



Sustainability Report 2023

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Message from the CEO

We are delighted to report that GCO was awarded a Medal by Ecovadis for our sustainability initiatives in 2023. These initiatives are a crucial part of our ongoing business transformation which is aligned with the needs of our customers in the pharma and medical device industry.

Through this report, we aim to provide insights into the key performance indicators set by Ecovadis to drive our future progress. The indices cover four main areas: Employees Health & Welfare, Social Dialogue & Career development, Ethical Business conduct, and Environment.

I am pleased to share that GCO is performing exceedingly well in all these areas, but we remain committed to continuous improvement. With our dedication to enhancing transparency and taking part in the Ecovadis program we aim to contribute to a more sustainable world.



Rogier Raats

CEO, GCO Global

Introduction to GCO Global

GCO Global is a full circle advisor on Strategic Meetings Management (SMM). GCO's product and service portfolio is divided in to four pillars, that enable us to service customers in all areas of SMM. We support our customers by translating their marketing and events strategies into operations, ensuring delivery of best-in-class events. All verticals function interdependent of each other in the delivery of services and products.



Consultancy

Combining experience and (SaaS) technological platforms, GCO Consultancy is the leading dedicated provider of E2E solutions for the Life Sciences Industry to manage Governance, Compliance and Risk

- Change Management
- Strategic Meeting Management
- VAT Reclaim
- Automation
- KPI Framework



Meetings & Events

Providing a full service offering and maximizing customer engagement through a multidimensional approach, we master all disciplines of the event spectrum

- Event planning
- Negotiations
- Budgets
- Registration website
- Travel and accommodation
- Event concept
- Onsite support
- Reconciliation and reporting



Compliance

Trusted advisors that enable and enhance ethics and compliance standards for Life Sciences companies

- Transactional Compliance
- Trainings
- TOV Reporting
- Honoraria
- Industry codes and laws



Technology

Our technology center focusses on building tools and applications that save time, minimize risk and serve an end-to-end process.

- Solution development
- Product implementation
- End-to-end development

GCO's Performance on Non-Financial KPIs

This report reflects the performance of GCO on all the non-financial KPIs that are essential for sustainability of our business. GCO's non-financial KPIs are reported in several categories but for simplicity of reporting we have grouped them in four main groups:

1. Employees Health & Welfare
2. Social Dialogue and Career Development
3. Ethical Business Conduct
4. Environment

Employee Health & Welfare

At GCO we consider our employees our greatest assets and believe in making a healthy work environment, enjoyable and rewarding.

We take a three-dimensional approach to health, that includes physical safety, food and hygiene, and mental and social wellbeing. All our health programs are designed around these topics. For many years now, GCO spends up to 5 percent of its revenue in these initiatives, and we intend to keep investing in the years to come.

GCO Spends up to 5 percent of its revenue in employee health and welfare initiatives

We have heavily invested in healthy fresh food, clean drinking water and clean office space for all employees. Employees are given free access to a pantry service with food, refreshments & beverages. Furthermore, no accidents have been reported at work, nor during work travel that are related to the safety of employees. Initiatives like OpenUp, a platform which offers all our employees unlimited access to psychologists and mental health courses, boot camps and office massages are offered to relieve stress and maintain mental well-being. Social well-being is safe guarded by regular team- and company meetings and social get togethers, to allow employees to engage and connect with each other.

Zero Accidents or safety related incidents reported in 2023

Social Dialogue and Career Development

At GCO we have consistently maintained a dialogue between company and employees at all levels. This is to ensure that GCO's objectives and growth are aligned with individual career development, ambitions and aspirations.

Line Managers engage with employees on a one-to-one basis to ensure that managers understand individual personal situations, career aspirations and can mentor the employees. Team level catch-ups happen every week to ensure that teams are aware of the initiatives, objectives and short-term goals.

Half yearly company meetings are organized to communicate the company performance, achievements and challenges.

Social dialogues and career discussions are interlinked as all communication is done with immediate line managers and when required HR is also present in those discussions. GCO heavily invests up to 10 percent of billable time on trainings every year. Most of these trainings are developed internally, some externally and some individual external trainings are sponsored by the GCO.

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Ethical Business Conduct

GCO has a long-standing policy of ethical business conduct that highlights the values and objectives of our organization.

GCO is proud that there have been zero incidents or reportings related to corruption, fraud or discrimination in 2023. GCO maintains a robust reporting mechanism for such incidents and the reports are directly monitored by the CEO.

All employees maintain 100 % training during onboarding on GCO's code of ethical business conduct.

Diversity and Inclusion

GCO is proud of its diverse workforce that comprises of different nationalities and ethnicities. It is essential to help us support our customers globally. GCO has a linguistic diversity of around 20 major languages and employees that come from 15 different nationalities.

More than 50 percent of Employees at GCO are from outside the Netherlands

GCO also maintains a healthy gender ratio at all levels. It's a stated and practiced policy of GCO to not allow discrimination of any kind at the workplace or in the process of hiring new employees.

Philanthropy and direct contributions

We are very pleased with our association with the Aseema foundation since 2013. Through this association we support the education of children in underserved communities in Mumbai and remote tribal communities in Igatpuri, Maharashtra, India. Aseema provides them with much needed support for proper schooling and enables development of their limitless potential.

Through partner contributions, Aseema is positively impacting around 7000 children in India.

Environment

GCO is consistently trying to reduce its scope 1 emission by improving on energy utilization in our office space, such as lighting, ventilation and climate control.

We have decreased up to 40 percent of our electricity consumption in last 5 years because of various measures.

Future investments are planned to completely solarize the energy production and reduce the dependency on gas.

Office waste gets segregated as mandated by local authorities and sent to recycling processes as much as possible.

Special focus is on our generated e-waste. Efforts are made based on the principle of reduce, re-use and recycle. This way we ensure good quality of the electronic goods that we procure, and enable them to have long work lives. All the devices that are at the end of business use lifespan are refurbished to give them a second chance. For example, by offering them up for personal usage. Thorough measures are taken by IT to ensure that business information and confidentiality are maintained throughout.

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Objectives for 2024

In 2023 we achieved a successful rating on the Ecovadis platform. It has enabled us to articulate our commitments to sustainable business practices among our stakeholders.

It has also enabled us to baseline some of the KPIs for the coming years. Our commitment to sustainability for our customers, employees and the planet will continue to strengthen when we take our next steps.

For customers that means we maintain our agility and plan to bring new products and services to meet their requirements and help them navigate an ever changing landscape of business sustainability goals. Reporting of Scope 3 emission is a big challenge faced by many of our customers. It is inherently complex and challenging to measure such emissions. Therefore, we have partnered with Amsterdam Data Collective and are developing new tools in support of our customers' sustainability missions.

By Oct 2024 we intend to re-assess our Ecovadis certification and continue to improve further. For any further information please feel free to reach out to us at info@global.com.

→ GCO Full Circle Event Strategy Advisors

P.O. Box 1091 3360 BB Sliedrecht, The Netherlands

Phone: +31 (0) 184 496999