

Beyond Convention

Leading the way in
positive social,
environmental and
economic impact

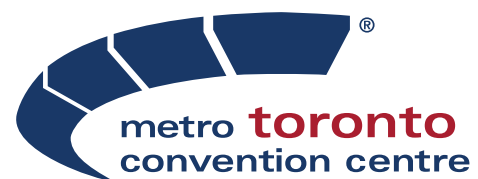




Table of Contents

Responsible Meetings

Advancing Diversity, Equity & Inclusion

Environmental Impact

- Saving Energy

- Reducing Waste

- Enhancing Biodiversity

- Minimizing our Food Footprint

Community Impact

- Supporting Local Businesses

- Community Giving

- Donating Surplus Food and Goods

Appendix



Commitment

Sustainability, inclusion, and other responsible business practices are woven into the tapestry of our operations. We are committed to creating memorable and successful event experiences where diversity is respected, and our environmental impact is minimized by reducing waste and conserving energy.

Beyond planning events, we are dedicated to making a positive impact in Toronto and our region. We do this through community giving, using our buying power to support local businesses, and fostering an atmosphere where everyone feels welcome, respected, and celebrated.

With a 95% customer satisfaction rating and 1 million visitors annually, the Metro Toronto Convention Centre is globally recognized for creating world-class events. As Canada's largest convention centre, we have a tremendous opportunity and responsibility to maximize our positive impact. Here's how we're meeting the need for exceptional experiences while addressing important social, environmental and economic issues.



We support the Sustainable Development Goals



Responsible Meetings

We make it easy, efficient and cost-effective, for our clients to plan successful experiences that create multiple positive ripples beyond the event. For example, taking advantage of recycling services and donating leftover food can save time, money and reduce waste. Many sustainable initiatives are included in our standard operations, while other options are available for clients who share our ambition for doing business responsibly.

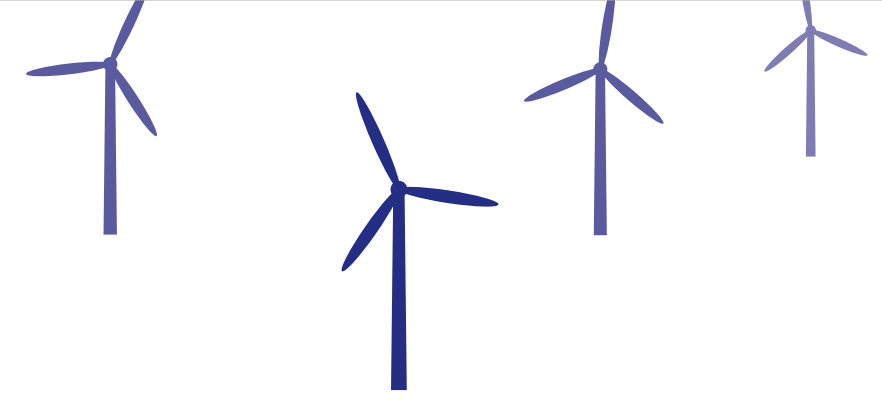
Responsible Meetings

Advancing DEI

Environmental Impact

Community Impact





Reducing CO₂ Emissions

Clients who opt for Bullfrog Power will receive promotional signage, marketing material and a Renewable Energy Certificate indicating how much clean, low-carbon electricity was purchased on behalf of their event.

Reducing Waste

We help planners minimize waste at their event with a robust recycling program and by diverting items and food away from landfills.



Sustainable Dining

Opting for reusable instead of disposable tableware creates an elevated experience and reduces waste. Our facility has been certified as a 100km partner. We are committed to using our buying power to support local farms and create a more sustainable food system.




Donating Materials

Planners save on waste disposal and moving costs when they opt to donate leftover furniture, toys and other materials. We collect the items for local schools, shelters and charities, such as Habitat for Humanity.



Reducing Waits, Traffic and Air Pollution

 **The Metro Toronto Convention Centre is the first convention facility in North America to use the Voyage Control app to save time and effort during move-in.** Exhibitors reserve a time on their mobile device to unload booth materials instead of being redirected to the marshaling yard. The app saves exhibitors approximately 20 minutes while reducing idling, carbon emissions and gridlock.



Advancing Diversity, Equity & Inclusion

From accommodating dietary requests to providing welcoming washrooms and mobility devices, we are committed to fostering an inclusive environment where our guests and colleagues are respected, valued and treated fairly. Equity and inclusion practices guide our corporate culture, while honouring and celebrating diversity contributes to our success as Canada's number one convention and trade show facility.

Responsible Meetings

Advancing DEI

Environmental Impact

Community Impact





Supporting Accessibility & Mobility

- Our facilities are equipped with assistive devices, including elevators, escalators, and ramps.
- Our website, telephone services, and parking facilities are designed for seamless accessibility.
- Wheelchairs are available through our security team.
- Dietary restrictions are managed in a collaboration between our culinary team and the event.
- As needed, we support our guests with spaces for prayer and wellness. In 2024, we're adding a dedicated quiet room and two nursing pods.
- All-gender accessible washrooms are located in both North and South buildings.
- Changing tables are available in most washrooms.

Hiring and Paying Inclusively

We post all opportunities on job boards that cater to underrepresented groups, including the Indigenous Tourism Association, Pride at Work Canada, City Employment Services, and Newcomers to Canada. We support our commitment to competitive and equitable remuneration across all departments and jobs with quarterly data analysis.

Partnering with Pride at Work Canada

In our ongoing efforts to support a workplace culture that celebrates all employees regardless of gender expression, gender identity or sexual orientation, we proudly maintain a corporate partnership with Pride at Work Canada.

Investing in Inclusion Training

We are learning as a team about important inclusion and bias issues. In 2023, learning opportunities included:

- LGBTQ2S+ inclusion
- Truth & Reconciliation forum
- Mental health
- Inclusive leadership



Environmental Impact

Responsible Meetings

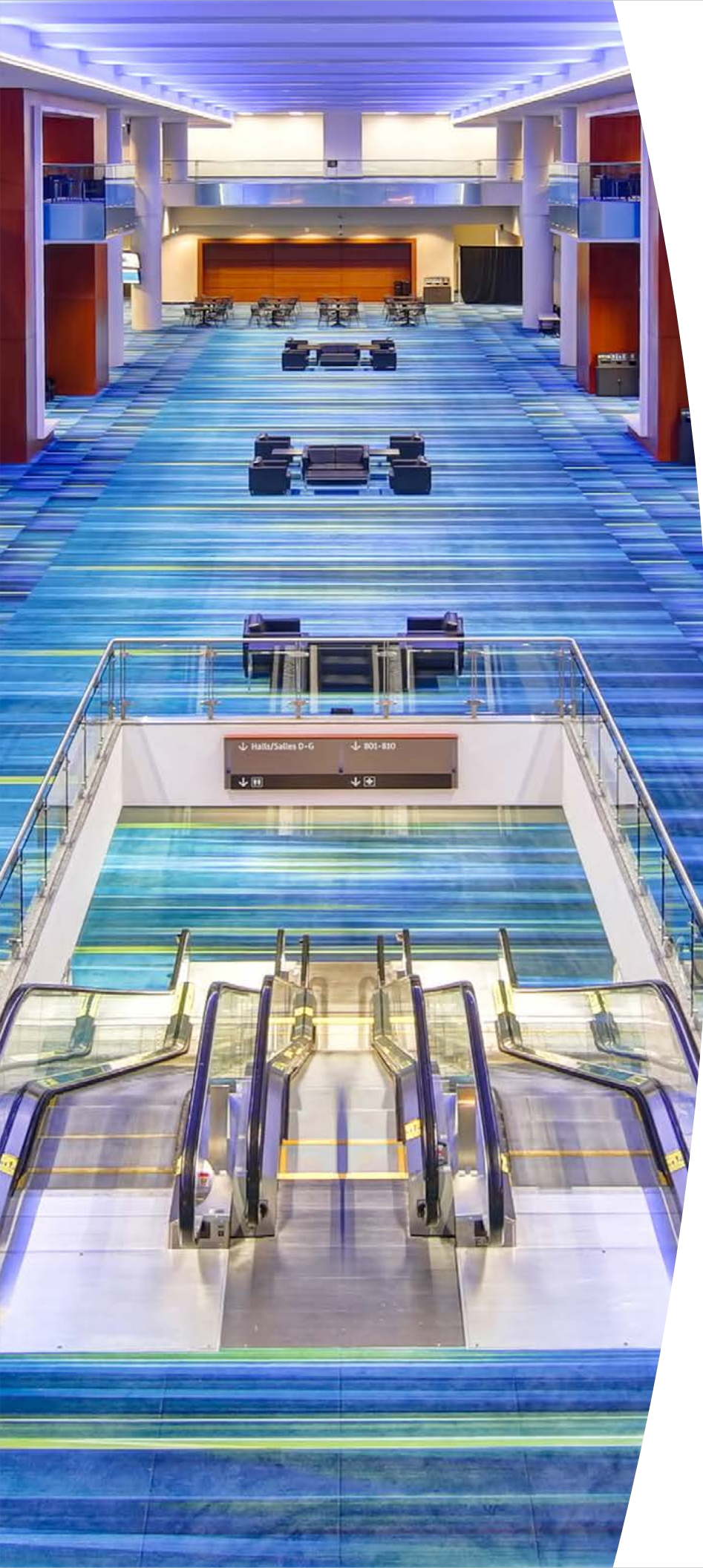
Advancing DEI

Environmental Impact

Community Impact

We believe that even small steps toward sustainability add up to making a positive impact. As a large venue, we make considerable efforts to be a good neighbour, reduce our own environmental footprint and support clients who wish to do likewise. Our facility offers planners the opportunity to reduce their event's environmental footprint while giving back to the community in meaningful ways. In many instances, these initiatives also save our clients time and cleaning costs. We also use our influence to support local businesses and showcase the best of Ontario to our attendees.



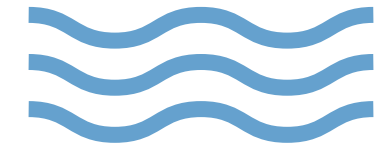


Saving Energy

Smart Cooling



We were Toronto's first venue to use Enwave Energy's Deep Lake Water Cooling system. This groundbreaking system uses cold water extracted from Lake Ontario to cool our South Building, significantly reducing GHG emissions and electrical consumption. Additional savings arise from using variable frequency drive motors in our air conditioning system, which saves 8.27 tonnes of CO₂ emissions annually.



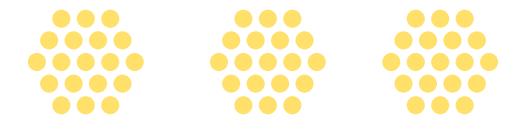
Green Roof

Besides creating a beautiful urban oasis, our 7-acre green roof reduces energy consumption and cooling costs.



100% LED Lighting

By the end of 2024, our facility's exhibit halls will be illuminated exclusively by energy-efficient LED lights. This upgrade represents an annual savings of 2.7 million kilowatt hours and 81 tonnes of CO₂ emissions.



Clean Energy



Our venue was Canada's first convention centre to offer clients the option to reduce their event's footprint by powering it with Bullfrog Power. For every kilowatt hour of electricity used by the event, Bullfrog adds an equal amount of electricity from a low-carbon renewable source to the grid.





Reducing Waste

We strive to redirect most of our waste from landfill at the Metro Toronto Convention Centre. Our strategies include recycling, composting, e-waste collection and recycling, as well as donating surplus food and leftover goods.

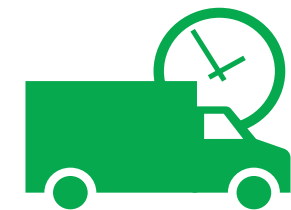
Recycling and Composting

We offer our clients and guests three waste options: landfill, paper recycling and plastic/metal/glass recycling. The same services, plus organics, are available back-of-house. We also collect and safely recycle batteries, lights, and e-waste a few times annually to allow reusable parts to be harvested and to keep toxic substances (such as lead and mercury) out of landfill.



Reducing Air Pollution and Easing Traffic

Our venue was the first convention centre in North America to partner with the Voyage Control app to reduce carbon monoxide emissions from idling vehicles transporting exhibitor materials. Instead of waiting at the marshalling yard, exhibitors save approximately 20 minutes by pre-scheduling a time through the app to deliver materials directly to our facility.



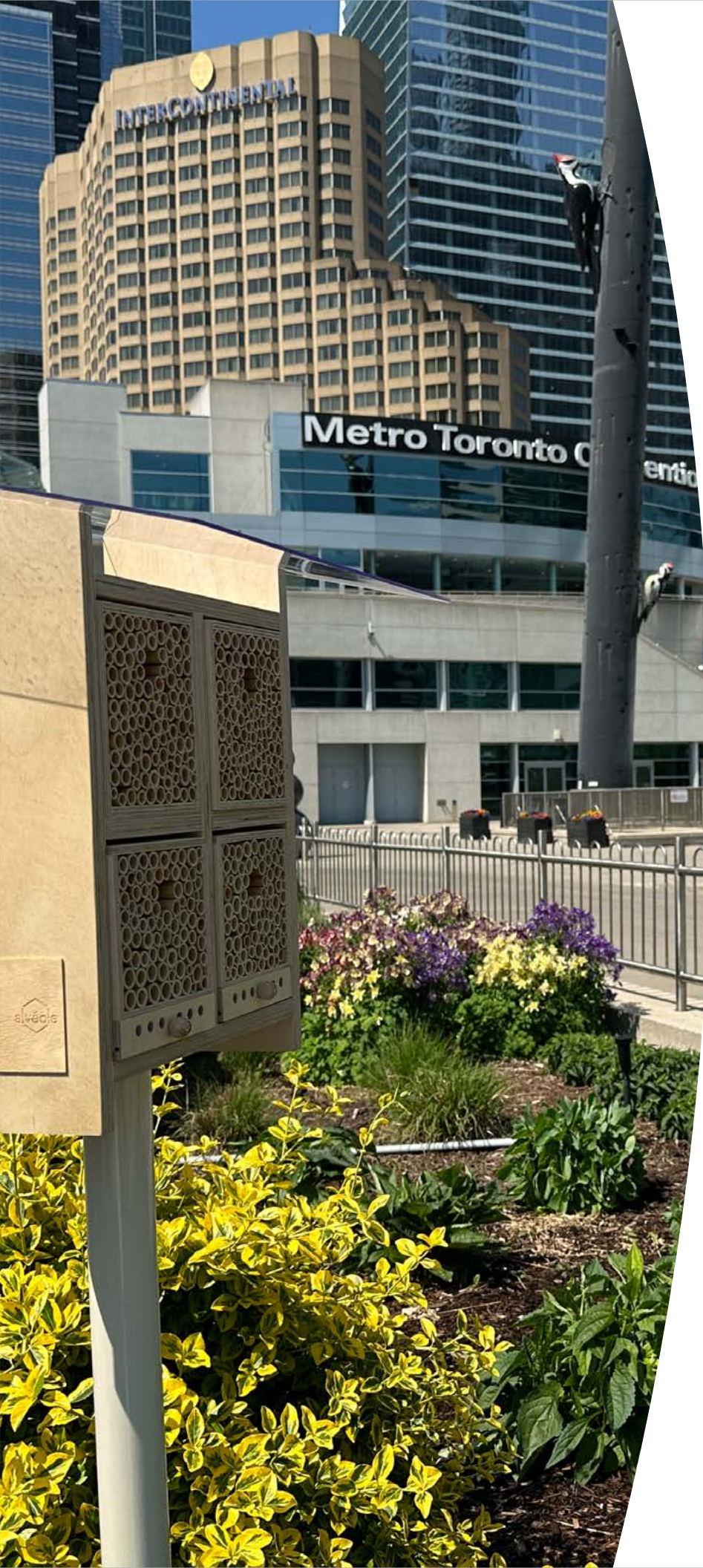
1,672,000 kg

Average weight diverted from landfill per year since 2014



20,000 kg

E-waste recycled in 2023



Enhancing Biodiversity

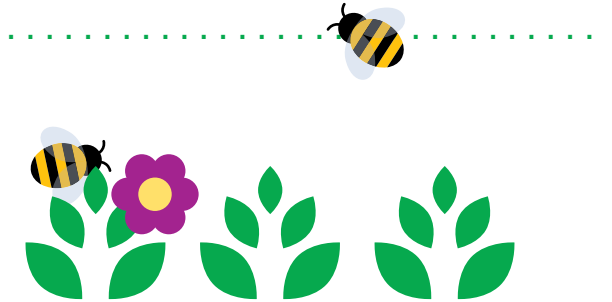
Urban Green Spaces

Our South Building is home to a seven-acre green space, complete with a park for public enjoyment. The green roof reduces energy consumption, cooling costs, and creates an overall beautiful city space.



Supporting Pollinators

We support local biodiversity by managing three beehives: one for a traditional honeybee colony and two for native solitary bees. Our bee hotels are located on the South Building roof and in the garden of our ceremonial entrance.



On average, the beehives create 100 jars of honey per year for our culinary team.





Minimizing our Food Footprint

We believe it's important to use our volume buying power to support local business, especially as the region recovers from the effects of the pandemic. Approximately 65% of all food and beverage items we procure come from local suppliers and farms. Together with our event clients, we are playing a vital role in building a healthy, sustainable and equitable food system.

In-house culinary team

Our culinary team prepares food in house, unlike many convention centres. We feature the best food Ontario has to offer, priding ourselves on creating a fine dining restaurant experience.



Producing Our Own Food

The MTCC continues to build our chef's garden with fresh herbs, vegetables and beehives. Located on the South Building's roof with a view of the CN Tower, the garden ensures that we use only the freshest ingredients in our kitchen. The South Building roof is also home to a beehive, where thousands of bees support local plants requiring pollination while producing honey for our culinary team.



100% Locally Sourced Beer and Wine

Since 2022, all of the wine and craft beer we serve has been sourced at Ontario wineries and craft breweries.



Certified 100KM Foods Partner

In 2024, we are committed to using our buying power to source the finest local ingredients from a network of local farms certified by the 100KM Foods program.



Community Impact

As Canada's largest convention centre, our facility contributes \$500 million in economic impact for Toronto and the region in a typical year. We expand our community impact by buying locally, both to support local businesses and to showcase the best of Ontario to our clients and their guests. We also support multiple community organizations by giving our time and enthusiasm, and donating much-needed food and other goods that could otherwise go to landfill.

Responsible Meetings

Advancing DEI

Environmental Impact

Community Impact





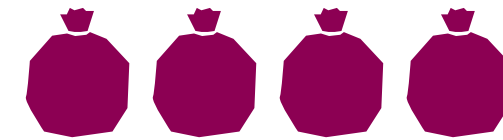
Supporting Local Businesses

- All of the wine and beer served at the facility is sourced at local wineries and craft breweries.
- For the first time in 2024, we are a Certified 100KM partner. To receive this accreditation, we are committed to sourcing the finest local ingredients from the 100KM Foods network of local farms and producers.
- Overall, approximately 65% of all procured food and beverage items are purchased from local farms and suppliers—a percentage we aim to increase every year.



Community Giving

Supporting local charities and community initiatives is part of our culture at the Metro Toronto Convention Centre (MTCC). We arrange corporate volunteer days, offer salaried employees a paid day off to volunteer, and participate in fundraising activities and events that support causes such as reducing hunger, cleaning local parks, and more.



4

Number of environmental events hosted for staff every year



Donating Surplus Food and Goods

Toronto's food insecurity crisis is worsening: one in 10 people in the city relied on food banks in 2023—double the previous year¹. We coordinate across multiple departments to support food rescue programs and encourage all events to direct leftover food and goods to the community while diverting these items from landfill. Event donations support local shelters, community

organizations such as Habitat for Humanity, or school boards in Toronto or Peel. Food given to the Toronto District School Board's nutrition program provides healthy food to Toronto students of all ages who may not have access to nutritious food at home due to circumstances beyond their control. For many students, this program provides the food they need to thrive.



514,232

Meals donated since 2009



30,540 kg

Furniture, toys, clothing and other surplus items donated in 2022/23.









194,267 kg


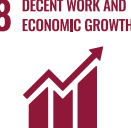









Furniture, toys, clothing etc. donated since 2016




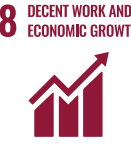


¹https://www.dailybread.ca/wp-content/uploads/2023/11/WH2023_Snapshot_Final_

Appendix



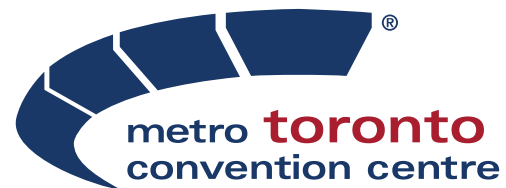
Action	Description	Units	Data	SDG
Material donation	Items donated from events and lost and found	kg of items	30,540 kg (2022/2023) Lifetime (since data recorded): 194,267 kg (2016–2024)	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION  
	Breakdown of items		Furniture, clothing, toys and more	
	Where they go		Regular recipients: Peele School Board, TDSB, Habitat For Humanity	
Energy conservation	LED highbay light replacement (to be finished EOY 2024)	kWh saved annually	2.7m kWh (LED)	7 AFFORDABLE AND CLEAN ENERGY 13 CLIMATE ACTION 15 LIFE ON LAND   
	Energy conservation guidelines			
	Variable Frequency Drive	CO ₂ equivalent avoided per year	8.27 tonnes CO ₂ e (VFD)	
Recycling/composting	3 streams of waste offered to public (landfill, paper recycling, metal + plastic recycling)	kg diverted	Average over the last 10 years = 1.672m kg Last year, 1.396m kg	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION 15 LIFE ON LAND   
	E-waste is collected and recycled in large batches a few times a year	kg recycled	20 kg in 2022, 20 kg in 2023	

Action	Description	Units	Data	SDG
Local procurement	Chef's garden on property, grows herbs, tomatoes and various greens from spring to fall	Makes gifts for clients to promote local gardening		  
	Prioritization of local food		60% of food procured is sourced from less than 100km. We are certified as a 100km partner.	 
	Local procurement of craft beer and wine		100% of the craft beer and wine offered is locally sourced.	
Employee engagement	Corporate environmental events planned for employees every year		Four per year. In 2024 we hosted a park cleanup, food sorting at Second Harvest, and more.	 
Bees	1 beehive, 2 bee hotels for native solitary bee species	Honey to share with clients and employees	100 jars/year	 
	Bee educational sessions facilitated by Alveole, an urban beekeeping company	Workshops	2	
Food donation	Food donated from events to local food rescue organizations	kg of food	11,439 kg (2023/24)	 
		Number of meals	514,232 meals 2009–2024	
		Multiplier from kg to meals, second harvest uses 1lb ~ 0.453 kg	0.453 231,405 kg 2009–2024	
		Where they go		Regular recipients: TDSB Nutrition Program, Carol and Crew, Catholic School Board, The Neighbourhood Organization, Margaret's and more

Action	Description	Units	Data	SDG
Demographic	Age		Average years of service across the organization – 12 years	 
DEI policy and strategy	MTCC covers cost of trainings related to DEI training, biases for employees that are interested - new action since 2023		4 in 2023 <ul style="list-style-type: none"> The Truth and Reconciliation Learning Forum LGBTQ2S+ Mental health Inclusive leadership 	  
	Our Centre is accessible as per AODA standards. There is constant effort to go above AODA requirements.		2 nursing pods are being installed in 2024, as well as a quiet room. Quiet room being installed May 2024	
	Ensure competitive and equitable remuneration across all departments and jobs		Wage compensation quarterly analyzed by Executive team so equitable compensation <ul style="list-style-type: none"> Salary analysis done before offering employment HR is up to date with industry standards and up to date analysis reports from Province of Ontario 	

The Metro Toronto Convention Centre is Canada's #1 convention and trade show facility. Beyond hosting events, our facility operates with an awareness of resource usage, and we continue to strive to find opportunities to increase our community impact and reduce our environmental footprint through responsible business practices.

For more information, please contact Alannah Hoops, Sustainability Coordinator, at ahoops@mtccc.com



Metro Toronto Convention Centre
255 Front Street West | Toronto, ON Canada M5V 2W6 | (416) 585-8000 | mtccc.com