

UN Global Compact Report

2021 Communication on Progress



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Statement of continued support

Since opening our doors more than 20 years ago, ExCeL London has firmly established itself as one of the UK's leading international exhibition and conference centres, and is known as the home of world-leading events.

Yet this success is not just down to providing world-class facilities and services, our owners, staff, event organisers, exhibitors and visitors all value our wider purpose and creating a positive impact on the local community and the world around us. We truly believe in caring for our people and our planet; in fact, it's in our DNA.

Once again, 2021 has centred around dealing with the ongoing global pandemic and having already played a key role in this via our NHS Nightingale Hospital, ExCeL didn't hesitate to continue this support, this time as a covid vaccination centre for the first half of the year. Vaccinating 130,000 people over the period the mass vaccination centre was open is something everyone at ExCeL is incredibly proud of.

2021 was also a year for supporting the community and our charity partners even more, as they too felt the effects of the pandemic. We are also immensely proud of our sustainability achievements as we increased our recycling rate by 15% compared to last year, improved energy efficiency through upgrades to our lighting and air handling systems, and continued our efforts to offer more sustainable food choices.

We are also committed to working with our suppliers and customers to improve our combined sustainability performance, and we endeavour to operate our sustainability management systems in compliance with both ISO20121 and ISO14001 requirements to achieve re-accreditation this year.



This year's United Nations Global Compact Communication on Progress sets out how we are performing in these areas and acts as a record of our defined objectives in the areas of sustainability. They are monitored and measured regularly against our maturity matrix to enable us to continue to improve.

While the world is still feeling the effects of the global pandemic, and the content of this progress report reflects this, in 2022 we have a fantastic opportunity to build back better and reinvigorate our corporate and social responsibility.

A handwritten signature in black ink, appearing to read 'Jeremy Rees', is positioned above the name and title.

Jeremy Rees
CEO, ExCeL London

Key targets for 2021

For us, creating a meaningful and inspiring legacy is key.

We genuinely care about people and the planet, so that every experience we create together is truly impactful, memorable, and sustainable.



Since joining the UN Global Compact in 2007, ExCeL has used the 10 principles as a foundation for the company's CSR plan and are intertwined with a number of existing company policies.

This includes working with our suppliers and customers to improve sustainability performance throughout all of our activities – all of which is captured under our Legacy programme. In short, we want to ensure we have a positive impact on the local community and the world around us.

In 2021, our priority areas were once again to reduce waste, increase energy efficiency, and encourage ExCeL's customers, visitors and staff to participate in the company's sustainability objectives, while working closely with our community partners. In addition, we sought to ensure that there are a much greater range of sustainable food choices available as part of the venue's catering offering.

ExCeL aims to undertake annual audits, both internally and independently. In 2020, we were certified to both the ISO14001 environmental management standard and the ISO20121 sustainable events standard.

However, audits were unable to be carried out last year due to Covid-19 restrictions, and therefore a key target for 2022 is to achieve re-accreditation.

Below outlines our main CSR targets and achievements for 2021...

Target	Status
Support two charities as part of ExCeL's CSR programme	Achieved ✓
Provide event space free of charge to local and community groups	Achieved ✓
Achieve 55% recycling of waste and 45% to recovery	Achieved ✓
To maintain the same level or decrease electricity consumption	Not Achieved* ○

*Electricity consumption remained under 2020 levels for most of the year and then surpassed levels towards the end of the year. The 7% increase is expected as it coincided with the return of events.

Activities supporting the principles

The targets we set are devised and measured against the UN Global Compact's 10 principles, which provide a sound framework for us to assess the progress we're making in areas of corporate social responsibility.

The progress we make towards these principles is underpinned by ExCeL's own ways of working, which include:

- We communicate openly
- We are one team
- We value, respect and understand each other
- We take pride in what we do
- We are trusted to make decisions
- We innovate for tomorrow and the future

Introduction

ExCeL is committed to operating as a responsible corporate entity and having a positive impact on the area that surrounds us. This means building long-term relationships with local partners in order to deliver long-lasting benefits for our communities.

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To do this, we ensure that all products and services associated with our business are of a strict quality that enhances our market position, and business. We also develop and maximise the best customer service practices, which set a benchmark for the industry. In addition, we strive to constantly innovate and enhance our product offering for the benefit of our guests, as well as ensure that our services meet the requirements stipulated by the appropriate regulatory bodies. Finally, we ensure we compete fairly and ethically and within the framework of applicable competition laws.

The start of 2021 once again centred around dealing with the ongoing global pandemic. Having already played a key role in this via our NHS Nightingale Hospital, ExCeL didn't hesitate to continue this support, this time as a covid vaccination centre. Pods and vaccination rooms were set up in ExCeL's North Halls and the centre opened along with six other facilities as the UK's first mass vaccination centre on January 11, 2021. Once fully up and running, the centre vaccinated 130,000 people over the period the mass vaccination centre was open and playing a key role in the UK Government's vaccination plans.



Yet again, we were incredibly proud to have been able to partner with the NHS as it has faced the largest health crisis in a generation, and to have played an active role in its fight against Covid-19 - while supporting our local community.

We have kept in close contact with our charity partners and sought to support them where possible with the challenges that they have faced in helping those who use and depend upon their provisions and services.

For instance, the lino we laid on the floor for the Nightingale hospital was gifted to a local social housing organisation and reused in their house refurbishments.

We supported the Institute of Imagination, who developed a public art project with Newham based primary schools to host The Big Build. A sculpture designed and built by thousands of school students, representing hope and celebration, was proudly showcased at ExCeL.



As part of Newham Heritage Month, SB Blue Mermaid heritage boat, was moored alongside Royal Victoria Dock, with members of the public invited to hear talks from the owner and find out more about Newham's maritime heritage.

As a result of hosting Formula E, several activities were undertaken to support the local community. This included a donation of Formula E goody bags to NASSA and Richard House Children's Hospice. In addition, surplus food was donated to CFE (Community Food Enterprise).

We also hosted our official Christmas lighting event, which took place in support of Richard House Children's Hospice. This included a performance from Newham Calverton Primary School choir beside a 26ft tree - helping to raise the profile of the hospice and promote their emergency appeal.

ExCeL staff also served Christmas lunch at Bonny Downs Community Centre, which provides meals for the homeless and a local food bank.

At the beginning of 2021, ExCeL committed to continuing its partnerships with key community organisations, working closely throughout the year to address pressing needs across food poverty, social mobility, sport and the prevention of antisocial behaviour.

Bonny Downs Community Association, NASSA, CFE, LAE and Richard House Children's Hospice have each received a donation from ExCeL to contribute towards costs and we will be working closely with all of them on initiatives which enable them to carry out their invaluable community work.



Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2

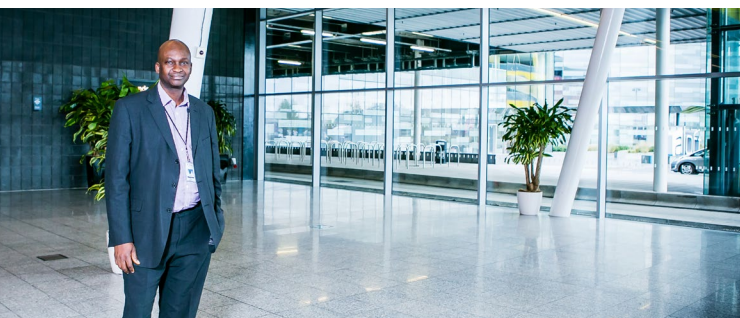
Businesses should make sure that they are not complicit in human rights abuses.

We agree that businesses have a responsibility to respect human rights and act in accordance with internationally applicable standards, such as the UN Declaration of Human Rights. Our business processes ensure that all employees, contractors, clients and visitors are not deprived of their human rights in any way.

In 2016, ExCeL produced a Modern Slavery Statement which has been made available publicly on our website. The statement confirms that we welcome and support the introduction of the UK Modern Slavery Act and the duty it places on business to disclose publicly what steps they are taking to tackle the inhuman abuse of forced labour and human trafficking. We continue to revise and update this statement annually.

We hold ourselves, our service partners, and our supply chain accountable and are confident that as a responsible corporate business we are fully compliant with the provisions of the Act.

We actively collaborate with reputable service partners and suppliers who embrace robust, fair, and ethical trading principles with the aim of minimising risk of any activities that may be linked to slavery and human trafficking. We are committed to ensuring that our workers are not exploited and our work environment safe, abiding by all employment, health and safety, and human rights laws.



ExCeL's corporate values promote a positive work ethos. We seek to create an environment which attracts and retains the best possible employees, and in which they feel valued for their contribution to the company's performance. Each team must:

- Implement and observe codes of conduct, designed to protect employees from harassment or discrimination in any form, and to provide equality of opportunity.
- Ensure all employees are fully aware of such codes and that they comply with them.
- Operate a remuneration policy that is competitive and rewards good performance.
- Ensure all employees know what is expected of them and provide a framework which fairly measures performance and assists employees in developing their capabilities.
- Provide a safe work environment for all employees and ensure they fully understand their responsibilities in regards to health and safety.
- Aim to develop policies that will support employees in balancing their work and domestic responsibilities.

Key members of the ExCeL Management and Audit Team have responsibilities devolved to them to monitor policies, assess risk, conduct investigations and undertake due diligence. Our culture is transparent and openly addresses any breaches or lack of compliance in an appropriate manner.

Although owned by ADNEC, ExCeL is a UK-based business, employing a team of 178 people across sixteen teams. Recruitment is managed by our HR department or outsourced to agencies that assist with indirect hire – chiefly in our Cleaning, Traffic, Fire Safety and Security departments. All direct employees are subject to employment checks and we operate PAYE as part of our payroll, to ensure all of our employees are legally hired and paid.

We are currently in the process of becoming accredited with the London Living Wage Foundation to become a London Living Wage employer, ensuring that all our employees and third parties are paid at the London Living Wage level no later than the end of 2023. All our direct employees already meet this standard; however we are now working with temporary staffing providers and other service partners to ensure they also reach this standard by the end of 2023.

ExCeL upholds a code of conduct, core values, and a dignity at work policy as part of our overall employee handbook. This document outlines the steps which all employees must follow to ensure this principle is upheld.

Everyone at ExCeL is united by a common purpose. It's what drives us to do our best every day, working together to deliver the best experience for everyone who comes to our venue.

We strive to create a positive workplace culture that attracts and retains the best talent. As part of this we are committed to ensuring that all ExCeL employees have a voice in how the business is being run and what we could do to make it better. We recently conducted a pulse survey to understand employee sentiment on engagement and job satisfaction. The survey questions were grouped into the following key areas 'engagement', 'job satisfaction' and 'over all company satisfaction'. The key findings were: 86.8% of employees said they felt positive about ExCeL's future, with 76.9% agreeing that ExCeL is a great place to work. The survey indicates most employees feel positively about ExCeL as an employer, with 87.91% of people reporting that they enjoy working at ExCeL. The HR team will continue to focus on driving employee engagement throughout 2022.

As we strive for success, it's our promise to invest in our people and provide a range of benefits designed to support everyone individually. We benchmark in the top 5-10% of employers in the UK for our benefits package, which includes life assurance, permanent health insurance, enhanced parental pay, biennial health assessments, childcare voucher schemes, and other perks designed to improve employee wellbeing, both at work and in their personal lives.



Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4

Businesses should uphold the effective abolition of child labour.

Principle 5

Businesses should uphold the elimination of all forms of forced and compulsory labour.

Principle 6

Businesses should uphold the elimination of discrimination in respect of employment and occupation.

People are our most important asset.

We recognise that their health, safety and welfare, and that of others affected by our activities, is paramount.

We are committed to providing safe working conditions. We respect internationally recognised labour rights standards as set forward by the International Labour Organisation (ILO) and we follow national requirements for labour practices. Our health and safety policy aims to promote a culture where every employee takes responsibility to ensure safe working conditions where we focus on preventative measures and carrying out systematic risk assessments.

As a result, health and safety for both our employees and our visitors forms a crucial part of our sustainable approach. We recently pledged to reduce accidents in the venue to eight incidents, or less, per 100,000 visitors, which we achieved. During our last reporting period, we confirmed that our accident ratio per 100,000 visitors for the whole of 2021 was 5.4.

We hold annual emergency procedure briefings which are compulsory for all staff to attend. These briefings, delivered in person or digitally, are designed to enable staff to act efficiently and confidently in the unlikely event of an emergency at the venue.

We do not support any form of forced or compulsory labour, as demonstrated in our Modern Slavery Statement – all available through the ExCeL website. All employees have individual contracts detailing their terms and conditions of employment, which are issued prior to starting employment. Employees are also issued with job descriptions outlining details of the work they are being employed to conduct.

The company upholds a grievance procedure which can be initiated by the employee with their line manager or human resources. This is further supported by the Whistleblowing Helpline which we have implemented (detailed later in this report). Employees are free to leave the organisation and our leavers' policy outlines clear steps required to resign.

We do not condone any forms of child labour. As part of our procurement process, ExCeL checks sustainability credentials of suppliers and ensures they are upholding ExCeL's values in relation to social commitment.

Employees of ExCeL are able to enjoy freedom of association without fear of detrimental implications for their employment. These values are upheld in our equal opportunities policy. ExCeL is committed to eliminating direct and indirect forms of discrimination in relation to employment and occupation.

ExCeL upholds an equal opportunities policy which applies to all aspects of employment including: recruitment and selection, employment opportunities, and promotion decisions. This policy highlights the expectation that all job applicants and employees are treated in the same way regardless of sex, sexual orientation, race, ethnic origin, colour, religion, disability, marital status or union membership status. Our internal processes ensure an objective perspective is taken in relation to all recruitment decisions and places emphasis on the individual's level of skill, qualification, experience and knowledge.



Due to the nature of our business, job vacancies depend on the schedule of events hosted in the venue. As such, there are no formal diversity quotas in place hiring new employees at ExCeL. There is a robust selection process for any vacancy, as and when they appear.

ExCeL continues to maintain an approximate 60/40 split of male and female employees and hires broadly across multiple generations. We're proud to employ 32% of our workforce from East London, supporting approximately 37,600 indirect jobs in London and contributing £4.5 billion to the economy. Long service is acknowledged with annual company meetings that celebrate these milestones.

ExCeL upholds a dignity at work policy which aims to foster an atmosphere of mutual respect in which staff can feel accepted, able to work with dignity and to their full potential. We embrace the benefits of a diverse workforce.

All of these policies are clearly communicated in our employee handbook, which is distributed to all employees. The handbook clearly outlines employees' ability to raise breaches of our policies, either informally or formally, with their line manager or human resources. A formal process is followed if discrimination is suspected or identified. Any breach of the policy will result in disciplinary action and may include dismissal.

Whilst we do our best to ensure our managers are well trained and our employees are happy at work, we recognise that from time to time, grievances relating to employment may arise. Our policy is to encourage open communication between employees and their managers to ensure that questions and problems arising can be resolved quickly, to the satisfaction of all concerned.

We have a comprehensive three-stage process for grievances: informal complaints, formal written complaint, and formal a grievance hearing. An appeals process is in place for individuals that may be dissatisfied with the outcome.



ExCeL London Demographics

Location	Count of London Area	Percentage
East London	57	32.02%
Home Counties	57	32.02%
North London	6	3.37%
North West London	5	2.81%
South East London	35	19.66%
South London	3	1.69%
South West London	8	4.49%
Other	4	2.25%
West London	3	1.69%
Grand Total	178	100%



Gender	Count of gender	Percentage
Female	86	38%
Male	110	62%
Grand Total	178	100%

Ethnicity	Count of Ethnic Origin	Percentage
Asian - Bangladeshi	5	2.81%
Asian - Indian	5	2.81%
Asian - Other	2	1.12%
Asian - Pakistani	1	0.56%
Black - African	16	8.99%
Black - Caribbean	5	2.81%
Black (Other)	2	1.12%
Mixed Ethnicity	3	1.69%
White - British	95	53.37%
White - European	22	12.36%
White (Other)	4	2.25%
Blank	14	7.87%
Chinese, Japanese, or other South East Asian	4	2.25%
Grand Total	178	100%

Principle 7

Businesses should support a precautionary approach to environmental challenges.

Principle 8

Businesses should undertake initiatives to promote greater environmental responsibility.

Principle 9

Businesses should encourage the development and diffusion of environmentally friendly technologies.

Over the last few years, we have taken significant steps to deliver and execute a sustainable business strategy for our direct operations, working alongside our clients to pursue, promote, and develop sustainable events.

For this, ExCeL aims to undertake annual audits, both internally and independently. In 2020, we were certified to both the ISO14001 environmental management standard and ISO20121 sustainable events standard.

However, audits were unable to be carried out last year due to Covid-19 restrictions, and therefore a key target for 2022 is to achieve re-accreditation.

ExCeL's internal Sustainability Committee, which meets regularly to discuss and monitor CSR objectives, is made up of employees from across the company and chaired by a newly employed dedicated Sustainability Manager. The purpose of this committee is to feedback on the status of conformance of the Sustainability Management System and to plan future initiatives.

The checks are designed to ensure that ExCeL's Sustainability System Procedures are being understood, implemented, and maintained; and that the company continues to comply with applicable legislation.

Furthermore, we have achieved 80% completion of sustainability training for employees and have successfully incorporated Sustainability content in our Academy Training programme.

Efforts in 2021 were focused on the following key areas: reducing waste, increasing energy efficiency, sustainable food choices and encouraging customers to participate in ExCeL's sustainability objectives.



This year, we aim to expand our focus areas to incorporate aspects such as water consumption and air quality to ensure a holistic approach to sustainability is embedded within the business. This will also involve setting new and challenging targets to track and monitor our progress.

We have already increased focus on indoor air quality by commissioning ventilation assessments throughout the venue and offices to identify improvements, as well as installing CO₂ sensors in meeting rooms. External air quality is also improved by our living wall installed along the promenade, which incorporates 9,500 plants and designed to remove air pollutants.

As ExCeL expands with plans approved for Phase 3, we are committed to incorporating sustainability as a key feature of the new development targeting a BREEAM rating of 'Excellent'. The building will incorporate solar panels as an energy source and landscaping will be enhanced to improve local biodiversity and achieve a net gain across the site.



Reducing waste

ExCeL operates a zero waste-to-landfill policy and between January and December 2021, we recycled 71% of waste generated and the remaining 29% was used to create refuse-derived fuels, totalling 1,173 tonnes for the year.

Whilst this total is a 21% increase on the volume of waste handled in 2020, it constitutes a 68% reduction from 2019 levels – our most recent ‘normal’ working year. We have been able to maintain lower levels of waste whilst the venue was operating as a Covid-19 vaccination centre and as events returned from September.

Our recycling rate has increased by 15% from 2020 levels (despite an increase in waste volume), surpassing our target of 55%.

Throughout 2021 we have taken steps to improve waste minimisation and management through:

- Increased segregation of recyclable waste streams.
- New coffee cup recycling stations.
- Collecting used vegetable oil for recycling into bio-fuel.
- Continued use of the on-site wormery for food waste.

Throughout 2022, we will endeavour towards challenging targets to drive sustainable waste management further. This will involve continuing efforts to eliminate single-use plastic, expanding on-site segregation to encourage more recycling, introducing sustainable waste initiatives, and working closely with clients and our supply chain to make better decisions regarding resource efficiency.

Sustainable food choices

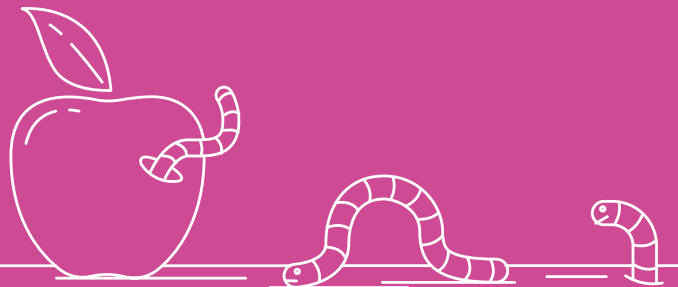
In a normal year, hosting 400 events means there are a lot of mouths to feed – and as such, we recognise that the food we offer can have a big impact on the environment. Since 2020, we have been working with our catering partner - ExCeL London Hospitality - to:

- Remove red meat from our hospitality menus. 25% of our menus are already plant-based, vegan or vegetarian.
- Offer a minimum of 80% British seasonal fruit and vegetables. We don't use any produce transported by aircraft.
- Repurpose ingredients, where possible, working closely with ExCeL London Hospitality. For example, leftover bread and sandwiches are used to make toast beer.
- Collect used vegetable oil from our kitchens to be converted into biofuel
- Keep used coffee grounds and add them to our compost pile, to create fertiliser for ExCeL's green spaces.

Did you know?

The ExCeL wormery is the UK's largest commercial wormery, housing over 300,000 worms. The key benefits include:

- Reduced carbon emissions from transportation.
- Reduced number of lorries travelling on already congested London roads.
- Production of valuable soil additive which is then used for landscaping across the ExCeL campus.
- Worms can eat vegetable waste and some paper.



Increasing energy efficiency

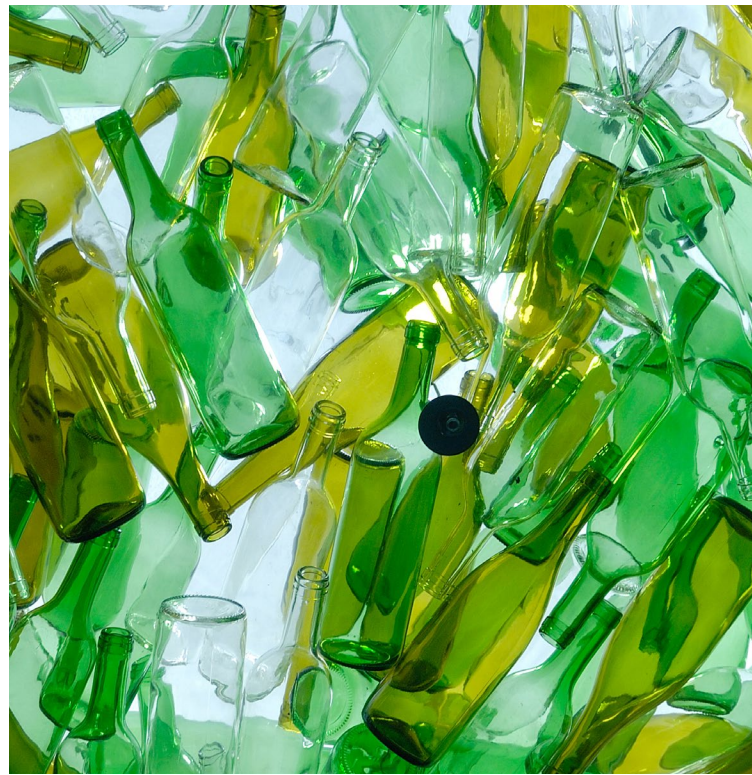
One of the most significant steps taken in energy efficiency was switching our power supply in 2020, meaning that all of the electricity that powers ExCeL comes from renewable sources. Additionally, all of our gas supply is carbon offset using UN credits.

Our key target for 2021 was to maintain the same level or decrease energy consumption on previous years.

We continued to invest in new technologies and implement energy saving measures. In 2021, we completed the project to replace old air handling systems used to heat banks of rooms in the north galleries, with independent energy efficient units in each room. As well as being more energy efficient, these units are controlled both from the room and from our building management system. This ensures they can be used only when they are needed and not left running once clients or events move out of these areas.

We also continued our programme of replacing the old, inefficient lighting around the venue with modern LEDs installed in many back of house areas. This long-term lighting upgrade project has been ongoing since 2014, with an estimated 70% energy consumption saving per fitting.

Our efforts to constantly reduce our energy usage continue and we make significant improvements and drive towards this every year, while also balancing the needs of the business and the events. The last two years have been very difficult to drive this forward with the venue occupied by the Nightingale Hospital and Mass Vaccination Centres. As the business returns to normal operations in 2022 we hope to continue the good work already begun.



We are also taking steps to closely track our fuel consumption from company vehicles and equipment used for rigging, cleaning and maintenance purposes as we recognise we can make improvements to reduce carbon emissions.

Nevertheless, our Rigging Team have been raising the bar by taking an innovative approach in 2021 to trial a fully electric cherry picker. Not only was this fast charging, but the battery also lasted three days. We already have a varied fleet of machinery that includes hybrid and electric types of equipment. Both our plant and fuel procurement will be key in improving energy efficiency moving forwards.

15%

Our recycling rate has increased by 15% from 2020.

25%

of our menus are plant-based, vegan or vegetarian.

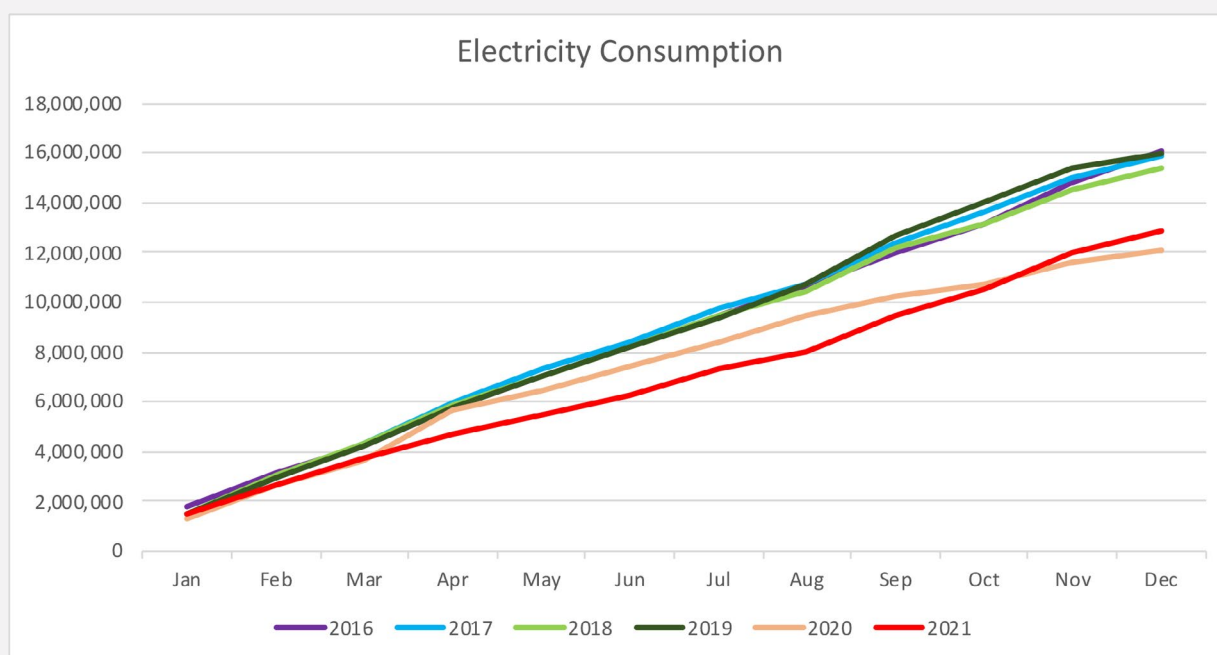
70%

energy consumption saving per LED light fitting

Electricity

Month	Jan	Feb	Mar	Apr	May	Jun
2016	1,845,637	3,148,736	4,207,360	5,793,010	7,035,718	8,244,587
2017	1,521,659	2,976,832	4,301,117	5,949,090	7,300,834	8,398,943
2018	1,493,906	3,043,663	4,329,450	5,873,597	7,036,545	8,220,975
2019	1,493,312	2,989,379	4,219,276	5,791,905	6,997,018	8,171,029
2020	1,304,222	2,656,431	3,640,763	5,655,272	6,493,461	7,461,413
2021	1,472,606	2,712,045	3,707,388	4,744,002	5,458,402	6,229,936
	Jul	Aug	Sep	Oct	Nov	Dec
2016	9,435,926	10,592,399	11,998,546	11,998,546	14,832,702	16,113,189
2017	9,773,860	10,728,557	12,362,121	12,362,121	14,992,952	15,837,980
2018	9,493,783	10,451,715	12,179,723	12,179,723	14,513,520	15,363,675
2019	9,396,981	10,725,506	12,632,527	12,632,527	15,353,134	16,006,636
2020	8,357,829	9,508,039	10,239,302	10,239,302	11,572,255	12,070,075
2021	7,363,054	8,013,084	9,514,229	9,514,229	11,951,622	12,887,703

Below is the electricity consumption summation graph in Kwh for 2021 compared against previous years:



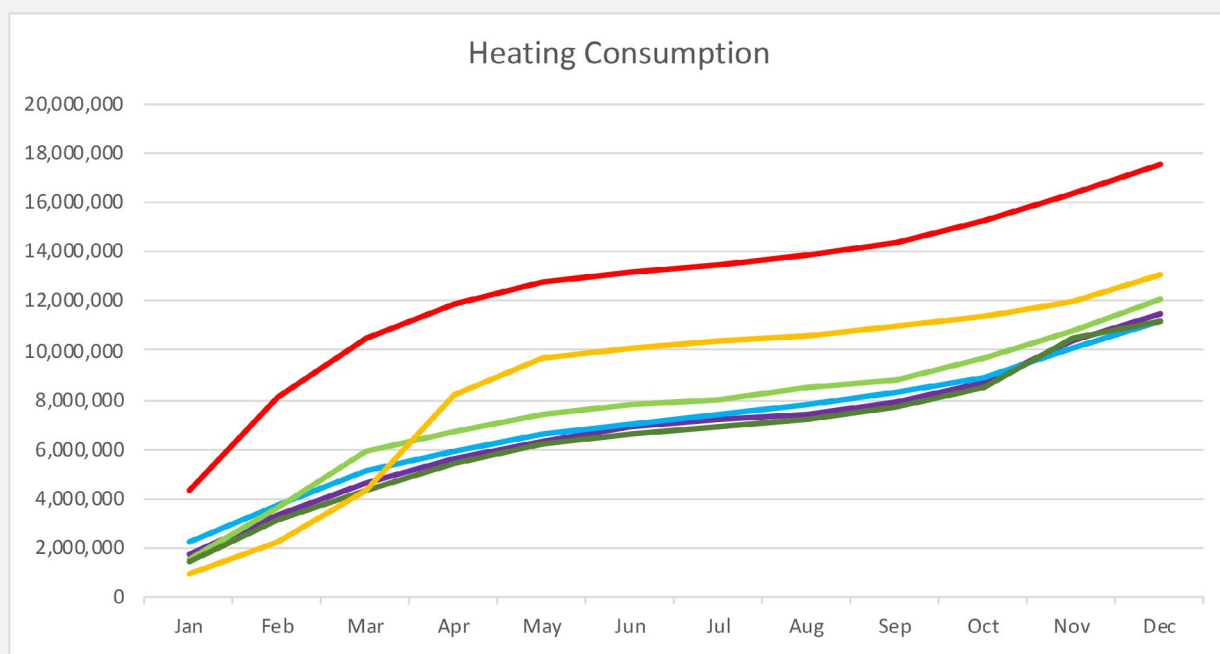
Electricity consumption in 2021 remained under 2020 levels for most of the year and then surpassed levels towards the end of the year. This is expected as it coincided with the return of events.

Heating & Hot Water

Month	Jan	Feb	Mar	Apr	May	Jun
2016	1,781,000	3,337,000	4,591,000	5,621,000	6,331,000	6,881,000
2017	2,223,000	3,712,000	5,103,000	5,934,000	6,602,000	7,048,000
2018	1,525,000	3,616,000	5,894,000	6,689,000	7,377,000	7,757,000
2019	1,452,000	3,141,000	4,356,000	5,440,000	6,184,000	6,596,000
2020	986,000	2,262,000	4,347,000	8,234,000	9,673,000	10,058,000
2021	4,337,000	8,136,000	10,520,000	11,850,000	12,740,000	13,145,000

	Jul	Aug	Sep	Oct	Nov	Dec
2016	7,191,000	7,445,000	7,887,000	8,683,000	10,412,000	11,513,000
2017	7,382,000	7,779,000	8,321,000	8,916,000	10,126,000	11,139,000
2018	8,038,000	8,469,000	8,790,000	9,701,000	10,754,000	12,055,000
2019	6,901,000	7,257,000	7,714,000	8,533,000	10,476,000	11,211,000
2020	10,347,000	10,597,000	10,968,000	11,381,000	11,983,000	13,070,000
2021	13,501,000	13,835,000	14,338,000	15,205,000	16,303,000	17,559,000

Below is the Heating and Hot Water consumption summation graph in Kwh for 2021 compared against previous years:



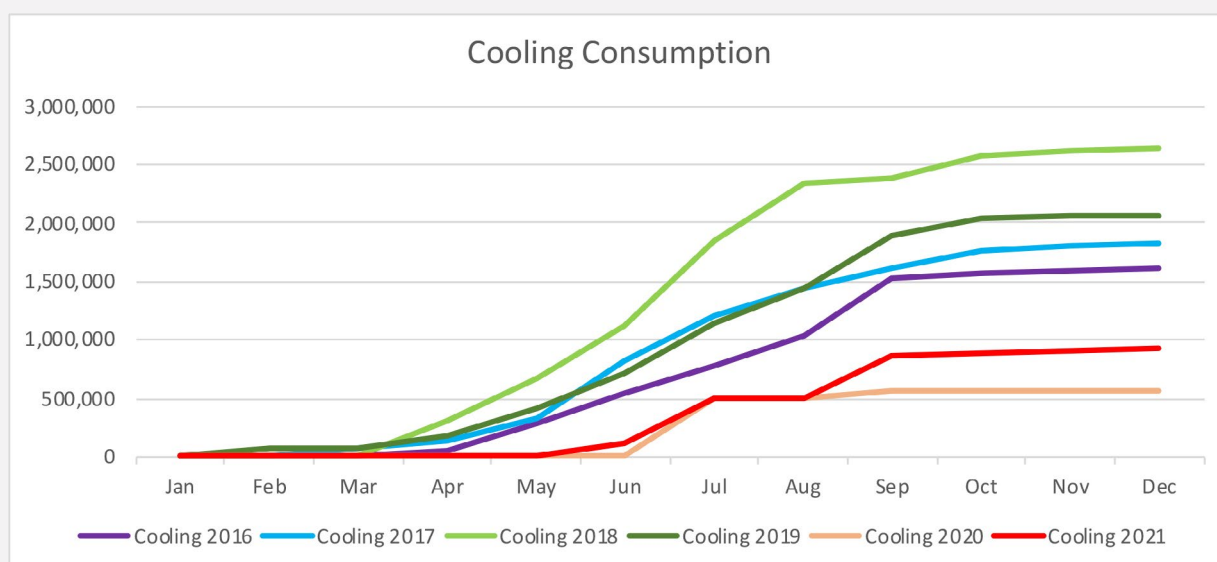
Heating consumption was significantly higher in 2021 than previous years. This was due to the reopening of the Nightingale and the Mass Vaccination Centre at the start of the year. The demand for these areas was nearly four times what would normally be required by the venue for the shows over the same period.

Cooling & Chilled Water

Month	Jan	Feb	Mar	Apr	May	Jun
2016	8,000	8,000	16,000	62,000	294,000	551,000
2017	9,000	19,000	66,000	145,000	327,000	822,000
2018	4,000	4,000	18,000	303,000	682,000	1,119,000
2019	12,000	67,000	71,000	170,000	406,000	714,000
2020	1,000	7,000	8,000	8,000	8,000	8,000
2021	0	0	0	0	1000	118000

	Jul	Aug	Sep	Oct	Nov	Dec
2016	772,000	1,034,000	1,525,000	1,572,000	1,600,000	1,617,000
2017	1,202,000	1,450,000	1,607,000	1,758,000	1,815,000	1,825,000
2018	1,838,000	2,332,000	2,378,000	2,567,000	2,607,000	2,630,000
2019	1,137,000	1,440,000	1,890,000	2,040,000	2,051,000	2,051,000
2020	501,000	501,000	557,000	557,000	557,000	557,000
2021	500000	511000	861000	890000	901000	932000

Below is the Cooling & Chilled Water consumption summation graph in Kwh for 2021 compared against previous years:



Cooling consumption in 2021 followed a similar trajectory to 2020 levels and was only slightly higher than recorded at year end, even with the return of the events.

ExCeL's partners and suppliers are aligned with our sustainability objectives, through our procurement policy, which outlines specific criteria to staff when purchasing goods or services.

Each departmental Director is responsible for monitoring compliance with the policy and ensuring competitive purchasing processes are in place.

Sustainable procurement helps ExCeL to meet its requirements for good, services, works and utilities in a way that achieves value for money on a whole life basis. This generates benefits not only to the organisation, but to society and the economy, whilst minimising impact to the environment. Cost savings, reduced carbon emissions, less waste, lower energy and fuel consumption, improved health outcomes, more skills and training, plus more contract opportunities for small- and medium-sized enterprises are some of the practical benefits to consider within the procurement process.

To be truly sustainable, we believe our clients should work with us to run sustainable events. It is therefore one of our main priorities to ensure organisers are aware of ExCeL's sustainability objectives and that they uphold our energy saving and waste management policies.

Our Sustainability Policy is regularly shared with organisers, and we remind customers of their responsibility in both planning meetings and event licences. ExCeL's event management team champions this objective as they are the single point of contact for organisers during the planning and delivery process. Sustainability is discussed in the planning process and charges are applied for excessive waste as an incentive for keeping events as sustainable as possible.

We have noted a reduction in waste left on-site thanks to the role ExCeL employees play in educating organisers on their CDM responsibilities. We work in collaboration to ensure all waste is disposed of correctly before, during and after an event. We provide handbooks to the organisers with guidance. In addition, we remind organisers of our work and their responsibility on-site by providing ExCeL factsheets in the organiser offices.

One of our key targets is to continue to communicate ExCeL's sustainability efforts to our organisers and encourage participation wherever possible. We measure the success of this objective by conducting surveys with our organisers.

To further drive and manage our ambitions towards greater ESG we have hired a permanent Sustainability Manager who commenced employment at the start of 2022.

At a glance...

71%
of waste recycled –
a 15% increase from
the previous year

68%
reduction in
waste volume
since 2019

ALL
electricity now
comes from
renewable sources

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

ExCeL upholds its commitment to preventing corruption of any kind in its code of conduct.

Regular internal and external audits of financial accounts ensures that the company's expectations in relation to corporate governance are maintained. The audits enable ExCeL to achieve our objective of maximising shareholder value. We must be able to guarantee the highest possible standards of financial management, assessment of risk, and control. We understand that this must be taken at every level within the business.

The company has established an Audit Committee which monitors compliance, full details of their responsibilities can be found in the company's Audit Committee Charter. The Remuneration Committee makes decisions on executive pay and bonus. External benchmarking of employee salaries removes potential bias and favouritism in annual salary reviews.

ExCeL seeks to conduct its business honestly and in good faith, free from fraud or deception. In order to achieve this, all ExCeL employees must:

- Comply with all applicable UK and EU laws and regulations, including any regulations, codes, and guidelines which apply specifically to the business.
- Not give or receive bribes, or any other inducements to obtain or retain business, nor conduct themselves in such a way as to give rise to any conflict of interest.
- Seek mutually beneficial commercial relationships with third parties with whom they conduct business.
- Ensure that they do not enter into contractual arrangements that they are unable to fulfil.
- Use company assets only for the purpose of ExCeL's business and not to abuse their position in the company for personal gain.
- Ensure that adequate systems are in place to protect the business' assets.

We strive to ensure that our people act with honesty, integrity, and professionalism. To support these underlying ethical values we encourage our employees to raise genuine issues of malpractice or impropriety at work. By identifying and dealing with concerns at an early stage we can prevent malpractice and take steps to safeguard our people and protect our organisation.

To this end, ExCeL has a comprehensive whistleblowing policy in place, as well as a whistleblowing hotline, launched in May 2015, and has continued since then. Our whistleblowing hotline is managed by an external company, NavEx, who forward concerns – anonymously if desired by the individual to an internal audit manager. This whistleblowing hotline is global, enabling our visitors, suppliers, and partners to raise their concerns anywhere around the world.

It is our policy to conduct all of our business in an honest and ethical manner. We have zero-tolerance to bribery and corruption. Our anticorruption and bribery policy, detailed in full in our employee handbook, applies to individuals working at all grades and levels.

Our policy does not prohibit normal and appropriate hospitality (given or received) to or from third parties. We appreciate that the practice of giving business gifts varies between countries and regions; our employee handbook outlines what is considered acceptable.

Another way in which we strive to prevent corruption and bribery of any form is through our bi-annual employee appraisals. In these appraisals, employees are asked to declare any gifts made to clients so this can be logged and monitored for any discrepancies. All employees are asked to declare and keep a written record of all hospitality or gifts accepted or offered, which are subject to this bi-annual managerial review. A 100% completion rate for performance discussions is expected at ExCeL, and HR follow-up personally with any incomplete responses regarding anti-corruption and bribery.

Employees are also asked to ensure all expense claims relating to hospitality, gifts, or expenses incurred by third parties are submitted in accordance with our expenses policy and specifically record the reason for this expenditure. Training on this policy forms part of the induction process for all new employees.

Our zero-tolerance approach to bribery and corruption is communicated to all suppliers, contractors, and business partners at the outset of our business relationship with them – and as appropriate thereafter.



UN Global Compact Report - 2021 Communication on Progress

ExCeL London Management Office

Warehouse K
One Western Gateway
London E16 1XL

Telephone +44 (0)20 7069 4000

