



# Accelerating Our Journey

---

Impact Report 2023

[bdc.london](https://www.bdc.london)

Certified



Corporation



# Our Company

Over the last twelve months, there has been much to celebrate at the Business Design Centre. The team have not only delivered an incredible portfolio of events and welcomed a number of new leading brands to become permanent residents at the venue, but there have been many other successes that we are proud to share.

One of the greatest achievements of the year was the company becoming B Corp Certified. The culmination of not only eighteen months of work attaining the certification, but over three decades building a business that believes success is also measured in the care taken of people and the planet too. Our efforts to improve our environmental impact didn't slow; working once again with ecollective at the end of March, we reported a 73% reduction in our emissions since our baseline year. We made further great strides with this in August, when we renovated our kitchens to fully use induction appliances, reducing the venue's reliance on gas.

Being named a Superbrand and seeing the business recognised as one of The Sunday Times Best Places to Work were two highlights of 2023. We were proud to not only take home an award for Best Venue at the Exhibition News Awards, receiving accolades for the venue and sustainability at the Conference & Event Awards and Best Supporting Venue at the EN Indy Awards, but even more impressive has been our team's response to our impact journey. Having opened up training on a range of topics, from decarbonising the building to addressing diversity and inclusion, it has been a year which has seen development across all areas.



In addition to our emission reductions, the implementation of action on the ground for our clients has included reporting on events and the delivery of support through guides addressing sustainable practices. To see our targets being reached due to the dedication of so many in the team, I am delighted to look back on a year where change and progress is being made in areas that are having a real onward impact.

We look ahead to a year where we will continue to refine and improve on our past performance, supporting and learning from those around us at every opportunity. This includes those within our team, as we build on the initiatives that we have implemented in the past year and look towards the future in fostering a culture within our own team that speaks to the values that they themselves have helped to voice and create.

What follows is again a testament to the hard work and commitment of the whole BDC team, in realising change for the benefit of society, our community and the planet, accelerating our journey as a force for good and one with which we endeavour to demonstrate, that business success and sustainability are not mutually exclusive.

**Dominic Jones**  
Chief Executive, BDC London

# Target Update for 2023

## Our Environment

Target Set 2023 – 2024	Update on Progress
Source alternative replacement for the use of gas in the venue as part of our road to net-zero	The kitchen was replaced with induction appliances in summer in phase one, with our heating replacement under review
Deliver post event reporting on events to organisers on their environmental impact	Reporting is now given as standard on conferences and exhibitions
Share updated measures for 2022 following April's ecollective review	We shared our updated progress following our last assessment showing a 73% reduction
Staff training on our next steps to be delivered by ecollective	This took place in February with additional isla training rolled out in Summer

## Our Community

Target Set 2023 - 2024	Update on Progress
Deliver LVN's Amplify Me Programme at Beacon High School and support their Power of the Hour Event at the BDC	Delivered in February and March, then the event was held in May
Host The Brain Tumour Charity's TIME Art Exhibition	This event was held in April
Take on the Twilight Walk in support of The Brain Tumour Charity	The team completed this in March
Host another large scale community food bank	We hosted a community event for isolated people in Islington at Christmas

## Our People

Target Set 2023 – 2024	Update on Progress
Deliver on our DE&I Goals for 2023-24	The completion of these is still ongoing – see DE&I section
Work with Mencap on their internship programme to employ two candidates	Two candidates completed their 400 hour placements with us
Create a newly refurbished staff wellness room	The staff room was refurbished and opened in Spring
Deliver a deposit scheme to support staff moving into rented property	All staff are now able to take advantage of the rental deposit loan scheme

## Our Industry

Target Set 2023 – 2024	Update on Progress
Continue to share our environmental impact at industry events through our association relationships	We took opportunities to attend and speak at association meetings and industry events to share our learnings
Offer increased amount of venue space to industry training sessions	We ran a residents sustainability breakfast which included members of our onsite supplier teams
Refresh the team in attendance across the AEV Working Groups to include new staff	Leanne Pettyfer joined the DE&I cross-association working group

## Our Suppliers

Target Set 2023 – 2024	Update on Progress
Widen our Sustainability Group to incorporate more suppliers from across the venue teams and support their input into event measurements	Our sustainability group was refreshed in January to include members of all departments as well as member of our onsite supplier teams
Extend training offered to staff on Net-Zero to our onsite suppliers	We ran a residents sustainability breakfast which included members of our onsite supplier teams
Run supplier focused marketing campaigns to promote onsite suppliers	We shared a number of supplier shout outs, and collaborated on a Spring Showcase for our exhibition stand contractors

# B Corp

In August, after over 18 months since beginning the journey, the BDC became B Corp Certified.

B Corp Certification shows that a business is meeting high standards of verified performance, accountability and transparency on factors from employee benefits and charitable giving to environmental impact improvements. In order to achieve certification, a company must undergo a rigorous review of the impact of their operations and business model on their workers, customers, communities and environment – meeting a minimum score across the assessment. Companies must also make a legal commitment by changing their corporate governance structure to be accountable to all stakeholders, which was completed by the BDC Board prior to certification.

B Corp's framework looks holistically at how a business operates in a way that supports the needs of people today whilst leaving a better world for the people of tomorrow. We undertook the certification process because it sat so well with the way in which we are already working and gave us a model to build and develop on.



## Overall B Impact Score

Based on the B Impact assessment, Business Design Centre earned an overall score of 81.6. The median score for ordinary businesses who complete the assessment is currently 50.9.

- 81.6 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Businesses



Some of the goals that we set within the platform that have already been completed in the past six months include the adoption of a company breast feeding policy and incorporating environmental training as standard for new starters.



“During the verification process, I collated a large amount of the information needed to add into the system, so it’s gratifying and I’m proud that we have been recognised with a B Corp Certification. I’m excited to see how we as a company develop and grow from here.”

**Nanthini Sivarasa**  
Assistant Management Accountant



“This is a huge milestone in the Company’s history. To be able to meet the rigorous standards set by the B Corp model shows that we are moving along on exactly the right path when it comes to the way we take care of both our people and the planet. Receiving B Corp status is the next step on our journey of continual improvement across all aspects of our business and one that we are extremely proud to celebrate. We are a purpose-driven business that holds a strong belief in doing things better, for the people under our roof, our community and for the world around us and look forward to working alongside B Corp and the B Corp community.”

**Dominic Jones**  
Chief Executive



“Choosing the BDC wasn’t just a design choice but a conscious step toward a future where businesses prioritise people and the planet alongside profit.”

**Paul Brooks**  
Resident Business, Circle Experience Lab



“I love that we have so much autonomy in supporting our team with whatever they need. From a raft of health and wellbeing measures, to being able to provide tailored support – the BDC has always been a place that continues to adapt and change to the needs of the people who work here. I’m excited that we have certified as a B Corp because it shows that we are operating to a standard that is recognised.”

**Charlotte Barker**  
Venue Sales Manager



We are currently planning the goals we will set in the year ahead to further improve our progress in the B Corp Impact Assessment, looking to form a three-year plan ahead of reassessment. The overall goal for this being to surpass the 100 mark post verification. Our big goal in the year ahead, is to create a strong collective of B Corps and responsible businesses as part of our wider work with AngellIslington’s Business Improvement District, supporting local activities during B Corp month in March.

# Our Environment

In 2023 we reported a 73% reduction in our carbon emissions since our baseline year.

We continued our work with ecollective in measuring our total footprint, making plans to decarbonise our business operations and made some great next steps on this journey.

For our events, we implemented post event reporting on our conference and exhibitions. This gave event organisers information such as the amount of energy used and waste generated during their tenancy.

It has allowed us to have more informed discussions on how we can work together to make events less impactful on the environment. To do this, we installed sub-meters across some of the venue spaces to better measure the amount of electric used on an event.

Whilst our electric supply has been coming from renewable resources since 2019, we have continued to focus on the gas supply to the venue, which used to power our heating and kitchens. We know that in order to reach our target of net-zero by 2030 we need to completely remove the use of gas in the building.

Working with our catering partners at The Good Eating Company, we achieved the first stage of this by replacing all existing kitchen equipment with induction appliances.

Since taking place in summer, the catering in our onsite restaurant and on events no longer uses any gas. This completes phase one of two, with the second being the replacement of the heating system – the only remaining aspect of the venue requiring change when it comes to our energy usage.

The Good Eating Company have also rolled out our green day delegate catering packages which focus on providing our conferences with lower carbon menu choices. We now serve market salads, which allow us the flexibility of sourcing best available items and help to reduce waste. Minimising the amount of leftover food is a priority that we endeavour to support by correctly calculating the number of people that will attend such events and we are working with the catering team to offer more accurate measurements of any waste food so that this can be added to the post event impact report.

Our journey is not something that can be tackled alone. We had team training at the start of the year, with Charlie Cotton from ecollective. Charlie shared our recent decarbonisation reporting and explained what this meant. Later in the year we became members of isla and with this our front line team who work on events, undertook isla's training module too.

Members of this same group of staff were also responsible for forming the BDC's first Environmental Sustainability Guide for Events ([bdc.london/eventsustainabilityguide](https://bdc.london/eventsustainabilityguide)). This guide covers details on how we've been tackling our environmental impact and how event organisers can work with us whilst also improving their own. This was followed up with a version that was tailored to our resident businesses.

Having previously endeavoured to divert reusable items from waste to go to local charities and projects, we were fortunate this year to find and partner with A Good Thing CIC. A Good Thing is a platform that allows any business to quickly donate to local charities, meaning less is sent to waste and more to a good cause. We have begun to donate items whilst also connecting our residents and events with them too.

In the past year, here are some of the items that have gone on to new lives:



14 upright wire stands for table numbers were matched with The Mulberry Centre, West London



Notebooks and pens were matched with 2nd Welling Scouts, We Restart and Response Community Projects Earl's Court

Running Trainers and Running Sandals were matched with Single Homeless Project



23 branded travel coffee mugs were matched with Street Storage

Fashion Books 6 boxes with 10-20 assorted books in each were matched with Response Community Projects Earl's Court

Silver long arm attachable LED lights were matched with Islamic Network

74 patterned socks were matched with Street Storage



As a multipurpose space, it's not only our events that we aim to support, but also our resident businesses and suppliers. Whether that has been on their own accreditations and standards or by simply sharing the path that we are on. We held a tenants breakfast welcoming a number of our resident businesses to hear about our journey to achieving B Corp, what our environmental impact work is about and how they can collaborate with us on it. Three of these businesses will be joining our sustainability group, which has been meeting throughout the year to further the actions that we set out to implement. The group is formed of staff members from across and suppliers to the business, as well as now these new additions who will join us in 2024.

As a company that is central to our community, our impact work has not remained behind closed doors to our industry and clients and in the past year.

We have joined Islington Council's Anchor Institutions Network in representing on their decarbonisation working group. The group aims to share learnings and support the borough's net zero ambitions.

We are also members of our local Business Improvement District, Angel Islington. In 2023 they set up the Angel Responsible Business Network, which aligns businesses on a their missions to reach net zero, using the local business community as a catalyst for change. Both of these groups have been key learning and sharing experiences and are two of the networks that we will continue to support in the years ahead.

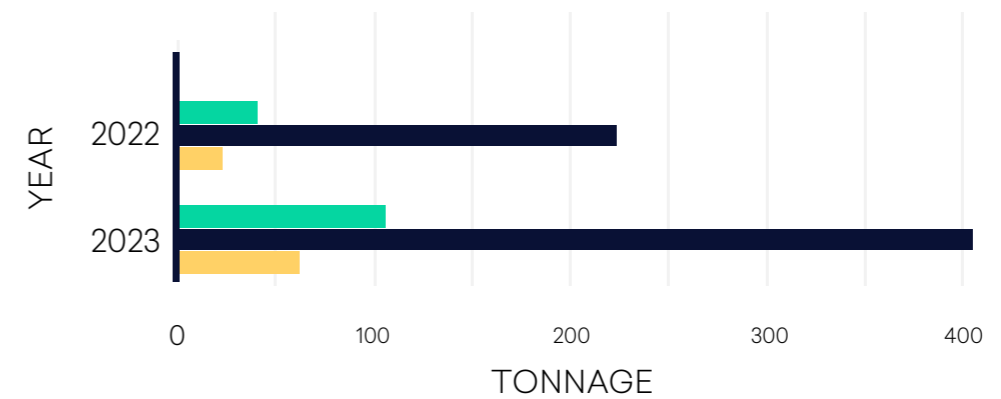
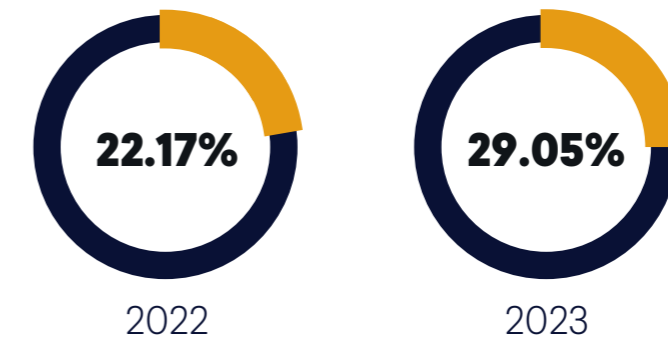
Taking the opportunity, we have shared our journey so far with others through speaking opportunities at events. In addition to the AEO Forums, this also included Confex and Event Sustainability Live in 2023.



Targets 2024 - 2025:

- Surpass an 80% reduction in our emissions during assessment at the end of March 2024
- Develop a pledge to ensure our suppliers work towards aligned goals as business
- Widen our sustainability group to include resident businesses and evolve meetings to include topical debate and discussion
- Work with our commercial waste supplier to provide more accurate weight measurements across our waste streams.

Overall Recycling Rate:



- = Rec Tonnage
- = Waste Tonnage
- = Food Rec Tonnage

According to 2023's WorkL for Business employee survey, '91% of staff at the BDC believe that the company treats environmental sustainability as a priority and backs this with action'

# Our Community

We're proud to be able to play our part in supporting our community and championing causes for the benefit of society.



**Morris Charitable Trust**

**£140,616**

Total donated by the BDC & MCT in 2023

**The Trustees**

<b>Jack Morris CBE</b> Chairman of the BDC, MCT and The Brain Tumour Charity	<b>Dominic Jones</b> CEO of the BDC	<b>Paul Morris OBE</b> Shareholder of the BDC	<b>Linda Morris</b> Morris Family Member
<b>Kate Vandenburg</b> Marketing & Comms Director of the BDC	<b>Lucie Grant</b> Morris Family Member	<b>Marc Morris</b> Morris Family Member	<b>Carly King</b> Property Manager at the BDC

We started January off having funded Local Village Network's Amplify Me Programme at Beacon High School. Over the course of five weeks, BDC volunteers then visited the group of pupils working through a programme of activities relating to skills, CV writing and thinking about future careers. On the sixth week, the students visited the BDC and met with a larger group of our staff, practising their networking skills and meeting new people in a professional environment.

The team also attend and support the Annual Anne Frank Lunch, held every January to mark Holocaust Memorial Day and honour victims of other persecution and genocide. The Trust has long been supported by both the BDC and members of staff in this way and their fundraising supports education programmes, establishing Anne Frank ambassadors in schools across the country reducing prejudice and discrimination and creating lasting change.

In March, half of the company along with extended family members, joined the annual Twilight Walk raising £8,255.

We also held the BDC Quiz in April, hosting tenants and staff for an evening of challenging questions and musical frivolity, raising £680. Both the walk and the quiz were in aid of The Brain Tumour Charity, which is a cause close to our hearts at the BDC.

Throughout July and August, we were proud offer a home to the Darker Side of Pink Campaign. The aim of the campaign is to help bring awareness to the 31 women in the UK that lose their lives to Metastatic Breast Cancer each day. We hosted 31 transparent figures, each with an individual QR code that played a video from a real-life breast cancer patient, and we donated outdoor

promotional space in kind, to highlight this important campaign.

We welcomed ThinkForward to the BDC in September, a charity who work with young people providing coaching and workplace activities to get them ready for the world of work. Over the course of the day, we held networking games and prepared their students for mock interviews that would take place at the end of their day.

Festival of a Girl returned for another year in October and this year, we supported the not-for-profit event which endeavours to support young girls from 7 to 11 in developing confidence, self belief and creating a resilient foundation before they start secondary school. The event allows girls and their families to explore a range of experiences including, coding and robotics, art and science, sustainability, F1 motorsports, rugby, aviation through to topics such as body positivity.



As winter rolled in, we welcomed both the event and local community, as we became one of five venues to host the 2023 edition of One Day At Christmas.

One Day at Christmas is a charity event run by the UK events industry to create a special Christmas experience for the lonely or isolated who would not otherwise have the opportunity to celebrate at Christmas. Originally started by Mash Media in 2017 at London's ExCeL, and we were delighted to welcome almost 300 Islington residents for a three course dinner, dancing, singing, a Christmas quiz and more over the course of the day on December 1st.

December was also the month that we supported Islington Giving's Winter Appeal with the donation of an outdoor poster site. The appeal has now raised over £18,000; all of the proceeds from which will go to supporting and empowering local community groups. The campaign focused on creating opportunities, sparking joy and changing lives for local people and families and with this funding they will be able to make a huge difference locally.

**Targets 2024 - 2025:**

- Volunteer with LVN's Amplify Me Programme for a second year
- Undertake the Twilight Walk as a company in aid of The Brain Tumour Charity
- Host One Day At Christmas again in December
- Fundraise with our resident businesses at a 2024 BDC Quiz

# Morris Charitable Trust

We supported some fantastic projects through the Morris Charitable Trust in 2023.

## Access to Sport: Tennis for All

We once again supported this project, which brings tennis into local communities, promoting the wonders of the game and all the benefits of taking part in sport. Innovative Sessions are created in partnership with local community groups and delivered on housing estates, youth centres, schools and on court park tennis.



## Depaul UK

Funding from the MCT went to support The Islington Youth Hub, which is a short-term accommodation project offering young people facing homelessness a safe place to stay and the support they need to find permanent accommodation.



## Bloomsbury Football

This charity reaches 5,000 beneficiaries a week, providing young people from traditionally disadvantaged groups with the wide-ranging benefits of football – improving mental and physical health, creating a strong sense of community and supporting development.

## Choices Boutique

As well as meeting practical needs, Choices Boutique offers a safe space to talk and connect in with other services such as the Circle of Security parenting courses.



## UCLH Charity Gardens Appeal

Access to nature has been proven to promote healing and wellbeing. Support that went towards the hospital gardens helped to provide a welcome escape from the clinical environment of the hospital ward.

## All Change: Going Places

The Going Places programme is co-created with older people and provides access to high quality arts and cultural experiences through a programme of workshops and events in community, day and residential care setting and cultural venues, working to reduce isolation and loneliness.





# Our People

With even our newest staff no longer new, we enjoyed a year where our people came together.

Chief Executive, Dominic Jones, created a group of the most recently joined members of the team early in the year to see through a fresh pair of eyes, exactly what they would like to see in the company and the kind of support that they believed would be beneficial across a number of areas. From creating a staff quiet room to financial support for those moving into rental properties, they came up with a host of ideas to innovate the approach taken to staff support and wellbeing.

This empowerment of the team alongside the newly formed diversity, equity and inclusion group saw many sharing their own cultural holidays. Our traditional Easter egg delivery was added to with time taken to acknowledge and learn about Ramadan and Eid and we hosted a Diwali lunch, organised by members of staff and those from our suppliers and tenants.

We opened a core values workshop to all members of staff, in helping to form the company's values. Having received a gold standard recertification with Investors in People in late 2022, we were delighted to welcome back our assessor, Bruce McCrae, who facilitated a really interesting session enabling input from across all teams in deciding what we stand for and what are acceptable behaviours in living these values.

According to 2023's WorkL for Business employee survey, '90% of staff believe they work in a well run organisation'



Winners of Best Venue Under 8,000sqm at the Exhibition News Awards 2023

One of the BDC's ongoing corporate objectives, has been to 'focus on the mental health and general wellness of all BDC staff as well as others in the BDC community, whilst maintaining a supportive working environment, whether in the building or from home.

HR Manager, Sherry Thomas, regularly shares updates with the team throughout the year with health resources ranging from supporting employees with managing stress, financial wellbeing and good mental health. This year she shared support for Men's Health Week highlighting key themes and arranged with our catering manager to provide healthy juices available to all staff. On World Mental Health Day and through Mental Health Awareness Week, Sherry also shared resources alongside renewed subscriptions available for the Calm or Headspace apps that are offered free to all staff. For Mental Health Awareness Week she also gave a Neom wellness candle to every member of the team as a reminder to take time out for themselves. Financial health was also a focus in 2023, and in addition to the support conceived from our new group, staff were provided the opportunity to join a webinar on 'Managing Personal Finances'.

In April, we welcomed Katrina Kurdy as our new regular Tuesday lunchtime yoga teacher, offering free yoga sessions for staff to take time out of the day together.

The sessions were well received by those from across the company and have continued into 2024 alongside the provision of quarterly chair massages from Suzi Cinalli at The Vital Touch.

In addition to the support and care of our people, we have taken opportunities to gather and share. Company breakfasts at local Kipferl Café have provided a time throughout the year to keep the whole team up to date on how the business is doing and what has been going on in the other departments. We also took the time

to celebrate. Having completed the Twilight Walk as a company in aid of The Brain Tumour Charity in March, we enjoyed pizzas in Jack's restaurant during the following week and held both summer and Christmas parties, rewarding and remembering some of the brilliant moments throughout the year.

Our annual 'Starburst of the Year' was awarded to two individuals at the Christmas party as nominated by their peers, with both Nanthini and Ryan taking home the 2023 award for going above and beyond in their duties. The team were also recognised by the wider industry at the Exhibition News Awards, Indy Awards and Conference & Events Awards.



## Targets for 2024 - 2025

1. Incorporate the team's values across our business operations
2. Further develop our New Talent group in implementing innovative ideas
3. Deliver Mental Health First Aider Training with staff that have not already undertaken this
4. Support team members in engaging more with the wider industry.

# Diversity, Equity & Inclusion

This year has seen increased focus on diversity, equity and inclusion, with a dedicated lead and a team of staff who have developed ideas and implemented change.

In our previous targets we set out to achieve on our first DE&I Goals for 2023 – 24. Updates have been made to our employee guidance this year; following discussions and feedback from the teams we have created a new breastfeeding policy and a welfare policy for staff working outside of core hours, as well as enhancing paternity leave and associated pay.

BDC Diversity, Equity Inclusion Goals set for 2023/24:	
Incorporate DE&I into the Corporate Objectives for 2023/24	Our goals, incorporated into last year's impact report, were included in the 2023/24 Corporate Objectives
Review our core values to assess their inclusiveness	We held a workshop with Bruce McCrae to allow staff to participate in the creation of our refreshed values
Include DE&I statement into the induction programme for new starters	Our induction pack is currently in review for re-release in April 2024.
Add DE&I policy to BDC website, our exhibitor manuals and make available to clients and suppliers	The BDC's DE&I policy is in draft format ready for publishing alongside the new induction pack.
Incorporate inclusivity training for the wider team into the training plan for 2023/24	This session on DE&I in the workplace was incorporated and then delivered in 2023
Create guidelines for our interview process, job advertisements and standardise questions ensuring consistency	Job advertisements are reviewed prior to publishing and further guidance for interviews is being formalised.
Review job descriptions to appeal to the widest audience, removing gendered terms	All job descriptions are reviewed before publishing
Identify acceptable behaviours for employees to convey, in order for everyone to feel comfortable in the workplace	Further DE&I training was delivered to include all staff and will be followed up with a new year review.

### Targets for 2024 - 2025

1. Roll out Hidden Disabilities Sunflower staff training for frontline team members
2. Sign up to the Disability Confident Employer Scheme
3. Participate with and support Angel Islington's Pride month celebrations
4. Investigate providing another medium-term internship, similar to last year's Mencap Employ Me Scheme

According to 2023's WorkL for Business employee survey, '83% of staff believe the BDC cares about diversity and inclusion and does everything it can to promote it'

Having undertaken diversity and inclusion training in a small group setting in 2022, this was rolled out to the wider team this year. In July we welcomed Steph Matthews back to deliver an session on DE&I and its importance in the workplace.



**Tia**  
DE&I Group Member

“Being a part of the DE&I Group has been a really positive experience. I've enjoyed learning and discussing different topics and how we can celebrate and raise awareness within the BDC and local communities.

**BDC Employee**

A standout member of the team over the last year, has been Leanne Pettyfer, who completed training that included Level Two DE&I In The Workplace and more specifically later in the year, LGBT+ Inclusion In The Workplace.

Leanne has become the point of contact for individual needs on events and within the building, such as a specific request in June for a space during an event for a visitor with additional requirements. As well as our prayer room that became a permanent feature in 2023, Leanne also championed a permanent quiet, multipurpose privacy room.

Building on the positive change across the business, we also saw the creation of our inaugural DE&I Group.

This group, led by Leanne has been joined by individuals from across all departments in the company and has made progress in a number of areas as well as being a place for discussion and debate.

Working alongside Max, Leanne was also responsible for welcoming two young people from Mencap on 400-hour work placements, through their Employ Me scheme. We ran this as two internships across varying departments from March to October.

“Having a quiet space to visit throughout the day to take breaks from the noise and busy spaces made attending the event much more accessible for me and helped me to feel welcome as a disabled person.”

**Event Visitor**

In December, we signed up to the Hidden Disabilities Sunflower platform, and have planned for members of the team to undertake training on how to assist better with the individual needs of our venue guests and clients. With one in six people living with a disability of some kind, this is the next step in our continual improvement plan, to ensure that all feel welcome, supported and able to enjoy their experience onsite with us.

# Our Industry, Suppliers & Clients

Collaborating with our networks on the evolution of business is not just a corporate objective, but a passion held by our team.

The BDC is home to an incredible portfolio of events, resident businesses and among those we are proud to have a number of key suppliers based onsite too. We work with as many of these businesses across the events, they work with each other and in addition, they work closely with our team. We hold a weekly meeting for supplier teams to get together with our event managers on the conferences and exhibitions and a number of these also sit on our sustainability group. Working with those in the building is prioritised and in 2023 its been great to welcome another of our organisers into one of our office spaces.

A key event we love to support is the AEO Forums and in 2023 the inaugural AEO People's Awards was added to the day, to celebrate those who make the industry great. As well as hosting, we sponsor the event, this year being the seventh it was held at the BDC since Chris Skeith OBE envisioned it's return to life. The event encapsulates the learning needed for junior and mid-level event professionals and in this year we were also delighted to have a member of the team speaking at the event, sharing the importance of improving our industry's environmental impact.



**Chris Skeith OBE**  
AEO People's Awards 2023

Collaboration has also continued across our key associations and this year, having joined the cross-association DE&I Group the year prior, Leanne Pettyfer brought forward new ways to support venue users who may have additional support needs. In addition to the prayer room, Leanne has been a point of contact for any other requirements.

Whilst our associations will always be an important factor in collaboration, in the past year we also became members of isla, UFI and Women in Exhibitions.

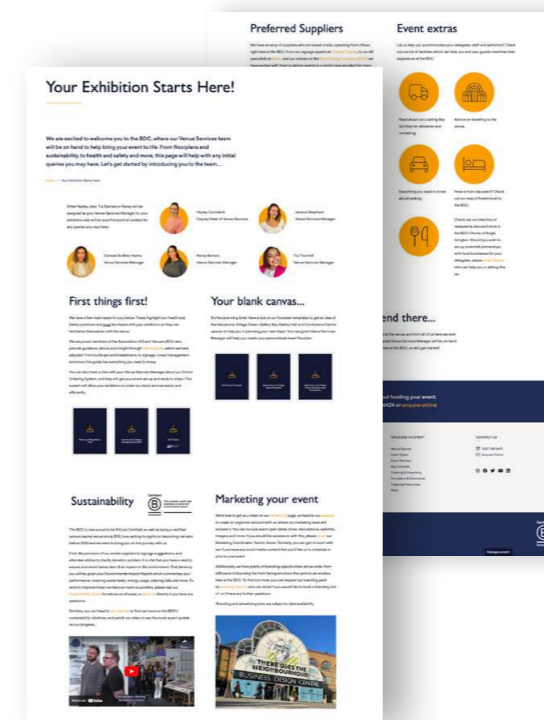
isla has been great in helping to not only train our team, but in establishing a network of other businesses in the industry who are taking important steps in addressing environmental challenges. We hosted isla's venue roundtable and have begun participating in change, through their Advisory Board, which Kate Vandenburg joined in November.

Through joining UFI, we hope to grow our exhibition network, sharing, learning and meeting with their international community and participating in their joint programme to address a worldwide net zero targets. As new members, this will form one of our goals in the year ahead.

Becoming members of Women in Exhibitions has opened up an incredible network of people to our team, with many attending events and undertaking training. From the summer meet up, to being mentored or offering mentoring and then attending their Christmas event, women from across the BDC's

departments have become more involved and this will be something we continue to do in the year ahead.

As well as creating environmental sustainability resources for our organisers, this year, our team conceived a better way of introducing event clients to the venue and providing everything that they need at the start of their planning journey. Working cross-departmentally they created two landing pages, for conferences and exhibitions respectively, providing an introduction to the team, links to all the resources that they need, where to find advice on key topics and more.



“I just had a look through the portal, so handy having everything in one go! You'd be surprised the amount of venues it's a nightmare to get all that info from.”

Event Organiser

In the last twelve months, we have continued to foster the thriving community inside the venue. Our resident businesses truly make the venue feel alive throughout the year and we enjoy gathering and celebrating with them as much as we do our own team. This year, we have held a charity quiz, threw the second annual BDC BBQ, continued the time honoured tradition where the BDC Board serve over 300 tenants Christmas Lunch, have held tenant breakfast meetings and once again surveyed businesses to find out more about how they are finding their experience of the building we all call home.

“Couldn't really ask for more. The events over the past year have all been great, well organised and relevant.”

Resident Business

The initial but now also diversified concept of the Business Design Centre was to provide a space for design events and businesses to thrive in partnership. This year has seen a number of new design companies move in, and alongside the events, they have had a brilliant welcome to the venue. As well as sponsoring the Surface Design Show Awards in February, New Designer of the Year Awards in summer through to hosting the HIX Breakfast and Light! B Corp networking in November, the BDC has seen some brilliant opportunities for showrooms to open their doors to participate in events.



“The Harley Street of product showrooms.”

**Jack Pringle**  
Chair of RIBA



To ensure we maintain the highest standards of service at the venue, we take a multi-layered approach to getting feedback and implementing change. This can include post-event debriefs, informal lunches and coffee with clients on site in Jack’s Restaurant right through to our tenant survey and independent research conducted on events. We continue to evaluate feedback throughout the year and implement positive action. This year, we included the build of a secondary organisers office on the Gallery Level which can be used for conferences and in other periods of the year by tenants and are currently in the process of the build install of the first of two new bar areas, Berners Bar, again for use by both client bases.



“Please let the team know how utterly amazed and grateful we are for how they managed our event. No-one really knew how it would pan out post-lockdown and the effort they made, and flexibility they showed was a breath of fresh air.”

**Event Organiser**



“I just think the BDC is fabulous. Honestly cannot see where I would rather have an office. It’s an amazing place, and the BDC team is a very large part of this equation. Brilliant.”

**Resident Business**



#### Targets for 2024 - 2025

1. Participate in international exhibition network collaboration through UFI
2. Play a more active role in the Women in Exhibitions network
3. Complete the installation of two new bar units with seating for use by events and residents
4. Add new resident events to the calendar

# BUSINESS DESIGN CENTRE



Copyright © 2024 Business Design Centre Limited. 52 Upper Street,  
London N1 0QH. Registered Company Number: 01593648