



Sustainability Report *2019*



//Table of contents

// Foreword	2
//1 The organisation	3
// The company	3
// The organisation structure	5
// The market	7
// Stakeholders	8
// Sustainability Policy - ISO 20121	9
// Certificates	11
// Memberships & Partners	12
//2 Think Green	16
// Waste	17
// Energy	18
// Food & Beverages	20
// CO2 emissions	22
//3 Think People	24
// Safety	25
// Well-being & vitality	26
// Social responsibilities	29
// Education	31
//4 Think Local	36
// Clean Taxi Transport	37
// Employers' service point	37
// Den Haag Werkt	37
// Dunea	38
// Haagse Zwam	38
// De Haagse Hoed Challenge	39
// Economic impact	39
//5 About this report	40
//6 GRI table	41
 //Annex 1: Organization Chart	 45



Dear Reader,

In several respects, 2019 was a special year for World Forum The Hague. In March, we spectacularly celebrated our 50th anniversary with two major events. R.evolution of events, a knowledge event where hundreds of creative talents, organisers, event professionals and organisations gathered to experience the (r) evolution of events. We also organised Festival TIJD! with, among others, Paul van Vliet, Tim Akkerman and various jazz performances, especially for the residents of The Hague and anyone with a figurative connection to World Forum.

It was also a successful year for World Forum, in terms of events and congresses. One of the highlights is the 2019 Global Entrepreneurship Summit (GES). The 2019 GES was organised by the Netherlands in collaboration with the United States. Around 2,000 participants from all over the world came to The Hague to promote international entrepreneurship and to contribute to solving specific international social issues.

In addition, I am also proud of the fact that we have achieved two ISO certifications this year: ISO 9001 and ISO 20121. With these two certifications, we bring both our quality management system and our sustainability policy to an even higher level. The implementation of ISO 20121 ensures continuous improvement of our processes and the launch of new initiatives within our three CSR programs: Think Green, Think People and Think Local.

One of this year's initiatives was "The Road to IMEX", a bicycle trip of more than 500 kilometres from The Hague to Frankfurt by World Forum employees. Central to this cycling tour were teamwork, vitality and working for a safer world from the city of peace and justice. The proceeds went entirely to War Child. Another great initiative is the collaboration with JINC, a national organisation that prepares pre-vocational secondary students for their choice of study and business through flash trainings and coaching programs through partnerships with schools and companies. A number of World Forum employees have actively contributed to this.

I would like to invite everyone, both employees and other stakeholders, to think along about our sustainability policy. If you have ideas or questions, please let the CSR working group know via: linda.vanwijngaarden@worldforum.nl.

Regards,

Michiel Middendorf

General Manager World Forum The Hague



//The organisation

The company

World Forum The Hague is a full service convention centre located in The Hague, the city of peace and justice.

World Forum was officially opened in 1969 and was originally known as het Nederlands Congresgebouw. 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 Nederlandse 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.

GL events

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 50 convention centres worldwide, for example in Barcelona, Nice, Brussels, Paris, Rio de Janeiro and Shanghai.

Municipality The Hague

The City of The Hague once again became owner of the World Forum building in July 2013. Major investments have since then been made 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.



//The organisation

Vision: 'Exceeding expectations by connection, enriching and unburdening.'

World Forum is a location with endless possibility's and fifty year of experience in organizing events! During the organisation and events World Forum The Hague always works from our focal points: Safety & Security, Service and Education. We are leaders in the field of Safety & Security, exceed expectations with our excellent service and do everything we can to transfer our knowledge and invest in educational projects at all times.

1. Safety & Security

World Forum The Hague is front runner in Safety & Security. Because of daily developments on the world stage Safety & Security becomes more important every day. At World Forum The Hague safety measurements are reviewed for every event and adjusted if needed.

2. Vitality

World Forum invest in vitality for guests and their own team, before, during and after the events. World Forum The Hague owns a Fresh Air Zone. This newly developed zone gives delegates the opportunity to step into a sustainable and green environment, with an impressive view over the international zone. The delegates will be re-energized and their concentration for the upcoming activities will be higher. Of course World Forum can also organize several vital activities during the congress. The World Forum Team is also offered different activity's around vitality during the year.

3. Experience

World Forum exceed expectations and works on creating the optimal 'experience' for all the guests daily. As a guest of World Forum The Hague you should be able to attend the event without a care in the world. Everything will be arranged to your wishes and needs.

4. Education

Besides the investments in educational projects and development, World Forum is a knowledge institute. At World Forum The Hague education comes first. Michiel Middendorf, General Manager, helped develop the new master Strategic Events Management at the Breda University of Applied Sciences. Students are also offered to do their internship at World Forum The Hague.



//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.

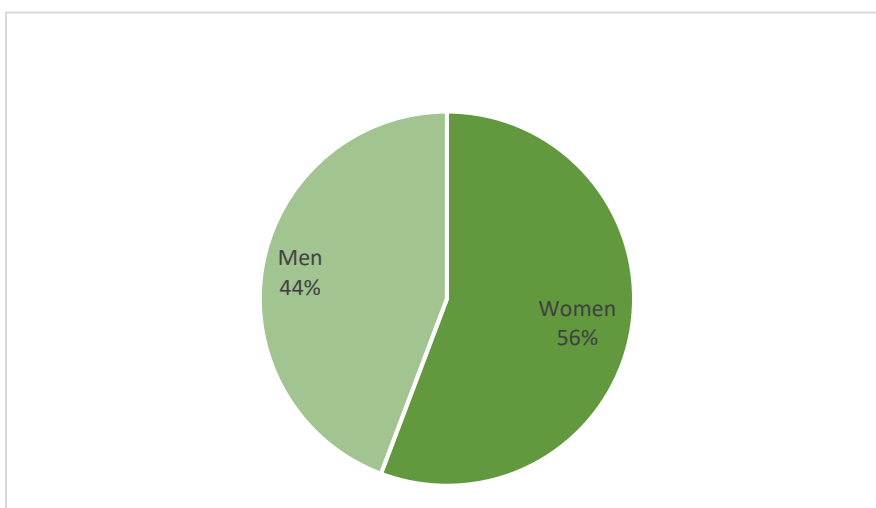
World Forum The Hague is one of the 50 conference venues under management of GL events. The day-to-day operations of World Forum are handled by General Manager Michiel Middendorf, who reports to GL events' Managing Director, Venue Management at the company's headquarters in Lyon.



//The organisation

Employees

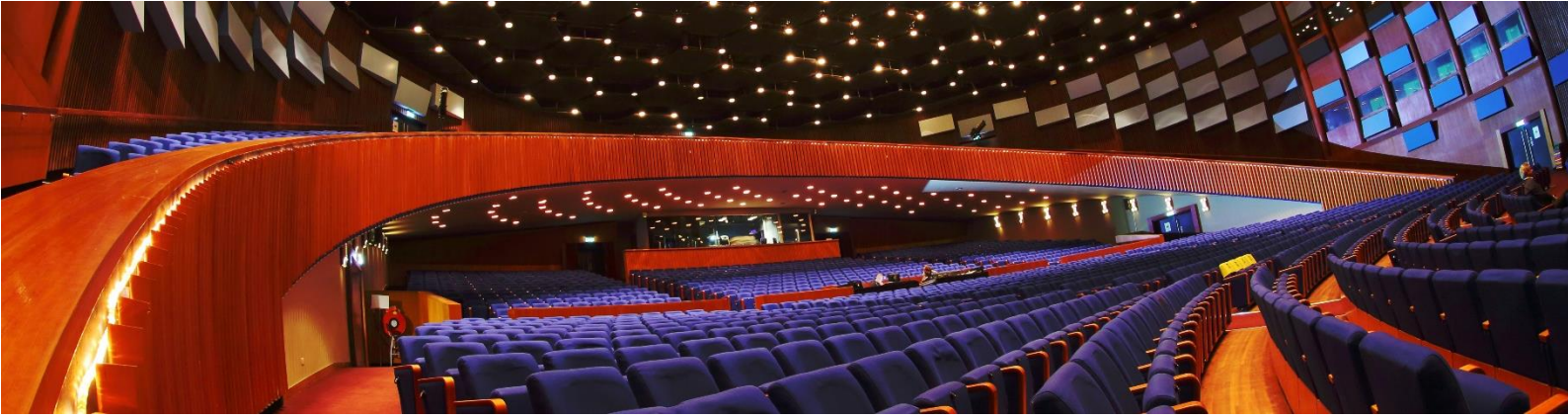
World Forum The Hague employed 61 FTE permanent employees in 2019. The permanent employees comprise 27 men and 34 women. There are also a number of employees with 0-hour contracts at World Forum The Hague, and in 2019 World Forum provided work placements for 22 interns.



Men-women permanent employees World Forum The Hague 2019

Organisation chart

Annex 1 of this report (page 45) contains the 2019 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).

Ensuring quality

World Forum The Hague has high standards for quality and hospitality. Since 2019, World Forum has been ISO 9001 and ISO 20121 certified. ISO 9001 is an internationally recognised standard in the field of quality management and provides guidelines that a good quality management system must meet. NEN-EN-ISO-9001 helps World Forum to manage and improve business processes.

One of the processes that World Forum follows closely is the internal and external evaluation process. A lot of value is attached to the opinions and suggestions of the client at a conference or event. Based on this, quality can be maintained and improved where necessary.

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. For example, the entire purchasing process is monitored, the two-eyes principle applies for checking invoices and a notification is automatically received when a new bank account is created and gifts are registered.



//The organisation

Sustainability Policy - ISO 20121

Since 2019, World Forum The Hague has been ISO 20121 certified. ISO 20121 has been developed for the event sector and is intended to prioritise sustainability when organising events. The standard takes into account the location, culture and demographics of an event.

World Forum The Hague has the following sustainable policy:

- 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.

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 :



//The organisation

	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

Certificates

World Forum The Hague possesses a number of certificates 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 eleven 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.

ISO 9001

Since 2019, World Forum The Hague has been qualified with the ISO 9001 certificate. ISO 9001 is an internationally recognised standard in the field of quality management and provides guidelines that a good quality management system must meet. NEN-EN-ISO-9001 helps to manage and improve business processes of the organisation

ISO 20121

World Forum The Hague has had the ISO 20121 certificate since 2019. ISO 20121 has been developed for the event sector and is intended to help prioritise sustainability when organising events. The standard is for both event companies and companies that organise events. The standard takes into account the location, culture and demographics of the event.

Certificate of Accessibility and Events

World Forum The Hague possesses the accessibility and events certificate. During the research in the field of accessibility, the wheelchair accessible base, the environment, the layout of the rooms, the communication and the safety for people with long-term physical, mental, intellectual or sensory disabilities were examined.



//The organisation

Memberships & Partners

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.

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 organising, accommodating and facilitating fairs, congresses & meetings, events & incentives and entertainment. CLC-VECTA is an umbrella industry association that acts across all groups, entrepreneurs and business activities in the industry. Overall, a distinction is made between locations, organisers and suppliers of fairs, congresses and (business) events.

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)

With a community of over 60,000 meeting professionals, of which approximately 18,000 are active members, MPI is the world's largest and most active trade association for the meeting & event industry. MPI Nederland is the Dutch division of Meetings Professionals International. MPI Netherlands has three pillars: Knowledge, Community, Industry Voice, all three of which contribute to the progress of our field and everyone who is active in it. Within the MPI Netherlands Community of more than 1500 meeting professionals, of which about 150 are active members, we represent: meeting planners, suppliers, next generation and teachers.

International Association of Congress Centres (AIPC)

The International Association of Convention Centres, AIPC, is the industry association for professional event venues worldwide. AIPC stimulates professionalism in event management and offers education, research and network programs for this.



//The organisation

NBTC

The Netherlands Board for Tourism & Conventions is the destination management organisation of the Netherlands and stands for development, branding and marketing of the destination Netherlands. The NBTC makes sure there is a national vision on tourism and supports city's, regions, entrepreneurs and other party's.

Municipality The Hague

The Municipality of The Hague is once again the owner of the building World Forum since July 2013. Because of this there have been a lot of investments in different installations and new expo space. The Municipality is also a collaborator on different events.

The Hague & Partners

The Hague & Partners is the umbrella organisation that takes care of The Hague Marketing Bureau, The Hague Convention Bureau and The Hague Business Agency.

The Hague Venues

The Hague Venues collects all leading locations of The Hague on their website. This way they try to help the client with their choice of location.

Dutch Venue Association

Since april 2017 fifty Dutch event locations work together under the name Dutch Venue Association (DVA). In this network the management of event locations can share knowledge. The DVA promotes internal and external matters in the event business.

Genootschap voor Eventmanagers

The trade union Genootschap voor Eventmanagers takes care of permanent education possibility's for event managers at corporate organisations

JINC

JINC is a national organisation that supports high school students (vmbo level) with internships and coaching programs. All to prepare them for their choice of study and business environment by collaborating with schools and company's.



//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 for 2019:

- 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.

In this chapter, the objective, the actions and the results are discussed for each component. Various initiatives in these areas are also highlighted.



//Think Green

Waste

Objective

Improve waste recycling.

Actions

The following actions have been taken to achieve this objective:

- Planning and executing waste management in the building.
- Changing the policy regarding the supplier responsible for waste separation at World Forum. A tender will be issued for a new supplier, setting clear requirements regarding waste separation and recycling.
- Sharing of reports related to waste recycling internally, to create awareness and support.

Results

Actions in the area of waste were not fully implemented in 2019. The tender for a new supplier in this area has been put on hold for the time being. Internal reporting has therefore not been pursued yet at this time. This will be considered again next year. However, an important step has been taken in the use of plastic bottles. All drinks come in glass bottles. Also, PET bottles are no longer sold. It is also positive that the total amount of waste from World Forum in 2019 has decreased significantly compared to the previous year. In 2019, this was 153 tons. In 2018, this was still 206 tons.

Initiatives - Waste

Waste separation

World Forum has further clarified waste separation for visitors. The waste bins at the location have been given new signage and colours. These colours are the same colours of the type of waste stream. The waste bins are equipped with interchangeable magnets, so that the correct signage may be easily displayed or adjusted if necessary. With this, World Forum hopes to make it even easier for visitors to properly separate waste.



//Think Green

Energy

Objective

Reduce energy consumption.

The aim is to reduce the energy consumption of World Forum compared to the previous year. This includes the consumption of electricity, district heating and water. Consumption is measured in relation to annual turnover. There is an objective for each type of energy for 2019:

- Electricity & District heating > 312 (ratio on turnover), was 330 in 2018
- Water > 468 (ratio on turnover), was 679 in 2018

Actions

To reduce energy consumption within World Forum, the following actions have been taken:

- Investigating the possibilities for the mandatory purchasing of LED lighting for stand construction.
- Adjusting the internal procedures on utilisation.
- Proper maintenance of installations to remain energy efficient.

Result

The actions designed to reduce energy consumption have all been accomplished. In World Forum, only LED lighting is used. Agreements have also been made on this with suppliers that utilise lighting. They shall also only use LED lighting.

World Forum security has a procedure with regard to the utilisation of the lighting. If there are no activities going on in the building, the lighting is switched off. All installations are well maintained by various parties. The advice they provide is carried out, if desired.

The objectives set in advance have been partially achieved. Electricity and district heating ultimately went to 353 (ratio on turnover). Both electricity consumption of 3,664,200 kWh (was 3,065,034 in 2018) and district heating consumption 7,752 GJ (was 7,396 in 2018). The reason for this is the busy activity in terms of events and congresses in the cold months. With many "head-to-tail" events, where continuous energy consumption was necessary. There were also a number of events in the summer, as a result of which the cooling units, which run on electricity, were needed more than usual.

The water on the other hand went to 400. This is well below the target set for 468 for 2019.



//Think Green

Initiatives – Energy

Below are a number of initiatives that contribute to reducing the energy consumption of World Forum as well as The Hague.

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.

Fresh Air Zone

The official opening and unveiling of the green canopy, the 'Fresh Air Zone', of World Forum The Hague, took place during the 'Day of the City' event. This was achieved in cooperation with various parties: the Ministry of the Interior and Kingdom Relations, the Delfland Water Board, the World Forum and the municipality of The Hague. This project is part of the municipality's sustainability policy. The aim of the green canopy is to contribute to a better environment and prevent flooding. It's just one part of the World Forum's entire sustainability programme. The municipality is very proud of this project, because it supports the goal of a climate-neutral city and is also an inspiring example for other, similar conversions.

Not only does the development of the green canopy play a climate-neutral role, it also helps to enhance the vitality of congress participants. This newly developed zone offers conference participants the opportunity to step into a sustainable and green environment, with an impressive view over the international zone. This gives them renewed energy and improves their concentration.



//Think Green

Food & Beverages

Objective

Decrease the use of non-recyclable disposables.

Action

Establish a new purchasing policy within World Forum in which sustainability criteria are integrated.

Result

In 2018, 92% of the disposables used within World Forum The Hague were already recyclable. The aim was to ensure that only recyclable disposables would be used in 2019. This succeeded; from 2019 and onwards, only recyclable disposables will be used at the Food & Beverages of World Forum.

In addition, the action with regard to establishing a new purchasing policy was also implemented. In 2019, a tender was issued for F&B, which includes various sustainability criteria. This is now done for all tenders issued by World Forum.

Initiatives – F&B

Vitality concept

World Forum aims to make vitality a central and important part during conferences. Nowadays, people are consciously concerned with health. World Forum therefore facilitates the continuation and improvement of a healthy lifestyle with this vitality program. The food & beverage range has also been adapted to this, making the visitor feel fitter during the congress, storing more information and not going home completely exhausted.



//Think Green

Standards F&B

World Forum holds its products to the highest standards when it comes to sustainability. F&B sustainability is also a major part of the Green key gold, ISO9001 and ISO20121 labels World Forum is proud of having.

Hereby some of the minimum standards when ordering F&B at World Forum:

- Our coffee and tea for the attendees is certified organic and fair-trade.
- World Forum promotes the use of tap water.
- World Forum has a zero plastic policy when it comes to front of house products. |
- World Forum works with ratio's and specialized menu's in order to minimize food waste.
- World Forum uses mainly stone crockery, if disposables are used they are fully biodegradable.
- World Forum avoids the use of mono packaged goods.
- All fish products used are sustainably sourced and are labelled with the MSC quality label.
- At least 30%-50% of the food items served is ecological, locally produced or seasonal.
- All waste is separated by plastic, paper, organic, glass, metal and other waste and 90% is recycled.
- Non-perishable goods are repurposed as much as possible.
- Palm oil use is minimized in all products.
- All lactose products are organic.
- World Forum has full vegan menu's and day packages.



//Think Green

CO2 emissions

Objective

Reduce the total CO2 emissions of the organisation, compared to last year, to a CO2 emission of 4 per FTE.

Actions

The following actions have been conceived to reduce the CO2 emissions of World Forum:

- All lease contracts for company cars are converted to electric cars.
- Offering of a bicycle plan, so that employees may purchase a bicycle at an advantageous price. Encouraging the bicycle for commuting.

Result

The objective was to reduce CO2 emissions per FTE in 2019, compared to the previous year. In 2018, CO2 emissions per FTE was 4.16. The aim was to reduce it to 4. This result was achieved, the CO2 emissions in 2019 per FTE was 3.95. The actions contributed to this, among other things. The lease contracts of the company cars were converted to electric cars. In addition, a bicycle plan was offered that various employees made use of. This has increased the number of employees who cycle to work.

Initiatives - CO2 emissions

Climate Neutral Group (CNG)

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 2019, World Forum's total CO2 emissions totalled 227 tonnes of CO2. Emissions fell again compared to 2018 (228.71 tonnes).

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.



//SDG 4: Quality education

//SDG 16: Peace, justice and strong institutions



//Think People

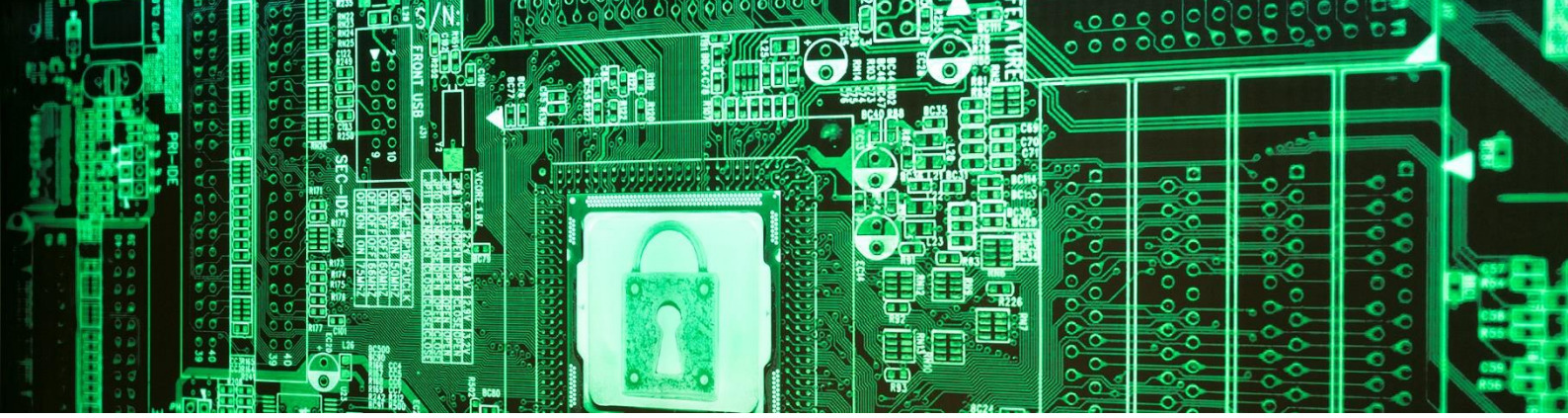
The second World Forum sustainability programme is Think People. World Forum sets out to provide employees with a professional and safe working environment in which they can grow and derive job satisfaction by helping clients to achieve their goals. World Forum is committed to securing a sound future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

The following goals have been set under the Think People programme for 2019:

- 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.

This chapter explains the objective, associated actions and the final results per section. In addition, a number of initiatives are highlighted for each point which the World Forum developed or contributed to last year.



//Think People

Safety

Objective

Reducing incidents within the organisation compared to last year.

Actions

To reduce the number of incidents within the organisation, the following actions were taken:

- Safety & Security Awareness training for employees.
- Offering first aid and emergency response training for employees.
- Good mapping and analysis of the incidents, with the aim of preventing them in the future.

Result

The planned actions have been executed. Safety and Security Awareness training was given to all World Forum employees. In addition, the majority have followed (repeated) emergency response training and various employees are first aid certified. Furthermore, all incidents are registered in a system, analysed and, where necessary, immediate action is taken to prevent recurrence in the future. The aim was to reduce the total number of incidents within World Forum in 2019 to a maximum of 20. There were 24 incidents the year prior. This goal was amply achieved. In 2019, there were only 9 incidents in total.

Initiatives – Safety

Below are a number of specific safety issues within World Forum The Hague.

Risk analysis

A risk analysis is drawn up for each event in World Forum to identify possible risks and, if necessary, to limit or prevent them. On the basis of a low, medium or high risk indication, it is determined which measures will be taken. These risk analyses are divided into a number of core topics, making the risks clearly distinguishable.

Prevention team

World Forum has a prevention team that supervises safe and healthy working conditions in and around World Forum The Hague. Workplace inspections are conducted, advisory reports are written and information is given to employees.

Digital security systems

World Forum works with various digital security systems such as a CCTV program that gives World Forum insight, access control systems so that it is visible who is in the building and digital documentation by security that accounts for which goods go in and out.



//Think People

Well-being & Vitality

Objective

The reduction of absenteeism and absence among World Forum employees.

Actions

The following actions have been devised to reduce absenteeism and absence of World Forum employees:

- Offering employees healthy food, such as fresh fruit every day.
- Offering various free sports activities such as Bootcamp.
- Offering chair massages for employees.
- Checking the workplace (desk, chair, etc.) by a professional external agency.

Result

The actions to reduce employee absenteeism due to illness were all implemented in 2019. Various sports activities are offered. The employees have also been able to use a chair massage and fresh fruit is available daily. All employee workplaces have been checked by an external agency and specific adjustments have been made where necessary. For example, desks have been placed where people can also work standing up and the lighting has been adjusted.

Despite these actions, the absenteeism rate has risen in 2019 to 4.64% from 4.22% in 2018. This means that the objective to reduce absenteeism and absence among World Forum employees has not been achieved. Therefore, this will be followed particularly closely in 2020.

Initiatives – Well-being & vitality

Below are a number of initiatives in the field of Well-being & vitality of World Forum The Hague.

Vitality program

World Forum aims to make vitality a central and important part during conferences. Nowadays, people are consciously concerned with health. World Forum therefore facilitates the continuation and improvement of a healthy lifestyle with this vitality program. Power walking, yoga and running are among the offerings. The food & beverage range has also been adapted to this, making the visitor feel fitter during the congress, storing more information and not going home completely exhausted.



//Think People

Food & Beverage – Richard de Leth

The Food & Beverage department of World Forum The Hague is fully focused on vitality. A vital experience is offered to visitors together with various partners. A unique vitality strategy has been developed. This consists of menus specially composed by Richard de Leth. Dr. Richard de Leth is a specialist in health management and a “changemaker” when it comes to vitality and health. World Forum went on a journey of discovery with Richard de Leth to research the vital needs of a participant during a conference. The vital menus provide the right energy at the right times during an event. They are based on fresh and local seasonal products with a small addition of poultry and fish. In combination with the various activities, the participants and visitors to your event will experience a constant vital feeling. The lifestyle that is often led at home can therefore be effortlessly continued at a high level during an event.

Dietary requirements

World forum ensures that any dietary requirement can be catered to. All our items are labelled with the necessary allergy information and we have dedicated buffets for people with dietary requirements. Our menu’s are designed to offer almost everyone different options.

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.

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.



//Think People

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.

CSR end of year gift

In 2019, the year-end gift for the World Forum employees took sustainability into account. It consisted of organic and local products, which were packed in sustainable packaging material, Jute. Jute is completely biodegradable and 100 percent compostable. The production site of this particular Jute is located in India and the workers have favourable working conditions. Child labour is not used and the factories possess all the necessary certificates.



//Think People

Social responsibility

Objective

Extend collaboration with War Child to two activities per year.

Actions

In order to expand the collaboration with War Child, it was resolved to carry out the following two actions:

- Annual sponsorship.
- Organise an event / activity for War Child.

Results

World Forum has been a Business Partner of War Child for many years, which mainly consists of an annual financial contribution. The goal was to expand the cooperation with War Child in 2019 by organising an activity or event for the benefit of War Child in addition to this financial contribution.

This goal was achieved by organising "The Road to IMEX". From 13 to 20 May 2019, five World Forum employees will cycle more than 500 kilometres, from World Forum The Hague to the IMEX in Frankfurt. The IMEX is one of the largest international trade fairs in the congress and events industry. Central to this cycling tour were teamwork, vitality and working for a safer world from the city of peace and justice. With this unique team achievement, a total of 5,585 euros was raised for War Child.

Initiatives - Social responsibility

War Child

World Forum has been an official Business Friend of War Child for years. 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.



//Think People

Sympany – CliniClowns

World Forum The Hague collects old clothing amongst the employees. This clothing was collected by Sympany in 2019. Sympany is a clothing collector working on a sustainable world while preserving raw materials. By collecting, sorting and selling textiles, they focus on maximum reuse and recycling of textiles. The money earned from sales and recycling is used for innovation to make the preserve the textile life cycle and for textile related projects.

Sympany also provides door-to-door textile collections for CliniClowns, the proceeds of which go to the good work they do. World Forum has chosen this option. CliniClowns have been visiting children in Dutch hospitals since 1992. By making authentic contact and using their imagination, the CliniClowns ensure that sick children can be children again. That lends good benefits towards treatment. Because playing together, being a child again, can reduce anxiety, relieve pain and give room to emotions. Space to laugh, to relax, to be able to trust oneself again. About 67 clowns now visit more than 100 hospitals and other institutions throughout the Netherlands. Every year the CliniClowns play with more than 90,000 sick and disabled children.

Company clothing

All the clothing provided by World Forum for the F&B staff are fair-trade and sustainably sourced. Foundations such as the 'Fair Wear Foundation' ensure there is no child labour or any malpractices involved. Also, everyone in the supply chain is paid a fair share.



//Think People

Education

Objective

Working with interns and people with a distance to the labour market within World Forum. The goal is to supervise fifteen interns within World Forum in 2019 and to have an employee with a distance to the labour market.

Actions

The following concrete actions have been drawn up to achieve the stated objective:

- Actively looking for interns to hire.
- Employ those at a distance to the labour market.

Result

One of the spearheads of World Forum is Education. World Forum invests in educational projects and development and is a knowledge institute. Education is paramount at World Forum The Hague. For example, last year Michiel Middendorf, General Manager of World Forum, helped with great pleasure and success in the development of the master Strategic Events Management at the Breda University of Applied Sciences. In addition, World Forum offers internship programs in various departments.

In 2019, the goal was to have at least fifteen interns working at World Forum and at least one person at a distance to the labour market. Both goals were achieved. A total of 22 interns worked at World Forum in 2019. In addition, a contract has been concluded with the Municipality of The Hague, which states that two people at a distance to the labour market will work within World Forum every year.



//Think People

Initiatives – Education

Below are a number of initiatives that World Forum supports in the field 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.

MPI Next Generation Program

MPI Netherlands invests a lot of time and energy in the “Next Generation”, the future of our field. By providing the right information and guidance at an early stage, students get a good and clear picture of the Meeting & Event industry. The goal of taking the entire Meeting & Event industry to the next level naturally starts by ensuring that the new growth is at the right level. MPI tries to bridge the gap between business and education, provides opportunities to gain practical experience and responds to the opportunities that arise in the market.

The Next Generation Event is organised for students and young professionals interested in the meeting & event industry. On the basis of speakers from the field, inspiring workshops, an internship information market with companies from our industry, the participants are familiarised with the meeting & event industry. This is also an excellent opportunity for companies that are looking for motivated interns to present themselves to them.

Partly thanks to the pioneering role of World Forum, the Next Generation Event has become a great success. Since 2010, World Forum has hosted a Next Generation Event at least once a year, entirely organised by students who take a minor in Event Management. The opportunity for students to organise an event from A to Z is an experience that goes far beyond doing the same exercise on paper. Because the event actually takes place and all facets of the organisational process must be gone through, they gain relevant experience and get into situations that may also happen “in actual work”. For example, sending something as simple as an invitation takes on a completely different dimension. What comes on the invitation, is the program correct, have all speakers been confirmed, who will it be sent to, how is this information obtained, etc.

In addition to sponsoring the location, the F&B, World Forum invests in encouraging sponsors of their own partners for the AV, for example, to invest a considerable amount in the support of the students. The collaboration between World Forum, MPI Netherlands and the Stenden course is a special and very valuable partnership.



//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. Like for example Marketing & Communication, a Stage Manager and a technician.



//Think People

The Koekfabriek

World Forum works together with The Koekfabriek. The Koekfabriek works with local care partners to provide jobs for people who are at a distance from the labor market. They create a safe and fun work environment for all their employees. This makes for a nice workplace, ensures the employees are at the center of society and creates a great cookie!

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 is 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.

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.



//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.

Objective

Creating local value by increasing the number of local suppliers.

Actions

In order to achieve this objective, the following concrete actions have been determined:

- The adjustment of the standard procurement policy of World Forum.
- Add more local suppliers to the World Forum supplier base.

Result

Where possible, World Forum The Hague has the ambition to cooperate with local companies. Both in the field of catering, but also, for example, for facility services or marketing and communication activities. This directly stimulates the local economy. By 2019, the goal was to have 14 local suppliers in the top 25 World Forum suppliers. This top is determined on the basis of turnover.

The 2019 target has been achieved. The top 25 World Forum suppliers include 14 local suppliers. This is an increase of two local suppliers compared to 2018. An important addition is the local security supplier, Hofstad Security. They are now a regular security partner of World Forum through a security tender.

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



//Think Local

Initiatives – Think Local

Related to the Think Local program and the SDG Fair Work and Economic Growth, a number of initiatives to which World Forum contributes are described below.

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.

Den Haag Werkt

World Forum The Hague has been working with Den Haag Werkt (before known as the Haeghe Groep) since 2016. Den Haag Werkt 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 Haeghe 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.

World Forum reupholstered some of the conference chairs through Den Haag Werkt. Den Haag Werkt is also responsible for the gardening on the grounds of World Forum The Hague.



//Think Local

Employers symposium The Hague Works

To give the labour market in The Hague region an extra boost, the first employer symposium, The Hague Works!, took place on 21 March 2019. An initiative of the Economic Board The Hague, World Forum, the Municipality of The Hague and Rabobank Regio Den Haag.

This event contributes to improving the match between supply and demand on the Hague labour market and stimulating employment. Employers from The Hague and the region are challenged to get in touch with each other and other parties, such as educational institutions, jobseekers and young talent, and to make a match. Employers say they have noticed a shortage of staff, which means that economic growth in The Hague would grow less than optimally. At the same time, there are still plenty of motivated and qualified people looking for work. A match requires creative solutions. The Hague Works! shows what is possible. The municipality is helping with the +500 Work Offensive to get an additional 500 people out of social assistance each year to find a job, in addition to the regular influx of 4000 people per year.

Dunea

The Netherlands is known for the quality of its tap water. In cooperation with the local water supplier Dunea World Forum promotes the use of drinking water. By having 5 tap point where your guests can tap there own water, our own water filter systems and the fact that we do not sell packaged water we make sure water is utilized in the most sustainable way possible. Dunea filters the water in the national natural conservations located in the dunes near World Forum.

'Haagse Zwam'

World Forum The Hague is always looking to see how as a venue they can further reduce impact on the environment. This is when the opportunity to collaborate with the company Haagse Zwam was to good an opportunity to miss. World Forum The Hague and the company Haagse Zwam are developing an exciting process to collect and recycle all of our spent coffee grounds and will turn what would normally be waste into a great fertilizer to grow oyster mushrooms. These mushrooms will then be processed into a ragout that is used to make a tasty vegetarian snack: bitterballen World Forum will then serve these scrumptious bites to our customers. In addition to a wonderful circular initiative, this is also based on social responsibility, because the entire production and overall management at the Haagse Zwam is arranged by people with a distance to the labour market.



//Think Local

"De Haagse Hoed Challenge"

De Haagse Hoed Challenge is a 24-hour cycling tour through The Hague. The proceeds from this bicycle tour are for groundbreaking research at the Erasmus MC Cancer Institute. World Forum contributes to this initiative in The Hague by being available as a resting location for the participating riders.

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.

The number of FTEs has increased (from 2012 to 2019) from 24 FTEs to 61 FTEs. Based on a factor of 10, the impact on local employment increased from 240 to 610 jobs from 2012 to 2019.



//About this report

This sustainability report is the eleventh 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 2019. We also discuss some of our ambitions for the coming years.

World Forum The Hague issues an annual sustainability report to keep stakeholders informed about developments within the organisation's three sustainability programs: Think Green, Think People and Think Local.



//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	11
Reporting parameters			
3.1	Reporting period	About this report	40
3.2	Date of the most recent report	About this report	40
3.3	Reporting cycle	About this report	40
3.6	Definition of the report	About this report	40
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	41 - 44
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	



//GRI Table

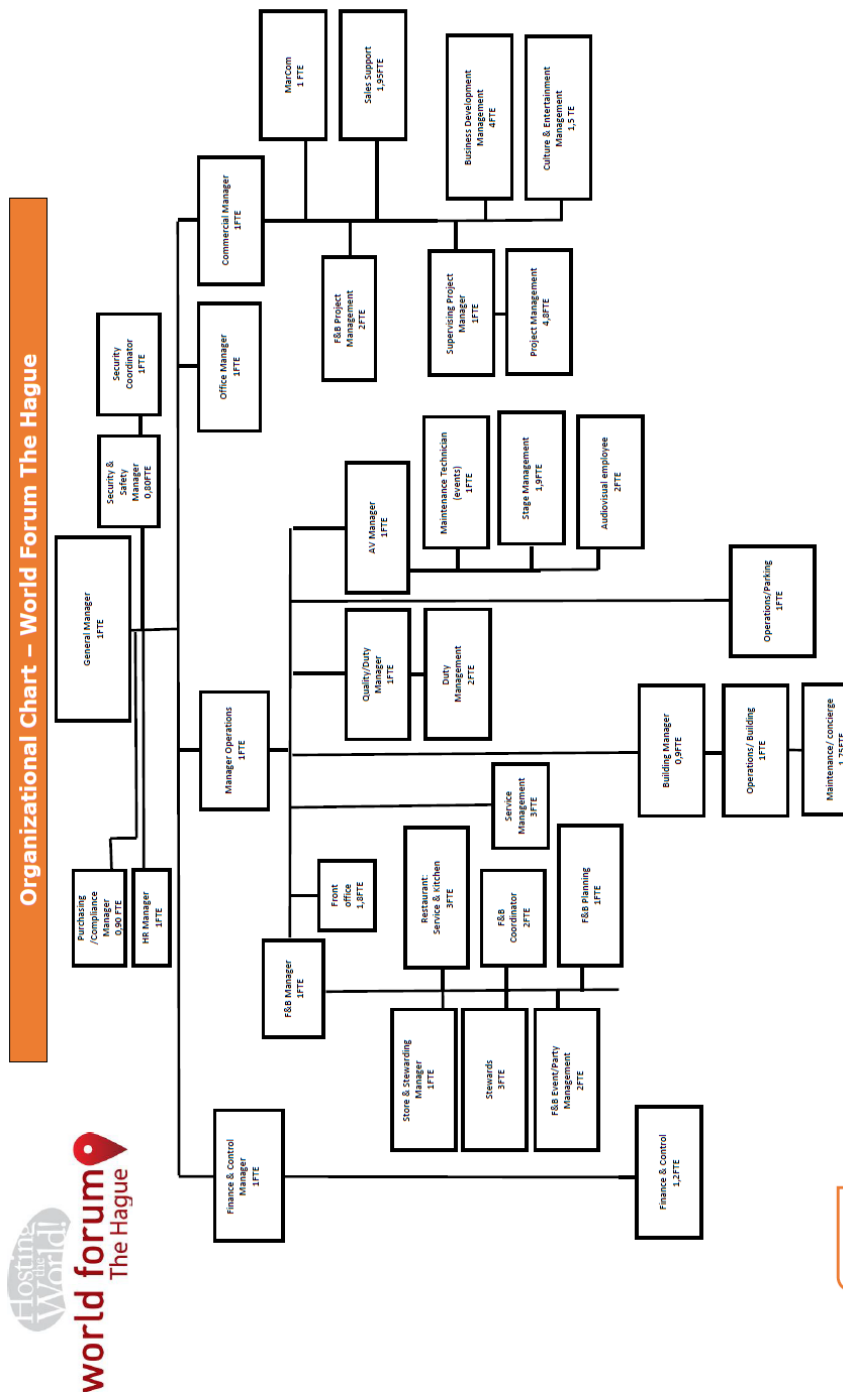
	G3-indicator	Location	Page
Management, obligations and involvement			
4.1	The organisation's management structure	Structure	5 & 6
4.2	Indicate whether the chairman of the highest administrative body also has a managerial function	Structure	5 & 6
4.3	Independence of Board of Management	Structure	5 & 6
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	12 – 14
4.13	Associated memberships	Memberships	12 - 14
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	Think Green – Energy	18 & 19
EN 4	Indirect energy consumption by primary source	Think Green – Energy	18 & 19



//GRI Table

	G3-indicator	Location	Page
EN 5	Energy saved due to savings and efficiency improvements	Think Green – Energy	18 & 19
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	Think Green – Energy	18 & 19
EN 7	Initiatives for reducing the indirect energy consumption and already realised reduction	Think Green – Energy	18 & 19
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	n.v.t.	
LA 7	Injury, occupational disease, drop out days and absenteeism numbers and the number of deaths work related per region	Think People – Well-being & Vitality	26
LA 10	Training per employee	Think People - Opleidingen en trainingen	34
SO 1	Child labour	Think People - Maatschappelijke verantwoordelijkheid	29 & 30
PR 5	Impact on communities	Stakeholders	8

//Annex 1: Organization chart





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