

2018/19 ANNUAL PERFORMANCE REVIEW



INTERNATIONAL
CONVENTION
CENTRE

International Convention Centre Sydney (ICC Sydney) stands and operates on Tumbalong, the land of the Gadigal clan of the Eora Nation.

In the spirit of Reconciliation and as a demonstration of respect for the traditional laws, customs, cultures and country of the First Peoples of this land, ICC Sydney warmly acknowledges the Traditional Custodians of Gadigal Country and demonstrates respect to Elders past, present and emerging.



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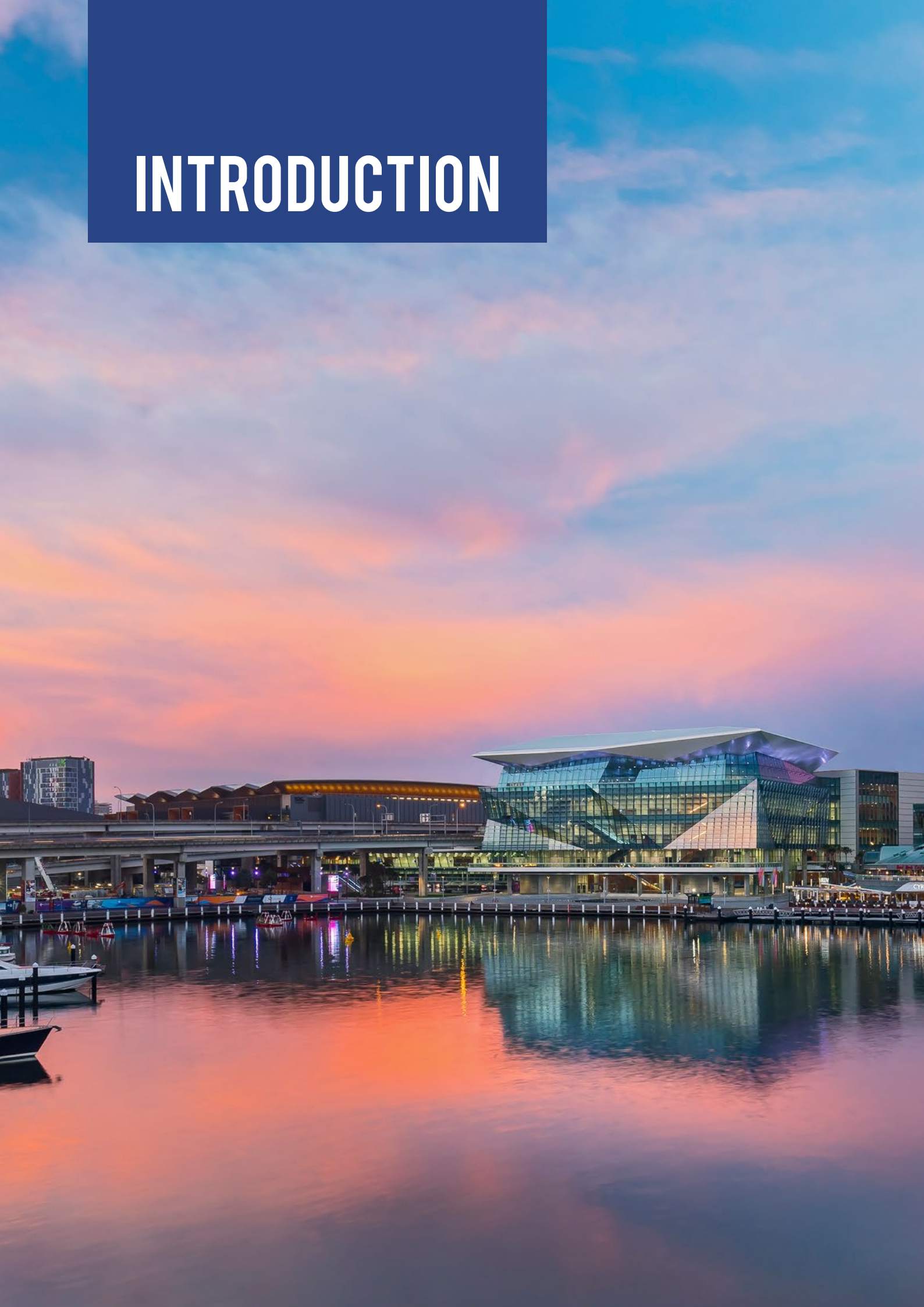
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INTRODUCTION



MESSAGE FROM THE MINISTER



Sydney is a first class global city, a city that has encouraged first class infrastructure.

ICC Sydney is a world class entertainment, exhibition and convention centre which allows us to showcase and experience the best from around the world.

This world class, forward focussed development provides locals and visitors with unprecedented facilities, events and opportunities.

This upgrade not only created jobs during the construction phase, but continues to boost the economy, create local jobs and give back to its surrounding community. In fact, delegates attending events at ICC Sydney generated \$896 million in direct expenditure for the State over the last year, and led to the creation of 5,790 full time jobs in the local economy.

This \$1.5 billion investment from the NSW Government will form the base of our ongoing renewal of the precinct that will transform the 20 hectare Darling Harbour area into a destination for tourists and locals.

On all performance measures, ICC Sydney is demonstrating its success through economic and social benefits. Whether looking at the raft of awards, delegate satisfaction, or importantly the forward schedule of events coming our way, the ICC Sydney team is elevating Sydney's reputation for creativity and innovation.

I encourage everyone to come and experience this great facility, and take advantage of what's on our doorstep.

A handwritten signature in blue ink, appearing to read 'Melinda Pavey', written in a cursive style.

MELINDA JANE PAVEY
MINISTER FOR WATER, PROPERTY AND HOUSING



MESSAGE FROM THE CEO



As Australia's premier convention, exhibition and entertainment venue, we continue to exceed our economic goals while deepening our community impact.

While this performance review moves from a calendar year for 2018 to a 2018/19 financial year, to align with our reporting, it continues to show economic and social impact growth across 12 month periods.

ICC Sydney can confirm delegates attending events at ICC Sydney generated A\$896 million in direct expenditure for the State.

International and interstate visitors helped generate 73% (A\$654 million) of the total expenditure, resulting in 1.77 million overnight stays. Ensuring a future pipeline of international events, in addition to representing the city with BESydney and Tourism Australia at international trade shows and in-market events, ICC Sydney led a roadshow through Asia to build and maintain relationships, hosted our now annual Professional Conference Organiser family and launched More Than a Venue, a new multi-channel marketing campaign that demonstrates, through the power of storytelling, the value of booking events at a premium venue in a premier city.

Equipping our people with the skills they require to succeed, by providing careers and not just jobs together with a laser focus on ensuring a diverse and inclusive workplace has resulted in extraordinary satisfaction ratings. The annual average of our EY Sweeney delegate survey resulted in a 99% satisfaction rating and the results of an internally run survey, issued following each event, also saw an annual average 99% satisfaction rating from our clients.

Meeting our key financial and economic obligations provides us with the opportunity and privilege to give back to the community in which we operate. Through a Legacy Program that introduces clients to authentic Sydney experiences, we're providing opportunities for a diverse array of emerging talent, particularly across First Nations, creative industries, start up and student communities. While enhancing delegate and patron experiences at events at ICC Sydney, we're also allowing event organisers to leave an impact in the city long after their event concludes.

I trust you will agree that the efforts of our team of caring, passionate professionals are ensuring our visitors experience More than a Venue when hosting or attending an event at ICC Sydney.

A handwritten signature in blue ink, appearing to read 'Geoff Donaghy', written in a cursive style.

GEOFF DONAGHY
CHIEF EXECUTIVE OFFICER

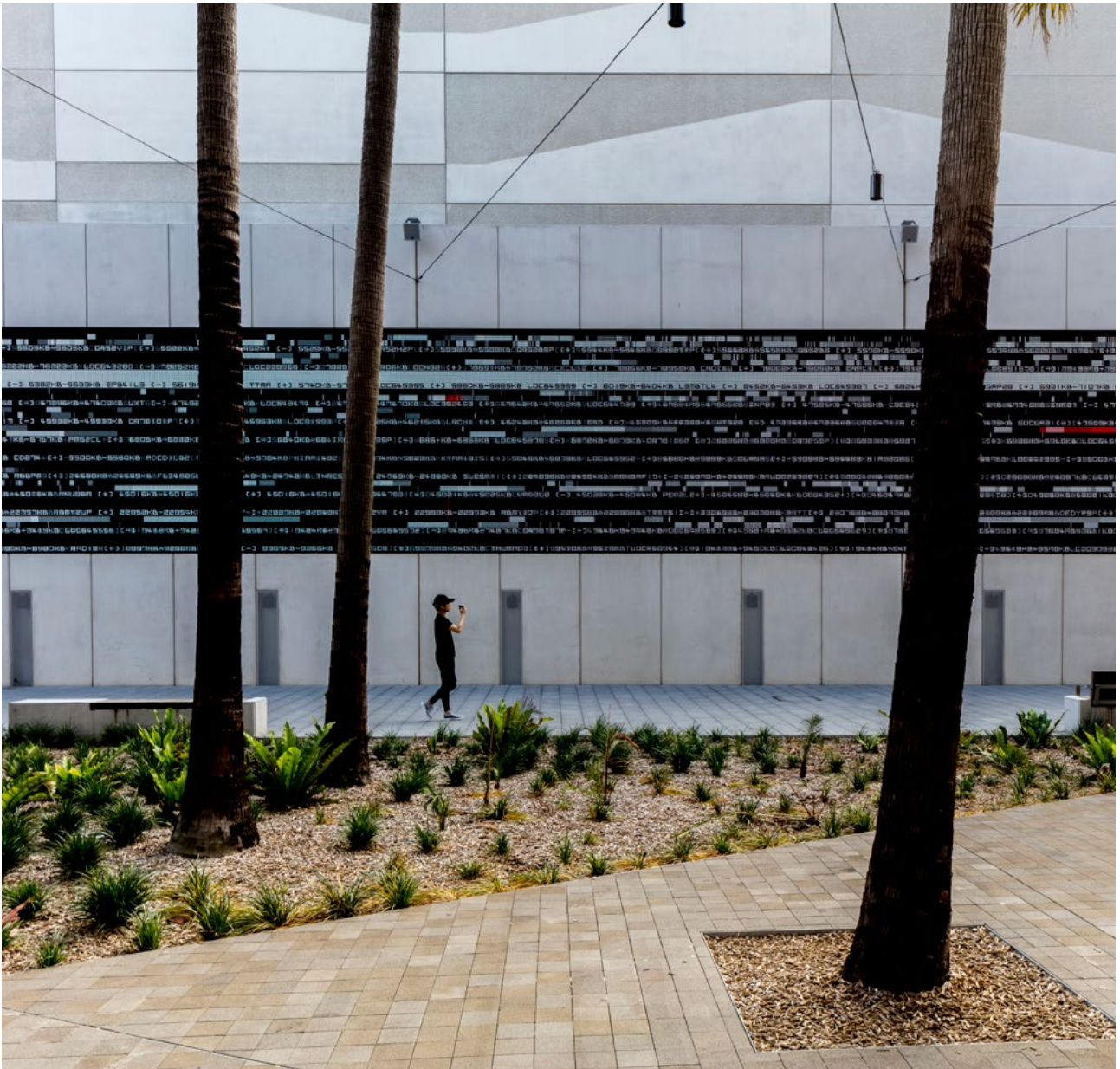


ABOUT US

ICC Sydney is a A\$1.5 billion development delivered by the NSW Government and Darling Harbour Live, comprising Lendlease, HOSTPLUS, First State Super, Capella Capital, AEG Ogden and Spotless FM.

Australia's first fully-integrated convention, exhibition and entertainment venue, ICC Sydney features a striking contemporary design, leading technology and world class meeting and exhibition spaces. Designed to respond to future demands of the meetings industry with the capability and flexibility to meet a comprehensive range of event requirements, ICC Sydney has already established itself as one of the world's most sought after venues.

ICC Sydney sits on the Sydney Harbour foreshore within its own dynamic dining, leisure and residential precinct, surrounded by finance, technology, innovation and learning hubs. It is the jewel in a A\$3.4 billion, 20-hectare transformation of Darling Harbour.





VISION

To be the best performing convention, exhibition and entertainment centre in the world.





MISSION

While delivering success for our clients and stakeholders, we are driven to also make a difference with our community as we operate an extraordinary venue with extraordinary people who win, run and support extraordinary events.



VALUES

Managed by AEG Ogden; a trusted organisation with an excellent reputation and respected industry experience, clients have confidence in us because we understand their needs. We are honest and transparent, we do what we say we will do and are known for our professionalism, skill, reliability and strong moral principles.

Connected locally, nationally and globally; we are characterised by our large and strong network and providing a platform that connects our guests to the world. We embrace diversity and thrive on bringing together minds from across the globe.

We are problem solvers and innovators. We strive for creative solutions; we have the leadership, insight and skill to attend to each detail with world class proficiency, providing flexible options and endless opportunities for events and event organisers.



If we live our values, then we are successful. Our success is that of our clients; we listen, plan, observe, anticipate and act to achieve success. We understand what it takes to deliver a successful event. We are dedicated to making every event instil pride in our clients and our city so that everybody wins.

CULTURE

We are committed to being an employer of choice and providing a great place to work that creates meaningful and fulfilling careers, not simply jobs.

Our investment in our people is delivering outstanding results. In 2018/19, ICC Sydney team members reported 82% team engagement and a team member retention rate of 98%.

Our focus on recognising and retaining high performing talent resulted in 83 internal promotions and 31 casual progressions into permanent roles.

ACADEMY OF EXTRAORDINARY

We run the Academy of Extraordinary (AoE) which features 135 internal and external training courses, in partnership with providers like TAFE NSW to offer innovative learning opportunities in both formal and informal settings.

In 2018/19, we also reviewed our approach to build even clearer career pathways, formalising and branding this as 'My Extraordinary Journey' with new talent, leader and career development streams, resulting in increased engagement.

This year, team members have undertaken 21,500 hours in training - building their capabilities and contributing to our phenomenal client and delegate satisfaction rates of 99% and 99% respectively.





DIVERSITY AND INCLUSION

Diversity is about recognising and valuing the different knowledge, skills, backgrounds and perspectives that people bring to their work, regardless of whether those differences are based on age, gender, ethnicity, sexual orientation, social background or other factors.

People bring to the workplace different perspectives that can support innovation, collaboration and overall productivity and ICC Sydney believes that workforce diversity builds organisational capability.

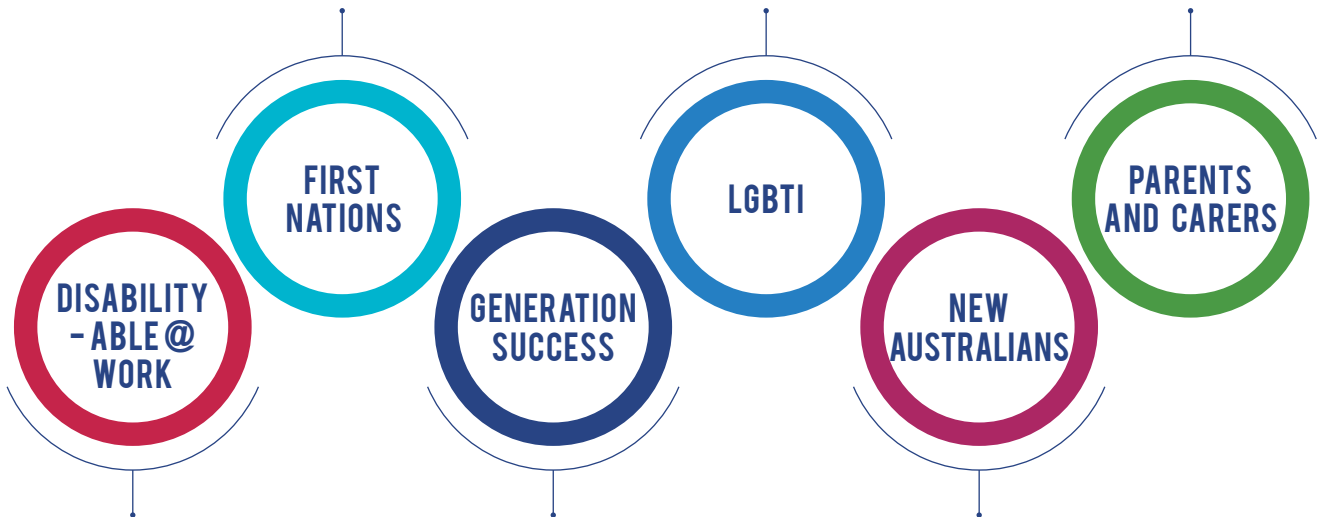
To be a global leader, diversity must be visible within ICC Sydney's workforce but also across its partners, supplier base, and content. This is how to deliver the best guest experience to the people ICC Sydney is dedicated to serving each year.

ICC Sydney fully supports all areas of diversity and inclusion, including cultural and linguistic diversity as well as gender and women at work. Its diversity strategy is built on six key areas:

ICC Sydney aspires to be an employer of choice for Australia's First Nations people. By engaging with communities and educators, ICC Sydney is focussed on apprenticeship, traineeship, career and development opportunities.

ICC Sydney aims to create a workplace environment that is inclusive of Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people, free of any form of discrimination, bullying or harassment, where LGBTI people feel comfortable and open to be themselves.

ICC Sydney aims to be a family friendly employer focussed on supporting parents and primary carers to move back into the workforce following a period of parental leave.



Removing barriers for people in the workplace, ICC Sydney is committed to providing opportunities to those that have a physical or intellectual disability.

The typical workplace is made up of a team that spans up to five different generations, and ICC Sydney is committed to accommodating individuals in all stages of their life. Providing initiatives like 'transition to retirement' opportunities, or financial planning sessions or flexible work practices will ensure that all of our team members are set up for a comfortable life into the future.

ICC Sydney believes that part of its strength comes from its ability to embrace and appreciate different perspectives, cultures and experiences. Employment is integral in the settlement journey for newly arrived refugees, migrants and asylum seekers and the venue is committed to providing this valuable pathway to assist in achieving independence.

KEY RESULTS



GROWTH AND INFLUENCE

ICC Sydney delivered 671 core events in the 18/19 financial year, generating A\$896 million in delegate expenditure, of which 73% (A\$654 million) came from interstate and international visitors. This resulted in more than 1.77 million overnight stays, driving continued investment in local hotel refurbishment and development. Employment relating to the expenditure of delegates led to the creation of 5,790 jobs.

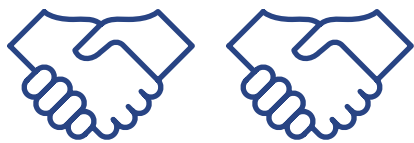
During the year, ICC Sydney hosted 33 major international events and 112 national conventions attracting 126,000 international delegates (up from 108,000 in 2018) and

340,000 (up from 310,000 in 2018) from interstate.

The exhibition industry also plays a fundamental role in the venue's success, with 64 exhibition events held over the year.

Meanwhile, through its Legacy Program ICC Sydney is providing opportunities for a broad cross-section of the community and driving positive financial, social and environmental impacts across New South Wales. It also became the first convention centre in Australia to launch a Reconciliation Action Plan.

\$896M DELEGATE EXPENDITURE 



5,790 JOBS CREATED

1.4

MILLION VISITORS



671 CORE EVENTS



**FIRST CONVENTION CENTRE IN AUSTRALIA TO LAUNCH A RECONCILIATION ACTION PLAN
CLIENT LEGACY PROGRAM STRENGTHENS**



World Congress
of Accountants
www.iaac.org

A DYNAMIC MIX

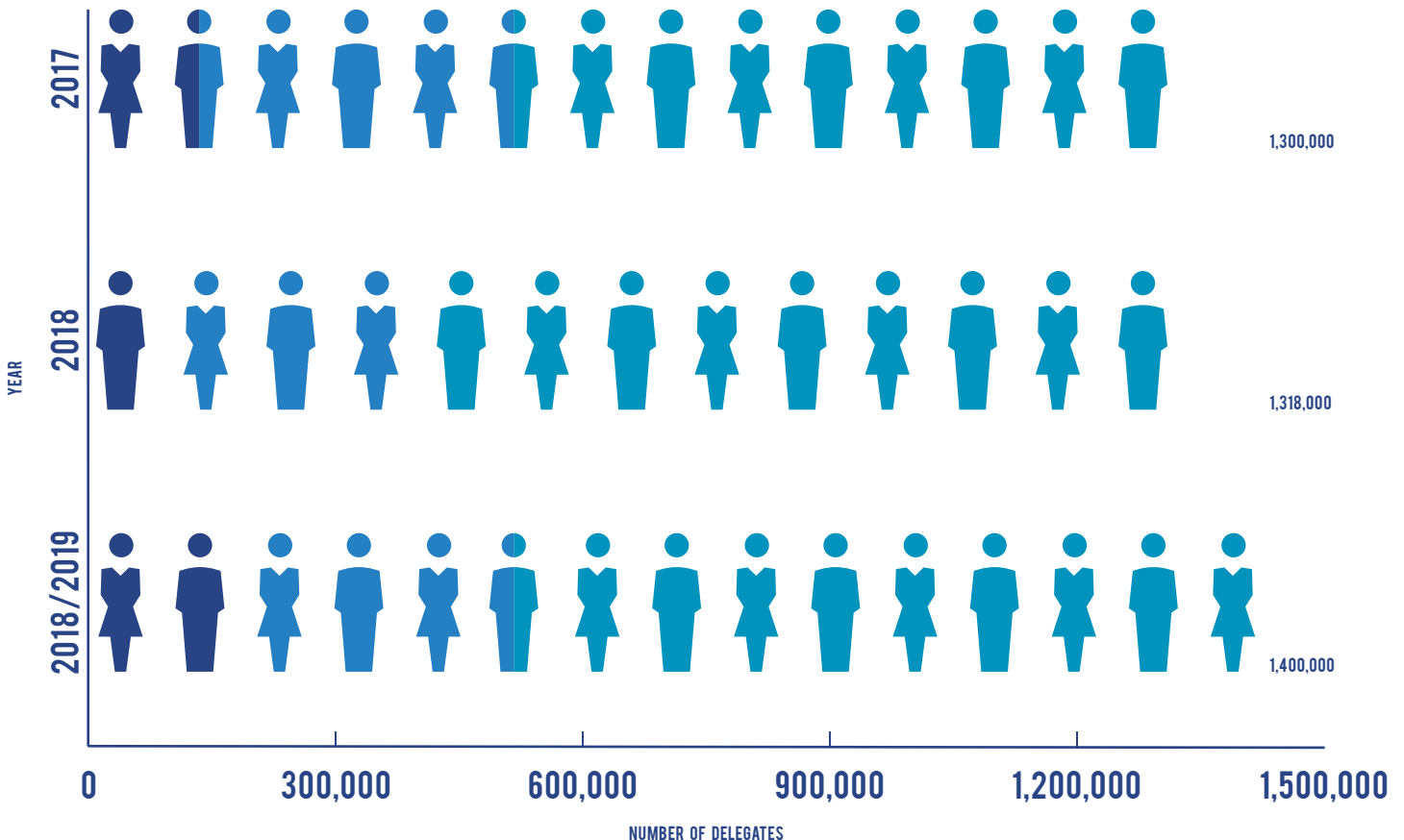
Sydney has well and truly been re-established as Australia's premier international events destination, reinforcing the city's station as a global city.

In 18/19, ICC Sydney hosted 33 major international conventions, the greater proportion of which resulting from its close collaboration with Business Events Sydney. Highlight events throughout the year included the world's largest financial services conference, Sibos 2018, the World Congress of Accountants, International Metropolis Conference 2018 and the 19th International Microscopy Conference (IMC19).

The success of these complex, multi-day programs demonstrates ICC Sydney's leading technical and production facilities, its robust digital and security infrastructure and meticulous advance planning skills, stakeholder collaboration and innovative event delivery.

Consistent with the nature of global rotating events, international delegate numbers and event sizes ebb and flow, depending on the events secured. While the number of events for 18/19 has been relatively consistent with previous years, our international attendance levels were slightly higher than previous calendar years.

Local repeat business underscores the quality of our team and our in-house services and in 18/19 we saw increased delegate numbers at national and corporate events at ICC Sydney, underscoring why each market segment is important to a successful business mix.



SWIFT InnoTribes

AI-powered
Cybersecurity

UNIVERSITY



CASE STUDY

SIBOS

22 - 25 October 2018



7,600+ DELEGATES FROM 150 COUNTRIES



172 SPEAKERS



ON STAND CATERING FOR 130 OF THE 180 EXHIBITORS TO THEIR CUSTOM-BUILT EXHIBITION STANDS



68 COCKTAIL FUNCTIONS AT ICC SYDNEY



100 OFF-SITE EVENTS ACROSS THE CITY



ECONOMIC IMPACT OF A\$40 MILLION



SIBOS RESTAURANT



ROOFTOP GARDEN SANCTUARY

Five years of planning delivered one of the most successful Sibos events on record as ICC Sydney staged the world's premier financial services event, welcoming 7,600+ business leaders, academics and entrepreneurs from 150 countries.

Both the Convention and Exhibition Centres were exclusively activated for four days, while an additional 75 private meetings ran concurrently to the official program in a range of ICC Sydney's flexible spaces.

Pop-up and multi-purpose locations were also set up for delegates to enjoy between sessions, taking full advantage of the venue's waterside location and natural light. This included the transformation of the 5,000sqm open-air Event Deck into a connected garden sanctuary - the ultimate place to rest and reflect on sessions from the industry's top experts, complete with early morning Tai Chi classes.

This included the delivery of customised food and beverage options daily, the creation of a 1,800 seat, purpose-built Sibos Restaurant housed within one of our Exhibition Halls, menu design for 68 exhibitor cocktail parties, on stand catering for a staggering 130 exhibitors and more. The foundation of this was our culinary team's use of the very best produce from our network of farmers and suppliers across New South Wales.

Along with many great partners, ICC Sydney supported Business Events Sydney to win the bid for this high-impact event. The entire city collaborated to ensure Sibos delegates enjoyed the full-spectrum Sydney experience - from the Convention Centre ferry services, the calibre of local restaurants to the brilliant City of Sydney volunteer guides across the venue and the precinct.

ANZ Bank CEO, Shayne Elliott speaks at the opening plenary of Sibos 2018





Whenever I talk to anyone they always say Sydney Sibos is their favourite. It's a very compact city, it's easy to do a lot of meetings in one day and we are very close to the airport. It has a great reputation and a lot of my colleagues love coming here to do business.

This venue is incredible. The Sibos team is over the moon with the facilities and all of the spaces that they have been able to make use of for meetings, including outdoor spaces.

Bill Doran
Head of Oceania at SWIFT

Once Sydney was successful in acquiring and hosting Sibos, we quickly established a strong partnership with the ICC Sydney team. They have been truly outstanding. The high level of customer service throughout ICC Sydney, that delegates and partners received, has had a positive knock-on effect to the whole event.

David Bridgeman
Senior Relationship Manager at SWIFT



What really made it extraordinary for us was the extreme friendliness and service mindset of all the people who helped shape our experience. We got only positive feedback from our exhibitors and delegates said it was amazing. The sheer beauty of ICC Sydney has inspired exhibitors and delegates alike.

Chantal Van Es
Head of Sibos

Our people say this is the best conference venue they have worked with.

Lynn Mathews
Chairman of the Australian National
Member Group at SWIFT



EXTRAORDINARY RESULTS: AWARDS, ACCREDITATION AND RECOGNITION

ICC Sydney and its Darling Harbour Live partners demonstrated global leadership again in FY18/19, adding a further 16 awards and accolades to the 25 achieved in 2017. This year it was again recognised for its design, venue operation, culinary services, sustainability and its extraordinary people.



VENUE (4)

International Association of Professional Congress Organisers Driving Excellence Awards
Collaboration Award

Meetings & Events Australia National Awards
Highly commended – Best Event Venue, Capacity over 500

NSW Meetings & Events Australia State Awards
Best Event Venue, Capacity over 500

2018 Qantas Business Travel Awards
Australia's Best Conference Venue



CSR (1)

Banksia Sustainability Awards
Large Business Finalist



ACCREDITATIONS AND CERTIFICATES (4)

ISO14001
Environmental Management Systems Standard

OHSAS18001
Occupational Health and Safety Standard

ISO9001
Quality Management Standard

ISO22000
Food Safety Management System Standard



DESIGN/CONSTRUCTION (2)

Australian Institute of Architects New South Wales Awards
Lloyd Rees Award for Urban Design

Australian Institute of Architects Australia
Walter Burly Griffin Award for Urban Design



CULINARY SERVICES (2)

New South Wales Savour Australia Restaurant & Catering HOSTPLUS Awards for Excellence
2018 Sydney Metropolitan Function/Convention Centre
2018 Sydney Metropolitan Caterer of the Year



PEOPLE (7)

Australian HR Institute (AHRI) Awards
Marshall Goldsmith Talent Development Award

EEAA Awards for Excellence
Best Venue Team

Meetings & Events Australia National Awards
Education & Training Award
Event Manager of the Year – Inhouse, Dewi Guitierrez

NSW Meetings & Events Australia State Awards
Education & Training Award
Event Manager of the Year – Inhouse, Dewi Guitierrez

Training Services NSW
2018 Large Employer of the Year

SERVICE EXCELLENCE



OUR COMMITMENT

ICC Sydney's team of exceptionally talented professionals provides a committed service to clients, delegates, patrons and guests. Their experience is backed by a friendly, genuine approach to business that is regularly praised by the venue's cross-section of stakeholders.

99% DELEGATE SATISFACTION



99% CLIENT SATISFACTION



LEGACY IMPACT



360 DEGREE IMPACT

Committed to cultivating a powerful legacy for the events it hosts, ICC Sydney's industry leading Legacy Program enjoyed continued success over the year. The venue engaged with 25 events and successfully activated 13 initiatives, supporting events to deliver on social, environmental and economic outcomes.

Events supported through the program ranged from corporate banquets to exhibitions and large scale international conferences. Driven by client goals and expectations, the range of Legacy Program activations run in 18/19 delivered diverse outcomes including:

- Diverting 12,569kg of event materials from landfill
- Sharing industry best practice through site tours and event panel participation
- Hosting the inaugural Vivid School
- Educating delegates about minimising food waste
- First Nations and emerging artist performances during events.

The program expanded over the year with the introduction of a new dedicated Creative Industries stream, designed to showcase Australia's home-grown talent on the global stage and support the next generation of creative leaders.

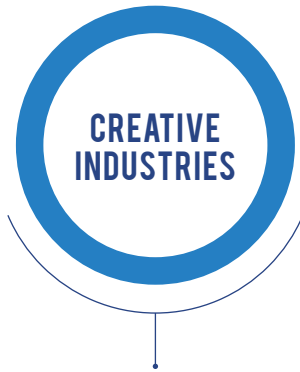
This additional focus expands on ICC Sydney's existing program and connections across the initial four streams, providing clients and their delegates with the opportunity to collaborate with Sydney and New South Wales' thriving creative economy, through a diverse range of stimulating and inspiring arts and cultural encounters.

Every year we strive to create a positive legacy that lasts for generations to come. The ICC Sydney team have done an outstanding job helping us to realise this vision and connect us with local charities and businesses to reduce the environmental impact of Sibos and maximise the social and economic benefits for all.

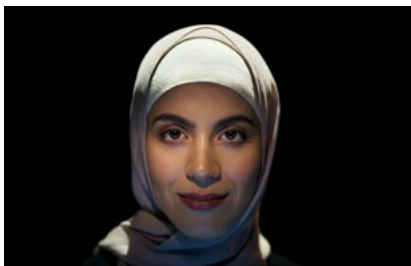
Chantal Van Es
Head of Sibos



LEADING THROUGH LEGACY



Connect with talent from across the Sydney community.



Sara Mansour
 Founder
 Bankstown Poetry Slam

Sydney is home to an abundance of talented performers, artists and designers. Through our network, ICC Sydney is able to provide a creative connection for clients, from featuring emerging or established artists and performers at an event to facilitating bespoke artwork tours and assisting in organising gifts for delegates from authentic Australian artists.

Spoken word artist Sara Mansour is the founder of the Bankstown Poetry Slam, an annual competition that grew its audience to 1,000 people when it moved to ICC Sydney's Darling Harbour Theatre in December 2018. Sara and her collective tell diversity stories through verse, spreading the word of Sydney's diversity and the role it plays in building a rich culture. They also work with clients to help tell their diversity stories through verse.



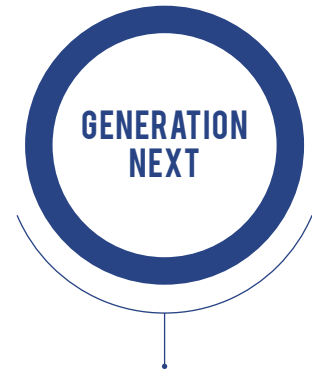
Acknowledge and explore local culture and engage with First Nations businesses.



Aunty Margaret
 Managing Director
 Dreamtime Southern X

Australia is a land with a proud indigenous heritage. In the spirit of reconciliation, we are committed to paying our respects to Elders past and present, and acknowledging the original custodians of this country and providing connections for clients to do the same.

At the core of Aunty Margaret Campbell's stories, is her connection to place. While her Aboriginal-run business takes people on cultural tours across Sydney, locally she shares the stories of our precinct - its flora and fauna, the earth, the bush foods and the waterways. She explores the type of meetings held here on Gadigal land for centuries, and the role of Aboriginal culture in welcoming visitors today.



Foster the next generation of thought leaders and members via student engagement.



Brian Nash
 Director of Audio Visual Services
 ICC Sydney

To help engage, foster and support the next generation of leaders, ICC Sydney works with clients, as well as our partners in academia and industry, to provide the leaders of tomorrow with access to the important events of today. We can provide students with access to your event, facilitate connections with them and even help to track their engagement.

Our recent hosting of VIVID School introduced STEM school students to career pathways into the industries behind VIVID Sydney, the city's annual Light, Music and Ideas festival. Brian Nash, our Director of Audio Visual Services, also shared insights into the scale of ICC Sydney's production team, which spans content creation, presentation services, an editing suite and some pretty serious technology kit to play with.



Build engagement with local innovators and entrepreneurs through event programs.



Alison Reid
VR Solutions Architect
Sydney Startup Hub

Sydney is not short on ideas. Home to a vibrant startup community, Sydney boasts world class innovators and entrepreneurs. ICC Sydney can connect you with the best of them. Working in partnership with local startup hubs and their members, government, academia and industry, ICC Sydney has developed a program where industry specific startups are invited to pitch, present and showcase their ideas at relevant events.

Located in The Studio, a media-tech and creative-tech start up business and resident of the Sydney Start Up Hub, Alison Reid's business model seeks to improve corporate culture by creating virtual reality diversity experiences.



Track the environmental impact of events.



Lynell Peck
Director of Culinary Services
ICC Sydney

In line with our commitment to sustainability, we work closely with clients to ensure their events are as sustainable as possible, particularly when it comes to waste management and waste diversion. From the simple repurposing of furniture to charities through to the gifting of plants to senior citizens in care, our strategies seek to make a positive social impact.

Lynell Peck, ICC Sydney head of culinary, is consistently creating opportunities for clients to make a difference through menu development, activations and donations. Lynell spearheaded the launch of an edible centrepiece option for functions in 2018. Replacing or mixed with floral arrangements, edible ingredients such as artichokes, chard and silverbeet are made into meals for the soup kitchens of Sydney hostels once your event has concluded - giving back to those in need across the city.

CSR COMMITMENT

Barani, the whale, is a totem of the Gadigal clan and known to use Gomora, or Darling Harbour & Cockle Bay, as a safe harbour during migration.



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surveillan



APPROACH AND OVERVIEW

ICC Sydney has continued to build on a strong foundation for developing social, environmental and economic benefits for local communities. Reflecting on the United Nations Sustainable Development Goals (SDG's), ICC Sydney has adopted a triple bottom line approach to CSR and identified initiatives that contribute towards a global agenda for building sustainable cities and communities.

ICC Sydney prioritised a number of key initiatives in 2018/19 which included launching an inaugural Reconciliation Action Plan, profiling the positive impacts of the venue's Feeding Your Performance philosophy, eliminating plastic straws and delivering numerous initiatives in partnership with event clients through the expansion of ICC Sydney's industry leading Legacy Program.

SUSTAINABLE DEVELOPMENT GOALS

The United Nations Sustainable Development Goals (SDG's), announced in 2015 and endorsed by 193 countries, provide a framework for global action towards sustainable development. The 17 goals and associated indicators charter a pathway to sustained social, environmental and economic development and are increasingly being adopted by institutions, businesses and communities to guide and progress CSR initiatives.

As a prominent landmark and attraction for international events and visitors alike, ICC Sydney adopted a number of the goals in 2018 which align with the venue's operations including:

 COMMUNITY ENGAGEMENT	 ECONOMIC IMPACT	 ENVIRONMENTAL SUSTAINABILITY
<div data-bbox="146 1332 311 1500">  <p>10 REDUCED INEQUALITIES</p> </div> <ul style="list-style-type: none"> • Reconciliation Action Plan • Supporting Charities 	<div data-bbox="558 1332 774 1500">  <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p> </div> <ul style="list-style-type: none"> • Feeding Your Performance <i>Local food and wine philosophy focussed on direct relationships</i> 	<div data-bbox="1021 1332 1236 1500">  <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> </div> <ul style="list-style-type: none"> • Waste management
<div data-bbox="146 1534 311 1702">  <p>8 DECENT WORK AND ECONOMIC GROWTH</p> </div> <ul style="list-style-type: none"> • Team member engagement and stakeholder partnership 	<div data-bbox="558 1534 774 1702">  <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> </div> <ul style="list-style-type: none"> • Sustainable Procurement • Diversity suppliers 	<div data-bbox="1021 1534 1236 1702">  <p>13 CLIMATE ACTION</p> </div> <ul style="list-style-type: none"> • Energy use • Water use
<div data-bbox="146 1736 311 1906">  <p>17 PARTNERSHIPS FOR THE GOALS</p> </div> <ul style="list-style-type: none"> • Collaborating with clients and stakeholders to deliver sustainable and community-minded events through ICC Sydney's Legacy Program 		

Goal #8: Partnering with the City of Sydney and other key institutions under the Sustainable Destination Partnership to promote sustainable tourism.

Goal #11: Supporting positive agricultural and environmental practices through ICC Sydney's Feeding Your Performance philosophy.

Goal #12: Reducing waste across the venue and integrating sustainability across all business functions.

SOCIAL CONTRIBUTION

Embedded within Sydney's vibrant cultural, creative and inventive centre, ICC Sydney delivers social impact through its internal CSR initiatives and event Legacy Program. In 2018/19, ICC Sydney realised a number of key community engagement milestones designed to deepen interactions with local communities and broaden opportunities for the venue to deliver on client expectations and CSR goals.

FIRST NATIONS

In November 2018, ICC Sydney became the first convention centre in Australia to formalise a Reconciliation Action Plan (RAP) bolstering its ongoing commitment to recognise and celebrate the cultures, practices and traditions of Australia's First Nations.

The milestone follows a two-year journey since opening to embed recognition of Indigenous heritage and culture across the business, increase employment opportunities and ensure a culturally safe place to work and visit.



Since launching its inaugural RAP, ICC Sydney has:

- Provided cultural education training for team members, in partnership with Eora College.
- Launched a pre-employment program with Eora College to provide work experience and a pathway to employment for First Nations students.
- Celebrated First Nations culture with the installation of artwork on ICC Sydney's digital blades and entrances around the venue, welcoming delegates and visitors to Gadigal land.



BARANI, THE WHALE, IS A TOTEM OF THE GADIGAL CLAN AND KNOWN TO USE GOMORA, WHAT WE CALL COCKLE BAY IN DARLING HARBOUR, AS A SAFE HARBOUR DURING MIGRATION.

To visually represent First Nations art and culture across the precinct, ICC Sydney commissioned an artwork by Jeffrey Samuels, renowned Aboriginal artist and Boomalli Aboriginal Artist's Cooperative founding co-member. Elements of the work are now displayed prominently across all main entry points of the venue and across the precinct to officially welcome visitors and acknowledge the history of Australia's First Peoples.

Titled Gadigal, Acknowledgement Respect, Samuels' work tells the story of how Australia's First Peoples are connected to this part of Sydney Harbour. Acknowledging the Gadigal people of the Eora Nation, the artwork depicts various flora, shells and animals of significance around the harbour foreshore including the whale, a totem of the Gadigal clan.

CHARITIES AND NFPs

ICC Sydney values its relationships with local communities and charities, and in 2018/19 delivered a number of initiatives deepening community ties. Through its Charity Package, ICC Sydney enabled 18 charities to raise A\$6.3 million* over the year, furthering their work across a range of vital services and industries.

Beyond event related support, ICC Sydney works with a number of charity and community partners to contribute in kind donations. In 2018/19, ICC Sydney team members volunteered over 685 hours to support events including the Variety Children's Christmas party, Australia's longest running Christmas Party for children and their families facing physical and financial challenges.



685 TEAM MEMBER VOLUNTEER HOURS



18 CHARITY EVENTS



A\$6.3 MILLION* FUNDS RAISED AT CHARITY EVENTS

TEAM MEMBER ENGAGEMENT

The venue's commitment to delivering positive social impact is furthered through the participation of ICC Sydney team members. ICC Sydney's community engagement project team is responsible for designing and implementing internal activations that support our community partners.

ICC Sydney's internal campaigns included:

- Providing food donations for the OzHarvest Market, Australia's first ever rescued food supermarket.
- Spreading holiday cheer through toy donations to local schools and communities.

ENVIRONMENTAL SUSTAINABILITY

Sustainability is embedded at the core of ICC Sydney's facilities and operations. The building is Gold certified for Leadership in Energy and Environmental Design (LEED) from the US Green Building Council and ICC Sydney holds certification to the international Environmental Standard ISO14001. Our sustainability infrastructure includes a 520kWh, community founded, photovoltaic (PV) array and a 200kL rainwater tank.

ICC Sydney is a founding partner of the City of Sydney's Sustainable Destination Partnership and has continued to collaborate with clients and industry stakeholders to maximise energy efficiency and reduce waste throughout its operations.

WASTE MANAGEMENT

ICC Sydney remains committed to minimising waste and continues to strive towards an ambitious target to divert 75% of all waste from landfill. Through its waste management processes and a number of community partnerships, the venue has achieved a 51% landfill diversion rate in 2018/19, an increase of 4% on the previous year.

Through partnering with waste services providers, waste is reprocessed into usable by-products such as energy, fertiliser and alternative fuels. The introduction of an Exhibitor Donation Scheme, has encouraged organisers and exhibitors to donate items or divert waste from landfill following an event, resulting in diversion or donation of over 380 tonnes of waste while simultaneously supporting the efforts of local community partners.



51% WASTE DIVERSION



100% DIVERSION OF COLLECTED ORGANIC WASTE



16,800 MEALS PROVIDED TO OZHARVEST



2,840 KILOGRAMS OF FOOD PROVIDED TO MATHEW TALBOT HOSTEL



12,700 KILOGRAMS OF ITEMS DONATED TO LOCAL CHARITIES

**This figure is derived from data voluntarily disclosed by the organisers of fundraising events.*

ENERGY USE

Built with sustainability in mind, many of ICC Sydney's features and fixtures are geared towards operating efficiently and minimising energy consumption. ICC Sydney's photovoltaic array continues to provide 5 - 6% of the baseload power of the venue.

Due to a change in energy providers in 2018, ICC Sydney's emissions experienced a slight increase in 2018. Continued monitoring and evaluation of the building's energy systems will continue into 2019, with targets for emissions reductions to be established for future years.



617 MWH GENERATED THROUGH SOLAR



506 TONNES OF CO2-E EMISSIONS SAVED



3.5% EMISSIONS SAVED

WATER

A number of water saving initiatives have been implemented across ICC Sydney including rainwater harvesting, use of recycled water for irrigation and toilet flushing and sensor operated faucets. An industry leading partnership with Sydney Water has also enabled the venue to utilise Sydney tap water in all meeting rooms and encourage clients to install temporary water refill units at their events.

Situated on the shores of Sydney Harbour, ICC Sydney is conscious of the threat of plastic pollution in our oceans and is committed to protecting life below water. In line with this commitment, ICC Sydney removed all plastic straws from the venue in 2018 joining with other key venues around the city to prove that 'Sydney Doesn't Suck'.



PLASTIC STRAWS REMOVED FROM VENUE



650,000 PLASTIC BOTTLES SAVED

ECONOMIC IMPACT

As a gateway to Sydney and surrounding areas for visitors and guests, ICC Sydney is cognisant of its responsibility to promote Sydney and regional NSW. Through its Feeding Your Performance initiative, ICC Sydney is helping to create economic impact for regional NSW farming communities, positively effecting job creation, business growth and market stability.

SUSTAINABLE PROCUREMENT

Over the year, ICC Sydney took a deeper dive into its procurement practices, implementing a sustainable procurement policy and surveying its top 40 suppliers to understand their manufacturing and supply chain practices. The majority of suppliers surveyed had positive responses, with many embedding sustainability across their practices.

The venue's commitment to sustainability and economic development is driving a number of initiatives into 2019/20, including further engagement with ICC Sydney's supply chain. ICC Sydney's Sustainable Supplier Survey will continue to be rolled out to suppliers, with the venue committing to support suppliers to develop sustainable practices. ICC Sydney is also engaging with Supply Nation to diversify supply chains and engage Aboriginal and Torres Strait Islander businesses across internal operations.



36% OF ICC SYDNEY PURCHASES FROM SUSTAINABLE SUPPLIERS

PUBLIC TRANSPORT UTILISATION



58% WALK



20% TRAIN



18% CAR



9% BUS



9% TAXI/UBER



6% LIGHT RAIL



2% FERRY

FEEDING YOUR PERFORMANCE

ICC Sydney's culinary team has continued to drive positive outcomes for regional NSW through its Feeding Your Performance philosophy. ICC Sydney has continued to support regional NSW by engaging farmers and producers within its supply chains to purchase food and beverages.

The venue's commitment to sourcing fresh, seasonal produce from across the State has enabled ICC Sydney to increase its expenditure in NSW with 92% of wines, 97% of all beverages and 97% of food, which equated to a direct expenditure of A\$12.2 million in NSW.



92% OF WINE PURCHASED IN NSW



97% OF FOOD PURCHASED FROM NSW SUPPLIERS



A\$12.2 MILLION DIRECT FOOD AND BEVERAGE SPEND IN NSW



129 NSW FOOD AND BEVERAGE SUPPLIERS ENGAGED



DIRECT INVESTMENT IN REGIONAL NSW

CENTRAL WEST

Nectarines
Plums
Pumpkins
Single Origin Grain

NORTH WEST

Kangaroo
Thomas Lamb
Wholegrain Milling
Woodward Meats

NORTHERN TABLELANDS

Bindaree Beef
Rangers Valley Beef
Topper's Mountain Wines

NORTH COAST

Berkelo Honey
Blueberries
Blue Eye Cod
Byron Bay Kurobuta Pork
Finger Fennel
Macadamia Nuts
Pepe Saya Cream
Raspberries
Westview Limes
Cassegain Wines
Stone and Wood Brewing Co

HUNTER

Binnorie Cheese Dairy
Game Farm Quail
Hunter Belle Cheese
Pepe Saya Cream
Thompson Pies
Brokenwood Wines
Cockfighters Ghost Wines
De Iuliis Wines
Krinklewood Vineyard
Margan Wines
Mount Pleasant Wines
Scarborough Wines
Silkman Wines
Thomas Wines
Tulloch Wines
Tyrrell's Wines
Murrays Craft Brewing Co
Black Radish Kombucha

METRO

Baby Fennel
Bean Shoots
Bean Sprouts
Bok Choy
Cabbages
Chinese Broccoli
Cornfed Chicken
Cucumber
Daikon

Edible Salad Leaves
Figs
Forage Gourmet Edibles
Free Range Chickens
Heirloom Carrots
Heirloom Beetroot
Heirloom Tomatoes
Herbs
Horseradish
Julianne's Kitchen Fruit Paste
Kaffir Lime Leaves
Kale
Lemongrass
Lemons
Lemon Verbena
Lettuce
Malfoy's Honey
Merna's Crumpets
Micro Herbs
Mushrooms
Nasturtium
Onions
Pencil Leeks
Pepe Saya Buttermilk
Pepe Saya Cream
Pepe Saya Crème Fraîche
Pepe Saya Mascarpone Cheese
Petit Leaves
Radicchio
Radishes
Rainbow Chard
Rhubarb
Silver Beet
Smoking Gun Bagels
Turmeric
Zucchini
Willowbrae Goat Cheese
Archie Rose Distilling
Ironbark Distillery
Young Henry's Brewery and Distillery
Malt Shovel Brewery
Batch Brewing
Wayward Brewing
Endeavour Brewing Co

CENTRAL TABLELANDS

Block 11 Organics Fruit and Vegetables
Breakout River Meat - Pork, Lamb and Beef
Cabbages
Canola Oil
Cherries
Cow's Milk Feta
Eggplant
Heirloom Carrots
Herbs
Jannei Goat Cheeses

Malfoy's Gold Honey
Micro Herbs
Pure Pop's
Rhubarb
Shallots Green
Snow Pea Tendrils
Turnips
Angullong Wines
Brangayne of Orange Wines
Colmar Estate Wines
First Ridge Wines
Freeman Wines
Logan Wines
Montrose / Craigmoor
Pocketwatch Wines
Robert Stein Wines
Philip Shaw Wines
Printhie / Swift Wines
Rowlee Wines
Ross Hill Wines
See Saw Wines
Swinging Bridge Wines
Tamburlaine Wines
Windowrie Wines

SOUTH EAST

Alto Olive Oil
Garlicious Grown Black Garlic
Kipfler Potatoes
Spatchcock
Sydney Rock Oysters
The Gourmet Potatoes
Torello Rose Veal
Ulladulla Yellow Fin Tuna
Allandale Wines
Cuttaway Hill Wines
Hungerford Hill Wines
Lark Hill Wines
Lock and Key Wines
McWilliam's 660 Wines
Nick Spencer Wines
Tertini Wines
Delano Speciality Coffee

RIVERINA

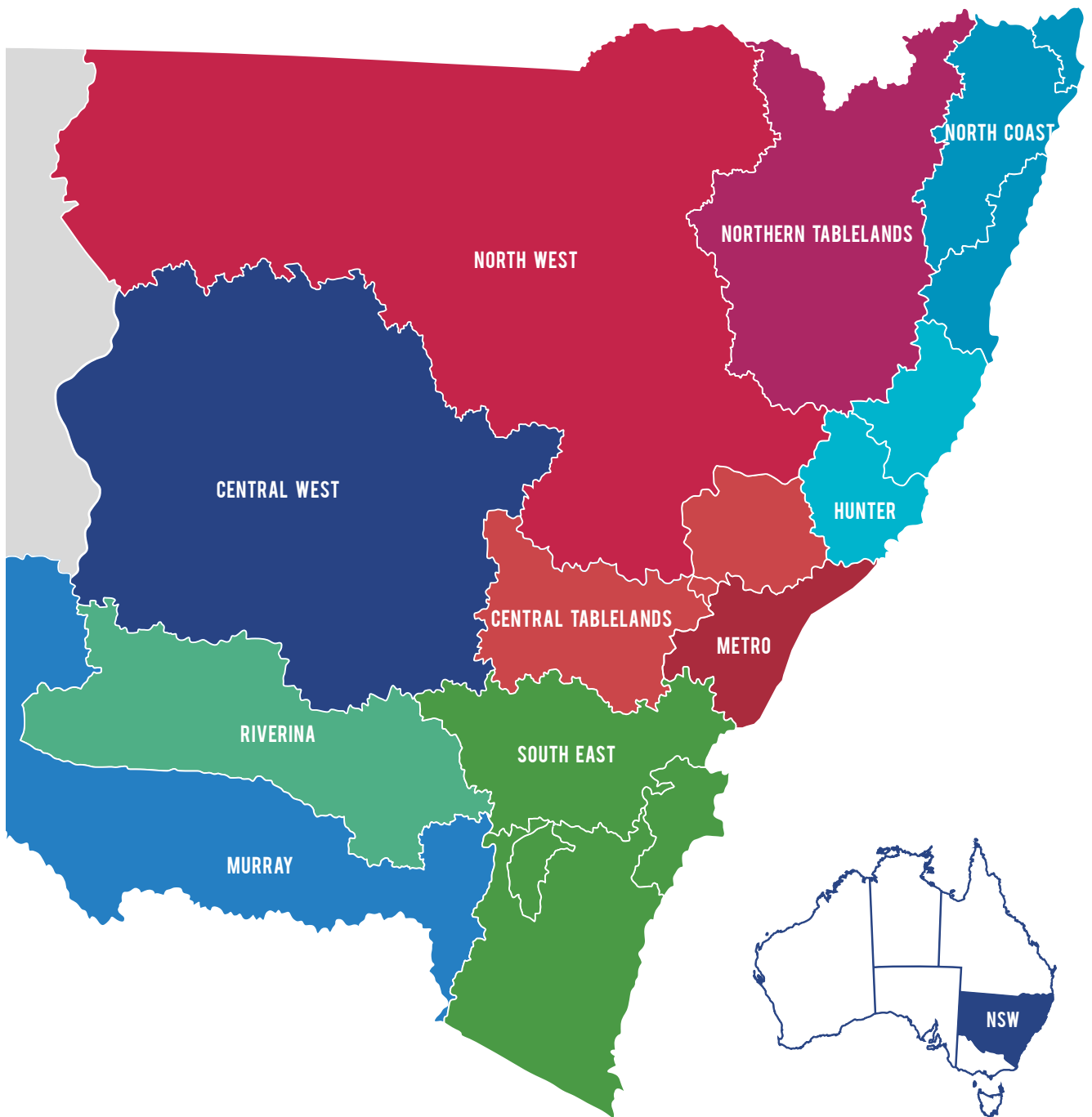
Chicken
Grapefruit
Granny Smith Apples
Murray Cod
Riverine Beef
Riverine Lamb
Barwang Wines
De Bortoli Wines
Lillypilly Wines

MURRAY

Haloumi Cheese
Secret Garden Wines

\$12.2 MILLION

DIRECT EXPENDITURE ON NSW FOOD AND BEVERAGES



**The boundaries on this map are not exact as they have been simplified*





Share your stories of how ICC Sydney is MORE THAN A VENUE for you by tagging #morethanavenue #ICCSydney @ICCSyd



EXPERIENCE WORLD CLASS MANAGED BY AEG OGDEN

iccsydney.com | +61 2 9215 7100 | info@iccsydney.com



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