

2017



SUSTAINABILITY

MAKING ROOM FOR A BETTER WORLD

Travel, accommodation, transportation, trade fairs and restaurants leave an environmental footprint that cannot be ignored. We want to take our responsibility and help drive sustainable development forward.

It is important to us that our visitors feel confident that we offer first-rate experiences, while taking responsibility for our footprint. We think that a good meeting place should not only be ready for the future – it should lead us there. It is quite simply time for a better world. Since 1997 we have been working on sustainable development as a natural part of our total operations. Today sustainability is one of our five main strategies and a natural part of our vision of being Europe's most attractive meeting place by offering the best overall experience.

KEY EVENTS DURING THE YEAR:

- In January we launched our new health project targeting the group's employees. The aim is to give employees opportunities to promote their health and make healthy choices.
- In February we updated our chemical handling system to a version that simplifies our work and simultaneously gives us information and access to various risk registers.
- In October we produced a photo exhibition about staff and volunteers working at Gothenburg Rescue Mission's café for the homeless. The exhibition was displayed in the hotel lobby. We also stepped up our collaboration with the Mission's café operation, where we already contribute food, clothing and voluntary work.

- In November we transformed 335 kg worn-out computers into SEK 54,300 through the foundation IT4Kids, with which we already collaborate. The sum was donated to 'Solrosen', a project focusing on children with difficult everyday lives and run by Gothenburg Rescue Mission.
- For the second consecutive year, Gothenburg ranked first in the Global Destination Sustainability Index. We collaborate with the city on sustainability issues and this ranking provides validation, strengthening us on the global market.
- Also for the second consecutive year, all shipments through our shipping agent were carbon offset.
- During 2017 we organised a number of workshops and training programmes on equal treatment. The previous year we completed our equal treatment policy and these initiatives are part of its implementation.

FROM CLEANING AND SHIPMENTS TO FOOD AND BEVERAGE

We have broad business activities and have identified a number of focus areas in which we have an impact on people and the environment – from cleaning and shipments to food and beverage. Sustainability efforts are driven by committed employees across the whole business. Read more about these efforts in our sustainability report on pages 26–29.



ISO 20121 is the international event sustainability standard to which we are certified.

This standard was developed to create sustainable events and was first used at the 2012 Olympic Games in London.

128,000

EUR 13,000 was donated to Gothenburg Rescue Mission during the Christmas gift campaign. This sum was spent on children's counselling, soft toys for unaccompanied child refugees and porridge breakfasts at the Rescue Mission's café for the homeless.



5,500 Christmas gifts

were collected during Gothia Towers' annual Christmas gift campaign. All the Christmas gifts were distributed by Gothenburg Rescue Mission to children and young people in need.



Accessibility

DURING THE YEAR we updated information on the facility's accessibility at www.t-d.se to make it easier for everyone to visit our meeting place.



TillgänglighetsDatabasen

100%

100 PER CENT of the coffee served at our meeting place is ecological and Fairtrade.



66 per cent

66 PER CENT of our permanent employees have so far completed the sustainability training launched in 2015.

7,046

7,046 portions of food were donated to Gothenburg Rescue Mission.

SUSTAINABILITY REPORT

The Swedish Exhibition & Congress Centre group has been working with sustainable development for more than 20 years and sees it as a key factor in generating profitable growth and being an attractive meeting place. As the group grows, so does its potential impact on society in the form of travel, accommodation, transportation, fairs and restaurants.

The group takes responsibility for this impact through active sustainability efforts characterised by collaboration, commitment and a will to continue driving sustainable development forward. This work is carried on by committed employees across the whole group.

The group's business model aims to create business-generating meetings and memorable experiences as well as profitable growth.

The model is based on a total offering where visitors take part in a variety of experiences under one roof. Since 2015 sustainability has been one of five strategies intended to help the group achieve its vision of being Europe's most attractive meeting place by offering the best overall experience.

In its sustainability efforts the Swedish Exhibition & Congress Centre group concentrates on a number of focus areas. All have been chosen based on the result of a number of sustainability investigations conducted by the group.

The aim of these investigations was to identify where the business's impact is largest from a sustainability perspective.

A sustainability team is responsible for driving the group's sustainability issues.

This team comprises those responsible for each focus area and representatives for a number of vital operational functions.

The team members have a delegated responsibility in sustainability issues affecting their area of responsibility and ensure the monitoring and results of targets set. The team also includes the group's Communications Director, who is management's representative in sustainability issues.

Since 2015 the group's sustainability efforts have been monitored in accordance with a management system based on ISO 20121 in which the group is third party certified. Certification includes an annual risk management process in which each focus area is assessed in accordance with a model developed.

SUMMARY

The Swedish Exhibition & Congress Centre group has broad operations comprising several different areas of activity, from hotel, food and beverage, conferences and events to fairs and meetings. Sustainability efforts focus on a number of areas, which have been monitored since 2015 on the basis of defined procedures and long-term targets. These targets are monitored annually based on several performance measures and are an important part of the group's strategy for the period 2015–2018.

Environment & CSR

ENERGY AND CLIMATE

The group wants to offer a climate-smart meeting place and the whole facility's electricity requirements have been met by wind power since 2011.

Lighting, ventilation, heating, cooling and behaviours are factors affecting the group's energy consumption and continuous efforts are made to optimise the group's properties with regard to these factors. The long-term target is that the total energy consumption for electricity, heating, cooling and gas should be fossil free and that the group's total energy usage should be 183 kWh per square metre.

The supporting document is the group's sustainability policy, which is monitored through annual targets.

KEY RATIOS	2017	2016
Energy consumption per m ²	182 kWh	190 kWh
Carbon dioxide emissions per m ² linked to the group's energy consumption ⁽¹⁾	4.9 kg	5.3 kg

⁽¹⁾ The climate accounts have been prepared in accordance with Greenhouse Gas Protocol (a global standard for measuring, managing and reporting greenhouse gas emissions). We apply dual reporting and report here the value from the market-based calculation.

FOOD AND BEVERAGE

Organic, locally produced and Fairtrade are buzzwords that the group strives to satisfy in the restaurant offering. The restaurants' wine and beer lists include a number of organic options and are under constant development. A reduction in food waste and more sustainability certifications for the restaurant business are the group's long-term targets for this focus area.

The supporting document is the group's sustainability policy, which is monitored through annual targets.

KEY RATIOS	2017	2016
Organic staples as a percentage of our total food range	17.4 %	17.3 %

CHEMICALS

The group's ambition is that all products used in the daily operation should be ecolabelled with the EU Ecolabel, the Nordic Ecolabel or Good Environmental Choice. This applies to everything from dishwasher detergents, window-cleaning products, floor and toilet cleaners to paints and glues. Continuous efforts are made to restrict the need for chemicals through innovative solutions and changes in working practices. The long term target, which is based on an action plan, is to eliminate dangerous substances listed in the Swedish Chemicals Agency's PRIO database. The supporting document is the group's sustainability policy, which is monitored through annual targets.

KEY RATIOS	2017	2016
Percentage by volume of ecolabelled chemical usage	74.4 %	73.0 %

WASTE

The group works continuously to reduce the total amount of waste and make it easy for visitors, guests and customers to manage their waste. Over 85 per cent of total waste is recycled. The target is that 99 per cent of the group's waste should be recycled for materials or energy recovery or alternatively reused.

The meeting place has containers for sorting paper, combustible waste, glass and cans. Some of the total amount of waste is composted and digested for conversion into biogas, which is then used to fuel the cookers in the restaurant kitchens. Broken and worn-out IT equipment is donated to the foundation IT4Kids. The supporting document is the group's sustainability policy, which is monitored through annual targets.

KEY RATIOS	2017	2016
Recycling rate	93.6 %	90.0 %

SHIPMENTS

The group's intention is to reduce carbon dioxide emissions and traffic pressure in central Gothenburg. The group therefore optimises its logistics through consolidation and compression of goods volumes to and from the facility. The number of shipments during a financial year varies depending on the number of fairs and events organised at the meeting place.

The long-term target, which has been achieved over the past two years, is that all shipments under the group's own management are carbon offset.

During the year the number of shipments to the meeting place was reduced by 590 through consolidation. The supporting document is the group's sustainability policy, which is monitored through annual targets.

SOCIAL COMMITMENT

The group chooses to support organisations and projects working locally for good causes. Its partners are mainly Gothenburg Rescue Mission and Friends of El Sistema in Gothenburg.

The Rescue Mission helps people on the margins of society, while El Sistema uses music to create a positive social change in children's lives. Both collaborations go back several years and the group's long-term target is to contribute through active social commitment to a sustainable city with results that attract positive attention.

ACCESSIBILITY

The group is implementing and planning both short- and long-term adaptations to its premises.

The target is that everyone, whatever their accessibility requirements, should be able to visit the meeting place. The result of this work is kept updated in the Accessibility Database, which offers information to the public on accessibility at Swedish venues. The long-term target is that the facility should be an industry example in accessibility. The supporting document is the group's sustainability policy, which is monitored through annual targets.

Social conditions and employees

CORPORATE CULTURE

The Swedish Exhibition & Congress Centre group's development and success rest on committed and bold employees, who cooperate to exceed visitor expectations and to create a place for unique experiences and world-class meetings.

The corporate culture is business driven with a focus on the customer experience and is characterised by our core values of engagement, cooperation and boldness. The group aims for diversity among its employees and actively works to promote an inclusive culture. All permanent employees receive regular online training on the group's sustainability efforts.

The long-term target is a commitment index of 81.

The supporting document is the group's employee survey.

KEY RATIOS*	2017	2016
Commitment index (Index EI)	79	76

EMPLOYEES

The group works actively to offer a dynamic, inspiring, developing and sustainable workplace. The breadth of development opportunities means that many employees can build an entire career within the group.

Employees are given considerable individual responsibility for their assignments, areas of responsibility, personal targets and development. Every year individual performance reviews are conducted in which development areas are identified.

The group's core values form the basis of employeeship. The long-term target for the group's team effectiveness is an index of 74. See Note 5 for further information on the number of employees. The supporting documents are the group's employee policy and employee survey.

KEY RATIOS*	2017	2016
Team efficiency (Index TEI)**	73	-

LEADERSHIP

The group considers that good leadership is a success factor in creating a competitive and sustainable workplace. The leadership philosophy is motivating, engaging, developing and producing results through others and leadership is imbued with the group's core values. Management competence development in leadership, work environment and labour law is continuously implemented. An employee survey is conducted annually in which all managers receive feedback on their leadership. The long-term target is a leadership index of 78. The supporting documents are the group's leadership policy and employee survey.

KEY RATIOS*	2017	2016
Leadership index (Index LSI)**	77	-

WORK ENVIRONMENT

A good, safe and sustainable workplace is the group's overall objective. The group works systematically with work environment issues, including reporting and following up on incidents and accidents, and regularly conducting health and safety inspections, risk assessments and employee surveys.

The group has a work environment committee that meets regularly and employees, managers and health and safety representatives cooperate to create and maintain a good work environment. The group also operates a health project that aims to give employees opportunities to promote their own health and make healthy choices. The long-term target for the group's psychosocial work environment is an index of 73. The supporting documents are the group's work environment policy and action plan, and an alcohol and drugs policy.

KEY RATIOS*	2017	2016
Psychosocial work environment (Index PAI)**	72	-
Sickness absence in the group	5.4 %	5.2 %

EQUAL TREATMENT

All employees in the group have the same value. Employees should be treated with respect and dignity irrespective of gender, transgender identity or expression, ethnic affiliation, religion or other belief, disability, sexual orientation or age. Everyone should have equal opportunities to succeed and perform their best.

The group has drawn up an equal treatment policy and an equal rights and opportunities plan, which contains targets for the group's equal treatment efforts.

The equal treatment policy is part of the employee policy. The long-term target is an equal treatment index of at least 90. The supporting documents are the group's equal treatment policy and equal rights and opportunities plan.

KEY RATIOS*	2017	2016
Equal treatment index	87	86

* The index is a result of selected questions in the group's employee survey, which is conducted jointly with Netsurvey. The result is compared with over 500,000 responses from over 200 Nordic and international organisations. The highest value on all indexes is 100. The equal treatment index is only measured for the Swedish Exhibition & Congress Centre group and is an exception.

** Since the group's method for calculating the index concerned was changed in 2017, there is no comparable index for 2016.

Respect for human rights

The group's code of conduct lists basic sustainability requirements and ethical guidelines for suppliers with sales of more than SEK 3.5m. The code of conduct also covers human rights and is part of every negotiation. Suppliers are responsible for ensuring that their subcontractors comply with the group's code of conduct. Monitoring takes place continuously in connection with contract renewal and at quarterly monitoring meetings with suppliers. The supporting document is the group's supplier code of conduct.

Counteracting corruption

The Swedish Exhibition & Congress Centre group had no reported cases of corruption during the year or the previous year. Corruption issues are handled in the risk management process, which is governed by the risk management policy. The code of conduct states clearly how the group's employees should behave towards customers, potential customers, suppliers and consultants regarding any gifts, entertainment and the like. The supporting documents are the group's supplier code of conduct, employee code of conduct and risk management policy.

Auditor's report on the statutory sustainability report

To the board of directors of the Swedish Exhibition & Congress Centre Foundation, corporate identity number 857201-2444.

Engagement and responsibility

It is the board of directors that is responsible for the sustainability report for the year 2017 on pages 26–29 and that it has been prepared in accordance with the Annual Accounts Act.

The scope of the audit

Our examination has been conducted in accordance with FAR's auditing standard RevR 12 *The auditor's opinion regarding the statutory sustainability report*.

This means that our examination of the sustainability report is substantially different and less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

Opinion

A sustainability report has been prepared.

Gothenburg, 2 March 2018


Helène Siberg Wendin
Authorised public accountant


Andreas Mast
Authorised public accountant

