

managing your events sustainably

ISO 20121 and
corporate social responsibility

bnetwork accommodation
specialist



summary

01

our purpose

an introduction to our vision and commitment to sustainability, guided by ISO 20121, SDGs, and accessibility standards in all we do.

02

ISO 20121

an overview of how we follow ISO 20121 standards to ensure sustainable practices in event management.

03

pillar 1 : sustainable software development

how we lower our platform's environmental impact and improve accessibility while protecting data.

04

pillar 2 : sustainable events

our approach to making event more sustainable, from eco-friendly hotels to low-carbon mobility.

05

pillar 3 : sustainable office operations

steps to reduce our office footprint, encourage recycling, and involve employees in sustainability efforts.

06

pillar 4 : people development


our commitment to creating a safe, inclusive workplace that supports diversity, well-being, and growth.

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our purpose





value-based
management

global event management

bnetwork specializes in managing **accommodation for large-scale events** - such as congresses, trade shows, summits, seminars, and other city-wide events - using our proprietary online platform.

our in-house Destination Management Company (DMC) services extend beyond accommodation to organise dinners, transportation, meetings, excursions, and other related services.

operating from our offices in **Barcelona, Cannes, London, Madrid, Paris, Singapore and Vienna** we are guided by a strong value system that includes integrity, transparency, responsibility, inclusivity, innovation, loyalty, reliability, and commitment.

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continuous improvement

we are dedicated to **reducing the environmental impact** of the events industry while promoting sustainability in all operations.

as a leader in accommodation management, we strive to continuously improve through a sustainability management system aligned with **ISO 20121** and the UN **Sustainable Development Goals** (SDGs).

we ensure compliance with legislation and monitor actions daily to enhance performance.

accessibility for all is a priority for bnetwork, in line with **Chapter 8 of the RGAA**.



less impact
better accessibility



ISO 20121

ISO 20121 certification

bnetwork is proud to hold **ISO 20121:2012 Certification**, the **highest international standard** for sustainable event management.

while many organizations focus broadly on **environmental, social and ethical** principles, we take it a step further by defining **four key pillars** that directly reflect how sustainability is integrated into our core activities:

1. sustainable software development
2. sustainable events
3. sustainable office operations
4. people development

our commitment is formalized in our **Sustainable Development Policy**, shared internally with staff and externally with stakeholders. This promotes transparency, fosters accountability, and ensures that our values are consistently upheld.



Bureau Veritas Certification

B-NETWORK

1 RUE RAPHAEL 06400 - CANNES

This is a multi-site certificate, additional site details are listed in the appendix to this certificate

Bureau Veritas Certification France certify that the Management System of the above organization has been audited and found to be in accordance with the requirements of the management system standard detailed below:

ISO 20121 : 2012

Responsible management systems applied to the event activity – Requirements and recommendations for implementation

Domaine d'activité

B-NETWORK

Certification cycle start date: **10 Décembre 2024**
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: **09 Décembre 2029**
Expiry date of previous cycle: **N/A**
Certification audit date: **N/A**
Original certification date: **10 Décembre 2024**

Certificat n°: **FR092994 - 1**
Affaire n°: **23049265**

Revision date: **10 December 2024**

Samuel DUPRIEU - Président

Local office: Bureau Veritas Certification France
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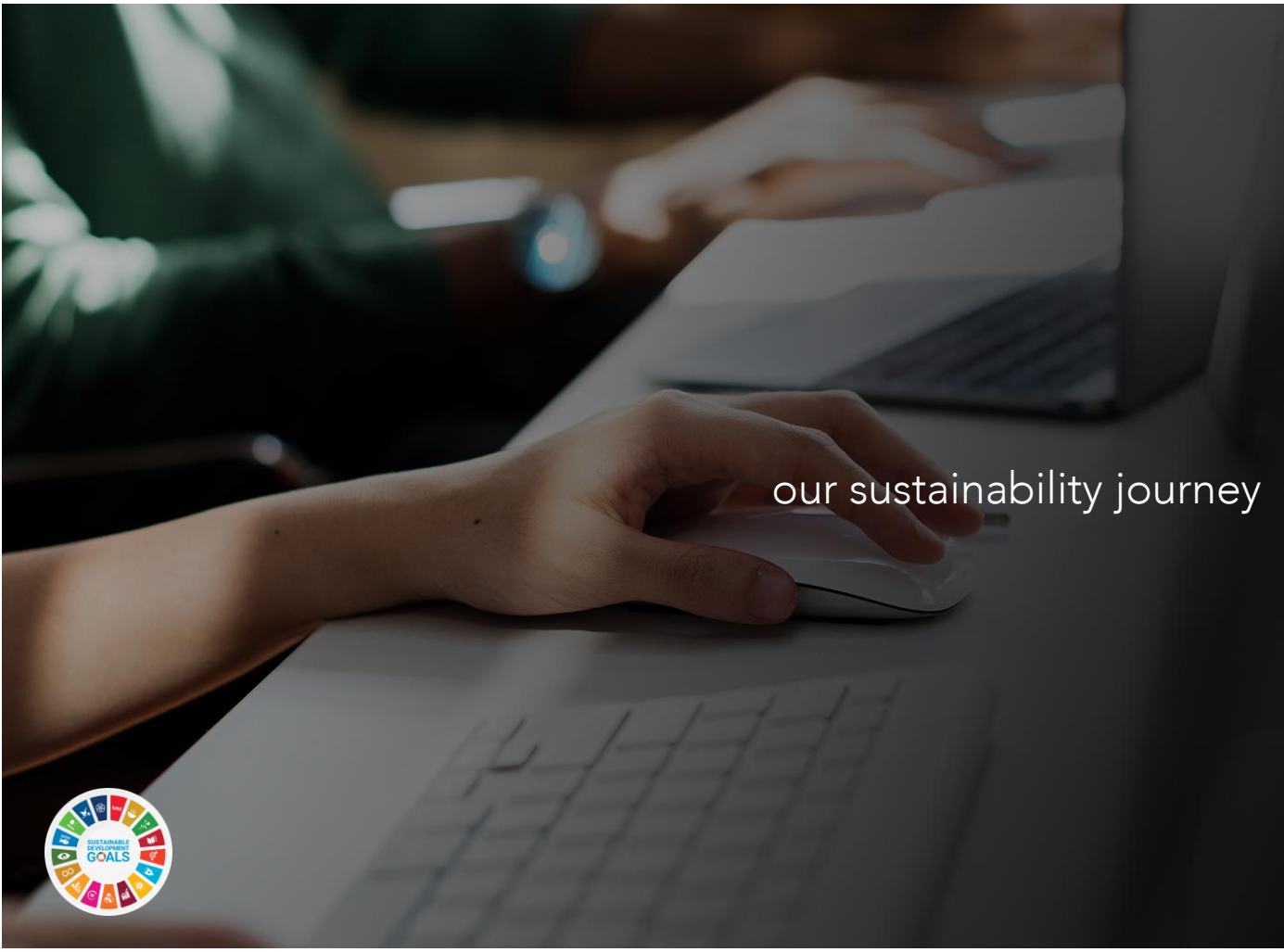
*Further clarifications regarding the scope of this certificate the applicability of the management system requirements may be obtained by consulting the organization.
To check this certificate validity, please call + 33(0) 1 41 97 00 80.*

ISO 20121

environmental **governance**

ensures sustainable practices are seamlessly integrated into our event management processes.





environmental and ethical commitments aligned with SDGs

our sustainability journey pillar 1



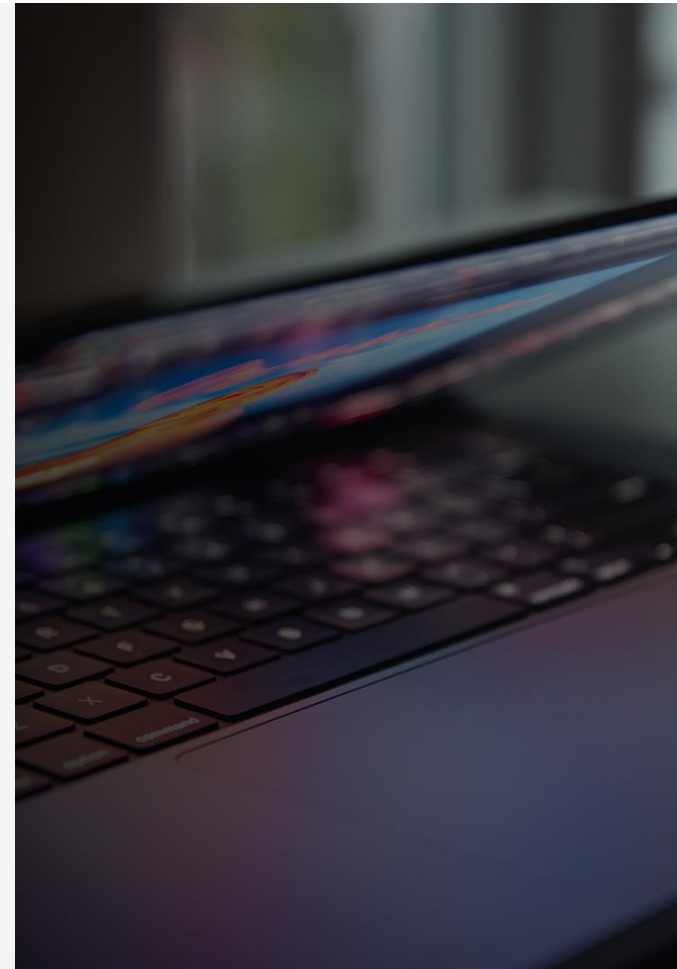
pillar 1

engagement for sustainable software development

through **Sustainable Software Development**, we aim to lead by example and inspire others by pursuing objectives that reduce our digital environmental footprint while fostering inclusivity.

our **key goals** include:

- minimizing the **carbon footprint** of our platform by improving energy efficiency and encouraging sustainable usage practices.
- enhancing **accessibility** to ensure the platform is usable for individuals of all ability, levels of digital literacy, and types of equipment.
- investing in **energy-efficient equipment** to further reduce the environmental impact of our operations.
- ensuring **robust data security** by safeguarding the information we handle, preventing unlawful use, and maintaining a safe and responsible digital environment.



pillar 1

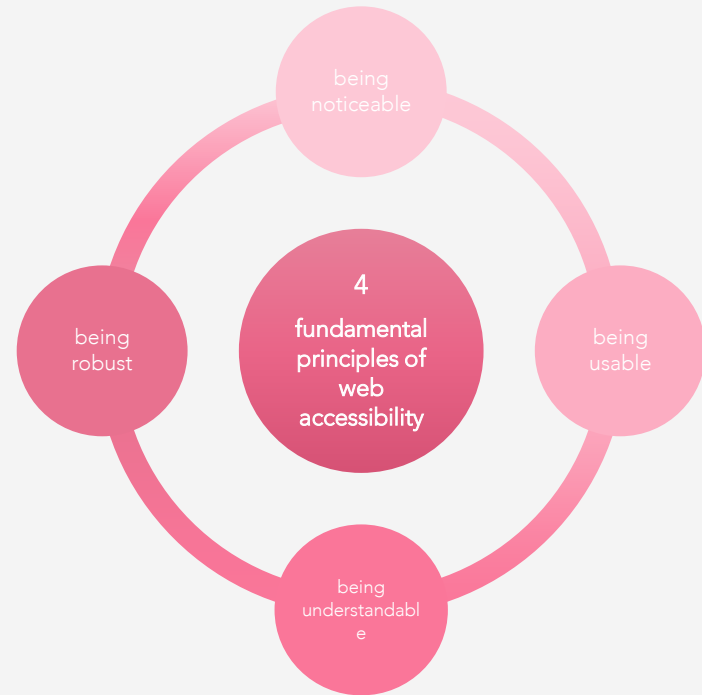
engagement for sustainable software development

our websites are designed to ensure that people with disabilities can access content and features without difficulty. We are committed to creating an inclusive digital experience for all users.

examples of accessible features include:

- **voice synthesis navigation:** Enabling blind or partially-sighted users to navigate the site seamlessly.
- **customizable display settings:** Adapting the site's appearance to meet individual needs, such as adjusting character magnification for improved readability.
- **keyboard or alternative device navigation:** Allowing users to navigate the site without a mouse, using devices tailored to their specific requirements.

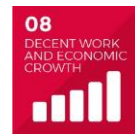
by implementing these accessibility features, we aim to make our booking platforms welcoming and usable for everyone.



in accordance with chapter 8 of the RGAA



our sustainability journey pillar 2



environmental and social commitments aligned with SDGs



pillar 2

engagement for sustainable events

through **Sustainable Events**, we are committed to embedding sustainability into our event management processes. Our approach focuses on reducing environmental impact while empowering participants to make environmentally conscious decisions.

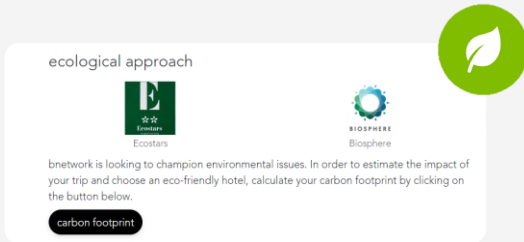
our **key goals** include:

- **offering sustainable accommodation options** to participants, enabling them to make choices that align with their environmental values.
- **collaborating with hotels** to understand their sustainability objectives and identifying ways to support and amplify their efforts.
- **partnering with suppliers** to encourage and assist them on their sustainability journey.
- **promoting low-carbon mobility** by incentivizing participants to walk, cycle, or use public transport to event venues.



sustainable events

empowering event attendees with sustainable
accommodation options



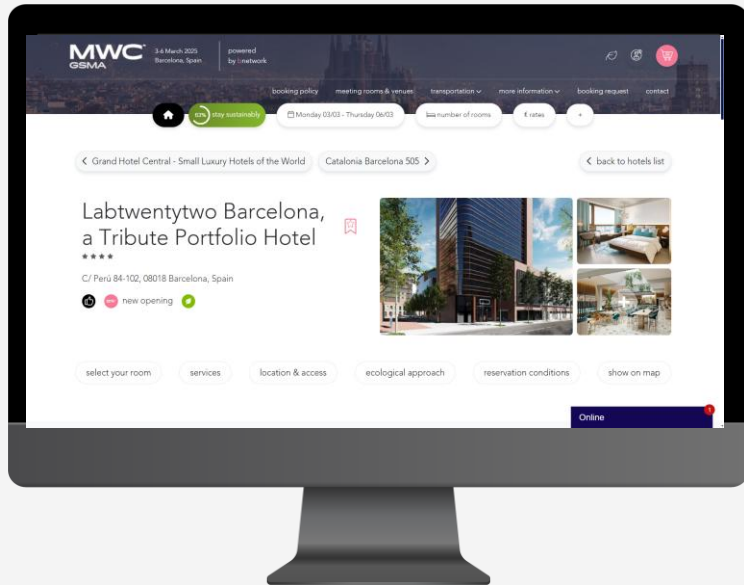
our eco-friendly filters and buttons, integrated into our accommodation management system, enable event organizers and attendees to easily identify and select the most **environmentally-conscious hotel options**. This feature reflects our commitment to promoting sustainable travel practices and helping users make informed, eco-friendly choices.

to further support sustainability, we include an optional link to a **carbon footprint calculator** with every hotel reservation.

key eco-friendly features include:

- **quick eco-filter on the landing page:** Easily accessible alongside other filters, such as walking distance, to streamline the search for sustainable accommodations.
- **over 50 eco-friendly labels:** Our system highlights hotels with official sustainability certifications, ensuring transparency and credibility.

accommodation websites



we further empower sustainable choices through:

- **our eco-conscious booking tracker:** A real-time indicator displayed on event websites that highlights the number of eco-friendly hotel bookings. This tracker aims to inspire attendees and showcases our collective sustainability efforts.
- **detailed CSR metrics:** Our organiser interface provides comprehensive insights into responsible booking trends, reflecting both occupancy and availability percentages of eco-labelled hotels and rooms. These metrics enable organisers to track and measure their event's environmental impact.
- **recognition for green choices:** Delegates who choose sustainable accommodation are acknowledged with an eco-label, visible in rooming lists and booking communications. This reinforces the value of responsible decisions and celebrates their contribution to sustainability.



environmental and social
commitments
aligned with SDGs

our sustainability journey pillar 3

pillar 3

engagement for sustainable office operations

through **Sustainable Office Operations**, we aim to minimize our environmental footprint while fostering eco-conscious workplaces. Our efforts are guided by key objectives that align with our sustainability goals:

- **100% renewable electricity:** We source renewable energy for all offices and implement efficient energy consumption practices to reduce our overall impact.
- **waste reduction and recycling:** By promoting recycling and ensuring the sustainable management of office resources, we aim to reduce waste and contribute to a circular economy.
- **low-carbon mobility:** We actively encourage employees to adopt sustainable commuting and business travel options, supporting the transition to low-carbon mobility.
- **community support:** We prioritize contributing to the well-being of local communities, fostering a positive societal impact wherever we operate.

print on both sides

minimize paper usage whenever possible. If printing is necessary, opt for smaller font and use as little paper as possible.

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be
sustainable

sustainable office operations

we empower employees with sustainable practices
in daily operations



our **Green Team**, a dedicated group of sustainability ambassadors from each office, plays a central role in promoting a sustainable workplace.

key initiatives driven by the Green Team include:

- **quarterly idea exchanges:** Regular calls provide a platform to share ideas and propose new actions for meaningful change.
- **sustainable breakfasts:** Informal gatherings bring employees together to discuss progress, brainstorm new ideas, and strengthen our shared culture of sustainability.
- **eco-posters:** Created by the Green Team, these posters are displayed in every office, serving as visible reminders to conserve water, reduce energy consumption, and minimize waste.
- **recycling improvements:** Efforts focus on enhancing waste separation systems and increasing employee awareness.
- **resource reuse and charitable support:** donating old equipment like computers, as well as organizing clothing and toy collections to benefit charitable causes and promote resource reuse.

sustainable office operations

we contribute to the communities we belong to and cooperatively develop sustainable tourism practises

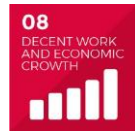


we are deeply committed to **community engagement**, actively contributing to the well-being of the communities where we operate. Our initiatives span charitable work, donations, and active participation in local projects.

some of our **key projects** include:

- supporting the "Collectif Team Curling" as part of our community engagement efforts in France.
- contributing to the Barcelona Forum District CSR activities in Spain through donations.
- providing support to Croix Rouge, Restos du Coeur, pieces Jaunes, Emmaüs France, casa infantil "el vaixell", and others by helping these organizations in their vital missions.

in addition to our community initiatives, we have been awarded the **Biosphere Certification**. This recognition highlights our commitment to sustainability and our active role in advancing the city's **sustainable tourism agenda**.



social and ethical
commitments
aligned with SDGs

our sustainability journey pillar 4



pillar 4

engagement for people development

through **People Development**, we are committed to building an inclusive and supportive workplace that empowers our employees to thrive. Our efforts are guided by the following key objectives:

- **engaging with employees:** We actively listen to employees to understand their needs and involve them in **decision-making** processes.
- **prioritising well-being:** We ensure a safe and thriving work environment by prioritizing employee well-being and cultivating a culture of care and support.
- **empowering growth:** By enhancing individual competencies and organizational knowledge, we enable employees to grow professionally and succeed collectively.
- **promoting diversity and inclusion:** We are dedicated to ensuring that everyone, regardless of their physical abilities, has the opportunity to express themselves, contribute meaningfully, and feel valued.



people development

diversity, inclusion, and ethics are woven into our robust value system



people development is a cornerstone of our HR policy, built on the pillars of diversity, inclusion, and employee well-being. We are dedicated to creating a respectful and supportive workplace that is free from discrimination or harassment and guided by unwavering ethical principles. These principles include the responsible use of data, as well as proactive measures to prevent corruption and bribery. To bring this commitment to life, our initiatives include:

- **competence-based recruitment:** We prioritize skills and abilities, removing barriers to ensure job opportunities are accessible to diverse profiles.
- **employee feedback and engagement:** Regular surveys help us understand what matters most to our employees and identify areas for continuous improvement.
- **comprehensive training programs:** From first aid and cybersecurity to practical workplace tools, we empower our employees to grow their skills, build confidence, and adapt to evolving challenges.
- **ethical governance:** our anti-bribery and anti-corruption policy ensures integrity and ethical practices are upheld across all levels of the organization.

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thank you

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