



LILLE GRAND PALAIS - ZÉNITH DE LILLE

CSR 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 45,000m² building includes an **exhibition hall, a conference centre and the Zenith concert arena.**

For many years, **our company has placed sustainable development at the heart of its concerns.** Our **2025/2030 strategic plan**, named **Odyssey 2030**, drives a corporate strategy structured around three major pillars :

- Building agile and sustainable growth
- Fostering a culture of innovation
- Capitalizing on people



Lille Grand Palais - Zénith de Lille deploys its strategy called **We Comeet**, which places its businesses in a more virtuous dynamic.

WE

Collaborators

CO

Stakeholders

MEET

Creators of
responsible
meetings

Our mission



To serve the region and support its sustainable development through innovative solutions and services.

Our values



EXPERTISE : Innovation and continuous improvement.



CONQUEST : Serving the region's ambitions.



COMMITMENT to our entire ecosystem.



COLLECTIVE : Talent for performance.

Our company is committed to meeting the requirements of the ISO 20121 standard, and our policy integrates sustainable development principles across all our activities.

INCLUSION : we identify and maintain dialogue with our stakeholders. Working groups are set up every year to develop diversity and inclusion.

INTÉGRITÉ : a **fundamental commitment** that guides our corporate culture through :

1. Customer **satisfaction** and **loyalty**
2. Employee **commitment**
3. Risk **management**
4. **Compliance** with regulations

DUTY TO WATCH : committed management and teams who promote and monitor the overall performance of our organisation and its value chain.

TRANSPARENCY : we provide regular information on our performance, our ambitions and the impact of our activity.

Our main objectives

ACTING AS A RESPONSIBLE EMPLOYER

Our SAEM has put in place a **committed and responsible system of governance** that takes into account the expectations of our stakeholders while respecting regulations, human rights and international standards.



REDUCING OUR ENVIRONMENTAL IMPACT

Our aim is to **support a dynamic transition** in a process of **continuous improvement**.



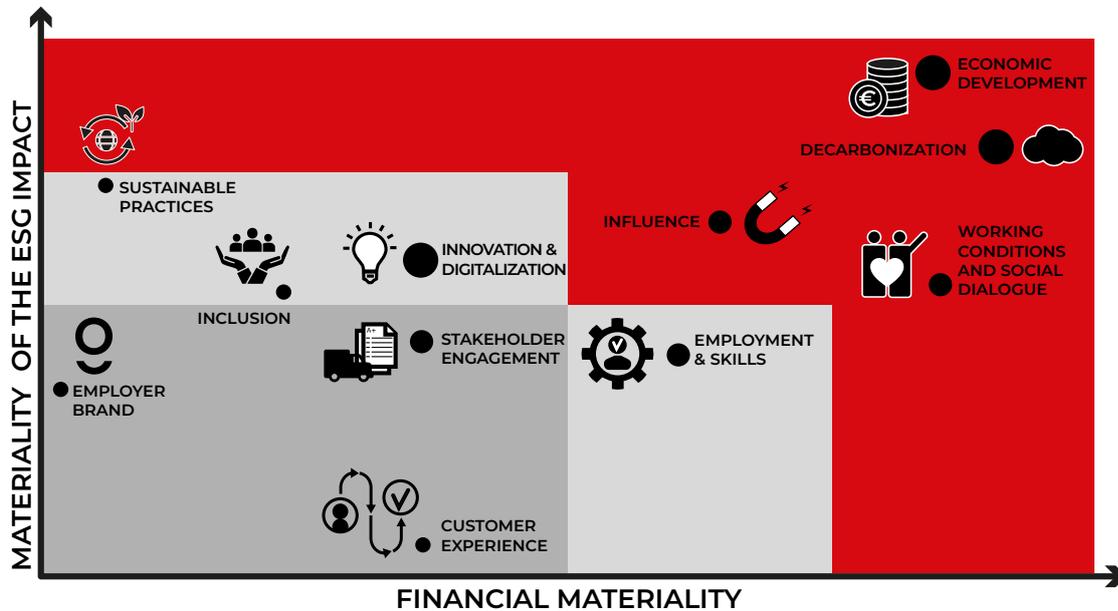
CONTRIBUTING TO THE LOCAL DYNAMIC

We are committed to **reinventing the events industry** through **ethical behaviour, transparency** and **accountability**.



Our materiality matrix

When we drew up our strategic direction for 2025/2030, we identified **4 priority issues** and **6 medium-term issues**.



A certified organisation : ISO 20121 : 2024

Deployment of a **management system** that **hosts and organizes events** so that they contribute to the **three dimensions of sustainable development**.



Lille Grand Palais is currently **the only venue in France to be certified for all 3 activities** (shows, conferences and exhibitions).

This distinction both commits and encourages us to continue our efforts.

Our ultimate aim is to deploy a **proactive strategy** driven by **the expertise and enthusiasm of our teams**, whose action plans set the guidelines for a **more sustainable future** and reflect **our commitment to the common good**.

Caroline **SOUPPART**
Chief Executive Officer