



## Deltares Guiding Principles

who we are and how we work



### 1 Mission and ambition

'Enabling Delta Life' is our mission and ambition. We apply our top-level knowledge in order to provide innovative and sustainable solutions for global issues relating to water and the subsurface. We focus on the use of these essential resources and the associated risks. 'Enabling Delta Life' is what we stand for, **now and in the future**.

Deltares is an independent, not-for-profit, specialist consultancy and applied research institute. We work on innovations, solutions and applications for people, environment and society.

### 2 Expertise for societal issues

We address five societal issues relevant to delta technology: Flood Risk, Ecosystems and Environmental Quality, Water and Subsoil Resources, Delta Infrastructure and Adaptive Delta Planning. We have expertise in the policy, science and engineering disciplines that make it possible to live in densely populated and vulnerable areas in deltas, coastal zones and river basins.

The combination of specialised consultancy projects and applied research puts Deltares in a unique position to address sustainability issues. In the framework of corporate social responsibility, and to enhance our societal impact, we focus on the **Sustainable Development Goals** by thinking globally and acting locally.

### 3 Our values & organisation

Deltares is driven by a number of key values and principles.



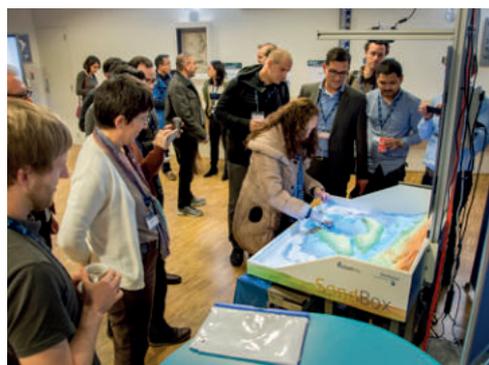
## We deliver high-quality and evidence-based services



Opinions and subjective viewpoints are playing a more dominant role in discussions of many societal issues. So indisputable and objective information is increasingly needed as a basis for important decisions, particularly about controversial issues. Evidence-based reporting underpins our work. Results from our computer simulations and physical models are objective and reproducible, and our consultancy work is based on facts and data. All our studies are checked by our own independent reviewer. We do everything in our power to meet the strictest quality standards: we have an **ISO 9001: 2008** Quality Assurance Certificate from Lloyd's Register Quality Assurance.

## We care about our people and stakeholders

Diversity is important for us: we want an international workforce with a good gender balance throughout the organisation. That includes our top experts and management. Our staff also have excellent and diverse development opportunities that are tailored to individual preferences and talents. Our staff are aware of Corporate Social Responsibility, which is covered during introduction training and other training programmes, and is also an important element in our approach to projects and research. Our contacts with our stakeholders reflect the expectations set out in our business principles. We strive to ensure compliance with our core values and we are active and transparent in how we work.



## We care about the environment

We are determined to be an energy-neutral company and we constantly look for opportunities to reduce our water and CO<sub>2</sub> footprints. Our Deltares campus demonstrates our commitment to these goals. We use **ISO 26000** to guide our approach to Corporate Social Responsibility and we have adopted **ISO 14001** for the environment.

## We are objective & independent

Deltares fulfils a leading role in knowledge development and knowledge sharing for the sustainable development of deltas, coastal regions and river basins. We also work closely with government authorities, private companies, research institutes and NGOs all over the world. In these partnerships our role is that of an independent knowledge organisation. We are, and will remain at all times, a constructive yet critical partner for whom independence and objectivity are paramount.



## We care about health and safety

Our decisions are guided by the health, safety and welfare of our staff. Safe and healthy working conditions are a top priority. We are compliant with the **OHSAS-18001 safety management system**.



## We dare to share

We believe in openness and transparency: most of our specialised software systems are freely available. We are firmly convinced that sharing knowledge and innovative insights worldwide makes life in deltas possible.



## Code of conduct

Deltares has a code of conduct which is aligned with the basic business principles outlined by the UN Global Compact regarding fundamental responsibilities in the areas of human rights, labour, environment and anti-corruption. We hold these principles to be true for our company's value systems and our approach to doing business. We enact these values and principles wherever we have a presence and know that good practices in one area do not offset harm in another. Our code of conduct is an integral part of our strategies, policies and procedures, and we also expect our suppliers and partner organisations to conform to these basic principles.

