

Manchester Central Sustainability and Impact Policy

Our Commitment

At Manchester Central, we are committed to creating positive impact through every aspect of our operations and the events we host. Sustainability is at the heart of our business strategy - guiding our decisions, shaping our partnerships, and driving continuous improvement across our venue and supply chain.

We understand that sustainability extends beyond environmental responsibility. Our approach integrates social, environmental, and economic impact, ensuring that the benefits of our activities contribute to a fairer, greener, and more prosperous Greater Manchester.

Purpose

Manchester Central strives to work closely with its employees, customers, suppliers, and subcontractors on all aspects of sustainability. Through effective leadership, we are committed to continual improvement and to delivering more sustainable events, processes, and practices in areas where we have direct control, or the ability to influence others.

This policy outlines how we approach sustainability across our operations, providing clear guidance on responsibilities, expectations, and best practice to ensure positive social, environmental, and economic outcomes.

Scope

This policy applies to all Manchester Central employees, contractors, suppliers, and partners involved in the delivery of our operations and events. It also extends to event organisers and clients who collaborate with us to host events at the venue.

The scope ensures that everyone connected with Manchester Central understands their role in implementing sustainable practices and contributing to positive social, environmental, and economic outcomes.

Sustainability Principles

Sustainability is embedded across all aspects of our business, managed across three interconnected pillars - social, environmental, and economic. Together, these pillars form the foundation of our sustainability strategy, *Our Central Future*, and are supported by strategic targets and objectives to ensure we deliver meaningful and measurable impact across our operations and events.

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With the three principles at the heart of our approach, we are committed to:

- **Environmental:** reducing the environmental impact associated with our event activities and the services we deliver to all our stakeholders.
- **Social:** creating positive social impact for our employees, local communities, and city residents.
- **Economic:** growing our business in a way that supports the Manchester economy and delivers value for our customers, partners and the wider city.

We monitor and measure progress against these commitments using clear metrics and key performance indicators. They are reviewed annually to ensure they remain relevant and aligned with Manchester Central's business strategy.

By tracking our environmental, social, and economic impact, we ensure continuous improvement and accountability across our business and events.

Roles and Responsibilities

As a business, we understand that sustainability is everyone's responsibility. From employees to service partners and even our supply chain, all are expected to embed sustainable practices in their day-to-day work and contribute to achieving our environmental, social, and economic commitments.

To ensure these commitments are delivered, we have key roles and responsibilities throughout the organisation. Sustainability performance is overseen by the Head of Sustainability and Impact, supported by the Sustainability Steering Group and the Impact Working Group to drive progress, embed best practice, and report outcomes. Our teams are supported with training, guidance, and data to inform decision making and drive continuous improvement.

Continuous Improvement

At Manchester Central, we recognise that sustainability is a shared responsibility and integral to how we operate. We are committed to regularly reviewing and improving our practices, monitoring our environmental, social, and economic performance, and reporting progress transparently. By embedding sustainability in everything we do, and encouraging all employees, partners, and suppliers to play their part, we aim to deliver lasting positive impact for our people, our partners, and the Greater Manchester community.

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Lauren Hudson, Head of Sustainability and Impact

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Lori Hoinkes, Chief Executive Officer

Date: 06/11/2025