

Working with Clarion Events

Our Group Supplier Charter

Why it matters:

“We create better outcomes together because we share a passion for delivering exceptional experiences”

Whether supporting our back-office operations or directly at our events, we value the expertise which our suppliers bring and recognise the important role they play in delivering exceptional outcomes for both us and our customers.

We want to cultivate and develop relationships with suppliers which share our values and beliefs and support us in developing better ways of working. This includes working collaboratively to ensure that together we achieve wider environmental, social, and economic benefits.

This charter outlines some basic principles regarding the way we conduct business and our expectations of suppliers and partners. We will operate in a fair, open, and honest manner and ask our group suppliers to do the same.

We understand that the variety of our supplier partners, both in terms of sector and geography, means that some elements of this charter may be more straight forwards to meet than others. We will support all supplier partners in their efforts to develop ways of working that enable them to observe, develop and enhance the areas covered within our charter.

Finally, we will continue to work with our global teams to develop and update this charter to reflect any changes in our business and to meet the needs of our customers, shareholders, and stakeholders.

Verena Lester

Group Operations Director, Clarion Events

Who does this Charter apply to?

Our supplier charter applies to any supplier, consultant or sub-contractor which is either working with us currently or aspiring to work with us in the future. Our expectation is that our supplier partners will recognise and embrace our principles and ways of working outlined in this charter and we believe that this is not something that should feel burdensome or unachievable.

Our Purpose

Our purpose is clear: to deliver exceptional customer outcomes and experiences by making every connection count.

We are passionate about delivering our promises and exceeding our customers' expectations. Underpinning this are a clear set of values and behaviours that shape the way we interact with each other, our customers, and our suppliers.

To deliver on our purpose and vision, the business has five core strategic pillars:

1. **PEOPLE, CULTURE & VALUES** Assemble and develop an industry-leading talent pool, under a clear and shared framework of values, behaviours, and aspirations.
2. **STRONG RESILIENT PORTFOLIO** Establish a world-class portfolio of leading brands in attractive underlying markets.
3. **BUSINESS MODEL** Focus on business model evolution to deliver innovative products that meet the connection needs of their markets.
4. **CUSTOMER CENTRICITY** Place exceptional customer outcomes and experiences at the heart of our approach to business.
5. **OPERATING MODEL & TECHNOLOGY** Deliver customer value and grow our brands via an effective and progressive technology platform and operating model.

Our Values

Our unique culture and identity come from our employees, who demonstrate our values of Passion, Care, Imagination and Trust every day. We hire and support committed and passionate people and invest in developing and growing their careers in a positive, open environment of mutual respect.

We believe that diversity, inclusion, and equality are fundamental to making us a successful and vibrant organisation. We include tolerance and inclusion in everything we do, and we will continue to work hard to attract, develop and retain a diverse workforce that reflects the communities and markets in which we operate. We have zero tolerance to discrimination of any kind.

We recognise our responsibility as a global business to deliver economic and social benefits whilst contributing meaningfully to a more environmentally and socially just future. We understand the need to align our businesses' best practices with sustainability to achieve our net zero and ESG targets.

Customer Focus

Simply stated, without customers none of us would have a business. Delivering exceptional outcomes and experiences for our customers is at the heart of our approach to business. Everything we do centres around our customers, and we never lose sight of this whether at our live events, at our virtual events or when delivering back-office support. We expect all supplier partners to share our passion for delivering exceptional customer service and to constantly strive to make improvements that positively impacts our customer's experiences.

Responsible Business

Our responsible business strategy sets out our approach to addressing certain material challenges which we all face: equality; climate change; and business ethics. We want to work with suppliers that are committed to tackling these issues and promote and maintain high standards of social, environmental, and ethical conduct.

We continually review our supply base to ensure it continues to deliver better outcomes for customers while addressing the needs to reduce supply chain complexity, improve service quality and deliver our products more sustainably.

Health & Safety

We take the safety of our employees, customers, contractors, and supplier partners extremely seriously and believe that everyone has the right to work in a safe environment. Our Health & Safety policy details how we achieve this and ensures our operating environments are safe. We expect all supplier partners to take the safety of their employees, customers, and 3rd parties extremely seriously and to always comply with all local health and safety laws as well as having additional measures where necessary.

However, we are not stopping there and will continue to work with our supplier partners to collectively introduce new ways to reduce the risk of injury over and above those prescribed by law.

Business Ethics

We demand the highest standards of ethical conduct from ourselves and our supplier partners. This means; not engaging in corruption, extortion, bribery, or any unlawful act / omission and promptly reporting any breaches to relevant authorities.

We appoint our supplier partners on merit and reward good performance with repeat business opportunities where appropriate. Our supplier appointment processes mean that where a potential conflict of interest occurs it is documented and reviewed by a Clarion lawyer unconnected with the supplier appointment. This allows us to conduct business fairly and transparently. Any gifts, including hospitality, offered by our supplier partners must constitute a genuine business purpose or reason and must be reasonable and

proportionate. So as not to cause offence, we ask all our supplier partners to respect our position on gratuity.

We are prohibited from working with companies which are subject to applicable sanctions and/or located in, or connected to, sanctioned countries. We regularly review our supply base to ensure compliance, however if you suspect that you, or your suppliers, may fall within this category we require you to let us know straight away.

Environment

We are committed to reducing our impact on the environment and working towards becoming net zero. Clarion's biggest impact on the environment comes from our scope 3 emissions; therefore, we need to collaborate with our supplier partners to understand the relative scale of emissions created from our supply chain and delivery of our products. We expect our supplier partners to support Clarion in these commitments.

We encourage our suppliers to become signatories of [Net Zero Carbon Events](#) and deliver initiatives to reduce their carbon emissions. We ask our key supplier partners to measure their scope 1 and 2 emissions as a minimum, regularly report on their environmental impact as well as the progress being made to deliver a more sustainable business.

Human Rights

In alignment with the principles set forth in the Universal Declaration of Human Rights (UDHR), we believe human rights are basic rights and we have zero tolerance for any activities that infringe on someone's human rights.

Child and forced labour is never acceptable, and we will not permit it in any form. Unless working under an approved government apprentice scheme, we will not allow anyone under 18 to work at any of our events or within our supply chain.

We expect all supplier partners and their sub-contractors to pay their employees a fair wage, or a salary in line with local minimum wage laws, including any legally required supplementary payments such as pension or tax payments and workers should never be made to work excessive hours.

Diversity, Equity, and Inclusion (DEI)

We believe talent is talent, and our strength comes from the diversity of our global teams. This brings unique perspectives, innovation, creativity, and new ways of solving the challenges we all face. Our supplier partners are also required to embrace diversity and inclusion and discrimination of any kind will not be tolerated. We ask our suppliers to demonstrate how they are delivering social impact through DEI initiatives.

Our culture which promotes belonging for all our employees and our strength stems from the Innovation and creative thinking that

comes from the skillsets and knowledge gained from our employees diverse, lived experiences. We require our supplier partners to demonstrate how they embrace DEI, align with our values and are demonstrating social impact through initiatives.

Information & Cyber Security

We uphold the highest standards when collecting, using, and storing our customer's and employee's data and always act within the local data privacy laws. Where we share data with our supplier partners, we require them to treat this data with the same level of care and due diligence. Furthermore, we only permit our supplier partners to use the data for the purpose for which it had been shared and should not be used for any other purpose, nor should a supplier partner ever share this data with a third party without our express consent.

Reporting on Breaches

All supplier partners are expected to report any data or security breach which may affect Clarion supplied data to us as soon as practically possible. We will then work with our supplier partners and, where appropriate, authorities to resolve such non-compliance.

Community Involvement

We all live in a connected world and Clarion are committed to supporting the communities in which we operate. We encourage our suppliers to do the same, with particular focus on sustainability and local economic development. This can mean supplier partners working with local companies or engaging with the local community for employees, volunteers, or apprentice programs, or even supporting local charities through fundraising events.

Speak out

We want to hear from anyone, including our supplier partners, who witnesses actions or behaviours that deviate from our policies, guidelines, culture, and ethos. We also extend this to suppliers of our supplier partners. By providing a simple way to speak out, we have made it easy to let us know where we, or our supplier partners, are getting things wrong.

Contact

For further information or if you have any queries, please contact our Group Operations Director verena.lester@clarionevents.com