

EXCeL
LONDON

UN Global Compact Report - 2020 Communication on Progress



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Statement of continued support

ExCeL London is committed to tackling the challenges of sustainable development and operating as a responsible corporate business - but the challenges faced this year have been unprecedented.



Jeremy Rees
CEO, ExCeL London

ExCeL London is one of the UK's leading international exhibition and conference centres. We host a diverse range of events with organisers, exhibitors and guests from across the globe. We are committed to being thought leaders in our market and to providing world-class facilities and services that are in accordance with our own health and safety policies, our sustainability policy, and ExCeL London's mission statement and core values.

But 2020 has been a year like no other. From March, the events industry was closed as part of the UK Government's coronavirus restrictions - and that has had an enormous impact on both our business, the industry in which we operate and the wider sectors, such as hospitality that events provide so much support for. But despite that, we have remained steadfast in our ambition to tackling the challenges of sustainable development and operating as a responsible corporate business.

I am incredibly proud that we have been able to work hand-in-hand with the NHS, throughout 2020, to transform the venue into a Nightingale Hospital and a vaccination centre. Both have played a central role in UK's fight against Covid-19.

Meanwhile, in the fourth quarter of 2020, we switched the venue's power supply, meaning that 100% of our electricity now comes from renewable sources and our gas supply is carbon offset using UN credits. This will have a hugely positive impact not just on our own carbon footprint, but on the carbon footprint of organisers of events.

The practices and policies we have implemented and continually evolve, promote economic security, social and environmental responsibility. We are committed to working with our suppliers and customers to improve sustainability performance throughout all of our activities and we endeavour to maintain and operate our sustainability management systems in compliance with both ISO20121 and ISO14001 requirements.

This year's United Nations Global Compact Communication on Progress sets out how we are performing in these areas and acts as a record of our defined objectives in the areas of sustainability. They are monitored and measured regularly against our maturity matrix to enable us to continue to improve.

While the last year has looked very different, and the content of this progress report reflects that, once the venue reopens for events, we have a fantastic opportunity to build back better and reinvigorate corporate social responsibility work.

Key targets for 2020

We are passionate about creating a meaningful and inspiring legacy. We genuinely care about what our clients do and are committed to helping them achieve great things, while ensuring there is a positive, wider impact on the environment and our local community. We work closely to find the right opportunities for growth and encourage our clients to pursue new and different ways of working. This is the standard we set and constantly strive towards, so that every experience we create together is truly impactful, memorable, and sustainable.

In August 2007, ExCeL chose to join the UN Global Compact. The ten principles serve as a foundation for the company's CSR plan and are intertwined with a number of company policies and principles. We work with our suppliers and customers to improve sustainability performance throughout all of our activities – all of which is captured under our Legacy programme. This includes ensuring we have a positive impact on the local community and the world around us.

In 2020, our priority areas were once again to reduce waste, increase energy efficiency, and encourage ExCeL's customers, visitors and staff to participate in

the company's sustainability objectives, while working closely with our community partners. In addition this year, we sought to ensure that there are a much greater range of sustainable food choices available as part of the venue's catering offering.

ExCeL undertakes annual audits – both internally and independently. We are certified to both the ISO14001 environmental standard, as well as ISO20121, which sets sustainability management standards in the events industry.



Below outlines our main CSR targets and achievements for 2020.

Page	2020 targets	Status
6-7	Support two charities as part of ExCeL's CSR programme	Achieved
6-7	Provide event space free of charge to local and community groups	Achieved
11	Maintain target of eight incidents or under per 100,000 visitors at ExCeL	Not achieved
15	Achieve 55% recycling of waste and 45% to recovery	Achieved
16-17	To maintain the same level or decrease electricity consumption in 2020	Achieved
19	Roll out training to all staff indicating the work that ExCeL London undertakes towards its sustainability targets - and how staff can proactively participate	Not achieved

03

Activities supporting the principles

The targets we set are devised and measured against the UN Global Compact's 10 principles, which provide a sound framework for us to assess the progress we're making in areas of corporate social responsibility.

The progress we make towards these principles is underpinned by our ways of working, which include:

- We communicate openly
- We are one team
- We value, respect and understand each other
- We take pride in what we do
- We are trusted to make decisions
- We innovate for tomorrow and the future

An introduction

Our central aim is to win and retain customers by developing and providing products and exceptional service delivery. To enable us to do this we:

- Ensure that all products and services associated with our business are of a strict quality that enhances our market position, and business.
- Develop and maximise the best customer service practices, which set a benchmark for the industry.
- Strive to constantly innovate and enhance our product offering for the benefit of our guests.
- Ensure that our services meet the requirements stipulated by the appropriate regulatory bodies.
- Compete fairly and ethically and within the framework of applicable competition laws.

ExCeL is committed to operating as a responsible corporate entity and having a positive impact on the area that surrounds us. This means building long-term relationships with local partners in order to deliver long-lasting benefits for our communities.

Working with the community and our charity partners

In responding to the devastating health impact of the global pandemic, we worked with the NHS throughout 2020, making the venue available as both a temporary hospital, and later as a vaccination centre - to support both our local community and London.

The NHS Nightingale London at ExCeL was initially opened on April 3, 2020, at the start of the first national lockdown in the UK. HRH The Prince of Wales opened the facility during a virtual ceremony, alongside the Secretary of State for Health and Social Care, Matt Hancock.



The intended capacity for the hospital was 4,000 beds, with the first phase - comprising 500 beds - built in just nine days.



This was an unprecedented effort that saw ExCeL's versatile space transformed like never before - with the objective of easing pressure on hospitals in London, while wards were reconfigured to ensure Covid patients could be treated more effectively in mainstream hospitals.

During the summer months, and as the infection rate fell, the hospital was put on standby, ready to reopen in case of a second wave.

In late December, a new, more transmissible strain of coronavirus led to a huge spike in infection rates, with London and the South East hit particularly hard. Hospitals in the region began to come under extreme pressure and ExCeL worked with the NHS to reopen the Nightingale hospital, to treat non-Covid patients, the first of which were admitted at the start of 2021.

The final months of 2020 also brought positive news regarding two vaccines, which the UK's Medicines and Healthcare products Regulatory Agency approved for rollout by the end of December.

At this point, we were approached by the NHS once more - this time for ExCeL to be used as a vaccination centre. Pods and vaccination rooms were set up in ExCeL's North Halls and the centre opened along with six other facilities as the UK's first vaccination centres on January 11, 2021. Once fully up and running, the centre will be vaccinating 11,000 people per day and playing a key role in the UK Government's vaccination plans - which should, in time, herald a return to normal.

We're proud to have been able to partner with the NHS as it has faced the largest health crisis in a generation, and to have played an active role in its fight against Covid-19 - while supporting our local community.

We have kept in close contact with our charity partners and sought to support them where possible with the challenges that they have faced in helping those who use and depend upon their provisions and services.

Through the first quarter of 2020, we continued - in conjunction with our hospitality partner, ExCeL London Hospitality - to donate surplus food from several of our biggest events to Community Food Enterprise (CFE).

We have also worked with our customers such as Hyve, the organiser of the world's largest education technology show, Bett, to donate surplus laptops to local schools.

Ahead of the season finale of the ABB FIA Formula E Championship coming to ExCeL in July 2021, Formula E racer Sam Bird visited Salisbury Primary School in Newham with the Mayor of London Sadiq Khan and a Formula E racing car to highlight the need to tackle air pollution - and to explain how Formula E is driving a revolution in technology that promises a greener future.

The ExCeL marketing team worked with one of its agencies to develop a new website and brand identity for Newham All Star Sports Academy (NASSA), which is already enabling the organisation to tell its remarkable story more effectively.

We tapped into the expertise of Richard House Children's Hospice (RHCH) by purchasing access to one of its webinars on mental health at the height of the first national lockdown; a small contribution towards the hospice's emergency fund set up in respond to the challenges it was facing in light of Covid-19. This webinar was shared with our own staff

At a glance...

- Venue became a Nightingale Hospital and a vaccination centre in 2020
- Support for charities continued
- Work with organisers to ensure greater community involvement

so that they could apply some of the tips and

techniques suggested by clinicians working at the hospice.

A financial contribution to the London Academy of Excellence (LAE), a Sixth Form centre in Stratford that works to present far greater opportunity for Newham's young people to get into the UK's top universities, helped to support its Hardship and Opportunities Fund.

And at the beginning of 2021, ExCeL committed to continuing its partnerships with key community organisations which will see us work closely throughout the year to address pressing needs within the community, across food poverty, social mobility, sport and the prevention of antisocial behaviour.

Bonny Downs Community Association, NASSA, CFE, LAE and Richard House Children's Hospice have each received a donation from ExCeL to contribute towards costs - and as a means of renewing the partnership - but throughout 2021, we will be working closely with all of them on initiatives which enable them to carry out their invaluable community work.



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Human rights

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2

Businesses should make sure that they are not complicit in human rights abuses.

We agree that businesses have a responsibility to respect human rights and act in accordance with internationally applicable standards, such as the UN Declaration of Human Rights. Our business processes ensure that all staff, clients and visitors are not deprived of their human rights in any way.

In 2016, ExCeL produced a Modern Slavery Statement which has been made available publicly on our website. The statement confirms that we welcome and support the introduction of the UK Modern Slavery Act and the duty it places on business to disclose publicly what steps they are taking to tackle the inhuman abuse of forced labour and human trafficking. We will continue to revise and update this statement in accordance with guidance.

We hold ourselves, our service partners, and our supply chain accountable and are confident that as a responsible corporate business we are fully compliant with the provisions of the Act.

We actively collaborate with reputable service partners and suppliers who embrace robust, fair, and ethical trading principles with the aim of minimising risk of any activities that may be linked to slavery and human trafficking. We are committed to ensuring that our workers are not exploited and our work environment safe, abiding by all employment, health and safety, and human rights laws.

ExCeL's corporate values promote a positive work ethos. We seek to create an environment which attracts and retains the best possible employees, and in which they feel valued for their contribution to the company's performance. Each team must:

- Implement and observe codes of conduct, designed to protect employees from harassment or discrimination in any form, and to provide equality of opportunity.
- Ensure all employees are fully aware of such codes and that they comply with them.
- Operate a remuneration policy that is competitive and rewards good performance.
- Ensure all employees know what is expected of them and provide a framework which fairly measures performance and assists employees in developing their capabilities.
- Provide a safe work environment for all employees and ensure they fully understand their responsibilities in regards to health and safety.
- Aim to develop policies that will support employees in balancing their work and domestic responsibilities.

Key members of the ExCeL Management and Audit

Team have responsibilities devolved to them to monitor policies, assess risk, conduct investigations and undertake due diligence. Our culture is transparent and openly addresses any breaches or lack of compliance in an appropriate manner.

Though owned by an international venue development and business management company ADNEC, ExCeL is a UK-based business, **employing a team of 162 people across fifteen teams.**

Recruitment is managed by our HR department or outsourced to agencies that assist with indirect hire – chiefly in our Cleaning, Traffic and Security departments. Each member of staff is subject to employment checks and we operate PAYE as part of our payroll, to ensure all of our employees are legally hired and paid.

ExCeL upholds a code of conduct, core values, and a dignity at work policy as part of our overall employee handbook. This document outlines the steps which all employees must follow to ensure this principle is upheld.

Everyone at ExCeL is united by a common purpose. It's what drives us to do our best every day, working together to deliver the best experience for everyone who comes to our venue.

At the end of 2017, we started on a programme that we refer to as 'Good to Great'. This was a cultural shift in the business, giving all ExCeL employees a voice in how the venue was being run and what we could do to make it better. Teams were brought together to share their views via a series of focus groups with 161 attendees, 147 surveys, 15 one-to-one meetings and a workshop with the entire company.

As we strive for success, it's our promise to invest in our people and provide a range of benefits designed to support everyone individually. We benchmark in the top 10% of employers in the UK for our benefits package, which includes life assurance, permanent health insurance, enhanced parental pay, biennial health assessments, childcare voucher schemes, and other perks designed to improve employee wellbeing, both at work and in their personal lives.



Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4

Businesses should uphold the elimination of all forms of forced and compulsory labour.

Principle 5

Businesses should uphold the effective abolition of child labour.

Principle 6

Businesses should uphold the elimination of discrimination in respect of employment and occupation.



People are our most important asset. We recognise that their health, safety and welfare, and that of others affected by our activities, is paramount.

We are committed to providing safe working conditions. We respect internationally recognised labour rights standards as set forward by the International Labour Organisation (ILO) and we follow national requirements for labour practices. Our health and safety policy aims to promote a culture where every employee takes responsibility to ensure safe working conditions, we focus on preventative measures and carrying out systematic risk assessments.

As a result, health and safety for both our employees and our visitors forms a crucial part of our sustainable approach. In 2019, we pledged to reduce accidents in the venue to eight incidents or under per 100,000 visitors and we achieved this. During our last reporting period, we confirmed that our **accident ratio per 100,000 visitors for the whole of 2020 was 10.5**, but this is down to there being far fewer visitors to ExCeL this year but two of the venue's biggest events taking place at the start of the year.

We hold annual emergency procedure briefings which are compulsory for all staff to attend. These briefings are designed to enable staff to act efficiently and confidently in the unlikely event of an emergency at the venue.

We do not support any form of forced or compulsory labour, as demonstrated in our Modern Slavery Statement (available through the ExCeL website). All employees have individual contracts detailing their terms and conditions of employment – these are issued prior to starting employment. Employees are also issued with job descriptions outlining details of the work they are being employed to conduct.

The company upholds a grievance procedure which can be initiated by the employee with their line manager or human resources. Employees are free to leave the organisation and our leavers' policy outlines clear steps required to resign.

We do not condone any forms of child labour. ExCeL is ISO20121 compliant; part of this process includes ensuring our suppliers are also sustainable, upholding ExCeL's values in relation to social commitment. Employees of ExCeL are able to enjoy freedom of association without fear of detrimental implications for their employment. These values are upheld in our equal opportunities policy. ExCeL is committed to eliminating direct and indirect forms of discrimination in relation to employment and occupation.

ExCeL upholds an equal opportunities policy which applies to all aspects of employment including: recruitment and selection, employment opportunities, and promotion decisions. This policy highlights the expectation that all job applicants and employees are treated in the same way regardless of sex, sexual orientation, race, ethnic origin, colour, religion, disability, marital status or union membership status. Our internal processes ensure an objective perspective is taken in relation to all recruitment decisions and places emphasis on the individual's level of skill, qualification, experience and knowledge.

Due to the nature of our business, job vacancies depend on the schedule of events hosted in the venue. As such, there are no formal diversity quotas in place hiring new employees at ExCeL. There is a robust selection process for any vacancy, as and when they appear.

ExCeL continues to maintain an approximately 60/40 split of male and female employees and hires broadly across multiple generations. We're proud to employ 34% of our workforce from East London, supporting approximately 37,600 indirect jobs in London and contributing £4.5 billion to the economy. Long service is acknowledged with annual company meetings that celebrate these milestones.

Demographics related to our current workforce are detailed overleaf.

Location	Count of London area	Percentage
East London	56	35%
Home Counties	50	31%
North London	6	4%
North West London	6	4%
South East London	33	20%
South London	3	2%
South West London	6	4%
West London	2	1%
Grand total	162	100%

Gender	Count of gender	Percentage
Female	61	38%
Male	101	62%
Grand total	162	100%

Ethnicity	Count of ethnic origin	Percentage
Asian - Bangladeshi	4	2%
Asian - Indian	3	2%
Asian - Other	3	2%
Asian - Pakistani	1	1%
Black - African	13	8%
Black - Caribbean	8	5%
Black - Other	1	1%
Chinese	4	2%
Mixed ethnicity	1	1%
White - British	84	52%
White - European	22	14%
White - Other	4	2%
Undeclared	14	8%
Grand total*	162	100%

ExCeL upholds a dignity at work policy which aims to foster an atmosphere of mutual respect in which staff can feel accepted, able to work with dignity and to their full potential. We embrace the benefits of a diverse workforce.

All of these policies are clearly communicated in our employee handbook, which is distributed to all employees. The handbook clearly outlines employees' ability to raise breaches of our policies, either informally or formally, with their line manager or human resources. A formal process is followed if discrimination is suspected or identified. Any breach of the policy will result in disciplinary action and may include dismissal.

Whilst we do our best to ensure our managers are well trained and our employees are happy at work, we recognise that from time to time, grievances relating to employment may arise. Our policy is to encourage open communication between employees and their managers to ensure that questions and problems arising can be resolved quickly, to the satisfaction of all concerned.

We have a comprehensive three-stage process for grievances: informal complaints, formal written complaint, and formal a grievance hearing. An appeals process is in place for individuals that may be dissatisfied with the outcome.



Environment

Principle 7

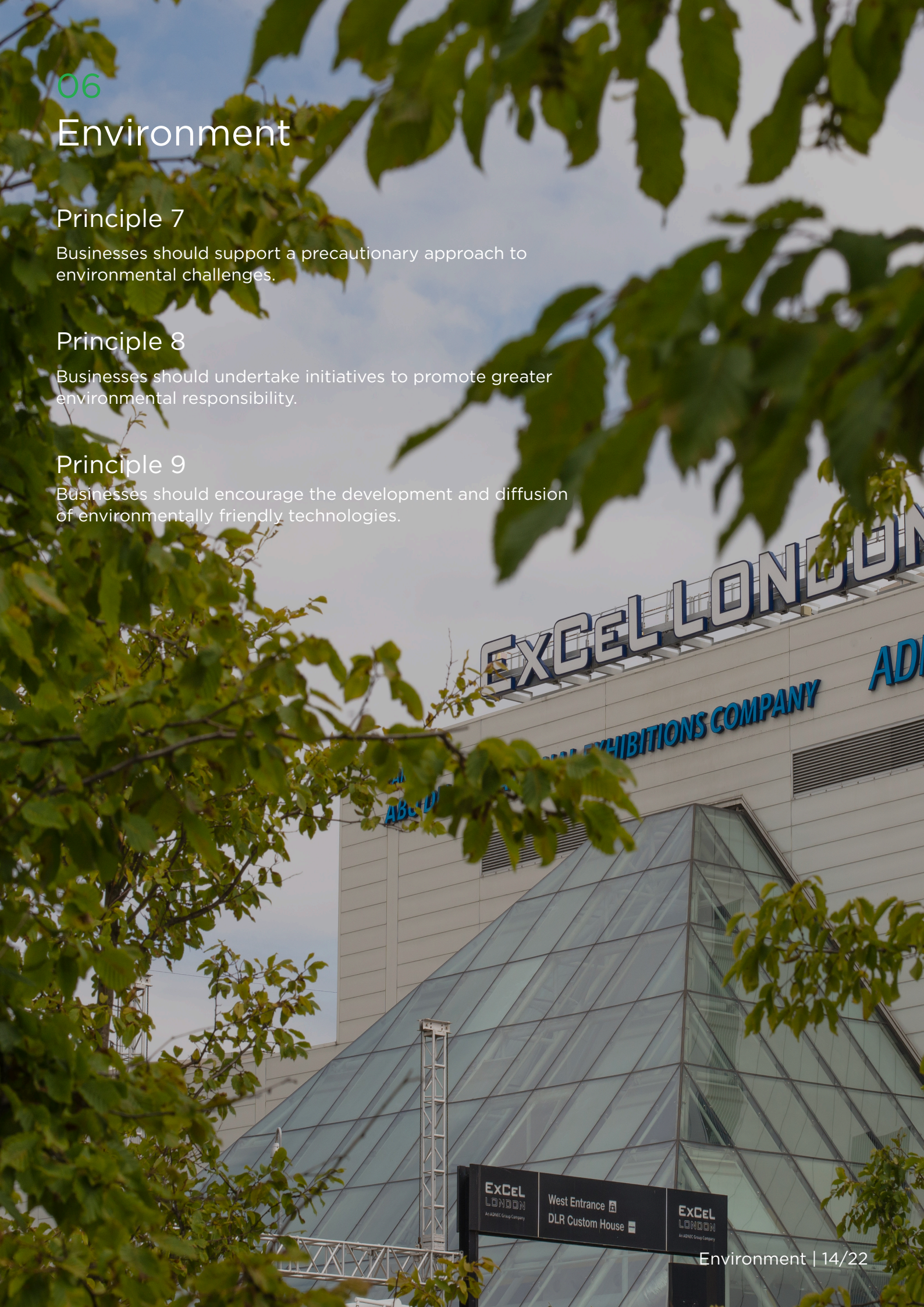
Businesses should support a precautionary approach to environmental challenges.

Principle 8

Businesses should undertake initiatives to promote greater environmental responsibility.

Principle 9

Businesses should encourage the development and diffusion of environmentally friendly technologies.



As one of the UK's leading exhibition and conference centres, we work with our suppliers and clients to improve sustainability performance across all of our activities.

Over the last few years, we have taken significant steps to deliver and execute a sustainable business strategy for our direct operations, working alongside our clients to pursue, promote, and develop sustainable events.

We undertake regular audits – both internally and independently. We are certified to the ISO14001 environmental standard and the ISO20121, which sets sustainability management standards in the event industry.

ExCeL's internal Sustainability Committee, which meets quarterly to discuss and monitor CSR objectives, is made up of ten employees from across the company and chaired by an Executive Director. The purpose of this committee is to feedback on the status of conformance of the Sustainability Management System and to plan future activities, including the requirements of the aforementioned standards.

The checks are designed to ensure that ExCeL's Sustainability System Procedures are being understood, implemented, and maintained; and that the company continues to comply with applicable legislation. The Committee has delivered a number of projects significantly reducing the environmental impact of the ExCeL management office.

Furthermore, we have achieved **83% completion of sustainability training for new starters** and have successfully incorporated Sustainability content in our Academy Training programme.

ExCeL's Marketing & Communications team plays a role in the overall CSR strategy. It is responsible for developing new ways of providing resources for client and stakeholders, in an effort to reduce the printing of leaflets, brochures, and other collateral to support the sales effort.

After being successfully recertified for the ISO14001 and the ISO20121 at the end of 2018, we have continued our efforts to improve our performance.

As in previous years, efforts in 2020 were focused on key areas: **reducing waste**, **increasing energy efficiency**, and **encouraging customers to participate in ExCeL's sustainability objectives**. This year, we have also worked to **offer more sustainable food choices**.

Reducing waste

Between January and December 2020, **we recycled 521.48 tonnes of waste (55.5%) and created 417 tonnes of refuse-derived fuels (44.5%) from waste, totalling 939.2 tonnes for the year**. This is a 75% decrease on the amount of waste handled in 2019* .

We also sent more than 100 hard hats to be recycled rather than sent to landfill. The hats were shredded down into 10mm flakes that can be separated into their constituent polymer elements, washed, dried and then melted down and filtered. The pure molten polymer is then made back into brand new polymer pellets – which are the universal raw material format for all plastic item manufacturing.

Recycling and general waste bins are located throughout the venue and the ExCeL management office. All cardboard, plastics and paper are segregated on-site, with any residual mixed recyclables segregated off-site.

At ExCeL, we provide waste disposal services for our suppliers and retailers on-site using the following bins:

- Mixed recyclables.
- General waste.
- Cardboard and plastic cages – these are sent to a recycling area where they are baled.
- Food bins – for use in the wormery.
- IBC containers – to dispose of vegetable oils and fats.

We continued to recycle our waste using our on-site materials recycling facility and the wormery. The ExCeL wormery is the UK's largest commercial wormery, housing over 300,000 worms. The key benefits include:

- Reduced carbon emissions from transportation.
- Reduced in the number of lorries travelling on already congested London roads.
- Reduced landfill – volumes have been reduced by approximately 90%.
- Production of valuable soil additive which is then used for landscaping across the ExCeL campus.
- Worms can eat vegetable waste and some paper.

In addition to the food recycling policy, all used vegetable oil is collected from site and turned into bio-fuel.

In 2019, we made great progress in tackling the scourge of single-use plastic, by working with our partners to substantially reduce the number of:

- Plastic straws.
- Coffee cups.
- Plastic bottles.

- Takeaway boxes.
- Plastic cutlery.

To support this, we launched a #NoPlastic campaign which outlined our commitment to reducing single-use plastic waste, and at the beginning of 2020 we announced the winner of the competition designed to raise awareness of the matter among visitors.

Entrants had to guess how many water bottles our fountains had refilled through the course of the year. In 2020, more water fountains were fitted, reducing the need to buy plastic bottles as there are more points to refill reusable bottles.

Sustainable food choices

In a normal year, hosting 400 events per year means there are a lot of mouths to feed – and as such, we recognise that the food we offer can have a big impact on the environment.

In 2020, we worked with ExCeL London Hospitality, our catering partner, to:

- Remove red meat from our hospitality menus. 25% of our menus are already plant-based, vegan or vegetarian.
- Offer a minimum of 80% British seasonal fruit and vegetables. We don't use any produce transported by aircraft.
- Repurpose ingredients, where possible, working closely with ExCeL London Hospitality. For example, leftover bread and sandwiches are used to make toast beer.
- Used vegetable oil is collected from our kitchens and converted to biofuel.
- We keep used coffee grounds and add them to our compost pile, to create fertiliser for ExCeL's green spaces.

Increasing energy efficiency

One of the most significant steps taken in this area over the course of 2020 has been to switch power supply, meaning that all of the electricity that powers ExCeL comes from renewable sources. All gas supply is carbon offset using UN credits.

In 2014, we took steps to improve energy efficiency at ExCeL, including a lighting upgrade throughout our venue and car parks. We swapped our 14-year-old lighting which was consuming significant amounts of energy for LED eco-friendly lighting provided by Philips.

We estimate that the energy consumption saving per fitting is 70% and we are continuously monitoring effectiveness.

In 2020 we have continued to increase energy efficiency by:

- Heating and cooling units are not used during

the build and break periods of events.

- Lighting in our spaces is set to 50% during the build and break periods of events.
- Lights are not switched to 100% until 30 minutes before the show opens. Customers can choose to reduce lighting levels in the halls depending on their show lighting levels.
- New LED lighting has been installed in 10 different parts of the venue, in some cases replacing strip lighting, to increase brightness, but also reduce wattage and increase energy efficiency. These areas include: the central boulevard, Prince Regent Walkway, South Lorry Way, Level 0 in the east of the venue, West Entrance external lighting.
- Every member of the ExCeL team undergoes training when they join the company to ensure they are aware of energy efficiency targets.
- Reminders are placed throughout the ExCeL management office, encouraging employees to switch off lights and shut down their computers at the end of each day.
- Operations teams are trained and empowered to make decisions on energy usage.

At a glance...

- 55% of waste recycled, 45% converted into refuse derived fuels.
- More sustainable food choices now on menus
- All electricity now comes from renewable sources

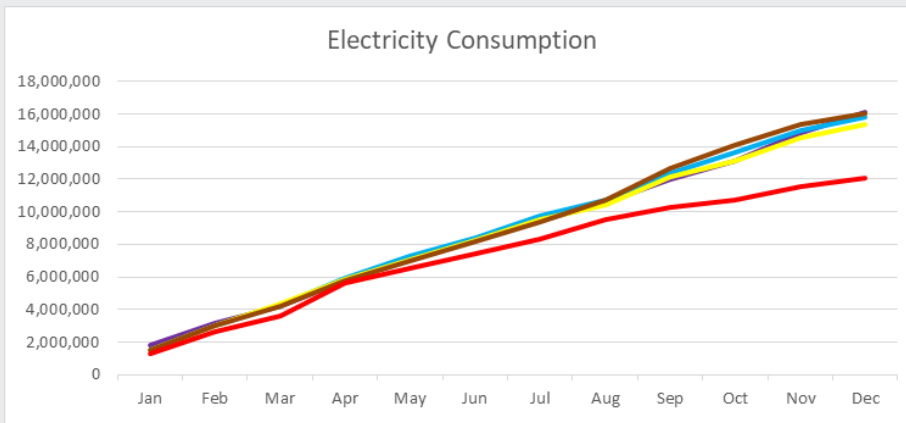


Electricity

One of our key targets for 2020 was to maintain the same level or decrease energy consumption using previous years, as a benchmark. The energy used over the course of the year was in direct response to the needs of the Nightingale.

	January	February	March	April	May	June
2016	1,845,637	3,148,736	4,207,360	5,793,010	7,035,718	8,244,587
2017	1,521,659	2,976,832	4,301,117	5,949,090	7,300,834	8,398,943
2018	1,493,906	3,043,663	4,329,450	5,873,597	7,036,545	8,220,975
2019	1,493,312	2,989,379	4,219,276	5,791,905	6,997,018	8,171,029
2020	1,304,222	2,656,431	3,640,763	5,655,272	6,493,641	7,461,413

	July	August	September	October	November	December
2016	9,435,926	10,592,399	11,998,546	13,141,675	14,832,702	16,113,189
2017	9,773,860	10,728,557	12,362,121	13,619,238	14,992,952	15,837,980
2018	9,493,783	10,451,715	12,179,723	13,123,792	14,513,520	15,363,675
2019	9,396,981	10,725,506	12,632,527	14,057,341	15,353,134	16,176,652
2020	8,357,829	9,508,039	10,239,302	10,710,704	11,572,255	12,070,075



The graph to the left shows the electricity consumption summary graph in KWh for 2020 compared to previous years.

As it shows, the consumption of electricity in 2020 was down over 25% on 2019 - owing in large part to the venue being closed due to coronavirus restrictions. As such, and when viewed in the full context since 2019, this year is likely to be an anomaly.

Had the venue not have been turned into a Nightingale hospital, the KWh usage would have been even less. The consumption cited here is largely derived from events hosted in the first quarter of 2020 and from film studios which were permitted to be set up within the venue in spite of coronavirus restrictions prohibiting events.

Total annual usage	Final KWh used	% compared to previous year	% compared to 2016
2016	16,113,189	N/A	N/A
2017	15,837,980	-2%	-2%
2018	15,363,675	-3%	-5%
2019	16,176,652	5%	0%
2020	12,070,075	-25.4%	-25.1%

Heating & hot water usage summary year-on-year (KWh)

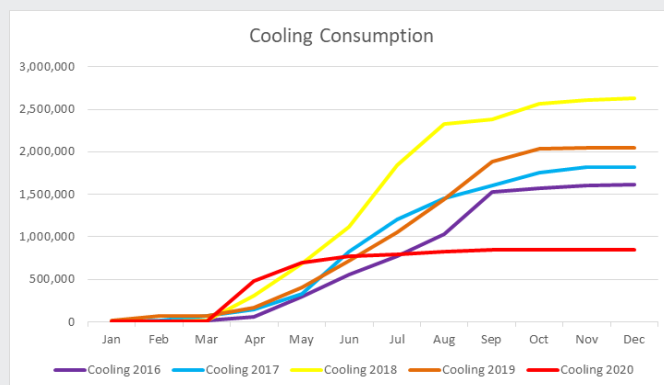
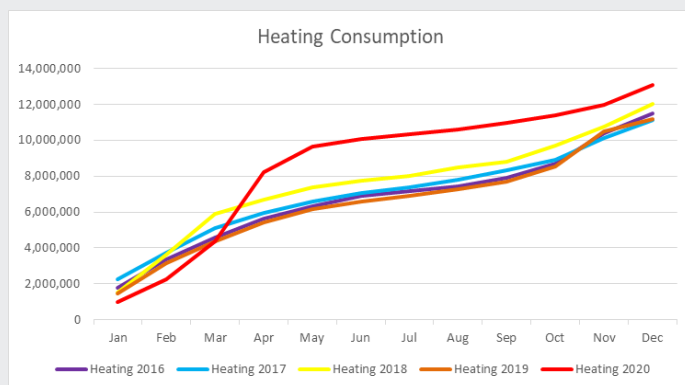
	January	February	March	April	May	June
2016	1,781,000	3,337,000	4,591,000	5,621,000	6,331,000	6,881,000
2017	2,223,000	3,712,000	5,103,000	5,934,000	6,602,000	7,048,000
2018	1,525,000	3,616,000	5,894,000	6,689,000	7,377,000	7,757,000
2019	1,452,000	3,141,000	4,356,000	5,440,000	6,184,000	6,596,000
2020	986,000	2,262,000	4,347,000	8,234,000	9,673,000	10,058,000

	July	August	September	October	November	December
2016	7,191,000	7,445,000	7,887,000	8,683,000	10,411,500	11,512,600
2017	7,382,000	7,778,600	8,321,000	8,916,000	10,126,000	11,139,000
2018	8,038,000	8,469,000	8,790,000	9,701,000	10,754,000	12,055,000
2019	6,901,000	7,257,000	7,714,000	8,533,000	10,476,000	11,211,000
2020	10,347,000	10,597,000	10,968,000	11,381,000	11,983,000	13,070,000

Chilled water usage summary year-on-year (KWh)

	January	February	March	April	May	June
2016	8,000	8,000	16,000	62,000	294,000	551,000
2017	9,000	19,000	66,000	145,000	327,000	822,000
2018	4,000	4,000	18,000	303,000	682,000	1,119,000
2019	12,000	67,000	71,000	170,000	406,000	714,000
2020	1,000	7,000	8,000	478,000	701,000	775,000

	July	August	September	October	November	December
2016	772,000	1,034,000	1,525,000	1,572,000	1,600,000	1,617,000
2017	1,202,000	1,450,000	1,607,000	1,758,000	1,815,000	1,825,000
2018	1,838,000	2,332,000	2,378,000	2,567,000	2,607,000	2,630,000
2019	1,137,000	1,440,000	1,890,000	2,040,000	2,051,000	2,051,000
2020	796,000	822,000	852,000	852,000	852,000	852,000



Compared to 2019, heating and hot water consumption increased considerably, but this is largely due to the resources required to run a hospital and an events venue being quite different. Evidently, a greater amount of heating and hot water has been required for the Nightingale Hospital and the Mass Vaccination Centres throughout 2020. Cooling consumption decreased significantly in 2020, compared to previous years.

Within the constraints of operating as a Nightingale Hospital, we continued to invest in new technologies and implement energy saving measures. These included replacing the old air handling systems used to heat banks of rooms in the North Galleries with independent, energy

efficient units in each room. As well as being more efficient, these units are controlled both from the room and from our building management system, ensuring they are only used when needed and not left running once clients or events move out of these areas.

The year ahead will again be challenging but we are confident that with our robust sustainability policy in place, coupled with our teams' continued efforts to invest in and utilise new technologies, our targets to maintain or decrease energy consumption on previous years will be achievable.

Ensuring customers and suppliers participate in ExCeL's sustainability objectives



ExCeL's partners and suppliers are aligned with our sustainability objectives, through our procurement policy, which outlines specific criteria to staff when purchasing goods or services. Each departmental Director is responsible for monitoring compliance with the policy and ensuring competitive purchasing processes are in place.

Sustainable procurement helps ExCeL to meet its requirements for good, services, works and utilities in a way that achieves value for money on a whole life basis. This generates benefits not only to the organisation, but to society and the economy, whilst minimising impact to the environment. Cost savings, reduced carbon emissions, less waste, lower energy and fuel consumption, improved health outcomes, more skills and training, plus more contract opportunities for small- and medium-sized enterprises are some of the practical benefits to consider within the procurement process.

To be truly sustainable, we believe our clients should work with us to run sustainable events. It is therefore one of our main priorities to ensure organisers are aware of ExCeL's sustainability objectives and that they uphold our energy saving and waste management policies.

Our zero-waste policy is regularly shared with organisers, and we remind customers of their responsibility in both planning meetings and event licences. ExCeL's event

management team champions this objective as they are the single point of contact for organisers during the planning and delivery process. Sustainability is discussed in the planning process and charges are applied for excessive waste as an incentive for keeping events as sustainable as possible.

We have noted a reduction in waste left on-site and sent to landfills thanks to the role ExCeL employees play in educating organisers on their CDM responsibilities. We work in collaboration to ensure all waste is disposed of correctly before, during and after an event. We provide handbooks to the organisers with guidance. In addition, we remind organisers of our work and their responsibility on-site by providing ExCeL factsheets in the organiser offices.

One of our key targets is to continue to communicate ExCeL's sustainability efforts to our organisers and encourage participation wherever possible. We measure the success of this objective by conducting surveys with our organisers.

To communicate our environmental work more effectively, the ExCeL marketing and communications team worked in 2020 to give our initiatives a stronger identity. Legacy was chosen, and distinctive web-pages built to help explain our commitments and activities, both to customers and stakeholders, in operating sustainably. We produced a CSP brochure in early 2020, communicated with clients and stakeholders via newsletters and improved the sort of content we share on our social media channels.

In addition, we sought to further reduce the amount of collateral we print by using an interactive publication tool called PageSuite for brochures and magazines and going paperless on our own exhibition stand at International Confex. Throughout 2021, we will be seeking to reduce the amount of paper we use in the office.

Anti-corruption

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.



ExCeL London upholds its commitment to preventing corruption of any kind in its code of conduct.

Regular internal and external audits of financial accounts ensures that the company's expectations in relation to corporate governance are maintained. The audits enable ExCeL to achieve our objective of maximising shareholder value. We must be able to guarantee the highest possible standards of financial management, assessment of risk, and control. We understand that this must be taken at every level within the business.

The company has established an Audit Committee which monitors compliance, full details of their responsibilities can be found in the company's Audit Committee Charter. The Remuneration Committee makes decisions on executive pay and bonus. External benchmarking of employee salaries removes potential bias and favouritism in annual salary reviews.

ExCeL seeks to conduct its business honestly and in good faith, free from fraud or deception. In order to achieve this, all ExCeL employees must:

- Comply with all applicable UK and EU laws and regulations, including any regulations, codes, and guidelines which apply specifically to the business.
- Not give or receive bribes, or any other inducements to obtain or retain business, nor conduct themselves in such a way as to give rise to any conflict of interest.
- Seek mutually beneficial commercial relationships with third parties with whom they conduct business.
- Ensure that they do not enter into contractual arrangements that they are unable to fulfil.
- Use company assets only for the purpose of ExCeL's business and not to abuse their position in the company for personal gain.
- Ensure that adequate systems are in place to protect the business' assets.

We strive to ensure that our people act with honesty, integrity, and professionalism. To support these underlying ethical values we encourage our employees to raise genuine issues of malpractice or impropriety at work. By identifying and dealing with concerns at an early stage we can prevent malpractice and take steps to safeguard our people and protect our organisation.

To this end, ExCeL has a comprehensive whistleblowing policy in place, as well as a whistleblowing hotline, launched in May 2015. Our whistleblowing hotline is managed by an external company, Expolink, who forward concerns – anonymously if desired by the individual to an

internal audit manager. This whistleblowing hotline is global, enabling our visitors, suppliers, and partners to raise their concerns anywhere around the world.

It is our policy to conduct all of our business in an honest and ethical manner. We have zero-tolerance to bribery and corruption. Our anticorruption and bribery policy, detailed in full in our employee handbook, applies to individuals working at all grades and levels.

Our policy does not prohibit normal and appropriate hospitality (given or received) to or from third parties. We appreciate that the practice of giving business gifts varies between countries and regions; our employee handbook outlines what is considered acceptable.

Another way in which we strive to prevent corruption and bribery of any form is through our bi-annual employee appraisals. In these appraisals, employees are asked to declare any gifts made to clients so this can be logged and monitored for any discrepancies. All employees are asked to declare and keep a written record of all hospitality or gifts accepted or offered, which are subject to this bi-annual managerial review. There is a **100% completion rate** of performance forms at ExCeL, and HR follow-up personally with any incomplete responses regarding anti-corruption and bribery.

Employees are also asked to ensure all expense claims relating to hospitality, gifts, or expenses incurred by third parties are submitted in accordance with our expenses policy and specifically record the reason for this expenditure. Training on this policy forms part of the induction process for all new employees.

Our zero-tolerance approach to bribery and corruption is communicated to all suppliers, contractors, and business partners at the outset of our business relationship with them – and as appropriate thereafter.