



Infosheet

Sustainability in the Beurs van Berlage

Amsterdam Conference Centre
BEURS VAN BERLAGE



The core values of the Beurs van Berlage are authenticity, respect and sincerity. These core values arise from our hospitality, which we value considerably and which form the basis of who the Beurs and its employees are. But they also arise from the identity of the building itself; a national monument from 1903 with a place on the UNESCO list of most important buildings worldwide. In addition to these core values, the Beurs van Berlage distinguishes itself with personal contact, connection, inspiration, experience, transparency and integrity.

By means of a sound CSR policy, the Beurs van Berlage wants to work towards socially circular business operations and contribute to achieving the Sustainable Development Goals (SDGs), guided by our core values.

We are **Green Globe™** Certified. **Green Globe™** is a global certification programme for sustainable travel and tourism. We are checked annually to meet the requirements by an independent inspector.

CSR policy

The Beurs is the central meeting place in the centre of Amsterdam in a national monument. Because of its function, the activities differ almost every day and the monument is used by many users and stakeholders. In our business operations, we want to take our stakeholders into account as much as possible and to conduct all our activities in a sustainable and socially responsible manner.

The Beurs van Berlage has formulated its CSR policy around seven relevant themes.

- Governance and organisation
- Human rights
- Employees
- Environment
- Fair business
- Consumer topics
- Social involvement



Governance & organisation

Beurs van Berlage is an independent commercial organisation that was established in 2008 when the municipality of Amsterdam transferred the - then loss-making - real estate to four shareholders (including the municipality for 25%). By taking over the exploitation of the national monument itself in the new constellation, it was possible to work on the execution of the assignment:

- Opening the hitherto closed building to its surroundings;
- Achieving a return in line with the market;
- Strengthening the social function.

Despite the assignment to realise a return in line with the market, the first interest of the shareholders has always been to guarantee the best possible interpretation for the Beurs as a monument of special architectural value, in a special place in the city, and to ensure that this interpretation is sustainable in such a way. ensure that the monument will also be preserved for future generations.

At a time when the market value of real estate is reaching unimaginable heights, the function has remained the first priority.

De Beurs is now profitable, financially independent, without any form of subsidy and can free up sufficient financial resources to continue to develop and to maintain the property in good condition.

De Beurs is an independent company with its own management and can determine autonomous policy and take decisions. This means that also in the field of corporate social responsibility, policy is based on individual considerations and choices.

Due to the nature and size of the organisation, there is frequent and intensive contact between employees and guests, customers, suppliers and other stakeholders. It is precisely this interaction, combined with the employees' own critical attitude, that always provides sufficient ideas and inspiration to be able to do business responsibly as a company. The flat, open organisational structure and the various forms of consultation offer good opportunities to actually implement changes and improvements.

Human rights

As a conference and event center, Beurs van Berlage is a meeting place for everyone. As a meeting place we offer a warm welcome to people of all nationalities, ethnic background, gender, sexual orientation, political signature and so on. This applies to our customers and guests, but also to our own employees and companies with whom we do business.

We are convinced that all people are equal. This is how we approach others. Equality does not mean that people are equal. On the contrary, people are different and we consider diversity a great asset.

Human rights, as enshrined in the universal declaration of human rights, are always respected, also in the entire chain of goods and services that the Beurs van Berlage provides. However, the latter is not easy in practice. The Beurs is dependent on many third parties in this regard. Monitoring compliance with human rights is very difficult for us as an individual party. However, we hold partners and suppliers to comply through a clause in contracts we enter into with them. If we find deviations ourselves, we will not fail to enter into a discussion and, if necessary, terminate the cooperation.

It is more difficult to monitor compliance with customers' human rights. On the one hand, because in many cases there are large foreign customers for whom it is absolutely impossible for us to fully clear the baptismal estate. Even if there are suspicions, it is still difficult to judge for ourselves and to assume the role of judge.

On the other hand, as a meeting place, in which we in fact play a facilitating role (after all, the Beurs is not the organiser of the meeting), we want to offer space for any meeting of any kind, as long as it does not conflict with the law or morality. Sometimes this is at odds with the nature of the event or the identity of the organiser.

Ultimately, our policy is that we will not accept violations of human rights within our company. Not with customer, guest, supplier or partner. Of course we follow the legislation, but we are also aware that the full background of the parties mentioned is not always completely clear and may be at odds with our primary objective of being a meeting place for everyone.





Employees

Beurs van Berlage offers a 5-star service to its guests and customers. Our employees play a crucial role in this. The expertise and skills, but above all the attitude and hospitality of employees, make the difference and ensure that we actually achieve our objectives.

This means that our personnel policy must also be of five-star quality. Our employees are our most important ambassadors and they can only fulfill this role well if they feel good, at their place and in their position and valued. To ensure this, we strive to meet the following conditions:

- Every employee has sufficient knowledge and skills to fulfill the position;
- Every employee feels valued;
- Every employee feels maximum connection with the company, the Beurs van Berlage brand and colleagues;
- Every employee has as much autonomy as possible in his/her position;
- Every employee works in a pleasant, inspiring and safe working environment

This means that we pay a lot of attention to our image on the labour market and that we are able to bind and retain the best people through good recruitment and selection. We hire new colleagues with the commitment to make them succeed and excel in their role. This means that we use a period of one year to bring someone to the desired level through guidance, coaching and possibly additional training or education. Through an extensive introduction and training program we give them the tools to quickly become familiar with it.

We strive to ensure that our package of employment conditions is always distinctive and to develop in line with changes in the labor market. This means a competitive salary, supplemented with modern secondary employment conditions. We always strive for a motivating job content with as many individual responsibilities and authorities as possible and good working conditions.

We realise that society is subject to continuous change and that the needs of our employees are not static data either. We strive to be a “contemporary” employer in a historic environment.

Environment

When you think of a conference and event centre located in a historical monument, which receives visitors from all over the world, you don't immediately think of terms such as environmentally conscious and sustainable. Of course the CO₂ emissions with many travel kilometers from the guests are considerable and a building that has existed for more than a hundred years is by no means energy efficient, but that does not absolve us from the responsibility to spare our environment where possible.



Nine million bricks

The National Monument Beurs van Berlage is built of brick and equipped with glass roofs in an iron construction. The building volume is grouped around three large halls, which function as a kind of atrium. The building is heated by gas-fired boilers and cooled by electric cooling machines. There is hardly any insulation. The energy consumption for climate control is high. Within this context, consumption is nevertheless limited where possible by applying an automated building management system and by heating - when the outside temperature permits - by means of the cooling machines on electricity and as little as possible via the gas boilers. A study is underway for adjustments to the glass roofs, which may lead to lower energy consumption, but where preservation of the monumental value prevails or is self-evident.

CO₂ footprint

In recent years, most of the lighting in the building has been replaced by LED, including the theatre lighting. The goal is to grow towards 100% LED lighting. Due to the intensive use of the building, often 24 hours a day, most of the lighting remains on, continuously. Where possible, light will be controlled via motion sensors.

We are aware that the total CO₂ footprint of our business operations is largely determined by the travel of our guests (international conference visitors) to the Netherlands. Within our conviction that people will always have the need to physically meet each other and that traveling is therefore

necessary or inevitable, we accept this consequence.

We try to encourage visitors and organisers to take responsibility for choosing sustainable transport as much as possible or to compensate for CO₂. We in turn are considering offering our customers the option to offset their CO₂ emissions at events in the Beurs. Especially because of its location in the heart of the city, visiting by car plays a limited role. We encourage the use of train and metro and if people come by car, we advise visitors to park outside the immediate center by offering parking tickets at a reduced rate.

Food waste

Given that we have to provide large numbers of guests with a meal within a short period of time, we are always looking for methods or even formulas to create less food waste. This includes preparing and presenting smaller batches, on-site preparation and “on demand”. We also want to get a good idea of the numbers and exact profiles of our guests prior to an event, so that we are better able to offer the right offer in the right quantities. The seasons and availability of products at our suppliers determine the final ingredients of our dishes and packages. In addition, we look for options to process unused food in the best possible way or to give it an alternative destination, without having to be disposed of as waste.



Waste

We want to reduce the amount of waste where possible, based on the idea that what does not enter the building does not have to be removed. This means that we will encourage suppliers, customers and other relevant parties to always supply quantities of goods that are in line with the expected actual use. We also try to keep the use of packaging materials to a minimum. We also want

to optimally separate waste within our walls, in order to give as much waste as possible a second (or third) life.

Not only do we want to reduce the amount of waste, but also improve the “quality” of the waste and somewhat limit the number of logistical movements to and from the Beurs van Berlage.



Consumer topics

We make clear, transparent and correct agreements with customers. We always make clear which services we provide and which fall outside the scope of the agreement. With checklists and other booking aids, we give customers insight into options, necessary

services and their costs.

We take customer and guest complaints seriously because it gives us an opportunity to correct the mistake, make amends to the person concerned and learn from it.

Privacy

We respect the privacy of our customers, visitors, guests and employees and protect their data. We naturally adhere to the General Data Protection Regulation. We store privacy-sensitive data carefully and do not use this information without the person's permission.

Safety

Safety is always paramount in everything we do. We naturally comply with all laws and regulations in this area. We always try to be alert to (potentially) dangerous situations. Risk inventories and evaluations are performed periodically and adjustments and improvements are made on the basis of this. The Beurs has an evacuation protocol that is regularly tested and trained. A large part of the employees is certified emergency response officer and there is always a number of emergency response officers present, appropriate to the activities or size of the event.

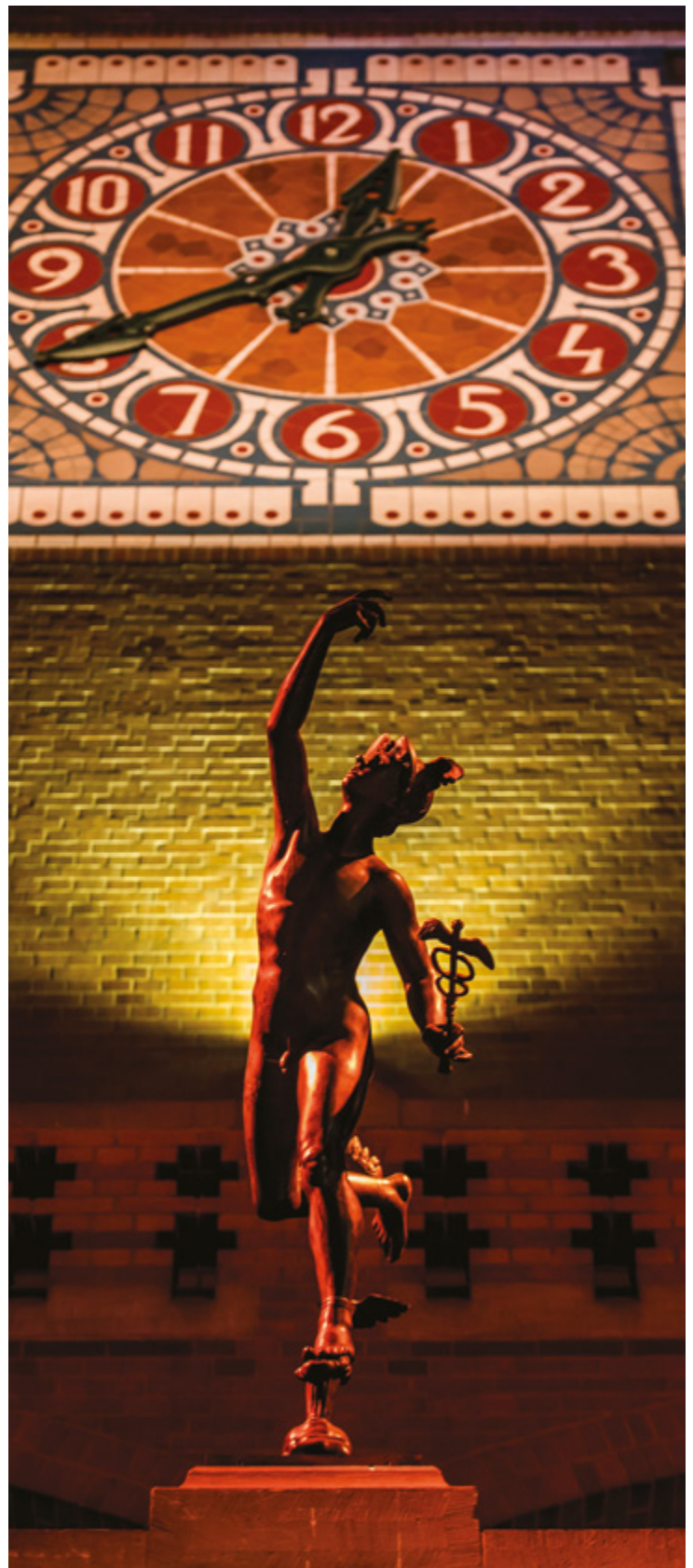
Fair business

Beurs van Berlage does business honestly. We can always substantiate and defend decisions we take. We respect fellow companies. We work together where possible, but we also accept competition. Naturally, when we want to win an event, we do everything we can to win against our competitors, but in doing so, we uphold our ethics and do not undermine our competitors.

We always make fair and clear agreements with suppliers, business partners and customers. We always respect these agreements based on the conviction that every relationship flourishes if both parties benefit from these agreements.

Beurs van Berlage is not susceptible to corruption or other deviations from our ethical standards. Nor will it deploy such instruments to others. The Beurs also does not accept such behavior among its employees and will protect them as much as possible against such matters. We respect the property rights of third parties.

The Beurs van Berlage is a meeting place for everyone. This means that we will not exclude events, customers and visitors, as long as their existence or activity does not violate the law or morality. Tenants of (office) space are always asked to submit a statement analogous to the so-called Bibob test, which guarantees the integrity of the tenant as much as possible.



Social involvement

The social involvement of the Beurs van Berlage is already embedded in our most important function; that of a central meeting place in the heart of the city. So we operate at the heart of society and meet the needs of many from many backgrounds. Located in the centre of Amsterdam, we open the Beurs to residents of the neighbourhood, the city and the country.

Doing business in the heart of the city, where space is limited and the interests of immediate residents and other stakeholders are not always the same as those of the Beurs, can sometimes create friction. We always try to inform our local residents as well as possible about special activities and developments. We do this in writing, and we also invite the immediate neighbours to a meeting every year.

The Beurs van Berlage facilitates an event for charity at least once a year, whereby the room rental is offered and in many cases, our own employees offer their help as volunteers. In addition, where possible, we try

to support publicly accessible initiatives or charities by offering adjusted rates. Through membership of various local, national and international relevant organisations, as well as boards and working groups, we show commitment to our immediate environment and our industry.

Of course we defend our interests in this respect, such as in the field of accessibility, the environment, market position, etc., but we always try to find a constructive balance between the interests of the Beurs and those of the environment and the industry. In a special project, we as an employer offer opportunities to people with a distance to the labour market, because of their background or mental or physical disability when performing work.



Green Globe™

We are Green Globe™ certified and attach great importance to corporate responsibility.

Green Globe™ is a global certification programme for sustainable travel and tourism. We are checked annually to meet the requirements by an independent inspector. Sustainability experts from Green Label Service supported us in achieving this.

We want to conduct our activities in a sustainable and socially responsible manner. Some examples are:

- Lighting (including theatre lighting) is now largely LED.
- We use ecologically responsible cleaning products and hand soap.
- We have many organic and local products in our catering range, as well as vegetarian and vegan options. We also have Fairtrade & organic tea in biodegradable bags.
- Where possible, we separate our waste, including plastic and food waste.

- We use as many local partners and suppliers as possible. This stimulates the local economy & keeps CO₂ emissions from transport as low as possible.
- We organise, at least once a year, an event for a good cause.
- We have green electricity. As a result, there is less consumption of limited available fossil fuels.



Future plans

Green Label Service, an expert in the field of sustainability, has guided us in achieving the Green Globe™. Every year we look together at the possibilities for further sustainability. These are some examples of our objectives for the coming years:

- Offer CO₂ compensation for events.
- A more sustainable alternative to paper coffee cups, which contain a plastic layer.
- Collect coffee grounds for mushroom cultivation.
- Renovation of various public toilet areas for, among other things, more water and energy savings.
- Sustainability training for our employees, for more involvement and awareness.

Finally

Together with you, we do everything we can to ensure that your event in the Beurs van Berlage takes place in a safe, responsible and sustainable manner, for you, for your guests and for our employees. Naturally, we ensure that your event is of the highest possible standard that you have come to expect from us by offering personal attention and five-star quality. We are solely focused on meeting and exceeding your expectations, regardless of the size of your event. Together with our Event Managers, we ensure that your event is impressive and unforgettable!

Beurs van Berlage

Damrak 243
1012 ZJ Amsterdam
The Netherlands
E events@beursvanberlage.com
T +31 (0)20 531 33 55
www.beursvanberlage.com