



Corporate Social Responsibility

Encore's Commitment to Environmental, Social and Governance

Corporate Citizenship

- From providing job shadowing opportunities to students, producing and volunteering for charity events, to fundraising for worthy causes, Encore professionals value the responsibility of making the world a better place. Encore donates old items being retired to charities. While donation is not currently a corporate mandate, Encore rarely denies a request from a location to do so with items approved for retirement.



Sustainability

- Sustainability is of utmost importance to Encore and the team. In 2019, we were proud to be awarded a silver CSR rating by the international evaluation platform EcoVadis, which has been renewed in August 2021 with a scorecard of a 76th percentile.
- We are actively reducing our carbon footprint across our facilities, fleet and venues. Encore's staging, branding and hybrid products and services will help to reduce yours. Encore is committed to responsible sourcing policies, safe disposal procedures and is pursuing recycling opportunities at our major offices and venues.



Our Team Members



Our Community



Our Customers



Our Suppliers

Diversity, Equity & Inclusion

- We strive to create workplaces that reflect the communities in which we work and live, and where every individual has a full sense of belonging. By doing so, we fuel our innovation, collaboration, expertise and excellence, and connect more closely to our customers and the communities we serve.
- By creating an all-inclusive environment, we empower team members to be represented throughout various internal groups, which are open to all team members within the company. Our goal is to foster growth and development for our team members by offering compelling workshops, seminars and networking opportunities.



Sustainability



We are well placed to address the Event Sustainability Management Systems ISO requirements (which also include selecting suppliers based on sustainability considerations) with our Purpose, Mission and Values and our Environmental & Sustainability Policy

Serving The Community

From providing job shadowing opportunities to students, producing and volunteering for charity events, to fundraising for worthy causes, Encore professionals value the responsibility of making the world a better place.

Green Goals

We'll help you achieve your green goals by incorporating equipment that requires the least amount of power, such as LED lighting, which uses six times less power per unit than other lighting options. We also offer post-consumer recycled flipchart paper, whiteboards and other sustainable meeting supplies.

Energy Star Compliance

Encore makes every effort to purchase Energy Star-compliant equipment, which is the most environmentally responsible technology available. Additionally, we seek Restriction of Hazardous Substances-compliant products, which are manufactured with the use of minimally hazardous materials.

Sustainability Efforts

Generally, modern technology offers greater energy savings, so Encore continually evaluates equipment, including lifespan, Energy Star compliance, and power consumption to introduce more efficient options. We encourage our customers to source their equipment and technicians locally to avoid the environmental impact from shipping and long-distance traveling.

Health and Safety

Encore is committed to HSE Standards and procedures, and this is documented through our various ISO Certifications. Regular internal and external audit checks are performed to evaluate continuous system improvement and regulatory compliance.



ISO 9001:2015

Quality Management System Certification assures uniformity in the quality of products and services to fulfil customer requirements through an effective quality management system.



ISO 45001:2018

Health & Safety Management System Certification shows that the company is measured against health and safety legislations and proves that Encore complies with universally valid international standards of health and safety. With this management system in place, Encore can better maintain their health and safety policies, improve their occupational health and safety performance, and most importantly, continue to provide assurance to all concerned that



ISO 14001:2015

Environmental Management System Certification relates to the environment in which Encore operates, including their warehouses and partner venues. This certification gives confidence to Encore management, employees and external stakeholders about their commitment to protecting the environment through reporting their actions and following best practices. With this system in place, Encore can successfully manage its overall obligations by controlling its impact on surroundings including continual improvement towards emissions, waste management and energy efficiency

Sustainability – Encore & DGRADE

- Plastic takes hundreds, if not thousands of years to decompose in landfill. 95% of all plastic ever created is still in existence today. Plastic can cause major environmental damage and harm animals when not disposed of properly.
- Encore Middle East has now entered an innovative collaboration with DGrade, converting its PET waste into high-quality yarn for textiles.
- Kris Barber, Director at DGRADE that produces sustainable clothing using Greenspun yarn made from recycled plastic bottles, has also been a vocal advocate of the importance to go green. The UAE's first bottle-to-yarn manufacturing company focused on making clothes out of plastic, initiated the 'Simply Bottles' campaign offering organisations a platform to collect plastic bottles and convert them into t-shirts, trousers, shorts, jackets, towels and caps.

Impact of Plastic on the Environment

Plastic bottles are made from oil, oil is a finite resource and will not last forever.

50% of camel deaths in the UAE are due to plastic ingestion. Less than 6% of plastic is recycled in the UAE, which means 94% of plastic goes to landfill.



About PET Plastic

PET is the easiest plastic to recycle and the most recycled type of plastic.

PET Plastic water bottles are hygienic and re-sealable making them convenient and easy to carry.

More than 4 billion plastic water bottles are produced every year in the UAE.

Less than 6% of plastic is recycled in the UAE

Social Values

- **Encore Internship Program – Commitment to the Future of our Industry**
- Encore Middle East has been running an internship program since 2015 and provides internship opportunities to eligible university graduates for them to acquire practical experience in their field of work under the direct supervision of their experienced and specialised coaches.
- This is a great opportunity to bring new talent into the industry while offering a unique once-in-a-lifetime experience in the events industry.

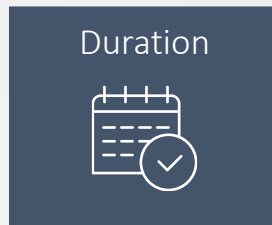


Graduate

- of a relevant technical program

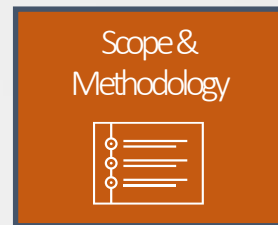
Minimum age

- 18 years



6 Months

- October – March



Training Plan

- Orientation
- Operational Procedures
- Technical Expertise
- Onsite Experience

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The internship with Encore has by far been the best step forward from college. It has given me the perfect opportunity to take what I have learnt, and use it in the real world. I was able to shadow my mentor on site from the first week, and by the end I was entrusted with the roles that I was aspiring to fulfil...

The best thing about working with Encore is the sense of team spirit; where everyone is in it together, regardless of job title...

Kunaal Shah – The Brit School for the Performing Arts and Technology – Audio Intern



During my internship at Encore, I have gained confidence in not only my technical abilities, but professionally and personally also. Being exposed to many new cultures meant I grew socially and I quickly adapted to the team - this was a personal highlight. I was introduced to a huge range of video equipment and had support when learning which I am extremely grateful

for. Encore has been the most welcoming, friendly and helpful family I could have asked for.

Amelia Norcup-Brown – University of Bolton – Video Intern

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Employer of Choice

Our Core Values

Connecting and
Inspiring People

Purpose

How we will positively impact the world

Invaluable Partner on
Our Customers' Journey

Mission

What we do every day

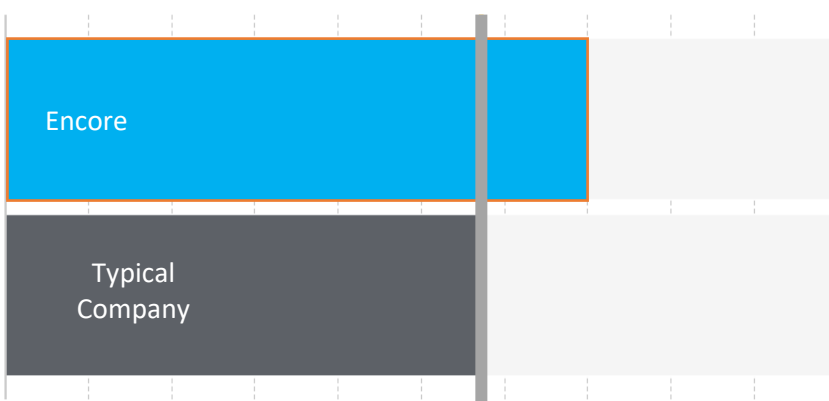
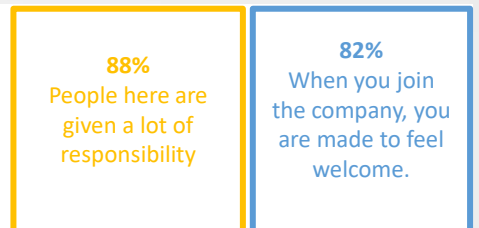
Deliver World-Class Service
See the Big Picture
Value People
Drive Results
Do the Right Thing

Values

The way we work

Certified as a “Great Place To Work”

- The "Great Place to Work® Certified" certification program of the international research and consulting institute recognises special commitment by employers to design the right workplace culture and is awarded on the basis of a vetted procedure.
- This includes independent, anonymous feedback from employees and an analysis of human resources activities and programmes.
- "Good employers have one thing in common," says Sebastian Diefenbach, Head of Customer Consulting at Great Place to Work®, "they are committed to credible, fair leadership and actively nurturing employees. Respect, trust and team spirit are a major part of the corporate culture. "



70%

57%

Source: Great Place to Work® 2021 Global Employee Engagement Study.