



Sustainability report



2024



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Our green mission



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The beginning of a green mission

It all started a few years ago during the Covid-19 pandemic, when we realized that nothing would be the same, that the well-being and health of the population and the environment should be prioritized, and that event organizers can have a positive impact on this. We were inspired by the ICCA Congress 2020 and the post-congress document "Kaohsiung Protocol". As an active member of the Krakow Network group, we have joined forces to develop a similar document for the Krakow meetings industry, which serves as a roadmap for sustainable development, transparent business practices, and the initiation of environmentally friendly and socially responsible projects. The first sustainably organized event was the ICCA 2022 Congress, hosted by the city of Krakow and the Krakow meetings industry. This was the first time that the event's carbon footprint was measured, and several projects for the benefit of the environment and the Polish and Ukrainian communities were carried out.

Here, we initiated and continue to follow the basic principles of sustainable development in the organization of meetings:

- Zero waste - we do not use disposable plastic cups, plates, and cutlery; instead, participants are provided with environmentally friendly reusable dishes and are encouraged to bring their own water bottles and cups.

- Waste reduction and recycling - we take care to minimize waste at every turn, and we sort and recycle any waste that is produced.
- Sustainable catering - we focus on local products and 50% of the menu is vegetarian and vegan to reduce the carbon footprint of meat production.
- Green logistics – we cannot eliminate air travel to the event location, but we enable remote participation, and for on-site participants, we offer free public transportation based on a conference badge.
- Education and awareness – during events, we promote practices and actions that leave a "legacy impact".

Thanks to the commitment of the entire team and volunteers, Symposium Cracoviense shows that caring for our planet is possible in every area of life, including event organization. Our green story is proof that each of us can contribute to protecting the environment by making conscious, ecological decisions. But this is just the beginning.

Green future

Symposium Cracoviense participates in the European Sustainable Tourism Program ETSM 2030. The aim of this program is to promote sustainability certification and knowledge among small and medium-sized tourism enterprises (SMTE), as well as to connect sustainable tourism enterprises in a network in which the exchange of experiences is encouraged.


We are a signatory of Net Zero Carbon Events, an industry initiative aimed at tackling the problem of climate change.

Mission

Our mission is to create and provide excellent platforms for scientific and business meetings that enable the exchange of views, knowledge and experiences. We strive to ensure that every meeting, regardless of its form - stationary, virtual or hybrid - is the key to achieving our clients' goals. Our mission is evolving with the inclusion of ESG strategies, emphasizing our commitment to organizing events that harmonize business objectives with care for the environment and social well-being. We want every action we take to inspire others and make a positive change in the world of sustainable events.


Vision

We aspire to be the leader in organizing scientific and business events, recognized as a symbol of innovation, reliability and excellence. We want Symposium Cracoviense to be the first choice for scientists and business professionals looking for a partner who understands their needs and transforms them into unforgettable events that support the development of knowledge and cooperation on a global scale.



We aspire to a world where events transcend traditional frameworks, becoming a driving force for sustainable development, innovation and social integration. Our vision is a future in which communication barriers are eliminated and the exchange of ideas flows freely, driving progress and innovation, where every meeting is a catalyst for positive change, supporting environmental awareness and social responsibility.

Values

- Excellence in every detail – We ensure the highest quality of our services, paying attention to every, even the smallest detail of the events we organize.
 - Innovation – We are constantly looking for new technological and organizational solutions to ensure that our scientific and business meetings are of the highest standard and managed in a sustainable manner.
 - Sustainability – We strive to organize events in a sustainable way, minimizing their impact on the environment while maximizing the benefits for society and the economy.
 - Inclusiveness – We strive to create events that are accessible to all, promoting diversity and equality. We engage with local communities and support initiatives that aim to build a better society.
 - Responsibility – We take full responsibility for the impact of our activities on society and the environment, striving for continuous improvement and promoting best practices in the industry.
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Business model

Our company's activities are based on planning, organizing and managing various events, such as conferences, symposia, congresses, training sessions, shows and other business or social meetings. The main goal is to provide value to both event organizers and participants, while generating profit for the company.

Market segmentation

Our target market segment is international and national professional associations, educational institutions, government organizations as well as individual customers interested in organizing specialized events.

Value proposition

The key value proposition is to provide a comprehensive organizational service that includes planning, coordination, logistics, marketing and event management.

Distribution channels

The company uses various distribution channels to reach customers, particularly direct marketing, searching for "congress ambassadors" in international and national organizations and institutions, as well as a website and industry partner networks.

Revenue streams

The company generates income from fees for organizing events and margins/commissions on additional services (e.g. accommodation, excursions, transfers).

Key resources

The company's key resources are: highly qualified personnel, a database of suppliers and partners, technologies supporting event management, and share capital.

Key activities

Key activities include project management, negotiations with venues and service providers, marketing and promotion of events, registration and participant management, as well as monitoring and evaluation of events.

Key partners

Our partners are conference service providers such as congress venues, hotels, multimedia providers, catering companies, trade media and regular sponsors.

Cost structure

Our cost structure includes operating costs (e.g. office rent, wages, utilities), event-related costs (venue rent, additional services), marketing and promotion, as well as administrative costs.

Memberships, recommendations

Our company, being a member of the International Congress and Convention Association (ICCA), the Warsaw Tourism Organization, the Kraków Tourism Alliance and the Małopolska Tourism Organization, plays an important role in the international arena of conference and congress organization. Each of these organizations has its own specific goals, responsibilities and benefits for its members, which help members develop and function effectively in the tourism and conference industry.

The International Congress and Convention Association (ICCA) provides us with access to a database of conference industry professionals and organizations from around the world, enabling us to establish international business contacts. Being a member of ICCA increases our visibility in the international conference market, promoting our company among potential clients and partners. ICCA regularly publishes reports, analyses and studies that help us understand global industry trends and adapt our development strategies accordingly. ICCA also organizes congresses and regional meetings that allow us to develop our skills and exchange experiences with other professionals.



Kraków
Tourism
Alliance.



Warszawska
Organizacja
Turystyczna

SKKP

STOWARZYSZENIE
KONFERENCJE I KONGRESY
W POLSCE



POLSKA
ORGANIZACJA
TURYSTYCZNA

Kraków
Convention Bureau



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Other organizations allow us to establish contacts with other companies and industry specialists in Poland. They provide a platform for the exchange of best practices and innovations in the organization of conferences and congresses. They also allow us to participate in joint promotional initiatives and development projects.

Symposium Cracoviense contributes to the achievement of common goals of promoting and developing business tourism in Poland and worldwide through its involvement in the activities of social organizations in the industry. The company understands the value of cooperation and networking, using its membership to exchange knowledge and experience and to promote Poland as a place attractive to tourists and professionals from the conference industry. The active participation of Symposium Cracoviense in these organizations not only strengthens its position on the market, but also contributes to the development of the entire industry.

Our company has been recommended by the Polish Tourism Organization and the Krakow Convention Bureau for its professional congress organization. The purpose of the recommendation programs is to identify and support entities that offer professional and comprehensive services related to the organization and servicing of conferences and congresses in Poland. The certificates awarded confirm the reliability, good practices and the highest standards of business customer service by the recommended PCO (Professional Congress Organizer) companies.

Sustainability policy

Environment

1. We are committed to minimizing the negative impact of our activities on the environment through the rational management of resources and the reduction of greenhouse gas emissions. We measure the carbon footprint of the events we organize and strive to reduce it with the goal of "Net Zero Carbon Events" by 2050.
2. We will apply sustainable development practices such as reducing energy and water consumption, sorting and recycling waste, and minimizing CO2 emissions related to business trips.
3. We work with suppliers and partners who also strive to achieve sustainable development goals.

Community

1. We attach great importance to the sustainable development of the community in which we operate and will take initiatives that contribute to its development.
2. We will promote diversity, including gender equality, cultural diversity and social integration. We have included a code of conduct in our events, which clearly defines the rules of conduct for event participants.
3. We will respect human rights and ensure safe and fair working conditions for our employees and associates.
4. We will support local social initiatives to actively engage in our community.

Governance

- We will manage our company in accordance with the highest ethical standards and integrity, using transparent procedures and accounting.
- We will ensure adequate risk management and monitoring of activities in accordance with applicable laws and regulations.
- We will maintain good relationships and transparent terms of cooperation with our customers, business partners and suppliers, based on mutual trust and integrity. We have prepared a Supplier Code of Conduct that we will follow when selecting our business partners.
- We will initiate and support industry partnerships for sustainable development.



We are a member of Green Tourism and a certified Green Meetings company

We are the first company in Poland to obtain the international

“Green Meetings Bronze”

The Green Meetings certificate was created with the meetings and events industry in mind. Its purpose is to build trust among corporate clients who expect certification from independent institutions when choosing suppliers. At the same time, it is a tool for conference and event venues, allowing them to confirm their credibility in the area of sustainable development.



From activities to improve biodiversity, eliminate disposable products and support local communities, through the implementation of a circular economy, to the implementation of environmental, social responsibility and corporate governance (ESG) standards, the certificate offers concrete tools to measure and report on environmental activities. In addition, reducing your carbon footprint becomes more accessible and comprehensible.

Taking these steps is not only the right ethical decision, but also a clear competitive advantage, showing that sustainability is a priority.

PEOPLE GOALS



Communication



Awareness



Community



Health
& Wellbeing



Equality, Diversity
& Inclusivity

PLACES GOALS



Destination



Experiences



Travel



Food & Drink



Biodiversity

PLANET GOALS



Energy



Water



Waste



Carbon



Chemicals

We are a signatory of Net Zero Carbon Events

The meetings industry is a complex network of stakeholders, all of whom will have to work to reduce carbon emissions, and this is where cooperation, commitment, consistency of action and systemic change are essential. The actions of a single organization or group of organizations are not enough to take steps towards decarbonization. It is necessary to rethink the way we plan, design and organize our events. That is why we are already signing the Net Zero Carbon Events project, starting with small steps and setting a path for our organization based on the guidelines provided in the Road to Net Zero.

These guidelines are to be applied by individual companies and focus on organizers, venues and service providers, taking into account that there is no one-size-fits-all solution for all organizations, as it depends on the stage they are at and the environment in which they operate. It is also assumed that the primary goal is to decarbonize the element of in-person participation in the event, rather than proposing digital or hybrid events as a solution.

The Road to Net Zero guide, on which we will be basing our work, identifies the following five priority areas for action:

- Efficiently power events with clean, renewable energy
- Redesign events to use sustainable materials and avoid waste
- Source food sustainably and eliminate food waste
- Logistics - move goods and equipment efficiently
- Collaborate with and influence travel partners to reduce emissions when traveling to events.

By 2050, we want to make our events carbon neutral. We are starting by measuring the emissions of our events using the methodology recommended by the NZCE in order to create a realistic plan to reduce greenhouse gas emissions.




We participate in the European project ETSM2030


The European Tourism Sustainability Monitoring 2030 (ETSM2030) is a project funded by the European Union (EU) to promote sustainability certification and raise awareness among small and medium-sized tourism enterprises (SMTEs). The project also aims to create a network of cooperating tourism companies that operate in accordance with the principles of sustainability, supporting the exchange of experiences and good practices.

ETSM2030 is part of the COSME program, a European initiative supporting the competitiveness of small and medium-sized enterprises (SMTE) in the EU. The main objective of the project is to build a network of small and medium-sized tourism enterprises to increase the monitoring of sustainable development activities. This is achieved by co-creating and implementing Sustainable Innovations Projects (SIP) and encouraging participation in relevant sustainability certification programs such as the EU Ecolabel or EMAS (Eco-Management and Audit Scheme).





Report 2024 -VSME ESRS basic module (office)



Disclosure B1 basis of preparation

Symposium Cracoviense chooses the basic module for the preparation of a sustainability report according to the VSME ESRS standard.

Disclosure B2 practices for a transition to a more sustainable economy

The practices we use to reduce negative impacts and increase positive impacts on people and the environment are described in our green mission.

Disclosure B3 environment energy and greenhouse gas emissions



Office - Symposium Cracoviense	consumption	EFs	emission kg/CO2
Scope 2		EFs/PL	
Electricity kWh	5222.19	0.79868	4170.86
Gas - heating (conversion factor : 1m ³ = 10,972 kWh)	11486.48	0.20254	2326.47
Scope 3		DEFRA	
Business travel – passenger vehicle (km)	7854	0.17048	1338.95
Business travel - train (passenger/km)	6187	0.03549	219.58
Business travel - air - economy class (passenger/km)	19108	0.074345	1420.58
Water (m ³)	89.45	0.149	13.33
Water treatment (m ³)	89.45	0.272	24.33
Waste for reuse and recycling - flat rate(tonne)*	1.148	21.28	24.43
Waste incinerated - flat rate (tonne) *	1.285	21.28	27.34
Landfilled waste - flat rate (tonne)*	0.042	446.20	18.74
Composted waste - flat rate (tonne)*	0.015	8.911	0.13

Disclosure B3
environment
energy and
greenhouse gas
emissions



Office - Symposium Cracoviense	consumption	EFs	emission kg/CO2
Hotels - business travel		CHSB	
Katowice / nights	9	19.66	176.94
Warsaw / nights	4	22.55	90.2
Wrocław / nights	7	15.43	108.01
Abu Dhabi / nights	12	175.65	2107.8
Digital communication		Google	
Disc, documents, sheets, presentations			18.20
Email, chat, meet			11,02
Admin, calendar			1.81
TOTAL EMISSIONS (kgCO2e)			12043.36

2024 12,04 tCO2e
2023 17,15 tCO2e

- We do not have data on the condition of the Municipality of Krakow for the year 2024, therefore we calculated the waste emission based on the report for 2023, which states that the average per capita was 498 kg of municipal waste. For this report, we have assumed 50% of the average waste per person. Percentage breakdown of waste: composted 0.6%, for reuse and recycling - 46.1%, landfilled - 1.7%, incinerated - 51.6%. There are 10 people employed at SC.



**Disclosure B4 pollution
of air, water and soil
Disclosure B5
biodiversity**

not applicable

**Disclosure B6
water**

The total water consumption in the office was 89.45 m³. The company does not have a separate water meter, the water consumption is calculated as a percentage of the invoices for the entire building.

**Disclosure B8
employees**

The company employs 10 people, 90% of whom are women. All employees have an employment contract. In total, this amounts to 9.675 full-time positions. The average working time per employee is 40 hours per week. The average number of overtime hours per employee is 59.5 hours per year / 5 hours per month.

The number of days of leave entitlement in 2024 is 244 days in total, with 79 days remaining from 2023. A total of 258 days of leave were taken in 2024.

The employee satisfaction survey in 2024 is at 80%.

**Disclosure B9
occupational
health
and safety**

No work-related accidents were reported. The total number of sick days in 2024 was 8, which means that the average absenteeism rate per employee is less than one day per year.

**Disclosure B10
remuneration
and training**

The average gross salary per employee for 2024 was 11,300 PLN.

The average number of training hours per employee for 2024 was 18 hours.



**Disclosure B11
employees in the value
chain, affected
communities,
consumers, end users**

We have identified several key impacts of our events:

- Traffic and noise – organized congresses do not cause significant disruption as we avoid noisy outdoor events.
- Local economy – positive impact (increased company revenues), but also negative (increase in accommodation prices during large congresses).
- Legacy projects – we make sure that events have a positive impact on local communities.
- Accessibility – we choose venues that are adapted to people with disabilities, although we do not provide translation at international conferences. Our code of conduct eliminates discrimination.
- Safety and comfort – we provide security, a medical patrol and trained staff.
- Waste – we minimize the amount of waste, segregate it and transfer it to the municipal waste management systems.
- Carbon footprint – the transportation of participants, especially international ones, generates emissions. We are a signatory of Net Zero Carbon Events and strive to reduce them.
- The company has an anti-harassment and anti-discrimination policy and a code of conduct for participants and suppliers of events organised by us. In 2024, no reports of harassment or discrimination were recorded.

**Disclosure B12
convictions and fines
for violating anti-
corruption regulations**

Neither the company nor the employees have convictions or have been fined for violating anti-corruption regulations. The company has an anti-corruption policy.





Non-financial indicator (KPI)	Unit	Plan 2025	Value 2024	Value 2023
1. Number of meetings/events organised	number	35	34	39
2. Average group/event size	number	380	353	262
3. Level of customer satisfaction	%	82,00%	80,61%	78,86%
4 Recommendation index on a scale from 1 (lowest) to 5 (highest)	value	4,5	4,2	4
5. Number of leads/inquiries acquired	number	60	58	67
6 Conversion rate of leads to customers	%	50,00%	45,00%	40,00%

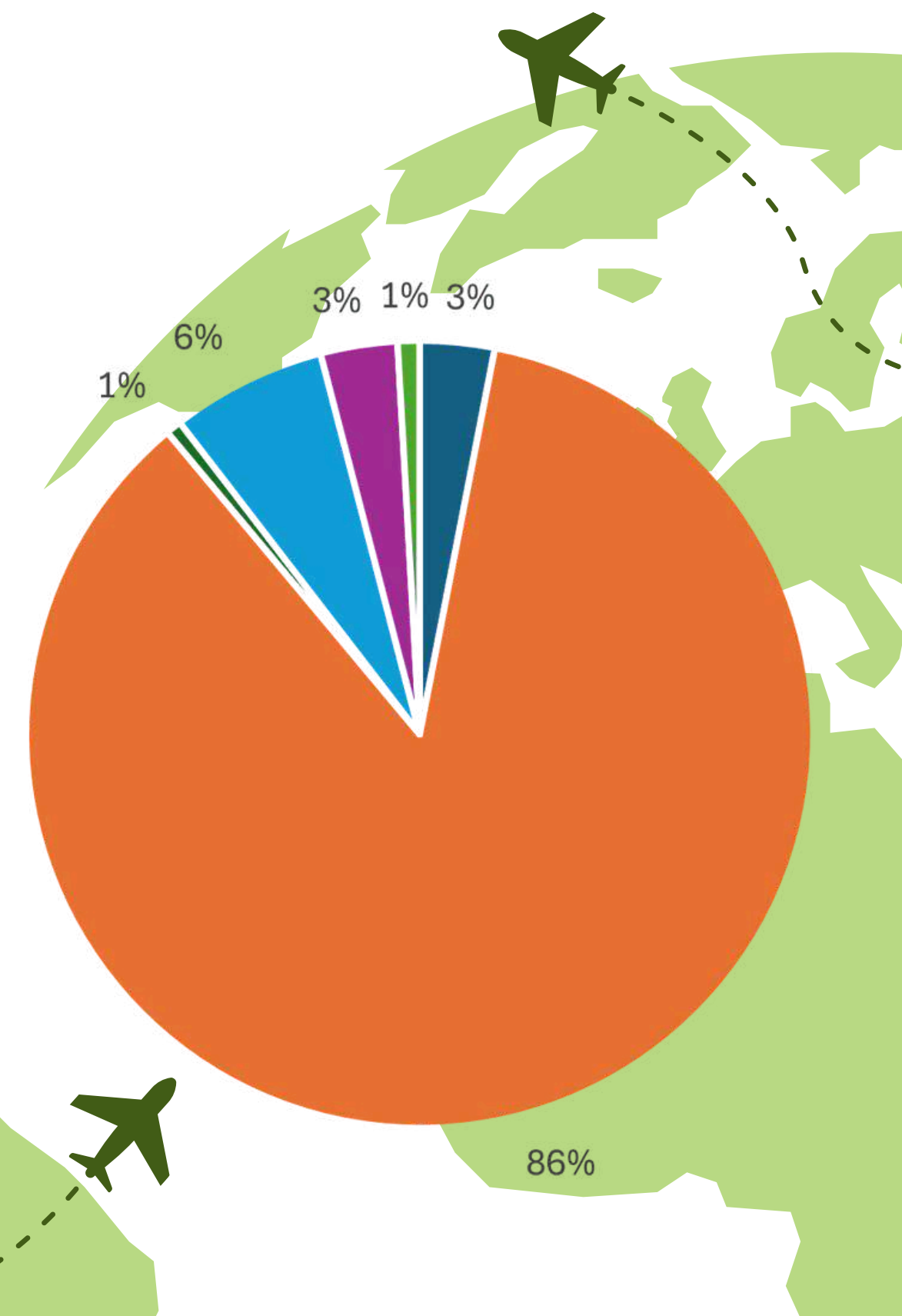
ESG	Indicator (KPI)	Unit	Plan 2025	Value 2024	Value 2023
E	1. Electricity consumption per international event	kWh/participant	36,46 5% less than previous year	38,38	50,51
	2. Electricity consumption per national event	kWh/participant	58,48 5% less than previous year	61,56	no data available
	3. Water consumption per event	litres/event		no data available	no data available
E	4. Amount of waste generated per event	kg/participant	1,98	2,08	no data available
E	5 Percentage of waste recycled	%		46,10%	no data available
E	6. Greenhouse gas emmissions of an international event (carbon footprint)	kg CO2e/participant	877,58 5% less than previous year	923,77	609
	7. Greenhouse gas emissions of the national event (carbon footprint)	kg CO2e/participant	100,94 5% less than previous year	106,25	no data available
S	1. Employee satisfaction	%	90%	80%	no data available
S	2. Employee training (average number of hours)	hours/employee	22	18	12
S	3 Staff satisfaction	%	0	20%	0
S	4 Community involvement	number of activities	5	5	2
G	1. Compliance with information security policy	number of infringements	0	0	0
	2 Transparency of information on a scale of 1 (lowest) to 5 (highest)	value	5	5	5
G	3. Legal compliance	number of infringements	0	0	0

International events 2024

Good practices:

- Conference venues and hotels – preferably eco-certified.
- Catering – up to 70% vegetarian meals.
- Transport – free public transportation for participants.
- Congress Avenue – planting a tree as a symbol of environmental protection.
- Accessibility – architectural and digital.
- Inclusivity – anti-discrimination code.
- Zero waste – no single-use plastic, local products, minimization of biowaste.
- Reuse – exhibition with reusable materials.
- Recycling – waste separation and collection by municipal services (46.1% recycling, 51.6% incineration).

Emission	kgCO ₂ /1 participant
Venue	28,36
Air travel	794,11
Transport	5,93
Accommodation	59,01
Catering	29,22
Other	8,34
Average emission per participant	924,97

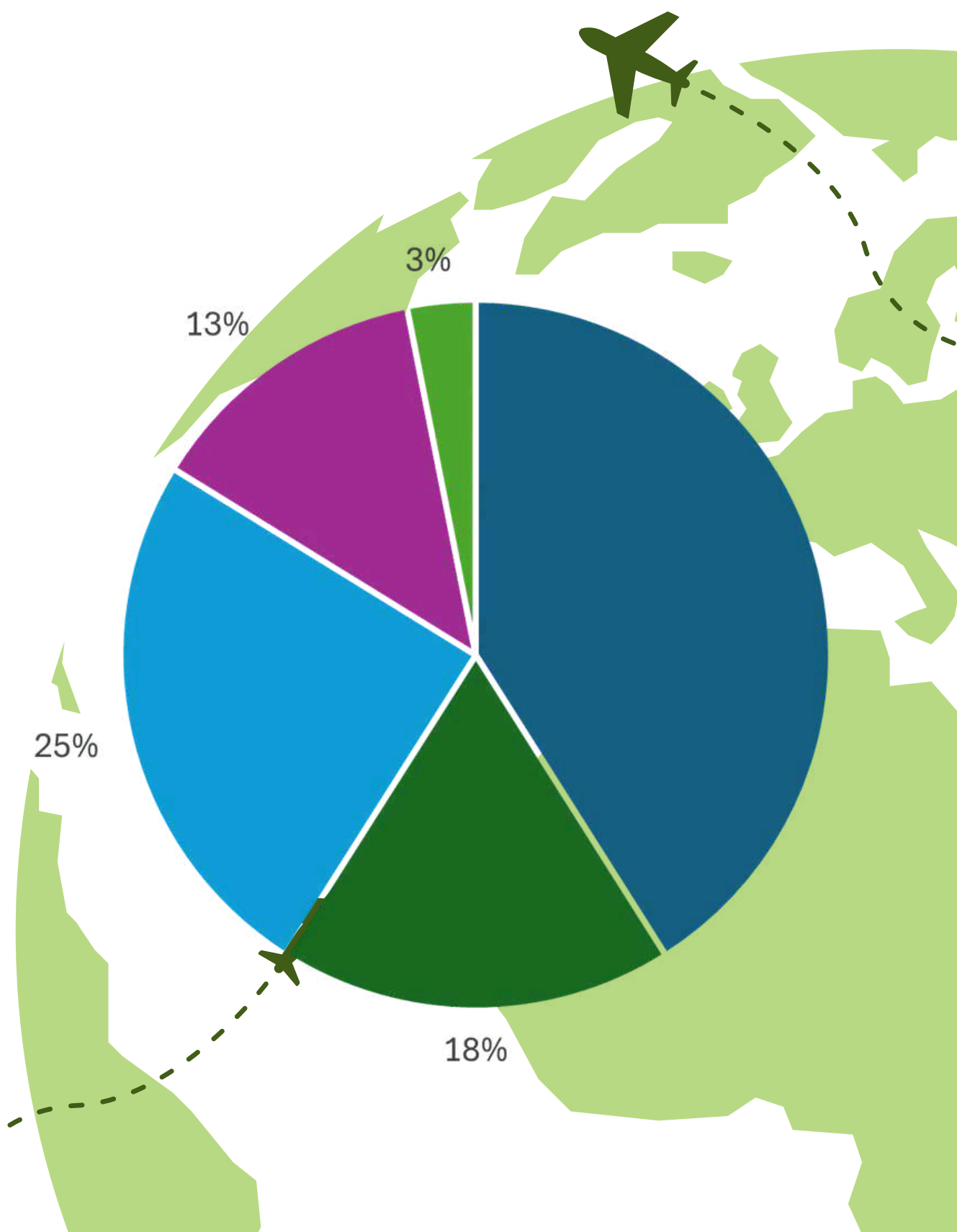


National events 2024

Good practices:

- Conference center and hotels - environmentally certified facilities preferred.
- Catering: Increase in the proportion of vegetarian meals to 60%.
- Accessibility - architectural and digital.
- Inclusiveness - code of conduct, anti-discrimination.
- Zero waste - no disposable plastic cups or plates; instead, participants were given reusable dishes. The menu was composed of local products and was designed to minimize biowaste; no products in disposable packaging were used.

Emission	kgCO ₂ /1 participant
Venue	43,58
Transport	19,11
Accommodation	26,33
Catering	13,92
Other	3,31
Average emission per participant	106,25



Posadzimy.pl 2024

In 2024, thanks to the cooperation with the **Posadzimy.pl**

Foundation, we planted trees in:

- the Gostynin county
- the Tuchola county
- the Żary municipality
- the Poznań county
- the Lubaczów county
- the Śrem county
- the Przemysł county

The trees we planted will offset **6 tCO₂** annually



Next steps

1. Further reduction of greenhouse gas emissions: The company is committed to reducing its carbon footprint and aims to achieve “Net Zero Carbon Events” by 2050. We will continue to monitor and report the CO2e emissions of the events we organize and look for ways to reduce them.
2. Collaborating with like-minded partners: We want to collaborate with suppliers and partners who also strive to achieve sustainability goals.
3. Promoting sustainable transportation: We will promote sustainable transportation by providing participants with a rail connection to the event location and will give preference to conference venues that are accessible by public transportation.
4. Increasing the proportion of vegetarian and vegan meals: We focus on sustainable catering by offering a menu in which at least 50% of the dishes are vegetarian and vegan. We will strive to further increase this proportion.
5. Waste minimization: The company strives to reduce waste and recycle. We will continue these efforts and look for new ways to minimize the negative impact on the environment.
6. Education and environmental awareness: The company promotes practices and actions that have a positive impact on the environment. It should continue to educate its employees, customers and event participants about sustainability.
7. Accessibility and inclusivity: The company ensures that its events are accessible to people with disabilities and promotes diversity. We will continue these activities to ensure that all events are accessible and inclusive.
8. Legacy projects. Strengthening the long-term impact of organized events on local communities through projects of lasting significance.
9. Conclusion of a contract for the supply of renewable energy to our office.
10. Continuation of tree planting with the Posadzimy.pl Foundation



Acknowledgements

We would like to express our deep gratitude to the entire team that participated in the development of our ESG report. Your commitment, knowledge and determination were key to creating this comprehensive document that reflects our commitments and achievements in the areas of environment, social responsibility and corporate governance.

We would also like to thank our partners who have contributed to this report in any way. Your commitment is proof that together we can achieve great things. Together, we are creating a future in which sustainability becomes the foundation of our business.

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