



## **COP - Royal HaskoningDHV**

*Communication on Progress (COP) for 2013 (from 1-1-2013 to 31-12-2013)*

### **Statement of continued support by the Chair of the Executive Board**

The world is changing rapidly. The social and economical development of our society is challenged, as the world's capacity to provide the services and resources we need to improve global living standards is limited and increasingly strained. New thinking and acting is needed from businesses, governments and science. As Royal HaskoningDHV we consider this to be a reality that is fundamental to the services we deliver to our clients.

We are able to further increase our contribution to clients and society: Enhancing society together.

Our ambition is to show leadership in sustainable development and innovation. We include corporate responsibility as an integral part of our activities: we serve our clients in making steps forward with practical solutions, we 'walk the talk' by reducing the footprint of our operations, and we inspire youngsters and school children to engage in the challenges of the future; sustainable development and technology.

Our policies and global code of business principles incorporate and support the ten principles of UN Global Compact. This is also reflected in our CR policy, integrity management system and our HR policies and practices.

Our annual report 2013 is a web-based and integrated report ([www.royalhaskoningdhv.com/annualreport](http://www.royalhaskoningdhv.com/annualreport)) that summarises our achievements in 2013. The report includes a CR and Sustainability Statement, in which we elaborate on the steps we have taken, the performance and results of 2013 and the ambitions for the future. It confirms our commitment to the UN global Compact.

For more information and examples we invite readers to visit our website, [www.royalhaskoningdhv.com](http://www.royalhaskoningdhv.com), and view our news, annual reports and policies. We are always interested in your feedback. Please contact us on [CR.info@rhdhv.com](mailto:CR.info@rhdhv.com).

Mr. Erik Oostwegel  
Chairman of the Executive Board

*Amersfoort, 21 May 2014*

## Company Profile

**Royal HaskoningDHV is an independent, international engineering and project management consultancy with over 130 years of experience. Our professionals deliver their services in the fields of asset management, aviation, buildings, energy, industry, infrastructure, maritime, mining, strategy, transport, urban and rural planning, water management and water technology.**

With its headquarters in Amersfoort, The Netherlands, the company's 6.500 staff provide services worldwide from more than 100 offices in over 35 countries. Royal HaskoningDHV had a turnover in 2013 of euro 667 million.

The company carries out some 30,000 projects every year in planning and transport, infrastructure, water, maritime, aviation, industry, energy, mining and buildings. In combination with its international office network, Royal HaskoningDHV delivers world-class solutions locally to clients around the globe, for the public and private sector.


Royal HaskoningDHV, with its proud heritage of bringing leading expertise and innovation to the market, is deeply committed to business integrity and sustainable development. As leader in sustainability and innovation, Royal HaskoningDHV provides the next exciting step in working towards enhancing society together.

### Communications on progress 2013 – UN Global Compact Principles:

Global Compact Principles	Action taken & impact achieved and plans for the coming year	Cross reference*
UN Global Compact Principles (general)	<ul style="list-style-type: none"> <li>The UN Global Compact principles are included in the <b>Global Code of Business principles</b>. In 2013 Royal HaskoningDHV continued to communicate the Global Code of Business Principles worldwide. All staff received a copy. To raise awareness, integrity-modules have been included in our in-company training program. Also, a Code for partners and Suppliers has been developed and implemented.</li> <li>In 2013, we have paid extra attention to develop our approach towards <b>controversial projects</b>. This resulted in several dialogue sessions at top level and a guideline to instruct and support staff. This guideline is currently being enforced by setting the example in practice.</li> <li>In 2013, Royal HaskoningDHV was mentioned by the press frequently in relation to a project in Israel. We decided to terminate a contract for the Kidron wastewater treatment plant project. This decision was based on the understanding that future involvement could be in violation with <b>international law</b>.</li> </ul>	<p><a href="http://www.royalhaskoningdhv.com">www.royalhaskoningdhv.com</a>:</p> <ul style="list-style-type: none"> <li>- Global Code of Business Principles</li> <li>- Business principles for partners and suppliers</li> <li>- CR policy statement</li> <li>- Integrity management system</li> </ul> <p>Annual report 2013 – website <a href="http://www.royalhaskoningdhv.com/annualreport">www.royalhaskoningdhv.com/annualreport</a>; CR and sustainability Statement 2013</p> <p>See the CR and Sustainability Statement 2013, page 18 on dilemma's and controversy</p>
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights;	<ul style="list-style-type: none"> <li>Respecting human rights is a business condition to our company. In our global code and in the new business principles for partners and suppliers human rights are included.</li> <li><b>Safety</b> is a key value in our human resource management. Partly we are OHSAS 18001 – International Health and Safety standard – certified. We are implementing OHSAS 18001 into the company world wide in 2014. This management system includes Travel security and Crisis management.</li> </ul>	<p><a href="http://www.royalhaskoningdhv.com">www.royalhaskoningdhv.com</a>:</p> <p>Global Code of Business Principles CR policy statement Purchase conditions Integrity management system QHSE management policy</p> <p>Annual report 2013 – website <a href="http://www.royalhaskoningdhv.com/annualreport">www.royalhaskoningdhv.com/annualreport</a>; CR and sustainability Statement 2013</p>
Principle 2: make sure that they are not complicit in human rights abuses	<ul style="list-style-type: none"> <li>In the compliance reports and Speak-up line, no violations have been raised in 2013 on human rights. We will continue to execute and develop our Integrity management system and reporting.</li> </ul>	<p>Annual report 2013 – website <a href="http://www.royalhaskoningdhv.com/annualreport">www.royalhaskoningdhv.com/annualreport</a>; CR and sustainability Statement 2013</p>

<p>Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;</p>	<ul style="list-style-type: none"> <li>• We subscribe to the conventions of the International Labor Organisations (ILO).</li> <li>• We have a <b>global HR policy</b> and an international HR management team and system, which enables us to recognize labor related issues worldwide.</li> <li>• In 2013 we have developed and implemented a global performance and development system (P&amp;D). In 2014 we implement a global job positioning system (GPS) to create transparency and <b>equal opportunities</b> for careers for all staff. Our works council is actively engaged. In the Netherlands, the UK and South Africa, our primary centers of operations, the rights are also defined by the National Law. In our employee owned company, all employees have access to shares, and in general staff is also represented by the Foundation (shareholder).</li> <li>• No violations on freedom of association etc. have been reported in 2013.</li> </ul>	<p>Annual report 2013 – website (<a href="http://www.royalhaskoningdhv.com/annualreport">www.royalhaskoningdhv.com/annualreport</a>); CR and sustainability Statement 2013</p>
<p>Principle 4: the elimination of all forms of forced and compulsory labour;</p>	<ul style="list-style-type: none"> <li>• This is managed and monitored with our Integrity management System. We work in countries in which forms of forced labour occur. We do not accept any involvement in this. In our activities, no violations have been reported in 2013.</li> </ul>	<p>Annual report 2013 – website (<a href="http://www.royalhaskoningdhv.com/annualreport">www.royalhaskoningdhv.com/annualreport</a>); CR and sustainability Statement 2013</p>
<p>Principle 5: the effective abolition of child labour;</p>	<ul style="list-style-type: none"> <li>• This is managed and monitored with our Integrity management System. We work in countries in which forms of child labour occur. We do not accept any involvement in this. In our activities, no violations have been reported in 2013.</li> </ul>	<p>Annual report 2013 – website (<a href="http://www.royalhaskoningdhv.com/annualreport">www.royalhaskoningdhv.com/annualreport</a>); CR and sustainability Statement 2013 CR policy statement</p>
<p>Principle 6: the elimination of discrimination in respect of employment and occupation</p>	<ul style="list-style-type: none"> <li>• Diversity and equality is a key value in our company. This is part of our Integrity management. No violations have been reported in 2013.</li> <li>• In 2014 we implement a global job positioning system (<b>GPS</b>) to create <b>transparency and equal opportunities</b> for careers.</li> </ul>	<p>Global Code of Business Principles CR policy statement Integrity management</p>
<p>Principle 7: Businesses should support a precautionary approach to environmental challenges;</p>	<p>We actively promote taking a precautionary approach to environmental challenges in our projects in cooperation with clients and partners. It is part of our business approach as is illustrated in our annual report (enhancing society together) and CR Statement.</p> <ul style="list-style-type: none"> <li>• In 2013, we re-introduced <b>e-Value</b>, a project tool to define added value in sustainability in advance.</li> <li>• Within our businesses we employ <b>environmental specialists</b> that integrate environmental management in our engineering consultancy projects. They share knowledge internationally (Knowledge Management program).</li> <li>• In our <b>innovation program</b>, we continuously look for new solutions and technologies, with the ambition to increase environmental efficiency and performance (e.g. water treatment).</li> <li>• In our operations, we measure the <b>ecological footprint</b> of our offices and business travel; we set targets and carry out action plans for the reduction of CO2 equivalent emissions.</li> <li>• Partly we are certified for the <b>ISO 14001</b> standard. In 2013 we made good progress to implement a global Environmental Management System (ISO14001). This will continue in 2014.</li> </ul>	<p>Annual report 2013 – website (<a href="http://www.royalhaskoningdhv.com/annualreport">www.royalhaskoningdhv.com/annualreport</a>); CR and sustainability Statement 2013 Global Code of Business Principles Global management system (ISO 14001)  Strategy: Four challenges – See website; <a href="http://www.royalhaskoningdhv.com">www.royalhaskoningdhv.com</a></p>

<p>Principle 8: undertake initiatives to promote greater environmental responsibility;</p>	<ul style="list-style-type: none"> <li>• In 2013, CR and Sustainability (people, planet, profit) was included in our training modules, to develop skills and awareness, and to communicate our ambition of showing leadership in sustainability.</li> <li>• In 2013, we included <b>4 global challenges</b> in our "Vision 2018" – which is our strategic plan: This helps staff to focus on opportunities for improvement; It was presented in all countries, to all staff; <ul style="list-style-type: none"> <li>- The urban challenge (urbanization and sustainable cities)</li> <li>- The water challenge (drinking water, water management)</li> <li>- The transport challenge (clean transport systems)</li> <li>- The industry challenge (clean, circular, sustainable industry)</li> </ul> </li> <li>• In 2013, we became a member of <b>Circle Economy</b>, to take initiatives with partners to stimulate the transition to a circular economy. We have several projects and initiatives now running.</li> <li>• With our membership of '<b>De Groene Zaak</b>' (local business network of the WBCSD), we actively engaged to develop and promote sustainable business and circular economy.</li> <li>• In 2013, we facilitate <b>knowledge development</b> and sharing across the company, globally. Many groups have been formed that share expertise, project cases and new insights on many environmental and sustainability topics.</li> <li>• We stimulate and steer our staff towards taking personal responsibility for the reduction of their personal environmental impacts (e.g. video conferencing instead of travel). We measure progress with our <b>CO2-footprint</b>, and carry out plans for continuous improvement.</li> </ul>	<p>Annual report 2013 – website (<a href="http://www.royalhaskoningdhv.com/annualreport">www.royalhaskoningdhv.com/annualreport</a>); CR and sustainability Statement 2013</p> <p>On the annual report webpages, you can find a Video on our strategy.</p> <p>The four global challenges are also presented on our website (<a href="http://www.royalhaskoningDHV.com">www.royalhaskoningDHV.com</a>)</p> <p>.</p> <p><i>WBCSD = World Business Council for Sustainable Development</i></p> <p><i>See more info on CO2-footprint in the Annual Report.</i></p>
<p>Principle 9: encourage the development and diffusion of environmentally friendly technologies</p>	<ul style="list-style-type: none"> <li>• Our business lines work with a <b>Sustainability Agenda</b> that outlines key developments and improvements that further increase their contribution to sustainable development. With our sustainable project proposal tool (e-Value), we scan the opportunities to add additional value in client's project on people, planet and profit parameters. The revised tool is introduced internationally in 2013.</li> <li>• <b>Innovation</b> is steered by the Technical Directors (tools and support for innovation across market sectors). Our cleaner technologies are shared and promoted internationally and implemented worldwide (e.g. Nereda, an innovative and efficient water treatment technology). In 2013, we started an annual competition (Da Vinci award) for staff to present their best innovations. Royal HaskoningDHV earned several awards in 2013 for clean technologies, and promoted new and cleaner technologies at conferences and events.</li> </ul>	<p>Annual report 2013 – website (<a href="http://www.royalhaskoningdhv.com/annualreport">www.royalhaskoningdhv.com/annualreport</a>); CR and sustainability Statement 2013</p> <p>Awards and Nominations: <a href="http://www.royalhaskoningdhv.com">www.royalhaskoningdhv.com</a></p>
<p>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery</p>	<ul style="list-style-type: none"> <li>• Integrity and anti-corruption is key to our business and our (moral) license to operate. We have <b>zero tolerance</b> towards corruption. This vision is translated in, and safeguarded by our Integrity management system, which includes clear instructions and guidelines, definitions, the role of our Group Compliance director Officer and <b>local compliance officers</b>, reporting structures, anonymous <b>speak-up line</b>, a living reference book, training, and approach to auditing.</li> <li>• In 2013 the integrity system was further enhanced and communicated on our global Intranet and training sessions with staff. The International <b>Integrity Council</b> has discussed improvements (2x) and Local Compliance Officers reported on issues quarterly. Our integrity principles are included in our project management (Risk) procedures and in selecting and contracting our partners and suppliers.</li> </ul>	<p>Annual report 2013 – website (<a href="http://www.royalhaskoningdhv.com/annualreport">www.royalhaskoningdhv.com/annualreport</a>); CR and sustainability Statement 2013</p> <p>Integrity Management System</p> <p>Ethic Intelligence – Anti-Corruption Compliance Certificate (See website)</p>

	<ul style="list-style-type: none"> <li>• In 2013 several incidents of violations and non-compliances were reported by our Compliance Officers during the year. Most issues were minor concerns that have been evaluated, and appropriate measures have been taken for correction and prevention. Four fraud <b>incidents</b> were reported. These resulted in disciplinary sanctions, dismissal and potential prosecution of the offence (Poland and South Africa). Two cases are finalised, and two cases are pending further police investigation. Internal processes have subsequently been strengthened to avoid a recurrence of these offences. All four could be categorised as a form of unethical declarations or theft from the company.</li> <li>• Our goal is to continue to comply with the requirements of our externally provided certificate for <b>Ethics Intelligence</b>. (On 30 April 2014, we have been awarded an extension of our <b>Anti-corruption compliance certificate</b> for two years)</li> </ul>	
--	---	---

(\*) Cross reference can be made with documents that are available on our website ([www.royalhaskoningdhv.com](http://www.royalhaskoningdhv.com)) or available on request (info.CR@rhdhv.com).