

# Sustainable venue and events

## Overarching goal

It is important for us to take responsibility for our impacts and provide a sustainable venue for our clients and visitors. We are prioritising action that reduces our Scope 1, 2 and 3 GHG emissions, evolving our venue and operational delivery of events towards Net Zero.

## ExCeL London has a responsibility to

- Reduce its operational emissions and achieve Net Zero status.
- Evolve the venue by investing in sustainable technologies.
- Champion the shift to low-carbon events across the industry.

### SDGs



## Material issues

Energy management		Water management	
Waste management		Air quality	
Climate action		Biodiversity	

## KPIs

- As defined by the Net Zero Carbon Events Pledge:
  - 50% carbon reduction by 2030 (from a baseline year of 2022)
  - Net Zero carbon by 2050 at the latest (target date to be set in 2023)
- Year-on-year reduction in water consumption
- Year-on-year reduction in waste volume
- Recycling rate of 75% by 2025
- Landfill diversion rate of 100%

## Long-term goals (by 2030)

### Net Zero carbon

- Achieve targets as set out in the industry Net Zero Carbon Events Pledge.
- Achieve a fully electric fleet of vehicles, plant and machinery.
- Continuously improve data quality for improved accuracy of our carbon footprint analysis.
- Explicit long-term targets to be determined by ExCeL London's Net Zero Strategy.

### Environmental management

- Embed assessment of sustainability performance in the event delivery process.
- Address the potential strategic risks of climate change, such as biodiversity loss and flooding.
- Achieve biodiversity net gain score improvement.

### Resource efficiency

- Support the delivery of zero waste events.
- Continuously reduce water consumption by implementing efficiency measures.
- Continuously decrease volume of waste generated at our venue and increase volume of waste prevented from being generated in the first instance.
- Continuously increase recycling rates.

### Transport

- Encourage the use of sustainable modes of transport to the venue.
- Reduce traffic levels on-site and demonstrate an improvement in air quality.
- Facilitate sustainable event logistics.

# People, culture and safety

## Overarching goal

We are passionate about creating a positive culture at our venue that prioritises safety, wellbeing and equality. It's important for us to ensure everyone visiting and working at our venue feels safe and welcome, as well as providing our employees with a positive experience that helps them develop to their highest potential and inspires new talent to join us. Our business is centred on connecting lives, so it is important that we make people feel welcome, cater to all needs and foster a truly inclusive environment.

## ExCel London has a responsibility to

- Provide a venue and workplace that champions respect, safety, equality and inclusivity.
- Invest in training to upskill our people and promote personal career development.
- Encourage and enable people of all backgrounds to join the business and visit our venue.

### SDGs



## Material issues

Health and safety



Attracting and retaining talent



Accessible venue



Cost of living



Workplace culture



## KPIs

- Year-on-year increase in survey respondents and employee satisfaction levels
- Increase employee retention level
- Health and safety incidents of eight or fewer per 100,000 visitors
- Increase implementation of health and safety initiatives
- Provide two apprenticeship programmes across the business, prioritising candidates from Newham and neighbouring boroughs
- Achieve accessibility certification by 2025

## Long-term goals (by 2030)

### Employee wellbeing

- Increase uptake of health and wellbeing initiatives and attendance at engagement groups and Company gatherings.

### Employee satisfaction and retention

- Improve response rate to employee surveys to 80% and achieve overall satisfaction rate of above 80%.
- Reduce resignations due to employee dissatisfaction.

### Health, safety and security

- Reduce the number of health and safety incidents to six or fewer per 100,000 visitors.

### Learning and development

- Achieve an enhanced training plan for all departments to develop skills and drive employee growth.
- Continue and improve the apprenticeship programme, as well as other early career initiatives.

### Equality, diversity and inclusion

- Achieve a balanced representation in senior positions.
- Achieve 100% employee training on diversity and inclusion in the workplace.
- Achieve zero instances of discrimination in the workplace.

# Our community and platform for change

## Overarching goal

We are proud of the role we play in our community in Newham. It is important for us to connect with our local community and ensure we are not only a responsible neighbour but also seen as a positive influence. We support local organisations, schools and charities to grow and develop to their full potential, and take pride in using our events and exhibitions as a platform for positive impact.

## ExCeL London has a responsibility to

- Continuously engage with local stakeholders to identify collaboration opportunities.
- Support development on our estate that contributes to social value.
- Encourage our clients and organisers to engage with the local community to support their event legacy.

### SDGs



## Material issues

Platform for good



Community impact



Cost of living



Biodiversity



## KPIs

- Year-on-year increase in charitable contributions through donations, fundraising, donations in kind and hours volunteered
- Increase financial and social value contribution to the London Economy
- Increase promotion and support of legacy projects for events
- Hold a minimum of 12 meetings with local stakeholders annually to support crime reduction

## Long-term goals (by 2030)

### Charity partners

- Meet expectations and objectives of our existing and new charity partnerships.

### Legacy projects

- Offer legacy project support to all event organisers.

### Community impact

- Address challenges and opportunities highlighted by local residents where possible.
- Increase our social value performance.

### Development and regeneration

- Continue to be a responsible landlord and neighbour by maximising our social impact and minimising our environmental impact.
- Continue regeneration of the estate and quality placemaking to increase local job creation and socioeconomic value.

# Clients, partners and supply chain

## Overarching goal

We are looking beyond our direct business towards our value chain which ultimately helps us to deliver up to 400 events every year. Due to our business model being centred around in-person events, we ensure that we are acting responsibly and accounting for our impact throughout the value chain.

## ExCeL London has a responsibility to

- Consider the environmental and human impact of our procurement.
- Encourage and support our clients to make sustainable choices.
- Influence best practice across our supply chain and the industry.

### SDGs



## Material issues

Waste management



Cost of living



Sustainable procurement



Food and beverage



Climate action



## KPIs

- Maintain London Living Wage accreditation
- Year-on-year increase in sustainable procurement of materials and products
- Year-on-year increase in sustainable media products offered to clients
- Year-on-year increase in sustainable food and beverage menus offered to clients
- Compliance with ESG supply chain criteria
- Continuously reduce Scope 3 emissions

## Long-term goals (by 2030)

### Sustainable procurement

- ESG to be considered as part of all procurement choices.
- ESG standards for procurement to be followed.
- All suppliers regularly assessed against ESG criteria.
- Reduce Scope 3 emissions as detailed in the Net Zero Carbon Events Roadmap.
- Improve ESG scores across our supply chain as determined by our supplier assessment process.

### Food and beverage hospitality

- Deliver Net Zero carbon menu choices for clients.

### Food and beverage retail

- Deliver sustainable food choices for visitors.

### Media products

- Offer a fully sustainable media product range.

### Value chain engagement

- Prohibit the use of carbon-intensive and non-recyclable products at our venue.
- Deliver Net Zero carbon events.

### Venue partners

- Provide a unified sustainable approach to delivering events with our venue partners.

# Governance and ethics

## Overarching goal

We are committed to operating as a responsible business that upholds the highest standard of ethics and corporate governance. By encouraging robust, entrepreneurial, and effective decision making processes, we align with the interests of all our stakeholders and deliver long-term success of the company.

## ExCeL London has a responsibility to

- Conduct business in an ethical manner in line with its corporate values.
- Prevent and plan for potential threats to business continuity.
- Continuously provide high-quality services to customers.

### SDGs



## Material issues

Workplace culture



Human rights



Compliance and ethics



## KPIs

- 100% employee completion of cyber security training
- 100% employee completion of compliance and ethics training
- Four Townhall meetings held each year
- Six meetings held for each ESG focus group each year
- Year-on-year improvement in sustainability data quality
- Continuous achievement of ADNEC Group EBITDA and revenue targets

## Long-term goals (by 2030)

### Corporate governance and values

- Maintain a high standard of corporate governance.
- Maintain a high standard of ESG performance in line with the sustainability strategy.

### Ethical business practices

- Achieve zero instances of business ethics violations.
- Maintain UNGC participation.
- Achieve 100% of all employees completing compliance and ethics training within their first two years of joining the business.

### Quality management

- Maintain a high quality of services for our clients and visitors, and increase our client satisfaction score by 10%.

### Business continuity

- Effectively maintain our business continuity plan to meet stakeholder needs in the event of a disruption or incident.

### Data security

- Achieve zero instances of GDPR breaches.
- Maintain certification to ISO 27001.
- Achieve 100% of all employees completing cyber security training within their first two years of joining the business.
- Achieve and maintain data security best practice.