

Hosting
the
World!

world forum 
The Hague



Sustainability report
2018



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Dear Reader,

World Forum The Hague is a conference venue in The Hague that hosts major national and international conferences. We stand out as being an organisation that focuses on service. We exceed expectations by connecting, enriching and providing a full service solution. We make sure that visitors to our location feel welcome and are well informed about our policy.

World Forum is managed by GL events, a key player in the international events industry. GL events has shown its commitment to sustainability for the past ten years through its three programmes: Think Green, Think People and Think Local. In keeping with our core values of commitment, experience and personal attention, World Forum's sustainability policy has been successfully pursued for many years.

Under the three programmes (Think Green, Think People and Think Local), our organisation also contributes to achieving the following UN Sustainable Development Goals (SDGs):

- SDG 4: Quality Education
- SDG 7: Affordable and Clean Energy
- SDG 8: Decent Work and Economic Growth
- SDG 16: Peace, Justice and Strong Institutions

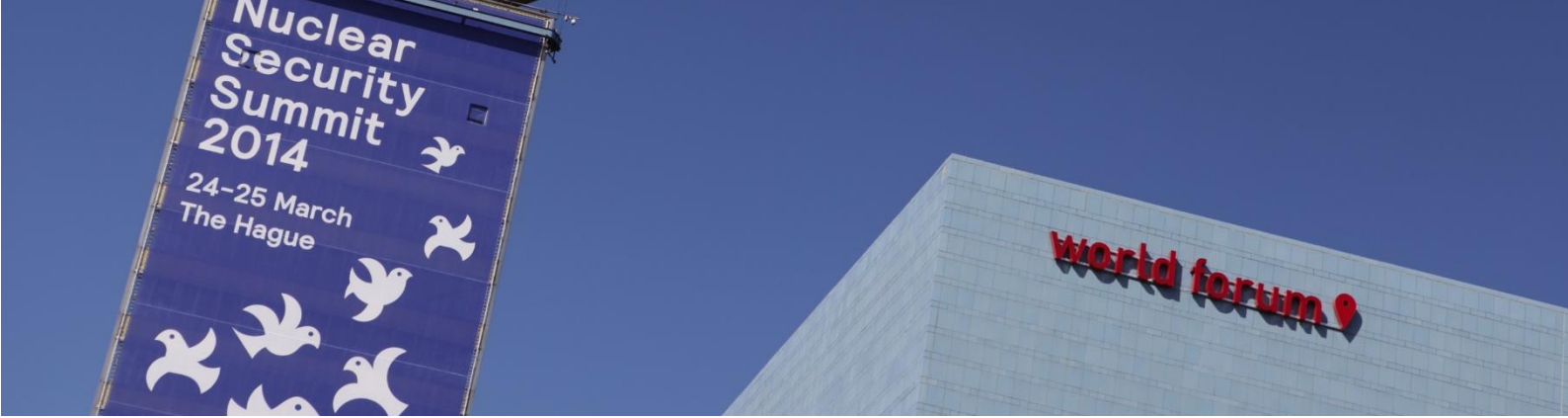
Our goal is to continue to develop these programmes and SDGs in the years to come. World Forum is one of the GL events locations that is working to obtain the ISO 20121 certification in 2019. Implementing this standard enables us to continuously improve our processes and launch new initiatives.

I personally believe that this approach presents us with an opportunity to improve our collective performance. We have a special CSR working group consisting of employees from the Marketing & Communication, Project Management, HRM and Purchasing departments. But I invite everyone, both employees and other stakeholders alike, to actively respond to this challenge. If you have any ideas or questions about our sustainability policy, please let us know via linda.vanwijngaarden@worldforum.nl.

Kind regards,

Michiel Middendorf

General Manager World Forum The Hague



//The organisation

The company

World Forum The Hague is an international congress centre in The Hague, the city of peace and justice.

World Forum The Hague was formerly the Nederlands Congres Centrum (NCC) and prior to that the Nederlands Congresgebouw (NCG). It was opened in 1969, the opening was attended by dignitaries including His Royal Highness Prince Bernhard of the Netherlands. The building was designed by architect Jacobus Johannes Pieter Oud in the style of Dutch functionalism, which was ultramodern in the 1960s.

Het Nederlands Congresgebouw became extremely well known internationally as the venue for the North Sea Jazz Festival from 1976 through 2005. Artists such as Miles Davis, Dizzy Gillespie, Lionel Hampton and Candy Dulfer performed at the venue. Other leading world figures including Neil Armstrong, Kofi Annan, Bill Gates, Hillary Clinton and Barack Obama also spoke at large top-level international conferences held at World Forum.

World Forum successfully hosted the largest summit in the history of the Netherlands: the Nuclear Security Summit 2014 and the Global Conference on Cyberspace 2015. It is through events such as these that World Forum demonstrates that it is fully capable of hosting top-level international conferences: World Forum: Hosting the World.

Since 2009 World Forum is managed by GL events, a French company. The company was founded more than 30 years ago and has built up a formidable reputation on the international conference circuit in both organising large-scale events and managing exhibition and conference venues. GL events manages some 40 convention centres worldwide, for example in Barcelona, Nice, Brussels, Paris, Rio de Janeiro and Shanghai.

The City of The Hague once again became owner of the World Forum The Hague building in July 2013. Major investments have since then been made since in a number of areas including technical systems and a new exhibition space. World Forum is consequently ready for the future and, together with the City of The Hague, is focusing on attracting large international conferences.

World Forum The Hague has the following mission:

“We exceed expectations by connecting, enriching and caring”

The core values of World Forum The Hague are:

- Dedication
- Experience
- Personal attention



//The organisation

The vision of World Forum is: 'World Forum The Hague aims to be the number one venue in The Netherlands in the area of Safety & Security, Service and Education.'

Alongside the mission, vision and core values, World Forum The Hague has defined a number of key focus areas. World Forum aims to be the number one conference venue in the Netherlands. Our key focus areas – expertise in safety & security, personal service and creating an educational environment – are at the heart of what we do and form the basis of our internal and external business operations.

- 1. Safety & Security:** *"We are an expert in the area of safety and security"*
World Forum specialises in safety and security during events and has proved to be successful in this area within the market, including by hosting conferences such as the Nuclear Security Summit 2014 and the Global Conference on Cyberspace 2015. The safety and security of our own employees is another key aspect.
- 2. Service:** *"We are distinguished in service"*
World Forum excels in the market through its service-oriented attitude and high level of professionalism. The large number of conference organisers who repeatedly choose our venue for their event and the feedback surveys conducted after each event are a testament to our high quality.
- 3. Education:** *'We are an educational institute'*
World Forum is a leading training institute for students interested in entering the conference market. We offer a variety of work placements for talented young people, and World Forum employees are also given every opportunity to further develop their talents through training courses and coaching processes

KEY FOCUS AREAS
| Safety & Security |
Service | Education



//The organisation

The organisation structure

The operation of World Forum The Hague has been handled by GL events. GL events is a worldwide provider of integrated solutions and services for events, with prominent positions across the three main segments:

- congresses and conventions
- cultural, sports and political events
- trade fairs and exhibitions for professionals and the general public

Intervening on behalf of a large range of institutional and private companies in France and worldwide, GL events' mission is assisting companies, institutions, and event organisers at every stage of the process from the definition of their event strategies to final implementation in the field.

World Forum The Hague is one of the 43 conference venues under management of GL events. The day-to-day operations of World Forum are handled by General Manager Michiel Middendorf, who reports to GL events' Managing Director, Venue Management at the company's headquarters in Lyon.

GL events in figure:

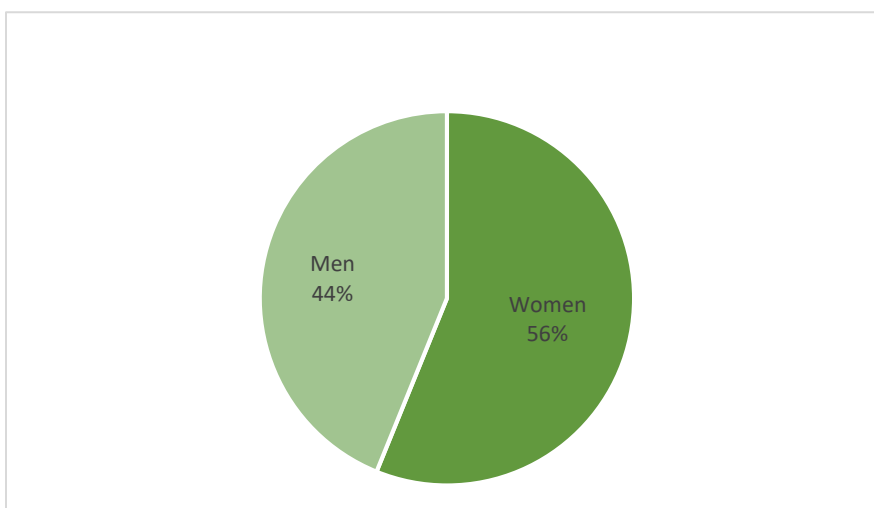
- active on 5 continents in more than 20 countries
- 4.298 employees (38% outside France)
- Listed in Segment B of NYSE-Euronext Paris
- 1040.5 M€ revenue in 2017
- 90 offices worldwide
- 332 proprietary trade shows
- more than 3.700 events staged
- more than 14 millions of visitors and exhibitors



//The organisation

Employees

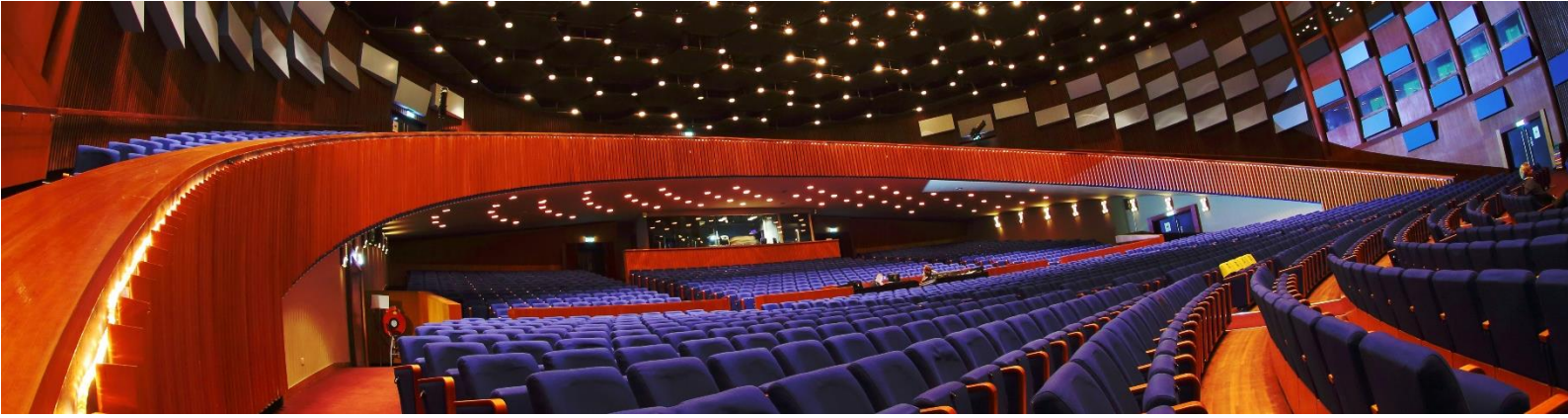
World Forum The Hague employed 57 permanent employees in 2018, which is equivalent to 55 FTEs. The permanent employees comprise 25 men and 32 women. There are also a number of employees with 0-hour contracts at World Forum The Hague, and in 2018 we provided work placements for 19 interns.



Men-women permanent employees World Forum The Hague 2018

Organisation chart

Annex 1 of this report (page 40) contains the 2018 World Forum The Hague organisation chart.



/The organisation

The market

The focus of World Forum The Hague is on the international congress market, which is divided into the following clients: Associations, Institutional and Corporate. In addition, World Forum has the largest theater room in the Netherlands (2,161 seats), where various cultural performances take place during the low season in the congress market.

Associations

By association we mean a (inter)national society of people with the same interest or discipline. The characteristics of association conferences are that they are mainly recurrent events, requested a long time ahead and hardly being organised again within a short period of time within the same country. Association conferences rotate between different countries. The organisation of this type of conferences is mostly in the hands of a group of initiators that form a "local organising committee" (l.o.c.). This local counterpart invites the international association to hold the conference in their home country. The association market consists of the following customers: labour unions, associations, federations, clubs and political parties.

Institutional

The institutional market refers to meetings on national, European or international level. The ministerial conferences that take place at the World Forum are mainly organised by the Dutch ministries destined for both international and national ministries. Ministries gather to exchange together ministerial subjects, to share their points of views or to meet. The participants of these meetings can be of national or international origin. The institutional market includes: local and regional authorities, ministries, NGO's (Non Governmental Organisations), universities, civil services and governments.

Corporate

The corporate market is made up of national and international industries, as well as national event companies. Corporate meetings are (inter)national meetings with a business goal (meetings, product launching, relation events, training, incentives, etc). World Forum The Hague focuses mainly on companies from the UK. The corporate market mainly consists of businesses, event agencies and organisers of trade fairs.

Culture & Entertainment

The cultural relations of World Forum are big national impresarios and producers. They bring national and international artists, musicals and other cultural performances of top quality to the World Forum Theatre.



//The organisation

Stakeholders

World Forum The Hague has the following stakeholders: clients, vendors and partners, local stakeholders, industry associations, NGOs, the GL events group, employees, competitors, visitors and local residents. Regular consultations are held with the various stakeholders, and they are kept updated on developments at World Forum. The sustainability report is distributed via the digital newsletter and can also be downloaded from the World Forum The Hague website (www.worldforum.nl).

Guaranteed quality

World Forum The Hague places strict demands on quality and hospitality. That's why we take the opinions and suggestions of conference clients very seriously. World Forum has implemented an internal and external evaluation process in order to gain a clear insight into its clients' experience. This makes it possible to maintain and, where necessary, improve quality.

Compliance

World Forum The Hague has a Compliance Manager who maintains an overview to ensure that the organisation operates in accordance with the applicable laws and regulations. This includes anti-bribery and anti-corruption measures. Invoices are always checked by two people, an automatic notification comes in when a new bank account is created, donations are registered, and so on.



//The organisation

World Forum & CSR

In line with our values of dedication, experience and personal attention, World Forum The Hague has had a formal sustainable policy in place for a number of years, driven by a strong vision:

- Respecting our clients, employees and environment
- Being an open company, inside and outside in order to keep vigilant and proactive in a dynamic and changing industry. Involving our employees in the company's projects, working in partnership and co-building with our stakeholders. Communicating every objectives and changes often with all the shareholders.
- Participating in the dynamism of the event industry in terms of sustainability standards.
- Making our practices clear and understandable, in order to be ethic and performant with our customers, in compliance with legal and regulatory requirements.
- Constantly challenging ourselves to have better and more sustainable practices to make sure that we continuously improve ourselves as a company.



//The organisation

World Forum is managed by GL events Group, a major player in the world events industry, that has been committed to sustainability for ten years through three programs on environmental, social and societal issues: Think Green, Think People and Think Local. In accordance with its vision and as a declination of GL events group’s corporate programs, World Forum commits to develop and implement a specific sustainability policy in order to meet stakeholders expectations on our major sustainability issues with the following objectives :

	Issue	Objective
Think Green	WASTE	Improving recycle rate
	ENERGY	Decreasing energy
	F&B	Decrease the usage of non recyclable disposables
	CARBON EMISSIONS	Decrease carbon emission.
Think People	SAFETY	Decrease Incident
	WELL-BEING AND VITALITY	Decreasing sickness and absentism
	SOCIAL RESPONSIBILITIES	Increasing the cooperation with War Child
	EDUCATION AND INCLUSIVITY	Being an educational institute by working with trainees and persons with a distance to the labor market.
Think Local	CREATING LOCAL VALUE	Increasing local suppliers

Within these programmes, World Forum The Hague also contributes to achieving the United Nations Sustainable Development Goals (SDGs) set:

- SDG 4: Quality Education
- SDG 7: Affordable and Clean Energy
- SDG 8: Decent Work and Economic Growth
- SDG 16: Peace, Justice and Strong Institutions

The goal of World Forum is to further develop these programs and SDGs over the next few years.



//The organisation

Certifications & Awards

World Forum The Hague possesses a number of certificates and awards for sustainability as well as for the conference sector in general.

Green Key

World Forum The Hague has been in possession of the Golden Green Key for nine years. The Green Key is the international eco-label for companies in the tourism and recreation sector. It proves that World Forum is dedicated to minimize its strain on the environment. Green Key companies make more of an effort for the environment than required by law and regulations.

Erkend Congresbedrijf

World Forum The Hague has been awarded the maximum, five-star rating by conference accreditation agency Het Erkend Congresbedrijf (The Recognised Conference Business). There are a large number of conference and event centres in the Netherlands and Belgium. It is in the interest of the customers and the conference centres that the market is transparent. What is the level of quality on offer and by whom? Can the demands relating to size and accessibility be met? The conference and event certification is an excellent means for visitors to get a better indication of that which conference and event companies offer. It is an objective system supported by all professional organisations and associations in the Netherlands and Belgium.

AIPC Quality Standard

World Forum The Hague is the first convention center in the Benelux, which has completed the AIPC Quality Standards Program at the gold level. The AIPC Quality Standards Program is developed in response to ongoing interest by members in having an industry-specific program for identifying and evaluating key areas of convention centre performance leading to a visible, accepted and industry-specific form of recognition.



//The organisation

Memberships

World Forum The Hague is a member of a number of national and international organisations in the field of sustainability. In these networks, World Forum is a participant in the exchange of knowledge and experience on corporate social responsibility, not only within its own MICE market but on a wider scale.

Beside the memberships in the field of sustainability World Forum is also member of a few (inter)national trade organisations. This way contacts are maintained, World Forum stays informed of the developments in the market and contributes in an important way to the promotion of The Hague and the Netherlands. World Forum is among others a member of the following organisations:

UN Global Compact

World Forum The Hague became the first congress location in the Netherlands to sign the United Nations Global Compact. For the World Forum and its partners, respect for human rights, safe working conditions and environmentally conscious operations are paramount concerns. The endorsement of the UN Global Compact is an extra incentive for World Forum to continue to dedicate itself to a sustainable and responsible business climate.

Green Meeting Industry Council (GMIC)

To keep on top of the latest international developments in "green meetings", World Forum is a member of the Green Meeting Industry Council, an international consultative body promoting the "greening" of the meeting industry. In the Netherlands a few professionals have taken the initiative to found a so called 'Dutch chapter' of the GMIC, thus becoming the first European Chapter. The goal of this chapter is to offer her members an effective green network and education, as well as to increase in a measurable way the number of green accommodations, services and business meetings. World Forum is part of this 'Dutch Chapter'.

MVO Nederland (CSR Netherlands)

CSR Netherlands is the Centre of Excellence for Dutch companies that are striving towards corporate social responsibility. More than 2000 companies are affiliated with this networking organization. They are developing a dynamic and fast-growing business network comprised of members as diverse as beginners, advanced users and leaders, small and medium-sized enterprises and corporate giants. CSR Netherlands shows the market opportunities that CSR offers, facilitates mutual collaboration and provides useful information on applying CSR in practice. They inspire, connect and support companies and sectors in their efforts to make great strides in corporate social responsibility.

//The organisation

International Congress & Convention Association (ICCA)

ICCA is the organization for the international association meetings industry. With over 1.100 member organizations and companies in 100 countries, ICCA has a worldwide network of meeting professionals, specialists in every aspect of hosting and organizing congresses and conventions. ICCA offers its members unique opportunities in the fields of acquisition and customer management.

CLC-VECTA

CLC-VECTA is the trade association for companies and professionals involved in organizing, accommodating and facilitating fairs, conferences & meetings, events & incentives and entertainment. The members of CLC-VECTA form a large and diverse network of around 200 professional organizations that are mainly involved in organizing, accommodating and / or facilitating fairs, conferences and meetings, events, entertainment and / or incentives.

HBAA

HBAA is the trade association for companies with activities in the field of hotel bookings, apartments and venues. HBAs (Hotel Booking Agencies) are companies that specialise in the procurement of accommodation, conferences and event facilities and services for their customers in the United Kingdom and internationally. HBAA is the association that provides support to these companies and the hotels and venues with which they work.

Meeting Professionals International (MPI)

Meeting Professionals International Netherlands Chapter is the Dutch chapter of MPI, an organization that is active worldwide in raising convention and event organizations to a higher plane. Worldwide, approximately 18.000 members are affiliated with MPI and in the Netherlands there are about 200. Unique to MPI is that there are different blood groups represented, meeting planners and suppliers. World Forum The Hague is platinum partner of the Netherlands Chapter of MPI.

International Association of Congress Centres (AIPC)

The AIPC is the industry association for professional convention and exhibition centre managers worldwide. AIPC occupies a unique position amongst the various organizations that represent the meetings industry. It is a true international organization, with 900 representatives from over 60 countries around the world.



//SDG 7: Affordable and sustainable energy



//Think Green

One of the three programmes in World Forum The Hague's sustainability policy is Think Green. This includes all environmental topics at the company. World Forum aims to ensure that its business operations have a positive environmental impact. One in which conferences are hosted as sustainably as possible and the conference organisers are encouraged to share this approach.

Under this programme, World Forum has set the following goals:

- Waste: improve recycling
- Energy: reduce energy consumption
- Food & Beverages: reduce the use of non-recyclable disposables
- CO2 emissions: reducing the total CO2 emissions of the organisation

Sustainable Development Goals that World Forum The Hague focuses on have also been connected with the programmes. In the Think Green programme, that is SDG 7: Affordable and sustainable energy.

Waste

World Forum The Hague separates waste in the following streams: industrial waste, paper, bulky waste, chemical waste (including fluorescent lamps), swill (= green waste), glass and grease separation. Waste separation and recycling is currently one of World Forum's main focal areas. That is why clear targets have been set for the coming period.

Objective and actions

World Forum has set itself the goal of improving its waste recycling by 2019. The following actions are being taken with this aim in mind:

- Planning and executing waste management in the building.
- A change of policy regarding the vendor responsible for waste separation at World Forum. A tender is being put out for a new vendor containing clear requirements for waste separation and recycling.
- Distributing internal reports on waste recycling to create awareness and promote support.

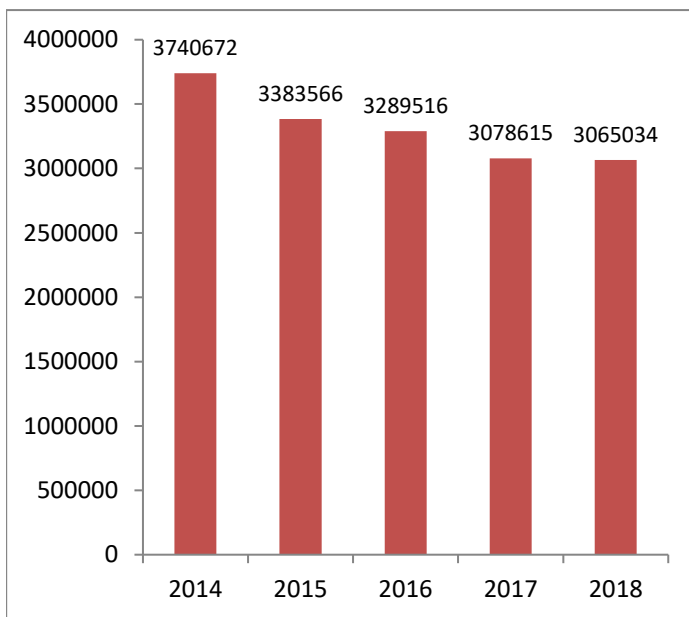


//Think Green

Energy

Power consumption

World Forum The Hague uses 100% green energy in its building in the form of Dutch wind energy. The company has reduced its power consumption over the past few years, and in 2018 it again saw its consumption fall to 3,065,034 kWh. The main reasons for this are the new air-conditioning systems, the frequency-related pumps, and substituting LED lights for regular lights.



Power consumption World Forum 2014-2018 (kWh)

District heating

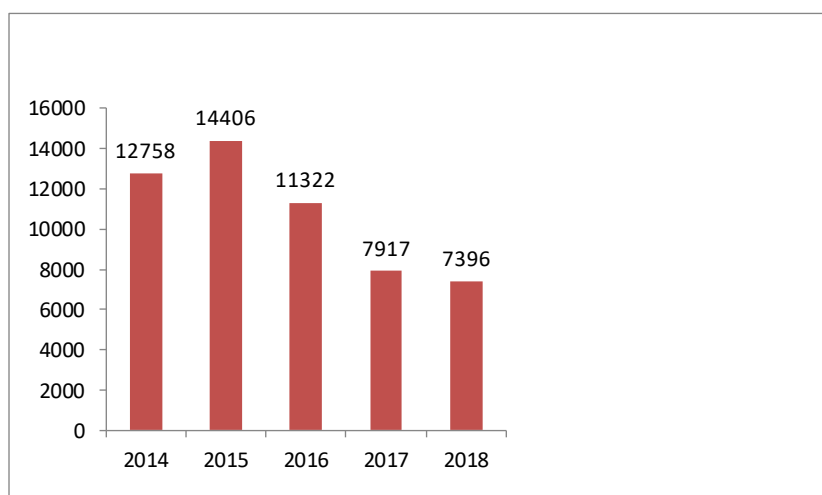
World Forum has been officially connected to the Hague district heating system since the end of 2014, providing the company with a more sustainable energy supply. Various buildings in the vicinity, including the Gemeentemuseum Den Haag (The Hague Municipal Museum) and the OPCW building, are reaping the benefits of this investment. World Forum and the surrounding buildings use an independent thermal grid for this purpose based on a gas-operated thermal power plant.

World Forum consumed a total of 7,396 GJ in district heating in 2018 – another sharp fall from previous years. This reduction can be credited to new air-conditioning units and a new building management system, both of which were operationalised in 2017.



//Think Green

In the newly installed building management system, the air conditioning units switch on in phases. This means that the units activate not all at once, but one at a time. This does away with the peak demand. When the units are to be switched on and off is pre-programmed so that nothing ever switches on unnecessarily. Of course, this also reduces heat consumption. Heat consumption has also been reduced by installing boilers for the dishwashing area in the summer months.



District heating World Forum 2014-2018 (GJ)

Lighting

World Forum The Hague currently uses 100% energy-efficient lighting, i.e. all lights in the building are LED-based. LED lights are extremely energy-efficient, consuming 90% less energy than regular light bulbs and lasting 50 times longer. World Forum The Hague also maintains a strict lighting policy as far as switching lights on and off is concerned. The lights in the building are turned on only when absolutely necessary.



//Think Green

Solar panels

In partnership with the City of The Hague, the civic initiative Coöperatie Zon op World Forum ('World Forum Solar Energy Cooperative') installed 252 solar panels on the roof of the World Forum The Hague building. This 51-member cooperative was given access to our roof for the symbolic rate of €1 for the purpose of installing solar panels. Local residents with and without their own rooftops can participate in the programme by purchasing one or more solar panels. This is part of a project organised by the cooperative and the City to make The Hague more sustainable. The Hague currently boasts more solar panels than any other city in the Netherlands, on account of the relatively large number of private homes which have installed such panels.

Goal and actions

The World Forum has set itself the goal of reducing the organisation's total energy consumption this year (2019). The aim is to reduce electricity consumption and district heating by 2% compared to 2018. Water consumption is to be reduced by 1%.

The actions being taken this year for this purpose are as follows: looking into ways of making it compulsory to purchase LED lighting for stand construction and adapting the internal procedures on the use and proper maintenance of installations to keep them energy efficient.



//Think Green

Food & Beverages

World Forum The Hague is responsible for the catering of the conferences and events. Sustainability is an important aspect of this. The catering is not entirely organic or sustainable, but World Forum does what it can in this area. It therefore includes an extensive range of CSR products. There are also a number of products that are offered sustainably as standard. For example, the tea that World Forum serves is Peeze brand, organic and Fairtrade tea. Peeze tea is made from the highest quality tea leaves. The leaves are handpicked on high-altitude plantations (> 1000m) and then processed on the same day into various high-quality black, green and herbal teas. Each tea variant is Fairtrade/Max Havelaar certified, and six of the 12 flavours are also organic.

As well as offering sustainable and organic products, World Forum carefully considers the packaging. World Forum sets out to avoid the use of mono packaging as much as possible. And nearly all of the disposables that are used are biodegradable. These disposables are supplied by Bio Futura, an importer, wholesaler and webshop specialised in sustainable and biodegradable disposables. Bio Futura is a company that believes in corporate social responsibility and the power of bio-based alternatives as a replacement for disposables. Bio Futura's product range consists of more than 250 articles, most of which comply with EN 13432's biodegradation criteria. Bio Futura is also FSC, PEFC and OK Compost Vinçotte certified. Bio Futura's products are from Asia and Europe. Most of the products are procured in the same country as where the raw materials are sourced. Bio Futura not only strives for the complete replacement of traditional plastics but also for sustainable and fair trade.

Goal and actions

This year's objective regarding food & beverages is to completely stop using non-recyclable disposables at World Forum. 92% of disposables was already recyclable in 2018. One of the measures that contributes to this is a new procurement policy featuring sustainability criteria that have been formulated at World Forum.



//Think Green

CO2 emissions

World Forum The Hague aims to limit the organisation's CO2 emissions as much as possible. In recent years, various measures have succeeded in further reducing CO2 emissions. They include investing in new, more sustainable systems. In 2018, World Forum's total CO2 emissions totalled 228.71 tonnes of CO2. Emissions fell again compared to 2017 (233.5 tonnes). This can be attributed mainly to taking a new building management system into use, which has reduced heat consumption. And some of the lease cars have now been replaced with electric cars.

Climate Neutral Group (CNG)

World Forum offsets the carbon emissions through the Climate Neutral Group. It has been investing through this organisation in sustainable energy and projects through these carbon offsets. Climate Neutral Group has several climate-related projects in its portfolio. All of these projects comply with the highest international standards (Gold Standard or Verified Carbon Standard) and are verified and monitored by independent entities. World Forum offsets its carbon emissions through the Gold Standard Cookstoves project, which also delivers added socioeconomic value. This project is part of a global campaign to reduce cooking on open fire and has great benefits related to health, the environment and economic development.

Goal and actions

World Forum has set itself the goal of further reducing the CO2 emissions of its own organisation this year. With this aim in mind the following actions are being taken in 2019: all lease contracts for company cars are being converted into electric cars and a bicycle plan is on offer, under which employees can purchase a bicycle at a reduced rate, thus encouraging them to commute by bicycle.



//SDG 4: Quality education

//SDG 16: Peace, justice and strong institutions



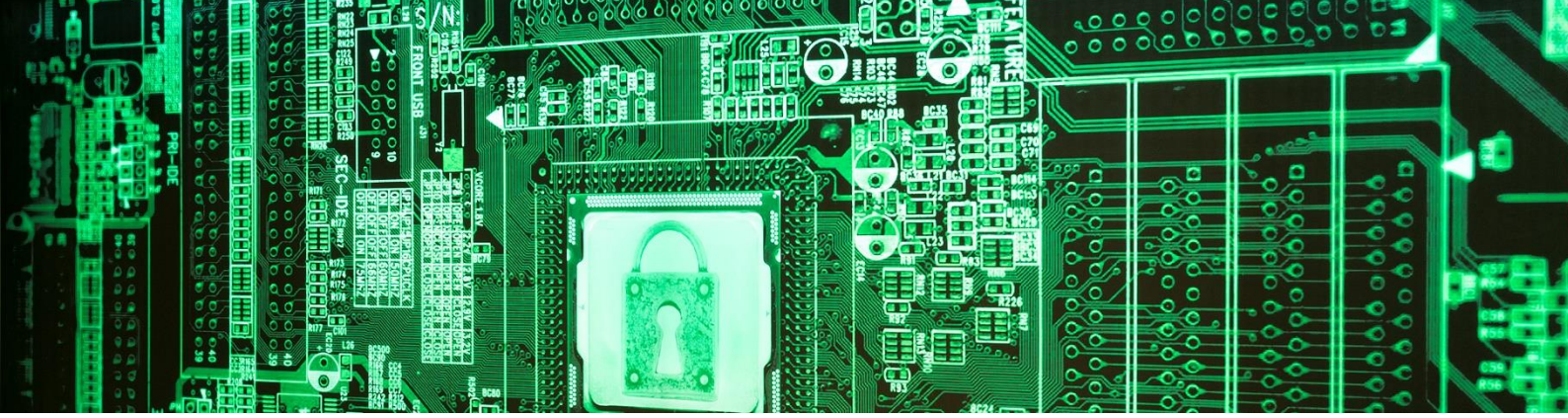
//Think People

The second World Forum sustainability programme is Think People. World Forum sets out to provide employees with a professional and safe working environment in which they can grow and derive job satisfaction by helping clients to achieve their goals. World Forum is committed to securing a sound future for children and young people.

The following goals have been set under the Think People programme:

- Safety: reducing incidents within the organisation.
- Wellbeing and vitality: reducing sickness and other absence.
- Social responsibility: extending the collaboration with War Child.
- Education: 'Being an educational institute', by offering places in the organisation for interns and people at a distance from the labour market.

Under the Think People programme, World Forum The Hague focuses on the Sustainable Development Goal SDG 4: Quality education, and SDG 16: Peace, justice and strong institutions.



//Think People

Safety

One of the key focus areas of World Forum The Hague is Safety & Security. World Forum is a leading player in this field and employs a dedicated Safety and Security Manager. In addition, World Forum have employees also attended a special security awareness training course. World Forum The Hague and the City of The Hague have proved in the past that they are able to host world-class conferences such as the Nuclear Security Summit (NSS), the G8 Summit and the Global Conference on Cyber Space in accordance with the highest professional standards. These were all leading events, particularly as far as security was concerned.

Depending on the size of the event and the level of risk involved, World Forum drafts a safety and security plan and submits this to the client. This plan outlines the general safety and security procedures adopted by World Forum. Other items include information on The Hague's international district and local law enforcement authorities and their role in relation to World Forum and its immediate vicinity.

The standard security in World Forum The Hague is set to provide a safe and secure environment for the day-by-day activities. This includes at least the following:

- 24/7/365 Object security – linked with control room Trigon
- Connection of all alarms to private alarm center from Trigon
- CCTV system - live stream tablet available
- Infrared sensors – internal movement detection
- Key Control
- Access control via key programming – based on security rings
- Visitor registration
- Governmental accreditation of all permanent employees
- Emergency exit door alarms and intrusion alarms
- Panic Buttons|
- Communications (two-way radio)
- Sirens & Pager system

For each event a specific risk analysis is made by World Forum The Hague. This risk analysis is based on the well-known risk rating theory; "likelihood* severity". Based on the risk analysis we offer event specific mitigation measures like: Security guards, Scanning and detection devices, crowd control camera system, security dogs, detection dogs and special fences.

Goal and actions

The safety objective is to reduce the number of incidents at the organisation to a maximum of 20 by the end of 2019. In 2018, there were 24. To achieve this, the following measures are being taken: providing Safety & Security Awareness training to all employees, offering first aid and FAFS training for employees and carefully identifying and analysing the incidents to prevent their recurrence.



//Think People

Well-being & vitality

Vitality programme

In May 2018, World Forum The Hague introduced the vitality programme for conferences in the Netherlands. The aim of this is to allow World Forum conference visitors to continue or even make a start with a healthy lifestyle during a conference. A vitality programme built around the other programme elements is offered at all conferences. The programme includes powerwalking, yoga and running. Vitality is also incorporated in the nutritional aspect in order to provide the body with the nourishment it needs to perform optimally during what are often intensive conference days. World Forum The Hague has even taken vitality on board as a focus point in its business operations, both internally and externally.

The Hague Peace Night Run

World Forum The Hague took part with a group of employees in the The Hague Peace Night Run on 21 September 2018. On International Peace Day, more than 2,250 runners gathered for the very first edition of the The Hague Peace Night Run. World Forum believes that it is important for employees to be active. That is why the company has made it possible for its employees to take part in this run.

Absenteeism policy

World Forum The Hague has had an acceptable absenteeism rate for many years and pays a great deal of attention to this subject. The absenteeism policy is clear to employees and the aim is to keep absenteeism to a minimum. The absenteeism rate in 2018 was 4.94%. This is an increase compared to the year before, when the absenteeism rate was 4%. Reducing the absenteeism rate by the end of 2019 is an important objective for World Forum. Various measures are being put in place to achieve this.



//Think People

European Social Fund

The European Social Fund (ESF) is the main European entity involved in supporting employment, helping people to find work, and ensuring equal employment opportunities for all EU residents. This subsidy is available to companies and organisations (including government agencies). The objective of Long-Term Employability (ESF 2014-2020) is to keep people employed and productive longer and to focus on age-sensitive employment policies and practices.

These projects were focused specifically on:

1. Promoting health and safety in the workplace, including the pursuit of healthier lifestyles, reducing work-related stress, and inappropriate conduct in the workplace.
2. Promoting employees' internal career advancement, anticipating individual ambitions and opportunities for personal development and supporting employees interested in starting their own businesses.

The focus of this World Forum The Hague project is long-term employability, i.e. keeping employees employed and productive longer. In view of the current tight job market, employee satisfaction, health and vitality are very important to the organisation. The objective is to let employees thrive by allowing them to use their natural talents and abilities.

Bereikbaar Haaglanden

World Forum The Hague joined Bereikbaar Haaglanden (Accessible Haaglanden) 2018-2020. Bereikbaar Haaglanden is an inspiring network for employers, business associations and logistics organisations. The goal is to create an accessible region by encouraging smart travel and work and by efficiently using roads and the public transport and cycling network. Fewer traffic jams and delays are better for the economy and the quality of life: people suffer much less stress and irritation. Bereikbaar Haaglanden is a platform that centres on cooperation and knowledge sharing. The initiators are VNO-NCW West, the Rotterdam-The Hague metropolitan area, evofenedex, TLN and Duurzaam Den Haag.



//Think People

The cooperation in Bereikbaar Haaglanden takes the form of:

- Sharing knowledge about current solutions in the field of smart working and smart travel.
- Sharing knowledge about logistics efficiency.
- Sharing knowledge about the steps to be taken in implementing mobility policy.
- Individual coaching of employers- Benchmarking the employee mobility of participating employers- An area-based approach to local issues.
- Close cooperation and knowledge sharing between public and private parties.

The mission of Bereikbaar Haaglanden is to improve accessibility in the Haaglanden and Rijnland region during peak times by working and travelling smartly and by taking mobility management measures and focusing on logistical efficiency.

The accessibility of the Haaglanden and Rijnland region is vital to achieving a permanently healthy economy with international appeal. Traffic jams and delays are not only bad for the economy, they also have an adverse effect on the quality of the living environment and reduce the catchment area for potential employees. They are also a serious source of frustration for employees, clients and vendors. They also cause stress. If employers, business associations, logistics organisations and local authorities take a collective approach with sustainable, modern solutions, everyone can get where they are going unhindered. By using other modalities such as bicycles, E-bikes, public transport or smart IT solutions or planning systems, time spent travelling is no longer limited to peak times. Experience shows that focusing on mobility management is of great benefit to employers: cost savings, image improvement, CO2 reduction, employee satisfaction and employee fitness are just a few examples of this.

Goal and actions

In the context of wellbeing and vitality, World Forum The Hague aims to reduce absenteeism among employees. In 2018, the absenteeism rate in euros per FTE was € 1,141. The aim is to reduce this in 2019 to at least an absenteeism rate of € 1,000 per FTE. To achieve this, measures including the following are being taken: offering healthy food to employees, such as fresh fruit every day, offering various free sports activities such as a Bootcamp and the The Hague Peace Night Run, offering chair massages and having the workplace (desk, chair, etc.) checked by a professional external agency.



//Think People

Social responsibilities

War Child

World Forum has been an official Business Friend of War Child. The decision to become a Business Friend of War Child was based on the fact that its vision, values and spearheads dovetail with those of World Forum. It also corresponds perfectly with the positioning of both World Forum and The Hague as an International City of Peace and Justice. War Child's mission is to help as many children in areas of conflict as possible to deal with their war experiences through protection from violence, psychosocial support and education and to ensure they can work together to build a peaceful future in a safe environment. Because children do not belong in wars. Ever. Together with ambassadors, contributors, companies, governmental agencies and volunteers, War Child has been helping children in areas where there was or is war for twenty years. War Child does everything it can to keep the organisation's costs as low as possible. This enables it to allocate as much funding as possible to its aid activities. Besides being an official Business Friend of War Child, World Forum also tries to contribute to War Child in other ways each year.

NL Doet

Together with a group of employees, World Forum The Hague participates each year in NL Doet, the largest volunteer campaign in the Netherlands, organised by the Oranje Fonds charity. By offering employees the opportunity every Friday, during working hours, to participate in this volunteer campaign, World Forum shows that it prioritises this initiative. The event is also conducive to teambuilding, the results of which employees can incorporate into their day-to-day work. The projects are always based in the Greater The Hague Area. In 2018, the World Forum employees started working at the Houtwijk Nursing Home of The Hague District and Residential Care. Here they decorated one of the wards of the nursing home and the communal balconies were refurbished.



//Think People

Sam's Clothing Initiative for People in Need

Each year, World Forum organises a clothing collection event for its employees. The collected clothing is donated to Sam's Clothing Initiative for People in Need. Clothing that is not worn anymore is often thrown in the dustbin. Annually that amounts to more than 135 million kilos of clothing. A lot of that clothing could be given a second life in developing countries or it could be recycled. Sam's Clothing Initiative for People in Need is a charitable clothing collector that collects more than three million kilos of clothing, shoes and household textile annually. This is made possible with the help of more than 1,200 volunteers throughout the Netherlands. The proceeds from the collected textile go to Cordaid People in Need development projects. World Forum's clothing collection has supported Sam's Clothing Initiative by drawing attention to the issues in developing countries and by pointing out that there is an easy way to contribute to foreign aid without directly giving money.

The collection of used textile can also lead to a significant drop in CO2 emissions. The collected textile does not end up in waste incinerators and new clothing does not need to be produced to replace the reusable clothing. This means that the waste of energy, water and chemicals can be prevented. Clothing and shoes that are not suitable for reuse are recycled. For this purpose Sam's Clothing Initiative works together with the SOEX Group, an innovative German sorting company. The company pursues zero waste and 100% recycling through Re-wear, Re-cycling and Re-use.

Goal and actions

World Forum has been a business partner of War Child for a number of years. The aim is to expand the collaboration with War Child in 2019. From 13 to 20 May 2019, World Forum employees will be cycling over 500 kilometres for War Child from World Forum The Hague to the IMEX in Frankfurt. In the context of vitality, this is a unique team performance that globally positions us as a cycling country and strengthens our national and international position as a conference venue in the city of Peace & Justice.



//Think People

Education

World Forum The Hague has adopted education as one of its key focus areas and currently supports several initiatives to contribute to the quality of education. World Forum is the institute for students to be educated and to subsequently enter the (congress) market. Various learning places are offered for young talents. In addition, the staff of World Forum The Hague also have extensive opportunities to further develop their talents through training and coaching programs. World Forum also supports various initiatives for young talents within the society.

MPI Next Generation Program

One of the initiatives related to education is the MPI Next Generation Program, a partnership established in 2009 between Meeting Professionals International (MPI), World Forum The Hague and Stenden University. MPI Nederland invests a great deal of time and energy in the next generation, i.e. those representing the future of our field. By providing them with the information and support they need at an early stage, students learn what the meeting and event industry is all about. The first step of taking our industry to the next level is ensuring that recent graduates have the level of professionalism required. MPI seeks to act as a liaison between the corporate sector and the various training programmes at colleges and universities, provides young people with opportunities to gain practical experience, and responds to any opportunities which might arise in the market. The Next Generation Event is organised for students and young professionals interested in the meeting and event industry. Using speakers with experience in the field, inspiring workshops and an internship information fair featuring companies operating in our industry, participants learn more about the meeting and event market. This is also a perfect opportunity for companies to present themselves to motivated interns, supported by World Forum and MPI employees.



//Think People

Johan de Witt Scholengroep

Another educational project initiated by World Forum The Hague is our partnership with Johan de Witt Scholengroep in The Hague. Several weeks a year, a group of pupils is involved in a variety of activities at World Forum The Hague.

Johan de Witt Scholengroep is a school with students who need intensive guidance to take steps in their basic career. Johan de Witt Scholengroep offers diplomacy and challenging education. The education is aimed at obtaining a diploma, follow-up studies, social participation and learning of the European key competences of the 21st century. They lead their students to self-employed and enterprising young people who are able to make their own choices and to justify them with the result of successful social participation and an appropriate follow-up study. World Forum supports this vision by allowing students to join the company. The students are enthusiastic about this work so that they can participate in society successfully later.

IMC Weekendschool

World Forum The Hague contributed to the IMC Weekend School programme in The Hague. The IMC Weekendschool provides children, who might otherwise not have this opportunity, the chance to become acquainted with art, culture and science and the world around them in a unique way for two and a half years. By collaborating with various organisations outside the educational sector, including World Forum, the Weekend School lets children see and experience places they would be unlikely to encounter growing up. The approach based on having guest teachers genuinely brings a wide range of professionals into the classroom so the children can see, hear and experience everything involved in carrying out a particular role or job. The students have become acquainted in World Forum with a number of jobs in the theatre sector. Like for example, a Stage Manager and a technician. The students were naturally also given the opportunity to try out some things for themselves on the stage.



//Think People

Internships

World Forum The Hague also serves as a training institute for the events and conference sector. This also involves offering a wide range of internship opportunities. We collaborate intensively with the Stenden University of Applied Sciences in Leeuwarden and Hotelschool The Hague. We also have a number of interns from The Hague University of Applied Sciences.

Education and Training

World Forum offers an annual collective budget for education and training. All employees are invited to draft a personal development plan each year. We then look at all personal development plans and determine what training is needed and who can participate in which programmes. A supervisor with end responsibility can ask an employee to take a training and/or coaching programme deemed necessary for the proper performance of the employee's tasks and responsibilities. The supervisor and the employee then make individual arrangements on the employee's participation. For education and training costs in excess of a fixed amount, a study agreement will generally have to be signed.

Goal and actions

One of the spearheads of the World Forum is 'Being an educational institute'. This is done by contributing to various social initiatives, but also by working within the organisation with interns and people at a distance from the labour market. The goal is to have at least 15 interns on board by the end of 2019. And to ensure that there is also at least one person at World Forum at a disadvantage from the labour market.



//SDG 8: Decent work and economic growth



//Think Local

The third programme in World Forum The Hague's sustainability policy is Think Local. World Forum seeks to positively influence and stimulate employment in the The Hague region. The goal is formulated as follows:

- Create local value by purchasing more locally and increasing the number of local vendors.

The Sustainable Development Goal on which World Forum The Hague focuses in this programme is SDG 8: Decent work and economic growth.

Procurement policy

World Forum The Hague sets out to work with local businesses wherever possible. They can be in the field of catering, but also, for example, facility management or marketing and communication activities. This directly stimulates the local economy.

Clean Taxi Transport

Four taxi companies and various organisations that frequently use taxi services have agreed to make taxi transport in The Hague cleaner. The taxi companies are providing rides in electric taxis. When ordering a cab, customers specify that they want an electric car. The taxi companies are purchasing larger numbers of electric vehicles in order to be able to provide these services. World Forum The Hague is one of the Hague-based organisations to have signed this letter of intent, which supports the objective of purifying the air in The Hague.

Employers' service point

The Employer Service Point is an initiative of the City of The Hague. The City feels responsible for people who want to find jobs but who require assistance and support in finding paid employment. They seek to work with people who share this sense of responsibility. World Forum is one of the companies involved in this initiative. As in previous years, one person was successfully placed with World Forum in 2018 in the Building Management department



//Think Local

The Haaghe Group

World Forum The Hague has been working with the Haaghe Groep since 2016. The Haaghe Group connects companies and governments in The Hague and people at a distance from the labour market. They look at what employees can do and support them with knowledge and infrastructure so that they can do productive and meaningful work. This helps them to develop their talents and improve their competitive qualities. As a result they assume the same position as anyone else in the society of The Hague. The Haaghe Group also helps companies and governments in the region with social entrepreneurship by supporting them with the experience and expertise they have in this area.

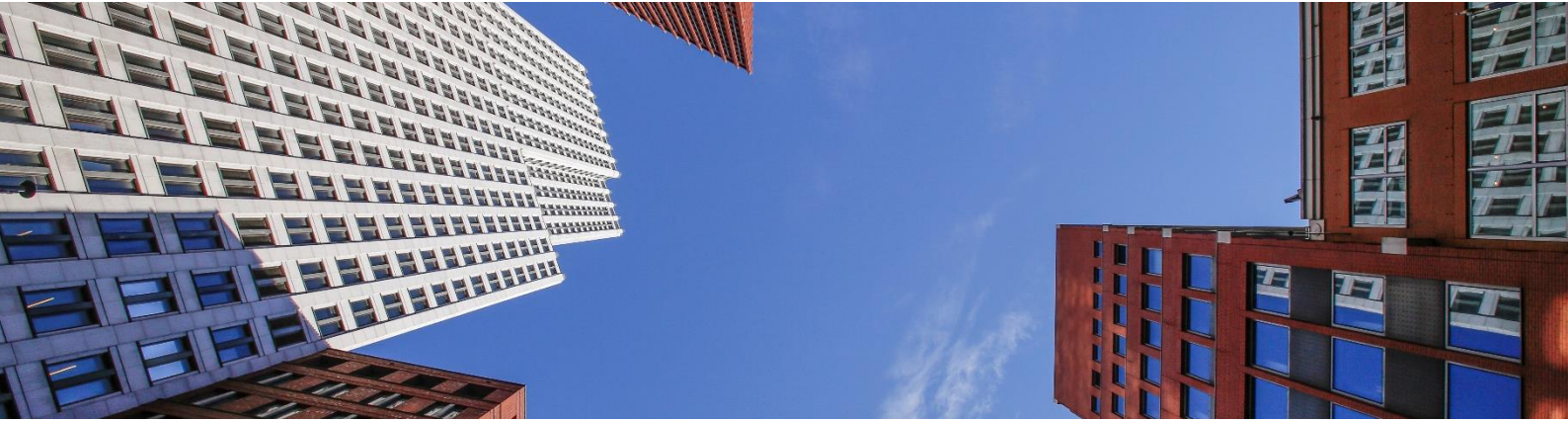
In 2018, World Forum reupholstered some of the conference chairs through the Haaghe Group. The Haaghe Group is also responsible for the gardening on the grounds of World Forum The Hague.

JINC

JINC believes that every child has talent. That includes the more than 600,000 Dutch children who grow up in an area with a lot of unemployment and a lack of role models. That's why JINC works toward a society where your future isn't determined by your background. In which each and every child is given opportunities. More than 270 companies and institutions, including Hilton The Hague, the Fire Brigade and Nationale-Nederlanden are partners and participants in JINC's projects.

In the unique JINC projects, young people between the ages of 8 and 16 develop the skills they need to make it on their own. The JINC learning line is a programme of seven consecutive projects. JINC believes that this structural approach has more effect than a one-off intervention. Young people learn how to apply for a job, are introduced to various professions and discover, together with a coach, which job suits them best. JINC gives young people the self-confidence and the competences they need for a better start in the labour market. That gives them a chance to grow.

For World Forum The Hague, the partnership with JINC is a concrete expression of social commitment: an investment in the talent development of young people with fewer opportunities. World Forum ensures that young people in The Hague have the opportunity to discover and develop their talents. To give an example, World Forum employees enable young people to experience what it means to organise an event. Or they train young people to apply for a job or talk about their future choices.



//Think Local

Economic impact

The business activities of World Forum The Hague have a direct economic impact on the surroundings of the conference venue. These include hotels, restaurants, shops, transport companies, museums and attractions.

The economic impact of a conference venue is generally based on a factor of 7: each euro of turnover at the conference venue represents 7 euros of expenditure in the community. A similar factor is used for employment: each FTE represents 10 FTE in the region. The renovation of World Forum The Hague has led to a significantly greater economic impact, as the venue is now able to host much larger events. From 2012 to 2018, the number of events was halved (from 122 to 64) but turnover has increased from 7,000,000 to 16,000,000 euros. This increase is structural and is expected to continue in 2019 and 2020. Based on the factor of 7, the economic spin-off has therefore also increased from 49,000,000 euros to 112,000,000 euros.

The number of FTEs has increased (from 2012 to 2018) from 24 FTEs to 56 FTEs. Based on a factor of 10, the impact on local employment increased from 240 to 560 jobs from 2012 to 2018.

Goal and actions

World Forum's goal for 2019 under the Think Local programme is to create more local value by sourcing more locally and increasing the number of local vendors. The following concrete measures are being taken for this purpose: the procurement policy has been adjusted and more local vendors are being added to World Forum's vendor base.



//About this report

This sustainability report is the tenth report about the CSR policy of World Forum The Hague. The report contains the activities and developments in the CSR field at World Forum in 2018. We also discuss some of our ambitions for the coming years.

This report is intended for all our stakeholders of World Forum The Hague and will be placed on the World Forum website. World Forum publishes annually a sustainability report to inform stakeholders, clients, partners, suppliers and colleagues about the developments in this field.



//GRI Table

The GRI table is based on the guidelines for sustainability reporting issued by the Global Reporting Initiative (GRI). GRI is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide.

World Forum The Hague feels that the B-level of the G3-guidelines of the GRI apply to this report. World Forum has no special CSR department. It will be a challenge to improve our reporting level in coming years. In the table below you will find an overview of the core indicators, which you will find in this report.



//GRI Table

	G3-indicator	Location	Page
Strategy en analysis			
1.1	A statement by the top decision maker within the organisation	Foreword	2
Organisation profile			
1	Name of the organization	The company	3
2.2	Products and services	The company	3
2.3	Operational structure	Structure	5 & 6
2.4	Location of the organisation's main office	Structure	5 & 6
2.5	Number of countries in which the organization operates	Structure	5 & 6
2.6	Ownership structure and legal form	Structure	5 & 6
2.7	Markets	The Market	7
2.8	Size of the reporting organization	Structure	5 & 6
2.9	Significant changes in the organization	Structure	5 & 6
2.10	Awards during the reporting period	Certifications & Awards	10
Reporting parameters			
3.1	Reporting period	About this report	35
3.2	Date of the most recent report	About this report	35
3.3	Reporting cycle	About this report	35
3.6	Definition of the report	About this report	35
3.7	State any possible limitations to the scope or definition of the report	Not applicable	
3.8	Foundation for reporting	Not applicable	
3.10	Explanation of the consequences of possible reformulations of previously supplied information	Not applicable	
3.11	Significant changes with regard to previous reporting periods	Not applicable	
3.12	GRI table	GRI table	36 -39
3.13	Policy and actual practice with reference to the involvement of extern Assurance of the report	Extern Assurance will only take place in the financial annual report	

	G3-indicator	Location	Page	
Management, obligations and involvement				M obligations and involvement
4.1	The organisation's management structure	Structure	5 & 6	
4.2	Indicate whether the chairman of the highest administrative body also has a managerial function	Structure	5 & 6	
4.3	Independence of Board of Management	Structure	5 & 6	
4.4	Shareholder feedback mechanism	Not applicable		
4.12	Externally developed economic, environmental, and social charters, principles or other initiatives to which the organisation subscribes or endorses.	Memberships	11 & 12	
4.13	Associated memberships	Memberships	11 & 12	
4.14	List of stakeholders	Stakeholders	8	
4.15	Stakeholder identification	Stakeholders	8	
4.16	Approach of the involvement of interested parties, among which its frequency	Stakeholders	8	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	Stakeholders	8	
Economic performance indicators				
EC 1	Direct economic values	Financial report		
EC 4	Significant financial assistance received from government.	Not applicable		
Environmental performance indicators				
EN 3	Direct primary energy consumption	Power consumption & District heating	15 & 16	



//GRI Table



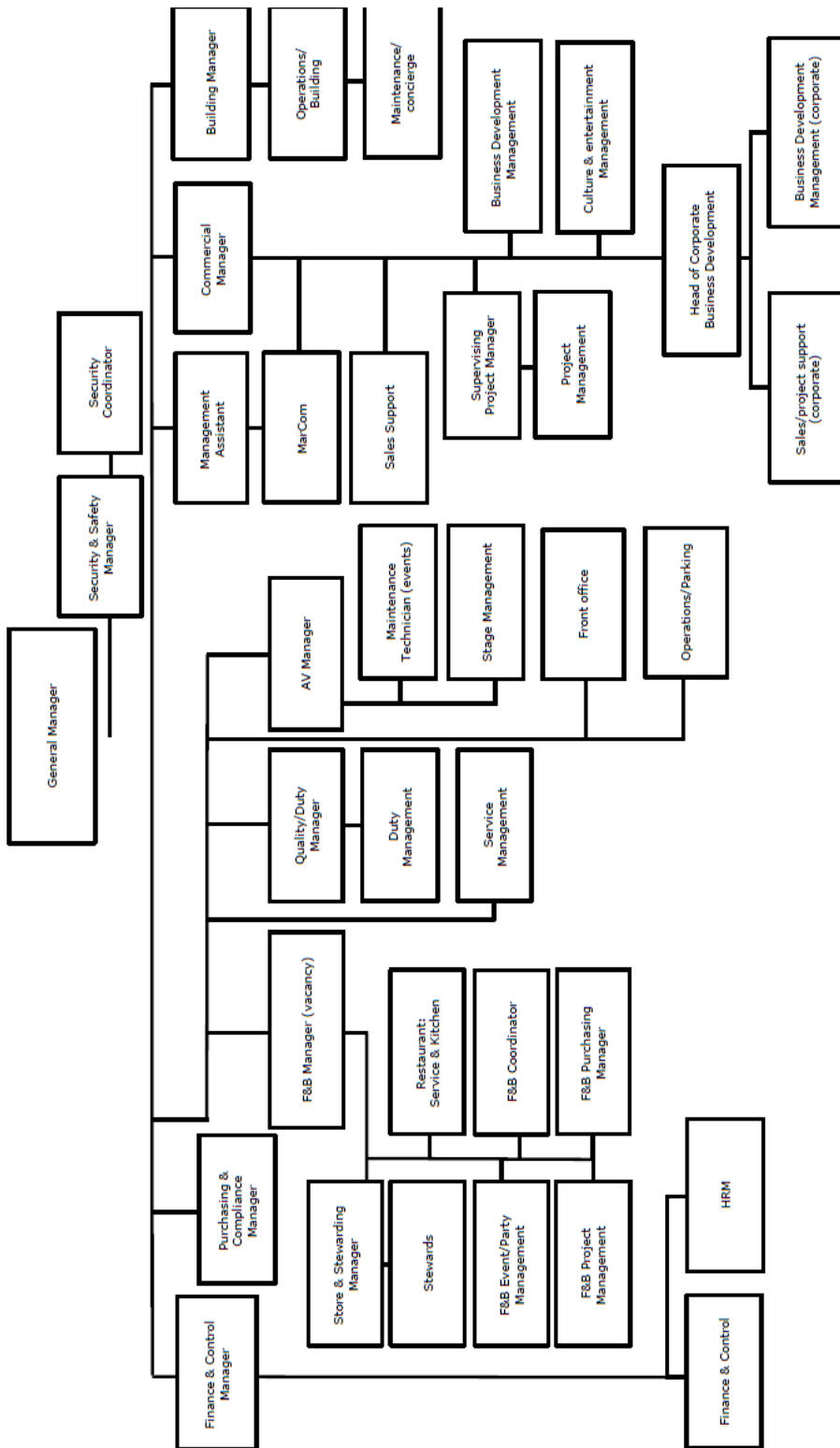
//GRI Table

	G3-indicator	Location	Page
EN 5	Energy saved due to savings and efficiency improvements	Power consumption & District heating	15 - 17
EN 6	Initiatives for the benefit of energy-efficiency or on sustainable energy based products and services, as well as decrease of the indirect energy consumption and the already realised decrease	Power consumption & District heating	15 - 17
EN 7	Initiatives for reducing the indirect energy consumption and already realised reduction	Power consumption & District heating	15 - 17
Social performance indicators			
LA 1	Total number of employees according to type of work, labour contract	Structure	5 & 6
LA 6	Percentage of the total number of employees represented in formal joint arbo-commissions of employers and employees who contribute to the control and advice about arbo-programs	Not applicable	
LA 7	Injury, occupational disease, drop out days and absenteeism numbers and the number of deaths work related per region	Absenteeism policy	23
LA 10	Training per employee	Education and training	30
SO 1	Child labour	People	26 & 27
PR 5	Impact on communities	Stakeholders	8



//Attachment 1: Organisation chart

Organizational Chart – World Forum The Hague





Hosting
the
World!

world forum 
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