

COMMUNICATION ON PROGRESS

Declaration of Support and Progress Report m:con – mannheim:congress GmbH

Regarding Its Membership in The United Nations “Global Compact“

Mannheim, Germany – August 2010

Global climate change presents the world community with one of the major challenges for the new century. The need for and meaning of sustainable business behaviour has become more and more focused in the public eye and consciousness than ever before, making it impossible to ignore especially in the event and congress sector of business.

In 2004, the m:con Congress Center Rosengarten Mannheim was the first - and up until now the only - Congress Center in Germany to join the organization Global Compact and has since then publically pledged to adhere to and uphold the ten principles regarding human rights, environmental protection and protection against corruption in all of its corporate proceedings and decisions.

In this progress report we would like to once again re-iterate our support of the prevailing guidelines and principles of the Global Compact as well as to comprehensively document our commitment to upholding a sustainable business policy. In the following report we will describe the practical measures that the m:con has, as the operating company of the Congress Center Rosengarten and as a Professional Congress Organizer (PCO) on the German domestic market, undertaken to ensure a harmony between the ecological, economic and social aspects in its business dealings.

Additionally, this report will provide insight into further projects which we would like to participate in and help achieve at a future date.

HUMAN RIGHTS / social aspect

Principle 1 Enterprises shall support and respect the protection of International Human Rights within their area of influence as well as

Principle 2 ensure that they are not guilty of violating human rights in any area of their business dealings.

Once again in 2009 the m:con took part in various projects with social implications and initiatives as well as youth projects and projects started by medical charity organizations. The sustainability of the project was always an important criterion in the selection process

- During the Mannheim Fasnacht (Mardi Gras) festival in 2009 the m:con hosted the so-called “**m:con Prinzenkampagne**“ whereby donations in the amount of 6,666 Euro were collected for the ambulatory nursing services of the children hospice Sterntaler e.V. , an organization which looks after children who are seriously ill.

- From the 3rd to the 5th of July, 2009, the m:con hosted a **Benefit Golf Tournament** in co-operation with the Neurological Institute of the Heidelberg University Clinic and the German Stroke Association e.V. All of the proceeds from the entry fees and additional donations were given to the Stroke Research Institute in Heidelberg. In 2010, the m:con is planning once again to hold such a Tournament in order to raise money in support of a cancer research project being carried out at the University Clinic in Mannheim.
- The m:con was again this year one of the sponsors of the local radio station's - Radio Regenbogen's – "**Ball of the Stars**" (**Ball der Sterne**) This benefit Gala night has taken place for 20 years in the Congress Center Rosengarten and has, over the years, collected a total of 2.1 Mio Euro in donations for charity purposes.
- Efforts to support and promote the youth of today and especially university students in their projects belong to the social responsibility of enterprises. Therefore, in 2009, the m:con aided - both financially and as regards to the content of the seminars - the congress entitled "Marketing Horizons", organized by the student initiative group MTP. The theme of the congress was "**Corporate Social Responsibility**" and it dealt with the willingness of enterprises to take on social responsibility in sociological, ecological and economic areas despite trying to make profits.

In addition to supporting larger projects the m:con was active in providing material and/or monetary donations for kindergartens, clubs and smaller organizations. For example, material left over from congresses like notepads, pens and pencils or other promotional gifts are collected separately and donated to a Residence for young girls in Afghanistan.

As a congress and cultural center, the m:con feels itself especially obliged to help in the area of **Sponsoring Cultural Activities**. For example, the m:con marketing department designs and produces free of charge the program for the concert flyer distributed by the well known Mannheim Brass Philharmonic in order to help them promote their concerts. Also, twice a year in co-operation with the Artists Society Rhein-Neckar e.V., the m:con offers international artists a chance to present their work free of charge to a wide public audience in the Congress Center Rosengarten. In December 2009, this co-operation led to the Exhibition "Blue, White, Red: Colors as Ambassadors" which was a homage to the city of Mannheim and its congenial, neighborly relationship with France.

This understanding between Germany and France is especially important to the m:con's managing director Michel Maugé. In his position as **Honorary Consul of France**, Mr. Maugé is extremely active as a volunteer in up-keeping the social, legal and professional rights of French citizens living in Mannheim and the surrounding area.

In addition to having undertaken the necessary architectural/constructional measures to ensure **accessibility for the disabled** on the Congress Center premises themselves, recently a special Service Hotline was installed for persons with reduced mobility who may require additional assistance. For the benefit of our hearing impaired visitors, all of the event rooms have been equipped with induction loops which generate an electro-magnetic field that allows sounds to be produced at a higher tone quality thus making them easier to be transmitted to hearing-aids. .

In order to fulfill the requirements of disabled employees and visitors of the Congress Center, one member of staff has been expressly assigned to represent their interests. Their duties include:

- observance of the present laws and regulations for the protection of the disabled
- contact person for concerns and complaints of the disabled
- suggestion of measures, which could help the disabled in the workplace (in particular also prevention)

For the Future

Still in the planning stages is a joint venture project with the **SRH Colleges in Heidelberg**, to make a survey on the topic of “accessibility” in the entire Congress Center which will concentrate on looking for optimization possibilities. The focal point of this study will be to investigate the existing structure regarding its architecture, facility management and rehabilitation/renovation.

In the summer of 2010 an additional project in co-operation with the **SRH Berufsbildungswerk Neckargemünd** has been planned. This program will offer young people with special educational needs diverse in-patient and out-patient services of professional rehabilitation and integration into the workforce. In addition to the theoretical lessons in the college, a practical training is also required as part of the program. The m:con will provide a number of traineeships for participants of this program which will last for several weeks in both their commercial and technical departments. In this way the candidates in the program will receive an insight into the workings of the enterprise itself as well as what a regular working day at the office entails.

WORKING STANDARDS / *the economic aspect*

- Principle 3 Enterprises should safeguard freedom of association and the effective recognition of the right to collective bargaining as well as
- Principle 4 the elimination of all forms of forced labour,
- Principle 5 the abolition of child labour
- Principle 6 the elimination of discrimination in both hiring procedures and on-the-job assignment of work

The m:con – mannheim:congress GmbH is a one hundred percent subsidiary of the City of Mannheim Investment Company mbH and is legally bound to uphold the **Collective Wage Agreements for Employees in Public Service Jobs (TVÖD)**. The statutory and standard salary payment regulations mentioned therein for current and future employees are strictly adhered to by the enterprise. Based on the revisions concerning the permitted working time for an employee set out by the TVÖD, a **flexi-time scale** model was introduced in 2007 in order to provide the employees with more individual freedom to choose their working hours, thus allowing them to improve on an individual basis their own balance between work and leisure time as well as to secure the long term job security for their position at the m:con.

The management and works council made a corporate agreement based on this model which created a flexi-time regulation that allowed employees to independently and individually decide on their own working time provided it remained within the hours stipulated by the flexi-time scale. The hours worked are recorded electronically in a yearly hours accumulated account and stored in what is called an „**Ampelkonto**“ (traffic-light account):

- Green Light: the employee is safely staying within 30 overtime and 10 minus hours
- Yellow Light: *this is a warning signal: the employee now has between 30 and 50 overtime hours or between 10 and 20 minus hours.* Should an employee enter this phase then he/she will be asked to discuss this situation with his direct superior and find a possibility to increase/decrease the number of hours on account.
- Red Light: *if the overtime hours have been exceeded by more than 50 or the minus hours by more than 20 then there will be a meeting of the party responsible for planning the working time, a representative from Human Resources and the works council in order to find a solution to reduce the overtime hours.*

The m:con's human resources policy strictly prohibits the discrimination of personnel either during recruitment or on-the-job. All job advertisements are completely impartial of race, creed or sex of the applicant. At the moment the m:con is comprised of 102 employees, 52% are women, 48% men with the percentage of non-German/foreign employees being 14% of the total. The m:con maintains a **Works Council** as an additional impartial party to uphold the predefined working standards of the Global Compact. This council is an internal institution which represents the employees and protects their interests and rights: it is present at meetings concerning internal decisions made about personnel; it monitors and ensures that the prevailing working standards are adhered to; it informs both employees and management about new stipulations concerning labour contracts, commercial law and continuous education courses, etc. The members of the Council are elected for a period of 4 years and the existing Council was reelected in April 2010 when the 4 year term of the previous one ended. This new Council took over immediately the work of its predecessors. Since May 2010, in order to improve and simplify communication between the Council and employees, the new Council has now introduced fixed weekly office hours.

Additionally one member of the Council has been commissioned with attending to the interests of our various younger employees and trainees. Their duties include:

- Presenting measures to the works council that will benefit our young employees and trainees, in particular, questions concerning professional training courses and offering/creating jobs for the trainees within the company after their apprenticeship has terminated.
- Enforcing that both men and women are treated equally during the period of the apprenticeship.
- Monitoring that the prevailing laws, stipulations, accident prevention regulations, payment scale and other contractual company agreements concerning trainees and younger employees are upheld and adhered to by both parties.
- Discussing the concerns of either the younger employees or company trainees regarding questions of their vocational education and bringing them to the attention of the works council for solving should they be deemed valid.
- Promoting and integrating non-German/foreign trainees into the workforce and presenting the proper practice of such to the works council.

The m:con places great emphasis on the primary and continuous education of its staff. To gain new members for our company team and to maintain a healthy balance between the age groups, the m:con offers apprenticeships and trainings every year for the following

professional degrees: Bachelor of Arts, Event Manager, Event Technician. In 2009 there were a total of 14 trainees doing an apprenticeship with the m:con and 4 of them were offered permanent employment with the company. It is always one of our company's goals to hire, whenever possible, our trainees once they have successfully completed their vocational training here and in 2009 we were able to offer 3 of the 4 graduates a position with the m:con

In addition to the full apprenticeship trainees we are able to offer several high school students and university/college students the chance of completing a practical vocational training with the m:con and ensure without a doubt that the stipulations documented in the laws concerning Young Persons Employment Act are adhered to.

Since the m:con is an enterprise active in the service sector of the business industry, maintaining and improving the qualifications and skills of all of its employees are highly crucial to its success on the market. Therefore the following continuous educational programs were initiated in 2009 in the area of personnel development

- The budget for **internal trainings** was doubled to 50 thousand Euros. Staff members were given the opportunity of taking part in various training seminars free of charge during working hours. The main focus of these trainings was on courses in Business English and above all service oriented topics.
- In 2005, the m:con founded an academy called the „**International Event & Congress Akademie (IECA)**“ which has been offering since that time vocational continuous education courses for people employed in the congress and events branch of business. As of this autumn, 2010, the IHK Rhein-Neckar (Chamber of Industry and Commerce) has officially recognized this particular course as an extra qualification in the field of further education whereby future graduates of this course will also be issued an additional ICC-certificate. In 2009 the m:con covered the fees for 3 of its employees who were participating in this course.
- Encouraging the interest and learning process of the **Apprentices** by giving them commissions to help organize events at the m:con. Our apprentices should gain practical business knowledge by being allowed to plan and carry out projects on their own accord; they should develop their creativity within the framework of the existing budget, learn to make their own decisions and do their own negotiations thus increasing their competency in both their area and the methods available for such.

In addition to skills and qualifications, staff motivation and satisfaction are important factors for the m:con. Since 2008 we have been regularly organizing various Leisure time activities which all staff members may participate in to promote comprehensive team development and communication channels outside of the individual's own department. There is now a steadily growing interest in such because the events provide staff with an excellent opportunity to network with colleagues from other departments who they would normally not come into contact with during the normal working day. We have offered the following activities up until now: bowling, tennis, cooking sessions, ice-hockey matches and rock-climbing.

Future Plans:

Regarding the **health and welfare promotion** of our employees, we have, since August 2010, planned to work once again in closer collaboration with the Mannheim Community Health Center „Sportomed“ in the areas of prevention, health, relaxation and fitness. All staff members should benefit from this cooperation and will be given the opportunity to keep both lively and fit at no extra.

We are planning to create a company internal **“Wikipedia”** that will allow us to optimize our knowledge management, facilitate the exchange of ideas and experience amongst our staff and help to acquaint new members of staff more easily with the existing structure of our business. At the moment, a student at the University of Cooperative Education is researching the possibility of introducing such a scheme for her Bachelor’s thesis. We hope to introduce it into our company by the end of 2010.

To promote a closer compatibility between work and family we can already offer congress visitors and staff a qualified and mobile **child care service** through the Children’s Aid Society. This service also includes baby-sitting in hotels as well as special “emergency care services”. We offer our employees the possibility of working from home during the period of parental leave. Three of our staff members are currently taking advantage of this parental leave “home office” option and it has been very successful. Our long term goal for the upcoming years is to set up a permanent professional child daycare center right here on our premises in the Rosengarten which can be used by both staff and congress visitors as needed.

ENVIRONMENTAL PROTECTION / *ecological aspect*

- Principle 7 Enterprises shall take preventative actions and support preventative measures when dealing with environmental issues,
- Principle 8 take initiatives to create a greater sense of awareness and responsibility towards the environment and
- Principle 9 promote the development and distribution of environmentally friendly technology.

In order to increase public awareness and the meaning and possibilities of “environmental protection in the business events sector“, we have created a separate space on our **m:con Website** entitled “Green Meeting“ where information about Global Compact, COP and press releases can be downloaded and read.

http://www.rosengarten-mannheim.de/de/GREEN_MEETING.htm

This topic was also covered extensively in our **Magazine m:convisions** in December 2008 where we published news reports, situational analysis, recommendations for action and editorials written by experts in the field (Issue 9, p. 22-31).

In this issue, m:con managing director Michel Maugé also announce that, in 2009, he wished to discuss environmental standards and effective plans together with the decision makers from politics, associations and unions, economics and representatives from the congress and event business sectors. This so-called **“Round-Table”** finally took place in the STB Marketplace in Düsseldorf at a podium discussion organized by the m:con. The participants, Dr. Staiger (Federal Leader of the Green Party), Count Bernstorff (Greenpeace), Mr. Mewis (Editorial Manager of TW) und Michel Maugé (Managing Director of the m:con), spoke together about the measures to be taken to keep CO2 emissions at congresses to a minimum, how to host events as environmentally friendly as possible and the necessity of introducing sensible, unified and measurable standards for this business sector. You can find out more information about this podium discussion on our website.

When we talk about climate protection in the congress/event sector of business then the most basic questions to ask are: just how energy efficient is the actual building itself and the day to day running of a congress center and do they actually try to preserve natural resources? We were faced with and met this challenge in 2007 when we carried out extensive renovations and modernizations of our premises when we were expanding them (see COP 2007) and then also in 2008 and 2009 when measures were taken once again for a new and improved congress center.

The following is a summary of these improvements:

I. The Basics: Innovative and Fit for the Future Building Service Engineering and Usage

Glass Facade:

- Saves on artificial lighting by implementing daylight
- Saves on heating and air-conditioning costs by using special insulated glass and sun block blinds

Sound-proofing & Logistics:

- Porous asphalt in the loading area absorbs sound
- 4 new loading bays provide shorter haulage distances
- Expansion of the depot will provide space for 2 trailers at the same time

Modernization of Building Service Engineering:

- Central control of the ventilation systems for each room individually, according to time frame and usage
- CO² air quality monitor for optimal control of the relationship between fresh and circulating air
- Continuous automatic adjustment control of the technical facilities by rpm controlled frequency transformers
- Heat recovery systems for the reuse of warm air exhaust air

Replacement of the Former Cooling System:

Before: absorption system, powered by district heating. Rooms were cooled using a ventilation register.

Now: a turbo cooling compressor powered by electricity when needed. The rooms are cooled using water-driven ceiling radiators.

Result: even when the entire area was expanded by nearly 50% with an increased capacity utilization of building services, there was still a considerable reduction in the usage of district heating:

Development of District Heating Usage					
Year:	2004	2005	2006	2007	2008
MWh:	2,573	2,804	3,366	4,897	4,006
Delta:		+ 9%	+ 20%	+ 45%	- 18%

Usage of the Escalators only when needed:

- The stairs are activated by light sensors
- Saves energy by shutting off when not in use

Replacement of the Lighting System:

- Central, computer regulated control of the lighting system from the main reception gate for the entire premises
- Installation of motion detectors with spotlights
- Standard light bulbs replaced with energy saving lights

examples: ceiling lights in the Mozartsaal
the new 376 downlights require only one third of the previously used energy to operate and produce double the lighting strength,
60 blue fluorescent lamps allow the ceiling to „float freely“,
all of the lights can be dimmed.

⇒ The investment of 290 T€ will be totally paid back within 5 years as we will have an energy savings of about 67%!

II. Our Claim: A Sustainable Operation of the Congress Center with specialized Partners

Sustainable **Facility Management** from our contract with MVV Energiedienstleistungen GmbH (Energy Provider) und WISAG Service Holding which comprises:

- Provision of energy (electricity, district heating, water)
- Documentation & reporting system for optimizing processes
- Technical building engineering management
- Seating
- Building maintenance and house-keeping

Measures for environmentally friendly **waste disposal and house-keeping:**

- A strict separation of all waste materials on the business premises
- Left over and waste paper will be collected in a separate receptacle and be picked up and removed by a paper recycling firm
- Leftover food rests will be collected and processed by an organic waste disposal contractor.
- Usage of bio-degradable cleaning agents
- The installation of sanitary facilities with the "lotus effect" (water repellent surfaces)

Sustainable **Catering** from our partner, the Dorint Congress Hotel in Mannheim:

- Short transportation routes since our fruit and vegetables are predominantly locally grown in the Palatinate area. We also provide a fully organic food catering service & Fair Trade coffee on demand, we provide can always individual products as requested
- The acquisition of new dish-washers that use 35% less water und heat recovery systems
- Disposable tableware is not used, even at concerts

III. Our Surroundings: Climate Friendly Infrastructure for Events

Climate friendly **Arrival**:

- The CC Rosengarten is located in Mannheim city center, thus in the “low emissions zone” → all vehicles must display an “environmental sticker” before entering this area
- Mannheim Main Railway Station is an important junction for the ICE high speed inter-city trains, located just 35 Minutes from Frankfurt International Airport and only 5 minutes walk on foot from the CC Rosengarten → we work together with the German National Rail which can provide visitors to our events the possibility of purchasing a combined Rail travel/Event entrance ticket!
- There is an extensive public transportation network within the entire Rhein-Neckar metropolitan area > we work together with the ÖPNV operators to provide our congress and event visitors with a combined public transportation/entrance ticket!

Sustainable **Mobility/Accessibility for the disabled on the premises** in the CC Rosengarten:

- Accessible entrances for persons with impaired mobility
- Electronic signing system instead of display/folding boards

Future Plans:

As a congress organizer, the m:con is keenly aware of its responsibility towards the environment and constantly endeavors to keep any pollution to the environment that could be caused by hosting a congress to a minimum by using the most up-to-date, resource-saving technology. By implementing the following future plans we hope to be able to combine mobility/travel and environmental protection in an even better way:

- The provision of **rental bicycles** free of charge from hotels in Mannheim for guests and visitors of the Congress Center during their stay in Mannheim in addition to the current “Call a Bike” service offered by the German National Rail. In 2010 we are planning to acquire about 100 bicycles for this service.
- The expansion of existing **hotels** and the building of new ones in Mannheim city (to create accommodation for about 1,000 additional persons). Most of these hotels are within walking distance of the Congress Center.
- The installation of a public **loading station** for electric vehicles. The electricity will be generated by renewable energy sources. We have already started with the installation work.
- The acquirement of electric cars for **Shuttle Services** to congresses between the main railway station, the CC Rosengarten and the inner city. This is part of a joint venture project that we are working on at the moment with the Mannheim Energy Company MVV AG and Engelhorn Department Store entitled “Electrically Mobile in Mannheim” and we expect to put it into full operation in the autumn of 2010. This project will better position Mannheim on the market as an innovative, environmentally conscious and attractive Congress city.

- From September 2010, the m:con will participate on a trial basis in the **Car-Sharing** program offered by the Stadtmobil Rhein-Neckar AG. The goal here is to reduce the number of company cars in its fleet and thus reduce environmental contamination by using this modern, climate friendly and flexible way of travelling. The car-sharing vehicles are, on average, more modern than private cars and therefore better on fuel consumption and produce less CO2 emissions.

FIGHT AGAINST CORRUPTION

Principle 10 Enterprises shall take action against all forms of corruption, and especially against blackmail and bribes.

Pledge to Make Public Announcements:

As a 100% subsidiary of the City of Mannheim's Investment Company mbH and as a contractor of public services we appoint all delivery, construction or service contracts according to the policies stipulated by tendering laws and the law against restrictions on competition (GEB). We ensure a fair competition in conformity with the market for all contracts by making only public announcements for all tenders. For more information on tenders and general procedures please see our website at:

<http://www.mcon-mannheim.de/de/Bekanntgabe-Auftragsvergaben.htm>

Compliance to the Pharmaceutical Code:

As a Professional Congress Organizer (PCO) the planning and hosting of scientific and medical conferences is one of our main activities. Normally these conferences take place in collaboration with the pharmaceutical industry and members of this business sector. We always strictly respect the regulations of the so-called pharmaceutical code (FSA-Code) stipulated by the Union of „Voluntary Self-Regulation Controls for the Pharmaceutical Industry e.V.“ when planning and hosting an event so that such may be carried out according to the wishes of our customers and free of dishonest influences.

To ensure that in future endeavors there will always be a competent and informed contact person for this target group who is familiar with all of the demands that such a conference/event requires, we have planned to send several of our employees to a workshop in September 2010 that will acquaint them with the contents, regulations and interpretations of the pharmaceutical codes that should be considered in the planning of an event that concentrates on this topic.

Measures to Prevent Favoritism:

All invitations to m:con Events contain the explicit notification that every official party who receives an invitation to the event ensures his/her participation in the event must be authorized by the responsible authorities:

"If you are an official party then we are sending you this invitation on the condition that you have obtained the necessary permissions from the responsible authorities. If these permissions have not been granted then please disregard this invitation."

This progress report and the measures described within will be made available to all of the stakeholders in our company to read as of September, 2010 on our website:

http://www.rosengarten-mannheim.de/de/GREEN_MEETING.htm

In addition we will refer to the m:con's membership in Global Compact in all documents that we publish in order to obtain more public recognition for Global Compact and what it stands for.



Michel Maugé
Managing Director
and Honorary Consul of France

m:con – mannheim:congress GmbH
Rosengartenplatz 2
68161 Mannheim
Deutschland