving personal and work-related health.
  - We promote health and safety at work and our employees' work capacity via preventive measures and active risk management.
  - Our approach to health care ranges from preventive activities to rehabilitation.
  - We constantly improve our work environment and educate our staff on safety issues. We carefully analyse risks and take preventive measures.
- **We are one step ahead.** We run training programs for customers and employees to ensure that the industry and our employees have the necessary skills needed for each role.
  - We must be briefed and stay updated on what is happening within road safety.
  - We have the necessary skills for advancing our improvement efforts – with customers and safety in focus.
  - We cooperate with our stakeholders to drive product and service developments, improve industry conditions, and remain on the cutting edge.
- **We deliver with quality.** These words characterise all our external contacts: present, knowledgeable, flexible, and pioneering. We have high service levels and willingness to quickly be of service – regardless of where and when help is needed.
  - We provide our services in close cooperation with our customers and strive to meet our customers' expectations and achieve jointly-decided objectives.
  - We take turnkey responsibility for our deliveries and strive – through proactivity, dialogue, and collaboration – to be customers' first choice.
  - We actively seek feedback from our customers, make improvement proposals, develop our processes and methods on an ongoing basis, and take quick action when needed.

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#### **Continuous improvement**

- We continually strive to improve ourselves and to develop our management systems and activities.

- A framework for determining, implementing, and reviewing objectives is part of our improvement initiative.

- We must regularly evaluate effectiveness of processes to determine how far we've come.

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- **We take responsibility for our environmental impact.** We follow laws and regulations and set clear goals for how we can reduce our environmental impact as we improve our working methods. As we strive for a sustainable environment, we place demands on our suppliers, subcontractors and partners.
  - We endeavor to have as little negative impact on the environment as possible when it comes to life cycles of our products and services.
  - We recycle, sort hazardous waste, and contribute to reuse.
  - We strive to reduce climate impact from our vehicles and limit the number of business trips.

### **RESPONSIBILITY**

All employees are personally obliged to follow the laws, regulations, regulatory requirements, and guidelines that exist for health, safety, quality, and the environment.

Noncompliance with the guidelines can lead to disciplinary sanctions.

Ultimately, Ramudden's managers are responsible for ensuring that the guidelines have been communicated to employees and to relevant external parties to promote broader knowledge and use of the guidelines.

In terms of ISO requirements, Ramudden's managers are ultimately responsible for establishing resources and providing information needed to implement them.

→ Do you suspect that Ramudden do not comply with these guidelines? Then contact your immediate manager, your CEO, or the personnel department.



### **Examples of actions taken**

With regard to improved workplace safety, we implemented several measures, such as:

- Ergonomic education
- Safety representatives training
- BAM training (improved working environment)