

People, culture and safety

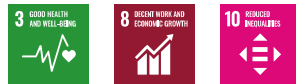
Overarching goal

We are passionate about creating a positive culture at our venue that prioritises safety, wellbeing and equality. It's important for us to ensure everyone visiting and working at our venue feels safe and welcome, as well as providing our employees with a positive experience that helps them develop to their highest potential and inspires new talent to join us. Our business is centred on connecting lives, so it is important that we make people feel welcome, cater to all needs and foster a truly inclusive environment.

ExCeL London has a responsibility to

- Provide a venue and workplace that champions respect, safety, equality and inclusivity.
- Invest in training to upskill our people and promote personal career development.
- Encourage and enable people of all backgrounds to join the business and visit our venue.

SDGs



Material issues

Health and safety		Attracting and retaining talent	
Accessible venue		Cost of living	
Workplace culture			

KPIs

- Year-on-year increase in survey respondents and employee satisfaction levels
- Increase employee retention level
- Health and safety incidents of eight or fewer per 100,000 visitors
- Increase implementation of health and safety initiatives
- Provide two apprenticeship programmes across the business, prioritising candidates from Newham and neighbouring boroughs
- Achieve accessibility certification by 2025

Long-term goals (by 2030)

Employee wellbeing

- Increase uptake of health and wellbeing initiatives and attendance at engagement groups and Company gatherings.

Employee satisfaction and retention

- Improve response rate to employee surveys to 80% and achieve overall satisfaction rate of above 80%.
- Reduce resignations due to employee dissatisfaction.

Health, safety and security

- Reduce the number of health and safety incidents to six or fewer per 100,000 visitors.

Learning and development

- Achieve an enhanced training plan for all departments to develop skills and drive employee growth.
- Continue and improve the apprenticeship programme, as well as other early career initiatives.

Equality, diversity and inclusion

- Achieve a balanced representation in senior positions.
- Achieve 100% employee training on diversity and inclusion in the workplace.
- Achieve zero instances of discrimination in the workplace.