

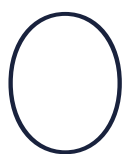
2019



# SUSTAINABILITY

## MAKING ROOM FOR A BETTER WORLD

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



Our visitors can rely on us to offer top class experiences where we take responsibility for the environmental and social footprints generated. We believe that a good venue should not only be ready for the future – it should lead us there. There is quite simply room for a better world.

Since 1997 we have integrated sustainability in all our operations, both to assume our part of global responsibility to current and future generations and because this is how we create value and become attractive to our customers. In our business plan for 2019–2021, we have prioritised three overall goals that are contained in several of the UN's 17 global sustainability goals in Agenda 30. We believe that these three are particularly important and relevant to our operations:

- We will reduce our total energy consumption by 10%.
- We will replace our fossil plastic disposable materials with sustainable alternatives.
- Our employees think that we are a sustainable workplace.

### FROM CLEANING AND TRANSPORT TO FOOD AND DRINK

We operate on a broad front. In addition to prioritising three general goals, we have identified a number of focus areas in which we have an impact on people and the environment, from cleaning and transport to food and drink. Committed employees are responsible for our sustainability work, which permeates the whole business.

### SIGNIFICANT EVENTS DURING THE YEAR:

- For the fifth year in a row, we were certified according to ISO 20121, a sustainable events standard with high international ranking.
- The photography exhibition 'Renare hav' (Cleaner Ocean), by photographer Joakim Blomquist, was shown in the Gothia Towers lobby. The exhibition highlighted micro-plastics in the oceans and a research project at Chalmers University of Technology that we are supporting.
- The Trä & Teknik (Wood Products & Technology) fair signed a long-term partnership agreement with the trade associations Svenskt Trä (Swedish Wood), Trä- och Möbelföretagen (the Swedish Federation of Wood and Furniture Industry), STTF (Svenskt Trätekniskt Forum – the Swedish Wood Technology Forum) and Sawtec. The aim is to raise awareness of wood as a construction material and jointly focus on issues related to Agenda 2030 based on sustainable development and innovation.
- For the fourth year in a row, Gothenburg took first place in the Global Destination Sustainability Index. We work with the city on sustainability issues, and this placing means recognition that puts us in a stronger position on the international market.
- We created 12 new accessible hotel rooms. The fixtures and fittings are height-adapted, doors open automatically and surface materials have been chosen to make life easier for wheelchair users and allergy sufferers.
- 450 kg of obsolete PCs were converted into SEK 70,000 via our partner the IT4Kids foundation. The sum was donated to Solrosen, a project focusing on children with problems run by the Rescue Mission.

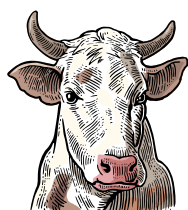
Read more about our sustainability work in the sustainability report on pages 4–7.



**EL SISTEMAS VÄNNER (FRIENDS OF EL SISTEMA)** is a non-profit association with its roots in Venezuela that uses music to create positive social change for children. El Sistema is one of our partners.



**ISO 20121** is the international sustainability standard to which we are certified. The certification was developed to create more sustainable events and was first used at the London Olympics in 2012.



100%

**ONE HUNDRED PERCENT** of the milk served at our venue is organic.

Coffee

**THE COFFEE SERVED** at our venue is fair trade and organic.



4,684

**4,684 PORTIONS** were donated to the Rescue Mission.



55,000

**SEK 55,000** was donated to the Rescue Mission from the Christmas present collection. The money was used for various purposes, including counselling for children, cuddly toys for unaccompanied child refugees and breakfasts at the Rescue Mission's café for the homeless.



3,500

**3,500 CHRISTMAS PRESENTS** were collected during Gothia Towers' annual collection. All the presents were handed out to needy children and young people by the Rescue Mission.



# SUSTAINABILITY REPORT

The Swedish Exhibition & Congress Centre Group has been focusing on sustainable development for more than 20 years and sees it as a key factor in creating profitable growth and being an attractive venue. This is the Group's third sustainability report and concerns the 2019 financial year. Sustainable development is one of the Group's six strategic focus areas described in the business plan for 2019-2021, with the business model of creating holistic experiences under one roof for profitable growth.

The business plan prioritises three general sustainability goals, each of which is clearly linked to several of the UN's global sustainability goals in Agenda 2030. To ensure that the goals are achieved, planning and follow-up take place on annual basis in consultation with affected areas in the business.

SUSTAINABILITY TARGETS FOR 2019-2021	STRATEGY
We should reduce our total energy usage by 10 per cent.	Minimise energy usage to reduce environmental impact and increase profitability.
We should replace disposable fossil-based plastic materials with sustainable alternatives.	Replace disposable fossil-based plastic materials with sustainable materials through innovative solutions.
Our employees should consider that we are a sustainable workplace.	Strengthen employee wellbeing by focusing on the work environment, health and equal treatment. Create a workplace where employees feel good, achieve and develop through preventive and health-promoting activities.

As the Group grows, its potential impact on society in the form of travel, housing, transport, exhibitions and restaurants also grows. The Swedish Exhibition & Congress Centre Group takes responsibility through active sustainability work, which is characterised by the Group's core values: collaboration, commitment and courage. An internal sustainability group representing eight focus areas (energy and climate, food and drink, accessibility, waste, transport, chemicals, social engagement and health and safety) is responsible for promoting the Group's sustainability issues with the sustainability manager and communications director, who are the advocates for sustainability issues at management level. Short-term and long-term goals are followed up and progress ensured at regular meetings with the group.

The eight focus areas chosen are based on the results of a number of internal sustainability studies. The aim of the studies

was to identify where operations have the greatest impact in terms of sustainability. An annual risk assessment of these areas is performed every year.

Since 2015, the Group's sustainability work is followed up using a management system based on ISO 20121, to which the Group is certified by a third party. The certification entails annual risk management work in which each focus area is assessed against a model.

## SUMMARY

The Swedish Exhibition & Congress Centre Group works on a broad front, encompassing several different operating areas from hotel, food and drink, conferences and events to exhibitions and meetings. The sustainability work focuses on a number of areas that are followed up annually based on defined procedures and the three long-term goals in the business plan for 2019-2021. Sustainability work developed positively in 2019. This was shown in part by the fact that the Group was recertified to ISO 20121, an international standard for sustainable events. ■

## Environment & CSR

### ENERGY AND CLIMATE

The Group wants to offer a climate-smart venue. Since 2011, wind power has met the power needs of the entire centre. Lighting, ventilation, heating, cooling, knowledge and behaviour are factors that affect energy consumption, and the Swedish Exhibition & Congress Centre Group works continuously to optimise its properties in terms of these factors. The supporting documentation is the Group's sustainability policy, which is followed up via annual targets.

KEY RATIOS	2019	2018	2017
Energy consumption per m <sup>2</sup>	186 kWh	198 kWh	182 kWh
Carbon dioxide emissions per m <sup>2</sup> linked to the group's energy consumption <sup>(1)</sup>			
– Market based	6,10 kg	6,28 kg	4,90 kg
– Location based	6,96 kg	7,29 kg	-

<sup>(1)</sup> 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 both the market-based and the location-based results as from 2018.

## FOOD AND DRINK

Organic, locally produced and fair trade are the key words guiding what the Swedish Exhibition & Congress Centre Group offers in its restaurants. The restaurants' wine and beer lists offer a number of organic products and are under constant development. The supporting documentation is the Group's sustainability policy, which is followed up via annual targets.

KEY RATIOS (%)	2019	2018	2017
Organic staples as a percentage of our total food range	17.01	17.90	17.44

## CHEMICALS

The Swedish Exhibition & Congress Centre Group aims to ensure that all products used in its day-to-day operations are eco-labelled with the EU flower, the Nordic Ecolabel or Bra Miljöval (the Swedish Good Environmental Choice label). This applies to everything from dishwasher detergent to window, floor and bathroom cleaning products to paints and adhesives. The Group works constantly to reduce the need for chemicals, in part through innovative solutions and changes to working methods. The long-term goal, based on an action plan, is to eliminate hazardous substances listed in the Swedish Chemicals Agency's PRIO database list. The supporting documentation is the Group's sustainability policy, which is followed up via annual targets.

KEY RATIOS (%)	2019	2018	2017
Percentage by volume of ecolabelled chemical usage	75.64	78.88	74.41

## WASTE

The Group works constantly to reduce its total volume of waste and make it easier for visitors, guests and customers to manage their waste during their visits. Just over 95% of all waste is recycled. Public areas at the venue have containers for sorting paper, combustible waste, glass and tins. Some waste is composted and digested to generate biogas which is then used in the cookers in restaurant kitchens. Broken and

obsolete IT equipment is donated to the IT4Kids foundation. The supporting documentation is the Group's sustainability policy, which is followed up via annual targets.

KEY RATIOS (%)	2019	2018	2017
Recycling rate	95.17	94.00	93.60

## TRANSPORTATION

The Swedish Exhibition & Congress Centre Group aims to reduce carbon dioxide emissions and traffic volumes in central Gothenburg. The Group therefore optimises its logistics using shared loads and by compressing volumes of goods to and from its venues. The number of journeys during one financial year varies depending on the number of exhibitions and events at the venues. During the past year, the Group reduced the number of goods journeys to its venues by 1,026 (984) by means of shared loads. The supporting documentation is the Group's sustainability policy, which is followed up via annual targets.

## SOCIAL ENGAGEMENT

The Group chooses to support a number of organisations and projects that promote good causes at a local level. The Swedish Exhibition & Congress Centre Group's primary partners are the Rescue Mission and El Sistemas Vänner in Gothenburg. The Rescue Mission helps people on the fringes of society, and El Sistema uses music to create positive social change for children. Both partnerships are well established, the Rescue Mission since 2008 and El Sistema since 2015.

## ACCESSIBILITY

The Swedish Exhibition & Congress Centre Group implements and plans both short-term and long-term adaptations to its premises. The aim is to make it possible for everyone to be able to visit its venues, regardless of ability. The results of this work are updated on the Accessibility database which provides information for the general public on accessibility at Swedish venues. In April 2019, we launched ten new accessible rooms, and we now offer a total of 12 accessible rooms and one suite. The supporting documentation is the Group's sustainability policy, which is followed up via annual targets.

## Social conditions and staff

### CORPORATE CULTURE

The development and success of the Swedish Exhibition & Congress Centre Group depend on committed, courageous employees working together to exceed visitor expectations and create a place for unique experiences and world-class meetings. Our corporate culture is business-driven with the focus on the customer experience, and is characterised by our core values: commitment, collaboration and courage. The Group strives for diversity among its employees and works hard to promote an inclusive culture. All permanent employees receive regular training on the Group's sustainability work via e-learning. The supporting documentation is the Group's employee survey.

KEY RATIOS*	2019	2018	2017
Commitment index (Index EI)	82	81	79

### EMPLOYEES

The Group works hard to offer a dynamic, inspiring, developmental, sustainable workplace. There are many career paths, which means that many employees can spend their entire working life in the Group. Employees are given great individual responsibility for their tasks, and have areas of responsibility, personal targets and the opportunity to develop. Individual target reviews and performance reviews are held every year to map out areas for development. The core values of the Swedish Exhibition & Congress Centre Group are at the heart of what it means to be our employee. See also Note 6 for further information on the number of employees. The supporting documentation is the Group's employee policy and employee survey.

KEY RATIOS*	2019	2018	2017
Team efficiency (Index TEI)	75	74	73

### LEADERSHIP

The Swedish Exhibition & Congress Centre Group believes that good leadership is key to success and creates a competitive, sustainable workplace. Our leadership philosophy is to motivate, engage, develop and create results through others, and our leadership reflects the Group's core values. Skills development initiatives in leadership, health and safety and labour law are regularly implemented for leaders. An employee survey is carried out every year, and all managers receive feedback on their leadership. The supporting documentation is the Group's leadership policy and employee survey.

KEY RATIOS*	2019	2018	2017
Leadership index (Index LSI)	80	79	77

### HEALTH AND SAFETY

A good, safe, sustainable workplace is the overall objective of the Group. The Group works systematically to improve health and safety, partly by reporting and following up on incidents and accidents and by regularly carrying out safety inspections, risk assessments and employee surveys. The Group has a health and safety committee that meets regularly, and employees, managers and safety officers work together to maintain and create a good working environment. The Swedish Exhibition & Congress Centre Group also focuses on health, with the aim of helping employees improve their own health and make healthy choices. The supporting documentation is the Group's health and safety policy and action plan, and its alcohol and drugs policy.

KEY RATIOS*	2019	2018	2017
Psychosocial work environment (Index PAI)	75	74	72
Sickness absence in the group	4.94%	5.73 %	5.36%

## EQUAL TREATMENT

All employees of the Swedish Exhibition & Congress Centre Group are of equal value. Employees must be treated with respect and dignity, regardless of gender, transgender identity or expression, ethnic affiliation, religion or other belief, disability, sexual orientation or age. Everyone must have equal opportunities to succeed and perform at their best. The Swedish Exhibition & Congress Centre Group has prepared an equal treatment policy and a plan for equal rights and opportunities which contains goals for the Group's equal treatment work. The supporting documentation is the Group's equal treatment policy and plan for equal rights and opportunities.

KEY RATIOS*	2019	2018	2017
Equal treatment index	92	89	87

\* 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

## 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 3.5 m. 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 customer, 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.

## The auditor's opinion concerning the statutory sustainability report

To the Board of Directors of the Swedish Exhibition & Congress Centre Foundation, corporate identity no. 857201-2444

### Task and division of responsibilities

The Board of Directors is responsible for the sustainability report for 2019 on pages 26-29 and for it being prepared in accordance with the Swedish Annual Accounts Act.

### Focus and scope of the review


Our review took place in accordance with FAR recommendation RevR 12, 'The auditor's opinion concerning the statutory sustainability report'. This means that our review of the


sustainability report has another focus and is substantially narrower in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that this review provides us with a sufficient basis for our opinion.

### Opinion

A sustainability report has been prepared.

Gothenburg, 4 March 2020

  
Heléne Siberg Wendin  
Authorised public accountant

  
Andreas Mast  
Authorised public accountant

