

Governance and ethics

Overarching goal

We are committed to operating as a responsible business that upholds the highest standard of ethics and corporate governance. By encouraging robust, entrepreneurial, and effective decision making processes, we align with the interests of all our stakeholders and deliver long-term success of the company.

ExCeL London has a responsibility to

- Conduct business in an ethical manner in line with its corporate values.
- Prevent and plan for potential threats to business continuity.
- Continuously provide high-quality services to customers.

SDGs



Material issues

Workplace culture



Human rights



Compliance and ethics



KPIs

- 100% employee completion of cyber security training
- 100% employee completion of compliance and ethics training
- Four Townhall meetings held each year
- Six meetings held for each ESG focus group each year
- Year-on-year improvement in sustainability data quality
- Continuous achievement of ADNEC Group EBITDA and revenue targets

Long-term goals (by 2030)

Corporate governance and values

- Maintain a high standard of corporate governance.
- Maintain a high standard of ESG performance in line with the Sustainability Strategy.

Ethical business practices

- Achieve zero instances of business ethics violations.
- Maintain UNGC participation.
- Achieve 100% of all employees completing compliance and ethics training within their first two years of joining the business.

Quality management

- Maintain a high quality of services for our clients and visitors, and increase our client satisfaction score by 10%.

Business continuity

- Effectively maintain our business continuity plan to meet stakeholder needs in the event of a disruption or incident.

Data security

- Achieve zero instances of GDPR breaches.
- Maintain certification to ISO 27001.
- Achieve 100% of all employees completing cyber security training within their first two years of joining the business.
- Achieve and maintain data security best practice.