

2020 Statement of continued support

RESPONSIBLE & SUSTAINABLE BUSINESS

Health and livelihoods were at the forefront in 2020 as a consequence of Covid-19 and the intensifying impact of climate change. At the same time, there was a pressing need for continuity in businesses and services in the face of huge disruption. During the year, our work felt more important than ever. We are involved in activities that ensure the backbone of society keeps functioning - from the supply of clean water and food to maintaining safe environments such as cities, transport hubs, hospitals, schools and workplaces. The resilience shown by our staff, clients and stakeholders by embracing new ways of working helped to safeguard vital services.

At the same time, together with clients and partners, we continue in our aim to run a financially healthy business by putting our collective intelligence into practice (with clients and partners) to have a positive impact on people, our living environment and the economy. We drive and contribute to inclusive sustainable development in our products and services and our own operations (with our clients and our partners) in areas that we master and can actively influence.

In 2020 we saw demand for our sustainability expertise increase as well as accelerating momentum towards energy transition. We seek to lead by example and are strengthening our CO2 reduction goals across our operations. We continue to support global partnerships on integrity and sustainability, focusing our impact towards specific Sustainable Development Goals. We act ethically, with transparency in our business dealings and adhere to the principles of the UN Global Compact.

We shared relevant related knowledge and maintain connections through webinars and digital conferences throughout the year. By bringing together digitalisation and our domain expertise – most recently with the launch of Royal HaskoningDHV Digital – we are creating endless possibilities to reshape society for positive impact. Read on to discover how we are Enhancing Society Together, now and for the future.

We aim to have a direct impact on society by going beyond the Triple Bottom Line framework:

- From managing stakeholders, to partnering with stakeholders.
- From managing environmental impacts, to improving the environment.
- From saving money, to creating economic value for the community.

We set targets, measure performance and report on Responsible & Sustainable Business (RSB) globally. Our ambitions are described in the Sustainability Policy Statement and RSB Charter, and in the RSB Plans and Actions of our businesses and supporting units / corporate groups.

Our policies and Global Code of Business Principles incorporate and support the ten principles of UN Global Compact. This is also reflected in our RSB policy, Integrity Management System and our HR policies and practices.

Our mission is reflected in our company strategy and is a guiding principle for all our colleagues, uniting us with common purpose and drive.

Erik Oostwegel
CEO Royal HaskoningDHV



Amersfoort, 17 May 2021

Company Profile

Royal HaskoningDHV is an independent consultancy which integrates 140 years of engineering expertise with digital technologies and software solutions. We are solving the complex challenges facing businesses and societies all over the world. We also support clients in their digital transformation. Our role is important in the efficient functioning of society. We design, safeguard, and maintain the built environment - from infrastructure, mobility and buildings to energy, water supplies and industrial sites.

Backed by expertise of almost 6,000 colleagues, we are helping organisations to transform strategy into action, data and technology into opportunities, and implementation into the practical steps that build resilient operations. Our ambition is to have a positive impact on people and our living environment. Complex challenges in climate change, business resilience and digital transformation cannot be addressed in isolation. Working in partnership with public and private sector clients in more than 150 countries, our end-to-end solutions are improving mobility and infrastructure, ports and airports, industrial environments and supply chains, business processes and water management. Our independence assures objective solutions tailored to the needs of our clients.

We aim to minimise our impact on the environment, leading by example in our projects, our own business operations and by our role in 'giving back' to society. By showing leadership in sustainable development and innovation, we are working to become part of the solution to a more sustainable society.

Our head office is in the Netherlands, and principal offices are in the United Kingdom, South Africa and Indonesia. We also have established offices in Asia Pacific and the Americas and a long-standing presence in Africa and the Middle East.

[The interactive Responsible & Sustainable Business Update 2020 iReport](#) is complementary to our Annual Report and provides further information on topics contained in [the interactive Annual Report 2020 iReport](#) and Financial Statement. See also our [Homepage RHDHV - iReports \(2020\)](#). It provides additional detail and depth to ensure transparency on progress and performance from 1 January to 31 December 2020.

For more information and examples we invite readers to visit our website, www.royalhaskoningdhv.com, and view our news, annual reports and policies. We are always interested in your feedback. Please contact us on info.cr@rhdhv.com.

Communications on progress 2020 – UN Global Compact Principles (from 1-1-2020 to 31-12-2020)

Please note: Responsible and Sustainable Business (RSB) was formerly known as CSR/CR

	Acting Responsible and Sustainable	References:
<p>General comments</p>	<p>The UN Global Compact principles are included in our RSB and Integrity policies/management systems and in our Global Code of Business Principles.</p>	<p>For references please see:</p>
	<p>Royal HaskoningDHV continuously raises awareness (e.g. about Integrity, Labour, Health and Safety, Environment) and monitors compliance with management systems and the Global Code of Business Principles.</p>	<ul style="list-style-type: none"> ➤ Our website, www.royalhaskoningdhv.com ➤ Our Responsible and Sustainable Business Update 2020 iReport, including <ul style="list-style-type: none"> ➤ Our main key performance indicators (KPIs) ➤ GRI Table 2020
	<p>The Global Code of Business Principles is available in 10 languages and distributed to all staff.</p>	
	<p>The governance of RSB and Integrity is described in the RSB Policy Statement, the RSB Charter (Responsible and Sustainable Business Programme) and in our Responsible and Sustainable Business Update 2020 iReport.</p>	<ul style="list-style-type: none"> ➤ Our Annual Report 2020 iReport ➤ Homepage RHDHV - iReports (2020) ➤ Global Code of Business Principles ➤ Business Principles for Partners and Suppliers
	<p>Integrity and compliance issues and incidents are investigated, appropriate measures will be taken and will be reported at least quarterly to – and under supervision of – the Executive Board and the Supervisory Board.</p>	
	<p>In all meetings an Integrity Moment is mandatory to stimulate transparency and to share lessons learnt (Prevent and Protect).</p>	
	<p>In the Annual report and the additional Responsible and Sustainable Business Update, the program and actions for 2020 are presented and evaluated. In addition, the plans for the coming year (2021) are shared. This covers all items of the UN Global Compact principles.</p>	<ul style="list-style-type: none"> ➤ Responsible and Sustainable Business (RSB) Policy Statement ➤ Integrity Management System (Anti-Corruption Management System) which include:
	<p>To further improve control over our supply chain, we implemented a new third-party assessment process. We acquired a license to use a third-party assessment tool from an internationally reputed information provider. We currently use the tool for new clients and will start implementing it for all business partners including sub-consultants and other suppliers. Third party due diligence is an essential part of our pre-qualification and proposal process. In 2020 we carried out 4,482 assessments.</p>	<ul style="list-style-type: none"> ➤ Speak Up Line ➤ Anti-Slavery and Human Trafficking Policy/UK Modern Slavery Act
	<p>In 2020, we launched our Compliance Academy which provides e-learnings and documentation on our standards, including guidelines on giving and receiving gifts, fair competition and unconscious bias.</p>	<ul style="list-style-type: none"> ➤ ISO37001 and ISO37301 certificates.
	<p>In 2020 we asked all employees to complete an e-learning about our Global Code of Business Principles, which addresses our policies and procedures about anti-bribery and corruption, workplace behaviour, conflict of interest, and more. By the end of the year, 92% of our employees across all business lines, corporate groups and countries completed the e-learning.</p>	<ul style="list-style-type: none"> ➤ Our EcoVadis CSR Performance details, including a Score Card Summary, are available on our website. ➤ Our global certificates for Health & Safety, Environment and Corporate Social Responsibility website
<p>Our Integrity Management System is embedded throughout the company and we held the ETHIC Intelligence Anti-Corruption Certificate since 2010. As of 2020, we decided to be compliant to the international ISO standards. We were assessed and certified as meeting the requirements of the ISO 37001 standard for our Anti-Bribery Management System and the new ISO/DIS 37301 standard for our Compliance Management System.</p>		
<p>Universal sustainability ratings provider EcoVadis assessed our Corporate Social Responsibility practices in 2020 and awarded Royal HaskoningDHV Group the Gold medal for the fifth consecutive year. The Global Supply Chain Rating of EcoVadis is highly valued in the industry and illustrates the performance of more than 40,000 companies worldwide. The index places our company in the top 2% of architectural and engineering firms and in the top 5% for overall CSR/RSB performance among all businesses rated. The Gold medal covers international standards on sustainable development like ISO 26000, UN Global Compact and Global Reporting Standards (GRI table). The assessment includes</p>		

	environment, labour practices & human rights, fair business practices, anti-corruption and sustainable procurement. We value these subjects and have integrated them in our business processes.	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	Respecting human rights is utmost important to our company. In our Global Code and in the Business Principles for Partners and Suppliers human rights are included.	<ul style="list-style-type: none"> ➤ For references, please go to 'GENERAL'. ➤ No violations have been reported in 2020.
	We have implemented a software tool for third party due diligence. Third party due diligence is made an essential part of our pre-qualification and proposal process.	
	Monitoring and audit of the protection of human rights are fully integrated in our Integrity Management System. The system is independently audited by ISO as we are ISO37001 and ISO37301 certified.	
	Providing healthy and safe working conditions are key values in within our organisation. Our ISO 45001:2018 certificates also covers Travel security and incident management. Our global Management System is based on and certified against the globally accepted international standards ISO 9001:2015 (Quality), ISO 14001:2015 (Environmental), ISO 45001:2018 (Occupational Health & Safety) and ISO 27001:2013 (Information Security) and it covers QHSE, integrity, business continuity, knowledge management, information security and our business principles. To confirm ongoing compliance with these standards, internal and external audits are organised and executed annually. The validity of our ISO certificates can be checked in the block chain .	
	To support monitoring, a local compliance officer is appointed in every country where Royal HaskoningDHV has a permanent presence.	
Principle 2: Businesses should make sure that they are not complicit in human rights abuses.	This principle is enabled though the independent Speak-up line.	<ul style="list-style-type: none"> ➤ For references, please go to 'GENERAL'. ➤ No violations have been reported in 2020.
	We will continue to execute and develop our Integrity Management System and reporting. We also will continue to raise awareness on the importance of speaking-up (directly, or through our anonymous reporting system).	
	By executing frequent internal audits in our operations and project locations RHDHV prevents abuse of this principle.	
	Third party integrity risk assessments are executed on the start of all new projects.	
	Monitoring of this principle is covered by the Integrity Moment during the project execution. At the project closure an integrity evaluation takes place.	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	We subscribe to the conventions of the International Labour Organisations (ILO).	<ul style="list-style-type: none"> ➤ For references, please go to 'GENERAL'. ➤ No violations have been reported in 2020.
	We have a global HR policy and an international HR management team and system, which enables us to recognise labour related issues worldwide.	
	A global job positioning system (GPS) is in place to create transparency and equal opportunities for careers for all staff. Our works councils and representatives are actively engaged.	
Principle 4: Businesses ensure the elimination of all forms of forced and compulsory labour.	This is managed and monitored with our HR management system as well as through our Integrity Management System (e.g. through our SpeakUp system). We realise that we work in countries where unfortunately forced labour could occur. We do not accept any involvement in forced labour. Neither do we accept this from our clients, business partners or suppliers.	<ul style="list-style-type: none"> ➤ For references, please go to 'GENERAL'. ➤ No violations have been reported in 2020.
	The content of the Modern Slavery Act applies to all our operations worldwide.	

<p>Principle 5: Businesses ensure effective abolition of child labour</p>	<p>This is managed and monitored with our HR management system as well as through our Integrity Management System (e.g. through our SpeakUp system). We realise that we work in countries where unfortunately child labour could occur. We do not accept any involvement in child labour. Neither do we accept this from our clients or Business Partners and Suppliers.</p>	<ul style="list-style-type: none"> ➤ For references, please go to 'GENERAL'. ➤ No violations have been reported in 2020.
<p>Principle 6: Businesses should eliminate discrimination in respect of employment and occupation</p>	<p>Diversity, equality and inclusion are key values in our company and reflected by our Global Code of Business Principles. It is part of our HR management system and Integrity Management System.</p> <p>The Supervisory Board sees inclusion and diversity as an important topic.</p> <p>Our global career positioning system (GPS) supports transparency and equal opportunities for careers.</p> <p>We held unconscious bias training for everyone involved in recruitment. In addition, prior to leadership re-appointments, we conducted a talent survey of all current and potential colleagues for leadership positions. This enabled us to develop insights to run a neutral and inclusive appointment process.</p> <p>The topic of equality, diversity and inclusion was addressed globally with line managers and all employees. It highlighted the importance of the topic, initiatives taking place within our company all over the globe (as described below) and the increasing number of reports of behaviours such as discrimination and harassment.</p> <p>We appointed a global equality, diversity and inclusion (EDI) lead at the head of a network of EDI ambassadors. Together, they will ensure consistent implementation of EDI practices, while taking into account local knowledge, cultural differences and political and socio-economic considerations.</p> <p>We are expanding the remit of our Equality, Diversity and Inclusion policies in the United Kingdom and the Netherlands and are working toward a global policy and practices.</p> <p>Employee networks for Disability, LGBTQ+ and diverse ethnic backgrounds were launched to help guide our business in best practice and provide an understanding of every individuals' lived experience. These networks will assist in benchmarking our organisation against market expectations. They are inclusive, welcoming allies who will help drive change.</p> <p>Many of our teams received Unconscious Bias awareness training</p> <p>More great examples are shared in our Responsible and Sustainable Business update 2020.</p>	<ul style="list-style-type: none"> ➤ For references, please go to 'GENERAL'. ➤ Seven incidents have been reported in 2019. Investigation by Group Integrity & Compliance took place and if necessary, appropriate measures were taken.
<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 Responsible and Sustainable Business Update.</p> <p>This is included in our ISO14001 certificate. We were the first engineering and consultancy company in the Netherlands to be successfully audited against the new ISO 14001:2015</p> <p>Our global Management System is based on and certified against the globally accepted international standards ISO 9001:2015 (Quality), ISO 14001:2015 (Environment), ISO 45001:2018 (Occupational Health & Safety) and ISO 27001:2013 (Information Security) and it covers QHSE, integrity, business continuity, knowledge management, information security and our business principles.</p> <p>To confirm ongoing compliance with these standards, internal and external audits are organised and executed annually. The validity of our ISO certificates can be checked in the block chain.</p> <p>We seek to motivate clients to make sustainable choices, embed Enhancing Society Together and contribute to the SDGs in our daily practice by using our 4 Questions. These guide our conversations with clients and partners to identify where we can add value for society. The SDGs are specifically mentioned as part of our 4 Questions conversations to maintain clear focus on areas where we are committed to make a difference.</p> <p>During 2020, these 4 Questions were actively used in 86.6 % of our projects. Our 2020 KPI was 65% detailed usage in our projects.</p>	<ul style="list-style-type: none"> ➤ For references, please go to 'GENERAL'. ➤ See our regular communication channels: <ol style="list-style-type: none"> 1. Our RHDHV website: 2. Projects Highlights 3. News Room 4. Papers & Articles ➤ Via Social Media: <ul style="list-style-type: none"> ➤ LinkedIn ➤ Twitter (@RHDHV) ➤ Facebook ➤ YouTube ➤ Instagram ➤ No violations have been reported in 2020.

	<p>We have many examples of how we use our expertise and experience to contribute to progress on the SDGs.</p> <p>In our operations, we measure the ecological footprint of our offices and business travel; we set targets and carry out action plans for the reduction of CO2 equivalent emissions.</p> <p>Enhance Society Together is promoted via our regular communication channels and social media.</p>	
<p>Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility;</p>	<p>The SDG match with our RSB Priorities. We focus where we can add most value. Key to our RSB strategy is the desire to focus our impact in areas that we master and actively influence and, through that impact, contribute to particular UN Sustainable Development Goals (SDGs) in our Projects and in our Operations.</p> <p>The 4 Questions continues to support our teams to discuss better solutions with the client. Our on-going projects, the SDGs and the 4 Questions which we ask in every project to keep our focus on sustainable growth to Enhance Society Together are all interrelated.</p> <p>With the support of amongst others of our Innovation Hub and the Business Line Innovation Boards we continuously look for new solutions and technologies, with the ambition to increase environmental efficiency and performance and sustainable digital solutions to Enhance Society Together.</p> <p>Within our businesses we employ environmental specialists that integrate environmental management in our engineering consultancy projects. They share knowledge internationally (Knowledge Management program).</p> <p>As is custom, RSB (people, planet, profit) were included in several training modules, to develop skills and awareness, and to communicate our ambition of showing leadership in sustainability. Our online e-learning portal contains a wide variety of e-learnings on several topics.</p> <p>Collaboration, co-creation and partnerships are integral to the way we work. It is through sharing ideas and working together that we build momentum and accelerate innovation. These form the basis of the way we approach Responsible and Sustainable Business. Structured stakeholder dialogue is one of the ways we achieve this, based on: client feedback, round tables and client events, employee feedback and meetings with local and international NGOs and governmental agencies.</p>	<ul style="list-style-type: none"> ➤ For references, please go to 'GENERAL'. ➤ No violations have been reported in 2020.
<p>Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies</p>	<p>With our business- and market position, we are very well able to distribute environmentally friendly technologies across the globe.</p> <p>Besides distribution of environmentally friendly technologies, we focus on development of new solutions.</p> <p>To make our SDG contribution relevant and actionable we use our 4 Questions to Enhance Society Together. Innovation is integral to our strategy and we have further developed a structured and scalable process to boost our innovation pipeline and embed a culture of innovation across our organisation. Innovations pursued are those which fit strategically, are client-centric, scalable, financially sustainable and ideally offer a different business model. This is supported by amongst others our Innovation Hub and the Business Line Innovation Boards.</p> <p>Our cleaner technologies are shared and promoted internationally and implemented worldwide (e.g. Nereda®, an innovative and efficient water treatment technology). We share a selection of examples of how we use our expertise and experience to contribute to progress on our selected SDGs in our annual Responsible and Sustainable Business Update and our Annual Report.</p> <p>We continued our long-term relationship with several universities.</p> <p>Our partnership (SDG17) strategy focuses on influencing policy frameworks and cross-industry transformation.</p> <p>Royal HaskoningDHV received many awards for our projects and innovations throughout the years. Our most recent obtained awards and nominations are shared on our website. A selection of the awards, nominations or ranking highlights from 2020 are also shared in our Responsible and Sustainable Business Update 2020. We promoted new and cleaner technologies at conferences and events.</p>	<ul style="list-style-type: none"> ➤ For references, please go to 'GENERAL'. ➤ See our website: awards & nominations and our news pages. ➤ No violations have been reported in 2020.

<p>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery</p>	<p>Integrity and anti-corruption are key to our business and our (moral) license to operate. We have zero tolerance 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 Officer and Local Compliance Officers, reporting structures, anonymous SpeakUp line, an IMS Reference Book, training, and an integrated approach to internal and external auditing. In 2021, we will launch an e-learning explaining our anti-bribery policy.</p>	<ul style="list-style-type: none"> ➤ For references, please go to 'GENERAL'. ➤ See our website: awards & nominations and our news pages. ➤ No violations have been reported in 2020.
	<p>Local Compliance Officers report issues quarterly to their Resident Director and the Group Integrity & Compliance Officer. The Group Compliance Officer reports monthly to the Executive Board and quarterly to the Supervisory Board.</p>	
	<p>We continue creating awareness on risks and to comply with the requirements of the ISO37001 and ISO37301.</p>	
	<p>In 2020 integrity, anti-corruption and anti-bribery was continuously promoted and communicated internally during the mandatory Integrity Moment in all management meetings.</p>	
	<p>In 2020 several incidents of violations and non-compliances were reported by our Compliance Officers during the year. However, after investigation RHDHV was not involved in any corrupt practices, extortion or bribery.</p>	
	<p>The company, nor its executives or other staff were subject to investigations or prosecution by any Authority.</p>	