

## RALA CERTIFICATION, ASSESSMENT CRITERIA, CONSTRUCTION MANAGEMENT

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 management activities.

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

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| <ul style="list-style-type: none"><li>• OK</li></ul>                             | The requirement is met. The company has a sensible and systematic procedure in place that is consistent with the purposes of the requirement. |
| <ul style="list-style-type: none"><li>• NON-CONFORMANCE<br/>corrective</li></ul> | The requirement is not met. There are deficiencies in the company's procedure or its application that call for 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:

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| <ul style="list-style-type: none"><li>• Minor deviation:</li></ul> | 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. |
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- 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  |
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| <b>Objectives</b>   |  |
| <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.  | <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.  |
| <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>  | <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> |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.  |  |
| <b>1.2</b> The company has set and communicated annual targets in support of its wider business goals.  | <b>1.2y</b> Environmental targets, complete with impact indicators have been set and communicated.   |
| <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> | <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>  |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.  |  |

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| <b>Implementation</b>   |  |
| <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.  |  |
| <b>Follow-up and development</b>  |  |
| <b>1.6</b> The company assesses the compliance and appropriateness 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.  |  |

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| <p><b>1.7</b> 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.</p>  | <p><b>1.7y</b> The company conducts regular surveys to assess customers and other key stakeholder satisfaction with regard to its environmental management activities.</p>                                   |
| <p><i>EVIDENCE: Company memos, feedback reports, survey results and summaries as well as non-conformity reports.</i></p>  |  |
| <p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>   |  |
| <p><b>1.8</b> 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.</p>         | <p><b>1.8y</b> The management team carries out regular assessments of the company's environmental management activities, decides on the necessary development measures and monitors their effectiveness.</p> |
| <p><i>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.</i></p> |  |
| <p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>   |  |

## 2 RESOURCES

### COMPANY SPECIFIC MANAGEMENT SYSTEM REQUIREMENTS

**2.1** 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.

*EVIDENCE: Incl. relevant work experience, professional registers (certifications, education), CVs, induction materials and forms.*

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

**2.2** The company determines the competence and qualification needs of its personnel and their individual development aspirations and develops its competences accordingly.

*EVIDENCE: Training plan (with performance and development appraisals, for example, used as a tool)*

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

**2.3** 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.

*EVIDENCE: Up-to-date information about, or a list of, the regulations, instructions, norms and other reference material of central importance to operations.*

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

### COMPANY SPECIFIC ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS

**2.1y** 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.

**2.2y** The company determines the environmental competence and qualification needs of its personnel and their individual development aspirations and develops its competences accordingly.

**2.3y** 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.

*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.*

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| <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>   |   |
| <p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>  |   |
| <p><b>2.5</b> 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).</p> | <p><b>2.5y</b> The company ensures that environmental considerations are taken into account in the management of all equipment and tools as well as its own premises.</p>   |
| <p><i>EVIDENCE: E.g. equipment list and calibration certificates, software list.</i></p>   | <p><i>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.</i></p> |
| <p>Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.</p>  |   |

### 3 TENDERING, CONTRACT AND PROCUREMENT OPERATIONS

#### COMPANY SPECIFIC MANAGEMENT SYSTEM REQUIREMENTS

#### COMPANY SPECIFIC ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS

##### Objectives

**3.1** Understanding of the market is sufficient. Projects suitable for tendering are mapped out.

**3.1y** The company takes account of environmental considerations in all tendering activity and actively seeks out suitable projects.

*EVIDENCE: Marketing and tendering procedures and responsibilities.*

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

**3.2** The company makes sure that the demands of the task presented in the call for tenders and potentially brought up in negotiations are understood.

**3.2y** The company makes sure that the environmental requirements contained in the call for tender and potentially brought up in negotiations are understood.

*EVIDENCE: Name of the person completing tender documents, relevant negotiations and reports, relevant detail regarding environmental and other requirements.*

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

**3.3** 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.

**3.3y** 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.

*EVIDENCE: Work carried out (records, resource sheets or equivalent).*

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

**3.4** The company assesses the risks and opportunities related to the work offered.

**3.4y** The company will carry out an assessment of the environmental risks and opportunities related to the work on offer.

*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).*

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

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| <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.  |   |

## R4 CONSTRUCTION MANAGEMENT PROJECTS

### PROJECT-SPECIFIC MANAGEMENT SYSTEM REQUIREMENTS

**R4.1** The project organisation plans project execution in accordance with the client's specifications.

*EVIDENCE: Project plan, definition of duties as set out in the tender, a kick-off meeting or similar depending on project type and degree of complexity involved, including functional, quantitative, qualitative and environmental objectives, schedule, budget, project organisation; roles, duties and responsibilities, information sharing, details of any alternative policies, risk assessment, approval procedures, reporting.*

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

### PROJECT-SPECIFIC ENVIRONMENTAL MANAGEMENT SYSTEM REQUIREMENTS

**R4.1y** During the project planning stage, the project organisation will take full account of environmental considerations.

*EVIDENCE: Specific environmental considerations include but are not limited to renewable energies, energy efficiency, materials efficiency, run-off management, chemicals management, invasive species management, operations in groundwater area, excavated spoil recycling and reuse and mass balancing, long-term structural solutions and adaptability.*

### Management and steering of design (also in in planning and execution /turnkey projects)

**R4.2** The project organisation prepares the procurement of design.

*EVIDENCE: Management and review of design input data (e.g. preliminary surveys and plans) in accordance with the agreement. Design objectives (quality, performance, BIM-based design, costs, timetable, life cycle, the environment). Design program preparation.*

**R4.2y** The project organisation will take account of environmental considerations when planning design procurement.

*EVIDENCE: The particular environmental aspects of the design input data could include life cycle impact assessments, assessment of relevant permits and licenses, any environmental classifications. The design objectives could also include carbon neutrality and carbon footprint, carbon handprint and water footprint assessments, life cycle assessments and green factor assessments. The designers and other experts must be advised of relevant environmental labelling criteria.*

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

**R4.3** The project organisation carries out the procurement of design.

*EVIDENCE: Preparation of competitive tendering, preparation of call for tenders documents, putting out to competitive tender, expert duties in the tendering stage, duties in the tender opening and processing stage, duties in the contract stage (including contract review preparation and expert duties).*

**R4.3y** The project organisation carries out the procurement of design in line with environmental considerations.

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

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| <b>R4.4</b> The project organisation directs the design process.   | <b>R4.4y</b> The project organisation directs the design process in line with environmental considerations.   |
| <i>EVIDENCE: Documentation of, e.g., design meetings and reviews, the review of the appropriateness, cost effects and compliance with instructions and objectives of the design solutions, the assessment of alternative design solutions, and the processing of proposals for additional work and modifications.</i>    | <i>EVIDENCE: Documentation covering how the design solutions encompass the relevant environmental considerations, details of life cycle calculations carried out, work carried out to assess the design's environmental and cost implications, work carried out to ensure that the design complies with the relevant guidance and objectives as well as the assessment of alternative design solutions.</i> |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.   |   |
| <b>R4.5</b> The project organisation prepares the approval of plans and designs.   | <b>R4.5y</b> The project organisation prepares the approval of plans and designs with regard to environmental considerations.   |
| <i>EVIDENCE: Documentation of the review of plans and designs and the pre-handover check-up of the plans and designs of the design consultant. Preparation of approval decision proposal for plans and designs.</i>  |   |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.   |   |
| <b>R4.6</b> The project organisation closes the project in a controlled manner.  | <b>R4.6y</b> The project organisation closes the project in a controlled manner in line with environmental considerations. Progress made towards the environmental objectives set for the project is assessed.  |
| <i>EVIDENCE Final settlement of the planning and design project for the client, external and internal project feedback on defined projects, development suggestions and archiving procedure.</i>   | <i>EVIDENCE: Identify any future environmental obligations relevant to the project, incl. noise, dust and vibration, groundwater monitoring and site run-off monitoring.</i>  |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.   |   |
| <b>Management and steering of execution</b>  |   |
| <b>R4.7</b> The project organisation prepares the construction project procurement.  | <b>R4.7y</b> The project organisation prepares the construction project procurement in line with environmental considerations.  |
| <i>EVIDENCE: Documentation of, e.g., the preparation of the investment decision, the commissioning of needs analysis and/or project plan, the selection of the type of contract, the preparation of the construction project program, the incentive scheme, and the application of the necessary regulatory permits.</i> | <i>EVIDENCE: Documentation covering other relevant aspects, including opportunities for recycling, reuse and mass balancing (on-site crushing for blasted rock and demolished concrete structures). With regard to large-scale developments, identify opportunities for demolition and recycling in cooperation with other parties.</i>   |

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| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.   |   |
| <b>R4.8</b> The project organisation executes the construction project procurement in accordance with its role.  | <b>R4.8y</b> The project organisation executes the construction project procurement in accordance with its role and with due regard for environmental considerations.   |
| <i>EVIDENCE: Preparation of competitive tendering, preparation of call for tenders documents, putting out to competitive tender, expert duties in the tendering stage, duties related to the preparation of additional letters, duties in the tender opening and processing stage, duties in the contract stage (including the preparation of a contract review / contract negotiations and the related expert duties).</i>  | <i>EVIDENCE: Environmental competence could be included in the competitive tendering criteria.</i>  |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.   |   |
| <b>R4.9</b> The project organisation directs the construction process and carries out the developer's duties during the project.   | <b>R4.9y</b> The project organisation manages the construction process and carries out the developer's duties during the project with due regard for environmental considerations.  |
| <i>EVIDENCE: The solutions used should be assessed for their suitability and alternatives should be investigated. Documentation relating to project management and progress, impact of the contractor's quality assurance arrangements, site meeting preparation and the implementation of actions agreed at site meetings and/or implementation monitoring, health and safety monitoring, environmental monitoring, management of additional work and modifications, advance invoice approval, complaints management, proposed sanctions, depreciation proposals.</i> |   |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.   |   |
| <b>R4.10</b> The project organisation prepares handover inspection and carries out the contractual duties related to commissioning.  | <b>R4.10y</b> The project organisation prepares the handover inspection and carries out the contractual duties related to commissioning with due regard to environmental considerations.  |
| <i>EVIDENCE: Final settlement of accounts.</i>   | <i>EVIDENCE: Agreement with the client which party will assume responsibility for environmental monitoring. Building life cycle analyses and communicating them.</i>  |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.   |   |
| <b>R4.11</b> The project organisation completes the implementation project in a controlled manner. Progress made towards the project objectives is assessed.   | <b>R4.11y</b> The project organisation closes the implementation project in a controlled manner with due regard for environmental considerations. Progress made towards the environmental objectives set for the project is assessed. |

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| <i>EVIDENCE: Final settlement, report or equivalent. External and internal project feedback on defined projects, development suggestions and archiving procedure.</i>   |  | <i>EVIDENCE: Identify any environmental obligations relevant to the project, incl. noise, dust and vibration, groundwater monitoring and site run-off monitoring.</i>                    |  |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.  |  |  |  |
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| <b>Monitoring</b>   |  |  |  |
| <b>R4.12</b> The project organisation prepares and obtains approval for a monitoring plan.  |  | <b>R4.12y</b> The project organisation prepares and obtains approval for a monitoring plan with due regard for environmental considerations.   |  |
| <i>EVIDENCE: Documentation relating to the drafting and approval of the supervision plan. Inclusion of environmental considerations in the supervision plan.</i>  |  |  |  |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.  |  |  |  |
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| <b>R4.13</b> The project organisation monitors the construction project in accordance with the monitoring plan approved by the client.  |  | <b>R4.13y</b> The project organisation monitors the construction project in accordance with the monitoring plan approved by the client with due regard for environmental considerations. |  |
| <i>EVIDENCE: Work-step specific and/or timetable-dependent monitoring duties. Notifying of non-conformances.</i>  |  |  |  |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.  |  |  |  |
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| <b>R4.14</b> The project organisation closes the monitoring project in a controlled manner. Progress made towards the project objectives is evaluated.  |  | <b>R4.14y</b> The project organisation closes the monitoring project in a controlled manner with due regard for environmental considerations.  |  |
| <i>EVIDENCE: Final documentation. Internal and external project feedback on specified projects, suggestions for further development and archiving policy. A document containing a review of the environmental objectives and the extent to which these have been met.</i> |  |  |  |
| Give a written account of the evidence referencing the documentation and systems underpinning it. Attach documents where relevant.  |  |  |  |
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| <b>Duties during the guarantee period</b>   |  |  |  |
| <b>R4.15</b> The project organisation carries out the guarantee period duties in accordance with the contract.  |  | <b>R4.15y</b> The project organisation carries out the guarantee period duties in accordance with the contract with due regard for environmental considerations.                         |  |
| <i>EVIDENCE: Documentation on the arrangement of inspections during the guarantee period, for example, and on the repair of any defects noticed during the guarantee period and the approval of the work carried out during the guarantee period.</i>                     |  |  |  |

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