

Sustainability Report 2021

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//Foreword

Nobody expected in advance that after 2020, 2021 would be yet another year dominated by COVID-19. It was another challenging year for the conference industry with many restrictions and measures, but also a year providing new opportunities and exciting developments. World Forum decided to focus on exactly that. We have already continued to develop our conference venue to meet new requirements set to the conference industry in terms of digitisation and the online and hybrid setup of conferences.

Partly because of this, we were able to accommodate several wonderful conferences in 2021. Some of them live, others in a hybrid setting or online. For example, the Climate Adaptation Summit took place online, hosted by the World Forum. More than 30 world leaders, 50 ministers and 50 international organisations came together online during this summit, including scientists, the private sector and civil society organisations.

World Forum has also created self-study places within the Social Economic Recovery Plan of the Municipality of The Hague. In addition, the votes of the elections were counted at our place, observing social distancing. World Forum also served as an XXL booster shot location for many weeks. All three are a result of COVID-19, to which World Forum was able to contribute at a local level.

In terms of corporate social responsibility, I am particularly proud of making the choice this year to support even more local initiatives and to enter into even more local partnerships in addition to existing projects.

For example, from 2022 onwards we will be offsetting our CO₂ emissions through the Climate Fund. World Forum's financial contribution helps the Climate Fund support local energy-saving projects in The Hague. It is how we contribute directly to sustainability projects across the city. We also welcomed a local waste collection and processing company called Omega. Omega bears responsibility for the environment with its waste management and strives to reuse waste as much as possible.

If you have any ideas or questions about our sustainability policy after reading this report, please feel free to contact our CSR working group at:
linda.vanwijngaarden@worldforum.nl.

With kind regards,

Michiel Middendorf
General Manager World Forum The Hague

//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, GL events, a French company, has been responsible for commercial operations at World Forum. With offices and locations on five continents and in more than 20 countries, GL events is a key player in the international conference and event industry. GL events manages a network of 50 locations in Europe, South America, Asia and South Africa. This is a unique and varied range of event locations such as conference centres, exhibition centres, reception areas and multifunctional rooms.

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.



Employees

In 2021, World Forum The Hague's workforce consisted of an average of 41.66 FTE. The male-female ratio among these employees is 49% male and 51% female. In addition, a number of employees with zero-hour contracts work at World Forum The Hague.

In 2021, a total of 20 interns served various departments of World Forum throughout the year.

Organisational chart

Annex 1 of this report (page 46) contains World Forum's organisational chart for 2021.

//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.

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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.

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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 five programmes: Think Green, Think People, Think Local, Think Safe and Think Ethic. 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

		Target
Think Green	WASTE	Improving waste rates
	ENERGY	Reducing energy consumption levels
	FOOD & BEVERAGES	Minimize CSR impact of catering
	CO² EMISSIONS	Reducing the company's CO ₂ emissions
Think People	WELL-BEING AND VITALITY	Decrease in illness and absenteeism
	SOCIAL RESPONSIBILITIES	Collaboration with charity
	EDUCATION	To be an educational and inclusive
Think Local	CREATING LOCAL VALUES	Increase cooperation with local parties
Think Ethic	INCLUSIVITY	Integrating inclusivity into the organisation
Think Safe	SAFETY	Creating a safe working environment

Within these programmes, World Forum also contributes to achieving the following Sustainable Development Goals (SDGs) drawn up by the United Nations:

- SDG 4: High-quality education
- SDG 7: Affordable and sustainable energy
- SDG 8: Decent work and economic growth
- SDG 16: Peace, security and strong public services

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World Forum aims to continue to develop these five programmes and their Sustainable Development Goals in the years to come.

World Forum is also an organisation affiliated with the UN Global Compact. With this, World Forum is implementing the 10 principles, as propagated by the United Nations, in everyday business operations. Ten principles involving the pillars of human rights, labour, environment and anti-corruption:

- 1st principle:* companies must support and respect the protection of internationally proclaimed human rights
- 2nd principle:* make sure they are not complicit in human rights abuses
- 3rd principle:* companies must uphold the freedom of association and the effective recognition of the right to collective negotiation
- 4th principle:* the elimination of all forms of forced and compulsory labour
- 5th principle:* the effective abolition of child labour
- 6th principle:* the elimination of discrimination in the employment and occupation market
- 7th principle:* companies should support a precautionary approach to environmental challenges
- 8th principle:* take initiatives to promote greater environmental responsibility
- 9th principle:* encourage the development and diffusion of environmentally friendly technologies
- 10th principle:* companies must fight corruption in all its forms, including extortion and bribery.

//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

Certifications

World Forum The Hague holds the following certifications, both in the field of sustainability and within the conference industry in general.

Green Key

World Forum The Hague has held the Golden Green Key for years. Green Key is a well-known international quality mark for sustainable companies in the recreation and leisure sector. This certificate proves that World Forum invests best efforts to minimise the impact of its company on nature and the environment. Green Key companies go beyond ordinary legislation and regulations requirements.

YOIN

YOIN excellent meeting places is the reliable quality label for conference and event locations. YOIN excellent meeting places advises, supports and assesses locations independently on quality, expertise, reliability, innovation and service. The criteria on which the audit is based meet e.g. the Building Decree, regulations and legislation and procurement criteria of governments and corporates. World Forum has the CERTIFIED standard of this quality label.

ISO 9001

Since 2019, World Forum The Hague has held the ISO 9001 certificate. ISO 9001 is an internationally acknowledged standard in the field of quality management and provides guidelines that a good quality management system must meet. NEN-EN-ISO-9001 helps control and improve the organisation's business processes.

ISO 20121

World Forum The Hague has been ISO 20121 certified since 2019. ISO 20121 was developed for the event industry and aims to help make sustainability a priority 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.

Apave Safe & Clean

The French Apave Safe & Clean certification was created during the COVID-19 pandemic. A hygiene standard based on eight points and achieving this guarantees a safe and clean location. GL events, which include World Forum, has achieved this quality mark worldwide.

Accessibility and Events Certificate

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

//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.

This chapter covers World Forum's main national and international memberships and partners.

UN Global Compact

The World Forum was the first conference location in the Netherlands to sign the United Nations Global Compact. For World Forum and its partners, respecting human rights, safe working conditions and environmentally conscious business operations is paramount. Commitment to the UN Global Compact is an extra incentive for World Forum to continue to contribute to a responsible business climate in the future.

Global Compact Network Netherlands aims to mobilise a local initiative of sustainable companies and stakeholders with the aim of improving the lives of future generations. Guided by the Ten Principles and the 17 SDGs, UN Global Compact supports organisations in understanding what corporate responsibility means in a global and local context and provides guidance on how to convert sustainability commitments into measures.

MVO Netherlands

MVO Nederland is an initiative of entrepreneurs in today's economy. It is a network of partners that innovate and implement together to achieve the new economy. The new economy is a future-proof economy. Only in that economy entrepreneurs are able to continue to do business. That is why achieving this is the goal of CSR Netherlands. The new economy is climate-neutral, circular, inclusive and with fair chains. With MVO Netherlands, entrepreneurs take a share in the new economy, making their company future-proof. MVO Netherlands supports entrepreneurs by enabling innovation through unexpected collaborations. And by promoting the interests of governments and financiers to create the right conditions, in the Netherlands and Europe.

//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 knowledge and inspiration platform for and about the Live communication industry. CLC-VECTA is an umbrella trade association getting all groups, entrepreneurs and business activities in the industry together. They make a global distinction between locations, organisers and suppliers of trade fairs, conferences and (business) events. The CLC-VECTA network is a strong network of more than 250 members who are ready to invest in collaboration, research and exchange of knowledge.

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)

MPI Netherlands is the Dutch department of Meeting Professionals International. With a community of more than 60,000 meeting professionals including about 14,000 active members, MPI is the world's largest and most active trade association for the meeting & event industry. MPI Netherlands has three pillars: Knowledge, Community, Industry Voice, all three contributing to the progress of the professional field and everyone who is actively involved in it.

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.

NBTC

As the national destination management organisation of and for the Netherlands, the Netherlands Bureau for Tourism & Conventions (NBTC) provides a national vision on tourism based on relevant knowledge and insights. Based on this vision, they inspire, connect and facilitate cities, regions, entrepreneurs and other stakeholders in and around the Netherlands.

//The organisation

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 official marketing organisation for promoting leisure activities, conferences and business developments in The Hague. It consists of three entities: The Hague Marketing Bureau, The Hague Convention Bureau and The Hague Business Agency. As a professional non-profit organisation, they aim to strengthen the economy of The Hague and promote employment.

The Hague Venues

The Hague Venues consists of various conference locations in The Hague, joining forces towards the common goal of being able to serve organisers even more efficiently. From mutual knowledge exchange to the possibility to submit one application at the same time and actively refer. The core values of professionalism, quality and a high degree of hospitality are key to every location of The Hague Venues.

Dutch Venue Association

More than fifty independent, leading, professional Dutch event locations have been working together since April 2017 under the name Dutch Venue Association. The Dutch Venue Association is a network association where event location managements share networks and knowledge. In addition, DVA represents the interests of members in both internal and external matters. The association performs benchmarks, collaborates in the field of purchasing and strives for a uniform working method (delivery conditions, certification locations).

Association for Event Managers

As a professional organisation, the Association for Event Managers provides permanent education for event managers working at corporate companies, (semi-)government and non-profit institutions. Due to the constant exchange of knowledge, expertise and experience, the Society has developed into the most important knowledge centre for business events in the Netherlands since its foundation in 2002.

JINC

JINC is a national organisation that prepares pre-vocational secondary education students for their choice of study and the business community through flash internships and coaching programmes through collaborations with schools and companies. JINC operates in 15 regions and is supported by more than 500 business partners. They reach more than 65,000 children a year.



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.

In 2021, the following targets were set up at World Forum for this programme, Think Green, in four different areas:

- 1) Waste
 - setting up an internal and external waste procedure
 - creating commitment among employees
- 2) Energy
 - pushing down consumption levels
- 3) Food & Beverages
 - investing in a composter machine
- 4) CO₂ emissions
 - finding a new partner for locally offsetting CO₂ emissions.

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.

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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

Targets

- 1) setting up an internal and external waste procedure
- 2) creating commitment among employees.

Steps

Below are the steps required for each targets:

1st target steps:

- A check with various departments every three months.
- A check with supplier every three months.
- Set up a circular waste cycle.

2nd target steps:

- A check with various departments every three months.
- Deliver presentation in World Forum's Team Meeting.
- Providing the building with visible reminders.
- Adding MVO content to the internal newsletter.

Results

The main step in World Forum's entire waste process is that from 2022 onwards, we will be collaborating with a new, local supplier called Omega.

This new collaboration will help World Forum understand the waste process better based on good reports. This can then be used to continue working on proper internal and external waste procedures. The various departments will be involved in this and more involvement will automatically be created among World Forum's employees.

For 2022, the waste process will once again become one of the focus areas of World Forum's sustainability policy.

//Think Green

Energy

Target

Pushing down energy consumption levels.

The target is to push down World Forum's energy consumption levels compared to last year. This includes the amount of electricity, district heating and water used. Consumption is measured in relation to the annual turnover. Every year, various measures are designed, to help push down energy consumption levels.

Steps

In order to push down energy consumption levels at World Forum, the following step was designed in 2021:

- Changing default lighting in the large theatre room to LED lights.

Results

Due to COVID-19, measuring targets (consumption levels are measured in proportion to annual turnover) gives a very distorted picture. That is why World Forum chose to refrain from doing so this year.

However, the planned step was carried out in part of the theatre. Many lights in the building are now LED lights. For the coming years, a plan is being drafted together with the building owner, the Municipality of The Hague, to use LED lights across World Forum.

//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.

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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

Target

- Processing green waste in a circular and sustainable manner entirely.

Step

In order to reach the set target the following step is required:

- Investing in a composter machine.

Results

A GFT (organic waste) composter machine is an independent unit that facilitates the composting process and ensures better compost. It takes waste as input and provides manure as output.

Composting without a GFT composter machine takes a lot of time. A company installs a composter machine to compost waste as rapidly as possible so that the waste produced does not accumulate. A machine creates a situation to speed up the composting process.

Due to COVID-19, this investment has been postponed for the time being. In the coming year, various options will be explored for processing green waste at World Forum in a circular and sustainable manner. At the moment, coffee grounds are collected at World Forum and used as fertilizer for oyster mushrooms.

//Think Green

Initiatives – F&B

Below are a number of initiatives in the field of food and beverages within the World Forum with regard to sustainability.

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. In total, those five taps have been installed across World Forum. Dunea supplies the water from the taps and performs annual maintenance too.

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Coffee supplier: Peeze

The coffee supplier of World Forum is 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.

//Think Green

Chocolatemakers

Chocolate by Chocolatemakers is served in World Forum's boardrooms during meetings. Chocolatemakers strives for zero CO₂ emissions. In addition, the cocoa beans are Fairtrade and no plastic is involved in the process. The dark chocolate from this supplier also serves the heart and blood vessels.

The dark chocolate currently served in the boardrooms is the 12-gram Tres Hombres chocolate. This name refers to the name of the ship that sails on 100% wind energy, carrying Fair Trade cocoa beans from the Caribbean to Amsterdam.

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

Target

- Locally offsetting CO₂ emissions.

Steps

In order to locally offset World Forum's CO₂ emissions, the following step is required:

- Signing a contract with a new local party.

Results

The first step towards reaching the target has been successful. World Forum wants to offset the CO₂ emissions produced by the organisation locally. Therefore, on 1 January 2022, a partnership was entered into with the Climate Fund The Hague, part of Sustainable The Hague. In the coming period, we will jointly search for a suitable local project for this.

Initiatives – CO₂ emissions

Climate Neutral Group (CNG)

In 2021 the CO₂ emissions at World Forum The Hague will be offset through the Climate Neutral Group (CNG). Through this organisation, World Forum invests in sustainable energy and projects by offsetting CO₂ emissions. The CNG has various international climate projects in its portfolio. All projects meet the highest international standards (Gold Standard or Verified Carbon Standard) and are verified and monitored by independent parties.

World Forum The Hague seeks to limit the organisation's CO₂ emissions as much as possible. The aim is to offset CO₂ emissions that the World Forum still has as an organization from 2022 onwards in projects. This will be done in collaboration with the Climate Fund.



SDG 4:
Quality education

SDG 16:
Peace, justice & 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 Think People programme is based on three main columns onto which various targets are attached. These are:

1. Well-Being & Vitality: vitalising World Forum's staff members, making sure they develop a product in this field for World Forum's clients. Also, pushing down absenteeism numbers among World Forum's staff members.
2. Social responsibility: expanding collaboration with War Child.
3. Education: at World Forum work with interns and intensify collaboration 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.

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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

Well-Being & Vitality

Targets

- Developing a new product in terms of vitality of World Forum's clients.
- Vitalising World Forum's staff members.
- Pushing down absenteeism levels and absence of World Forum's staff members.

Steps

To reach this target we came up with the following steps:

- Designing and implementing a product for clients.
- Organising healthy activities for staff members.

Results

Because we were unable to organise physical activities for employees or customers due to COVID-19, World Forum has focused on the safety of employees with regard to COVID-19. Various processes have been developed to be able to work safely at World Forum, which are bundled in a document called "Back to Work". It covers general matters like symptoms and risk groups. Attention, however, is also paid to available protective equipment, office capacity, toilet use and meeting regulations.

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In addition, it has been ensured that employees have the right facilities to create a proper home workplace.

In 2022, the Vitality working group will be resumed and various innovative steps and products for both World Forum's customers and employees in this area will be explored.

//Think People

Initiatives – Well-being & vitality

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

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.

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.

//Think People

Social responsibility

Target

- Expanding collaboration with War Child.

Step

In order to expand collaboration with War Child, we chose to organise three initiatives in 2021 to the benefit of War Child.

Results

World Forum has been a Business Partner of War Child for many years, which mainly consists of an annual financial contribution. This has previously been expanded with a campaign called "The Road to IMEX", with which World Forum's employees have already collected EUR 5,585 biking from The Hague to Frankfurt on behalf of War Child.

The aim was to further expand the collaboration with War Child in 2021 by organising at least three events or initiatives for the benefit of War Child. Unfortunately, this was not possible due to COVID-19 and measures taken to organise meetings as a result. In 2022, initiatives will therefore be explored once again to intensify collaboration with War Child.

//Think People

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.

Stichting Vier het Leven (Celebrate Life Foundation)

The foundation called Stichting Vier het Leven organises cultural activities for the elderly, where everything is taken care of to ensure carefree enjoyment. Volunteers pick up the elderly (65+) at home and together they go to a theatre performance, the film, a concert or to a museum. World Forum is one of the theatres with which Stichting Vier het Leven has been collaborating. Every year, several performances from the World Forum Theatre programme are included in the offer of Stichting Vier het Leven.

//Think People

Education

Targets

- To have an intern supporting every department of World Forum.
- Continue and intensify collaboration with JINC.

Steps

In order to reach these targets, the following concrete steps have been set up:

- Actively search for interns to hire.
- Make sure staff members are actively committed to the JINC network.
- Make sure suppliers are involved in the JINC network.

Results

One of the focus areas of World Forum is Education. World Forum invests in educational projects and development and is a knowledge institute. At World Forum The Hague, education comes first. For example, some of World Forum's employees regularly provide lectures at schools. In addition, World Forum offers various internship programmes.

In 2021, the goal was to supervise an intern in every department within World Forum. This goal has been achieved, despite COVID-19. In addition, the goal was also to set up a good collaboration with JINC. JINC is a national organisation that prepares pre-vocational secondary education students for their choice of study and the business community through flash internships and coaching programmes, through collaborations with schools and companies. In 2021, World Forum's employees supervised students through the JINC network by means of coaching and job application training. General Manager of World Forum, Michiel Middendorf, joined the JINC Baas van Morgen initiative in June. World Forum has also put forward a supplier as a prospective partner for the JINC network.

//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 2021 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.

//Think People

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.

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World Forum also joined the JINC Baas van Morgen initiative. The idea behind this initiative is that children growing up in areas of socio-economic deprivation have a taste of occupational success. During JINC Baas van Morgen, they are allowed to sit in the chair of a CEO, director or politician for a day. They join meetings, have lunch with the Boss of Today and conduct research into a specific issue.

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 & 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.

Target

Increasing local impact.

Step

In order to reach this target, World Forum wants to create three local initiatives together with other local partners.

Results

Where possible, World Forum The Hague has the ambition to collaborate with local companies. Both in the catering area, but also for facilities or marketing and communication activities. This directly stimulates the local economy.

The 2021 target was to create three local initiatives together with other (local) partners. World Forum has reached this target.

In 2021, World Forum joined the Alliance Accessibility The Hague as a partner. This alliance works on an accessible city for everyone. World Forum also attended the NL Doet (NL in Action) volunteer campaign, which helped to clean up The Hague's canals. World Forum also made a contribution in the context of the Social Economic Recovery Plan by making self-study places available.

//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) since a couple of years. 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

Self-study places

During the COVID-19 pandemic, World Forum facilitated temporary self-study places. Due to the corona measures, the number of study places available for students in The Hague was insufficient. For example, schools and libraries were closed. The Municipality of The Hague has therefore set up study places at two locations. By offering good study places, World Forum contributed to education in The Hague. This was part of the Social Economic Recovery Plan of the Municipality of The Hague.

Alliance Accessible The Hague

The Accessible The Hague Alliance was established in 2021. World Forum has joined this alliance, which is dedicated to providing a city for everyone. A city where everyone feels welcome. A city in which everyone can participate equally.

For about one in four people, daily activities require more effort than average. This can be due to a physical, sensory or intellectual disability. Or due to a temporary limitation, like after an accident or surgery. Anyone can experience a disability. This is why everyone benefits from a city that is easily accessible. To Alliantie Accessible The Hague, accessibility is a social responsibility. The members of the alliance are actively working on accessibility. Within their own organisation, by sharing their experience and by helping others.

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NL Doet (NL in Action)

Every year, the Orange Fund, together with thousands of social organisations in the country, organizes an initiative called NL Doet. It is the largest volunteer campaign in the Netherlands. NL Doet puts volunteer work in the spotlights and invites everyone to make a difference and matter for a day! Volunteers are the beating heart of many social initiatives. With NL Doet, the Orange Fund therefore demonstrates the extent to which active citizens matter to society. As an organisation, World Forum participates annually in NL Doet by helping a group of employees with an activity or initiative in The Hague.

"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 ground-breaking 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.



//Think Ethic

The fourth programme within World Forum's sustainability policy is called Think Ethic.

Target

Within the Think Ethic programme, the following target was set for 2021 to create a budget for inclusiveness in 2022, in the form of 1 FTE within World Forum's organisation.

Step

The step designed consisted of initiating the process about this internally and preparing a matching strategy.

Results

During the year, it turned out this step was not feasible given the current situation regarding COVID-19. Creating extra budget was not an option. For the future, realistic targets within the Think Ethic program will once again be closely explored.

Initiatives – Ethics

A number of points which the Think Ethic programme covers are discussed below.

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Compliance

World Forum The Hague has a Compliance Manager whose job is to monitor the overview to ensure the organisation meets the prevailing laws and regulations. Anti-bribery and anti-corruption are also part of this. For example, the entire purchasing process is monitored, the two-eyed principle applies to checking invoices and a notification is automatically received when a new bank account is created and donations are registered.



SDG 16: Peace, justice and strong institutions

//Think Safe

The fifth programme within World Forum's sustainability policy is called Think Safe. World Forum is committed to offering staff members a professional and safe working environment.

Targets

Within the Think Safe programme, multiple targets have been set to contribute to a safer working environment:

- Pushing down the number of accidents at work
- Process enhancement of the Health & Safety regulations
- Adding a GDPR disclaimer to all emails

Steps

The steps set up for the 2021 targets in terms of Think Safe are the following:

- Improving the process of reporting incidents
- Developing a procedure for the Health & Safety regulations
- Implementing the Health & Safety regulations among suppliers
- Implementing the GDPR disclaimer among all staff members

Results

The number of accidents at World Forum has actually dropped compared to previous years. In 2021, nine incidents occurred in the workplace versus 16 in 2020.

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World Forum's Health & Safety regulations have been adjusted and improved. The next step is to actively implement this among the various (standard) suppliers World Forum has been collaborating with.

The GDPR disclaimer is now included in the emails of all World Forum employees.

//Think Safe

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.

//About this report

This sustainability report is the 13th edition about World Forum's CSR policy. It covers all initiatives and developments in the CSR field at World Forum in 2021. 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, Think Local, Think Ethic and Think Safe.

//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	3
Organisation's profile			
1	Name of the organisation	The company	4
2.2	Products and services	The company	4
2.3	Operational structure	Structure	6
2.4	Location of the organisation's main office	Structure	6
2.5	Number of countries in which the organisation operates	Structure	6
2.6	Ownership structure and legal form	Structure	6
2.7	Markets	The Market	7
2.8	Size of the reporting organisation	Structure	6
2.9	Significant changes in the organisation	Structure	6
2.10	Awards during the reporting period	Certifications	12
Reporting parameters			
3.1	Reporting period	About this report	43
3.2	Date of the latest report	About this report	43
3.3	Reporting cycle	About this report	43
3.6	Definition of the report	About this report	43
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	44 - 47
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	

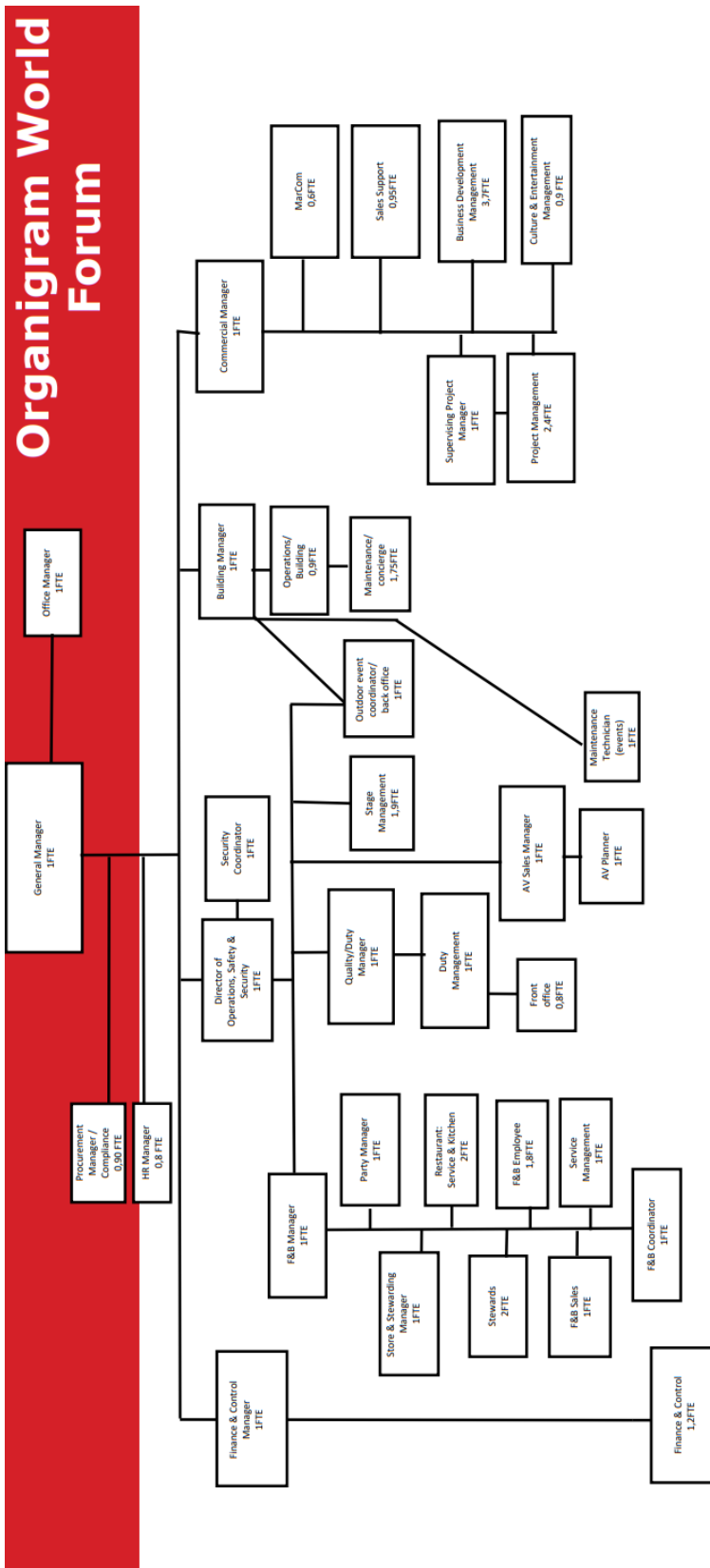
//GRI Table

	G3-indicator	Location	Page
Management, obligations and involvement			
4.1	The organisation's management structure	Structure	6
4.2	Indicate whether the chairman of the highest administrative body also has a managerial task	Structure	6
4.3	Independence of Board of Management	Structure	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	Think Green – Energy	19 & 20
EN 4	Indirect energy consumption by	Think Green – Energy	19 & 20

//GRI Table

	G3-indicator	Location	Page
EN 5	Energy saved due to savings and efficiency improvements	Think Green – Energy	16 - 24
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	16 - 24
EN 7	Initiatives for reducing the indirect energy consumption and reduction realised so far	Think Green – Energy	16 - 24
Social performance indicators			
LA 1	Total number of employees according to type of work, labour contract	Structure	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	
LA 10	Training per employee	Think People – Education and training	33
SO 1	Child labour	Think People - Social responsibility	29 & 30
PR 5	Impact on communities	Stakeholders	8

//Annex 1:Organisational Chart





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