

2012

SUSTAINABILITY
REPORT



centre convencions internacional barcelona



2012

SUSTAINABILITY
REPORT

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MANAGEMENT STATEMENT



Marc Rodríguez
Managing Director

It has been a year since the CCIB presented its first Corporate Social Responsibility Report. That project represented our commitment to communicating the guiding principles and actions implemented by the company in order to contribute towards generating added value that is sustained through time. This year, the Report is set within a context of consolidating the CSR strategy that the CCIB continues to drive forward; a strategy which is increasingly developed and which responds to the new demands of our stakeholders and the socioeconomic panorama against which the company conducts its activities.

In this regard, while the circumstances facing the country may have impacted less on the tourist industry, they still make us keenly aware of the need to maximize wealth generation strategies, while at the same time conducting socially responsible business management. The company's greater involvement in actions of a social nature in 2012 represented a step forward and it is our objective to amplify this type of action in the future.

“This year, the Report is set within a context of consolidating the CSR strategy that the CCIB continues to drive forward; a strategy which is increasingly developed and which responds to the new demands of our stakeholders.”

In general terms in 2012, we achieved a number of significant objectives: growth in the CCIB's indirect economic impact on the city of Barcelona; greater involvement in social activities; reduction of energy consumption per attendee at our events; significant waste management achievements at the Centre, etc. In terms of communication with our stakeholders, we launched the new version of our website, especially designed to adapt to the global reality formed by the social networks.

These positive results encourage us continue working to detect new opportunities and aspects to improve, and to keep listening to our stakeholders and learning from the best practices in our sector of activity.

In 2012, the CCIB gained recognition from the professionals in our sector as the world's third best convention centre, particularly thanks to the broad range of services on offer and the high quality of our facilities. This accolade, which obviously fills us with

great satisfaction, is related to the aspects that we would like to explain in this report: wealth creation and the quest for excellence are only possible with the application of an integrally responsible strategy, with cooperative relations with suppliers, clients, our collaborators, public authorities and, in short, our immediate environment. The Barcelona International Convention Centre is fully committed to this new approach to business, but the company cannot make the journey alone. We need you all and hope that you will accompany us and share this exciting challenge together.



ABOUT THIS REPORT

We now present the second Corporate Social Responsibility Report of the Barcelona International Convention Centre (CCIB). This second report is a demonstration of our continued commitment to sustainable management which, from its very beginnings, formed part of the CCIB's strategic approach, underpinning our desire to conduct our activity in a way that took into account the impacts generated in economic, environmental and social terms. The second Corporate Social Responsibility Report continues to inform our stakeholders with regard to the activities, results and impacts achieved in terms of Social Responsibility, increasingly promoting a more holistic view of sustainability, above and beyond just aspects related to the environment. As mentioned above, in 2012, the CCIB took a great step forward in terms of the company's direct involvement in activities dedicated to the community, with a clear and firm commitment to participating in actions promoting solidarity with a great impact on the local area. In this Report, you will find data related to the main indicators of the CCIB's activities: the company's

social management policy, the alliances in which the Centre takes part, the relations with clients and the measures to assess their level of satisfaction, Human Resources policy, supplier relations, community involvement and environmental management, among others.

In the same way as last year, this year's report has been drafted in line with the recommendations and principles established in the Sustainability Reporting Guidelines Version 3.1 of the Global Reporting Initiative, with a self-assessed level C application.

The Report corresponds to the period from the 1st January to 31st December 2012.

The data provided gives information about the management activities conducted with relation to the facilities of the Barcelona International Convention Centre, with the exception of activities carried out directly by our clients in our facilities.

In 2012, the CCIB took a great step forward in terms of the company's direct involvement in activities dedicated to the community.

Principles of Materiality, Stakeholder Inclusiveness and Balance

This Report summarises the most relevant ('material') indicators of our activity, bearing in mind internal evaluations as well as external evaluations carried out by our stakeholder groups.

Principles of Comparability, Accuracy, Reliability and Clarity

The Report includes absolute and relative indicators which enable precise and transparent comparison and evaluation of the actions taken in 2012 and those conducted in 2011. The indicators presented also allow comparisons to be drawn with other companies in the sector.

Sustainability Context

The Report includes both absolute and relative indicators that allow the precise and transparent comparison and evaluation of the actions undertaken in 2012 and compare them to the activities conducted in 2011. The indicators defined enable comparison with other companies in our sector.

Furthermore, implementing responsibility policies responds to the need to develop new forms of management adapted to a dynamic market that increasingly demands more sustainability criteria from the companies and organizations in the sector. The activity sector in which the CCIB operates is evolving very quickly towards methods of sustainable management. The CCIB cannot and has no desire to remain on the sidelines in terms of the new demands of the company's clients in favour of sustainable development.

Stakeholder participation

Knowing the demands of the CCIB's stakeholders through fluid and diversified communication channels, as well as being equipped with mechanisms by which to incorporate them into our management approach is an issue at the very heart of our sustainability strategy. Therefore, ensuring that we operate within a cooperative environment with all of our stakeholders remained an absolute priority in 2012, as well as exploring opportunities for collaboration in order to improve our services and our credentials as a responsible organization.

The great response to the 2011 Report has facilitated the task of stakeholder relations, as well as generating interest and involvement in activities put into action by the CCIB in 2012 with respect to Corporate Social Responsibility.

In 2012, the CCIB updated its website with the launch of the second version. The new website has strengthened our capacity for interaction and two-way communication using new forms and the direct access offered by the CCIB's social media channels. As a result, during 2012, we managed to improve the channels of communication between the CCIB and its stakeholders.

Should you have any questions regarding this Report, please do not hesitate to e-mail us at: ccib@ccib.es.



THE BARCELONA INTERNATIONAL CONVENTION CENTRE

The CCIB is located in one of the world's best cities in terms of quality of life – Barcelona*, at the heart of the city in a privileged spot looking out to sea. Our installations offer all the facilities required to organize large events and are equipped with the latest technological advances and providing any services that may be required. The space available is around 100,000 m2, with two large buildings, the Convention Centre and the Forum Auditorium, joined by an underground walkway. The Centre plays host to key events in all fields, with an increasingly diverse range of clients in terms of sector, size and type of organization.

THE CCIB AT A GLANCE Year 2011

Number of employees (as average FTE equivalents)**	67
Number of events held	93
Total number of attendees at events held	251,917
Indirect economic impact generated in the city **	120,598,000 €

* European City with the best quality of life for employees. Source: Cushman & Wakefield, The European Cities Monitor (2010).
** Equivalent number of full-time employees that have worked throughout the year.

This diversification encourages the Centre to be ever more flexible with respect to the unique nature of each of the events it organizes.

In 2012, the CCIB managed to increase the number of full-time employees who have worked at the centre for over a year from 67 to 69. The number of attendees at events organized by the CCIB underwent a very positive increase in 2012, reaching a total of 394,293. This figure represents a 50.5% rise compared to 2011. Last but not least, the CCIB doubled the indirect impact that the Centre's business activity generates for the city of Barcelona.

Year 2012

Number of employees (as average FTE equivalents)**	69
Number of events held	83
Total number of attendees at events held	394,293
Indirect economic impact generated in the city ***	247,534,000 €

*** To calculate this impact, the CCIB takes the average value of the expenditure per participant at a conference or congress and multiplies this value by the number of days that the event at the CCIB lasts. The figure does not take into account any extra nights that participants may stay in Barcelona before or after the event held by us.

Our installations offer all the facilities required to organize large events and are equipped with the latest technological advances.

OUR SERVICES

The CCIB offers its clients any service they may need in order to hold large events. The CCIB's facilities are some of the most technologically advanced in the world, while the range of services available responds to all our clients' needs. The requirements in terms of the services provided to the clients are constantly under review. The high level of quality of facilities and services has assured the Centre's place among the very best venues currently on offer in Europe.

This impressive service spectrum includes the CCIB's own first-class, in-house catering and banquet service (CCIB F&B), audiovisuals (sound, adaptable rigging, video and lighting), furniture, simultaneous translation, IT, WiFi, telephone connections, cleaning, logistics, wardrobe, hostesses, signage, electrical installations, floral decoration, photographers, security personnel, security control area, event-stand construction, exhibition material, calculation of event carbon footprint, technical assistance and first-aid/medical service.

MANAGEMENT AND ADMINISTRATIVE BODIES

In 2004, Barcelona held the first Universal Forum of Cultures, an event which lasted 141 days and played host to over 3,300,000 visitors. The Barcelona Forum of Cultures was held in an area specially constructed and redesigned for the occasion. After the great event drew to a close, this venue provided the foundation for the development of the CCIB

In effect, in order to revitalize part of the space used for the Forum of Cultures, a limited company was founded for the purpose, GL Events CCIB SL. From that date onwards, this company took charge of the management of the CCIB. The share ownership of the company was divided between the Barcelona Hotel Association, the Barcelona City Council and the company GL Events. The division of shares of the limited company is as follows:

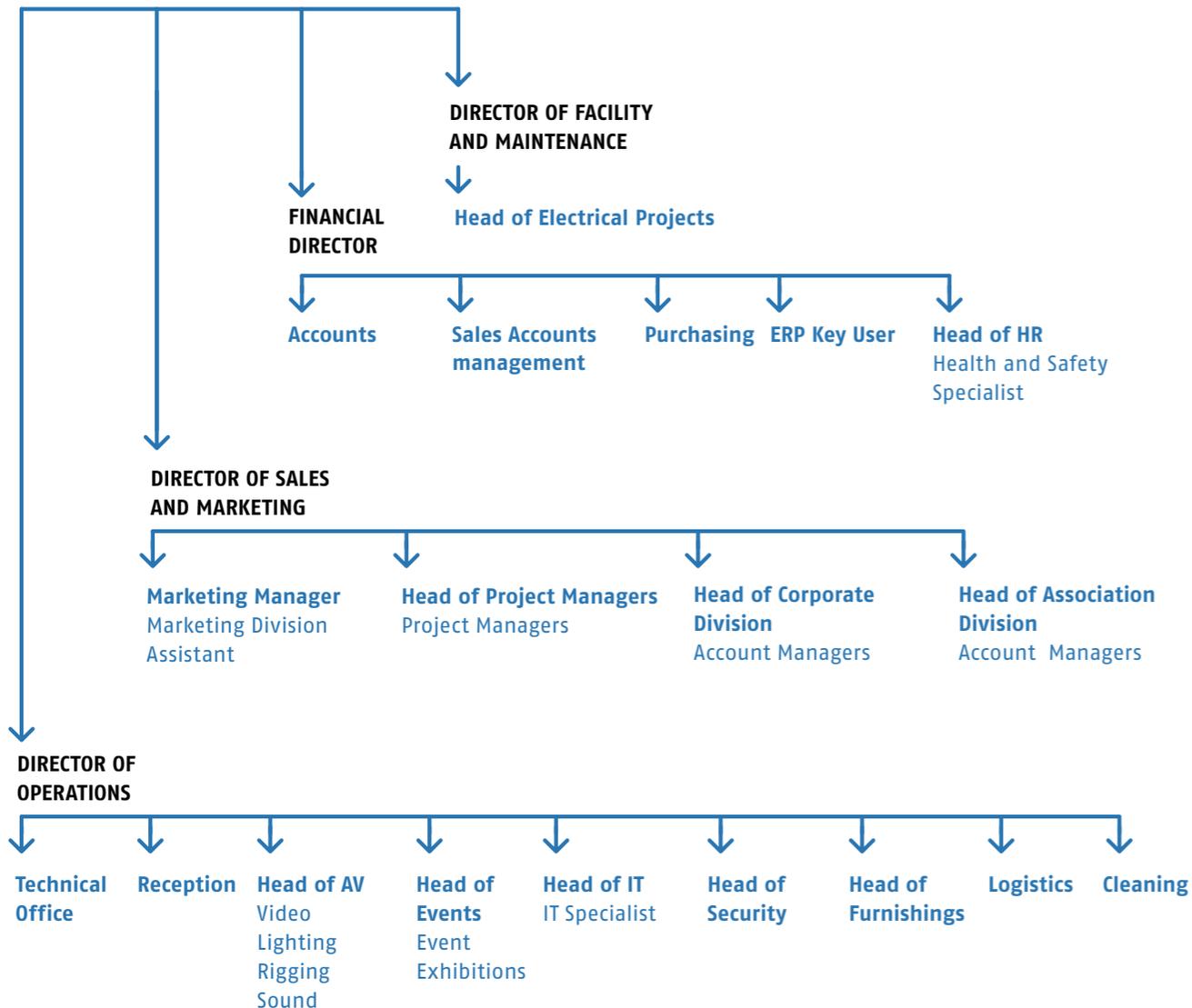
GL events	80%
Barcelona City Council	12%
Association of Barcelona Hostellers	8%

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MANAGING DIRECTOR

Assistant to the Managing Director
Revenue Manager

7 Members of the Board
of Directors



Since 2009, the company GL Events has upheld a firm commitment to Corporate Social Responsibility with three lines of action.

Founded in Lyon in 1978, GL Events is one of the world's leading companies in the events sector. In 2012 the group operated 91 sites, with a global geographic presence (United States, Belgium, Hungary, United Arab Emirates, China, Turkey, etc.), a workforce of around 3,500 employees and a turnover of 824 million euros. Since 2009, the company GL Events has upheld a firm commitment to Corporate Social Responsibility with three lines of action: the environment, local community and responsible management in terms of Human Resources.

At the CCIB, the supreme management body is the Board of Directors, comprising seven members. Six of them are non-executive and are delegated as follows: one from Barcelona City Council, one from the Association of Barcelona Hoteliers and four from GL events.

The Chairman of the Board is one of these last four; as Chairman of the central Management Committee of GL events in Lyon, he is also the Chief Executive of the parent company.

The seventh member of the CCIB Board of Directors is the Managing Director of the CCIB in Barcelona; he holds executive responsibility and oversees the fulfilment of the Centre's strategic objectives. The General Director of the CCIB was appointed as a non-board member secretary of the company in 2012.

The General Shareholders' Meeting is held annually with representatives from the parent company, the City Council and the Hotel Association. The General Shareholders' Meeting closes the previous year and sets the strategic focuses for the year to come.

A significant new development in 2012 was the fact that a quarterly report on Corporate Social Responsibility in GL events was drafted and distributed. This report mainly contains indicators that monitor the areas of environment, Human Resources and the company's relations with society at large.

4 SUSTAINABLE MANAGEMENT

SUSTAINABILITY STRATEGY, MISSION AND VALUES

The organization of any type of event generates an ecological footprint, an impact on the environment produced by energy or water consumption and waste generation, including exhibition materials, posters, etc. In Barcelona, the impacts generated by the events industry are significant, as the city is lucky enough to be a leading destination for congresses and conventions* at a global level. Limiting these aspects through efficient and sustainable management is the objective originally set by the CCIB as a starting point from which to build elements of environmental sustainability.

Nowadays, however, the company's view of sustainability has broadened to include the social environment. As a reflection of this evolution, the internal committee that oversees this strategy is now known as the Corporate Social Responsibility Committee (formerly the Sustainability Committee). The company's greater involvement in activities of a social nature is an equally important strategic focus as its environmental commitments.

However, the CCIB does not conduct this process in a unilateral way unrelated to the demands of its shareholders. Clients, for instance, are increasingly demanding in terms of all aspects involved the acquisition of a product or service, and they insist that these products and services are provided with a certain level of quality, innovation and social responsibility. Moreover, the trend in this activity sector is towards holding events that take the impact on the surrounding area into account.

* According to data from the International Congress and Convention Association (ICCA), Barcelona is the world's second leading city in terms of organizing the most international congresses.

This is another reason why the CCIB has to apply an integral Corporate Social Responsibility strategy, as occurs in other sectors of activity.

Lastly, the CCIB has observed the positive impact of implementing a Corporate Social Responsibility strategy at both an internal and external level, as well as the presentation of last year's report. All of these actions contribute towards increasing the brand value of the company.

THE CCIB'S MISSION

- To generate a space for universal expression, prepared for the organisation and realisation of events with high institutional, cultural or commercial value, for businesses as well as private organisations, whether public, local or international.
- To develop an activity that enables us to generate viable and responsible business within society, reflecting the group of highly experienced people employed by our company and who represent the CCIB and the city of Barcelona with pride and humility.
- To harmonize our business objectives with social and environmental objectives in order to respond to the requirements of our stakeholder groups who are at the heart of our strategy.
- To integrate this mission by means of an ongoing review of those fields of action in our value chain in order to be able to incorporate social responsibility aspects, for instance supply, marketing communications or our internal administrative processes.



CCIB has to apply an integral Corporate Social Responsibility strategy, as occurs in other sectors of activity.

VALUES

The values which identify the CCIB, and which the company has adopted and integrated in all its processes, have been defined as follows:

Democratic values

Respect for democratic values and institutions.

Institutional rights

Promoting the conditions for peace though defending the rights of the individual, especially in the area of the right to freedom of information, freedom of expression and data protection.

Respect for ethnicity

Respect for each and every ethnic group, with special emphasis on the protection of minorities and the elimination of all forms of ethnic barriers.

Respect for cultural identity

Respect for each and every cultural identity, with special emphasis on the protection of cultural minorities, as a contribution to the consolidation of a rich and open social model.

Promoting interdenominational dialogue

Respect for all religions and promotion of an interdenominational and spiritual dialogue.

Recognition of linguistic diversity

The recognition of and respect for each and every one of the world's languages, as a universal heritage that must be protected and promoted, without disadvantage to learning the most common *linguae francae*.

Promoting creativity

Promoting creativity as a channel for transmitting values and attitudes which contribute to creating a culture of peace and dialogue.

Defence of biodiversity

The defence of biodiversity through the protection and improvement of the quality of the environment, as well as the conservation and responsible consumption of natural resources.

Social responsibility

The need to be able to count on a socially responsible economic infrastructure, committed to balanced economic and ecologically sustainable growth, without neglecting technological innovation.

- A clear focus on fulfilling the expectations of our stakeholder groups, especially our clients.
- A constant drive for effectiveness and efficiency in all our operations.

RELATIONSHIPS WITH OUR STAKEHOLDER GROUPS

The CCIB has identified its stakeholders and the communication channels that may be used with respect to each of them. Maintaining fluid relations with stakeholders, knowing their requirements and integrating them, to as far an extent as possible, in the management of the company represents one of the key actions in terms of making the CCIB a responsible organization. In 2012, with the launch of the new version of the website, new forms of communication were updated and made available to the stakeholders through the critically important channel of the website. In addition, stakeholders can take the new virtual tour and visit the Centre's facilities and outdoor urban spaces with a 360° visual perspective.

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Communication and dialogue channels	Stakeholder groups	CCIB employees	Clients / event organisers	Users / event attendees	Sponsors	Shareholders	Suppliers	Public media	Local community: organisations and companies	Public administrations and companies
Extraordinary meetings		—				—				
Regular meetings		—				—				
Human Resources management		—								
Equal Opportunities Committee		—								
Telephone		—	—		—		—	—	—	—
E-mail		—	—		—		—	—	—	—
Website		—	—	—	—		—	—	—	—
CCIB smartphone app		—	—	—	—		—	—	—	—
YouTube channel		—	—	—	—		—	—	—	—
Twitter channel		—	—	—	—		—	—	—	—
Facebook channel		—	—	—	—		—	—	—	—
ebook		—	—	—	—		—	—	—	—
Reception service			—	—	—		—	—	—	—
Video conferencing			—	—	—		—	—	—	—
Sales visits to the client's premises and on-site meetings			—		—		—	—	—	—
Presence at trade fairs and workshops			—		—		—	—	—	—
Press Office							—			
Public media								—	—	
Sunset Party		—	—	—	—	—	—	—	—	—

Our stakeholder groups can now take the new virtual tour.

PARTICIPATION IN SECTOR AND CITY ASSOCIATIONS AND ORGANIZATIONS

The CCIB is a member of:



The CCIB collaborates with:



The CCIB is a Founding Member of:



5 OUR CLIENTS

CORE DATA

In 2012, the company continued to aim its activities at two large market profiles:

Association

The Associative market involves events which bring people together who share a certain field of knowledge. The Associative market includes professionals from a wide range of sectors including medicine, science, university, technology, social action, the public sector and institutions. In 2012, the CCIB played host to the conference of the entire volunteer body of all of the Cáritas charity organizations in Catalonia, with over 4,000 volunteers gathered together in the Forum Auditorium. The CCIB was involved in a special way with the organization of this event, donating venues and staff giving up their time voluntarily throughout the event.

Corporate

The Corporate market is made up of meetings and conventions that are organised by many type of companies, legally formed, size and industry etc. The Corporate segments are made up of a diverse array of companies in different sectors, IT and Communications companies, Pharmaceutical Laboratories, and Financial entities being some of the most present companies. In 2012 the CCIB also managed an event that was dedicated to the Cinemagráfic industry CineEurope2012. This industry is far from mainstream and has a very special event needs, the fact that CCIB has housed such an event reaffirms the venue as a space that can produce events with characteristics and requirements that are extremely diverse.

Alongside this grouping into two main markets, there are essentially three types of CCIB client profile, independently of whether the client is local or international:

- Agencies specialised in staging events for other organisationsd'esdeveniments per a altres entitats.
- Private companies which organise an event.
- Associations specialised in the knowledge sector.

The average number of clients with which the CCIB has worked over the last few years is around 200 (in 2010, 2011 and 2012). Almost half of the events have an international profile (46%) and these events account for 84% of the company's total turnover.

The CCIB organized several large events throughout the period, some of which are scheduled to be held again using the Forum's facilities within the next few years.

PRINCIPAL EVENTS

The year 2012 was a good year in terms of the number of attendees at congresses and conventions. The CCIB organized several large events throughout the period, some of which are scheduled to be held again using the Forum's facilities within the next few years. This fact highlights the trust that the clients have in our company. There follows a list of some of the large events organized during this period:

Congresses

- Federation of European Neuroscience Societies / 2012/4,500 attendees
- European Association for the Study of the Liver (EASL) 2012 / 6,000 attendees
- European Society for Radiotherapy and Oncology (ESTRO) 2012 / 4,000 attendees

Conventions

- Citrix Synergy Barcelona 2012 / 3,900 attendees
- Gartner Symposium ITXpo 2012 / 3,500 attendees
- Siemens Healthcare 2012 / 1,200 attendees

Others

The CCIB oversaw the press conference given by Mr. Mario Draghi, chairman of the Central European Bank, which was also attended by the Governor of the Bank of Spain. The management of this press conference was not without its challenges, due to the organization of the security and protocol involved.

Awards

In 2012, the company was honoured with the bronze award in the Meetings & Incentive Travel Industry Awards. These accolades are given to the professionals and clients of the business tourism sector. The award ranks the CCIB as the world's third best convention centre. The CCIB was given the award for overall excellence and the quality of its facilities, as well as the wide range of services it offers. It was only surpassed by the Dublin Convention Centre and the Grimaldi Forum in Monaco.

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CLIENT SATISFACTION

Event management is a task that involves constant monitoring from the very first phase and initial contact with the client right through to the evaluation of the result. For the CCIB, one of our fundamental objectives is to ascertain the clients' needs fully at each stage of the process and the level of satisfaction that they feel with the development of the projects. With this in mind, the Centre has various monitoring and assessment mechanisms in place which play a key role in improving event management, as well as enabling us to introduce innovative elements that the clients themselves may provide.

Continual contact is maintained with the client throughout the management of the event. This contact is conducted at different levels of responsibility, involving the various departments involved in each project.

At the end of each event, the clients take part in the satisfaction survey which includes their evaluation of the client experience with the CCIB teams throughout the entire event management and production process,

as well as the various services on offer at the Centre. The survey enables us to detect deficiencies and aspects to improve, as well as providing clients an opportunity to notify us of any complaints or incidents on any issue that they may wish to mention.

Last but not least, before concluding the relations with the client, we conduct a debrief process which enables the Centre to gain an overview of which aspects have most satisfied the client and which need to be improved. Based on the results of the debrief, a report is drafted and distributed to the members of the Board of Directors and the Heads of Department in order to take any corrective and preventive measures that may be required. The satisfaction surveys conducted in 2012 show that there was a linear improvement in the CCIB's levels of client satisfaction for all of its services. The evaluation of the staff should be highlighted, receiving the highest score of the evaluation (4.88 on a scale of 0 to 5), followed by the evaluation of the logistics (4.64), exhibition services (4.64), security (4.59) and audiovisual facilities (4.59). There were also notable improvements in the evaluation of our cleaning services, banquet and catering (F&B) service and our premises.

Contact is conducted at different levels of responsibility, involving the various departments involved in each project.

OBJECTIVES

Objectives for 2012

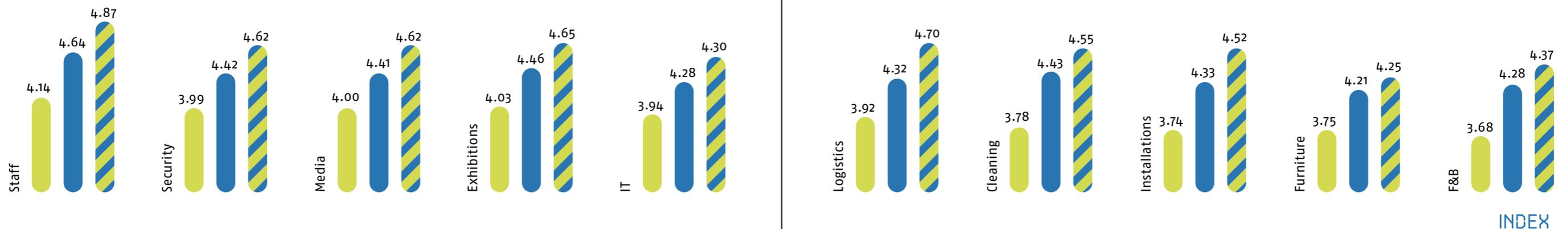
- Quantitative economic objectives: Sales. Price of conference rooms (m2). Ratio of services to F&B. % of occupation of conference rooms. **High**
- Short-term business focus: yield management. **High**
- Long-term business development: large events. **Very high**
- Development of client acquisition in Association and Corporate markets. **Medium**
- Presence at the most representative trade fairs in the MICE sector. **Very high**
- Boosting sales of equipment and own resources. **Medium**

Objectives for 2013

- Implementing sales management indicators that provide a more comprehensive overview of this activity.
- Developing new activities that are considered Non-Event Revenue (services and products that are not directly related to the event).
- Offering the services available at the CCIB via the website.
- Incorporating the operating teams right from the beginning of the relationship with the client.

Client satisfaction

● 2010 ● 2011 ● 2012



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PROFILE OF THE WORKFORCE

In 2012, an average of 78 people were employed at the CCIB (compared to 74 in 2011)*. The total volume of human resources grew last year, which is remarkable given the general trends in the labour market in Barcelona and Catalonia in general. The CCIB conducts its activity using mainly its own in-house staff (85.5% of the average workforce). In general, in 2011 and 2012, the use of external workers was very limited, despite a slight increase last year.

In terms of gender**, it should be highlighted that the CCIB as an institution is committed to gender equality and, therefore, to ensuring equality in terms of working conditions and professional promotion between men and women.

Almost one in every two workers at the CCIB is a woman, and this ratio rose slightly in 2012. Women are present and have a balanced representation in all of the professional categories, with the exception of middle management. There is an Equal Opportunities Plan concerning male and female employees.

* Equivalent number of full-time employees that have worked throughout the year.

** The data presented in this section only include in-house staff.

95,7% of the CCIB's own employees are between 26 and 45 years old (45% are between 26 and 35 years old and 49% between 36 and 45 years old).

The Barcelona International Convention Centre regulates the employment relations with the company's workers in accordance with the Collective Bargaining Agreement of the office worker sector of Catalonia. All of the CCIB's own in-house staff (69 people) are covered by the aforementioned agreement. In 2012, increased the food allowance that it offers its employees from 168 euros to 169 euros per month.

CCIB as an institution is committed to gender equality and, therefore, to ensuring equality in terms of working conditions and professional promotion between men and women.

Employees	2011	2012	Percentage of workforce by employee category and gender	Men	Women
FTE Own employees	57	59	Rest of workforce	48%	52%
FTE Temporary agencies employees	7	9	Middle management	75%	25%
In-house staff in average workforce	91%	89%	Senior management	60%	40%
Women in the workforce	45%	46%			

Please note FTE = Full Time Equivalent

Workforce by gender and age group	Men	Women
≤ 25 years	1	—
26-35 years	15	14
36-45 years	20	17
46-55 years	1	1



WORKFORCE STABILITY

With the aim of maintaining a positive working environment throughout the company, while also capitalizing on the benefits of a stable workforce in terms of the performance and quality of human resources, the CCIB strives to offer permanent contracts and good working conditions to its employees.

In 2012, 97.1% of the people contracted by the CCIB as in-house staff held a permanent contract and 87% worked full time. In terms of the same data from the previous year, workforce stability increased, as did the proportion of part-time contracts, particularly among women.

In 2012 there were a total of 13 new employment contracts and the unplanned workforce turnover was 5.8%. With respect to the same data for 2011, the number of newly contracted employees fell, as did the index of unwanted staff turnover.

2011	Men	Women	2012	Men	Women
Employees with a permanent contract.	89%	87%	97%	97%	97%
Full-time employees	100%	100%	95%	78%	78%
New employee contracts	7	12	7	5	5
Voluntary resignations	1	4	4	0	0
Dismissals	2	1	1	0	0
End of contractual period	1	5	2	4	4

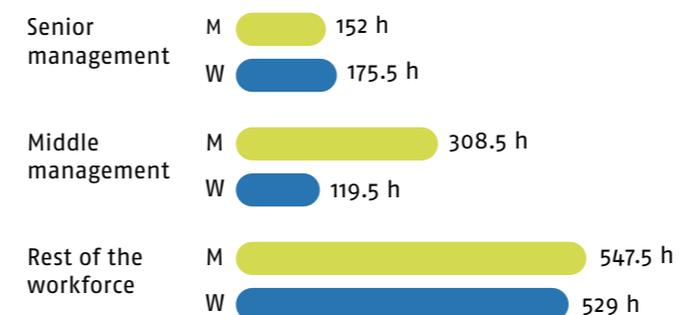
“In 2012, there were a total of 13 new employment contracts and the unplanned workforce turnover was 5.8%.”

TRAINING

At the CCIB, access to training is understood to be a key tool for the professional development of the people working for the company. A significant part of this training is provided within the working timetable. In 2012, almost 80% of the workforce at the CCIB received some type of professional development training.

- Total number of people receiving training during the year. **55**
- Total investment in training (euros). **19.198,4**
- Total training hours. **1.832**
- % of training within working hours. **53,8%**

Training hours by employee category and gender



OBJECTIVES

- Maintaining the number of employment positions**
- Maintaining the number of employment positions. **Very high**
 - Improving employee motivation by implementing new social benefits. **Very high**

Objectives for 2013

- Maintaining the number of employment positions despite the economic situation and expected reduction in revenue.
- Increasing training actions for workplace risk prevention.
- Full compliance with the company's training plan.



BUSINESS MANAGEMENT

BUSINESS MANAGEMENT

To ensure value creation for both the CCIB and its stakeholders, the Centre conducts its business activity in a way that goes far beyond simply striving for short-term profit, as the company includes the needs of its stakeholders in its management strategy, as well as generating positive impacts for society.

The CCIB's Corporate Social Responsibility Policy includes programmes for environmental sustainability, social action, alliance creation with local companies and institutions, and employment accessibility for people who have difficulty entering the labour market. This reflects the fact that the CCIB is keenly aware that economic sustainability must be accompanied by the long-term sustainability of the company in the environment that surrounds it.

COLLABORATION WITH OUR SUPPLIERS

Whenever possible, the CCIB implements a policy of purchasing products and services through local suppliers. Establishing cooperative relations with local companies is a key issue when striving to ensure excellence in the events being managed, and a crucial aspect of the company's Corporate Social Responsibility Policy. Purchasing goods and services from local suppliers activates local production mechanisms and generates employment in the region.

Supplier relations include all of the prior preparation required depending on the event to be organized. This demands continued coordination between each of the phases of the project. In order to improve the quality throughout the supply chain of goods and services, the CCIB assesses suppliers using a range of mechanisms, including the clients' own evaluation of the event.

In 2012, the volume of expenditure on local suppliers reached around 9 million euros. A total of 90% of supplies were obtained through local companies, mainly based in Barcelona and its metropolitan area. 100% of building service providers (maintenance, cleaning, security, etc.) are from the local area.

The CCIB implements a policy of purchasing products and services through local suppliers.

OBJECTIVES

Objectives for 2012

- Increasing turnover by 31% compared to the financial year. **High**
- Reducing operating costs. **High**
- Maintaining our net profit. **Medium**
- Implementing a competitive bidding process for the CCIB's cleaning and security contracts, open to all interested companies with objective and transparent criteria. **High**
- Offering the range of services available at the CCIB to clients on the internet. **Low**
- Improving the service of suppliers in the various events. **Medium**

Objectives for 2013

- Maintaining turnover.
- Maintaining our net profit.
- Signing contracts with the usual suppliers.



OUR ENVIRONMENT

Large event management involves the development of cooperative relationships with a diverse range of institutions, companies and people, without which the CCIB could not operate. Within the framework of its Corporate Social Responsibility policy, the Centre is committed to maintaining and strengthening this network of collaborators that enable the company's activity to function effectively.

INSTITUTIONAL ALLIANCES

The company is a member of various organizations for the improvement of event management and strengthening tourism in the city of Barcelona (see section 4.3 of the report). The CCIB works with the Barcelona Convention Bureau with the aim of attracting international events and taking full advantage of local possibilities when the contract for the event is awarded. Our clients are also given a range of recommendations with respect to publicizing the event in the city.

This year, the Barcelona tourist board 'Turismo de Barcelona' is promoting the Barcelona Sustainable Tourism (BST) programme, through which it aims to position the city as a sustainable destination, as well as reinforcing the city's image and prestige. The CCIB is one of the member organizations of the programme.

The CCIB is also a founding member of the Iberian Chapter of the Green Meeting Industry Council (GMIC), which promotes sustainability in the convention and event organization sector.

LOCAL COMPANIES AND INSTITUTIONS

The CCIB is highly committed to the area surrounding it and, for this reason, the company is a member of the recently founded Barcelona Forum District association. A collaboration between the district's hotels, venues and companies, the social foundation of La Caixa - Obra Social, and the Trinijove Foundation, the aim of the project is to make the Forum district socially responsible. To this end, it promotes social, environmental and cultural values among its members and coordinates initiatives that help to make the district more dynamic, such as organising exhibitions, contracting socially committed companies and workers who belong to groups at risk of social inclusion.

The Barcelona Forum District represents an extremely important and constant channel of communication between local companies and institutions. Companies from the hotel sector located around the CCIB's installations play a decisive role in terms of the service on offer to clients. Therefore, it is vital to maintain good coordination and communication with them. This is also the case for the shopping centre near to the Forum's installations and for other service companies such as taxi firms, which we notify of the dates on which large events shall be held.

Last but not least, the CCIB's activity involves direct coordination with the district of Sant Martí, the public service company BSM and the local security forces in order to manage the impact of the events in terms of their respective areas of competence (occupying public thoroughfares, street cleaning of security).

The CCIB complies with all relevant regulations and ensures accessibility for people with reduced mobility throughout the installations.

PEOPLE

Accessibility to the Centre's facilities is a factor to which we give great importance. The CCIB complies with all relevant regulations and ensures accessibility for people with reduced mobility throughout the installations. Moreover, other complementary measures may be introduced and any necessary adaptation made in order to guarantee that any person can overcome the difficulties that they may face to make full use of the facilities.

Meanwhile, the CCIB promotes employment accessibility for groups facing difficulties to enter the labour market through the application of best practices in their staff selection process. Suppliers are integrated into this internal policy and are also encouraged to contract people with particular difficulties and who belong to groups that are at risk of social exclusion.

Moreover, the CCIB collaborates with the Trinijove Foundation, which has been working for over 25 years to empower people in socially vulnerable situations. One form of collaboration is to promote social inclusion through the company's hiring policy.

SOCIAL ACTIONS

In 2012, the CCIB actively supported and participated in several social initiatives, including:

- Collaboration with the Chinese community in Catalonia to enable them to celebrate Chinese New Year in the Auditorium of the Forum Building.

- Sponsorship of a charity fashion show in the centre's installations, organized by the Barcelona Rotary Club.
- Administrative and technical support to the international technology company Symantec for the planting of a tree in the vicinity of the CCIB, in collaboration with Barcelona City Council and the children's foundation 'Plant for the Planet'. The foundation runs the 'Stop Talking, Start Planting' project, which involves planting a tree in various places around the world as a symbol our contribution towards halting climate change.
- Within the framework of the same initiative, the CCIB sponsored and held an awareness building workshop for environmental protection for 50 children from schools in Barcelona.
- The centre's employees volunteered their time as part of the Volunteers' Conference of the Catalan branch of the charity Càritas, held in the Auditorium of the Forum Building.

OBJECTIVES

Objectives for 2012

- Continuing to increase the number of social initiatives, while, at the same time, measuring their impact, to ascertain and improve their effectiveness and consistency with our sector of activity. **Medium-high**

Objectives for 2013

- Consolidating the CCIB's social action programme, establishing cooperation and collaboration agreements with various institutions in this field.

9 THE ENVIRONMENT

ENVIRONMENTAL MANAGEMENT

The CCIB's commitment to the protection of the environment is firm and constant. One of the key tools in ensuring correct management of environmental aspects is the implantation of our Environmental Management System (EMS) in line with the criteria established by ISO 14001:2004 and the guideline of the Eco Management and Audit Scheme (EMAS). Our long track record in the application of these methodologies was confirmed by the CCIB's inclusion in the EMAS III Register in April 2011.



Main impacts Improvement actions carried out

Waste management	Waste segregation into 6 categories (paper, organic, glass, common, metal and plastic) for subsequent recycling.
Atmospheric emissions	Compensation of CO2 emissions generated by our office activities.
Energy consumption	Daily measurement of energy consumed, with a target of reducing this by 10% versus the previous year.
Water consumption	Daily water-meter readings. Weekly inspection rounds of all the CCIB's sanitary installations.

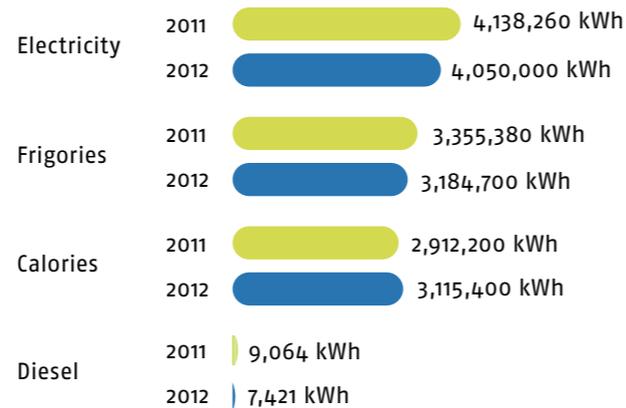
With the aim of building awareness among its staff, the CCIB has set up the Zero Consumption Competition, which involves the active participation of the company's employees organized into interdepartmental teams that collaborate in order to optimize energy consumption. In addition, the CCIB organizes a twice-yearly presentation to inform the workforce of the latest developments related to environmental matters.

CONSUMPTION OF RESOURCES

Energy

The main proportion of the CCIB's energy consumption is electricity, while the amounts of frigories and calories consumed are similar. In 2012, the consumption of diesel increased.

Energy consumption by source (KWh)



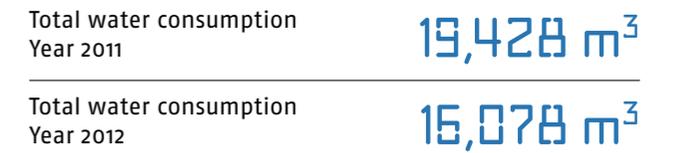
The CCIB's commitment to the protection of the environment is firm and constant.

Energy consumption in the installations fell significantly, from 39 kWh/attendee in 2011 to 26 kWh/attendee, thanks to awareness raising campaigns and the involvement of the CCIB's collaborators. This statistic was one of the key milestones achieved in 2012 in terms of environmental sustainability.

In 2012, analysis was conducted of the technical and financial viability of installing a 1 kW wind turbine. The conclusions of the analysis were positive and the installation of the equipment is planned for early 2013. The CCIB will, therefore, be equipped with its own major source of renewable energy generation.

Water

The water we consume at the CCIB is supplied by the public water mains and is fit for domestic use. Waste water generated at our offices is channelled to the municipal sewage system. There was a significant reduction in 2012 with respect to water consumption.



Materials

Paper is the material is used most intensively at the CCIB. Our paper suppliers are certified by the Forest Stewardship Council (FSC).

Consumption of paper



GREENHOUSE-GAS EMISSIONS

The CCIB calculates its carbon footprint in order to ascertain the company's impact on the environment.

Despite the reduction of a large proportion of the consumption generated by our activity, total emissions rose by 23% with respect to the previous year. This growth is due to the variation of the CO₂ conversion factors applicable to the consumption of electrical energy, air conditioning and temperature control, water and waste compared to the preceding year. In 2012, the impact of air travel has also been accounted for in terms of CO₂ emissions.

As in the previous year, we compensated for the emissions generated as a result of the company's operations through the purchase of carbon credits in a biomass exploitation project in Brazil. This project enables an annual reduction of 20,800 tonnes of CO₂, certified in accordance with the international Verified Carbon Standard (VCS), which is widely-known in the carbon market, and implements the methodology developed within the United Nations Framework Convention on Climate Control (UNFCCC).

Tonnes of CO ₂ according to emission source.	2011	2012
Diesel Scope 1	2.38	1.95
Electricity Scope 2	1,104.85	1,215.00
Air conditioning Scope 2	353.58	555.58
Aeroplane Scope 3	15.57	12.12
Water Scope 3	5.15	11.87
Paper Scope 3	9.82	11.40
Waste Scope 3	250.08	241.21
Total	1,735.94	2,149.23



As in the previous year, we compensated for the emissions generated as a result of the company's operations through the purchase of carbon credits in a biomass exploitation project in Brazil.

WASTE PRODUCTION AND MANAGEMENT

In 2012, took a great step forward in terms of its waste management with the separation of wood and exhibition carpet. A total of eight different categories of waste are collected selectively within the CCIB's. Other initiatives that the CCIB has undertaken include the reduction of waste at source and the purchase of products that are low consumption, recycled or recyclable.

The separation of exhibition carpet waste has been a great success in its first year of operation, with a total of 55.28 tonnes being collected by the end of the year. With respect to general waste, there is still a large margin for improvement, which will be reflected in the objectives for 2013.

Waste production and management

2011	Amount generated (kg)	Destination	2012	Amount generated (kg)	Destination
Common	221.82	Incineration		325.94	Incineration
Glass	18.54	Reutilisation		20.52	Reutilisation
Metal	1.48	Reutilisation		4.05	Reutilisation
Organic	5.11	Compost		5.05	Compost
Paper	29.78	Reutilisation		48.20	Reutilisation
Plastic	11.28	Reutilisation		11.78	Reutilisation
Industrial Wood	NP	Incineration		119.52	Incineration
Carpet	NP	Incineration		55.28	Incineration



SUSTAINABLE EVENT MANAGEMENT

As mentioned earlier in the report, the CCIB is a founding member of the Iberian Chapter of the Green Meeting Industry Council (GMIC), an organization that strives to promote the incorporation of sustainability criteria within the sector of large event production.

To this end, the CCIB has developed strict environmental management criteria in each of the phases involved in organizing a large event. These effects of these types of measures are multiplied through the participation of all of the companies and institutions that cooperate with the CCIB, thereby enhancing their environmental credentials.

The following diagram gives an overview of sustainable event management.

1. Pre-production phase

- Environmental design of the project.
- Establishment of a Green Committee (optional).

2. Sales phase

- Compact space design (energy saving and flow reduction)

3. Project development phase

- Sale of in-house services (avoiding unnecessary transportation and unplanned processing).
- Acquisition of material that is low-consumption, recycled or recyclable.

4. Operational phase

- Assembly: Selective waste separation sites in areas of large-scale assemblies.
- During event: installation of waste separation sets, located in passageways, the main hall and other rooms. Training and motivation of cleaning staff.
- Disassembly: Selective waste separation sites. Space set aside for separation of exhibition carpet and general waste collection. Monitoring recycling of special materials, such as metal.

The CCIB applies sustainability criteria in terms of the selection of food for consumption by the attendees, as well as conducting initiatives to minimize the waste generated from the food consumed by attendees at the events, recycling of service materials and separation of waste for subsequent recycling.

The CCIB has developed strict environmental management criteria in each of the phases involved in organizing a large event.

OBJECTIVES

Objectives for 2012

- Introduction of 100% recycled and recyclable carpeting. **Low**
- Reduction of energy consumption by 10% per delegate vs. 2011. **Very high**
- Reduction of common waste by 5% vs. 2011. **Low**
- Viability study of the installation of a small wind turbine to produce clean energy for own consumption **Very high**
- Separation of waste carpeting after events. **Very high**
- Compensation for the CO₂ emitted by the CCIB, through social solidarity projects. **High**

Objectives for 2013

- Reduction of energy consumption by 15% per delegate vs. 2011*.
- Reduction of common waste by 5% vs. 2011
- Optimizing energy use.
- Recycling all metal waste generated by events and the centre's maintenance operations.
- Compensation for the CO₂ emitted by the CCIB, through social solidarity projects.

* The year 2011 is used as a reference point, which recorded a similar level of activity to that expected in 2013.



TABLE OF CONTENTS OF THE GLOBAL REPORTING INITIATIVE

PROFILE INDICATORS

Profile Indicators	Selection
STRATEGY AND ANALYSIS	
1.1 Statement from the most senior decision-maker of the organization (e.g. CEO, chair or equivalent senior position) about the relevance of sustainability to the organization and its strategy.	1
1.2 Description of key impacts, risks and opportunities.	1
PROFILE OF THE ORGANIZATION	
2.1 Name of organization.	2
2.2 Primary brands, products and/or services.	3
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures.	3
2.4 Location of organization's headquarters.	3
2.5 Number of countries where the organization operates and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	3
2.6 Nature of ownership and legal form	3
2.7 Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	5
2.8 Scale of the reporting organization, including number of employees, number of operations, net sales (for private sector organizations) or net revenues (for public sector organizations), total capitalization broken down in terms of debt and equity (for private sector organizations), and quantity of products or services provided.	3

Profile Indicators

Selection

2.9 Significant changes during the reporting period regarding size, structure or ownership including the location of or changes in operations, including facility openings, closings, and expansions, and changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations).	No significant changes have taken place in terms of the scale, structure and ownership of the organization.
2.10 Awards received in the reporting period.	5

REPORT PARAMETERS

3.1 Reporting period (e.g., fiscal/calendar year) for information provided.	2
3.2 Date of most recent previous report	2011
3.3 Reporting cycle (annual, biennial, etc.).	Annual
3.4 Contact point for questions regarding the report or its contents.	2
3.5 Process for defining report content, including determining materiality, prioritizing topics within the report and identifying stakeholders the organization expects to use the report.	2
3.6 Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	2
3.7 State any specific limitations on the scope or boundary of the report.	Specified whenever necessary throughout the report.
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations	The report exclusively covers information related to the CCIB.
3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	The following framework document and supplement have been used: The Sustainability Reporting Guidelines Version 3.1 and Event Organizers Sector Supplement of the Global Reporting Initiative.
3.10 Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statement (e.g. mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	2
3.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	2
3.12 Table identifying the location of the Standard Disclosures in the report.	10

Profile indicators	Section	
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).	The report has not been assured externally.
GOVERNANCE, COMMITMENTS AND STAKEHOLDER ENGAGEMENT		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	3
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	3
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	3,6
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	3,4
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	3
4.7	Process for determining the composition, qualifications and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	3
4.8	Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental and social performance and the status of their implementation.	4
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles.	3
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance.	3
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	4,9
4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses.	8,9

Profile Section	Section	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization, has positions in governance bodies, participates in projects or committees, provides substantive funding beyond routine membership dues or, views membership as strategic.	4,8
4.14	List of stakeholder groups engaged by the Organization.	4
4.15	Basis for identification and selection of stakeholders with whom to engage.	2, 4
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	2, 4
4.17	Key topics and concerns that have been raised through stakeholder engagement and how the organization has responded to those key topics and concerns, including through its reporting.	2

ECONOMIC PERFORMANCE INDICATORS

MANAGEMENT APPROACH

EC1 (P)	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments.	
EC2 (P)	Financial implications and other risks and opportunities for the organization's activities due to climate change.	
EC3 (P)	Coverage of the organization's defined benefit plan obligations.	
EC4 (P)	Significant financial assistance received from government.	
EC5 (A)	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	
EC6 (P)	Policy, practices and proportion of spending on locally based suppliers at significant locations of operation.	7
EC7 (P)	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	
EC8 (P)	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in kind, or pro bono engagement.	

Profile indicators	Section
EC9 (A) Understanding and describing significant indirect economic impacts, including the extent of impacts.	3
E01 (P) Direct economic impacts and value creation as a result of sustainability initiatives.	
ENVIRONMENTAL PERFORMANCE INDICATORS	
EN1 (P) Materials used by weight or volume.	9
EN2 (P) Percentage of materials used that are recycled input materials.	9
EN3 (P) Direct energy consumption by primary source.	9
EN4 (P) Indirect energy consumption by primary source.	
EN5 (A) Energy saved due to conservation and efficiency improvements.	9
EN6 (A) Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	9
EN7 (A) Initiatives to reduce indirect energy consumption and reductions achieved.	
EN8 (P) Total water withdrawal by source.	9
EN9 (A) Water sources significantly affected by withdrawal of water.	No water systems or related ecosystems are significantly affected by the CCIB's activities.
EN10 (A) Percentage and total volume of water recycled and reused.	
EN11 (P) Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	The CCIB does not have any facilities within or adjacent to protected areas and areas of high biodiversity value outside protected areas.
EN12 (P) Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	The CCIB's activities cause no impact in protected or vulnerable areas. The Centre conducts its activity in an urban environment and, therefore, the affect on biodiversity is irrelevant.
EN13 (A) Habitats protected or restored.	Due the type of activity that the CCIB conducts, no specific strategy is in place for the prevention, management and restoration of damage caused to natural habitats. This strategy is integrated into the Centre's CSR and environmental policy which, through various initiatives, minimizes environmental impact.

Indicador	Secció
EN14 (A) Strategies, current actions and future plans for managing impacts on biodiversity.	Due the type of activity that the CCIB conducts, no specific strategy as such is in place for management of the impact on biodiversity. This strategy is integrated into the organization's CSR and environmental policy which, through the various aforementioned initiatives, minimizes environmental impact.
EN15 (A) Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	The CCIB's operations do not affect any habitat of any of the species on the IUCN Red List species.
EN16 (P) Total direct and indirect greenhouse gas emissions by weight.	9
EN17 (P) Other relevant indirect greenhouse gas emissions by weight.	9
EN18 (A) Initiatives to reduce greenhouse gas emissions and reductions achieved.	9
EN19 (P) Emissions of ozone-depleting substances by weight.	
EN20 (P) NO, SO and other significant air emissions by type and weight.	
EN21 (P) Total water discharge by quality and destination.	9
EN22 (P) Total weight of waste by type and disposal method.	9
EN23 (P) Total number and volume of significant spills.	There have been no significant spills.
EN24 (A) Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported waste shipped internationally.	
EN25 (A) Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	
EN26 (P) Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	9
EN27 (P) Percentage of products sold and their packaging materials that are reclaimed by category.	
EN28 (P) Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	There have been no legal fines or sanctions related to compliance with environmental legislation.
E02 (P) Modes of transport taken by attendees and participants as a percentage of total transportation and initiatives to encourage the use of sustainable transport options.	The CCIB does not currently record the mode of transport used by the attendees to its events.
E03 (P) Significant environmental and socioeconomic impacts of transporting attendees and participants to and from the event and initiatives taken to address the impacts.	

Profile Indicators	Section
EN29 (A) Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	9
EN30 (A) Total environmental protection expenditures and investments by type.	
LABOUR PRACTICES AND DECENT WORK	
LA1 (P) Total workforce by employment type, employment contract and region, broken down by gender.	6
LA2 (P) Total number and rate of new employee hires and employee turnover by age group, gender and region.	6
LA3 (A) Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	
LA15 (P) Return to work and retention rates after parental leave, by gender.	
LA4 (P) Percentage of employees covered by collective bargaining agreements.	6
LA5 (P) Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	
LA6 (A) Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	
LA7 (P) Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and by gender.	
LA8 (P) Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	
LA9 (A) Health and safety topics covered in formal agreements with trade unions.	
LA10 (P) Average hours of training per year per employee by gender and by employee category.	6
LA11 (P) Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	
LA12 (A) Percentage of employees receiving regular performance and career development reviews, by gender.	
LA13 (P) Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity.	6
LA14 (P) Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	

Profile Indicators	Section
HUMAN RIGHTS	
HR1 (P) Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	
HR2 (P) Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening and actions taken.	
HR3 (A) Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	
HR4 (P) Total number of incidents of discrimination and corrective actions taken.	There have been no cases of discrimination.
HR5 (P) Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	No activities have been identified as a situation of risk in this respect.
HR6 (P) Operations and significant suppliers identified as having significant risk for incidents of child labour and measures taken to contribute to the effective abolition of child labour.	No activities have been identified as a risk.
HR7 (P) Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.	No s'han identificat operacions de risc.
HR8 (A) Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	
HR9 (A) Total number of incidents of violations involving rights of indigenous people and actions taken.	
HR10 (P) Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	
HR11 (P) Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	The CCIB has not recorded any complaints related to human rights.
SOCIETY	
S01 (P) Percentage of operations with implemented local community engagement, impact assessments and development programmes.	7,8
S09 (P) Operations with significant potential or actual negative impacts on local communities.	7,8
S010 (P) Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	7,8
E04 (P) Expressions of dissent by type, issue, scale and response.	The CCIB collects the complaints and suggestions made by the clients.
S02 (P) Percentage and total number of business units analyzed for risks related to corruption.	

Profile Indicators	Section
S03 (P) Percentage of employees trained in organization's anti-corruption policies and procedures	
S04 (P) Actions taken in response to incidents of corruption.	There have been no cases of corruption.
S05 (P) Public policy positions and participation in public policy development and lobbying.	
S06 (A) Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	The CCIB has not made any financial or in-kind contributions to political parties, politicians or related institutions.
S07 (A) Total number of legal actions for anticompetitive behaviour, anti-trust and monopoly practices and their outcomes.	No legal action has been taken for monopoly practices or anti-competitive behaviour.
S08 (P) Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	There have not been any significant fines or sanctions for non-compliance with laws and regulations in relation to the supply and use of products and services.
E05 (P) Type and impacts of initiatives to create a socially inclusive event.	8
E06 (P) Type and impacts of initiatives to create an accessible environment.	8
PRODUCT RESPONSIBILITY	
PR1 (P) Life cycle stages in which health and safety impacts of products and services are assessed for improvement and percentage of significant products and services categories subject to such procedures.	
PR2 (A) Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	
PR3 (P) Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	
PR4 (A) Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	There have been no cases of non-compliance
PR5 (A) Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	5
PR6 (P) Programmes for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	

Profile Indicators	Section
PR7 (P) Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcomes.	
PR8 (P) Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	
PR9 (P) Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	No fines have been incurred.



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