



NTU Quality Policy:

NTU consistently provides reliable and tailor-made, high-quality Project Management services, that meet the requirements and expectations of our clients, while continually striving to improve.

We implement this policy using the following principles and practices:

- **Customer focus**
We value our clients. The successful project delivery fully meeting our clients' requirements (on quality, time, cost etc.) is our priority. We are highly committed to provide services which meet and exceed our clients' requirements and expectations. To do so, we are carefully listening to our clients (via formal and informal channels) and are committed to deliver sustainable results.
- **Leadership**
NTU top management takes full responsibility for NTU's operations and ensures that the company complies with all the relevant regulatory, statutory, legislative and contractual requirements and expectations. NTU top management provides the framework of the quality management system and ensures that employees have high involvement and ownership in order to develop it and keep it maintained.
- **Engagement of people**
One key to our success is recruiting people with right competence, background and attitude. Top management recognizes the significance of the involvement and development of NTU employees. NTU provides an internal environment in which our people can become fully involved in achieving the organisation's quality objectives.
- **Process approach**
We are aware, that a well-functioning quality management system is composed of harmonized interrelated processes. Therefore we have carefully reviewed and optimised all our processes in order to ensure smooth work flow, eliminate internal conflicts, and ultimately deliver high level of service to our clients.
- **Constant Improvement**
We know that there is always room for improvement. Therefore we are constantly thriving for improvement and looking for opportunities in order to not just meet, but exceed our stakeholders' expectations. We set clear quality objectives and monitor progress towards their achievement.
- **Evidence-based decision making**
We collect and evaluate the data from the continuous monitoring in order to understand the cause and effect correlations. The output of the data analysis supports our endeavour for continuous development. We strongly believe that making informed and effective decisions is the best way to improve our processes.
- **Relationship management**
We understand that NTU and its clients, suppliers and collaborative business partners are interdependent. We are highly committed to build and maintain stakeholder relationships, which are mutually beneficial and based on efficiency and reliability.

The Quality System will be monitored, measured, evaluated and enhanced regularly under the NTU Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

A blue ink signature of Lars Bentzen, written in a cursive style.

Lars Bentzen, Managing Director

07/01/2019