

Dear Reader,

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

- Respecting our clients, employees and environment
- Being an open company, inside and outside in order to keep vigilant and proactive in a dynamic and changing industry. Involving our employees in the company's projects, working in partnership and co-building with our stakeholders
- 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.

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

	Issue	Objective
Think Green	WASTE	Improving diversion rate
	ENERGY	Decreasing our energy consumption ratio
	FOOD and BEVERAGE	Minimising the impact of catering
	CARBON EMISSIONS	Working on impacts due to transportation
Think People	SAFETY	Decreasing work accidents
	WELL-BEING AND VITALITY	Decreasing sickness and absenteeism
	SOCIAL RESPONSIBILITIES	Comforting the cooperation with charities
	EDUCATION AND INCLUSIVITY	Being an education and inclusive institute
Think Local	CREATING LOCAL VALUE	Increasing local purchasing and local suppliers

Within these programmes, our organisation 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

Our goal is to further develop these programs and SDGs over the next few years. GL events will also be helping a number of conference locations to get the ISO 20121 certification, including World Forum The Hague. Implementing this standard will be a very good opportunity to continuously improve our processes and to launch new initiatives. It will also provide a framework for sustainability practices to be integrated throughout the project's lifecycle and World Forum The Hague's business operations.

I am personally convinced, this approach is an opportunity to reinforce our collective performance. A special CSR taskforce has been established together with employees in our Marketing & Communications, Project Management and Building Management departments, but I invite all of you, employees and stakeholders, to be an active player in this challenge.