

**SUSTAINABILITY REPORT**  
THE SWEDISH EXHIBITION & CONGRESS CENTRE FOUNDATION

2021

# SUSTAINABILITY REPORT

The Covid-19 pandemic continued to affect the Swedish Exhibition & Congress Centre Group in 2021. Some parts of our operations were prohibited from trading, and it was possible to hold just a few in-person exhibitions after the restrictions were lifted in autumn 2021. This also meant that visitor and guest numbers were generally much reduced over the year, with some seasonal variations where hotels recorded an uptick on the previous year.

The health and safety of our visitors and employees was our highest priority at all times. We followed official recommendations and adapted our organisation and centre to the conditions occasioned by the pandemic. The greater need for internal and external information, coupled with the need for infection control, meant a continued enhanced need for proactive and reactive communication in 2021 to create a safe venue with no elevated risk of infection.

Several initiatives were launched in 2020 with various industry operators to tackle the challenges of the Covid-19 pandemic together. These partnerships continued in 2021, including the tourist industry initiative 'Safe to Visit' and the exhibition industry partnership 'Vi Ses Säkert' (See you Safely). The internal project 'Safe at Work', focusing on a safe, healthy workplace for our employees, also continued in 2021.

Sustainability has been part of the Group's work for over 20 years and has long been regarded as a key factor in creating profitable growth and providing an attractive venue. This is the Group's fifth sustainability report and it concerns the 2021 financial year.

Sustainable development was 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 sustainable development goals (SDGs) in Agenda 2030. To ensure goal achievement, planning and follow-up have taken place annually in consultation with affected operating areas.

In the course of our sustainability work, eight areas have been identified in which our operations have the greatest impact. An annual risk assessment of these areas is performed every year.

While the pandemic has limited much of our normal operations, there has also been the opportunity to adapt and develop working methods and content to create the right focus going forward. In 2021, the Group drew up a new sustainability strategy to accelerate the development of sustainable meetings and experiences and to meet new internal and external needs. The new strategy, which is also part of the business plan for 2022–2024, is based on four focus areas (Sustainable Choices, Circular Resources, Sustainable Meetings and Relations and Health) and is

designed to clarify and reinforce the connections between operational sustainability work, the sustainable development goals in Agenda 2030 and the overall climate goal in the Paris Agreement.

As part of the implementation of the new sustainability strategy, the Swedish Exhibition & Congress Centre Group carried out a number of activities in 2021 to drive its sustainability work forwards. In the spring, the Group became a member of the UN Global Compact, the biggest sustainability initiative in the world. The ten fundamental principles, with internationally ratified conventions on human rights, labour law, the environment and anti-corruption, constitute an important instrument in the Group's active sustainability work.

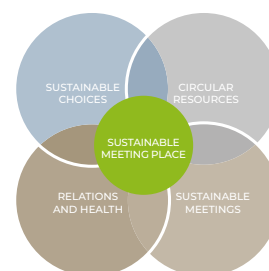
In addition, a new sustainability forum was established with representatives of the various operating areas to implement and drive the work on the four focus areas and identify measurable new initiatives that will lead to positive transformation and improvement. The sustainability forum is chaired by the Communications Director, who is ultimately responsible for sustainability at management level.

The new data-driven reporting platform Position Green was also implemented during the year to enhance the efficiency of and facilitate the management and development of measurable sustainability data.

The Swedish Exhibition & Congress Centre Group sees international collaboration as an important step towards ensuring that the industry can help achieve the UN climate goals. Ahead of the COP26 climate conference in Glasgow, the Group signed the joint commitment by the Joint Meetings Industry Council (JMIC) to halve carbon dioxide emissions by 2030 and achieve net zero emissions in the industry by 2050.

Since 2015, the Group's sustainability work has been 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. The most recent certification was completed in December 2020 and is valid for one year.

As part of the new sustainability strategy, work has begun to map relevant quality assurance systems to meet the requirements made in the broad area of activity of the Group. Existing key ratios will also be evaluated in 2022 to reinforce the link to the four focus areas and the overall improvement work to become a sustainable venue.



## 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. The Swedish Exhibition & Congress Centre Group works constantly to optimise its properties in respect of these factors. The supporting documentation is the Group's sustainability policy, which is followed up via annual targets.

### 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 the range is being constantly expanded. The supporting documentation is the Group's sustainability policy, which is followed up via annual targets.

### 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.

### 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. 95 per cent of all waste is recycled. Public areas at venues 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.

### TRANSPORTATION

The Swedish Exhibition & Congress Centre Group aims to contribute to reducing carbon dioxide emissions and traffic congestion 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. 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 local level. In 2021, the Swedish Exhibition & Congress Centre Group focused mainly on various projects by the Rescue Mission, which aims to combat social vulnerability and exclusion in and around the Gothenburg area. The Swedish Exhibition & Congress Centre Group has been collaborating with the Rescue Mission since 2008.



### 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. Gothia Towers has 12 accessible rooms and one accessible suite. The supporting documentation is the Group's sustainability policy, which is followed up via annual targets.

#### SUSTAINABILITY TARGETS FOR 2019-2021

We should reduce our total energy use by 10%.

We should replace disposable fossil-based plastic materials with sustainable alternatives.

Our employees should consider that we are a sustainable workplace.

#### STRATEGY

Minimise energy use to reduce environmental impact and increase profitability.

Replace disposable fossil-based plastic materials with sustainable materials through innovative solutions.

Strengthen employee well-being by focusing on the working environment, health and equal treatment. Create a workplace in which employees feel good, achieve and develop through preventive and health-promoting activities.

#### KEY RATIOS

	2021	2020	2019
Energy consumption per m <sup>2</sup>	159 kWh	147 kWh	186 kWh
Carbon dioxide emissions per m <sup>2</sup> linked to the Group's energy consumption			
- Market-based <sup>(1)</sup>	1.46 kg	3.45 kg	6.10 kg
- Location-based <sup>(1)</sup>	1.57 kg	4.30 kg	6.96 kg
Organic staples as a percentage of our total food range	15.78%	15.99%	17.01%
Percentage by volume of eco-labelled chemical use	53.96%	53.98%	75.64%
Recycling rate	93.92%	93.00%	95.17%

<sup>(1)</sup> Market-based and location-based emissions were calculated in 2021 according to emission factors produced by the IEA.

## Social conditions and staff

### CORPORATE CULTURE

The development and success of the Swedish Exhibition & Congress Centre Group depend on highly committed employees working together to exceed visitor expectations and create a place for unique experiences and world-class meetings. This requires good leadership and strong employeeship. 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. The supporting documentation is the Group's employee survey. The annual employee survey, which is conducted at Group level, contains questions on Commitment, Team Efficiency, Leadership, Organisational and Social Working Environment and Equal Treatment.

The 2021 employee survey also included questions on Covid-19 and remote working as a result of the Covid-19 pandemic to ensure a sustainable workplace. The Group also drew up a policy and guidelines on remote working to help ensure a good working environment.



### 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. For example, employees are offered skills development to meet new customer requirements and expectations. The core values of the Swedish Exhibition & Congress Centre Group are at the heart of what it means to be our employee. The supporting documentation is the Group's employee policy and employee survey.

### 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 and develop our employees to achieve results. 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.

## HEALTH AND SAFETY

Our overall objective is a sustainable workplace based on a good physical, social and digital working environment. 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 improve the working environment and ensure that we promote 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.

## EQUAL TREATMENT

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.

## 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 million. 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

Since 2020, there has been a whistleblower service provided by a third party. Staff or others may contact the service if they suspect irregularities and want to remain anonymous. The 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 and our code of conduct. The code of conduct states clearly how the Group's employees should behave towards all relevant stakeholders 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.

KEY RATIOS*	2021	2020	2019
Commitment index (Index EI)	83	81	82
Team efficiency (Index TEI)	76	Not measured	75
Leadership index (Index LSI)	80	78	80

KEY RATIOS*	2021	2020	2019
Organisational and Social Working Environment (OSI)	76	76	75
Sickness absence in the Group	4.00%	3.90%	4.94%
Equal treatment index	93	Not measured	92

\* The index is the result of selected questions in the Group's employee survey, which is conducted jointly with Brilliant Future. The result is compared with over 600,000 responses from over 260 Nordic and international organisations. The highest value in all indexes is 100. The equal treatment index is only measured for the Swedish Exhibition & Congress Centre Group and there are therefore no comparative figures.

SVENSKA  MÄSSAN  
THE SWEDISH EXHIBITION & CONGRESS CENTRE