



A Lasting Legacy

ICC Sydney Corporate Social Responsibility Strategy

2023 - 2025



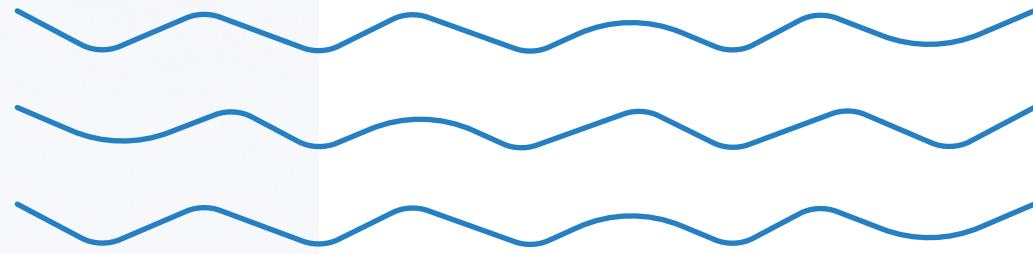


Acknowledgement of Country

ICC Sydney is situated on 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.

ICC Sydney also recognises and values the depth of knowledge, connection, and expertise that has been forged by Aboriginal people, who as custodians of this land for 65,000 years have been caring for Country for countless generations. Every corner of this continent is marked by the footprints and handprints of people who have walked on, communed with, and cared for Country. The Aboriginal people and their cultures have endured through climate change and sea level rise on a geological scale, successfully navigating the complexity of the natural environment and demonstrating the adaptive and dynamic nature of Aboriginal Peoples' connection with this land. Application of Aboriginal knowledge, the result of millennia of experience, is essential to informing how we should adapt and respond to climate change in the present and into the future.

This is why we seek to continually consult with First Nations experts and our community partners to embed principles of caring for Country and culture into our plans to deliver positive change and leave a lasting legacy for many generations to come.



Mission

ICC Sydney aims to unlock the potential of the world class events it hosts to leave a lasting environmental and social legacy and be recognised as a global leader, helping to usher the business events industry towards a more sustainable, accessible, diverse and equitable future.

Dedicated to integrating positive sustainability and corporate social responsibility practices into every aspect of how it conducts business, ICC Sydney will tackle the industry's biggest challenges, working towards net zero carbon emissions, enhancing the communities in which it operates, while embracing diversity through strong advocacy and inclusive action.



CEO Foreword

Business events can have a significant environmental footprint from carbon emissions, waste, and resource usage. When managed with care and purpose, they can leave a lasting legacy by contributing to environmental, social and economic development of the community in which they take place.

ICC Sydney recognises the collective responsibility of the business events industry to plan, manage and improve both the negative and positive impacts of events.

Climate change is a long term challenge, but the need for urgent action is clear. The International Panel on Climate Change (IPCC) has determined that human-induced climate change has caused widespread adverse impacts to nature and people. In positive news, the IPCC also recognise that 2020 to 2022 has seen the collective global community progress towards realising the positive relationship between economic growth, sustainable development, and climate responsibility.

ICC Sydney's impact on society and the environment in which it operates is a central operating principle of the organisation. Since ICC Sydney's inception in 2016, it has been motivated to leverage its platform to drive the industry forward to deliver a brighter future that is more sustainable, equitable and inclusive.

ICC Sydney strives to unlock the potential of the world class events it hosts to leave a lasting environmental and social legacy. ICC Sydney remains dedicated to integrating positive corporate social responsibility (CSR) practices into every aspect of how it conducts business. This strong sense of purpose is reflected in ICC Sydney's commitment to tackling the industry's biggest challenges, working towards net zero carbon emissions, enhancing the communities in which it operates, and creating new opportunities for individuals to thrive.

We understand that to affect change that meets the challenges we face as a society; we need cooperative action and scales of momentum. We look to the United Nations Sustainable Development Goals, as well as a range of relevant global, national and local strategic drivers to guide us toward impactful action. The success of this strategy will rely on enthusiastic support and participation from our team members, operational partners and owners, community partners, clients, suppliers, contractors, and others within our sphere of influence.

Our approach to CSR is built on a strong foundation of partnerships while taking into consideration recognised frameworks for sustainability and diversity, equity and inclusion best practice.

We have set ambitious targets for the future. Over the next two years, we will lay the foundation and the cornerstone to guide us to net zero carbon events by 2050, and to promote equality. We aim to measure and reduce our carbon footprint, tackle waste and use less energy. We also commit to supporting our community partners, celebrating the diversity of our team, and nurturing an welcoming, inclusive and accessible venue for all.

It is our hope that through the commitments made within this CSR Strategy, we will turn our ambition of delivering a brighter, greener and more equitable future into a reality.

Geoff Donaghy
CEO, ICC Sydney and Group Director -
Convention Centres, ASM Global (APAC)



Stakeholders and Certifications

ICC Sydney knows that to tackle the business events industry's sustainability challenges, positive partnerships and ongoing collaboration with our stakeholders is essential to success. ICC Sydney maintains active and collaborative relationships with a range of stakeholders including:

Certifications

- Leadership in Energy and Environmental Design (LEED) Gold
- ISO9001 – Quality Management Systems International Standard
- ISO14001 – Environmental Management System International Standard
- EarthCheck Silver
- Bronze Tier Status in Pride in Diversity's Australian Workplace Equality Index (AWEI)

Community

- Charity and community partners
- Educational institution partners
- Cultural and artistic institutions partners
- Local residents and businesses

Industry Associations

- Australian Business Events Association Sustainability Council
- Joint Meetings Industry Council Sustainability Working Group
- City of Sydney Sustainable Destinations Partnership

Stakeholders

- ASM Global
- Darling Harbour Live
- Place Management NSW
- Spotless
- Clients
- Delegates, visitors and event patrons
- Government (Commonwealth, State and Local)
- Media and influencers
- Suppliers and contractors



What Our Team Has to Say

Central to the achievement of the ICC Sydney CSR Strategy are the individuals on the frontline, who form the lifeblood of our organisation: our extraordinary team members.

Their input plays an integral role in supporting our journey towards a more sustainable and equitable future. In this era of heightened environmental and social consciousness, harnessing the collective wisdom and dedication of our team is the foundation of our success and their engagement, insights, and actions are instrumental in driving lasting change.

Team member survey

Our team is made up of a tapestry of diverse and unique individuals, but something they all have in common is their warm, welcoming, and conscientious approach to delivering events. So how is the ICC Sydney team contributing to a better world and what do they value most? We asked 150 of our casual and permanent team members to find out more.

A team that cares about the environment

- 98% said it is important to them that ICC Sydney is committed to CSR
- 94% said reducing waste and minimising landfill is important
- 89% said reducing carbon emissions is important
- 94% said conserving water and energy is important to them
- 88% choose public or active transport to commute to work

A team that embraces and celebrates diversity

- 89% said recognising, celebrating and supporting First Nations Peoples is important to them
- 94% said accessibility and inclusion for minority groups including people with a disability, the LGBTQIA+ community is important to operating a successful and inclusive venue
- 94% rated maintaining and celebrating a diverse and inclusive team as important

A team that is motivated to make a difference

- 55% play an active role in attending and delivering ICC Sydney CSR events and initiatives
- 88% of respondents take part in volunteer activities at least once a year
- 92% support investing in sustainable, local, diverse, and ethical suppliers/businesses
- 89% agree with donating to and supporting local charities and community groups



ICC Sydney's Approach to Corporate Social Responsibility

In today's dynamic and interconnected world, it is important to ICC Sydney that we consider how our CSR Strategy can play a pivotal role in driving and shaping change across the social and environmental landscape, at scale. This is why the development of this CSR Strategy has undertaken a detailed, intentional and informed approach. By taking into consideration: local, state and federal government policies, legislation, and strategic planning frameworks; best practice case studies; stakeholder feedback; advice from diversity advocacy groups; and more, ICC Sydney aims to be part of the global movement towards sustainability and social justice.

ICC Sydney's CSR Strategy is focused on developing meaningful actions and measurable results across three key pillars.

Protect the Environment

- Address climate change
- Reduce waste
- Enhance efficiency and conserve resources
- Protect and preserve biodiversity

Invest in People

- Recognise and support Aboriginal and Torres Strait Islander Peoples
- Celebrate and embrace diversity
- Welcome all as an inclusive and accessible venue
- Support education and career growth

Strengthen our Communities

- Support local and investing in NSW
- Showcase Sydney and its vibrant, diverse, and innovative communities
- Deliver philanthropic outcomes for community and charity partners
- Lead the events industry towards positive environmental and social action

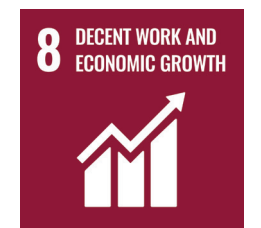




Global Sustainable Development Goals

The 17 United Nations (UN) Sustainable Development Goals (SDGs) were adopted by all United Nations Member States in 2015 to usher in an era of sustainable development and climate action and work towards a future that is greener, more equitable, and sustainable for future generations. ICC Sydney has aligned its CSR Strategy with a larger cross section of the UN SDGs than ever before, including:

SUSTAINABLE
DEVELOPMENT
GOALS





ICC Sydney's Corporate Social Responsibility Achievements

Corporate Social Responsibility has been core to ICC Sydney's business management framework, values and culture since opening in 2016. By targeting three key areas: Protect the Environment; Invest in People and Strengthen Our Communities; the team has identified and delivered initiatives that have laid the groundwork for our path forward to net zero and an equitable future for all.

ICC Sydney has prioritised efforts in areas where it could have the most significant environmental impact, particularly in waste and energy reduction. Simultaneously, it has strived to enhance positive social impacts through the industry leading Legacy Program, which has delivered meaningful contributions to society. Our past success provides a strong foundation for the work to come.

Achievements and Highlights FY2023

Protect the Environment

- 68.4% waste diversion achieved
- Successful waste diversion target of 75% in July (84.8%) and January (77%)
- 2.65 million+ plastic bottles saved
- 100% reusable, recyclable or compostable packaging
- 406t CO2e emissions saved through 556MWh solar energy generated
- 100% of organic kitchen waste diverted to organic waste stream
- Launched 186 carbon friendly dishes in the 2023 menu collection
- Launched event carbon reporting for targeted events

Invest in People

- 61 internal promotions and 21 casual progressions into permanent roles
- 7,014 hours of learning and development
- 137+ hours of industry advocacy
- The first venue to achieve Australian Workplace Equality Index Accreditation, the definitive national benchmark on LGBTQIA+ workplace inclusion
- Implemented "Innovate" Reconciliation Action Plan

Strengthen our Communities

- 6,000kg of goods and quality unserved food donated to charity
- Welcomed and supported six charity events
- Provided charity promotional support totalling 535,000 hours of content
- 115 Legacy Program activations
- First Nations culture was acknowledged in 68% of all Legacy Program activations
- A\$385k+ spend with First Nations suppliers
- Supported local suppliers with \$64.2 million NSW spend



Strength in Diversity

ICC Sydney supports a number of internal diversity, equity and inclusion committees that play an integral role in helping the business create and maintain a work environment where all team members can confidently embrace their authentic selves, transcending stereotypes, and labels. Our committees comprised of volunteering team members who either identify as part of that community, or who are passionate allies, working to raise awareness and providing education on key issues facing diverse communities, facilitating team engagement activities, leading by example, and acting as role models.



The Same Same Collective

We celebrate and embrace the rich tapestry of the LGBTQIA+ diversity and work together to build a supportive environment that provides individuals with the safety and confidence to bring their whole selves to the venue.



Able @ Work

We aim to support people with a disability, both within the ICC Sydney team as well as visitors to the venue by assisting with the delivery of ICC Sydney's Disability and Inclusion Action Plan (DIAP).



Parents and Carers

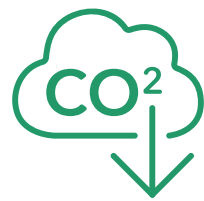
We support parents and primary carers transitioning back into the workforce following a period of parental leave, and providing ongoing internal support networks beyond their return.



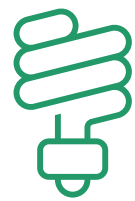
First Nations

The ICC Sydney RAP working group is comprised of volunteering team members with a passion for supporting First Nations Peoples and their communities. The RAP working group convenes monthly to design, deliver and report on activities and initiatives under ICC Sydney's Reconciliation Action Plan.

ICC Sydney 2023 - 2025 Commitments at a Glance



15% carbon emissions reduction by 2025 (from 2019 baseline results)



15% energy use reduction by 2025 (from 2019 baseline results)



30% carbon-friendly meals through 2023 - 2024



75% waste diversion from landfill



0% problematic and unnecessary single-use plastics packaging



100% reusable, recyclable, or compostable packaging across all ICC Sydney prepared catering



Internal circular economy project aiming to **reuse at least 50,000m² of fabric** from end-of-life uniforms and linens per year



10 workplace training pre-employment opportunities per year to support the next generation of event professionals

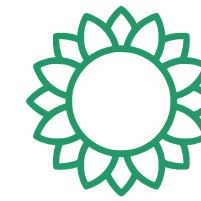


Maintain **80% or higher team engagement** and workplace satisfaction

Deliver the commitments made within the ICC Sydney 2022 - 2024 **Reconciliation Action Plan**



Deliver a detailed **Disability and Inclusion Action Plan** in partnership with Get Skilled Access



Partner with the Sunflower Project to advocate and care for people with a hidden disability



65% of food spend in NSW



100% wine spend in NSW



Donate quality food and goods to charity partners



Donate 200+ volunteer hours to local charity and community groups per year



Support charity and community partners through the **ICC Sydney Legacy Program**

Protect the Environment

ICC Sydney is a leader in the journey towards a greener business events industry – we aim to reduce waste, enhance energy efficiency, reduce our carbon footprint, and protect local biodiversity.

Climate Change

- Calculate scope 1, 2 and 3 carbon emissions for baseline year 2019
- Reduce carbon emissions by 15% from 2019 baseline results by 2025
- Reduce energy use by 15% from 2019 baseline results by 2025
- Increase renewable energy consumption to 25% by 2023, and 40% by 2028
- Expand capacity to report the carbon footprint of events using a standardised science-based approach
- Target 70% sustainable daily travel across team members, delegates and patrons
- 70% of purchasing from confirmed sustainable suppliers
- 30% carbon friendly meals through 2023 - 2024
- 40% carbon friendly meals by 2025
- Reduce water consumption by 5%

Waste

- 75% waste diversion from landfill
- Reduce total waste/recycling generation from events by 20% based on the 2023 baseline (kgs per attendee)
- 0% organics to landfill from ICC Sydney production kitchens
- Contribute to the circular economy through: end-of-life fabric repurposing project aiming to reuse at least 50000m2 of fabric per year; partnerships with local charities; and support of University New South Wales Centre for Sustainable Materials Research & Technology
- 0% problematic and unnecessary single-use plastics packaging
- 100% reusable, recyclable, or compostable packaging across all Sydney prepared catering

Biodiversity

- Reduce potential impacts to waterways by eliminating unnecessary chemical use by using 'green' cleaning products such as eWater
- Partner with local community groups such as Science for Wildlife to support the delivery of high priority biodiversity projects
- Protect our waterways and nearby marine life by helping to remove litter from the Darling Harbour Precinct

Invest in People

ICC Sydney is committed to expanding accessibility, inclusion and equity across the organisation. We aim to grow the diversity of our business partners, enable opportunities for our current and future workforce, and ensure our venue is as accessible as possible while enhancing the health and wellbeing of employees, clients and visitors.

First Nations

- Deliver to the commitments made within the ICC Sydney 2022-2024 Reconciliation Action Plan (RAP)
- Upon completion of the existing RAP, develop and deliver a new "Stretch" RAP in consultation with Reconciliation Australia and First Nations community partners
- Partner with Eora College to deliver pre-employment programs, offering a minimum of 10 workplace training opportunities per year
- Adhere to commitments made under the ICC Sydney First Nations procurement policy to continually increase investment in First Nations enterprises
- Facilitate ongoing employment for First Nations Peoples by delivering the ICC Sydney First Nations recruitment plan
- Implement multi-faceted First Nations cultural awareness and learning
- Establish and maintain close partnerships with First Nations organisations and provide opportunities for promotion across ICC Sydney's Legacy Program and communications network

Diversity Equity & Inclusion

- Deliver a detailed Disability and Inclusion Action Plan in partnership with Get Skilled Access
- Partner with advocacy groups such as Get Skilled Access, Autism Spectrum Australia and Pride in Diversity to ensure diverse groups are meaningfully represented across ICC Sydney's diversity, equity and inclusion (DE&I) initiatives
- Partner with the Sunflower Project to advocate and care for people with a hidden disability
- Deliver one training session and three events per quarter with a DE&I focus
- Maintain ICC Sydney's Australian Workplace Equality Index (AWEI) accreditation to demonstrate commitment to LGBTQIA+ workplace inclusion
- Support the diversity of ICC Sydney team members to bring their whole self to work through an updated uniform policy
- Support ICC Sydney team member diversity and inclusion working groups; Able@Work, First Nations, Parents and Carers and Same Same Collective through executive sponsorship and budget allocations

Careers at ICC Sydney

- Maintain annual average Net Promoter Score of 80% for permanent employee satisfaction
- Create and support opportunities for internal, cross-departmental mentorship and training
- Deliver an annual High Performance Program for senior team members to support internal development
- Deliver at least five lunch and learn sessions per year
- Partner with educational institutions to support intern, trainee, and graduate career development, providing opportunities for a minimum of five intern and / or graduate positions per year
- Permanent ICC Sydney team members to receive one day of additional Wellbeing Leave per year
- Deliver one initiative or event per month that promotes health and wellbeing for ICC Sydney team members such as free yoga, dance, and meditation sessions

Strengthen our Communities

ICC Sydney aims to engage with and improve the vitality of communities in which it operates, increasing philanthropic support through meaningful efforts, delivering economic impact to regional and local communities.

Support Local

- 65% of food spend in NSW
- 100% wine spend in NSW
- ICC Sydney's procurement policy to establish its preference to engage with quality local producers and suppliers where possible
- Engage with NSW regional producers and farmers to maximise regional focus
- Prioritise NSW regional produce across culinary offering to showcase the exceptional quality of offer in NSW
- Support local producers and suppliers by promoting their services and product to clients and delegates. This includes promotion across ICC Sydney's owned communication channels and featuring in its Legacy Program Guide

Community and Charity

- Donate 200+ volunteer hours to local charity and community groups per year
- Permanent team members to receive one day of Volunteering Leave per year
- Establish container deposit scheme to divert profits to charity
- Through community partners, provide experiences and tickets to young people as a means to positively impact wellbeing and mental health
- Provide experiences and tickets to charity partners to assist with their fundraising activities
- Provide discounted venue hire and services to ICC Sydney charity partners
- Donate quality food and goods to charity partners
- Support charity and community partners through the ICC Sydney Legacy Program
- ICC Sydney external digital signage through the Darling Harbour Precinct to reserve 30% of all available advertising time for its community and charity partners
- Incorporate a supplier diversity clause in procurement processes to prioritise supplier diversity in tender processes

Industry Leadership

- As signatories to the Joint Meetings Industry Council (JMIC) Net Zero Carbon Events (NZCE) Pledge, ICC Sydney is committed to reporting its sustainability and social impact results as required, contributing to conversations regarding project development, and participating in knowledge sharing workshops and meetings
- ICC Sydney's Director of Corporate Affairs, Communication and Sustainability chairs the Australian Business Events Association (ABEA) Sustainability Council
- All relevant JMIC NZCE Pledge and City of Sydney Sustainable Destinations Partnership goals to be included in ICC Sydney's CSR Strategy
- ICC Sydney team members from all departments and areas of expertise to lead and deliver industry workshops and speaking engagements (panels and presentations) - delivering at least 10 per year (pro bono)



EXPERIENCE WORLD CLASS
PROUDLY MANAGED BY ASM GLOBAL

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A NSW Government project, ICC Sydney was delivered in partnership with Darling Harbour Live, comprising Lendlease, Hostplus, Aware Super, Capella Capital, ASM Global and Spotless FM.