

SUSTAINABILITY REPORT 2022
THE SWEDISH EXHIBITION &
CONGRESS CENTRE FOUNDATION



Sustainability report

2022 saw a return to operations for the Swedish Exhibition & Congress Centre Group. While activities continued to be limited by the restrictions imposed during the Covid-19 pandemic in the first quarter, the pent-up need to meet face to face was evident when the meeting place reopened in April.

The Swedish Exhibition & Congress Centre Group has been creating value for generations of people for more than a hundred years by being an international meeting place for knowledge exchange, innovation and relationship building. Just like other members of society, we need to behave responsibly to contribute to a more sustainable future and meet the major challenges we jointly face.

The Swedish Exhibition & Congress Centre Group is owned by the Swedish Exhibition & Congress Centre Foundation and all profit is reinvested in its own operations. The foundation form entails a responsibility to

create long-term, sustainable value for our employees, customers and society at large now and in the future.

Based on the vision of becoming Europe's most attractive meeting place by offering the best overall experience, sustainable development has been an operational priority for over 20 years. This is the Group's sixth sustainability report and it concerns the 2022 financial year.

At the beginning of the year, the new three-year business plan for 2022-2024 was launched with the theme 'Creating value'. As before, sustainability is one of the Group's prioritised business strategy areas, and the new sustainability strategy developed in 2021 also sets the tone for the business plan. The strategy, with the purpose of creating a 'sustainable meeting place', aims to clarify and strengthen the link between operational sustainability work and the UN's Sustainable Development Goals.

The year in brief

Sustainability mapping

During the year, we conducted a new situation analysis and sustainability mapping to set new targets according to the new sustainability strategy.

Smartvatten

Gothia Towers' 1,200 hotel rooms are connected to Smartvatten's monitoring system in which water flows are registered in real time, generating valuable data that can then be used as a basis for more controlled water consumption.

Partnership with Öppet Hus

In 2022, we began a close partnership with Öppet Hus (Open House), a non-profit organisation that works for a more open labour market through mentoring programmes and promotes, supports and encourages young adults in their work and further studies.

The world's most sustainable destination

For the sixth year in a row, Gothenburg was named the 'world's most sustainable destination' in the Global Destinations Sustainability Index (GDSI). As a host and meeting place for national and international visitors, we contribute with our sustainability work to the city as a sustainable destination.



Climate calculations of menus

In 2022, a module was developed to calculate the carbon footprint of our menus. The climate calculations are part of our endeavour to ensure that every meal served has a lower carbon footprint and enables our visitors to make sustainable choices.

100% vegetarian food at Bokmässan

All the food we served at Bokmässan (Gothenburg Book Fair) this year was vegetarian. One of this year's themes was the climate crisis.

Inauguration of the solar panel installation

Our solar panel installation on the roof was inaugurated in the autumn, the first at an exhibition and hotel centre in the Nordic region. At 1,000 square metres, it is the largest solar panel installation in the city of Gothenburg.

Musikhjälpen charity event

This year's Musikhjälpen raised money on the theme 'For a safer childhood on the run from war'. The Swedish Exhibition & Congress Centre Group participated by

auctioning off an overnight stay and spa break for ten people at Upper House with dinner and a personal chef, pastry chef and sommelier. The auction raised SEK 71,000.

Sustainability week

During the autumn, an internal sustainability week was held at which all employees learned more about the new sustainability strategy and the four focus areas.

ISO 20121

For the seventh year in a row, we were certified compliant with the ISO 20121 standard for Sustainable Events. The certification covers the Swedish Exhibition & Congress Centre Group and Gothia Towers meeting place with its hotel, spa, food and beverages, exhibitions, meetings and events.

THE YEAR IN FIGURES

Carbon dioxide emissions per m² linked to the Group's energy consumption

Market-based	Location-based
1.95 kg (1.46 kg)	1.81 kg (1.57 kg)

Energy consumption per m²

173 kWh (159)

Engagement index*
(EI index)

84 (83)

Team efficiency (TEI index)

78 (76)

Leadership index* (LSI index)

82 (80)

Organisational and social working environment (OSI)

77 (76)

Equal treatment index*

91 (93)

eNPS**

31 (31)

Sickness absence

5.4 (4.0)

Gender distribution of managers



*The index shows the result of the employee survey conducted jointly with Brilliant Future. The highest value in all indexes is 100.

**eNPS, net promoter score, describes how willing an employee is to recommend the Swedish Exhibition & Congress Centre Group as an employer. In 2022, the benchmark was 16 (14).

We are accelerating the development of sustainable meetings and experiences

The Swedish Exhibition & Congress Centre Group is run as a private foundation in which long-term sustainability is about responsibly managing and developing a value-creating meeting place for future generations.

The Group also aims to be at the forefront of sustainable initiatives, contributing to industry improvements and continuing to create value for our business, our customers and our environment.

Stakeholders

The foundation form means that the Group has no owners or investors, is financed by its own resources and that any surplus capital is reinvested in its activities. These condi-

tions distinguish a private foundation from other corporate forms and also characterise who its stakeholders are.

A continuous dialogue with our stakeholders is an essential part of our sustainability work. The dialogues form the basis of the overall sustainability strategy and inform ongoing decisions and actions. The Swedish Exhibition & Congress Centre Group affects and is affected by stakeholders in different ways and stakeholder dialogues are conducted to understand different perspectives, expectations and requirements that are central to how our operations are conducted and developed. Feedback on sustainability-related issues is an important part of the dialogues. The stakeholders identified as most important are our visitors and customers, employees, suppliers, Board of Directors, legislators and public authorities, banks and lending institutions, and trade associations and initiatives.



Sustainability strategy

Sustainability is a fundamental part of the Swedish Exhibition & Congress Centre Group's vision to be Europe's most attractive meeting place by offering the best overall experience.

Just like other members of society, we need to behave responsibly to contribute to a more sustainable future and meet the major challenges facing our planet. At the beginning of the year, the new three-year business plan for 2022-2024 was launched with the theme Creating value. As before, sustainability is one of the Group's prioritised business strategy areas, and the new

sustainability strategy developed in 2021 also sets the tone for the business plan.

The strategy, with the purpose of creating a *sustainable meeting place*, aims to clarify and strengthen the link between operational sustainability work and the UN's Sustainable Development Goals.

- We aim to accelerate the development of sustainable meetings and experiences
- We aim to create long-term value for people, the environment and society by meeting the UN's Sustainable Development Goals
- As part of our vision, we will position ourselves as a sustainable meeting place
- Sustainability should generate profitability



Four focus areas for a sustainable meeting place

Based on the new strategy, the sustainability work has been consolidated into four focus areas to achieve more synergies in working methods and follow-up and to simplify communication of the efforts made. The ongoing work is carried out in a sustainability forum in which representatives from the organisation participate to implement the sustainability strategy based on the four focus areas and identify new initiatives that lead to measurable, positive progress and improvement. The sustainability forum is chaired by the Communications Director, who is responsible for sustainability at Group management level.

We work on the basis of the four focus areas:

- 📍 Sustainable choices
- 🌊 Circular resources
- 🍷 Sustainable meetings
- 🤝 Relations and health



By working on the basis of the focus areas, sustainability work is integrated in the ongoing ordinary operations. Each area has an ambition and an overall direction for the work. The goal is for all employees to feel involved in contributing to achieving the UN Sustainable Development Goals. A number of initiatives and activities were identified and launched during the year in each focus area.

📍 Sustainable meetings

Our vision is to become Europe's most attractive meeting place for overall experiences. This means creating value every day that lasts over time. This requires sustainable business models and a sustainable meeting culture. The Sustainable meetings focus area is a new direction in our sustainability work and is based on the trade fair and meeting business. The aim is to create sustainable, profitable meetings by developing a sustainable overall offering that generates business benefits for customers, for our organisation and for society at large.

To create a sustainable meeting place, we engage in continuous dialogue with our customers. During the year, we conducted a survey among a number of our largest B2B customers to evaluate which sustainability certifications are most relevant to our business from a customer perspective. A guide to help customers organise more sustainable meetings has also been developed and is used as a basis for discussion in sales and procurement.



To create conditions for sustainable solutions and innovation at our meeting places, sustainability has been implemented as a mandatory part of the strategic project plans for all trade fairs we organise. As a new, defined focus area, work is under way to develop activities and initiatives to create sustainable business models and a sustainable meeting culture.

In the autumn of 2022, targets have been defined for Sustainable meetings and new key ratios will be established in the first quarter of 2023 and then followed up annually.

📍 Sustainable choices

Every year, the Swedish Exhibition & Congress Centre Group makes major purchases for its operations. Our ambition is to make every sustainable choice a little easier. By means of responsible procurement and the purchase of sustainable goods and services from carefully selected suppliers, we will inspire our customers and visitors to make choices that help us move in a more sustainable direction.

Responsible purchasing

The Swedish Exhibition & Congress Centre Foundation has mission to promote trade and industry. This has meant that the Group has long established partnerships with a high proportion of Swedish and regional suppliers. An important part of the Code of Conduct is that our suppliers must respect fundamental human rights, labour law, the environment and anti-corruption legislation. The Code of Conduct lists basic



sustainability requirements and ethical guidelines for suppliers. It is part of every contracting process and the supplier is responsible for ensuring that its subcontractors comply with the Group's Code of Conduct. Monitoring takes place continuously in connection with contract renewal and at quarterly monitoring meetings.

Existing and future requirements regarding human rights, labour law, the environment and anti-corruption entail a need for increased control and compliance. To ensure requirements are met and to be able to promote the achievement of sus-

tainable supply chains, a mapping exercise will be carried out and processes and procedures will be reviewed in 2023.

A whistleblowing service has been in place since 2020. This is provided by an independent third party. The whistleblowing service allows people to report anonymously if they suspect irregularities.

Corruption issues are handled in the risk management process, which is governed by the risk management policy, the Code of Conduct and the Code of Conduct for Suppliers.



The Group had no reported cases of corruption during the year.

Food and beverages

A large part of the Group's purchases consist of food and beverages and we strive to make informed choices that prioritise organic, locally produced and fair trade foods as much as possible. We also work actively to use as much of the ingredients as possible and reduce our food waste. The restaurants' wine and beer lists offer a number of organic products and the range is being constantly expanded. A new ingredients policy was developed during the year and will be implemented in early 2023.

A module to calculate the carbon footprint of our menus was also developed during the autumn. We can now make it easier for our guests to make informed choices so that our commitment to a lower carbon footprint is reflected in every meal served.

Chemicals

The Swedish Exhibition & Congress Centre Group aims to ensure that all products used in its day-to-day operations are eco-labelled with the EU flower, the Nordic Ecolabel or Bra Miljöval (the Swedish Good Environmental Choice label). This applies to everything from dishwasher detergent to window, floor and bathroom cleaning

products to paints and adhesives. The Group works constantly to reduce the need for chemicals, in part through new solutions and changes to working methods. In the autumn, a machine was installed that produces absolutely pure water. It is used for window cleaning, cleaning agents in our catering facilities and on public surfaces. Three of our washing machines are connected to the machine, which means that our coloured laundry is washed without chemicals. The long-term goal, based on an action plan, is to eliminate hazardous substances listed in the Swedish Chemicals Agency's PRIO database list.

In the autumn of 2022, targets were defined for Sustainable choices and new key ratios will be established in the first quarter of 2023 and then followed up annually.

📍 Circular resources

The Swedish Exhibition & Congress Centre Group wants to be a climate-smart meeting place. In the Circular resources focus area, we work to increase the supply of renewable energy, reduce emissions and ensure smart utilisation of resources. With a circular mindset, we are transforming our operations and designing efficient cycles that further minimise our impact. The work during the year in the Circular resources focus area has mainly concerned energy, water, waste and transport.

Energy

Since 2011, wind power has supplied all the electricity required at the centre.

Lighting, ventilation, heating, cooling, knowledge and behaviour are factors that affect energy consumption. Continuous efforts are being made to optimise the properties.

As part of reducing the centre's energy consumption, in 2022 we replaced more than 1,300 light fittings with new, more modern lighting. This has resulted in energy savings of around 75 per cent, lower maintenance costs and a better experience for our guests.

In 2022, the Group invested in a solar panel installation on the roof of the exhibition venue. Inaugurated in October, the 1,000 square metre installation is estimated to save around 57 tonnes of CO₂ a year, accelerating the venue's renewable energy supply.

Water

During the summer, a system for metering and remote monitoring of water consumption was installed at the Gothia Towers hotel. By making it possible to prioritise and enhance the efficiency of consumption, real-time data contributes to more controlled water consumption.

Waste

The Group works constantly to reduce its total volume of waste and make it easier for visitors, guests and customers to manage their waste during their visits. Of the total waste, 95 per cent is recycled.



Composted waste is sold to Göteborgs Energi, which extracts biogas that the Group buys back. The biogas is then used to power cookers and other equipment in our restaurant kitchens. Public areas at the meeting place have containers for sorting paper, combustible waste and recyclable containers. IT equipment is donated to the IT4 Kids foundation and used furniture from hotel rooms, offices and restaurants is donated to charity through Reningsborg.

Transportation

Our ambition is to contribute to reducing carbon dioxide emissions and traffic con-

*eNPS, net promoter score, describes how willing an employee is to recommend the Swedish Exhibition & Congress Centre Group as an employer.

gestion in central Gothenburg. The Swedish Exhibition & Congress Centre Group works with other actors to reduce transport emissions in our local area in various ways. We therefore optimise our logistics using shared loads and consolidation of goods to and from the centre. The Swedish Exhibition & Congress Centre Group is involved in Gothenburg City Zone, a collaborative project in which new technology in vehicles and infrastructure will create an emission-free zone around the Event District in the centre of the city.

In the autumn of 2022, targets were defined for Circular resources and new key ratios will be established in the first quarter of 2023 and then followed up annually.

Relations and health

The Swedish Exhibition & Congress Centre Group will work towards objectives to constantly develop and manage good, sustainable relations with people and society around us. Our most important task as a long-term employer is to continue the proactive work of developing a healthy workplace for our employees based on the core values of commitment, cooperation and courage. As an important member of the business community, we want to promote and be part of positive social development. The Group therefore supports organisations and projects that promote good causes at regional level, such as the long-standing collaboration with Räddningsmissionen (the Rescue Mission) and the new partnership with the mentoring organisation Öppet hus.

Employees

The Swedish Exhibition & Congress Centre Group's corporate culture is business-driven with the focus on customer experience. Our success as a meeting place is based on dedicated employees who exceed visitors' expectations. This requires good leadership and strong employeeship.

The Group strives for diversity and works hard to promote an inclusive culture.

All permanent employees receive regular training on the Group's sustainability work. In September 2022, an internal sustainability week was organised at which the new sustainability strategy and the work of the focus areas were presented to all employees.

The Group works hard to offer a dynamic, inspiring, developmental, sustainable workplace. There are many career paths, which means that many employees can spend their entire working life in the Group. Employees are given great individual responsibility for their tasks, and have areas of responsibility, personal targets and the opportunity to develop. Individual target reviews and performance reviews are held every year to map out areas for development, and employees are offered skills development to meet new customer requirements and expectations.

Every autumn, the annual employee survey is conducted. It includes questions on Engagement, Team Efficiency, Leadership, Organisational and Social Working Environment and Equal Treatment. This year's employee survey results were very positive. The Group improved on all indices compared to the previous year. The response rate in 2022 was high (87 per cent) and we have a continued strong eNPS* of 31 (benchmark 16).

Leadership

Good leadership is key to success and creates a competitive, sustainable workplace. Our leadership reflects the Group's core values and philosophy to motivate, engage and develop our employees to achieve results. Skills development initiatives in leadership, health and safety and labour law are regularly implemented. All managers receive feedback on their leadership in the annual employee survey. This year's

Leadership Index had a higher total score, and all our business units are above the benchmark. The results show that our managers are leading their teams well and that the dissemination of information is better this year than in previous years. Perceived respect from the manager was also higher in this year's results. Overall, our employees feel that the Group has good leadership.

Organisational and social working environment

Our overall objective is a sustainable workplace with a good physical, social and digital working environment. The Group works systematically to improve health and safety, partly by reporting and following up on incidents and accidents and by regularly carrying out risk assessments, safety inspections and employee surveys. The Group has a health and safety committee that meets regularly, and employees, managers and safety officers work together to improve the working environment and ensure that we promote a good working environment. This year's employee survey included questions related to remote working on account of Covid-19 to ensure a sustainable workplace during the pandemic. There are also a policy and guidelines on remote working to help ensure a good working environment.

The Swedish Exhibition & Congress Centre Group promotes health through the Staywell initiative, with the aim of helping employees improve their own health and make healthy choices. This includes an

annual 'Feel Good Week' with a special focus on employee activities, health, nutrition and well-being.

This year's index for organisational and social working environment was again above the benchmark. The parameters of stress and recovery between shifts were slightly lower than in 2021, and this is an area in which efforts will be made in 2023 to ensure that our employees experience reduced stress levels and better recovery between shifts. 2022 was an intense year as we ramped up considerably after the pandemic, with many new employees joining us. In 2023 we will continue to recruit new staff and ensure that the organisation has the necessary resources for our employees to feel that they can recover well between shifts.

Equal treatment

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

The equal treatment index consists of four questions: Reconciling work and parenthood, Equal opportunities and obligations, Freedom from victimisation and Job inter-

views with no inappropriate questions. This year, the Group had a high score on the Equal treatment index, which stood at 91. There was a slight decrease compared to the previous year.

Since 2020, there has been a whistleblower service provided by a third party. Staff may contact the service if they suspect or have experienced irregularities and want to remain anonymous. The Code of Conduct states clearly how the Group's employees should behave towards all relevant stakeholders regarding any gifts, entertainment and the like.

Social responsibility

The Swedish Exhibition & Congress Centre Group wants to contribute to positive social development and supports organisations and projects that work for good causes at a regional level. Since 2008, we have been working with Räddningsmissionen and in the summer of 2022 we began a close partnership with Öppet Hus, an organisation that promotes, supports and encourages young adults in their work and further studies through mentoring programmes. During the autumn, eight employees in the Group became mentors in the programme.

In 2022, we participated in the Musikhjälpen charity event's fundraising. We auctioned off an exclusive hotel and restaurant experience and prepared a three-course dinner in a live broadcast for Musikhjälpen's charity.

We regularly arrange activities in support of Räddningsmissionen's work on social vulnerability. In addition to our annual Christmas collection, this year the Group donated a large greenhouse, crockery, a shuffleboard and toys to Räddningsmissionen's housing programme for families from Ukraine and their Community School and Breakfast Café. The Group also actively promoted the Giving Tuesday campaign and organised an art auction in support of Räddningsmissionen. An art exhibition was shown in The Gallery in partnership with Kulturlabbet, which is part of Räddningsmissionen's day-to-day activities for visual, performing and verbal artists with learning disabilities.

The Group's employees have the opportunity to volunteer at Räddningsmissionen's breakfast café. We want to further promote this opportunity in the future as it is an initiative that, in addition to supporting Räddningsmissionen's work, also gives our employees the opportunity to help the Group counteract social vulnerability.

The forms of cooperation for our community engagement partnerships will be developed in the coming years.

In the autumn of 2022, targets were defined for 'Relations and health' and new key ratios will be established in the first half of 2023 and then followed up annually.

Mapping significant sustainability issues

We face major global environmental and social challenges. Human impact has accelerated the development of these challenges, and stronger action is needed to achieve the UN Sustainable Development Goals. We therefore urgently need to accelerate the transition to sustainable development.

Long-term sustainable responsibility is not only a competitive advantage. It is crucial to our ability to continue creating valuable meetings and to ensure future growth. The Swedish Exhibition & Congress Centre Group wants to contribute to responsible consumption and sustainable business development by combining long-term profitability with environmental considerations and social responsibility. To succeed, the focus needs to be on the issues on which the organisation has the greatest

impact and areas that are most significant need to be defined.

Sustainability mapping

In recent years, the Group has been greatly affected by the negative consequences of the Covid-19 pandemic. In 2020 and 2021, the workforce was halved, travel habits changed and the need for digital meetings grew significantly. Changed conditions and new external factors that affect operations need to be continuously evaluated in relation to sustainability work.

Based on the new sustainability strategy, an extensive sustainability mapping exercise was carried out during the spring and summer to identify, define and set targets for the organisation's top priority sustainability issues. The mapping exercise was carried out with external consultants and with representatives of the four focus areas and other stakeholders relevant to the mapping exercise.

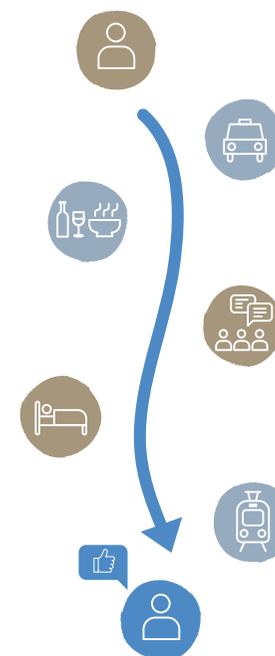
The mapping exercise started with a situation analysis to identify gaps. On this basis, an updated materiality and stakeholder analysis was carried out, as well as a

renewed risk assessment and a SWOT analysis. All stakeholder perspectives have been taken into account, but the gap analysis resulted in a particular need for simplified process mapping from the customer perspective. The mapping also means that governance, policies and binding requirements have been evaluated and updated. Expertise and communication needs have been identified and action plans drawn up. The results have provided the Swedish Exhibition & Congress Centre Group with valuable information on how priority sustainability issues, management by objectives, and improvement work can be driven forwards.

The customer journey

To permit us to be and offer a sustainable meeting place, the mapping exercise was based on the Swedish Exhibition & Congress Centre Group and Gothia Towers' business model and overall offering, the aim of which is for visitors to enjoy a variety of experiences under one roof. Based on the customer journey, the exhibition, meeting, hotel, restaurant and spa business areas were evaluated.

The aim was to define, from the customer's perspective, the sustainability issues that are of greatest importance to this stakeholder group, and thus also to the development of the Group's operations. The results were included in the continued mapping work and in the materiality analysis.



Materiality analysis

The new materiality analysis was based on the combined results of the parts of the sustainability mapping exercise: gap analysis, stakeholder analysis, customer journey, risk assessment and SWOT analysis. The starting point for the analysis was the actual and potential impact of operations, both negative and positive. The aspects were rated according to their severity and scope. The results are divided into environmental, social, economic and general aspects. This led to the prioritisation of the most significant sustainability issues to increase the effectiveness and business benefit of sustainability efforts. The priority issues are used to create strategies, set targets and define key ratios to be measured, monitored and reported in 2023.

Prioritised sustainability issues and targets

The Swedish Exhibition & Congress Centre Group works to continuously improve its sustainability work and reduce its negative impact. Having clear objectives and measuring the right things is a success factor when taking important and necessary steps forward. The prioritised sustainability issues, combined with the new sustainability strategy, form the basis for the defined targets to be measured and monitored.

As a result of the sustainability mapping that was finalised after the summer, nine targets have been established that the organisation will continuously work towards through established activities, action plans and procedures. These targets are also included in the ISO 20121 certification for sustainable events. In 2023, the nine targets will have specific key ratios linked to them and will be reported in the data-driven platform Position Green. The reporting platform increases transparency and facilitates the monitoring of targets at a given point in time and on an annual basis in future sustainability reports.

The objectives defined are included and pursued within the framework of each focus area. Key ratios for the targets will be specified in 2023.

Sustainability issues

Environmental issues

- Climate emissions
- Air pollution
- Energy consumption
- Increased energy efficiency
- Material consumption
- Chemical consumption
- Waste and disposable materials
- Food waste and menu choices
- Shortage of raw materials
- New legal and reporting requirements, sanctions
- Surface and land use



Economic issues

- Security
- Corruption
- Digitisation



Social issues

- Accessibility
- Skills and expertise, human resources
- Working conditions, health and safety
- Employee commitment
- Equal treatment
- Diversity
- Traffic noise
- Social responsibility



General issues

- Reliable sustainability communication
- Environmental impact, working conditions and human rights in the supply chain
- Resource planning
- Monitoring of external factors
- Ethics and core values



Supporting and governing documents



Sustainability policy – principles of sustainable development

The primary governing document for sustainability work is the sustainability policy and its principles of sustainable development. The policy describes the focus of the sustainability work and the principles to be followed. Linked to the policy are governing documents based on its principles. The basis of our activities is that sustainability must be a natural, integral part of our work, and we must act responsibly to contribute to a more sustainable future and achieve the UN Sustainable Development Goals. Our sustainability work takes a holistic approach based on environmental, social and economic sustainability. All policies, and the principles and performance evaluation for sustainable development, are reviewed annually by the Group management.

ISO 20121 event sustainability management systems

The Swedish Exhibition & Congress Centre Group and Gothia Towers is certified in conformity with ISO 20121. The certification covers our entire meeting place with its hotel, spa, food and beverages, exhibitions, meetings and events. The standard ensures that the organisation leads, manages and improves the delivery of events in a sustainable manner and acts in accordance with the stated sustainable development policy. The work should result in continuous improvement and be systematic with clear processes and procedures in which the organisation acts from a stakeholder perspective. Certification is obtained following an independent third party audit.

Principles of sustainable development

BASIC PRINCIPLE

Inclusivity

The participation of our identified stakeholders is essential to driving our operations forwards and achieving constant improvements. This participation is created through systematic dialogue with our stakeholders, and the procedures for dialogue and its analysis are integrated in our operations and the processes and procedures of our focus areas.

SUPPORTING/GOVERNING DOCUMENTS

- Communication policy
- Communication plan
- Stakeholder analysis

Integrity

We must always operate with a high level of integrity and morality. The Group must be managed and act in compliance with the laws and ordinances applicable to our operations and to society, and it must assume responsibility for and create engagement around policies, decisions and operations.

- Code of Conduct
- Code of Conduct for Suppliers
- Whistleblower service
- Whistleblower policy
- Ethical purchasing guidelines
- Equal treatment plan
- Equal treatment policy

Stewardship

Sustainability is a fundamental part of our vision to be Europe's most attractive meeting place by offering the best overall experience. Just like other members of society, we need to behave responsibly to contribute to a more sustainable future and meet the major challenges facing our planet.

- Our vision
- Sustainability policy
- Business plan 2022-2024

Transparency

We stand for openness and honesty in our actions and communications. Our communication should be clear, relevant, proactive and open.

- Communication plan
- Code of Conduct
- Communication policy
- Stakeholder analysis
- Leadership policy
- Sustainability report
- Sustainability policy

Proactive, integrated risk management

How risks are managed is of great importance to a business. It can have a negative impact on the business but, if properly managed, can also add value. We aim to do our utmost to systematically identify, define, document, manage and minimise negative impacts. Our ambition is for risk management to be conducted proactively and integrated in all business processes, thereby supporting the fulfilment of the Swedish Exhibition & Congress Centre Group's operational objectives. Our risk process is managed systematically, regularly and equally across the organisation. The Group is actively engaged in risk management in accordance with ISO 31000:2009.

The overall objective of risk management is to eliminate different types of risk. In addition, we want to create a safe and secure environment for our employees and our visitors, and ultimately realise our vision of becoming Europe's most attractive meeting place by offering the best overall experience.

Monitoring and methods

An internal review of the Swedish Exhibition & Congress Centre Group's risk management is conducted every year. We regularly ensure that the policy is revised in line with the Group's development. All operational risk analyses are carried out using well-established tools, processes and documents in accordance with ISO 31000:2009.

Significant sustainability-related risks and risk management

The Swedish Exhibition & Congress Centre Group has identified six significant sustainability-related risks for which we also carry out systematic risk management. These are 1) Supply chain and raw material shortages 2) Climate-related risks 3) Resource shortages and market risk 4) Occupational health and safety risk 5) Corruption and information security 6) Other safety risks. Our Code of Conduct and our whistleblowing function are central to ensuring

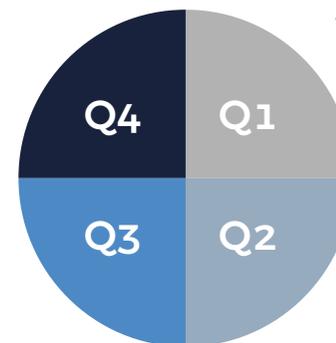
compliance with our core values and that we address any shortcomings. The overall objective is to increase proactivity in the dialogue on sustainability and risk management.

Supply chain and raw material shortages

There is a risk of violations of the Code of Conduct on social responsibility, human rights, working conditions, health and safety, environment and corruption in the supply chain. The Group requires all suppliers to

- Reporting
- Monitoring

- Risk identification
- Risk analysis
- Risk owner



- Risk management
- Budgeting

- Risk assessment
- Prioritisation

respect and comply with the principles of the Code of Conduct. The Code of Conduct lists basic sustainability requirements and ethical guidelines for suppliers. Suppliers undertake to comply with the Code of Conduct throughout their operations, and to ensure that their subcontractors do the same. Monitoring takes place continuously in connection with contract renewal and at regular monitoring meetings to evaluate suppliers.

Wars, pandemics and extreme weather risk reducing the availability of raw materials in key areas, resulting in difficulties in obtaining sufficient volumes or specific products to meet demand. This may affect our business offering and pricing and, by extension, the business as a whole. Several measures are taken to create favourable conditions for securing the supply of goods. This partly involves continuously enhancing internal purchasing expertise in combination with ongoing dialogue with suppliers, and partly spreading risk, for example by sourcing goods from several geographical areas.

Climate-related risks

Environmental risks are complex and include the availability of raw materials and the costs that may arise as a result of political decisions. At the same time, these risks represent opportunities for those actors who lead the competition. We ensure that we are prepared for climate-related risks that may have a direct impact on our operations. We do so by taking active measures to reduce the Swedish Exhibition &

Congress Centre Group's climate impact. We also ensure that the organisation is prepared for the direct impact that extreme weather can have by carrying out regular studies, for example of storm water and cloudbursts.

Resource shortages and market risk

The pandemic has led to a shortage of skills in some areas as many people in the sector have moved on to other professions or training programmes. To ensure that we have a good supply of staff and skills, we work continuously on succession planning, recruitment, skills enhancement initiatives, a strong focus on diversity work, zero tolerance of discrimination and victimisation, a good working environment and a strong work/life balance.

We operate in a competitive, changing market that requires a flexible organisation to respond to the external factors affecting our business. To keep abreast of the economy, competitor activities and new trends, we continuously monitor the market. Systematic ongoing analyses are carried out and form the basis of the company's strategies.

Health and safety risks

The Swedish Exhibition & Congress Centre Group has employees in several different business areas such as hotel, restaurant, logistics, assembly, sales and administration. In these activities, there is a risk of accidents with injuries and there are risks related to the social and organisational working environment.

All employees in the Group have the right to a safe, secure working environment. The guidelines and procedures that form the basis of the systematic health and safety management are based on current legislation. The Swedish Exhibition & Congress Centre Group systematically manages health and safety linked to the physical, organisational and psychosocial working environment, and annual risk assessments are carried out. In more physically demanding, risky environments, impact assessments are carried out every two years for lifting, vibration and noise.

Corruption and information security

The Swedish Exhibition & Congress Centre Group's Code of Conduct and the Code of Conduct for Suppliers, which includes anti-corruption measures, stipulate how employees and suppliers should act in relation to relevant issues. The Code of Conduct has been communicated to employees and suppliers. All suppliers must comply with the Code of Conduct, and compliance is monitored on an ongoing basis when new contracts are signed and at quarterly meetings. The Group had no reported cases of corruption during the year. Security work is conducted in accordance with the international guidelines for information security governance.

Other safety risks

Extensive systematic and preventive safety work is carried out within the Group, with the focus on detection, analysis and remedial activities. Personal safety has top priority in this work. The Group currently has two comprehensive certifications related to safety: Safe Hotel Premium Level and Vål Brandskyddat Hotell (Well Fireprotected Hotel). The certifications are audited annually by an external party.

Collaboration and initiatives

The Swedish Exhibition & Congress Centre Group's location, size and breadth of operations enable us to contribute to sustainable development in a wider context. Our ambition is therefore to be part of a sustainable solution locally, nationally and globally.

Our own continuous efforts to create a sustainable meeting place have a ripple effect and contribute to both Gothenburg's position as the 'World's most sustainable destination' and Sweden's strategy for sustainable tourism and a growing hospitality industry. As a major meeting place, the Swedish Exhibition & Congress Centre Group needs to collaborate across sectors and borders to continue to create valuable meetings in the future.

The world's most sustainable destination
For the sixth year in a row, Gothenburg was named the 'World's most sustainable destination' in the Global Destinations Sustainability Index (GDSI). As the host and

meeting place for national and international visitors, our sustainability work contributes to the city as a sustainable destination, a role of which we are proud and which motivates us to constantly improve.

Smart Tourism Destination

The European Commission has selected Gothenburg as one of 50 European cities that stand out by developing new and more sustainable forms of tourism. Based on the city's sustainability concept, the Destination Data Platform (DDI) has been developed with the aim of developing the experience industry through data-driven decisions, with the Swedish Exhibition & Congress Centre Group contributing to the start-up phase of the project.

Diversity Charter Sweden

We are members of Diversity Charter Sweden, the world's largest diversity and inclusion network. Through our partnership, a knowledge enhancement initiative on the topic of inclusive leadership was initiated in 2022.

Gothenburg Green City Zone

We are involved in the Gothenburg Green City Zone project, in which we are collaborating with other actors on new technology in vehicles and infrastructure to create an

emission-free zone around the Event District in the centre of the city.

Räddningsmissionen

We want to contribute to positive social development and choose to support a number of organisations and projects that promote good causes at regional level. We have been working with Räddningsmissionen since 2008. Its mission is to combat social vulnerability and exclusion in and around the Gothenburg area.

Öppet hus

In spring 2022, we began a close partnership with Öppet Hus, an organisation that uses mentoring programmes and other methods to promote, support and encourage young adults in their work and further studies.

UN Global Compact

We are members of the UN Global Compact, the world's largest sustainability initiative, and we support the ten principles that underpin the goals. This means that we publish an annual Communication on Progress in which we report on how we implement the ten principles and how we work to contribute to the UN Sustainable Development Goals.

The Net Zero Carbon Events Pledge

With a number of other global actors in the meetings industry, we signed the industry-wide sustainability initiative The Net Zero Carbon Events Pledge ahead of the COP26 2021 climate summit. In addition to developing industry collaboration in the area of sustainability, the initiative involves expanding measurement methods to equitably measure greenhouse gas emissions throughout the value chain and creating an industry-wide roadmap towards net zero emissions by 2050, and by 2030 in line with the Paris Agreement. During the year, the Swedish Exhibition & Congress Centre Group and other actors participated in an iterative process to develop the roadmap. As part of phase 2, a final version of the process plan was launched during COP27 in Sharm El-Sheik, Egypt, in November.

The ambition of the Swedish Exhibition & Congress Centre Group is to be part of a sustainable solution locally, nationally and globally. By participating in initiatives and contributing to knowledge transfer, processes and measurement methods, the Group takes responsibility for reducing its own emissions while contributing to more sustainable development in the events industry in a wider global perspective.

