

# Sustainability Policy

## Global Policy



At Informa, we have an ambition to become a champion of sustainability within our business and across the specialist markets we serve.

As part of our FasterForward programme, we have committed to a series of specific goals and activities over a five year period, designed to help us become an ever more sustainable, high impact business and to support and accelerate change in our markets.

Achieving these commitments is a shared task and responsibility. This policy sets out what we expect of colleagues, as well as the standards and practices we seek to collaborate with business partners, customers and other stakeholders on.

## The Importance of Sustainability

Being a responsible and sustainable business is essential to Informa's long-term success, to the success of our partners and a driver of the benefits and value we can deliver to customers and our other stakeholders. But there are many other reasons why sustainability is important to us too.

As a global business, it is essential we comply with all applicable national and local legislation and regulations. This includes meeting and exceeding minimum standards and responsibilities in areas such as the avoidance of environmental damage and control of pollution, and in equality of opportunity and support for human rights and underrepresented communities.




Equally our stakeholders - including investors, customers and colleagues - increasingly expect us to have and to demonstrate our commitments and performance on sustainable business, and these stakeholder expectations are increasing.

It is important that we meet the public commitments that the Informa Group Board has made in FasterForward and we also believe there are real business and customer opportunities from putting sustainability at the heart of Informa and what we do. These could be through taking advantage of new business opportunities, engaging with new communities, pursuing innovation, mitigating risk, improving our positioning or building in greater resilience.

## Our FasterForward commitments

Our aim is to continuously improve the impact we have on the natural environment, the way we work with our colleagues, customers and all other partners, and the contribution that our business and content make to our markets, society and the economy.

The [FasterForward](#) programme commits us to nine priority activities in the most material areas of sustainability that, between 2020 and 2025, will ensure we move FasterForward to become an ever more sustainable, positive impact business. They were developed following engagement with a range of stakeholder groups and we will report regularly on progress towards these targets.

 <p><b>Faster to zero</b> Moving faster to become a zero waste and net zero carbon business</p>	<ol style="list-style-type: none"> <li>1. Become carbon neutral as a business and across our products by 2025</li> <li>2. Halve the waste generated through our products and events by 2025</li> <li>3. Become zero waste and net zero carbon by 2030 or earlier</li> </ol>
 <p><b>Sustainability Inside</b> Embedding sustainability inside every one of our brands to help our customers accelerate sustainable development in their specialist markets</p>	<ol style="list-style-type: none"> <li>4. Embed sustainability inside 100% of our brands by 2025</li> <li>5. Help and promote the achievement of the UN's Sustainable Development Goals through our brands</li> </ol>
 <p><b>Impact multiplier</b> Multiplying the positive impact we can create when we improve access to knowledge, help people connect more efficiently and invest in our communities</p>	<ol style="list-style-type: none"> <li>6. Enable one million disconnected people to access networks and knowledge by 2025</li> <li>7. Contribute \$5bn per year in value for our host cities by 2025</li> <li>8. Contribute value of at least 1% of profit before tax to community groups by 2025</li> <li>9. Save customers more carbon than we emit by 2025.</li> </ol>

## Scope of this Policy

This policy applies to all of Informa's activities, our supply chain and our products. We expect all colleagues and business partners to support our sustainability policy and commitments, and to take active steps to help Informa to meet its targets.

Sustainability is a broad area, and while this policy covers many aspects of sustainable and responsible business, Informa also has other detailed and standalone Codes and Policies for particularly significant matters, including Paper & Timber Use, Anti-Bribery & Corruption, and Diversity & Inclusion. These are listed in the appendix and should be read and followed in conjunction with this policy.

## What this means for Colleagues

Every colleague has a role to play in helping Informa be a more sustainable and responsible business. We expect all our colleagues to act with regard to the environment and society, choosing outcomes that improve our positive impacts across the economy, society and the environment and following these basic principles:

- At all times, colleagues should comply with local and international laws and regulations, including those respecting human rights, protecting the environment and relating to ethical conduct.
- All colleagues are expected to behave in a responsible and sustainable way, in line with our [Guiding Principles](#) and our [Codes of Conduct](#).
- Colleagues engaged in decision making or planning should ensure that the right balance is sought between economic, social and environmental impacts of decisions are considered, avoiding harm and seeking mutually beneficial outcomes for our stakeholders.
- Colleagues should seek to involve or consider the views of any stakeholders who are materially impacted by their decisions and seek to make the right choices for long term value creation for our stakeholder groups.

Certain colleagues, functions and teams have more specific responsibilities or opportunities to support the sustainability programme, including those engaged in or responsible for the following. Where applicable, these additional expectations are outlined in this policy.

- Events management
- Print and publishing
- Buying goods and services
- Estates and facilities management
- Booking or taking travel
- HR including recruitment and the use of contingent workers, contractors and sub-contractors
- Volunteering and engagement with charities
- Digital products

## Sustainability in our Offices and Facilities

Our offices and other buildings are where the majority of colleagues spend most of their time, and they are among our most tangible places of environmental and social impact.

We recognise that our office estate is global and diverse, with buildings of many different styles and different ownership models. Making these offices more sustainable can take time and requires collaboration with landlords, and some aspects will need to be tailored to the location, but there is much we can do on a daily basis.

### For all colleagues:

- All colleagues have a responsibility to help us save energy and reduce waste, as well as having the opportunity to participate proactively in local sustainability initiatives.
- As a minimum, when in the office, we expect colleagues to work to reduce their environmental impacts including making use of recycling facilities in the office and turning off electrical devices when not in use.



### For those involved in operating our offices, including facilities and estates managers, and office senior leaders:

- We are committed to powering all offices with renewable electricity where available, and offsetting all residual carbon emissions from non-renewable electricity, heating and refrigeration. Office managers in offices larger than 50 people must report their usage to ensure this happens.
- All offices should offer recycling facilities and preferably at least three waste streams, with clear signage and engagement to encourage colleagues to recycle. No desks should have individual prints or individual bins, with centralised systems used instead to increase efficiency and encourage a more active office.
- By 2025, all offices should aim to recycle at least 90% of their waste by weight.
- All paper and timber products, including printer paper, notebooks should be sustainably certified, in compliance with our [Paper and Timber Policy](#).
- All offices should seek to eliminate single use service ware, single use plastic bottles and sachets or containers. Where this is not practical, offices should seek to provide compostable or recyclable options.
- All offices must be run in a safe and inclusive manner and in a way that supports colleagues' physical and mental wellbeing. This includes, as a minimum, providing ergonomic desk equipment and assessments and upholding office standards that provide the right working temperature, fresh air, natural light, space to take a break and suitable noise levels.

### For those involved in procuring and fitting out offices

- When considering new offices, at least one option being considered should be a LEED Gold or LEED Platinum rated building at least, with whole life costing factored in. BREEAM, SKA or similar ratings may also be considered.

- Office design should follow Informa’s standards for office fit out and design, which include design principles and consideration for wellbeing, natural light, fresh air, noise levels and ergonomics.
- Following Informa’s energy management guidelines, energy efficiency opportunities should be examined, including lighting, smart metering, improved heating and cooling systems, building management systems and water efficiency.
- Proximity to public transport and cycling/changing facilities should be a key consideration when choosing new offices.
- When selecting products for office fit outs, their sustainability credentials should be considered, including products with high recycled content (or even reused and repurposed) and low negative health impacts (avoiding volatile organic compounds for example).

## Buying Goods and Services Sustainably

How Informa purchases goods and services creates a greater potential environmental and social opportunity and impact than the impact of our business travel, commuting and offices combined.

We are committed, under the externally certified Science Based Targets initiative, to reduce our carbon footprint from activities such as procurement by at least 20% by 2030.

Sustainability opportunities and impacts vary depending on the product and category being procured, but some general principles and expectations apply around promoting and ensuring responsible, sustainable behaviour in our supply chain and reducing our carbon footprint where we can.



- Colleagues involved in the purchasing of any kind of product or service, however significant, should consider the sustainable and responsible aspects of their purchase and seek to choose more sustainable options where possible. The total cost of ownership, which is both the direct and indirect cost of purchasing the product over the product's lifetime should be considered where appropriate.
- If due diligence is required for any product or service, colleagues should ensure they consider whether the supplier has acted in a responsible way by complying with environmental laws and respecting human rights. Informa's procurement teams can provide guidance on how to do this.
- All suppliers should be made aware of and comply with our [Business Partner Code of Conduct](#), which sets an expectation that suppliers comply with relevant local, national and international laws.
- We should only purchase products that have been produced safely and with regards to workers' wellbeing and human rights, which include the avoidance of modern slavery and child labour, and consideration for diversity and inclusion.
- We should work with suppliers to minimise waste from the product's production, shipping, use and disposal. This includes considering product longevity and disposal options.
- We should seek to support local businesses where possible as part of our contribution to local economic impact.
- Colleagues must consider all relevant ethical expectations in our dealings with our supply chain, including a zero-tolerance policy to bribery, corruption and discrimination.
- We should seek to encourage our larger suppliers to develop their own sustainability programme including setting carbon reduction targets and working towards a move towards 100% renewable electricity.
- We should encourage our suppliers, particularly key or tier one suppliers, to work with us to improve the sustainability of our products and their businesses by putting their own sustainable procurement policy in place to cover their own supply chains.



## Sustainable Travel by Colleagues and Customers

Travel for business, including flights, hotel stays and mileage from taxis and trains, represents a significant part of Informa's environmental and social impacts. When customers travel to our events, that also has an effect on the impacts our products have.

Informa is a Carbon Neutral certified business and we offset unavoidable emissions from our own business travel using certified carbon offsets verified by a third party.



When colleagues travel, they should follow their Divisional Travel Policy, making use of more sustainable travel options including public transport where practical and safe to do so. We expect them to:

- Prioritise personal safety, and that of others, when travelling.
- Only travel when necessary for business and make use of digital communication tools instead where practical.
- Always choose to travel responsibly by balancing cost, wellbeing, safety and environmental impacts. This includes whether to choose to fly, and what class to fly.
- Choose trains and public transport wherever practical, particularly when moving within cities.
- When engaging in travel, consult and follow our [Anti-bribery and Corruption](#) policy and our wider [Code of Conduct](#), particularly when in countries where corruption is more prevalent.

To help manage the environmental impacts of travel by attendees and exhibitors to our events, we seek to:

- Locate events where travel, for the majority of attendees, is efficient and short.
- Provide attendees with information on how to travel to the event venue and host city in a sustainable way.
- Provide attendees the choice to offset their unavoidable carbon emissions, such as those from travel, by using certified carbon offsets as part of our commitment to work towards carbon neutral events.
- Save our attendees more flights than they take to reach our event, by ensuring that multiple objectives can be accomplished onsite, thereby reducing the overall number of flights our attendees need to take in a year.

## Responsible HR and recruitment

Informa is at its best and most successful when colleagues can be themselves at work, develop their skills and make a contribution, no matter who they are, what their background is, where they are located and in what team they work.

As a people business, it's important to foster a way of working that helps all colleagues, and all of our partners, to experience a safe, supportive and inclusive environment in which they can use their skills and expertise to make a difference at work, within their markets and within the community.

Informa believes strongly in the value of diversity and the importance of all colleagues around the world being able to equally contribute, be heard, and hopefully be inspired. All colleagues, but particularly our managers, have a responsibility and should be supported to foster an inclusive and open environment. The importance of this agenda, and our collective commitment to it, is explained in more detail in our [Diversity and Inclusion Policy](#).

More details on the expectations of colleague (including contractor) behaviours and experience are given in our [Code of Conduct](#).

In summary:

- In this area, all colleagues have a role to play in ensuring Informa provides equality of opportunity in recruitment, developing and promoting colleagues and providing opportunities to colleagues and candidates. Unlawful and unfair discrimination has no place in recruitment (whether for permanent or temporary positions and contractors). We also don't support recruitment that imposes financial burdens on candidates or workers, nor creates any form of bonded labour.
- All colleagues have a right to come home from work healthy and safe, both physically and mentally.
- All colleagues should be treated equally and fairly, based on each person's skills, abilities and performance, without regard to a characteristic such as, but not limited to, gender, gender identity or expression, race/ethnicity and physical appearance.
- Any form of discrimination, harassment, bullying, intimidation or exploitation is unacceptable.

## Volunteering, donating and supporting charitable causes and community groups

Supporting charitable causes and community groups can bring many direct benefits to our communities as well as indirect benefits to colleagues and our business.

We encourage all colleagues to explore how they can support causes they care about with their skills and resources, and establish strategic, long term and mutually beneficial partnerships with community organisations.

These activities can however introduce new obligations and risks, which must be carefully managed. Informa's Community Programme Policy outlines which organisations we can support and provides other important information for colleagues, with a summary below.

- Community partners, donation recipients and volunteer hosts must be registered charities
- We cannot support any organisation that discriminates against any group or person, or acts in any way that is inconsistent with Informa's [Diversity and Inclusion Policy](#).
- We cannot support any organisation where the organisation's values and ethos conflict with Informa's [Guiding Principles](#) or [Code of Conduct](#).
- We do not support political causes or single issue lobbying with volunteering or other resources such as donations or free promotional space.
- Volunteering and donations cannot be for religious outreach, but we do allow Colleagues to work with organisations who are founded on religious principles providing they are non-discriminatory and are not working to attract converts to the religion.
- Ideally, volunteering should be spent working with a charity or on community work, ideally working with beneficiaries directly. Whilst we respect colleagues' rights to attend a demonstrations, protests and rallies in their own time, this activity is not eligible for paid volunteering days.

## Sustainability & Our Products

We're proud to produce data, analysis and content and connection-based services that aim for the highest levels of quality, accuracy and integrity and can be trusted and valued by customers.

We also know that our products and services can influence our markets, and that they have the potential to create a range of different environmental and social impacts.

As part of FasterForward, we are committed to including relevant sustainability content in each of our products: content that helps our markets and customers understand and address the challenges and opportunities presented by their own long-term responsible and sustainable business activities. This is also in support of the UN's Sustainable Development Goals.

Informa's wide range of products and services include large-scale in-person physical events, online events and marketing services platforms, digital content, printed publishing and more.

Depending on the nature of the product or service, there are different impacts that colleagues and partners must be aware of.

These are summarised below, and additional relevant policies to be aware of include our [Editorial Code](#) and our [Responsible Advertising Policy](#).

### Running sustainable events

As an organiser of more than 1,000 exhibitions and events each year, we take the environmental, social and economic impact of our events seriously.

Our approach focuses on three areas:

- Inspiring Sustainable Development
- Running and Environmentally Responsible Event
- Running a Socially Responsible Event



It is relevant for all events teams, and essential for any event that seeks to be certified to the ISO20121 sustainable events management standard. Other principles that all teams and colleagues engaged in events management must follow are:

- Colleagues should actively engage with Informa's Sustainable Event Management System (ISEMS). This includes the 12 point Fundamentals Checklist that is a first step to implementing sustainability at an event, and which all exhibitions and larger conferences should be working towards meeting.
- Third parties and business partners engaged with us to deliver our events should be made aware of their responsibilities under these policies, as well as our [Business Partner Code of Conduct](#), and any additional local or event-specific guidance or requirements.

### Sustainable printed products

Our customers buy more than 10,000 tonnes books, journals, magazines and other publications every year. We are committed to working with suppliers on sustainable publishing, and many countries and customers also expect us to ensure the paper we use is legally and sustainably sourced

Our aim is to halve the waste from the production of these materials by 2025 and work towards creating carbon neutral publications. This includes asking suppliers to source renewable energy and pursue more efficient shipping practices, and by working with suppliers to phase out all plastic wrappings for our publications by 2023.

100% of our publications should be printed on responsibly sourced paper. See our [Paper and Timber Policy](#) for more information.

### Sustainable digital products

We create and operate a range of digital products, from digital content brands to digital, virtual and hybrid events.

Informa is committed to measuring this digital carbon footprint and reducing it by 2025, by working with our suppliers, encouraging a move towards renewable energy and prioritising efficient delivery.

## Corporate development and business additions

Informa is committed to ensuring that we consider appropriate sustainability factors when buying or selling businesses (mergers and acquisitions). This includes, but is not limited to:

- Compliance with environmental, social and governance laws
- Safety and environmental records
- Reputational risks from operating in certain geographies or markets
- Whether sustainability issues present an opportunity or a risk within the specific markets

All colleagues working on transactions are required to consider relevant factors as part of the due diligence process.

## Compliance with this policy

We expect all colleagues to engage with and support Informa's sustainability programme, and not to act in such a way as to undermine deliberately the achievement of our publicly reported targets.

Colleagues who actively undermine or counteract the sustainability programme, or whose actions cause Informa to breach any of our legal or regulatory responsibilities, may be subject to disciplinary action, up to and including dismissal, or may find themselves criminally liable.

## Further information and assistance

For questions, advice and guidance contact Informa's Sustainability Team: [sustainability@informa.com](mailto:sustainability@informa.com).



# Speak up

Informa is committed to ensuring that Colleagues can speak up with confidence if they have any concerns or need to ask for help.

If any of us observes or suspects something improper, unethical or inappropriate, we all have an obligation to speak up. In the first instance, you should raise your concerns with:

- Your line manager
- HR
- Group Compliance.

If you would feel more comfortable talking to someone else, you can report your concerns in confidence through our whistle blower line, **Speak Up**, which is operated by an external third party provider, Navex. You can make a report in your own language either via their website, or telephone line:

- [www.informaspeakup.ethicspoint.com](http://www.informaspeakup.ethicspoint.com)
- International number: +44 (0)808-234-7287

For local telephone numbers for other countries, please visit the Speak Up website.

Informa will not tolerate retaliation in any form against anyone for raising concerns or reporting what they genuinely believe to be improper, unethical or inappropriate behaviour.

All reports will be treated confidentially.

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## Policy Governance

<b>Policy Owner:</b>	Group Sustainability
<b>Applicable:</b>	This policy is applicable to all of Informa globally
<b>Classification:</b>	External Policy
<b>Last updated:</b>	July 2020
<b>Additional information:</b>	<a href="mailto:sustainability@informa.com">sustainability@informa.com</a> <a href="http://www.informa.com/sustainability">www.informa.com/sustainability</a>

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# Appendix 1: Other relevant policies

Sustainability is a broad area, and while this Sustainability Policy covers many aspects of sustainable and responsible business, Informa also has other detailed and standalone codes and policies, including the following documents, many of which are available on [informa.com](https://www.informa.com).

- [Anti-Bribery and Corruption Policy](#)
- [Business Partner Code of Conduct](#)
- [Colleague Code of Conduct](#)
- Community Partnerships Policy (Volunteering and Donations – internal use only)
- [Diversity and Inclusion Policy](#)
- Divisional Travel Policies (internal use only)
- [Editorial Code](#)
- Gifts and Entertainment Policy (internal use only)
- [Modern Slavery Statement](#)
- [Paper and Timber Sourcing Policy](#)
- [Privacy Policy](#)
- [Responsible Advertising Policy](#)
- [Our Tax Approach](#)