

## RALA CERTIFICATION, ASSESSMENT CRITERIA, CONSTRUCTION AND INSTALLATION

The RALA Certification assessment criteria present the RALA Certification requirements for operational and environmental management systems and their application. These assessment criteria are used for assessing companies engaging in construction and installation activities.

The assessment criteria have been divided into four parts: 1) business management and development; 2) resources; 3) tendering, contract and procurement operations; and 4) project operations / contracting.

When a company applies for certification, it uses these criteria for self-assessment. Self-assessment is used for surveying how the company's operating and environmental systems and practical operations meet the requirements presented in the assessment criteria. Once completed, please send the self-assessment document to [sertifiointi@rala.fi](mailto:sertifiointi@rala.fi).

The company may also use the assessment criteria for self-motivated assessment and development of operations and services. In the RALA Certification assessment, the assessor will use these same assessment criteria.

Maintaining the validity of the RALA Certificate requires that the company develops its methods and products and improves its operations in response to the follow-up and feedback.

The fulfilment of the requirements will be assessed as follows:

- OK The requirement is met. The company has a sensible and systematic procedure in place that is consistent with the purposes of the requirement.
- NON-CONFORMANCE The requirement is not met. There are deficiencies in the company's procedure or its application that call for corrective action.

A precondition for the fulfilment of the requirement is that the company proves that the procedure works in practice. Written documents or operating procedures verified in some other manner serve as acceptable evidence.

In the RALA Certification, non-conformances are divided into minor and major as follows:

- Minor deviation: The procedure demonstrated by the company is consistent with the main intent of the requirement, even though there are minor deficiencies in the procedure and/or its application and scope of application.
- Major non-conformance: The procedure is missing entirely or there are recurring deficiencies in its application that endanger the fulfilment of the main intent of the criterion being assessed.

## 1 MANAGEMENT AND DEVELOPMENT

COMPANY SPECIFIC MANAGEMENT SYSTEM REQUIREMENTS	COMPANY SPECIFIC ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS
<b>Objectives</b>	
<p><b>1.1</b> The company has defined its long-term goals (3–5 years) and identified the trends of change in its operating environment.</p> <p><i>EVIDENCE: Updated long-term goals, trends of change in the operating environment and the business risks and opportunities derived from them (e.g. changes in the competitive situation and legislation and identification and management of resource bottlenecks)</i></p>	<p><b>1.1y</b> In addition to formal binding obligations, significant direct and indirect environmental impacts and considerations have also been identified and included in the company business aims and objectives.</p> <p><i>EVIDENCE: The company's business aims take account of environmental considerations as well as stakeholders' evolving expectations. When identifying environmental considerations, please also account for exceptional circumstances and emergencies. Environmental management activities may be directed at the following areas (the list is not exhaustive): operational environmental impacts, environmental targets, environmental investment, staff competences and induction, supervision, policies and monitoring arrangements in place for exceptional circumstances and the prevention of environmental damage.</i></p>
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<p><b>1.2</b> The company has set and communicated annual targets in support of its wider business goals.</p> <p><i>EVIDENCE: Action plan, memo from a board/executive management meeting or equivalent documentation. Performance indicators have been devised to facilitate ongoing monitoring. They cover a range of areas, including customers, staff, development, marketing, project management, finance, health and safety and the environment.</i></p>	<p><b>1.2y</b> Environmental targets, complete with impact indicators have been set and communicated</p> <p><i>EVIDENCE: Environment policy, with following objectives and impact indicators (the list is not exhaustive): sorting and waste volumes, recycling, water and energy consumption, emissions/noise, dust, vibration, microparticles, carbon dioxide etc., chemical consumption.</i></p>
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	

Implementation	
<b>1.3</b> The company has defined its organisational structure and related company, industry and project-specific roles, responsibilities, powers, acting or interim arrangements and resource management processes.	<b>1.3y</b> Environmental considerations are managed by determining the company's organisational structure and related company, industry and project-specific roles, responsibilities, powers, acting or interim arrangements and resource management processes.
<i>EVIDENCE: Details of job-specific staff roles, responsibilities and remits, including appointments to an acting or interim role. The company has an agreed policy in place for resource management.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>1.4</b> The company creates and maintains an operating system and documents that guide its operations.	<b>1.4y</b> Environmental considerations and objectives have been set out in the management system and all documents governing the company's operations.
<i>EVIDENCE: Updated, duly identified documents and their table of contents (e.g. operating or quality manual and other descriptions and instructions)</i>	<i>NÄYTTÖ: Updated, duly identified documents and their table of contents (e.g. environmental manual and other descriptions and instructions)</i>
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>1.5</b> Internal and external communications are appropriate.	<b>1.5y</b> Internal and external communications, including environmental aspects, are appropriate.
<i>EVIDENCE: Procedures for internal and external communications (e.g. marketing and crisis communications).</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
Follow-up and development	
<b>1.6</b> The company assesses the compliance and appropriates of its operations on a regular basis (internal audit) and initiates development actions accordingly.	<b>1.6y</b> Environmental considerations are included within the remit of internal audits as well as any action points generated through them.
<i>EVIDENCE: Procedure for internal audit (or assessment). Plan for executing the audit (e.g. audit programme) and a summary of audit results (reports or other memo).</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	

**1.7** The company surveys the needs and level of satisfaction of its customers and other principal stakeholders on a regular basis by, for example, collecting feedback.

**1.7y** The company conducts regular surveys to assess customers and other key stakeholder satisfaction with regard to its environmental management activities.

*EVIDENCE: Company memos, feedback reports, survey results and summaries as well as non-conformity reports.*

Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.

**1.8** The company's management assesses the attainment of targets, the quality and efficiency of operations and the appropriateness of instructions on a regular basis, decides on the necessary development measures and monitors their performance.

**1.8y** The management team carries out regular assessments of the company's environmental management activities, decides on the necessary development measures and monitors their effectiveness.

*EVIDENCE: A procedure must be agreed for the management review and the matters for discussion as part of the management review. These must be recorded in a minute or memorandum, such as a senior management team or board/leadership team meeting minute.*

Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.

## 2 RESOURCES

COMPANY SPECIFIC MANAGEMENT SYSTEM REQUIREMENTS	COMPANY SPECIFIC ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS
<p><b>2.1</b> The company sees to it that people have the necessary competence and qualifications and that they are aware of the demands of their duties and the company's operating system.</p>	<p><b>2.1y</b> The company ensures that it has the necessary environmental competences in place. It will also need to ensure that staff have the necessary qualifications and that they are aware of the relevant environmental requirements as part of their own duties and under the company's management system.</p>
<p><i>EVIDENCE: Incl. relevant work experience, professional registers (certifications, education), CVs, induction materials and forms.</i></p> <p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>	
<p><b>2.2</b> The company determines the competence and qualification needs of its personnel and their individual development aspirations and develops its competences accordingly.</p>	<p><b>2.2y</b> The company determines the environmental competence and qualification needs of its personnel and their individual development aspirations and develops its competences accordingly.</p>
<p><i>EVIDENCE: Training plan (with performance and development appraisals, for example, used as a tool)</i></p> <p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>	
<p><b>2.3</b> The company sees to it that the personnel are aware of the current legislation (acts, decrees and regulations), instructions, norms and other reference material required by the duties.</p>	<p><b>2.3y</b> The company sees to it that personnel are aware of current environmental legislation (acts, decrees and regulations), instructions, norms and other reference material required by the duties.</p>
<p><i>EVIDENCE: Up-to-date information about, or a list of, the regulations, instructions, norms and other reference material of central importance to operations.</i></p>	<p><i>EVIDENCE: E.g. environmental regulations and guidance relating to groundwater areas, site lighting and site run-off design and management, dust and noise management and updated and evolving energy regulations, chemicals handling, waste management and recycling, management of invasive species.</i></p>
<p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>	
<p><b>2.4</b> The company has an effective information control procedure in place.</p>	<p><b>2.4y</b> The company has an effective environmental data management system in place.</p>
<p><i>EVIDENCE: Storage and back-up system, data security and achieving</i></p>	

Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.

**2.5** The company makes sure that it has the equipment and tools to supporting project operations at its disposal (e.g. machinery, equipment, vehicles, measuring tools, software programs).

*EVIDENCE: E.g. equipment list and calibration certificates, software list*

**2.5y** The company ensures that environmental considerations are taken into account in the management of all equipment and tools as well as its own premises.

*EVIDENCE: E.g. through procurement and management principles, utilisation rate, cost-effective driving, predictive maintenance, fuel and electricity consumption and emissions monitoring, renewable energy use, life cycle costs, reducing carbon footprint.*

Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.

### 3 TENDERING, CONTRACT AND PROCUREMENT OPERATIONS

COMPANY SPECIFIC MANAGEMENT SYSTEM REQUIREMENTS	COMPANY SPECIFIC ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS
<b>Objectives</b>	
<b>3.1</b> Understanding of the market is sufficient. Projects suitable for tendering are mapped out.	<b>3.1y</b> The company takes account of environmental considerations in all tendering activity and actively seeks out suitable projects.
<i>EVIDENCE: Marketing and tendering procedures and responsibilities.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>3.2</b> The company makes sure that the demands of the task presented in the call for tenders and potentially brought up in negotiations are understood.	<b>3.2y</b> The company makes sure that the environmental requirements contained in the call for tender and potentially brought up in negotiations are understood.
<i>EVIDENCE: Name of the person completing tender documents, relevant negotiations and reports, relevant detail regarding environmental and other requirements.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>3.3</b> Before submitting a tender, the company makes sure that its own resources, competences and technical capabilities, and those of its partners, that are required by the task are sufficient.	<b>3.3y</b> Before submitting a tender, the company must ensure that it and its partners have the necessary environmental resources, competences and technical capabilities to undertake the work.
<i>EVIDENCE: Work carried out (records, resource sheets or equivalent).</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>3.4</b> The company assesses the risks and opportunities related to the work offered.	<b>3.4y</b> The company will carry out an assessment of the environmental risks and opportunities related to the work on offer.
<i>EVIDENCE: Documentation (a risk assessment, including environmental risk, in the form of an entry or memorandum, carried out in relation to the decision to submit a tender and the content of the bid).</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	

<b>3.5</b> The company has defined how a tender is to be prepared and submitted.	<b>3.5y</b> The company has determined how environmental considerations will be taken into account as it prepares and submits its tender.
<i>EVIDENCE: Procedure (responsibilities, powers and tender content).</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>3.6</b> The company concludes a written agreement with the client on the assignment and its terms and conditions.	<b>3.6y</b> The company will take account of environmental considerations as it concludes a formal written agreement on an assignment and its terms and conditions.
<i>EVIDENCE: Procedures (details of responsibilities, remits and applicable contractual terms and conditions).</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>3.7</b> The organisation has defined how subcontracting and material purchases are to be carried out.	<b>3.7y</b> The organisation has defined how subcontracting and material purchases are to be carried out with due regard for environmental considerations.
<i>EVIDENCE: Model contracts and terms and conditions, procurement models (requirements under environmental legislation, construction supply compliance, obligations under the Contractor's Obligations and Liability Act, sustainable procurement principles).</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>3.8</b> Subcontractor and materials supplier quality assurance standards have been identified, specified and recorded.	<b>3.8y</b> Subcontractor and materials supplier environmental management standards have been identified, specified and recorded.
<i>EVIDENCE: Consistent evaluation and selection criteria applied. Feedback is sought and acted on. This could take the form of a supplier evaluation, for example.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	



## U4 PROJECT OPERATIONS / CONTRACTING

PROJECT MANAGEMENT SYSTEM REQUIREMENTS	ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS FOR PROJECTS
<b>Objectives and planning of execution</b>	
<b>U4.1</b> Targets have been defined for the construction project in which the operating principles and programs of the entire company have been taken into account.	<b>U4.1y</b> Environmental targets have been defined for the construction project in which the operating principles and programmes of the entire company have been taken into account.
<i>EVIDENCE: Documentation (incl. quality and environmental management plan). Master schedule, budget, information sharing, environmental safety, occupational health and safety, details of any alternative policies where relevant. Master schedule, budget, information sharing, occupational safety, details of any alternative policies where relevant, general procurement principles, plan evaluation (for turnkey / design and build or equivalent projects).</i>	<i>EVIDENCE: Environmental principles governing project procurement, energy and materials efficiency, waste management and recycling.</i>
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>U4.2</b> The resources for executing the construction project have been defined.	<b>U4.2y</b> The resource requirements as set out in the project's environmental targets have been identified.
<i>EVIDENCE: Roles, duties and responsibilities of the executing organisation; stand-in arrangements, subcontractors (competences and qualifications), equipment and other purchases. The regulations, standards, norms, instructions and quality requirements concerning the project are known.</i>	<i>EVIDENCE: Environmental considerations in procurement, knowledge of environmental legislation, regulations and guidance relevant to the project.</i>
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>U4.3</b> The necessary prerequisites for commencing the construction project have been ascertained.	<b>U4.3y</b> Environmental considerations are taken into account when assessing the company's ability and readiness to commence the project.
<i>EVIDENCE: Bespoke kick-off meeting/checklist: discussion of obligations under relevant permits and licenses, permits and permissions required for the project as a whole (incl. building and excavation permits) and for specific stages of the project (incl. night work and blasting permits), advance notifications, kick off meetings, contractual obligations, any preparatory surveys and sampling, incl. groundwater.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	

<p><b>U4.4</b> The risks of the construction project, including, but not limited to, environmental and occupational safety risks, have been identified, the significance of the risks has been assessed and the measures to control the risks have been planned.</p>	<p><b>U4.4y</b> The environmental risks have been identified and evaluated and measures to control the risks have been adopted.</p>
<p><i>EVIDENCE: The measures to control the identified risks and their follow-up during execution has been agreed upon. The updating of risk assessment during execution has been agreed upon (as per the type and degree of complexity of the project).</i></p>	
<p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>	
<p><b>U4.5</b> The construction project quality control and assurance measures have been planned.</p>	<p><b>U4.5y</b> The construction project quality control and assurance measures have been planned, and they encompass environmental considerations, in the form of an environmental action plan, for example.</p>
<p><i>EVIDENCE: Management and quality plans are based on the supervision and quality assurance of all in-house activity, subcontractor activity and products and materials: quality assurance plan, safety plan, environmental plan, moisture management plan, inspection document, quality assurance plans for each phase, incl. internal handover, kick-off meetings for each phase, sample inspections and seeking client approval for sample work.</i></p>	
<p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>	
<p><b>U4.6</b> The construction project execution schedule has been planned.</p>	<p><b>U4.6y</b> The construction project execution schedule takes into account the processing times associated with obtaining any necessary environmental permits and notifications as well as the legal obligations associated with such permits.</p>
<p><i>EVIDENCE: Sufficient degree of accuracy, dimensioning and dependencies of the schedules. Project breakdown and milestones have been duly taken into account in the schedule. Timetable for designs needs. Scheduling of purchases, procurement package division. Timetable for the handover stage.</i></p>	
<p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>	
<p><b>U4.7</b> The construction project target estimate / budget has been checked.</p>	<p><b>U4.7y</b> The construction project target estimate / budget has been checked and includes the costs arising from environmental impact mitigation and environmental monitoring and surveys.</p>
<p><i>EVIDENCE: The individuals in charge of the site are aware of the checked target estimate/budget.</i></p>	
<p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>	

<b>U4.8</b> The flow of information has been planned.	<b>U4.8y</b> A communications plan is in place with regard to environmental matters and also covers environmental damage.
<i>EVIDENCE: Internal and external site communications: key stakeholders, meeting practices, notifications, monitoring reports, communications channels, effective communications, including crisis communications in event of environmental damage.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>Execution and follow-up</b>	
<b>U4.9</b> The documents related to the construction project are properly managed.	<b>U4.9y</b> All documentation relating to the environmental aspects of the project is properly managed.
<i>EVIDENCE: Consistent file naming, dating and version practices, consistent contract, order, tender, baseline data, memoranda, minute and schedule management practices, handover materials.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>U4.10</b> Construction project workers are provided with induction and training on the site and the work steps involved and it is ascertained that the demands of the work steps are known and that the work is carried out accordingly.	<b>U4.10y</b> Staff working on the project are provided with induction and training on the environmental considerations and risks involved with work on site. The employer is responsible for ensuring that they are familiar with the environmental regulations and other factors relating to their work and that all work is carried out accordingly.
<i>EVIDENCE: Documentation (e.g. induction for or site handbook). All staff have access permits (induction covering site and work phases, staff qualifications and access permits have been documented).</i>	<i>EVIDENCE: Induction must comprise instructions on environmental risk management, preparedness plans for environmental accidents and the procedures to be followed in the event of an accident.</i>
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>U4.11</b> The plans for controlling risks are kept up to date.	<b>U4.11y</b> All environmental management activities are completed promptly.
<i>EVIDENCE: Induction activities should be recorded (notes made at weekly meetings, subcontractor meetings, site meetings or similar).</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>U4.12</b> The condition of the equipment and the accuracy of the measuring instruments used in the construction project are monitored.	<b>U4.12y</b> The condition of the equipment and the accuracy of the measuring instruments used in the construction project are monitored.

*EVIDENCE: For example, approval-for-use inspections, observations on MVR (occupational safety of civil engineering works) and TR (residential construction), Murskamittari and Asfalttimittari safety evaluations, failure reports and corrective action, service and maintenance practices, environmental sampling carried out on a self-supervision basis.*

Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.

**U4.13** Procurements under the construction project are carried out in a systematic manner.

**U4.13y** Procurement is carried out in a systematic manner.

*EVIDENCE: Up-to-date purchasing schedule, named materials suppliers and subcontractors. Adhere to supplier selection criteria, take into account feedback received on suppliers. All procurement contracts are documented and contain terms of delivery and specify environmental standards. Inclusion in waste management register.*

Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.

**U4.14** The materials and intermediate products used in the construction project are appropriately identified, marked, stored and handled and any incomplete structures are protected as necessary.

**U4.14y** The materials used in the construction project are appropriately identified, marked, stored and handled, any incomplete structures are protected as necessary and transport is minimised.

*EVIDENCE: Appropriate arrangements for receiving goods and supervising standard of goods received (waybills, manufacturer's instructions, safety data sheets, environmental labelling, shipping documents). These arrangements also apply to materials and intermediate products provided by the client.*

Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.

**U4.15** The pre-handover check-up (internal handover inspection) of the construction project is carried out for each work stage.

**U4.15y** Internal handovers are carried out for each work stage and comprise environmental considerations.

*EVIDENCE: Evaluation of all subcontracted work at handover and final financial reports where relevant. Internal handover records for each stage. Ensuring environmental regulations are observed during internal handover.*

Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.

**U4.16** The financial standing of the construction project is monitored.

**U4.16y** The financial aspect of the environmental impact management activities is monitored.

*EVIDENCE: Financial information (incl. financial reports, baseline information for environmental reporting purposes for Statistics Finland and in-house).*

Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.

<b>U4.17</b> Any need for additional work and modifications under the construction project are duly addressed.	<b>U4.17y</b> Environmental management requirements are taken into account with regard to any additional work and modifications.
<i>EVIDENCE: Where additional work and modifications are required, this is documented, and approval promptly sought from the client. Additional work and modifications must not impede the management of environmental impacts.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>U4.18</b> Any nonconformities, complaints and other feedback are duly processed.	<b>U4.18y</b> Environmental nonconformities, complaints and other feedback are duly addressed.
<i>EVIDENCE: Documentation relating to environmental non-conformances, complaints and other feedback and any action taken as a result.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>U4.19</b> Quality assurance during the construction project is carried out in accordance with the quality assurance plan.	<b>U4.19y</b> Progress on the environmental targets set is evaluated.
<i>EVIDENCE: Documentation.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>Closing and handover of the construction project</b>	
<b>U4.20</b> Upon closing of the construction project, the corrective actions to repair any defects observed in the pre-handover check-up (internal handover inspection) are prepared.	<b>U4.20y</b> Upon closing of the construction project, any faults and defects identified during the internal handover will be addressed in line with environmental considerations.
<i>EVIDENCE: Documentation evidencing remedial action.</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	
<b>U4.21</b> Construction project handover inspection and handover of the work (final inspection).	<b>U4.21y</b> The latest environmental monitoring findings are discussed, and next steps agreed on.
<i>EVIDENCE: Handover inspection report</i>	
Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.	

<p><b>U4.22</b> Assembling appropriate construction project handover materials for the client.</p>	<p><b>U4.22y</b> Assembling appropriate construction project handover materials for the client.</p>
<p><i>EVIDENCE: Handover materials for client. Any end-user training, including environmental aspects and environmental monitoring.</i></p>	
<p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>	
<p><b>U4.23</b> The information gathered during the construction project is processed and utilised.</p>	<p><b>U4.23y</b> Environmental data collected during the project will be used in future development activities.</p>
<p><i>EVIDENCE: Observations, suggestions for further development, non-conformance and complaints are addressed at an internal close-out meeting. Discussions and/or feedback surveys carried out internally and with partners.</i></p>	
<p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>	
<p><b>U4.24</b> Any warranty repairs after the completion of the construction project are carried out in accordance with the contract terms and conditions.</p>	<p><b>U4.24y</b> Any warranty repairs after the completion of the construction project are carried out in accordance with the contract terms and conditions.</p>
<p><i>EVIDENCE: E.g. documentation regarding monitoring of work carried out under warranty. The appropriate scheduling of all warranty work and cost monitoring, inspection reports and the processing of warranty claims and feedback.</i></p>	
<p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>	