Corporate social responsibility
CORPORATE SOCIAL RESPONSIBILITY

As an independent research institute in the area of water, subsurface and infrastructure, Deltares works on innovations, solutions and applications for people, environment and society. We fulfill a leading role in knowledge development and knowledge sharing for the sustainable development of deltas, coastal regions and river basins. “Enabling Delta Life” is our mission and it drives what we do. We work together closely with government authorities, companies, research institutions and NGOs at home and abroad. We have demanding standards for our research and consultancy and we want to be improving all the time. When it comes to explaining our work, we have an active and transparent approach. Corporate social responsibility is anchored in our corporate processes and management systems and it is the direct responsibility of upper management.

Social commitment
Our work has, directly or indirectly, major added value for society and it serves the public interest. That added value can be found in the themes of “flood protection,” “sustainable planning for delta areas,” “water and soil resources,” “ecosystems and environmental quality” and “building in the delta” in the countries where we work. We assess every project on the basis of our research objectives as they are stated in our research programme ‘The World of Deltares’.

Sybe Schaap (Chairman Knowledge Position Audit Deltares)

“Deltares offers expert advice, from an objective point of view, not only upon request but also on their own initiative. Unsolicited advice is not always welcome but in the long term it is often essential for governments in order to make solid and informed decisions”.

Independence and integrity
Our work is based on developing and transferring knowledge. We don’t get involved in political debate but we are willing to contribute facts to support that debate. We have an independent role.

Integrity is important as a precondition for our independence. Our integrity policy, which is known to all our staff, is based on Dutch standards and values, with a central role for honesty, openness, responsibility and equality. That policy involves more than just complying with the laws of the Netherlands and other countries. As a result, when we work with sub-contractors or local partners, our integrity policy also applies to them.

Transparent teamwork
We provide information not only about our financial results but also about our contributions to the social themes we are involved in. We provide free access to the results of research financed with public funding. Our research agenda is drawn up in consultation with our leading stakeholders (government authorities, research institutions and private sector).
We have a strong focus on teamwork and we make the most of opportunities for knowledge transfer and ‘capacity building’. Our open-source approach to our modelling software under the motto “dare to share” fits in well with this focus. Working together encourages knowledge development and innovation. That applies to alliances with government authorities, the private sector and other research institutions: the players in this ‘golden triangle’ try to make each other stronger and avoid overlapping activities. By establishing Joint Industry Programmes (JIPs), we also get businesses involved, including small and medium-sized enterprises, in the early research stages. We pass on activities or products that are ready for the market to commercial parties.

Caring for our staff
Our decisions are guided by the health, safety and welfare of our staff. Safe and healthy working conditions are safeguarded by an OHSAS-18001-compliant safety management system. We hope to obtain the relevant certification by late 2014. We also provide our staff with excellent development opportunities, and openings for growth in several directions depending on individual preferences and talents. Appreciation and remuneration depend on what people contribute to the organisation, not just on their place in the hierarchy. Finally, Deltares supports a range of sporting and cultural activities that further the social well-being of our employees.

Caring for the environment
Our activities are at the service of the sustainable development of delta areas, coastal regions and river basins. We have a leading position in the field of environmental issues relating to soil and water. It therefore goes without saying that we keep the environmental impact of our own business operations to a minimum. Our new office building (Tetra) in Delft is low-energy and low-carbon. Solar panels have been installed on a number of buildings, allowing us to supply 130 households with energy. To minimise the consumption of paper at work, we operate digitally as much as possible. Our caring approach to the environment will be integrated in our environmental management system (which will be ISO-14001-compliant). We hope to obtain the relevant certification by late 2014.

Not for profit
Deltares is a not-for-profit organisation and all our activities are geared to relevant knowledge development. A considerable proportion of our work is financed by public money and so we think it is important to use our financial resources prudently. We conduct our business sensibly and efficiently. We do not pay out management bonuses and the remuneration for our management complies with the Dutch Act for the Standardisation of Remuneration for Leading Officers in the Public and Semi-Public Sector.

Maarten Smits
Managing Director Deltares