



DHI Quality Policy and Objectives

We are committed to providing high quality services and technologies to our clients based on our advanced knowledge and understanding of water, environment and toxicology.

We are dedicated to helping solve the world's challenges in water environments by making this knowledge globally accessible through our worldwide network of offices and international market-leading software products.

All of our business operations are subject to quality management and we are committed to continuously improving our knowledge base, tools and management processes for the benefit of our clients.

We will act loyally to our clients and partners at all times, performing our services with professional integrity and in compliance with customer requirements while also ensuring we do not jeopardise the overall interest of society.

Antoine Labrosse
CEO

To ensure that we meet our responsibilities and obligations to our customers, our people, our partners and our suppliers, we are committed to the following Quality Objectives:

- Invest in Research and Development, yielding innovative solutions and advanced products that address customers' needs
- Make Research and Development results globally available and integrate these in services and products that are provided locally
- Ensure local representation in important water markets and enhance sharing of knowledge and technologies across our global organisation
- Continually improve the efficiency of the documented DHI business management system – the DHibus
- Deliver quality products and services on time that meet our customers' expectations
- Increase the motivation and skills of our people through continuous training and development to provide added value to our customers and our business
- Avoid any conflict of interest and inform a client/partner beforehand of any potential conflict of interest that could emerge during the execution of our service
- Offer our services only under contract terms that do not interfere with our independence, integrity and objectivity
- Establish business-driven corporate social responsibility to address environmental, social and ethical challenges in accordance with the United Nations Global Compact