

Hosting
the
World!

world forum 
The Hague



Sustainability Report
2020



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Dear Reader,

2020 was an exceptional year and that's a fact. Our industry was the first of those affected most severely by COVID-19, and we continued to pick up the pieces in early 2021.

One of the things I am truly proud of is how our organisation was able to rapidly adapt to developments following from this pandemic, impacting our industry as a result. For instance, we developed a digital platform for organising conferences and we also set up our very own World Forum Studio. And so, despite all measures imposed in 2020, we managed to host beautiful conferences after all, including the World Press Freedom Conference 2020.

I am also proud of the fact that we were able to make a social contribution in a most remarkable year. Something we need even more when challenges lie ahead. For example, we have supported a local initiative known as De Participatiekeuken (The Participation Cuisine), dedicated to vulnerable groups in the Haaglanden region. To initiator Ben Lachhab, the corona crisis was the perfect reason to set up the 100,000-meals project. Cooking a healthy meal for vulnerable elderly who do not have a social safety net, and who could not or did not want to get out in this crisis. It has been a wonderfully overwhelming experience, to see a single-man's initiative, like De Participatiekeuken, turning into a most successful project, provided organisations are willing to help out.

Joining hands with Dunea is another project I am very excited about. Dunea has provided our building with water taps, allowing all our visitors to enjoy drinking water gained from Dutch Dunes National Park (Nationaal Park Hollandse Duinen). We believe this is the most delicious water the Netherlands has to offer. Having those water taps means we no longer serve nor sell (flat) bottled water. It is how help reduce the amount of plastic litter and unnecessary shipment of well water. In 2021, we will be dedicating attention to the official opening of these taps.

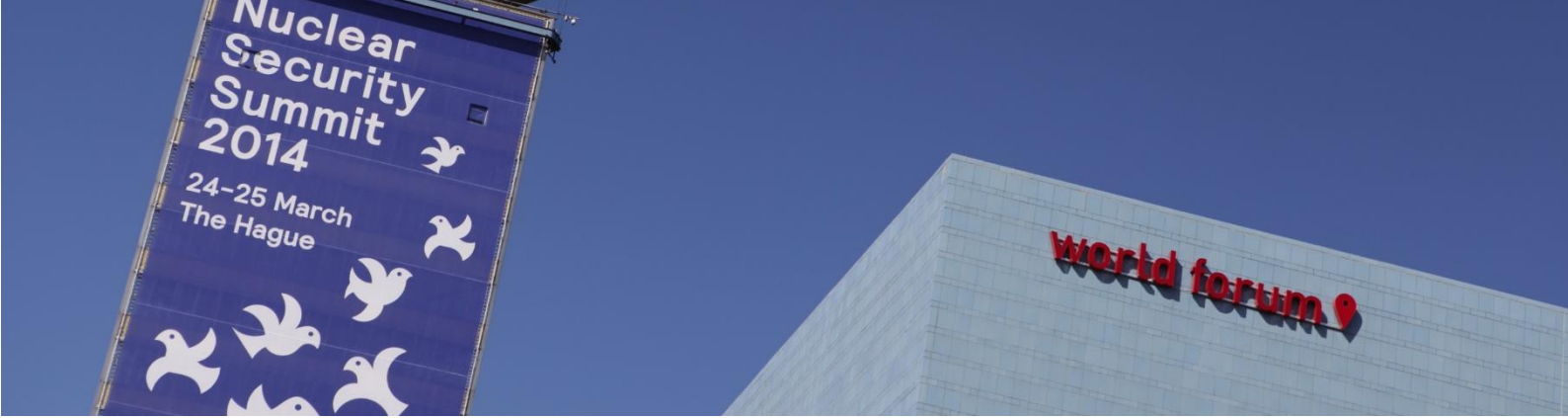
World Forum The Hague (hereafter: World Forum), like more than 200 other companies, has proudly signed the Green Recovery Statement, advocating sustainable economic recovery after the corona crisis. It is something our organisation feels strongly about, and which is clearly represented in e.g. our digitised strategy and innovation.

If reading this report might leave you with any ideas or questions about our sustainability policy, please let us know so by addressing our MVO workgroup at: linda.vanwijngaarden@worldforum.nl.

With kind regards,

Michiel Middendorf

General Manager at World Forum



// The organisation

The company

World Forum 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 (Dutch Conference Building). The opening ceremony 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. It has built up a formidable reputation on the international world of conferences, in organising large-scale events and managing exhibition as well as conference venues. GL events manages about 50 convention centres worldwide (e.g. Barcelona, Nice, Brussels, Paris, Rio de Janeiro, Shanghai).

City 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 several 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 major international conferences.



//The organisation

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

World Forum comes with endless possibilities and fifty years of experience in organising events. In doing so, World Forum always proceeds from four focus areas: Safety & Security, Service and Education. We are leaders in the field of Safety & Security, exceeding expectations with excellent services and we do everything we can to transfer our knowledge and invest in educational projects at all times.

1. Safety & Security

World Forum is frontrunner when it comes to Safety & Security. Because of daily developments on the world stage, Safety & Security is becoming more important every day. At World Forum, safety measurements are reviewed for every event and adjusted when appropriate.

2. Vitality

World Forum invests in vitality for guests and their own teams, before, during and after the events. World Forum proudly owns a newly developed zone called the Fresh Air Zone, giving delegates the opportunity to step into a sustainable and green environment, with an impressive view over the international zone. Delegates will be re-energised, intensifying their focus on upcoming event. Of course, World Forum can also organise several vital activities during the conference. World Forum's team is also offered different activities addressing vitality during the year.

3. Experience

World Forum exceeds expectations and works on creating the optimal 'experience' for all the guests each time they visit. Guests should be able to attend events without a care in the world. Everything will be tailored to their wishes and needs.

4. Education

In addition to investments in educational projects and development, World Forum is a knowledge institute. At World Forum, 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 organisation

The organisational structure

GL events, a French company, is responsible for commercially operating World Forum.

GL events' mission is to support companies, foundations and event organisers in every step of the process, from defining their event strategies to field implementation eventually.

GL events has offices and locations in five continents and more than 20 countries. It is a key player within the international conference and event industry. World Forum is one of more than 50 conference venues managed by GL events. World Forum's daily operations are the responsibility of the General Manager. He will update the Managing Director and Venue Management at GL events' headquarters in Lyon.



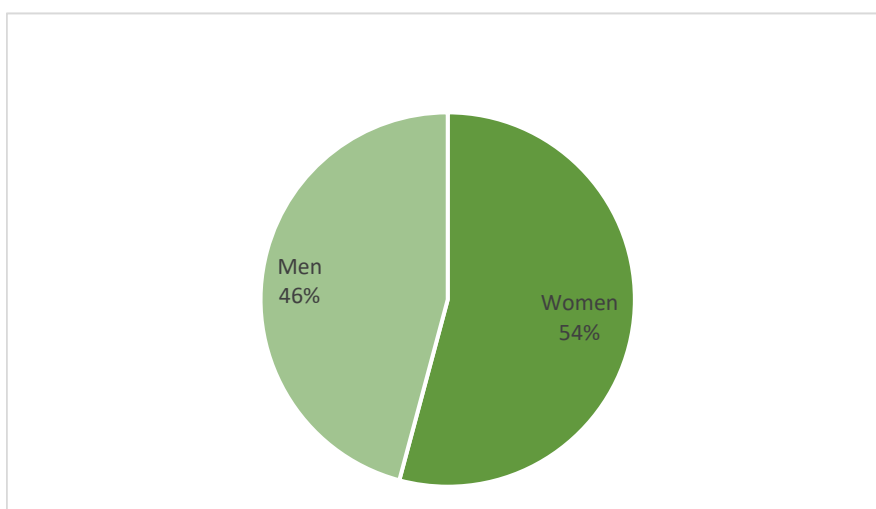


//The organisation

Employees

World Forum employed 48 FTE permanent employees in 2020. The permanent team comprises 22 male and 26 female staff members. There are also a number of employees with 0-hour contracts dedicating themselves to World Forum.

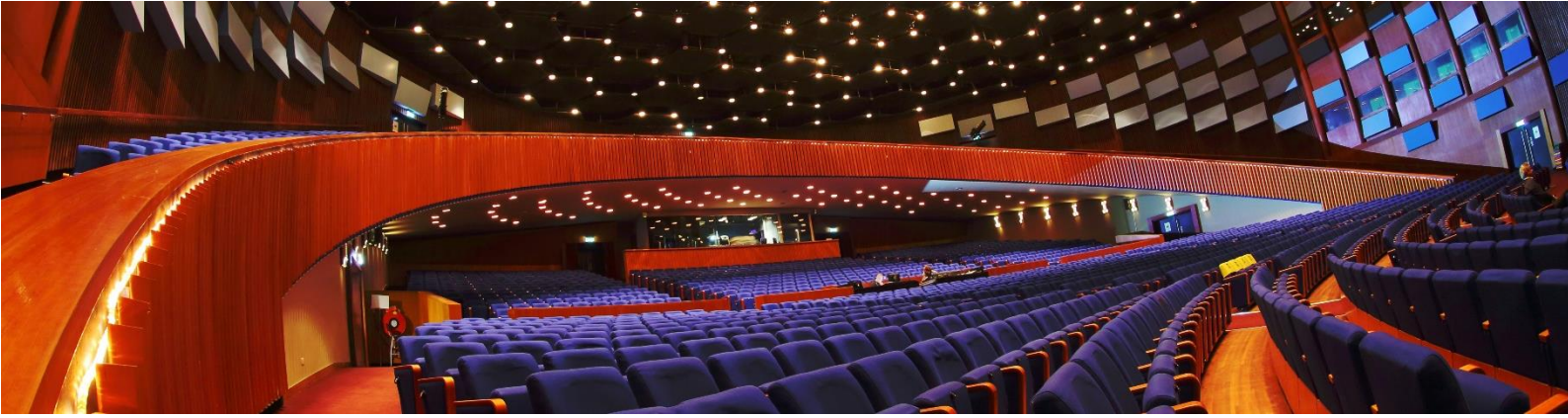
In 2020, World Forum welcomed 20 interns to different departments.



Male-female permanent employees at World Forum in 2020

Organisational chart

Annex 1 of this report (page 46) contains World Forum's organisational chart for 2020.



//The organisation

The market

World Forum focuses on the international congress market, which is divided into the following clients: Associations, Institutional and Corporate. In addition, World Forum has the largest theatre room in the Netherlands (2,161 seats), where various cultural performances take place during the off-peak season.

Associations

By association we mean a national or international 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 which are hardly 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 taking place at the World Forum are mainly organised by the Dutch ministries destined for both international and national ministries. Ministries gather to exchange ministerial subjects, to their points of views or meet. Those attending these meetings can be of national or international origin. The institutional market includes local and regional authorities, ministries, NGOs (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 focuses mainly on companies from the UK. The corporate market mainly consists of businesses, event agencies and trade fair organisers.

Culture & Entertainment

World Forum's cultural relations are major 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 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 various stakeholders, and they are updated on developments taking place at World Forum. The sustainability report is distributed via the digital newsletter and can also be downloaded from World Forum's website (www.worldforum.nl).

Ensuring quality

World Forum has high standards for quality and hospitality. In 2019, World Forum was 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 manage and improve business processes.

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

Compliance

World Forum 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 has been ISO 20121 certified. ISO 20121 has been developed for the event industry and is intended to prioritise sustainability when organising events. The standard is based on the location, culture and demographics of an event.

World Forum pursues the following sustainable policy:

- Respecting our clients, employees, and environment
- Being an open company, inside and outside in order to remain vigilant and proactive in a dynamic and changing industry. Involving our employees in the company's projects, working in partnerships and co-building with our stakeholders. Communicating every objective and change 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 programmes addressing 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	Increase the recycle rate
	ENERGY	Decreasing energy
		Decreasing water
	F&B	Make coffee grounds circular
		No water in plastic bottles
		Alternative for water cups
		Water taps in the building
		Realise one circular F&B goal
	CARBON EMISSIONS	Decrease carbon emission
Think People	SAFETY	Reduce the incidents at World Forum
	WELLBEING AND VITALITY	Make the team more vital
	SOCIAL RESPONSIBILITIES	Increasing the cooperation with War Child
	EDUCATION AND INCLUSIVITY	Trainees in the organisation
		Cooperation with JINC
Think Local	CREATING LOCAL VALUE	Create local initiatives together with other parties

Within these programmes, World Forum 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

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



//The organisation

Green Recovery Business Statement

Over 200 companies have signed the Green Recovery Statement. With it, the Dutch business community is advocating sustainable economic recovery after the corona crisis.

The Green Recovery Statement was called into existence on the initiative of the Dutch Sustainable Growth Coalition (DSGC), in association with VNO-NCW, Global Compact Nederland, MVO Nederland and the Nederlandse Vereniging van Banken. Several major names within the business community have signed the initiative, including Philips, KLM, Shell, AholdDelhaize, Heineken, ABN Amro, ING, FrieslandCampina, DSM, Rabobank and Unilever.

World Forum too has put its signature to the Green Recovery Business Statement, emphasising the extent to which sustainability matters when it comes to recovering from COVID-19.

The main elements of the Green Recovery Statement are the following:

1. Making the EU Green Deal the cornerstone of EU recovery plans.
2. Making sure any investments following from the COVID-19 recovery plan, take the economy to the next level in realising the SDGs and targets stated in the Paris Agreement.
3. Offering long-term certainty and certainty when it comes to the Dutch Climate Agreement and measurable commitments.



//The organisation

Certificates

World Forum holds a number of certificates involving sustainability as well as the conference industry in general.

Green Key

World Forum has been in possession of the Golden Green Key for 12 years. The Green Key is the international Ecolabel for companies in the tourism-recreation sector. It proves that World Forum is dedicated to minimising its strain on the environment. Green Key companies make more of an effort for the environment than required by laws and regulations.

Erkend Congresbedrijf (Recognised Conference Business)

World Forum has been awarded the highest, five-star rating by conference accreditation agency Het Erkend Congresbedrijf (The Recognised Conference Business). There are many 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 offered by whom? Can 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 has been qualified with the ISO 9001 certificate. ISO 9001 is an internationally recognised standard in the field of quality management, providing guidelines that a good quality management system must meet. NEN-EN-ISO-9001 helps to manage and improve the organisation's business processes.

ISO 20121

World Forum has held the ISO 20121 certificate since 2019. ISO 20121 has been developed for the event industry 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 possesses the accessibility and events certificate. During the research addressing 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 investigated.



//The organisation

Memberships & Partners

World Forum is a member of several 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 also on a wider scale.

In addition to memberships in the field of sustainability, World Forum is also member of a few (inter)national trade organisations. Its contacts are maintained, World Forum remains informed about developments in the market and significantly contributes to the promotion of The Hague and the Netherlands.

UN Global Compact

World Forum became the first congress venue 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 additional incentive for World Forum to continue to dedicate itself to a sustainable and responsible business climate.

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 organisation. 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 organisation for the international association meetings industry. With over 1.100 member organisations and companies in 100 countries, ICCA has a worldwide network of meeting professionals, specialists in every aspect of hosting and organising 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 Nederland has three pillars: Knowledge, Community, Industry Voice, all three of which contribute to the progress of our field and everyone who is actively involved 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, the 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 programmes 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 cities, regions, entrepreneurs and other parties.

Municipality of 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 many 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, 50 Dutch event locations have teamed up within the Dutch Venue Association (DVA). In this network, the managers of event locations are able to share knowledge. The DVA promotes internal and external matters in the event business.

Genootschap voor Eventmanagers (trade union)

The trade union called Genootschap voor Eventmanagers is dedicated to permanent education for event managers at corporate organisations.

JINC

JINC is a national organisation that supports high-school students (Dutch VMBO level) with internships and coaching programmes. This is to prepare them for their choice of study and business environment by collaborating with schools and companies.



//SDG 7: Affordable and sustainable energy



//Think Green

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

Under this programme, World Forum has set the following goals for 2020:

- 1) Waste
 - improving the recycling process
- 2) Energy
 - reducing energy consumption levels
- 3) Food & Beverages
 - reusing coffee grounds
 - stop serving bottled water
 - finding an alternative for cups used with the aqua cans
 - providing water taps across the building in cooperation with Dunea
 - realising a circular F&B initiative
- 4) CO² emissions
 - reducing the organisation's total CO² emission levels

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

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



//Think Green

Waste

Objective

Improve waste recycling.

Initiatives

The following initiatives have been taken to achieve this objective:

- Planning and executing waste management in the building.
- Evaluating the current supplier with regard to waste.
- Sharing reports related to waste recycling internally, to create awareness and support.

Results

In 2020, initiatives dedicated to waste were not carried out entirely. The current supplier's reports on waste are missing, which is why many initiatives cannot be realised. Next year, waste management will be one of the key points at World Forum, dedicating attention to it once more in terms of evaluation of the supplier, as well as the internal creation of support and awareness among staff members. A process will be set up to this end. One of the focus areas is to reduce bulky waste by studying meticulously whether materials/products can be reused or passed on to third parties.



//Think Green

Energy

Objective

Reduce energy consumption.

The aim is to reduce energy consumption levels at World Forum compared to the previous year. Consumption includes that of electricity, district heating and water. Consumption is measured vis-à-vis the annual turnover. There is an objective for each type of energy for 2020:

- Electricity & District heating > 320 (ratio on turnover), was 353 in 2019
- Water > 380 (ratio on turnover), was 400 in 2019

Initiatives

To reduce energy consumption levels at World Forum, the following initiatives have been taken:

- Maintaining systems to remain energy-efficient
- Providing offices with LED lights instead
- Adapting lights in dressing rooms
- Providing a digital meter to monitor water consumption levels (and water leaks)

Results

All initiatives set up to push down energy consumption levels in 2020 have been realised. Systems are maintained according to a maintenance schedule, ensuring energy-efficiency as a result. LED lights have been installed in the offices as well as dressing rooms, requiring less power. Also, a digital meter has been installed to monitor water consumption levels and any possible water leaks occurring. In case of any deviations, measures will be taken immediately.

Because of COVID-19, measuring targets in this manner (measuring consumption levels vis-à-vis the annual turnover) leaves us with a very distorted view. Therefore, we have decided to proceed otherwise this time.

The actual power and district heating consumption levels were much lower in 2020. Electricity consumption levels amounted to 1,694,317 kWh (2019: 3,873,226). District heating consumption levels amounted to 5,798 GJ (2019: 7,782). Obviously, this is due to COVID-19 significantly pushing down the number of events taking place at World Forum and forcing many of our employees to work from home. Water consumption levels too were no more than 4,881 m³ in 2020 versus 6,837 m³ in the preceding year.



//Think Green

Initiatives – Energy

Below are some of the initiatives to help reduce energy consumption levels at World Forum as well as The Hague.

Solar panels

In partnership with the Municipality 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 building. This 51-member cooperative was given access to our roof at the symbolic rate of €1 for the purpose of installing solar panels. Local residents with and without their own rooftops are welcome to join this programme by purchasing one or more solar panels. This is part of a project organised by the cooperative and the Municipality 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 that have installed such panels.

Fresh Air Zone

World Forum has a "Fresh Air Zone". 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 is just one aspect of 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, but it also helps enhance the vitality of congress participants. This newly developed zone offers them 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 focus.



//Think Green

Food & Beverages

Targets

- Reusing coffee grounds
- Stop serving bottled water
- Finding an alternative for cups used for the aqua cans
- Realising water taps across the building in cooperation with Dunea
- Realising a circular F&B initiative

Initiatives

In order to reach the targets sets, several initiatives have been drawn up:

- Entering into a partnership with a supplier capable of reusing coffee grounds
- 100% transition to using glass bottles
- 100% transition to paper cups
- Joining hands with Dunea to place water taps
- Finding local partners to initiate a sustainable project together

Results

All targets set for Food & Beverages in 2020 have been reached.

Together with De Haagse Zwam, a process was initiated to reuse World Forum's coffee grounds. More information about this project can be found on the next page under *F&B initiatives*.

World Forum is no longer serving water in plastic bottles. All plastic bottles have been exchanged for glass alternatives. It helped us push down the amount of plastic waste enormously. Also, all cups at the water tap points are made from sustainable paper. Together with Dunea, five water taps have been installed at World Forum. Again, more information can be found under *F&B initiatives*.

In 2020, the F&B department was able to release two initiatives together with partners. For instance, a joint venture was entered into with De Participatiekeuken (the Participation Cuisine), choosing a new coffee supplier called Peeze at the same time. Both initiatives are described in detail below in this report.



//Think Green

F&B Initiatives

De Haagse Zwam

As for the target of reusing coffee grounds, the World Forum has entered into a partnership with De Haagse Zwam. All coffee grounds used at World Forum are collected and used as fertilizer for oyster mushrooms. Oyster mushrooms are then processed into a ragout that is added to a delicious vegetarian snack called: 'bitterballen'. World Forum serves these snacks during events. In addition to a wonderful circular initiative, this process also meets corporate social responsibility targets, because the entire production and general management of De Haagse Zwam is seen to by people with a distance to the job market.

Water taps by Dunea

World Forum and Dunea have entered into a partnership. World Forum's visitors are welcome to tap free and unlimited water from five water taps. The taps give every visitor access to drinking water gained in the Hollandse Duinen National Park, the dune area between Katwijk and Monster. Having those water taps means World Forum is no longer serving nor selling (flat) bottled water. It is how World Forum and Dunea contribute to the reduction of plastic waste. World Forum had purchased 13,596 bottled water in 2019, a total of 6,443.46 litres of water. This now comes directly from the taps. In total, those five taps have been installed across World Forum. Dunea supplies the water from the taps and performs annual maintenance too.

De Participatiekeuken (The Participation Cuisine)

De Participatiekeuken is committed to vulnerable groups in the Haaglanden region. They help out by developing culinary and cultural initiatives, seeking to connect people so that they feel (socially) healthy and feel visible and appreciated again. Due to the corona crisis, much social support has disappeared, however it is in fact more important than ever. For example, many elderly people no longer dare or want to go out and they do not have a safety net to help them through this difficult period. De Participatie Keuken delivers them a meal at their doorsteps and tells them they are not on their own. A message on Facebook has grown into a large-scale local initiative, partly due to collaboration with Shell, World Forum, Xtra Welzijn, Rabobank The Hague and the Municipality of The Hague. World Forum has supported and contributed to this initiative by making the freezers in its building available to store those meals.



//Think Green

Coffee supplier: Peeze

World Forum has a new coffee supplier called Peeze. Peeze is an Arnhem-based roastery with grand ambitions when it comes to making the coffee industry a fairer industry. Not only do they provide coffee with an excellent taste, but also the kind of coffee serving farmers and the environment alike. Coffee served at World Forum has been especially selected with beans coming from Honduras, Peru, Mexico and Nicaragua. These beans are grown organically, they are Fairtrade-certified and climate neutral across the chain. CO² emission levels are pushed down to a minimum and the remainder is compensated with a cookstove project at the source; on the coffee plantations.

F&B Standards

World Forum holds its products to the highest standards when it comes to sustainability. F&B sustainability is also a major aspect of the Green Key Gold, ISO9001 and ISO20121 labels World Forum proudly holds.

Below are 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 ratios and specialised menus in order to minimise 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 carry the MSC quality label.
- At least 30%-50% of the food items served is organic, 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 minimalised in all products.
- All lactose products are organic.
- World Forum has full vegan menus and day packages.



//Think Green

CO2 emissions

Objective

Reducing the organisation's total CO² emissions, compared to last year, to 3,8 per FTE.

Initiatives

In order to push down the amount of CO² emitted by World Forum, the following initiatives have been designed:

- Offering a bike scheme, allowing staff members to purchase bikes at affordable prices. This will encourage them to use the bike to commute.
- Promoting working from home.

Results

The target was to reduce CO² emissions per FTE in 2020 compared to the year before. In 2019 CO² emissions amounted to 3.95 per FTE. We wanted to go down to 3.8. And we did. In fact in 2020 we were able to push down emissions to 3.74. The initiatives have made a difference, for sure. Some of the employees have joined the bike scheme, but more particularly the number of staff working from home climbed in 2020. Obviously, this was mainly due to the COVID-19 outbreak, inviting many of World Forum's staff members to work away from the office as of March 2020.

Initiatives - CO2 emissions

Climate Neutral Group (CNG)

World Forum 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 investments in new, more sustainable systems. In 2019, World Forum's total emissions amounted to 227 tons of CO². In 2020, CO² emissions levels once again dropped to 157 tons. This, however, provides a somewhat distorted image due to COVID-19 measures.

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 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

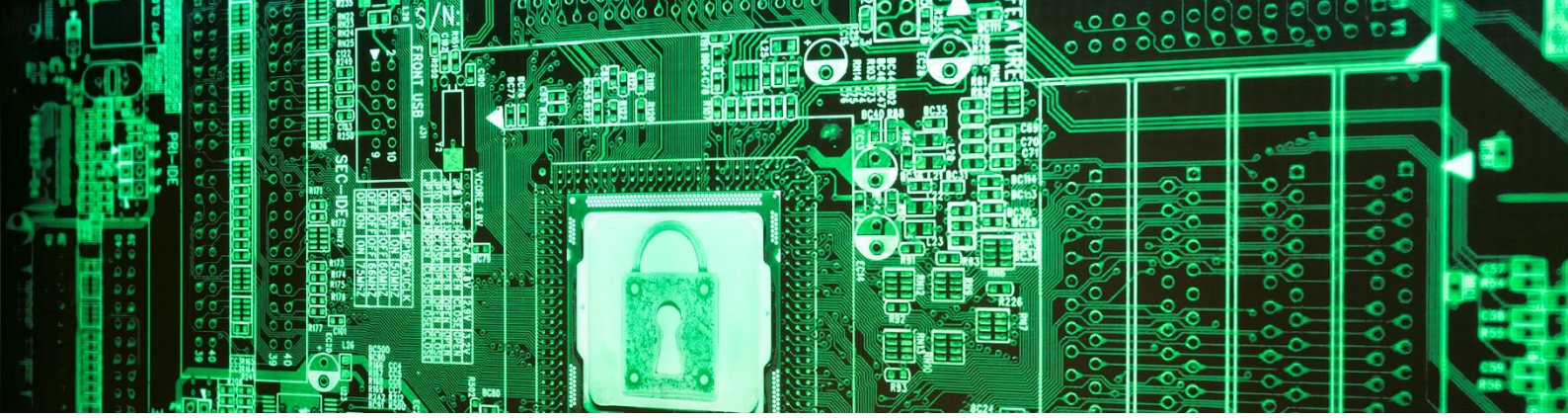
World Forum's second sustainability programme is called Think People. World Forum sets out to provide employees with a professional and safe working environment in which they can grow and derive job satisfaction by helping clients to achieve their goals. World Forum is committed to securing a sound future 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: ensuring World Forum's employees become more vital.
- Social responsibility: extending collaboration with War Child.
- Education: working with interns at World Forum and collaborating with JINC.

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

This chapter explains the objective, associated initiatives 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.

Initiatives

In order to push down the number of incidents, the following initiatives have been set up:

- Investing in Evac Chairs.
- Investing in PPE for staff members.

Results

The scheduled initiatives have been carried out. World Forum has purchased a number of Evac Chairs. An Evac Chair is an evacuation chair, which makes it possible to carry people across the stairs whenever the elevator is out of order. Also, staff holding different positions have been provided with personal protective equipment(PPE).

In addition, World Forum has provided employees with various PPE targeting COVID-19 in particular, like gloves and (face) masks as long as the situation, circumstances and procedures require them to be used. All employees receive a new KN95 face mask every time they enter the building. Disinfectants have been placed throughout the building, elbow handles are attached to door handles, fixed walking routes are indicated, and a thermal temperature measurement takes place on arrival. All measures have been taken to make employees feel safe at work during the COVID-19 pandemic.

The goal was to reduce the total number of incidents at World Forum to a maximum of 15 by 2020. This goal was achieved thanks to e.g. investments in various resources. In 2020, there were a total of 13 incidents.



Initiatives – Safety

Below are a number of specific safety issues at World Forum.

Risk analysis

A risk analysis is drawn up for each event at World Forum to identify any 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 those risks clearly distinguishable.

Prevention team

World Forum has a prevention team that supervises safe and healthy working conditions in and around World Forum. 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 programme that gives World Forum insight, access to control systems to identify who is in the building and understand digital documentation by security that accounts for which goods enter and exit.



//Think People

Wellbeing & Vitality

Objective

Pushing down absenteeism levels and the absence of World Forum's staff members by making staff members more vital.

Initiatives

Due to COVID-19, the steps required to achieve this goal in this year of organising initiatives for staff members has been adapted to the following:

- Setting up internal measures in terms of staff members' safety and health.

Results

Because physical initiatives could not be organised for employees due to COVID-19, World Forum has focused on the safety of employees with regard to COVID-19. Various processes have been developed to work safely at World Forum. They have been bundled in a document called "Back to Work", addressing general issues such as symptoms and risk groups. Attention is also paid to available protective equipment, office capacity, toilet use and meeting regulations.

In addition, employees have been provided with proper facilities to enjoy a healthy workplace at home.

Initiatives – Wellbeing & vitality

Below are a number of initiatives addressing Wellbeing & Vitality at World Forum.

Vitality programme

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 programme. Power walking, yoga and running are among the offerings. The food & beverage range has also been adapted accordingly, making visitors feel better in shape during congresses, storing more information and not going home completely exhausted.



//Think People

Food & Beverage – Richard de Leth

The Food & Beverage department of World Forum is fully focused on vitality. A vital experience is offered to visitors together with various partners. A unique vitality strategy has been developed. It consists of menus specially composed by Richard de Leth, 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 participants’ vital needs during conferences. 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 modest 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 menus are designed to offer almost everyone different options.

Bereikbaar Haaglanden (Accessible Haaglanden)

World Forum 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, public transport and cycling networks. 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 (Sustainable The Hague).

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 required in implementing mobility policy.
- Individual coaching of employers- Benchmarking the 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 fitness are just a few examples.



//Think People

Social responsibility

Objective

Extend collaboration with War Child to three initiatives per year.

Initiatives

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

- Annual sponsorship.
- Organising two events / projects for War Child.

Results

World Forum has been a Business Partner of War Child for many years, which mainly comes down to an annual financial contribution. In 2019, partnership was expanded with a campaign called "The Road to IMEX", allowing World Forum's employees to collect EUR 5,585 Euros by biking from The Hague to Frankfurt for War Child.

The aim was to further expand partnership with War Child in 2020 by organising two events or initiatives for War Child. Unfortunately, this was impossible because of COVID-19 and the measures imposed for organising meetings. Therefore, this target has been continued to 2021.

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 focus areas 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 as possible in areas of conflict 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 is war or where war has been waged for many 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 initiatives.



//Think People

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.

Foodbank

More than a million people in the Netherlands live below the poverty line. The food banks help those who really struggle financially by temporarily providing them with food aid. In order to provide customers with sufficient food, they join hands with companies, institutions, municipalities and private individuals. It is how we are able to fight poverty together, tackle food surpluses and spare the environment. To increase the self-reliance of the foodbank's customers, they work together with local organisations that help customers get back on their feet again. After all, food aid should always be a temporary solution.

It has been a difficult year for many people. Some of them lost their jobs and are living below the poverty line due to the COVID crisis. And so this year, World Forum has chosen to donate the end-of-year gifts received to the Food Bank.



//Think People

Education

Objective

World Forum always welcomes interns. The goal is to supervise one intern at every department in 2020. We also want to set up a proper partnership with JINC, in which at least five of World Forum's staff members are actively involved.

Initiatives

In order to achieve these goals the following concrete initiatives have been set up:

- Actively finding interns to take on.
- Making sure staff members are actively involved in the JINC network.

Results

One of World Forum's focus area is Education. World Forum invests in educational projects and development and is a knowledge institute. At World Forum, education comes first. For instance, Michiel Middendorf, General Manager of World Forum, contributes to various school lectures on a regular basis. In addition, World Forum offers various internship programmes.

World Forum's goal in 2020 was to welcome one intern to each department. And it did, despite COVID-19. Another goal was to set up a good partnership with JINC. JINC is a national organisation preparing secondary education students (Dutch VMBO level) for their choice of study and the business community through short-term internships and coaching programmes by joining hands with schools and companies. Five of World Forum's employees supervised students through the JINC network in 2020.



//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 to young talented minds. In addition, the World Forum's staff members have extensive opportunities to further develop their talents through training and coaching programs.

Johan de Witt Scholengroep

An educational project initiated by World Forum is our partnership with Johan de Witt Scholengroep in the city of The Hague. Several weeks a year, a group of students is involved in a variety of activities at World Forum. Unfortunately, this project could not go ahead in 2020 due to COVID-19 but will certainly be picked up again next year.

Johan de Witt Scholengroep is a school with students who need intensive guidance to take steps in their basic careers. 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 justify them with the result of successful social participation and an appropriate next study. World Forum supports this vision by allowing students to join the company. The students become excited about this work so that they can successfully join society in the future.

Fieldtrip Stenden

Within the context of education as a focus area, in September 2020 World Forum contributed to a Fieldtrip of Stenden hotel school, which was organised by MPI (Meeting Professionals International). The aim of this Fieldtrip was to show students how the event industry works. Students were given the task of solving a case about problems an event manager might encounter. They had to present the solution of the case in the form of an elevator pitch. Michiel Middendorf, General Manager at World Forum, was one of the jury members.



//Think People

The Koekfabriek (Cookies Factory)

World Forum works together with The Koekfabriek. The latter works with local care partners to provide jobs for people with a distance to the job market. They create a safe and fun work environment for all their employees. This makes for a nice workplace, making sure employees are at the centre of society and creates a great cookie.

JINC

JINC believes every child is talented. The same goes for more than 600,000 Dutch children who grow up in an area with high unemployment levels and a lack of role models. That's why JINC is working towards 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 aged 8 to 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 this structural approach has more impact 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 jobs are right for them. JINC gives young people the self-confidence and the skills they need for a better start on the job market. It gives them a chance to grow.

For World Forum, 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 are given the chance to discover and develop their talents. To give an example, World Forum's 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 programmes. All employees are invited to draft a personal development plan each year. We then look at all personal development plans and determine what kind of training is needed and who can participate in which programmes. A supervisor with end responsibility may 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 will then make individual plans about the employee's participation.



//SDG 8: Decent work and economic growth



//Think Local

The third programme within World Forum's sustainability policy is called Think Local. World Forum seeks to positively influence and stimulate employment in The Hague region.

Objective

Creating three local initiatives together with other (local) partners.

Initiatives

In order to achieve this goal, the following concrete initiatives have been designed:

- Setting up partnerships with local suppliers

Results

World Forum seeks to collaborate with local companies where possible. In terms of catering services, but also when it comes to facilities or marketing and communication projects. This directly stimulates local economies.

The objective for 2020 was to design three local initiatives together with other (local) partners. Despite COVID-19, we did. For example, the World Forum has contributed to a project known as De Participatiekeuken (The Participation Cuisine). De Participatiekeuken is committed to vulnerable groups in the Haaglanden region, delivering meals during the Corona pandemic. World Forum has made the freezers in its building available for storing meals. World Forum has also donated a stock of disinfectants to a care home in The Hague.

World Forum also entered into a new partnership with a local Pension Adviser in 2020.

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



//Think Local

Initiatives – Think Local

A number of initiatives within the Think Local and the SDG Fair Work and Economic Growth programmes 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 rides 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 to be able to provide these services. World Forum is one of the Hague-based organisations to have signed this letter of intent, supporting the objective of purifying the air in The Hague.

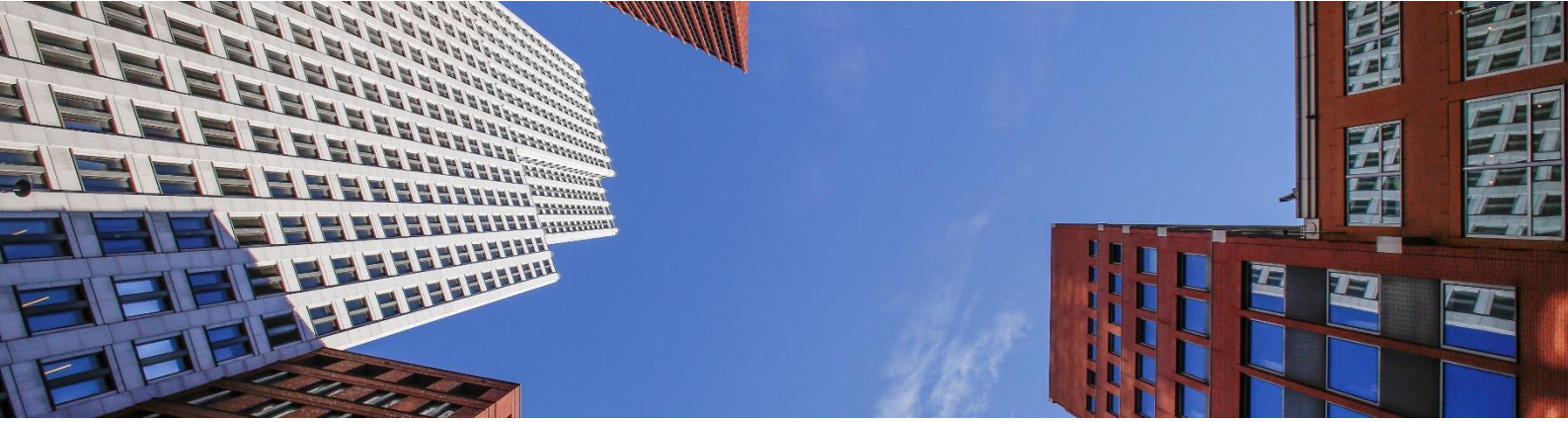
Employers' service point

The Employer Service Point is an initiative of the Municipality of The Hague. The Municipality 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 (The Hague at Work)

World Forum teamed up with Den Haag Werkt (previously known as the Haeghe Groep) in 2016. Den Haag Werkt is about connecting companies and governments in The Hague and people with a distance to the job market. They identify what employees are capable of and support them with the knowledge and infrastructure required, to help them carry out productive and meaningful work. This helps them develop their talents and improve their competitive skills. As a result, they take on the same position as anyone else in the society of The Hague. Den Haag Werkt also helps companies and governments in the region with social entrepreneurship by supporting them with the experience and expertise they have in this area.

Den Haag Werkt is responsible for the gardening on the grounds of World Forum.



//Think Local

"De Haagse Hoed Challenge" (The Hague's Hat Challenge)

De Haagse Hoed Challenge is a 24-hour cycling tour through the city of The Hague. The proceeds from this bicycle tour are dedicated to 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.



//About this report

This sustainability report is the 12th edition about World Forum's CSR policy. It covers all initiatives and developments in the CSR field at World Forum in 2020. We also discuss some of our ambitions for the coming years.

World Forum 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 organisation 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 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. Please find an overview of the main indicators in the table below.



//GRI Table

	G3 indicator	Location	Page
Strategy and analysis			
1.1	A statement by the top decision maker within the organisation	Foreword	2
Organisation's profile			
1	Name of the organisation	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 organisation 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 organisation	Structure	5 & 6
2.9	Significant changes in the organisation	Structure	5 & 6
2.10	Awards during the reporting period	Certifications	12
Reporting parameters			
3.1	Reporting period	About this report	41
3.2	Date of the latest report	About this report	41
3.3	Reporting cycle	About this report	41
3.6	Definition of the report	About this report	41
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	42 - 45
3.13	Policy and actual practice with reference to the involvement of external Assurance of the report	Extern Assurance will only take place in the financial annual report	



//GRI Table

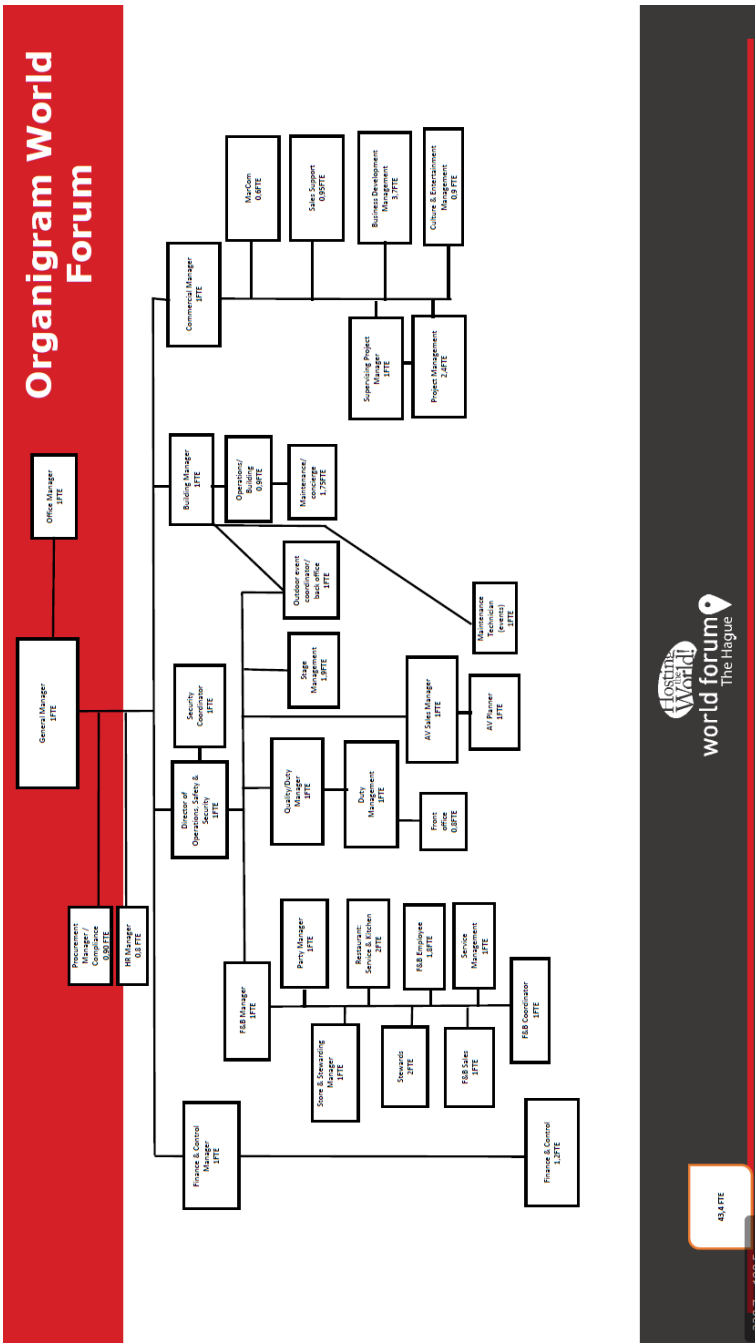
	G3 indicator	Location	Page
Management, obligations and involvement			
4.1	The organisation's management structure	Structure	5 & 6
4.2	Indicate whether the chairman of the highest administrative body also has a managerial task	Structure	5 & 6
4.3	Independence of Board of Management	Structure	5 & 6
4.4	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	13 – 15
4.13	Associated memberships	Memberships	13 – 15
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, e.g. 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	19 & 20
EN 4	Indirect energy consumption by primary source	Think Green – Energy	19 & 20



//GRI Table

	G3 indicator	Location	Page
EN 5	Energy saved due to savings and efficiency improvements	Think Green – Energy	19 & 20
EN 6	Initiatives for the benefit of energy-efficiency or sustainable energy based products and services, as well as decrease of the indirect energy consumption and the reduction realised so far	Think Green – Energy	19 & 20
EN 7	Initiatives for reducing the indirect energy consumption and reduction realised so far	Think Green – Energy	19 & 20
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 health and safety (ARBO) committees of employers and employees who contribute to the control and advice about health and safety (ARBO) programmes	not applicable	
LA 7	Injury, occupational disability, dropout days and absenteeism numbers and the number of work-related deaths per region	Think People – Wellbeing & Vitality	29-31
LA 10	Training per employee	Think People – Education and training	36
SO 1	Child labour	Think People - Social responsibility	31 & 33
PR 5	Impact on communities	Stakeholders	8

// Annex 1: Organisational chart





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world forum 
The Hague

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