



Venues

leading venues for leading events

Social, Environmental  
and Ethical Report

Tel: 020 7370 8461  
Fax: 020 7370 8144

EC&O Venues  
Earls Court  
Warwick Road  
London SW5 9TA

[www.eco.co.uk](http://www.eco.co.uk)

# Our company's relationship with the environment and the communities in which we work – our Corporate Social Responsibility, or 'CSR' – is of the utmost importance to us.



As you know, our venues play host to hundreds of events and millions of people every year. However, in order to operate effectively and efficiently we have to consume lots of energy and, as a by-product of what we do, we generate tonnes of waste materials.

In addition, thousands of cars, vans and lorries visit our venues every year in order to deliver or remove people, equipment, supplies or exhibits, and of course, all of this happens in largely residential areas.

Therefore, the impact we have on our communities and on the environment is significant. However, we have always been conscious of our environmental and social responsibilities and we take both of them very seriously.

At the end of the first decade of the 21st century, CSR has become a business necessity. The government is preparing to impose levels of sustainability, trading partners are starting to make their choices on the basis of CSR credentials and consumers increasingly purchase according to ethical, sustainable and environmentally-friendly criteria. Perhaps more importantly, no-one wants to work for a company that does not recognise how vital these issues are.

This report outlines how we ensure that, as our business grows and develops, we remain aware of our responsibilities and the impact that we have on our community and the environment, and how we are helping our customers do the same.

Jon Sellins  
Group Venues Director  
EC&O Venues

## Introduction

EC&O Venues owns and manages a portfolio of the country's leading venues for exhibitions, conferences, entertainment and special events, comprising Earls Court, Olympia and the Brewery in the City of London.

In 2006 we played host to over 1,000 events, attended by around 30,000 exhibiting companies and visited by over 3 million people.

Our business is characterised by seven key qualities:

- Flexible spaces to suit any event
- Industry leaders in customer service
- A portfolio of world-famous venues
- Central London and City locations
- Wide-ranging and longstanding experience
- Capable and enthusiastic teams
- Ethically and environmentally responsible

We recognise that in addition to the commercial needs of our business, we have clear duties to our staff, to the environment and to the communities in which we operate.

This report outlines our positions on, and activities around, five specific areas:

**Ethics** – working with, and caring for, our people

**Community** – our involvement with, and investment in, the communities in which we do business

**Environment** – recognising and reducing the impact that the events we host and the supporting infrastructure we supply and maintain have on the environment

**Energy** – an active programme of energy management, producing cost savings and controlling our effect on the environment

**Charity** – working on, and encouraging employee participation in, fund-raising and charitable activities

This report is part of our overall commitment to good business practice, and will be produced on a yearly basis.

For further information about EC&O Venues Corporate Social Responsibility policy and activities, contact Krissy Attridge, 020 7370 8838, [krissy.attridge@eco.co.uk](mailto:krissy.attridge@eco.co.uk)

# Our Ethics



They are stated in our core values:

- Respect
- Trust
- Care
- Communication
- Commitment

Ensuring we live the EC&O Venues Values starts with recruiting the right people and we use our Values as part of the selection process. New team members take part in an in-depth induction process, which covers every aspect of how we work, interact and live our Values – at every level of the business, team leaders and team members alike.

EC&O Venues' mission statement is 'leading venue's for leading events' which is supported by our company platforms, showing how we achieve it:

- Flexible spaces to suit any event
- Industry leaders in customer service
- A portfolio of world-famous venues
- Central London and City locations
- Wide-ranging and longstanding experience
- Capable and enthusiastic teams
- Ethically and environmentally responsible

We know that we can only fulfil our mission through the efforts of our team members and they themselves have designed and developed the behaviours we will adopt to keep it relevant and true.

We have a structured **learning and development programme** that is available to every member of our team and enables them to deliver outstanding customer service whilst always demonstrating our Values. At EC&O Venues we believe that communication is a vital part of the way we work and we inform and interact with our staff via email, intranet, electronic forums, newsletters, road shows and a regular programme of management briefings.

EC&O Venues is an equal opportunities employer. It is committed to providing a safe working environment where its staff are treated with respect, care and trust.

# Energy Efficiency



Left: AEO Award 2006 for Environmental Sustainability

Right: Event Awards 2006, Exhibition Venue of the Year, Olympia

Earls Court, Olympia and the Brewery are very conscious of the impact CO2 emissions have on the environment and climate change. We challenge ourselves to maximise every opportunity to reduce the factors contributing to this effect.

**Our energy management programme includes:**

- Increasing energy efficiency
- Reducing energy consumption
- Reducing water consumption
- Minimising CO2 emissions and consumption of fossil fuels
- Minimising significant environmental impacts arising from energy and water use

In 2006 Earls Court and Olympia saved 2,200,000 kWh (kilo Watt hours) in electricity consumption. This is equal to 950 tonnes of CO2 emissions. In the same time frame, the two venues saved 345,000 kWh in gas consumption, which is equal to 65 tonnes of CO2. In 2006 we saved approximately 7% on our energy consumption and in 2007 we aim to reduce our energy consumption by a further 5% on



the 2006 figure. Combined with water consumption reduction we have achieved approximately £170,000 of savings in 2006. These include:

- Working with our service providers (official contractors)
- Working with our clients
- Staff education (raising awareness, "switching off")
- New technology (more efficient lighting, automating water flow, variable speed drive (VSD) installation on existing motors)
- Improved systems and controls (Building Management System (BMS) upgrade)
- Monitoring and targeting (reporting results, "locking in" savings)

As part of our ongoing commitment to reducing our impact on the environment we strive to improve on our success by building on these initiatives, securing the gains attained and achieving further savings.

# Our Community



Top:  
KIDS cheque presentation

Left:  
Olympia Quiz Night 2006

Right:  
Minford Gardens  
cheque presentation

Both Earls Court and Olympia have forged strong links with the local community. We host regular forums throughout the year for the local residents' committees to meet with us and each other to discuss our business and to share the concerns of the local community in general. We strive to reduce the impact of our business on the community from sound, light and emissions through the promotion of good practice amongst our staff, event organisers, exhibitors and visitors.

We invest in local initiatives and ad hoc projects such as hanging baskets in Kensington & Chelsea, platform shelters at Olympia Station and street furniture for local pedestrian areas. As part of our environmental and recycling policy we have provided some waste exhibition stand materials for local projects including residue paints for community housing and fabrics which have made 10 community retreats.

We see ourselves as a strong 'resident' and host various local community activities and offer support to local Chambers of Commerce and Borough Partnerships. A number of our key personnel are school governors. All our venues participate in local forums and pressure groups to protect the existing infrastructure and improve services and facilities in the area.

- Successful projects include:**
- Petition against the installation of unsightly advertising hoardings in residential areas
  - Retained an early morning London underground service to and from Olympia
  - Averted the construction of a 5 storey residential development overlooking some 40 properties in Shepherds Bush
  - Hammersmith & Fulham Festival Sponsorship
  - Earls Court Festival
  - Working with West London Line Group to successfully increase the frequency of train services to West Brompton and Kensington Olympia.

Our desire to become landmark leisure destinations built around our core businesses is not only for the development of our event and exhibition business but also for the local community.

The introduction of a Pizza Express restaurant and the soon-to-be-built gym and health club at Olympia, plus further plans for restaurants and a hotel at Olympia and a small casino at Earls Court are just the beginning and we plan to continue to attract other leisure activities to our sites to further enhance the lives of the local community.



# The Environment

We recognise that the events held in our venues and our supporting infrastructure have impacts on the environment and we seek to minimise these through adopting best practice and innovation. We have introduced waste management programmes to EC&O Venues to reduce and recycle as much of the exhibition and venue waste as possible. By taking out paper, cardboard, metal, plastics, paint, cotton fabric, glass, carpet, banners and wood from the waste stream we have dramatically reduced the amount of waste sent to landfill. The initial waste reductions that were made in 2005 have been maintained in 2006.

- In 2006 the total waste removed from Earls Court and Olympia was 3,493 tonnes and 593 tonnes (41%) of this waste was recycled or recovered
- Of the 3,493 tonnes removed, 593 tonnes has been separated and recycled directly from the halls (an increase of 150 tonnes from 2005) and a further 831 tonnes has been recycled or recovered using transfer stations and waste for energy plants
- The Brewery, by the nature of its business, generates far less waste but still takes environmental considerations seriously and recycles waste paper, bottles and cardboard
- Where possible we procure recycled products including our bins, paper and other office products
- Interface sustainable carpet tiles have been introduced into Olympia's exhibition halls and offices and into Earls Court's offices
- PHS sanitary disposal is now used throughout Earls Court and Olympia



- EC&O Venues is proud to be at the forefront of environmental sustainability in the industry and is chairing the Association of Event Venues Sustainability Group
- Gummy Bins have been installed at both venues to dispose of and recycle chewing gum. We are the first venues in London to install this system.

At our carpeted venue, Olympia, we made the decision to remain carpeted after calculating that the additional exhibition carpet that would go to landfill if we removed the carpet tiles was enough to cover the M25 each year. We changed the old non-recyclable carpet tiles for an environmentally friendly version made by Interface.



Opposite:  
Earls Court's waste management centre

This page:  
Recycling at Olympia

The carbon emissions generated through the manufacture of the carpet tiles are offset through the Cool Carpet™ programme in conjunction with Climate Care. Interface's commitment to the environment has resulted in waste reduction activities leading to an absolute reduction of greenhouse gas emissions by 52% at facilities worldwide thus, by using these tiles at Olympia we are not only reducing our landfill commitment, we are contributing to that reduction in greenhouse gas emissions. The new carpet tiles can also be cleaned in situ, negating the need to transport them biannually to a cleaning plant off site.



EC&O Venues signed the Mayor of London's Green Procurement Code in February 2005 to formally show its commitment to Green procurement in London and support its procurement departments in sourcing products made from recycled materials.

The venues' environmental sustainability programme is communicated throughout the organisation and we work with our service partners (official contractors), such as cleaning partners CCS and ISS, to ensure we achieve our targets. Event Managers discuss the environmental issues with the organisers to meet our sustainability targets and to ensure events at our venues are as environmentally healthy as possible.

# Commitment to Charity

EC&O Venues is a responsible member of the communities in which it operates and actively encourages all employees to take part in fund-raising and charitable activities.

The **EC&O Charitable Trust** is one initiative which builds closer relationships with the immediate community, each year providing £25,000 to support charities and organisations in their works with young people in the London Borough of Hammersmith & Fulham and the Royal Borough of Kensington & Chelsea.

The **Brewery** hosts numerous **Fundraising events** for a wide range of charities. Each event is offered the equivalent of 10% of the overall revenue spent at the Brewery as a charitable contribution. The Brewery's total donations to charity in 2006 were £41,000.

EC&O Venues became a silver member of the **Duke of Edinburgh's Award** in 2005 and a substantial amount of its donation goes directly toward funding expeditions for young people from the Royal Borough of Kensington & Chelsea.

All EC&O Venues employees are encouraged to participate in fund-raising activities through the staff sponsorship scheme which provides match-funding for monies raised up to the value of £250 (per employee, per year).

The company regularly involves its service partners (official contractors), customers and suppliers in fund-raising events, such as an annual golf day and quiz night, with all monies raised going to local charities.

EC&O Venues operates a **payroll giving scheme** called **Give As You Earn**, which is one of the easiest ways for employees to give to charity, tax-efficiently. Donations are made directly from gross salary payments, thus a £10 donation only costs £7.80 (to a basic rate taxpayer) or £6.00 (to a higher rate taxpayer) – the Inland Revenue pays the rest.

Working with Rays of  
Sunshine to help make  
dreams come true

