



LILLE GRAND PALAIS - ZÉNITH DE LILLE

CSR POLICY

Lille Grand Palais - Zénith de Lille is a public-private partnership offering three areas of expertise : **venue management, event production and event management.**

The 45,000m² building includes an **exhibition hall, a conference centre and the Zenith concert arena.**

For many years, **our company has placed sustainable development at the heart of its concerns.** Our **2020/2025 vision** structures a more responsible strategy, with CSR as the guiding principle behind all our actions.



Lille Grand Palais - Zénith de Lille deploys its strategy called **We Comeet**, which places its businesses in a more virtuous dynamic.

WE

Collaborators



Stakeholders

MEET

Creators of
responsible
meetings

Our mission



To serve the region and support its sustainable development through innovative solutions and services.

Our values



EXPERTISE : Innovation and continuous improvement.



CONQUEST : Serving the region's ambitions.



COMMITMENT to our entire ecosystem.



COLLECTIVE : Talent for performance.

Our company is committed to meeting the requirements of the ISO 20121 standard, and our policy integrates sustainable development principles across all our activities.

INCLUSION : we identify and maintain dialogue with our stakeholders. Working groups are set up every year to develop diversity and inclusion.

INTÉGRITÉ : a **fundamental commitment** that guides our corporate culture through :

1. Customer **satisfaction** and **loyalty**
2. Employee **commitment**
3. Risk **management**
4. **Compliance** with regulations

DUTY TO WATCH : committed management and teams who promote and monitor the overall performance of our organisation and its value chain.

TRANSPARENCY : we provide regular information on our performance, our ambitions and the impact of our activity.

Our main objectives

ACTING AS A RESPONSIBLE EMPLOYER

Our SAEM has put in place a **committed and responsible system of governance** that takes into account the expectations of our stakeholders while respecting regulations, human rights and international standards.



REDUCING OUR ENVIRONMENTAL IMPACT

Our aim is to **support a dynamic transition** in a process of **continuous improvement**.



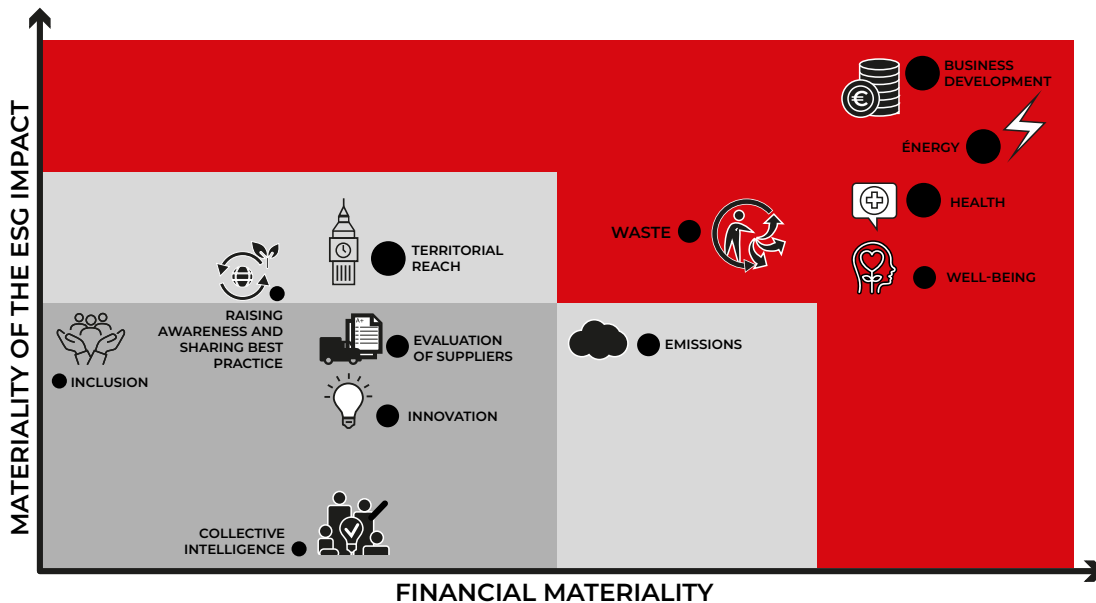
CONTRIBUTING TO THE LOCAL DYNAMIC

We are committed to **reinventing the events industry** through **ethical behaviour, transparency** and **accountability**.



Our materiality matrix

When we drew up our strategic direction for 2020/2025, we identified **4 priority issues** and **6 medium-term issues**.



A certified organisation : ISO 20121 : 2012

Déploiement d'un **système de management** qui **accueille et organise des événements** de sorte qu'ils contribuent aux **trois dimensions du développement durable**.



Lille Grand Palais is currently **the only venue in France to be certified for all 3 activities** (shows, conferences and exhibitions).

This distinction both commits and encourages us to continue our efforts.

Our ultimate aim is to deploy a **proactive strategy** driven by **the expertise and enthusiasm of our teams**, whose action plans set the guidelines for a **more sustainable future** and reflect **our commitment to the common good**.

Philippe BLOND
Chief Executive Officer

