			G3.1 Content Index			
	Application Level		Self-declared		Assured by	26 June 2013 - M. Demmers, RHDHV
			STANDARD DISCLOSURES PART I: Profile Disclosures			
Profile Disclosure	Description	Reported	1. Strategy and Analysis Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization.	Fully	Message from the Board p.5	partitotioportou		
1.2	Description of key impacts, risks, and opportunities.	Fully	Company profile and strategy p.7 Corporate responsibility p.8 Annual report 2012 (separate document - website www.royalhaskoningdhv.com)			
			2. Organizational Profile			
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for omission	Explanation
2.1	Name of the organization.	Fully	Company profile and strategy p.7 Annual report 2012 (separate document - website www.royalhaskoningdhv.com)			
2.2	Primary brands, products, and/or services.	Fully	Company profile and strategy p.7 Organisational structure, See appendix Annual report 2012 (separate document - website			
	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	www.royalhaskoningdhv.com) Company profile and strategy p.7 Organisational structure, appendix Annual report 2012 (separate document - website www.royalhaskoningdhv.com) Financial Statement 2012 (separate document - website			
2.3	Location of organization's headquarters.	Fully	www.royalhaskoningdhv.com) Annual report 2012 (separate document - website			
2.4	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	www.royalhaskoningdhv.com) Company profile and strategy p.7 Organisational structure, appendix Key descriptionPage 40 Annual report 2012 (separate document - website www.royalhaskoningdhv.com)			
2.5	Nature of ownership and legal form.	Fully	Offices: www.RoyalhaskoningDHV/offices Appendix; organisational structure Legal structure; Financial statement 2012 (separate document - website www.rhdhv.com)			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Key figures p.3 (markets) Company profile and strategy p.7 (customers) Organisational structure, appendix (market sectors) Key description, Page 40 (countries) Annual report 2012 (separate document - website www.royalhaskoningdhv.com) - geographical breakdown			
2.8	Scale of the reporting organization.	Fully	Message from the board p.5 Introduction, p.6 Organisational structure, appendix			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Message from the board p.5 Introduction, p.6 Organisational structure, appendix			
2.10	Awards received in the reporting period.	Not	This will reported next year. No inventory of awards has been made for the merger year 2012 3. Report Parameters			
Profile Disclosure	Description	Reported	3. Report Parameters Cross-reference/Direct answer	If applicable, indicate the		Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	1-1-2012 til 31-12-2012 (message form the Board and Introduction)	part not reported	omission	
3.2	Date of most recent previous report (if any).	Fully	Duurzaamheidsverslag DHV BV', 2011, Annual Report DHV 2011, Annual report Royal Haskoning 2011			
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annual			
3.4	Contact point for questions regarding the report or its contents.	Fully	Message from the Board p.5; Marjolein Demmers, info.CR@rhdhv.com			
3.5	Process for defining report content.	Fully	Corporate Responsibility, p.10, Reporting process.			

	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	The report includes the total company, excluding project joint ventures. In CR data (planet) project offices are excluded. Introduction, p.6			
3.6			Corporate Responsibility, p.10			
	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	The report includes the total company, excluding project joint ventures. In CR data (planet) project offices are excluded. Introduction, p.6			
3.7			Corporate Responsibility, p.10			
	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	The report includes the total company, excluding project joint ventures. In CR data (planet) project offices are excluded. Introduction, p.6			
3.8	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the	Fully	Corporate Responsibility, p.10 Corporate Responsibility, p.10			
	compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI					
3.9	Indicator Protocols.	- "				
	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g.,mergers/acquisitions, change of base years/periods, nature of	Fully	This report describes the company which is the result of a merger of equals, effectuated on 1-7-2012; Royal HaskoningDHV. All information of the merger partners has been combined from 1-1-2012. New data			
3.10	business, measurement methods).		definitions had to be defined for most parameters. In the report,			
3.10	Significant changes from previous reporting periods in the scope,	Fully	references are made to the separate merger partners to provide trends Merger.			
3.11	boundary, or measurement methods applied in the report.	T dily	inorgo			
3.12	Table identifying the location of the Standard Disclosures in the report.	Not			Does not exist	
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Corporate Responsibility, p.10; No assurance for 2012, due to merger and recognised data difficulties. Aiming for assurence for 2013.			
5.10	the report.		4. Governance, Commitments, and Engagement			
Profile	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the	Reason for	Explanation
Disclosure	Commence of the commence of th	Endly	Company workle and strategy a 7	part not reported	omission	
	Governance structure of the organization, including committees under the	rully	Company profile and strategy p.7			
	highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.		Organisational structure, appendix Annual report 2012 (separate document - website www.royalhaskoningdhv.com) Financial Statement 2012 (separate document - website			
4.1			Annual report 2012 (separate document - website			
4.1		Fully	Annual report 2012 (separate document - website www.royalhaskoningdhv.com) Financial Statement 2012 (separate document - website www.royalhaskoningdhv.com) The chair of the Board, Bertrand van Ee, is the Chief Executive Officer of Royal HaskoningDHV			
	strategy or organizational oversight. Indicate whether the Chair of the highest governance body is also an	Fully	Annual report 2012 (separate document - website www.royalhaskoningdhv.com) Financial Statement 2012 (separate document - website www.royalhaskoningdhv.com) The chair of the Board, Bertrand van Ee, is the Chief Executive Officer of Royal HaskoningDHV Annual report 2012 (separate document - website			
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4.2 4.3 4.4	Indicate whether the Chair of the highest governance body is also an executive officer. For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members. Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance). Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully Fully Partially	Annual report 2012 (separate document - website www.royalhaskoningdhv.com) Financial Statement 2012 (separate document - website www.royalhaskoningdhv.com) The chair of the Board, Bertrand van Ee, is the Chief Executive Officer of Royal HaskoningDHV Annual report 2012 (separate document - website www.royalhaskoningdhv.com) Annual report 2012 (separate document - website www.royalhaskoningdhv.com) Financial Statement 2012 (separate document - website www.royalhaskoningdhv.com) Diversity, p. 24 Annual report 2012 (separate document - website www.royalhaskoningdhv.com) Financial Statement 2012 (separate document - website www.royalhaskoningdhv.com) Royal HaskoningDHV holds an Annual shareholder meeting for shareholders (employees) Stakeholder dialogue with staff p.14 Annual report 2012 (separate document - website www.royalhaskoningdhv.com) Financial Statement 2012 (separate document - website www.royalhaskoningdhv.com) Financial Statement 2012 (separate document - website www.royalhaskoningdhv.com) Financial Statement 2012 (separate document - website www.royalhaskoningdhv.com)			

4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	Company profile and strategy p.7 Integrity, p.16, and Certificates p.7 Global Code of Business Principles, p.16 Environment, starting at p.26, Health and Safety, p.23				
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	Royal HaskoningDHV has developed and implemented a full and international (quality) management system (ISO9001), including standard procedures, roles and responsibilities and monitoring, evaluating and improvement processes. This includes risk management, project management, environmental management (ISO14001) and health and safety. CR procedures are incorporated, and also defined in the CR policy statement and CR charter. Corporate responsibility, p. 8-11				
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Partially	Financial Statement 2012 and Annual report 2012 (separate documents - website www.royalhaskoningdhv.com)		Proprietary information		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Integrity management, p.16; Stakeholder dialogue, p.12-15 The precautionary principle is part of our integrity and professional ethics. This leads to the need for development of internal issue management.				
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Company profile, p.7, Integrity, p.16				
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	Royal HaskoningDHV is a member of NL Ingenieurs, VNO-NCW and several other national and regional sector organisations. Professionally, p.17, we participate through market initiatives, and memberships (p.37), of which strategic memberships are: UN Global Compact, De Groene Zaak and Leaders for Nature. Sponsorships (p.37) are limited, and exist of small contributions.				
4.14	List of stakeholder groups engaged by the organization.	Fully	Stakeholder dialogue, p.12-15				
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Stakeholder dialogue, p.12-15				
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Stakeholder dialogue, p.12-15				
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	Stakeholder dialogue, p.12-15				
			STANDARD DISCLOSURES PART II: Disclosures on Mana	agement Approach (DM	As)		
G3.1 DMAs	Description	Reported	Cross-reference/Direct answer		Reason for omission	Explanation	To be reported in
DMA EC	Disclosure on Management Approach EC						
Aspects	Economic performance	Fully	Key figures, p.3 Message from the Board, p.5 Annual report 2012 and Finnacial Statement (separate document - website www.royalhaskoningdhv.com)				
	Market presence	Fully	Company profile, p.7, p.40				
	Indirect economic impacts	Fully	Key figures, p.3 Message from the Board, p.5 Further described in total CR report chapters (stakeholders, supply chain, projects, operations, giving back) Annual report 2012 and Financial Statement (separate document - website www.royalhaskoningdhv.com)				
DMA EN	Disclosure on Management Approach EN						
Aspects	Materials	Fully	Sustainability in our operations; Facilities, p 28; paper use and Waste. Sustainable procurement, p.30				
	Energy	Fully	Sustainability in our operations; Facilities, p. 26-31				
	Water	Partially	Water has not been selected as our first priority (p. 10, 3rd level of priority). In the future we do want to include our water-footprint in our CR data. This is most likely on the agenda in 2014.	Water is a less relevant impact of our company.	Not material		

	Biodiversity	Partially	Biodiversity has not been defined as our first focus (p.10, 2nd level of priority). Nevertheless, we do address biodiversity through our professional business services (expertise in ecology and nature development, including innovation; Nature driven design), our membership activities (Leaders for Nature), and our facility activities (natural habitat with domestic species, at office parks, e.g. Amersfoort and Cape Town, including bee-farms, bat housing, etc.)	Biodiversity is a somewhat less relevant impact of our company. We do address biodiversity actively in our office management and professional activities.	Not material	
	Emissions, effluents and waste	Partially	Sustainability in our operations; Facilities, p. 26-31	Our focus has been on CO2 emissions, and we aim to improve our reporting on paper use and waste management in 2013.	Not available	
	Products and services	Fully	Sustainability in projects, p. 17-22			
	Compliance	Fully	We comply with Dutch law and regulation. This is explicitely stated in our CR policy statement and membership statement for NL Ingenieurs, and in our UN Global Compact progress report. (www.UNGC.com). Our quality and environmental management system and integrity management secure our compliance. Non-compliances have been reported. Our integrity system is rewarded with an international certificate for Ethics.			
	Transport	Fully	Sustainability in Operations, Business travel, p.30			
	Overall	Partially	Chapter Corporate responsibility Chapter Sustainability in Operations		Not material	
DMA LA	Disclosure on Management Approach LA					
Aspects	Employment		Message from the Board, p.5 Chapter Sustainability in operations, Human resources. Annual report 2012 (www.royalhaskoningdhv.com)			
	Labor/management relations	Fully	Message from the Board, p.5 Chapter Sustainability in operations, Human resources. Annual report 2012 (www.royalhaskoningdhv.com)			
	Occupational health and safety	Fully	Sustainability in operations, Human resources p.23. Annual report 2012 (www.royalhaskoningdhv.com)			
	Training and education	Fully	Sustainability in operations, Employability, p.23. Annual report 2012 (www.royalhaskoningdhv.com)			
	Diversity and equal opportunity	Fully	Sustainability in operations, Diversity p.24-25. Annual report 2012 (www.royalhaskoningdhv.com)			
	Equal remuneration for women and men	Fully	This is part of our remuneration policy and system, manged by our HR department, and includes a transparant global performance and development system that allows for international benchmarking and monitoring on equality of remuneration for women and men. Our integrity management system facilitates staff to raise issues or concerns (also on equality).			
DMA HR	Disclosure on Management Approach HR					
Aspects	Investment and procurement practices	Fully	Royal HaskoningDHV has a global HR management system, including transparant policy and systems for hiring, HR supplier relations, training and development			
	Non-discrimination	Fully	Integrity management, p.16; (compliance officers and anonoumous speak up line) HR and diversity, p.24-25 Also see; UN Global Compact - Communication on progress (2012-2013)			
	Freedom of association and collective bargaining	Fully	Compliance with Dutch regulation and law, and international principles of ILO convention, also see; UN Global Compact - Communication on progress (2012-2013)			
	Child labor	Fully	Compliance with Dutch regulation and law, and international principles of ILO convention, also see; UN Global Compact - Communication on progress (2012-2013)			
	Prevention of forced and compulsory labor	Fully	Compliance with Dutch regulation and law, and international principles of ILO convention, also see; UN Global Compact - Communication on progress (2012-2013)			
	Security practices	Fully	This is covered by our Integrity management, project management, and risk management systems (including data security, ICT)			

	Indigenous rights	Fully	Compliance with Dutch regulation and law, and international principles of ILO convention, also see; UN Global Compact - Communication on progress (2012-2013)				
	Assessment	Fully	No separate assessment have been carried out. No incidents have been reported.				
	Remediation	Fully	No separate actions have been carried out. No incidents have been				
DMA SO	Disclosure on Management Approach SO						
Aspects	Local communities	Fully	Chapter Community engagement, p.30				
	Corruption	Fully	Compliance with Dutch regulation and law, and international principles of ILO and OECD convention, also see; UN Global Compact - Communication on progress (2012-2013)				
	Public policy	Fully	We take an active rol in public debates to support informed and fact based policy making; p.13 We are a member of sector organisations; p.37				
	Anti-competitive behavior	Fully	No conflict of interest, monopoly, antitrust or pricing irregulties have been reported, not by means fo our integrity and quality management systems or external parties (NL Ingenieurs or other sector organisations). The merger of equals Royal Haskoning and DHV has been approved by the Dutch Authority for Consumers and Markets.				
	Compliance	Fully	Two minor non-compliance reports have been issued by means fo our internal integrity and quality management systems. These have been solved sufficiently with adaquate messures. (p.16)				
DMA PR	Disclosure on Management Approach PR						
Aspects	Customer health and safety	Partially	Customer health and safety applies to visits to our premises, and is included in our standard health and safety procedures.		Not available		
	Product and service labelling	Partially	Royal HaskoningDHV is active in the market to apply labelling of sustainability, if relevant, using sector specific label systems (C2C, BREEAM, Green stars, etc.) We comply with local regulation on professional services (Engineering cerificates).		Not available		
	Marketing communications	Partially	Our marketing communications complies with our integrity management system, and secures client confidentiality.		Not material		
	Customer privacy	Fully	This is covered by our Integrity management, project management, and risk management systems (including data security, ICT)				
	Compliance	Fully	No non-compliances have been reported through our quality system or integrity system.				
			STANDARD DISCLOSURES PART III: Performance Indicators				
			Economic				
Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Economic per	formance						
	Direct economic value generated and distributed, including revenues,	Fully	Key figures, p. 3				
	operating costs, employee compensation, donations and other community		Annual report and Financial Statement 2012				
EC1	investments, retained earnings, and payments to capital providers and governments.		(www.royalhaskoningdhv.com)				
	Financial implications and other risks and opportunities for the	Fully	Key figures, p. 3				
EC2	organization's activities due to climate change.	E. II.	Annual report and Financial Statement 2012				
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	Financial Statement 2012 (www.royalhaskoningdhv.com)		 		
	Significant financial assistance received from government.	Fully	Financial Statement 2012 (www.royalhaskoningdhv.com) No significant financial support has been received from government.				
EC4							
Market preser		1			1		
505	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Partially	Wages are locally defined and based on local references and standards. Through international HR management wages are transparantly secured and monitored.		Not available		
EC5	Delieu practices and proportion of grandless and grandless	Eully					
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	rully	Due to our local offices and service delivery, most of our suppliers are local (>80%). Non local suppliers are an exception to the rule.				

	Procedures for local hiring and proportion of senior management hired	Fully	Due to our local offices and local service delivery, most of our employees	ĺ			7
	from the local community at significant locations of operation.		are local (>80%). Non local employees are an exception to the rule. This				
			is also the case for senior management. In top management, diversity				
EC7			based on nationality is reported on p.24				
Indirect econd							
	Development and impact of infrastructure investments and services	Fully	In our report we describe how our business delivers services for public				
	provided primarily for public benefit through commercial, in-kind, or probono engagement.		benefit commercially (our projects and initiatives), acts as a local investor (employment and offices) and provides services through our community				
EC8	bolio engagement.		engagement (pro deo), in which we focus on education and capacity				
	Understanding and describing significant indirect economic impacts,	Fully	In our report we describe how our business delivers services for public				
	including the extent of impacts.		benefit commercially (our projects and initiatives), acts as a local investor				
			(employment and offices) and provides services through our community				
			engagement (pro deo), in which we focus on education and capacity building.				
EC9			-				
Performance	Description	Reported	Environmental Cross-reference/Direct answer	If applicable, indicate the	Reason for	Explanation	To be
Indicator	Description	ricported	O1033-Telefelled/Diffeet allswei	part not reported	Omission	Explanation	reported in
Materials							
	Materials used by weight or volume.	Partially	Paper use, waste - p.28	unsuffient data for	Not available		
EN1				outsourced printing and			
	Percentage of materials used that are recycled input materials.	Partially	Paper use, waste - p.28	unsuffient data for	Not available		
EN2				outsourced printing and			
Energy				waste			
EN3	Direct energy consumption by primary energy source.	Fully	CO2-footprint, offices and business travel, p.26- p.31				
EN4	Indirect energy consumption by primary source.	Fully	CO2-footprint, offices and business travel, p.26- p.31				
EN5	Energy saved due to conservation and efficiency improvements.	Fully	CO2-footprint, offices and business travel, p.26- p.31				
	Initiatives to provide energy-efficient or renewable energy based products	-	CO2-footprint, offices and business travel, p.26- p.31				
	and services, and reductions in energy requirements as a result of these						
EN6	initiatives.	- "					
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	CO2-footprint, offices and business travel, p.26- p.31				
Water		I	No. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.		Taxaa aa aa		
EN8	Total water withdrawal by source.	Not	Not included, not a priority in 2012		Not material		
EN9	Water sources significantly affected by withdrawal of water.	Not	Not included, not a priority in 2012		Not material		
EN10	Percentage and total volume of water recycled and reused.	Not	Not included, not a priority in 2012		Not material		
Biodiversity							
	Location and size of land owned, leased, managed in, or adjacent to,	Partially	Biodiversity has not been defined as our first focus (p.10, 2nd level of	Biodiversity is a somewhat	Not material		
	protected areas and areas of high biodiversity value outside protected		priority). Nevertheless, we do address biodiversity through our	less relevant impact of our			
	areas.		professional business services (expertise in ecology and nature development, including innovation; Nature driven design), our	company. We do address			
			membership activities (Leaders for Nature), and our facility activities	biodiversity actively in our office management and			
			('natural habitat with domestic species, at office parks, e.g. Amersfoort	professional activities.			
			and Cape Town, including bee-farms, bat housing, etc.)				
EN11		D					
	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside	Partially	See above (row 130)		Not material		
EN12	protected areas.						
EN13	Habitats protected or restored.	Partially	See above (row 130)		Not material		
LIVIO	Strategies, current actions, and future plans for managing impacts on	Partially	See above (row 130)		Not material		+
EN14	biodiversity.	. artiany	Sou above (10W 100)		n tot material		
	Number of IUCN Red List species and national conservation list species	Partially	See above (row 130)		Not applicable		
EN15	with habitats in areas affected by operations, by level of extinction risk.						
EN15	luents and waste	l				<u> </u>	1
EMISSIONS, eT	Total direct and indirect greenhouse gas emissions by weight.	Fully	CO2-footprint, offices and business travel, p.26- p.31				
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	CO2-footprint, offices and business travel, p.26- p.31				
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	CO2-footprint, offices and business travel, p.26-p.31				
EN19	Emissions of ozone-depleting substances by weight.	Fully	No emissions, not material.		Not material	<u> </u>	
	4	. ,	1	I	1	1	1

	NOx, SOx, and other significant air emissions by type and weight.	Partially	We report CO2 eq. as indicator for energy and fossil fuel related		Not available		
EN20			emissions such as Nox and Sox.				
EN21	Total water discharge by quality and destination.	Not			Not material		
EN22	Total weight of waste by type and disposal method.	Partially	Limited data available; p.28		Not available		
EN23	Total number and volume of significant spills.	Not			Not material		
	Weight of transported, imported, exported, or treated waste deemed	Not			Not material		
EN24	hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.						
LIVE-	Identity, size, protected status, and biodiversity value of water bodies and	Not			Not applicable		
	related habitats significantly affected by the reporting organization's						
EN25	discharges of water and runoff.						
Products and		Fully	Mitigation of environmental impacts is an integrated and specific part of		I		
	and extent of impact mitigation.	i uny	our commercial products and services, and of our operational activities;				
ENGG	· -		see chapters Sustainability in projects; Sustainability in our operations.				
EN26	Percentage of products sold and their packaging materials that are	Not			Not applicable		
EN27	reclaimed by category.				rot applicable		
Compliance		Ir "	No. 10 Proceedings of the Process of	1	T		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	No non-compliances have been reported through our quality system or integrity system.				
Transport	Sanctions for non-compliance with environmental laws and regulations.		integrity system.				
		Fully	Business travel, p.30				
EN29	goods and materials used for the organization's operations, and transporting members of the workforce.						
Overall	Transporting members of the workforce.						
EN30	Total environmental protection expenditures and investments by type.	Not			Not available		
			Social: Labor Practices and Decent Work				
Performance Indicator	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the part not reported	Reason for Omission	Explanation	To be reported in
Employment				part not reported	(Cillission		proported iii
	T. I. I I f I	NI-4			Nint modelning		
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Not			Not available		
LA1	broken down by gender.	Not			Not available		
	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to		This is addressed by our HR policy and standards, according to Dutch law and international standards.				
LA2	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Not					
LA2 LA3 LA15 Labor/manag	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender.	Not Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards.				
LA2 LA3 LA15	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements.	Not Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees.				
LA2 LA3 LA15 Labor/manag	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes,	Not Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch				
LA2 LA3 LA15 Labor/manag LA4 LA5	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements.	Not Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees.				
LA2 LA3 LA15 Labor/manag LA4 LA5	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-	Not Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest				
LA2 LA3 LA15 Labor/manag LA4 LA5 Occupational	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on	Not Fully Fully Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards.				
LA2 LA3 LA15 Labor/manag LA4 LA5	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-	Not Fully Fully Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest				
LA2 LA3 LA15 Labor/manag LA4 LA5 Occupational	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully Fully Fully Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest improvements or requests for changes.				
LA2 LA3 LA15 Labor/manag LA4 LA5 Occupational	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender. Education, training, counseling, prevention, and risk-control programs in	Fully Fully Fully Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest improvements or requests for changes. This is reported on p.23, in the perspective of the relevance to our sector				
LA2 LA3 LA15 Labor/manag LA4 LA5 Occupational LA6 LA7	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender. Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community	Fully Fully Fully Fully Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest improvements or requests for changes. This is reported on p.23, in the perspective of the relevance to our sector and the limited occurances, this is considered to be sufficiently detailed.		Not available		
LA2 LA3 LA15 Labor/manag LA4 LA5 Occupational	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender. Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully Fully Fully Fully Fully Fully Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest improvements or requests for changes. This is reported on p.23, in the perspective of the relevance to our sector and the limited occurances, this is considered to be sufficiently detailed. This is inclyudede in our travel and security policy.		Not available		
LA2 LA3 LA15 Labor/manag LA4 LA5 Occupational LA6 LA7	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender. Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community	Fully Fully Fully Fully Fully Fully Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest improvements or requests for changes. This is reported on p.23, in the perspective of the relevance to our sector and the limited occurances, this is considered to be sufficiently detailed.		Not available		
LA2 LA3 LA15 Labor/manag LA4 LA5 Occupational LA6 LA7	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender. Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully Fully Fully Fully Fully Fully Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest improvements or requests for changes. This is reported on p.23, in the perspective of the relevance to our sector and the limited occurances, this is considered to be sufficiently detailed. This is inclyudede in our travel and security policy. Health and safety topics are addressed in our management system (p.23, OHSAS 18001). All staff have access to our systems and are invited to suggest		Not available		
LA2 LA15 Labor/manag LA4 LA5 Occupational LA6 LA7 LA8	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender. Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. Health and safety topics covered in formal agreements with trade unions.	Fully Fully Fully Fully Fully Fully Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest improvements or requests for changes. This is reported on p.23, in the perspective of the relevance to our sector and the limited occurances, this is considered to be sufficiently detailed. This is inclyudede in our travel and security policy. Health and safety topics are addressed in our management system (p.23, OHSAS 18001).		Not available		
LA2 LA3 LA15 Labor/manag LA4 LA5 Occupational LA6 LA7	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender. Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. Health and safety topics covered in formal agreements with trade unions.	Fully Fully Fully Fully Fully Fully Fully Fully Fully Partially	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest improvements or requests for changes. This is reported on p.23, in the perspective of the relevance to our sector and the limited occurances, this is considered to be sufficiently detailed. This is inclyudede in our travel and security policy. Health and safety topics are addressed in our management system (p.23, OHSAS 18001). All staff have access to our systems and are invited to suggest improvements or requests for changes.		Not available Not applicable		
LA2 LA15 Labor/manag LA4 LA5 Occupational LA6 LA7 LA8	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender. Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. Health and safety topics covered in formal agreements with trade unions.	Fully Fully Fully Fully Fully Fully Fully Fully	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest improvements or requests for changes. This is reported on p.23, in the perspective of the relevance to our sector and the limited occurances, this is considered to be sufficiently detailed. This is inclyudede in our travel and security policy. Health and safety topics are addressed in our management system (p.23, OHSAS 18001). All staff have access to our systems and are invited to suggest improvements or requests for changes. Training is an integrated part of our HR, but in 2012 the investement in training has not been quantified. Estimate (based on past years) is that		Not available		
LA2 LA3 LA15 Labor/manag LA4 LA5 Occupational LA6 LA7 LA8	broken down by gender. Total number and rate of new employee hires and employee turnover by age group, gender, and region. Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. Return to work and retention rates after parental leave, by gender. ement relations Percentage of employees covered by collective bargaining agreements. Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. health and safety Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender. Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. Health and safety topics covered in formal agreements with trade unions. Average hours of training per year per employee by gender, and by	Fully Fully Fully Fully Fully Fully Fully Fully Fully Partially	law and international standards. This is addressed by our HR policy and standards, according to Dutch law and international standards. All employees. This is addressed by our HR policy and standards, according to Dutch law and international standards. All staff have access to our systems and are invited to suggest improvements or requests for changes. This is reported on p.23, in the perspective of the relevance to our sector and the limited occurances, this is considered to be sufficiently detailed. This is inclyudede in our travel and security policy. Health and safety topics are addressed in our management system (p.23, OHSAS 18001). All staff have access to our systems and are invited to suggest improvements or requests for changes.		Not available Not applicable		

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		nities						

1	Percentage of operations with implemented local community	Partially	For all countries in which we have established offices and continuous		Not available		7 1
	engagement, impact assessments, and development programs.	. a.t.a.iy	operations, we are implementing local community engagement plans.		Trot arandolo		
S01			See p. 32				
	Operations with significant potential or actual negative impacts on local	Fully	No activities are identified as such.				
SO9	communities.	F "	No. of the book of the state of				
6010	Prevention and mitigation measures implemented in operations with	Fully	No activities have been required.				
SO10 Corruption	significant potential or actual negative impacts on local communities.				1		
Corruption	Percentage and total number of business units analyzed for risks related	Fully	All business units are included in our risk analysis, for integrity		1	T	_
	to corruption.	i ully	management and project management. This process has been certified.				
SO2	to corruption.		management and project management. This process has been certified.				
302	Percentage of employees trained in organization's anti-corruption policies	Eully	All staff (100%) has access, and is included in training and				+
SO3	and procedures.	i ully	communication on our Global Code of Business Principles, which include				
SO4	Actions taken in response to incidents of corruption.	Fully	p.16				
Public policy	A colonia talitari ili i soponia ta iliatacina di sonapitari	,	Jan. 2		<u> </u>		
r danc poncy	Public policy positions and participation in public policy development and	Fully	We are member of sector organisations and sustainability networks that				
SO5	lobbying.	i diiy	loby for sustainability and nature conservation - See p.37				
	Total value of financial and in-kind contributions to political parties,	Fully	No such value or in-kind contributions.				
SO6	politicians, and related institutions by country.	,					
Anti-competiti		•			•	•	
	Total number of legal actions for anti-competitive behavior, anti-trust, and	Fully	None.				
SO7	monopoly practices and their outcomes.	-					
Compliance							
	Monetary value of significant fines and total number of non-monetary	Partially	None reported.		Not available		
S08	sanctions for non-compliance with laws and regulations.						
	I				-	T	
Performance	Description	Reported	Cross-reference/Direct answer	If applicable, indicate the	Reason for	Explanation	To be
Indicator				part not reported	omission		reported in
	th and actati			part not reported			
Customer hea		Not		part not roportou	Not material	Not material for an engineering	
	Life cycle stages in which health and safety impacts of products and	Not		part 110 t 10 portou	Not material	Not material for an engineering	
Customer hea	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant	Not		part in the particular in the	Not material	and consultancy B2B service	
	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.			part not reported		and consultancy B2B service organisation	
Customer hea	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and	Not Not			Not material	and consultancy B2B service organisation Not material for an engineering	
Customer hea	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.					and consultancy B2B service organisation	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and					and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.					and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
PR1 PR2 Product and s	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not			Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Price labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not			Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering	
PR1 PR2 Product and s	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Ervice labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and	Not			Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering	
PR1 PR2 Product and s	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Ervice labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling,	Not			Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
PR1 PR2 Product and s	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. ervice labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not Not			Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering	
PR1 PR2 Product and s PR3	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Proceeding Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys	Not	Client satisfaction is measured and results are reported; p. 13		Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
PR1 PR2 Product and s PR3 PR4 PR5	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Price labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Not Not	Client satisfaction is measured and results are reported; p. 13		Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
PR1 PR2 Product and s PR3	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Ervice labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Not Not Fully			Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
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PR1 PR2 Product and s PR3 PR4 PR5	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Project abelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. munications Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and	Not Not Fully			Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
PR1 PR2 Product and s PR3 PR4 PR5 Marketing con	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Profee labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. munications Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not Not Fully	Our standards and systems comply with Dutch law and regulation and international standards.		Not material Not material Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation	
PR1 PR2 Product and s PR3 PR4 PR5 Marketing con	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Profect labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. Imunications Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. Total number of incidents of non-compliance with regulations and	Not Not Fully	Our standards and systems comply with Dutch law and regulation and		Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation	
PR1 PR2 Product and s PR3 PR4 PR5 Marketing con	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Profee labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. munications Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not Not Fully	Our standards and systems comply with Dutch law and regulation and international standards.		Not material Not material Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation	
PR1 PR2 Product and s PR3 PR4 PR5 Marketing con PR6	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Provice labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. Immunications Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not Not Fully	Our standards and systems comply with Dutch law and regulation and international standards.		Not material Not material Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
PR1 PR2 Product and s PR3 PR4 PR5 Marketing con	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Exercice labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. Imunications Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not Not Fully Fully Fully	Our standards and systems comply with Dutch law and regulation and international standards. None.		Not material Not material Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
PR1 PR2 Product and s PR3 PR4 PR5 Marketing con PR6 PR7 Customer priv	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Proce labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. munications Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, promotion, and sponsorship by type of outcomes.	Not Not Fully	Our standards and systems comply with Dutch law and regulation and international standards. None. Customer privacy is covered by our integrity managements system,		Not material Not material Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
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PR1 PR2 Product and s PR3 PR4 PR5 Marketing con PR6 PR7 Customer priv	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. Profee labelling Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. Imunications Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. acy Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not Not Fully Fully Fully	Our standards and systems comply with Dutch law and regulation and international standards. None. Customer privacy is covered by our integrity managements system, global code of business principles and project management system.		Not material Not material Not material	and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service organisation Not material for an engineering and consultancy B2B service	
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