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Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Registered offces Bonn und Eschborn, Germany

Friedrich-Ebert-Allee 32 + 36 53113 Bonn, Germany T +49 228 4460-0 F +49 228 4460-17 65

Dag-Hammarskjöld-Weg 1-5 65760 Eschborn, Germany T+49 61 96 79-0 F+49 61 96 79-11 15

E info@giz.de I www.giz.de

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Pretoria, August 2023

# 'SHAPING SUSTAINABILITY TOGETHER AND IMPLEMENTING IT INBUSINESS'

Driving sustainable development forward in the spirit of Agenda 2030 is not simply a task for the world community and its individual countries. If we are to achieve national and international goals, every company is called upon to contribute through sustainable corporate processes and responsible action – and for GIZ in particular, this is both a mission and an obligation.

Our commitment to sustainability must be realised at both corporate and performance levels of the company.

Numerous self-commitments, such as GIZ participation in the United Nations Global Compact and our commitment to its ten principles, lend weight to this aspiration. GIZ aims to lead the way as a sustainable company.

Events in particular offer enormous potential for making the concept of sustainability tangible in all its four dimensions of social responsibility, ecological balance, political participation, and economic performance – and underlining corporate values through specific actions. Sustainable event management encompasses a multitude of possible measures in a total of seven fields of activity, such as conservation of resources in the fields of catering, mobility and building management.

Many sustainable event management measures can be transferred directly to everyday office life, resulting in more sustainability in the company as a whole.

This guide introduces the topic of Sustainable Event Management and offers practical guidance for Events service providers and suppliers, including a phase model which shows the task packages of sustainable event organisation in chronological order. This is followed by a more detailed description of the seven fields of activity. And last but not least, the guide provides practice-oriented checklists, which provide a variety of references to each field of activity. The guidelines and checklists may vary according to the specific type of event being organized.

This document (adapted for South Africa, eSwatini and Lesotho) is based on the Guidelines for the Sustainable

The guidelines are designed to support all stakeholders to organise events efficiently and effectively, and to design it in a climate-friendly and socially compatible way, thus promoting the GIZ concept of sustainability.

Organisation of BMUB (Federal Ministry for the Environment, Nature Conservation, Building and Nuclear Safety) and UBA (Federal Environmental Agency) events.. As it is neither possible to provide a complete list of all aspects at this point, nor to include all the diverse event formats and general conditions in detail, you should regard the guide as an encouragement to question familiar processes and procedures and to check them for sustainability aspects. In the scope of the fields of activity, the individual measures can also apply mutatis mutandis in the field structure. It depends on the country-specific context which measures are suitable. This should not mean more work, but instead should encourage more creativity. The integration of sustainable event management at GIZ is a process that should be designed together with the staff, enabling the guide to be continuously updated and supplemented through their practical experiences.

## Do you have any questions or suggestions?

If so, please write to our Head Office at sustainabilityoffice@giz.de or contact <a href="mailto:procurement.pretoria@giz.de">procurement.pretoria@giz.de</a> for queries specific to South Africa, Lesotho, and Eswatini.



# PHASE MODEL

When organising and running events, sustainability aspects should be systematically included right from the start. Depending on the phase of the event organisation, different aspects are important:

## Phase I: Design



The relevant stakeholders are to be identified in step 1.

In step 2, possible potential for savings is to be analysed.

In the third step, the extent to which sustainability aspects can be implemented is analysed. This analysis should address the Social Sustainability principles of human rights, gender mainstreaming as well as the opportunities for participation and full access for persons with disabilities and disadvantages. The principles of Circularity should be applied in addressing the Environmental Sustainability aspects of the event. Successively building up the targeted goals or the number of measures from event to event rather than taking on too much from the outset, is recommended.

#### Phase II: Communication & Information



Another important component is internal and external communication and information, not only with regard to stakeholders, but also with regard to the company's own documentation, and this aspect must be taken into account as early as the design phase, enabling information to be passed on at an early stage. Communication on sustainability aspects is also important for the acceptance and buy-in to the approach. It is essential to inform not only guests about the specific measures, but also all the stakeholders involved in an event, such as event personnel, etc. This applies to events of all sizes. Information and criteria for selecting the venue, measures to reduce CO, emissions, etc. ensure a transparent event and raise the awareness of those involved.

#### Phase III: Implementation



How can sustainability be integrated as a cross-cutting theme on the day of the event?

When staging an event, it is not only important to provide information about sustainability aspects in advance, but also relevant to have a local contact person who can provide expert support for specific questions on the topic of sustainability. GIZ requires this consideration to be included within technical and commercial proposals of all service providers. In line with the Supply Chain Diligence Act, supplier Traceability is mandatory for GIZ suppliers. If the questions involve complex issues, they should be included in the follow-up to the event.

## Phase IV: Follow-up



After the event, an evaluation should be carried out to help reflect on the essential and controllable aspects and to ensure comparability with other or recurring events. The names of vendors/ suppliers, service providers and local stakeholders who have made a valuable contribution to sustainability should be forwarded to the Project Administrator or Procurement and Contracting Unit, in order to include them in the overviews so that they can be used for future events. The satisfaction of the participants determined in terms of various sustainability aspects can also be used as an indicator for the design of future events.

The service provider contracted to arrange the event should include this post-event survey in their Terms of Reference or scope of services to be delivered.

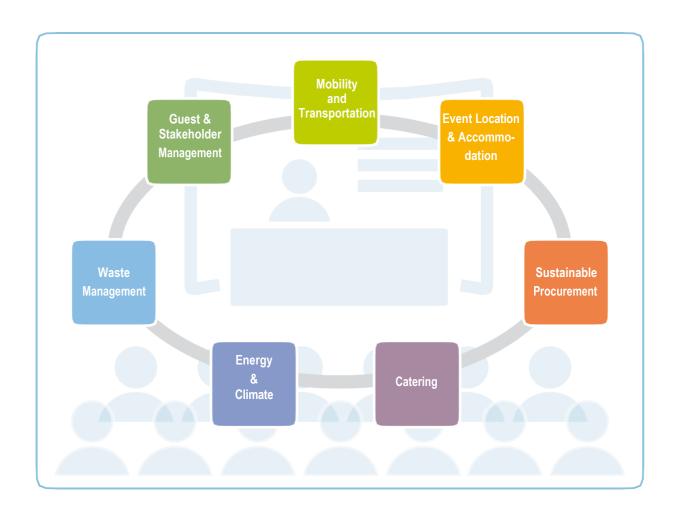
# FIELDS OF ACTIVITY

# Sustainability plays a significant role in political and public debate, and it is also becoming important at business events, both for GIZ and for our stakeholders.

Video conferences and live streams can only partially replace face-to-face meetings. Conferences, specialist dialogues, annual meetings and major planning and monitoring meetings will continue to be held face-to-face across the countries of South Africa, Lesotho, and Eswatini and abroad. This makes it all the more important to systematically integrate sustainability aspects into the planning process for all GIZ events at an early stage.

Events may be regarded as the business card of our company. Therefore, the sustainability goals must be in alignment with the content and formal requirements of the event.

The fields of activity outlined below are illustrated by means of measures. The prioritisation represents the relevance and controllability of the measures. The 'Comments' column allows individual documentation to be entered.



# **Guest and Stakeholder Management**



Guests must receive an event pre-briefing regarding the importance of a Sustainable Event for GIZ and for their organization/ work which is undertaken in cooperation with GIZ. In addition, more environmentally friendly communication channels and materials must be pursued wherever feasible.

For needs-oriented planning it is necessary to keep track of the feedback from the invited guests on the end-to-end Sustainability of the Event. It is also important to monitor the sustainability related behaviour of the guests during the entire registration process. The guest management shall be organised as inclusive as possible from the planning stage. Inclusion is one of GIZ's main goals and a contribution to the Sustainable Development Goals (SDG 10 - reduce inequalities within and among countries)

The 'No-Show Rate' as well as the associated cost of no shows, can be calculated based on these experiences. Events can also be compared with one another on the basis of the no-show rates, general conclusions can be drawn from them, and recommendations shared with colleagues.

Theme	Measure	GIZ Priority <sup>2</sup>	Comments/ Check for Completion
Information management	Disseminate information to stakeholders at an early stage	1 2	
	Make information material available digitally	1 2	
	Use the invitation form to offer assistance to people with impairments	1 2	
	Create a website for major events – the information can always be kept up to date	1 2	
	Create barrier-free access to conference materials, e.g. for persons with visual and hearing disabilities	1 2	
	Communicate the sustainable measures in the invitation and registration process as well as in the programme	1 2	
	Use digital advertising columns for information sharing instead of printed products	1 2	
Guests	Create and use a stakeholder map	1 2	
	In digital participant management, enable feedback by email or via the website	1 2	
	Remind already-registered participants that they can cancel <b>x days in advance</b> (this will reduce the no-show rate)	1 2	
	Use name tags that are reusable such as 'textile stickers' for a one-day event. When lanyards are used, these must be collected at the end of the day and re-used	1 2	
	Reacquire badges and other materials, e.g., via an incentive system, perhaps in the form of a competition (or sweets)	1 2	
Follow-up	Determine perception and satisfaction electronically during and after the event, for example through electronic voting or electronic feedback forms	1 2	
	Request feedback regarding the Environmental, Social, and Economic Sustainability elements of the event	1 2	
	Provide information about sustainability standards to partners	1 2	
	Electronic reporting/ documentation	1 2	

<sup>1</sup> The No-Show Rate refers to the calculation of the numbers and refers to the persons who do not attend despite having confirmed their participation. For free events, a no-show rate of 40-60% can be expected. For paid events, a no-show rate of 5 – 10% can be expected. GIZ's ambition for no-show rate is 0%.

<sup>2</sup> The priorities are based on the Guidelines for the Sustainable Organisation of BMUB and UBA Events, and on empirical data derived from event management – they are, however individually adaptable.

# **Mobility**

The event participants will be on the road a lot prior to, during, and following the event, as they may have to travel to and from the event, including commuting between the event venue, their home, airport, or accommodation. The length of the trips and the chosen means of transport will have an impact on the CO<sub>2</sub> emission and air pollution, and the guests' mobility behaviour will account for the lion's share of the event's CO<sub>2</sub> emissions. These environmental impacts can be reduced by ensuring short travel distances, low-emission transport and a venue that is easily accessible.

. Think about how to avoid  $\mathrm{CO}_2$  emissions (and to compensate for them where necessary) at an early stage and communicate your ideas and suggestions in advance to the GIZ Event coordinators, participants, other suppliers/providers, and all staff involved, taking account of all safety and security issues. Service providers are expected to communicate ideas for reduction of  $\mathrm{CO}_2$  emissions to their staff, as a daily part of their operations and well in advance of the event.



Mobility and Transpo	ortation		
Theme	Measure	GIZ Priority	Comments/ Check for Completion
Planning	Check whether a face-to-face event is necessary – a virtual meeting might be an option	1 2	
	Ensure that the event location is relatively close to the participants accommodation	1 2	
	Consider public transport connections first, subject to safety and security considerations	1 2	
	Take international/national connections by direct flights into consideration: check and compare <b>Airline CO2 kg</b>	1 2	
	Plan short walking routes for arrivals and departures, and between the venue location and the participants' accommodation: Pending necessary Security checks and approvals	1 2	
	Select event times that enable participants to safely and economically arrive and depart by public transport	1 2	
Arrival and Departure	Provide information on the use of environmentally-friendly means of transport in advance	1 2	
	Provide easily understood route descriptions on how to reach the venue, possibly by integrating apps	1 2	
	Set up shuttle services and let the participants know about them in advance, as well as secure <b>ride-sharing opportunities</b> with other event participants	1 2	
	Select sustainability-conscious service providers for passenger transport and provide list, subject to safety assessment	1 2	
	Create incentives for using public and environmentally-friendly means of transport	1 2	
	Organise car-pooling and let the participants know about it in advance	1 2	
	Install a link to a CO <sub>2</sub> compensation calculator in the event registration form	1 2	

# **Event Location and Accommodation**



Event venues and accommodation for the participants should be evaluated not only on cost and performance aspects, but also on social and environmental criteria. There are appropriate certifications for hotels and event venues that facilitate the evaluation of the premises – and providers' information on their own internal sustainability management often shows their willingness and ability to implement sustainability-oriented measures. Such Sustainability Certifications or Accreditation should be provided upfront during the tendering or quotation submission processes.

As the number of certified premises is relatively low in South Africa, eSwatini and Lesotho, the event managers may seek consultation with the person in charge of the venue. The discussion will clarify expectations on sustainable event management, strengthens sustainability beyond the event, and promotes it among service providers

Event Location, Venues, and Accommodation					
Theme	Measure	GIZ Priority	Supplier Comments/ Check for Completion		
Avoid creating traffic	Select the venue and the accommodation as close to each other as possible. GIZ Manager <b>signed Justification</b> must be provided for the use of further location	1 2			
	Ensure event location has good connections to public transport, where practical and safe				
Avoid overnight stays	No unnecessary overnight stays, or as few as possible. Event participants should arrive the day of the event and depart the day it ends.	1 2			
Selecting Venue and Hotel	Use sustainably-certified hotels and event venues (e.g. Green Star/ Net-Zero, Certified, Energy Performance Certificate (EPC), ISO 14001, etc.)	1 2			
	If no certification or similar is available, prepare action plans for the individual fields of activity	1 2			
	Choose venues hotels with a no plastic/ zero-wate strategy	1 2			
	Ensure barrier-free access to the event venue and accommodation; e.g. disability access	1 2			
Event Location	Accessible and recreational opportunities for breaks and for after of the day's event	1 2			
	Event function rooms with sufficient day/sunlight, and thus minimal utilization of artificial light	1 2			
	Equipping the location as part of the brief (minimum amount of furniture, workshop materials, etc. to be delivered)	1 2			
	Number and variety of accessible seating options, for event size and number of delegates.  Special requirements to be requested in the delegate registration form.	1 2			
	Number and variety of washrooms, e.g., safely accessible, barrier-free access to toilets, etc.	1 2			
Hotel	Dispense with minibars: wherever feasible, do not select hotels or rooms with minibar options. If pre-existing, request non-use and therefore switching off during GIZ stay	1 2			
	Select accommodation venues/ hotels with clear Sustainability Programmes for specific hospitality areas, e.g., laundry management principles and incentives for guest reuse of linen	1 2			
Special regional features	Depending on the event venue, develop a regional and theme- specific concept, taking the environmental, social, and economic aspects into mind	1 2			
	Advertise the region's attractions	1 2			
	Inform the guests about the cultural highlights on offer in the region: any GIZ use thereof however, must align with the Hospitality and Events Guidelines of GIZ	1 2			

## **Sustainable Procurement**

Environmental and social criteria must be taken into account when Procuring conference goods, materials, equipment, decorations and other products, as well as when selecting service providers thereof. Conference materials in particular are a simple and efficient starting point for making a statement about the Sustainability of the event. Decorations can also support the theme of the event or reflect the cultural characteristics of the region, thus creating awareness of sustainability among the participants. When selecting products, you

must always be aware of the German Government's Procurement guidelines, and sustainability aspects must be included as a minimum or award criteria in your invitations to tender. See also the latest orientation on Sustainable Procurement on IDA.



For indirect materials and services (i.e., purchased through the service provider of the premises), GIZ mandates the contracted service provider to provide information about the Sustainability measures practised by its suppliers.

Sustainable Procure	ment		
Theme	Measure	GIZ Priority	Comments/ Check for Completion
Environmentally- friendly procurement	Procurement of products and services that meet the criteria of social and environmental sustainability	1 2	
	When selecting suppliers, take their level of competence in environmentally-oriented management into account, including local sustainability labels/certification	1 2	
Conference materials	Avoid paper, printing, and postal/ courier services	1 2	
	If necessary, use 100% recycled paper (Blue Angel or equivalent) or paper from a certified source (Forest Stewardship council, FSC) – and print on both sides of the paper in black & white	1 2	
	Giveaways like notebooks and pencils should avoided where possible. If necessary, these should be produced sustainably and reduced to the smallest amount necessary	1 2	
	Dispense/ do away with give-aways	1 2	
	Ensure that all the products are reusable	1 2	
	Purchase regional, local, and locally seasonal products	1 2	
	Use environmentally-friendly and/or bio-degradable (cleaning) products, ideally with product labels	1 2	
	Upcycling <sup>3</sup> or repurposing of products	1 2	
Services	Include Sustainable Events minimum criteria or award criteria in the Terms of Reference (ToR)	1 2	
	Short travel distances for service providers or use of low-emission means of transport	1 2	
Decoration	Consideration of cultural particularities when decorating and theming an event	1 2	
	Flower arrangements from the region, use seasonal products and comply with social standards	1 2	

<sup>3</sup> Upcycling means e.g. extending the life expectancy of a banner by recycling it as a bag or by donating it for other purposes.

# Catering



every event. Sustainable accents can also be set here, e.g. through regional and seasonal foodstuffs or a balanced range of vegetarian and vegan dishes. Organically-certified and fair-trade products

Successful catering is a quality and wellness feature of are not available everywhere. However, the supply is still growing, and small local suppliers have often specialised in this niche. GIZ is willing to consider alternative food sustainability certifications and quality marks, which the service provider is to list in the proposal. GIZ requires catering products and services that have been responsibly and sustainably sourced.

heme	Measure	Priority	Comments/ Check for Completion
Product selection	Needs-based quantities of food based on real number of confirmed participants – note the no-show rate	1 2	
	Caterer confirms 'excess surcharge' to avoid leftovers	1 2	
	Caterer confirms food waste management strategy	1 2	
	Use fresh produce. Indicate where produce is not fresh	1 2	
	Use regional, local, and seasonal organic and Fair-Trade foods	1 2	
	Use certified products (organic, Marine Stewardship council (MSC), fair trade etc.)	1 2	
	Avoid using small portioning and packaging units (e.g., condiments packaging in sachets such as ketchup, butter, marmalade, sugar, tea/ coffee, etc.) and disposable packaging	1 2	
Catering	Always offer at least one vegetarian and/ or vegan alternative for the participants.  Reduce the amount of fish and meat on offer	1 2	
	Offer a balanced range of food and drinks in the socio-cultural context, e.g., halal or vegan	1 2	
	Where possible, confirm meal choices in advance to reduce wastage	1 2	
	Catering partners ensure the meals contribute towards nutritional well-being and follow guidance of the Nutrition Society of South Africa (NSSA) and or other relevant national guidance	1 2	
	Develop a concept for dealing with <b>leftover food</b> to reduce wastage, in line with food safety regulations (e.g., distribution to farms for animal consumption)	1 2	
	Provide reusable plates, dishes, cutlery, and glasses	1 2	
	Schedule enough coffee and snack breaks for relaxation, and provide lighter snacks during these breaks, such as seasonal fruit	1 2	
rinking Water	Provide <b>tap water</b> (where tap water quality permits) in decanters, glass containers or jugs, or water dispensers	1 2	
	Offer pre-packaged drinks only in glass bottles. <b>Plastic bottles and cans</b> prohibited.	1 2	

<sup>4</sup> Caterers usually calculate 30% more meals to be provided for than the expected number of participants. Declaration to be provided to GIZ upfront.

# **Energy and Climate**

The 'Energy and Climate' field of activity plays a crucial role as an overarching theme, e.g., in the mobility of the participants and the selection of conference buildings and hotels or accommodation facilities, at the venue location. This independent approach is intended to underline and focus the organisers' attention on the environmental significance of the theme.

Climate-influencing energy consumption occurs when participants travel to & from the event and when they move from place to place on site. Heating, air conditioning, lighting and technology in conference buildings also consume energy.



Theme	Measure	Priority	Comments/ Check for Completion
Buildings, energy consumption	Consider energy supply and consumption when selecting conference buildings and hotels. Venues should be Energy Performance Certificate (EPC) rated C or above (if required as per EPC regulations)	1 2	
	Energy-optimised air conditioning and heating technology recommendation: temperatures should be set within a seasonal temperature range of 21°C to 24°, but closer to the external temperature	1 2	
Electricity	Generation or procurement of electricity from renewable sources, e.g., green electricity providers,	1 2	
Equipment	Use of energy-efficient equipment	1 2	
	Use of equipment that meets the highest energy label criteria	1 2	
	In the case of devices, or equipment, that is not used for example during breaks, either switch them to energy-saving mode or turn them off completely	1 2	
Climate-neutral events	Calculate event-related CO₂emissions <sup>6</sup>	1 2	
	Determine event data together with the participants, e.g., as part of the management of participants or during the event itself	1 2	
	Compensate unavoidable greenhouse gas emissions by the event organiser or participants <sup>6</sup>	1 2	
	Raise the awareness of the participants, e.g., by using signs	1 2	

<sup>5</sup> This calculation can be supplied by numerous providers; examples are listed under 'Instruments' in the following links

<sup>6</sup> Firstly, confirm with Commissioning Party if offsetting is permitted using project funds. Guidance for GIZ service providers on avoiding, reducing and offsetting GHG emissions is available on the DMS Handreichung zur Kalkulation von CO2-Kompensation (giz.de).

# **Waste Management**



In this field of activity, the dual aim is to prevent or reduce the generation of waste and to ensure efficient waste separation. This applies to the conference location (catering, conference materials, accommodation supplies) as well as to the hotel and the preparation phase (dissemination of handouts/conference documents).

Theme	Measure	Priority	Comments/ Check for Completion
Catering on site	Avoid small and disposable packaging, especially for condiments such as milk, sugar, tea bags/ instant coffee, sauces/ dressings, etc.	1 2	
	Use reusable plates and dishes, and reusable cutlery and glasses. Plastic or disposable cutlery and crockery is prohibited.	1 2	
	Distribute leftover food to non- profit organisations in line with appropriate food safety standards	1 2	
Toiletries on site	For accommodation, plastics and sachets should also be avoided for toiletries such as disposable shower caps, shampoos, conditioners, lotions, etc.	1 2	
	Provide educational information for guests to encourage preservation of natural resources and avoid waste	1 2	
Packaging material at the conference venue	Minimise packaging – for instance use reusable and refillable products and containers	1 2	
Vaste separation and isposal	Demand that suppliers take back packaging: service provider has take- back agreements with all suppliers	1 2	
	Service provider to select materials based on their reusability	1 2	
	Ensure that waste is disposed of in a proper and environmentally-friendly and certified manner	1 2	
	Set up of waste containers for collecting separate types of waste	1 2	
	Separation of the different types of kitchen waste	1 2	
later consumption	Provide information for participants e.g., on how to save water in washrooms	1 2	
	Use effective water management or measures to reduce tap water consumption, such as rainwater utilisation and water-saving taps	1 2	

# **MEASURABILITY**

# How do we measure the success of the approach? A qualitative and quantitative results assessment for sustainable events.

What is the added value of an event if it meets sustainability standards?

This question has several facets: this aligns with GIZ's core value of Sustainability and allows us to partner with our suppliers and service providers, in practising it in a measurable way. On the other hand, sustainable events demonstrably reduce  $CO_2$  emissions and allow GIZ value chains to contribute to this global ambition. And last but not least, Sustainable Events increases awareness of the topic of sustainability for all stakeholders.

How can this be checked? On the one hand through hard and easily-measurable (quantitative) factors, including for example CO<sub>2</sub> emissions, which can be determined by means of a CO<sub>2</sub> calculator. However, soft factors that can-not be directly quantified are also important. One of these factors, for example, is the **evaluation by guests and clients**, which can be determined by means of a feedback form or survey questionnaire, after the event.

At the end of the event, a balance sheet and brief documentation of the resources actually saved should be prepared and communicated back to GIZ by the contracted service provider. This can additionally

Sustainable Procurement is one of the goals in the GIZ Sustainability Programme 2021-2025

Our aspiration is to procure all goods and services in line with the most rigorous sustainability criteria

sensitise and motivate our clients, business partners, and event participants alike. For smaller events, only a few essential aspects need be noted.

standards.

Sustainable event management can always generate added value – regardless of whether the sustainability is measurable or not. The sustainable organisation of events contributes to the company's credibility.

# Further links to sustainable event management

#### **Guidelines and orientation**

Guidelines for the Sustainable organisation of Events (BMuB)

Guidelines for the Avoidance of Food Waste in Catering (uBA)

Sustainable Procurement Compass

Seal clarity for sustainable purchasing

Ramp-up.me: planning full-access events

Too good for the bin

No-show rate

## **Certification and standards**

**Eco-Management and Audit Scheme (EMAS)** 

Fair trade products

Global compact

**Global Reporting Initiative** 

International Labour Organization/Labour Standards

## Instruments

myclimate event calculator

Digital advertising columns

**Examples of sustainable events** 

Annual conference of the Council for Sustainable Development



Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Registered offices Bonn and Eschborn, Germany

Friedrich-Ebert-Allee 32 + 36 53113 Bonn, Germany T +49 228 44 60 - 0 F +49 228 44 60 - 17 66 Dag-Hammarskjöld-Weg 1 - 5 65760 Eschborn, Germany T +49 61 96 79 - 0 F +49 61 96 79 - 11 15