



LILLE GRAND PALAIS - ZENITH DE LILLE

CSR & QUALITY 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 45000m² building includes an **exhibition hall**, a **conference centre** and the **Zenith concert arena.**

For years, **our company has put sustainable development at the heart of its business strategy.** Major renovations have been carried out, demonstrating our capacity to meet the challenges of tomorrow.



Lille Grand Palais - Zénith Lille implements its **We Comeet** strategy to place its business in a virtuous dynamic.

WE

Our people



Our stakeholders

MEET

Creating sustainable meetings

Our Mission



Serve the region and support sustainable development through innovative solutions and services.

Our values



KNOW-HOW

Innovation and continuous improvement.



CONQUEST

Serving our region's ambition.



COMMITMENT

To the entire ecosystem.



COLLECTIVE

Talent striving for performance excellence.

International certification



ISO 20121 : 2012

A management system that hosts and organises events which contribute to the three facets of sustainable development.



ISO 9001 : 2015

A global quality approach to meet stakeholder requirements and drive us towards performance excellence

CSR commitment

CONTRIBUTING TO THE REGION'S DYNAMIC

- We are committed to **reinvent the events sector** through **ethical behaviour, transparency and accountability**.

REDUCING OUR ENVIRONMENTAL IMPACT

- Our goal is to **support dynamic transition** through **continuous improvement**.

EMPLOYING RESPONSIBLY

- Our public-private partnership has implemented **committed and responsible governance** to meet stakeholder expectations while meeting compliance obligations and respecting international standards and human rights.

Quality commitment

CUSTOMER EXPERIENCE

We manage **every step** of the **customer journey** to offer a **tailor-made experience**.

QUALITY OFFER

We **measure customer satisfaction** to tailor our commercial offering, prioritise investments and adapt our annual action plans.

TALENT & KNOW HOW

A team of **highly trained, conscientious professionals work in project mode** to support our customers.

QUALITY MANAGEMENT

A **responsible management system** is in place, divided into **operational goals** and based on **effective processes and tools**.

Our priorities

ECONOMIC PERFORMANCE

- **Enriching the customer experience** and **creating new events** to boost business development.
- **Diversifying our commercial activities to build our brand and promote Lille as a destination.**

EMISSIONS ■ ENERGY ■ MATERIALS & WASTE ■ HEALTH & WELL-BEING AT WORK

- CSR aims to be the **guiding principle** for all our environmental and social actions:
 - Set **ambitious targets** to reduce our greenhouse gas (GHG) emissions.
 - Continue **renovating the site**.
 - **Innovate** and measure results.
 - **Optimise** the volume of materials and waste generated by our business.
 - **Support** our teams' development and attract new profiles.

Medium-term goals

- Regional reach
- Collective intelligence
- Diversity
- Raise awareness and share best practice
- Innovation
- Supplier evaluation

Lille Grand Palais is currently the only site approved for three activities: shows, congresses and exhibitions. This distinction means that **we are committed** and it encourages us to continue our efforts.

Our ultimate goal is to implement a **proactive strategy**, driven by **our team's expertise** and **enthusiasm**. Their actions plans set the guidelines for **a more sustainable future** and reflect **our commitment to the common good**.