

# Sustainability Report 2025

The Swedish Exhibition & Congress Centre Foundation aims to promote business by offering meeting places for people, ideas and new perspectives. As a foundation with a long-term responsibility, we create value over time – for our visitors and employees, for Gothenburg, and for society. Sustainability is an integral part of this.

This report covers the financial year 2025 and describes how sustainability work is conducted and monitored within the Swedish Exhibition & Congress Centre and Gothia Towers' operations. Its sustainability work develops incrementally, in close connection with company objectives. Progress is made by collaborative efforts that rely on the commitment of its employees in their day-to-day work.

In 2024, we made initial preparations to report in accordance with the Corporate Sustainability Reporting Directive (CSRD) and European Sustainability Reporting Standards (ESRS). This work continued in 2025. However, due to changes in the regulatory timetable, the application of the CSRD and ESRS in our sustainability reporting has been postponed until they become required by Swedish law.



# Sustainability in summary

## From farm to table – by water

In 2025, we launched an initiative in collaboration with Fiskhallen Sorunda to use vegetable peelings as raw material for fish food. Fish reared with the feed (in this case rainbow salmon) are purchased and served at our facility.



# 99,5 %

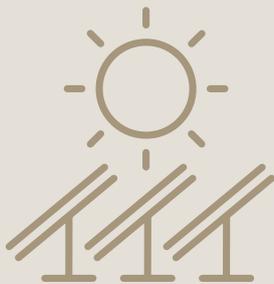
## Recycling rate

99,5 percent of waste generated in our operations is recycled, of which material recycling and biological recycling account for 60 percent.

# 69 %

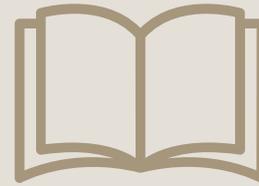
## Health care benefits used

Around seven out of ten of our employees used their wellness allowances in 2025 – the highest level to date.



# 148 950

kWh Renewable electricity.  
Our solar power facility produced  
148,950 kWh in 2025.



# 100 %

## Employee training

All employees underwent training in 2025,  
as part of our skill-raising initiatives.



## Our furniture lives on

We donated approximately 45 sofa beds and 35 tables, as well as a number of chairs, to our partner Reningsborg, a social sustainability organization with a strong focus on children, young people and families.

# Strategy and governance

**Sustainability is central to our strategy and aim to become Europe's most attractive location for integrated meeting experiences. Sustainability is integrated into our business plans and day-to-day work. Our efforts aim to create long-term value for our business, visitors, customers, employees and society as a whole. Our sustainability work is integrated within our operations and based on international commitments and our role in the development of Gothenburg and its tourism industry.**

Our strategy aims to create sustainable meeting places, based on initiatives that support our overall business objectives and contribute to the aims of the Paris Agreement and Agenda 2030. Our sustainability work is guided by several frameworks, including the UN Global Compact, the Global Goals for Sustainable Development and the Net Zero Carbon Events Pledge of the international events industry.

## Principles of sustainable development

Our sustainability work is based the Fundamental Commitment to Sustainable Development steering document, which states our purpose, responsibilities and ambitions.

In line with ISO 20121, this commitment is based on the principles of integration, integrity, stewardship and transparency, which guide sustainability decisions, priorities and implementation throughout the business.

The steering document determines a high level of governance and acts as a guide for our sustainability policy, established goals and associated action plans. This structure ensures that our sustainability work is systematic, anchored in our mission and integrated into strategic and operational management.

## Priority focus areas

Our sustainability work is conducted and structured within four focus areas. In combination, these encourage sustainable choices, resources efficiency and low-impact meetings, as well as promoting good working relationships and wellbeing.

## Certification and management systems

The Swedish Exhibition & Congress Centre and Gothia Towers has been certified according to ISO 20121 standards for sustainable events since 2015. This applies to the venue as a whole – trade fairs, meetings, events, the hotel, restaurants and spas – and ensures a systematic approach to sustainable leadership, governance and improvement work.

In 2025, an independent external audit was conducted, in accord with updates to ISO 20121 standards. The audit included, among other issues, goal structuring, processes, deviation management and monitoring, which led to the company meeting the new standards.

During 2025, a decision was taken to implement ISO 14001 (Environmental Management) and ISO 50001 (Energy Management) within our certified management systems. The implementation will

### Sustainable choices

We consider sustainability issues in all company purchasing and offer sustainable choices to our visitors and customers.

### Relationships and health

We build sustainable relationships and work actively to create good working environments.



### Circular resources

We promote circularity, in terms of resource optimization and waste minimization.

### Sustainable meetings

We collaborate with customers to create sustainable meetings through conscious choices.

be part of our continued efforts to strengthen our structured sustainability work. These standards will enhance governance, improve monitoring, and support the continuous reduction of environmental impact and energy consumption.

### Responsibility and organization

In order to achieve our goals, sustainability work is conducted throughout the company. We aim for all employees to contribute to our overall sustainability goals.

The Board of Directors has ultimate responsibility and delegates management and control of sustainability work to the CEO and Group Management, with the CFO acting as a representative for sustainability issues.

Group Management reviews governing documents, sustainability policies and evaluation procedures annually. A steering group is responsible for coordinating, prioritising and monitoring sustainability work throughout the organisation. This work is conducted cross-functionally, with sustainability issues integral to all decision-making and monitoring processes.

Through local, national and international networks and collaboration, we share our sustainability knowledge and initiatives. We actively communicate and report on our progress, internally and externally, to ensure transparency and encourage engagement.

### Global Goals

Of the United Nations' 17 Global Goals for Sustainable Development, we have identified six as most relevant to us. These are areas in which we make the greatest impact, either positively and negatively..



### Selected commitments and collaborations

#### Standards and frameworks

ISO 20121 for sustainability at events  
 Net Zero Carbon Events Pledge  
 UN Global Compact  
 Safe Hotels Premium  
 "Väl Brandskyddat Hotell"  
 (Well Fire-Protected Hotel standard)

#### Membership of industry associations

Joint Meeting Industry Council (JMIC)  
 Professional Convention Management Association (PCMA)  
 International Congress and Convention Association (ICCA)  
 UFI – The Global Association of the Exhibition Industry  
 Meeting Professionals International (MPI)

#### Business and social organisation memberships

Göteborg & Co / Gothenburg Convention Bureau  
 Business Region Göteborg  
 Västsvenska Handelskammaren  
 Storhotellgruppen i Göteborg

#### Membership of climate and social sustainability organisations

Hållbarhetsklivet  
 Diversity Charter Sweden  
 Svenska Equality  
 RealStars  
 Räddningsmissionen  
 Reningsborg  
 Öppet Hus  
 Too Good To Go

#### Research projects

Gothenburg Green City Zone and REDIG, among others.

# Materiality and stakeholders

**Our reporting is based on a structured assessment of the most significant sustainability issues for our operations and stakeholders who affect or are affected by the Swedish Exhibition & Congress Centre and Gothia Towers. Through double materiality analysis and regular dialogue with our stakeholders, we create common foundation for prioritisation, risk management and long-term development.**

## Double materiality analysis

### Foundations and methodology

In 2024, a double materiality analysis was conducted, according to the requirements of the Corporate Sustainability Reporting Directive and European Sustainability Reporting Standards. This covered both the impact of the Swedish Exhibition & Congress Centre and Gothia Towers on people and the environment, as well as sustainability-related risks and opportunities that could affect the financial position, results and long-term development of the business.

The work was based on our business model, covering both company operations and relevant parts of our supplier and customer value chains. The assessment was based on a combination of internal analyses, dialogue with selected stakeholders and a review of identified risks and opportunities. These were linked to sustainability in the environment, social issues and governance. External changes and applicable regulations were also taken into account in order to ensure relevance and future robustness. The results were compiled in a materiality matrix, which formed the basis for prioritisation and the structure of our sustainability reporting.

### Validation and updates

In 2025, a validation of the double materiality analysis was carried out. This ensured that the material issues identified continue to reflect the impact, risks and opportunities of the business. The materiality analysis focused on monitoring changes to the business, external factors and stakeholder expectations after the previous assessment was conducted. Validation included in-depth dialogue about the material issues identified, an updated risk analysis and a review of the stakeholder analysis. These measures assessed stakeholder changes and evaluated alternative perspectives.

While the analysis recommended maintaining our priority areas, it sought to deepen the assessment of climate impact, resource use, social issues and demands from customers and partners.

### Key sustainability issues

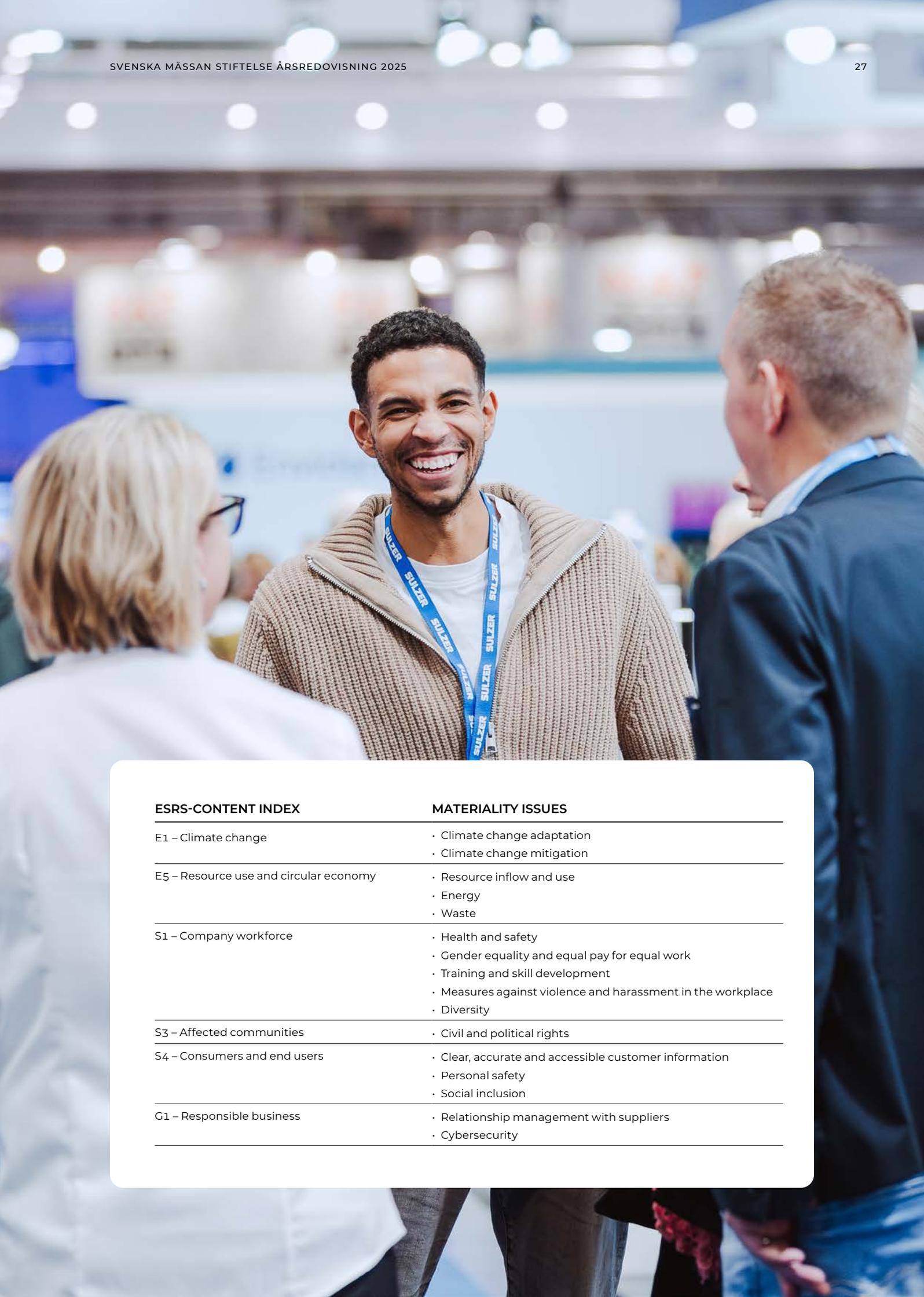
The sustainability issues shown in the table on the right were identified in the 2024 double materiality analysis, which was validated in 2025. This assessment used the Corporate Sustainability Reporting Directive and European Sustainability Reporting Standards as a reference framework for structuring and categorizing sustainability issues.

This report does not conform to all European Sustainability Reporting Standards. Our 2025 reporting is not structured around monitoring and reporting on individual materiality issues, as required by the Corporate Sustainability Reporting Directive. Materiality issues in this report constitute an overall framework for the understanding and development of sustainability work.

### Other important sustainability issues

In addition to the sustainability issues identified in the double materiality analysis, we work in other areas that are significant to our business, relationships and social responsibility.

These issues are not assessed as material, according to the impact or financial risk criteria of European Sustainability Reporting Standards but remain a priority in our operations. These include water use, community engagement and anti-corruption measures that form part of the UN Global Compact.



#### ESRS-CONTENT INDEX

E1 – Climate change

E5 – Resource use and circular economy

S1 – Company workforce

S3 – Affected communities

S4 – Consumers and end users

G1 – Responsible business

#### MATERIALITY ISSUES

- Climate change adaptation
- Climate change mitigation

- Resource inflow and use
- Energy
- Waste

- Health and safety
- Gender equality and equal pay for equal work
- Training and skill development
- Measures against violence and harassment in the workplace
- Diversity

- Civil and political rights

- Clear, accurate and accessible customer information
- Personal safety
- Social inclusion

- Relationship management with suppliers
- Cybersecurity

### Stakeholders and dialogue

Close, structured dialogue with our stakeholders is vital for understanding their expectations, identifying risks and developing our business in a responsible manner. It also forms a partial basis for the materiality analysis and monitoring our sustainability priorities.

The stakeholder analysis is conducted every three years and updated in connection with major changes to our business and external events. In 2025, a review was conducted to validate the double materiality analysis.

The Swedish Exhibition & Congress Centre Foundation and operations within The Swedish Exhibition & Congress Centre and Gothia Towers have a broad stakeholder base that spans its value chain. Dialogue with stakeholders takes different forms and occurs with varying frequency, depending on relationship, influence and other relevant issues.



PRIMARY STAKEHOLDERS	ISSUES	PRIMARY DIALOGUE METHODS
Visitors and exhibitors (trade fairs and meetings)	<ul style="list-style-type: none"> <li>· Accessibility</li> <li>· Ease and clarity of sustainable choices</li> <li>· Socially-responsible working relationships</li> </ul>	Websites, e-mails, signage and information about sustainable choices, customer dialogue, sustainability reports, customer surveys
Organizers and external customers	<ul style="list-style-type: none"> <li>· Accessibility</li> <li>· Sustainability reporting</li> <li>· Ease and clarity of sustainable and responsible choices (safety, environment, anti-corruption, human rights)</li> <li>· Requirements for third-party certification, such as the Science Based Targets initiative</li> <li>· Socially-responsible working relationships</li> </ul>	Email, websites, signage and information, events, customer dialogue, sustainability reports, customer surveys
Guests (hotel, spa and restaurant)	<ul style="list-style-type: none"> <li>· Accessibility</li> <li>· Waste reduction measures</li> <li>· Resource efficiency</li> <li>· Safety and security</li> </ul>	Face-to-face and telephone dialogue, digital interaction, surveys
Employees	<ul style="list-style-type: none"> <li>· Responsibilities and conditions within working environments</li> <li>· Safety and security</li> <li>· Attractive and competitive working conditions</li> <li>· Accessibility</li> <li>· Low staff turnover</li> <li>· Clear responsibilities and mandates</li> <li>· Position-related employer requirements</li> <li>· Skill and career development</li> </ul>	Management team meetings, departmental meetings, staff meetings, employee and professional goal interviews, employee surveys, wellness forums, manager's letters, competence portal, manager forums, whistleblower service
Suppliers	<ul style="list-style-type: none"> <li>· Responsible purchasing and social responsibility</li> <li>· Environmental and climate impact</li> <li>· Business opportunities</li> </ul>	Supplier assessments/monitoring, supplier meetings, procurement processes, contract follow-ups, surveys, whistleblower service
Banks and lending institutions	<ul style="list-style-type: none"> <li>· Increased requirements for green loans</li> <li>· Long-term profitability</li> <li>· Sustainability reporting</li> <li>· Requirements for measurable targets</li> <li>· Anti-corruption and anti-money laundering requirements</li> </ul>	Ongoing meetings with banks, sustainability and annual reports
Certification bodies	<ul style="list-style-type: none"> <li>· Technical and physical protection at facilities, routines and training, crisis and risk work</li> <li>· Requirements for audits and systematic sustainability work, governance, monitoring and progress</li> </ul>	Audits, internal and external communication
Legislators and authorities	<ul style="list-style-type: none"> <li>· Increased requirements for sustainability reporting, roadmap to net zero 2050</li> <li>· Increased requirements and responsibilities for corporate governance</li> <li>· Increased requirements for sustainable supply chains</li> <li>· Increased requirements for waste, circularity and chemical management</li> </ul>	Audits, sustainability reports, intranet
The Board of Directors and Foundation and Supervisory council	<ul style="list-style-type: none"> <li>· Profitability and business acumen</li> </ul>	CEO and quarterly reports, estimates, annual reports, board meetings, committee meetings, Supervisory council
Industry initiatives/ organisations/community stakeholders/city and regional authorities	<ul style="list-style-type: none"> <li>· Active sustainability work in accord with local ambitions, certifications, roadmap to net zero 2050</li> <li>· Requirements for environmental impact, employee rights, working conditions and business ethics</li> <li>· Increased assessment and reporting requirements</li> </ul>	Meetings with convention bureaus, participation in industry associations, emails, meetings, sustainability strategy, sustainability reports
The media	<ul style="list-style-type: none"> <li>· Social and environmental sustainability work</li> <li>· Safety work</li> </ul>	Customer and sales dialogue, city partnerships, direct contact with the media
Sponsors, partners and co-organizers	<ul style="list-style-type: none"> <li>· Visibility and exposure</li> <li>· Business benefits and relationships</li> <li>· Quality of execution</li> <li>· Community involvement</li> </ul>	Meetings and ongoing dialogue, background checks and credit assessment

# Objectives

**We use sustainability goals to steer our operations and monitor development. In 2025, we reviewed our goal structure to ensure continued relevance and clarity.**

Several sustainability goals were reviewed in 2025, as part of the ongoing development of our objectives. The review focused on ensuring that our goals are current, appropriate and reflect the maturity of the business.

Our target for employee turnover was reached in 2024 and, therefore, it was removed for 2025. The goal

to solely use fossil-free energy sources in ordinary operations was also met, while efforts to improve energy efficiency continue.

Other goals have been adjusted in response to developments, and as part of our integrated approach to ordinary processes.



GOAL	FOCUS AREA	EXAMPLE OF INITIATIVES	STATUS IN 2025
<p><b>CO<sub>2</sub> emissions:</b> We seek to incrementally decrease emissions towards achieving net zero by 2050, in line with the Paris Agreement.</p>	<p>Overall Measures 7 12 13</p>	<ul style="list-style-type: none"> <li>Continuing investment to improve energy efficiency</li> <li>Increase emission efficiency in purchased goods and services</li> </ul>	<p>●●●●● <b>Projected goals</b></p>
<p><b>Employee engagement:</b> The engagement index should be maintained or increased annually and exceed benchmark scores.</p>	<p>Relationships and health 5 8 10</p>	<ul style="list-style-type: none"> <li>Performance appraisals and regular reviews</li> <li>Learning, health and culture initiatives</li> </ul>	<p>●●●●● <b>Goal achieved</b> Commitment index <b>83%</b></p>
<p><b>Employee competence:</b> All employees are required to participate annually in skill-enhancing initiatives that support business goals and role-specific competence.</p>	<p>Relationships and health 5 8 10 12 13</p>	<ul style="list-style-type: none"> <li>Continuous training in value-creating leadership</li> <li>Update online competence training</li> </ul>	<p>●●●●● <b>Goal achieved</b></p>
<p><b>Own transportation:</b> By 2030, all company transport will use electric vehicles or equivalent emission-free technology.</p>	<p>Circular Resources 7 12 13</p>	<ul style="list-style-type: none"> <li>Continuing pilot project and scaling up transport management systems for combined loading</li> <li>Collaborating with a transport contractor on dimensioning and long-term agreement</li> <li>Participation in research projects, including the Gothenburg Green City Zone</li> </ul>	<p>●●●●● <b>Projected goals</b></p>
<p><b>Energy efficiency:</b> Halving energy use per square meter by 2030, from 227 kWh/m<sup>2</sup> in the 2010 base year.</p>	<p>Circular Resources 7 13</p>	<ul style="list-style-type: none"> <li>Replacing ventilation units</li> <li>Installing energy-efficient LED lighting in exhibition halls and introducing new control system</li> <li>Commissioning AI systems for energy and ventilation control</li> <li>Commissioning energy probes in cold/freezer rooms</li> </ul>	<p>●●●●● <b>Projected goal</b> Annual energy use <b>168</b> kWh/m<sup>2</sup></p>
<p><b>Impact on the environment, working conditions and human rights in our supply chain:</b> Our major contract suppliers undergo evaluation and must achieve a pass score or implement an improvement plan.</p>	<p>Sustainable choices 8 12 13</p>	<ul style="list-style-type: none"> <li>New contract management systems for more efficient governance and monitoring</li> <li>The number of major contract suppliers that have received a pass score or better in sustainability evaluations has increased in line with our goals</li> </ul>	<p>●●●●● <b>On track</b></p>
<p><b>Reducing food waste</b> Food waste per guest will see a 20 percent reduction by 2026 and a 50 percent reduction by 2030 (from the 2023 base year), in accordance with Agenda 2030.</p>	<p>Sustainable choices 12 13</p>	<ul style="list-style-type: none"> <li>Initiatives with supply chain partners, including the use of vegetable waste in fish food</li> <li>Excess food is sold to Too Good to Go or donated to Räddningsmissionen</li> <li>Purchasing and preserving whole animals (accounted for 35 percent of beef volume in 2025)</li> </ul>	<p>●●●●● <b>Projected goal</b> Development in 2025 <b>-3%</b></p>
<p><b>Sustainable business models and meeting culture:</b> In 2026, all fairs, meetings and conferences will include activities that encourage sustainable choices and solutions.</p>	<p>Sustainable meetings 5 7 8 10 12 13</p>	<ul style="list-style-type: none"> <li>Increasing development of checklists for sustainability in trade fair projects, with common guidelines integrated into our strategic project planning</li> <li>Analysis of opportunities to monitor climate impact per event and delegate</li> <li>Developing target group adapted marketing material that highlights sustainable choices, products and services</li> <li>Implementing sustainability workshops in connection with the European Association for International Education</li> </ul>	<p>●●●●● <b>On track</b></p>

# Climate reporting

**We aim to reduce our climate impact and aid social transformation through continued investment in our operations, increasing resource efficiency in meetings and collaboration in our value chain.**

For the Swedish Exhibition & Congress Centre and Gothia Towers, reducing impact is about combining measures in our operations with broader responsibility for industry-wide development and social transformation. In line with the Paris Agreement and our industry's Net Zero Carbon Events Pledge, we're following a roadmap to net zero carbon dioxide emissions by 2050. The roadmap sets the direction for our efforts and outlines how the work is progressively adapted in line with new conditions and developments.

## **Reducing climate impact**

Impact reduction is a long-term process that requires a systematic and collaborative approach. For several years, we have maintained clear focus on this in our operations. By investing in energy efficiency, technical solutions and operational practises, Scope 1 and 2 emissions have decreased and are now low in relation to the scale of business. Improving resource efficiency is a continuous process that forms a central part of our business development.

## **The climate impact of meeting places**

Systematic sustainability improvement for face-to-face meetings plays an important role in responsible business. We seek resource-efficient alternatives for events held at our facility and bring participants, organizers and exhibitors together to exchange knowledge.

## **Climate impact in the value chain**

A significant part of total climate impact occurs in our value chain, as well as travel, transportation, purchasing and consumption in connection with meetings and events. While many of these factors are outside our direct control, reducing value-chain emissions is vital for long-term improvement.

We collaborate with organizers, suppliers and partners and develop offers and solutions that enable more sustainable choices. These include suggestions for incremental improvements in travel, logistics, material and food use.

## **Impact reduction towards net zero**

Our long-term goal is to reach net zero emissions by 2050. Our roadmap is based on making gradual reductions in climate impact through new technical solutions, data quality improvements and changes in society as a whole.

Emission reduction should be assessed in relation to the scale and growth of our business. Although growth increases overall impact, efficiency improvements contribute to reductions per visitor or event. The interaction between growth, efficiency and adaptation is a central part of our long-term planning.

### Climate emissions from operations

In 2025, total carbon dioxide emissions decreased by approximately 5 percent, in comparison with the previous year. The climate impact in relation to the scale of the business also decreased by approximately 3 percent per visitor.

Scope 1 and 2 emissions remain low. Scope 1 emissions from refrigerants increased slightly, which is currently being assessed. Scope 2 emissions decreased by approximately 13 percent in 2025, largely due to the effect of extensive investment in energy efficiency.

Scope 3 emissions decreased by 5 percent overall. Emissions per category differed, as expected in a business with many resource flows and variables. Efforts to reduce climate impact in our value chain include a number of initiatives, as described in the table below.

Scope	Category	2025 CO <sub>2</sub> e in tonnes	2024 CO <sub>2</sub> e in tonnes	Distribution of emissions in 2025, %
Scope 1 total		<b>34</b>	<b>28</b>	<b>0,4</b>
	Mobile combustion sources (cars)	8,8	7,8	0,1
	Stationary combustion sources (property)	1,8	1,7	0,0
	Refrigerants	23	19	0,2
Scope 2 total		<b>33</b>	<b>38</b>	<b>0,4</b>
	Purchased electricity	0	0	0,0
	Heating	33	38	0,3
Scope 3 total		<b>9 249</b>	<b>9 743</b>	<b>99,3</b>
	Category 1 – Purchased goods and services	6 944	6 459	74,5
	Category 2 – Capital goods	1 123	2 122	12,1
	Category 3 – Fuel- and energy-related activities	128	152	1,4
	Category 4 – Upstream transportation and distribution	58	73	0,6
	Category 5 – Waste generated in the business	24	44	0,3
	Category 6 – Business travel	53	54	0,6
	Category 7 – Employee commuting	369	399	4,0
	Category 9 – Downstream transportation and distribution	527	432	5,7
	Category 13 – Downstream leased assets	21	8,0	0,2
<b>Scope 1-3 total</b>		<b>9 315</b>	<b>9 809</b>	<b>100,0</b>

### Scope 3 measures

#### Sustainable purchasing

75 percent of our carbon emissions are linked to the purchase of goods and services. We work continuously with our suppliers to reduce their climate impact through dialogue and setting requirements in line with the Paris Agreement.

#### Food and Drink

We continue to prioritise organic, locally-produced and fair-trade alternatives. This includes an increased use of locally-grown vegetables, reduced meat consumption, reduced food waste and the use of plant-based alternatives.

#### Transportation of goods to events

We invest in digital solutions to improve access. By offering our customers on-site and reused products, we reduce transportation emissions

#### Capital goods

We seek to reduce our climate impact caused by the purchase and use of capital goods, including buildings and equipment. Our measures focus on sustainable alternatives and improving resource efficiency.

## FOCUS AREAS

## Sustainable choices

Emission reductions and resources efficiency improvements can be achieved through changes in food and beverage purchasing in our value chains. In 2025, we continued to focus on circularity, responsible business and strengthening governance in purchasing.

**Food and Drink**

In 2025, we focused on improving working methods, circular flows and responsible business in our supply chain. This included raw material selection and purchasing, as well as surplus and food waste management.

Food and drink accounts for a significant share of our emissions, although consumption by visitors is a variable over which we have limited control. We seek to offer sustainable alternatives and reduce production emissions where possible.

Collaboration in our supply chain is central to reducing emissions. We have consolidated food transportation for several years and continuously evaluate initiatives to reduce climate impact further.

Our collaboration with Kyrkebacka trädgård continued in 2025, which includes the custom cultivation of EU organic vegetables. This initiative seeks to improve connections between raw material production and our needs.

It also aims to increase the amount of local and organic raw materials we use. In 2025, 15 tonnes of vegetables were purchased within the framework of this collaboration.

We seek efficient resource use in our supply chains. The proportion of whole animals purchased increased to approximately 35 percent of total beef volume in 2025.

Excess food and other products are sold to Too Good to Go or donated to Rådningssmissionen. These efforts complement our work to improve downstream resource efficiency. In 2025, 3,646 bags of food were sold to Too Good to Go.

**Responsible purchasing**

In 2025, we focused on strengthening governance in our supply chain. A new management system was introduced, which improves the monitoring of contracts, adherence to our sustainability requirements and other supplier conditions.



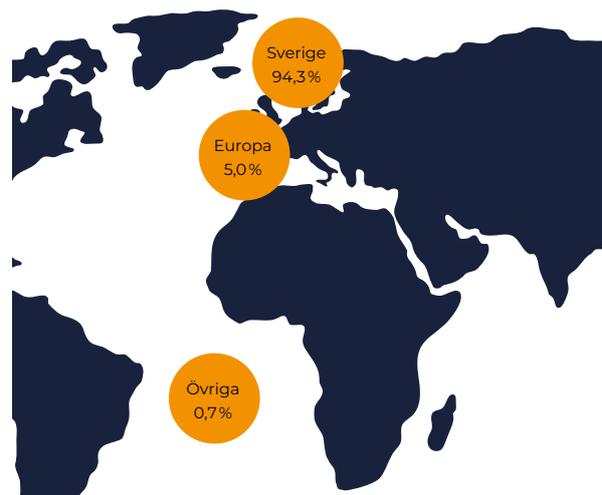
In 2025, 75 percent of major contract suppliers successfully met our requirements, compared with 45 percent in the previous year. We use sustainability assessments to ensure suppliers meet our standards for environmental impact, working conditions and business ethics.

The proportion of eco-labelled cleaning products we purchase increased in 2025. Our cleaning staff switched to bio-based chemicals in order to improve environmental impact.

In 2025, the number of food deliveries reduced by 52, due to improved coordination and working methods. In connection with a new wholesale agreement, more night (so-called off-peak) deliveries were made in order to reduce traffic congestion.

We select Swedish suppliers where possible, which reduces transportation emissions and improves traceability in our supply chain.

#### Geographical distribution of suppliers



## FOCUS AREA

# Relationships and health

**Our employees are vital to the company's success. Maintaining good relationships, health and skill development are an integrated part of day-to-day operations and linked to our business goals and long-term sustainability.**

## Knowledge and learning

We aim to give all employees opportunities to develop in step with our business. In 2025, our competence development work focused on business goals and role-specific training. All employees have opportunities to participate in skill-improvement initiatives.

The provision of training in value-creating leadership successfully achieved our annual target. In parallel, we have developed our digital training Competence Portal, which provides broader content and better reflects the needs of the business. Work to clarify skills and roles within the organization continues as part of our long-term development.

## Employee surveys

Our annual employee survey monitors issues regarding day-to-day tasks, working environment and wellbeing. Survey results are measured against company goals and supplemented with performance reviews.

The 2025 survey indicated strong employee commitment to the organisation. A response rate of 93 percent was the highest yet measured and results for commitment and leadership continue to exceed benchmark figures. Variations in some indices reflect a year characterized by change, which is linked to challenging market conditions and a strategic review of the business.

Based the survey results, action plans were developed, at both company and department levels, which focus on working environments, teamwork and sustainable working methods.

## Health, inclusion and diversity

Working on health and well-being is a natural part of our business culture and leadership. In 2025, Staywell initiatives, that combine physical and mental health with community in the organisation, were continued. Our Feel Good Week included a range of activities and targeted lectures. In order to promote mental health, all employees are offered free support calls with Ahum.

We have a frequently-used staff gym that, in combination with other health-promoting activities and preventive measures, aim to provide healthy, sustainable working conditions. We maintain systematic incident and accident reporting, with follow-up procedures, and conduct regular risk assessments and safety inspections. In 2025, 30 (46) accidents and 11 (25) incidents were reported.

## Community engagement

Our collaboration with Räddningsmissionen has introduced several initiatives focused on social sustainability. Its Frukoströrelsen (Breakfast Movement) raises funds for a breakfast café in Gothenburg for people in vulnerable situations. In 2025, Frukoströrelsen events included Giving Tuesday and Råkmackans dag (Shrimp Sandwich Day).

Our collaboration with Öppet hus and its mentoring program focusses on diversity, inclusion and access to the labour market. The organization contributes knowledge, new perspectives and increased opportunities for young people and others previously excluded from the labour market.

Our excess food, furniture and equipment is donated to Räddningsmissionen and Reningsborg. We aim to increase the number of initiatives that reuse our resources within the local community.

## Key figures

### Employee survey



**Engagement**  
Benchmark: 82



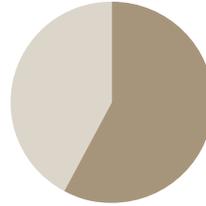
**Team effectiveness**  
Benchmark: 76



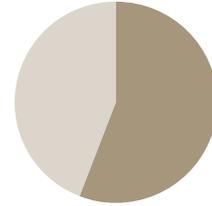
**Leadership**  
Benchmark: 80



### Gender distribution



**Management**  
● Women 58 %  
● Men 42 %

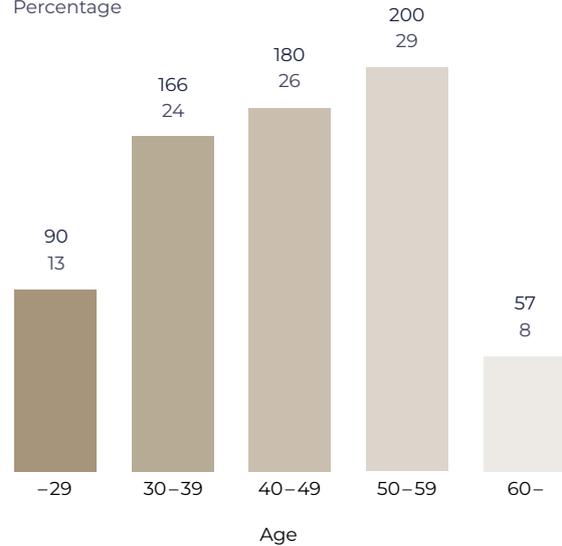


**Other employees**  
● Women 56 %  
● Men 44 %

### Age distribution

Permanent employees

Number of employees  
Percentage



## 14 Employee Net Promoter Score (eNPS)

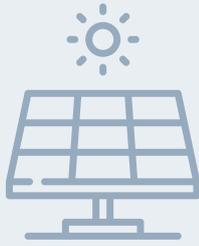
eNPS measures our attractiveness as employers and loyalty among our employees. In 2025, our score was 14, compared with a benchmark figure of 15.



## FOCUS AREA

# Circular resources

Our work focuses on energy, material and flow efficiency in day-to-day operations. These efforts span both technical investment and improvements to working methods, in order to reduce resource use and increase monitoring, quality and delivery capacity.



## Energy

Energy use is a central part of the circular resources focus area. In 2025, several measures were implemented at our facility to reduce energy consumption per square meter and improve monitoring. The work included upgrading and replacing ventilation systems, continuing the transition to LED lighting in the exhibition halls and introducing new lighting control systems. AI-controlled heating and ventilation was introduced that reduces energy consumption.

Energy probes were installed in our cold and freezer rooms, in order to increase accuracy and detect deviations at an early stage.

In 2025, total energy use decreased by just over 5 percent. This is due to the effects of investment in energy efficiency.

Energy use	2025	2024	2023	2022 <sup>1</sup>	2021 <sup>2</sup>
Totalt (MWh)	28 149	29 735	30 448	29 002	26 715
Per m <sup>2</sup> (kWh)	168	177	182	173	159

## Water

As a critical resource from both an environmental and cost perspective, our work with the Smartvatten digital water-leakage detection system continued in 2025. As Smartvatten identifies leaks earlier than traditional methods, it reduces the risk of water wastage and provides better maintenance support.

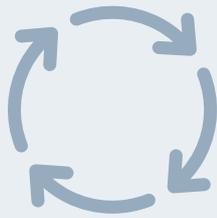
We focus on optimizing water use throughout our facility. As well as ongoing maintenance improvements, we are switching to low-flow taps and showers, as well as testing low water-consumption urinals.

In 2025, water use was largely unchanged in comparison with the previous year.

Water use	2025	2024	2023	2022 <sup>1</sup>	2021 <sup>2</sup>
Totalt (m <sup>3</sup> )	96 712	97 053	96 707	109 693	74 095

<sup>1</sup> Not a full business year due to Covid-19

<sup>2</sup> Affected business year due to Covid-1



**Waste, reuse and recycling**

Waste management was improved in 2025 to meet new legal requirements and ensure correct sorting throughout the business. Updated procedures and additional waste fractions were introduced, along with new containers and clearer signage in the hotel, restaurants, offices and public areas. Areas of responsibility were clarified and internal audits carried out to identify shortcomings in sorting and communication. Other measures included improvements in hazardous waste and clean fraction sorting.

Recycling is central to our circular business efforts. Sofa beds, hotel furniture and other equipment are reused, in collaboration with external companies, to extend the lifespan of materials and reduce the need for new production.

Sustainability checklists are used to clarify waste management and recycling requirements for organizers and exhibitors at our trade fairs and events. We aim to develop material circularity by commissioning reusable stands, among other measures.

In 2025, the proportion of rental carpets that we clean and reuse was approximately 92 percent, which avoids the use of disposable carpeting

The total amount of waste generated in 2025 was approximately 5 percent lower than the previous year.

Waste	2025	2024	2023	2022 <sup>1)</sup>	2021 <sup>2)</sup>
Total (tonnes)	1115	1171	1463	1379	605

<sup>1)</sup> Not a full business year due to Covid-19  
<sup>2)</sup> Affected business year due to Covid-1

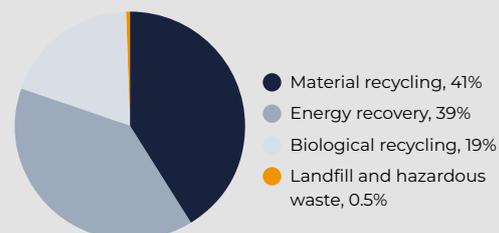


**Transportation**

Transport is a priority area for improving circularity and reducing climate impact. We aim to use electric or equivalent emission-free vehicles exclusively by 2030.

A new transport management system was implemented in 2025 that shares information with customers about freight volumes and arrival times, in order to reduce disruption and improve our service. We also participate in research and collaboration projects linked to sustainable transport and urban logistics that combine practical tests with data collection and analysis. This includes a pilot scheme with REDIG, which tests joint loading, digital follow-up and return flows. Research is also conducted in business models, scalability and delivery precision.

**Waste recycling in 2025**





## Driving the shift – electric transportation in practice

In connection with EVS38, the international conference on electromobility, several of Sweden's leading logistics and transport companies joined forces in an initiative to show how electric transport can work in urban environments.

Between June 12th and 20th, all goods deliveries to and from our facility were made by electric vehicles. The initiative covered several transport types and logistic flows in collaboration with companies that are normally competitors.

Conducting the trial during EVS38 showcased the current capabilities of electric transportation and provided an example of innovation and collaboration within Gothenburg's business community.

The initiative was carried out in collaboration with the Green City Zone Initiative and increased knowledge about electric transportation in urban environments.



## FOCUS AREA

# Sustainable meetings

**The planning, implementation and development of meetings affect sustainability – from strategic project planning and resource use to dialogue with organizers, suppliers and participants. It's our aim to improve the sustainability of every meeting.**

In 2025, we continued development of a checklist for sustainability in our self-organized trade fair projects. Several activities were identified and became governing guidelines for every part of our business. These guidelines are integrated into the strategic project planning of our brands and support meeting planning, implementation and follow-up.

We also seek to promote sustainable choices when making business proposals. In 2025, marketing material was developed to clearly describe products, services and working methods that contribute to reduced environmental impact and improved resource efficiency. This improves dialogue with organizers and creates better conditions for informed choices at the planning stage.

In order to improve monitoring and transparency, we assessed the production of detailed data from individual events and participants.

The analysis included monitoring climate impact per event, including CO<sub>2</sub> emissions and food waste. This assessment will form the basis for future developments in methodology.

Knowledge sharing and collaboration are central to our sustainability work. In 2025, a sustainability workshop was held, in conjunction with the European Association for International Education, that shared best practices and discussed common challenges among companies from a range of industries

We participated in Convene 4 Climate, which focussed on the role of meeting places in climate transition, and the AIPC Operations Summit, where we presented our best practice suggestions. Through these forums, we strengthen our knowledge and contribute to the development of more sustainable meetings.

In January 2026, the Swedish Exhibition & Congress Centre and Gothia Towers hosted the annual AC Forum meeting, which discussed sustainable development in the meetings industry and shared experiences between international congress organizers.



Svenska Mässan Gothia Towers hosted the AC Forum Annual Meeting in January 2026, where sustainable development within the meetings industry was a central topic and experiences were shared among international congress organisers.

# Sustainability risks

**In order to minimize the negative impact of our business and benefit from opportunities, we undertake effective, systematic risk management.**

Our risk management aims to be proactive, integrated into all business processes and support our business goals. Our risk management is conducted in accordance with ISO 31000:2009 standards.

## **Risk management processes**

Sustainability risks are an integral part of overall business risks and managed within the framework of our regular risk process. Unstructured or short-term risk management may affect cost structure, revenue generation, delivery reliability and trust among customers, partners and other stakeholders.

## **Responsibility and organization**

- The Board of Directors has overall responsibility for effective risk management, in accordance with our established risk policy.
- The Risk Committee meets three times a year. Consisting of several board members, it is informed of events, monitors management risk work and prepares risk-related issues for the Board.
- The CEO/Group CEO is responsible for risk management, while the Chief Security Officer handles the implementation of security risk analyses and training, as well as supporting operational risk work.
- Group Management analyses the 40 highest priority risks, based on risk reports from each business area.
- Management teams are responsible for establishing risk registers, conducting analyses within their business areas and reporting annually.

## **Monitoring and review**

An internal review of risk management is conducted annually. Group Management ensures that company policy is updated in line with business planning.

## **Tools and methodology**

Risk analyses are carried out with established tools and processes, in accord with ISO 31000:2009 standards.

## **Significant sustainability risks**

The most significant sustainability risks are linked to climate impact, resource use, social conditions in company operations and its value chain, as well as governance, information security and internal control.

### *Climate and circular resources*

Our operations are affected by increased demand for sustainability from customers and organizers, as well as legislation. New regulations and increased requirements for energy use, waste management and resource efficiency incur increased costs and require investment.

Climate change and environmental uncertainty risk disruption, as a result of extreme weather, high energy prices or other external factors that affect the business. Significant climate impact occurs in our value chain due to purchasing, transportation, energy and waste, which is dependent on suppliers and other external factors.

### *Staff, consumers and end users*

Social risks are primarily linked to safety, security, working environment and maintaining responsible business relationships. Our business attracts visitors, which entails the risk of accidents, harassment and violence.

There are additional risks linked to discrimination or lack of accessibility for customers and guests.

In our value chains, there are risks of human rights infractions, regarding working conditions at our suppliers. These may incur financial and reputational costs for the business.

#### *Responsible governance*

Within corporate governance, risks are primarily related to information security, data protection and internal monitoring. Data breaches, cyberattacks and inadequate handling of personal data can have direct financial consequences and damage trust in the business.

Shortcomings in internal monitoring or compliance with policies and regulations can negatively affect our business and reduce the trust of customers, partners and other stakeholders.

#### **Tools and methodology**

All our risk analyses are based on well-established tools, processes and documents, in accordance with ISO 31000:2009 standards.

- Reporting
- Follow-up



- Risk identification
- Risk analysis
- Risk ownership

- Risk management
- Budgeting

- Risk assessment
- Prioritisation

