



Manchester  
Central

# Our Central Future

Manchester Central's  
Sustainability Strategy

# Our Sustainability Strategy

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As a leading venue, we take our corporate, social and environmental responsibilities very seriously, and our strategic ambition is to ensure sustainability is embedded into the **heart of everything we do**.

As a venue we began our sustainability journey back in 2012 and have continued to collaborate with our stakeholders to learn and evolve our approach.

We're really passionate about embracing change and adopting new, innovative solutions that have legacy impacts. There has never been a more critical time to hone our efforts and do all we can to safeguard our future.

”

**Shaun Hinds**

Chief Executive at Manchester Central



# What does sustainability mean to Manchester Central?

At the beginning of our strategy journey, we asked our staff, 'What does 'sustainability' mean to you?'.

Answers were categorised into three key areas:

1. **Environmental impact and future generations.**
2. **Saving, minimising and preserving.**
3. **The three P's – people, profit and planet.**

To Manchester Central, sustainability isn't just about protecting the natural environment – Manchester Central will consider its social, economic, and cultural impact as well as its environmental.

Sustainability is central to everything we do in delivering our business vision and mission; our approach will be to raise awareness and embed a long-term plan that will innovate and deliver initiatives that enhance the sustainability of the venue and the services we provide to all our stakeholders.



# Our journey so far...

**2012**

Manchester Central became one of the first major conference and events venues in the UK to achieve **ISO 20121 Event sustainability**; we continue to be guided by those principles today.



**2013**

Introduced sustainable initiatives including **electric vehicle charging points, cycle to work scheme and a rooftop herb garden.**



**2014**

Invested in a **waste management centre** within the venue, which sorts and segregates waste for recycling.



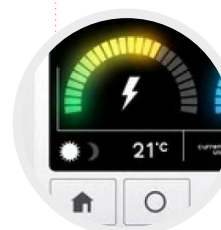
**2014**

Introduced **Make a Difference (MAD) days** – focusing on local Manchester-based charities, we allow all employees one day of paid leave to support their chosen charity.



**2015**

Installed **160 smart meters** which precisely monitor electricity, water and gas usage and provide real-time information on energy usage.



**2017**

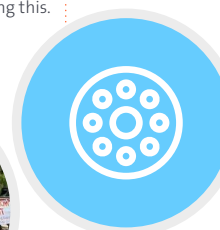
Introduced a '**Charity of the Year**' – Team members are able to nominate and vote for a local charity each year to be the focus of our fundraising activities.

We raised over £5,000 in our first year of doing this.



**2018**

Installed **dimnable LED lighting and passive infrared sensors (PIRs)** throughout the venue, helping to reduce electricity usage in our staff offices by 40%.



**2018**

Started our journey to **eliminating single use plastics** within the venue – we replaced our straws, cutlery and disposable hospitality items with plastic-free alternatives.



**2019**

Rebranding of venue environmental team to the '**Sustainability Steering Group**'.



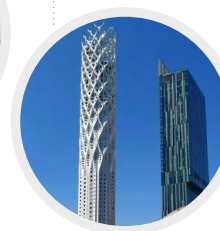
**2021**

Became a signatory of the industries **Net Zero Carbon Events** pledge which is a collaborative effort within the event sector to reach net zero.



**2021**

Manchester Central became the host site for the **civic quarter heat network (CQHN)**, generating low-carbon heat and power for the city.



**2021**

Introduced **new recycling bins** across the venue, to make recycling easier and more engaging.



**2021**

Manchester Central supported the **relocation of 53two**, a theatre and arts charity, into the arches below the venue.



**2022**

The civic quarter heat network (CQHN) will begin to heat and power five more iconic buildings across the city, helping Manchester reach its ambition to be **carbon-neutral by 2038**.



As a leading venue, we take our responsibilities very seriously. Our strategic ambition is to ensure **sustainability is at the heart of everything we do.**

# Our sustainability strategy

Our sustainability strategy, “Our Central Future” aims to innovate and deliver initiatives that enhance the sustainability of the venue and the services we provide to all our stakeholders.

The strategy has four overarching principles and each of these principles are underpinned by strategic, tactical and operational commitments and objectives.



Our Business



Our Environment



Our Community



Our People



# Our business

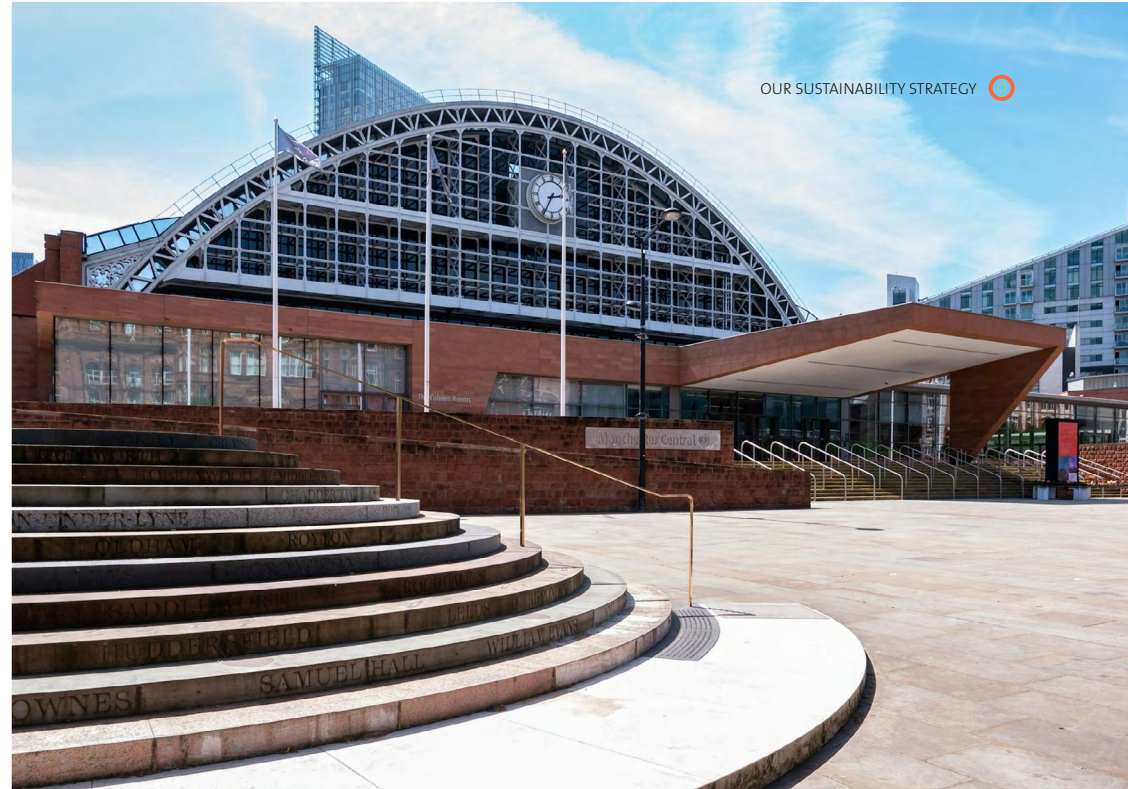
At Manchester Central, we are committed to preserving and growing our business, ensuring that our work has a positive and long-lasting impact on our customers, our city and our communities.

## Commitments and objectives:

- To create, develop and communicate a detailed sustainability strategy that encompasses all elements of sustainability and is embedded within the business.
- We will collaborate/engage with our suppliers, sub-contractors and clients to promote and develop sustainable ideas and implement best practice within our business.
- We will engage and work with our supply chain, ensuring that tenders are completed, evaluated and contracts awarded with Sustainability as a key focus.
- We will seek to engage and commit to local, national and worldwide sustainable initiatives that drive continuous improvements to our people, planet and profit.
- We will educate and train all departments to focus on responsible purchasing, setting purchasing restrictions and adhering to payment processes.

## We have:

- Electric vehicle charging points
- 160 Smart meters for effective energy monitoring
- Dimmable LED lighting and passive infrared sensors (PIRs) to reduce electricity usage
- Formed a venue 'Sustainable Steering Group' to ensure sustainability is at the heart of everything we do – with representatives from across the business.
- Centralised our business processes and systems, using electronic automation where possible to reduce the amount of paper used



### Partnerships

Manchester Central seeks to engage and commit to local, national and worldwide sustainable initiatives that drive continuous improvements to our people, planet and profit.



### Internal business procedures

- **July 2013** – Centralised approved supplier database, electronic automated completion.
- **Jan 2017** – Invoice scanning, removing the need for paper invoices
- **March 2017** – Electronic payslips introduced
- **June 2018** – All business contract manager refresher training rolled out to reinforce engagement and importance of contract manager meetings (inc sustainability)

### Local Supply Chain

In order to sustain and build our local economy, produce is resourced sustainably, supporting the local economy and reducing food miles. Our menus are inspired by North West produce.

- Meat – 8 miles
- Groceries/dry goods – 4 miles
- Bread – 3 miles
- Sandwiches – 42 miles
- Milk and cream – within a 48 mile radius
- All our herbs are grown on site in our herb cultivator

# Our communities

We will actively encourage our employees to make a positive contribution by engaging and supporting local good causes within our communities.

## Commitments and objectives:

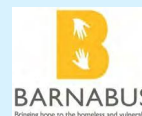
- We are committed to supporting and developing our neighbouring communities, encouraging positive community relations and supporting local projects.
- We will support local charities and good causes, making donations and providing support, help and guidance in order to make a difference as a business.
- We will promote transparent communication with all our stakeholders.

## Some of our initiatives include:

- Make a difference days (MAD) for staff to support their chosen charities
- Charity of the year and fundraising activities to support the local community
- Cycle to work scheme
- Donating leftover packaged foods to local charities



Manchester Central's 'Make a Difference' (MAD) programme allows all employees one day of paid leave to support their chosen, preferably local, charity. The charities we have worked with so far have included:



Manchester Central opened its doors to the city in 2019, giving everyone and anyone the opportunity to drop in and learn more about the iconic venue.

Visitors were able to access never-before-seen areas of the venue, getting a special glimpse of its historic past and touring the spaces that today host some of the UK's most high-profile events. Nearly 200 people attended on the day; many of which were residents from the city region and members of the local business community.

This will now become an annual event!

# Our people

Here at Manchester Central, we will provide a great place to work that is safe and inspiring for all our employees.

## Commitments and objectives:

- Provide a great place to work for our employees that provides opportunities for learning and development, but also actively promotes diversity and equality.
- To enhance the health and wellbeing of our staff by creating an open and supportive culture for our employees, actively implementing programmes that improve employee wellbeing.
- To become an employer of local people from within the Greater Manchester region.

## We are proud to say:

- We have a Investors in People (IIP) Gold Award – meaning we are an employer of choice!
- We are a disability confident employer – we promote equality, diversity and inclusion
- We work with local colleges to offer apprenticeship schemes.
- We offer supported placements to young people with learning disabilities or autism through our partnership with Pure Innovations.



In 2015, Manchester Central achieved **Investors in People (IIP) Gold status**, proving itself as an employer of choice!

Manchester Central is passionate about attracting and retaining the most talented individuals and will continue to develop a workplace where team members can learn, develop and progress.



Manchester Central works with **Pure Innovations** to offer supported placements, which enable young people with a learning disability or autism to progress into sustainable paid employment.



Manchester Central is proud to be a **Disability Confident Employer**.

In 2018, the business held an informative session for all staff and local businesses called Enhancing an Inclusive Venue. This helped to promote equality, diversity and inclusion and helped raise awareness of different disabilities.

# Our environment

We are committed to reducing our environmental impact associated with our event activities and the services we deliver, and are continually exploring innovative solutions to improve our efficiency across the business.

## Commitments and objectives:

- We will maintain a robust waste management system – minimising our waste and diverting from landfill.
- We will monitor, record and minimise utility consumption in an attempt to reduce our business carbon footprint and overall environmental impact.
- To promote a culture of environmental responsibility across the business.
- We will commit to reducing our carbon emissions, in line with Greater Manchester's pledge to become carbon zero by 2038.

## We have:

- Invested in a venue waste management recycling centre
- Measures in place to divert all of our waste from landfill
- Replaced single-use plastics with plastic-free alternatives
- Installed a herb cultivator and grow all of our herbs in-house
- Committed to supporting the local economy and reducing food miles, by sustainably sourcing our ingredients. Our menus are now inspired by North West produce and use suppliers no more than 50 miles away.



# Our energy monitoring



## Smart meters

Manchester Central is committed to being more energy efficient to protect the natural environment.

We have installed 160 smart meters which precisely monitor electricity, water and gas usage and provide real-time information on energy usage



## PIRs

Passive infrared sensors (PIRs) have been fitted throughout the venue which turn lights on and off upon the detection of body movement.



## LED lighting

Dimmable LED lighting has been installed in nearly all areas of the venue. LED lighting provides many environmental advantages:

- Standard LED bulbs consume approximately half the power of alternative light bulbs.
- LEDs can last more than 25 times longer than traditional light bulbs, with 50,000 hours life expectancy.
- LEDs are nontoxic as they don't contain any hazardous materials or toxic chemicals.



## Civic Quarter Heat Network

Manchester Central is the host site for the Civic Quarter Heat Network (CQHN), which generates low-carbon heat and power for the city, helping Manchester to reach its ambition to be carbon-neutral by 2038.

The network will generate a highly efficient, environmentally friendly heat and power solution, serving six of the city's most iconic buildings initially.



# Our waste management

## Committed to minimising waste



Manchester Central is committed to reducing its impact on the environment.

As a leading venue, our aim is to minimise the amount of waste we generate on site and increase the amount we recycle.

## On-site recycling centre



Manchester Central has an on-site industry-leading waste management recycling centre, enabling us to take responsibility for sorting and segregating waste onsite.

This has helped the venue reduce the amount spent on the removal of waste by 50%.

## Divert waste from landfill



Manchester Central aims to divert all waste from landfill. After removing all recyclables from our waste, anything non-recyclable is compacted into bales and transported to a combined heat and power facility.

Here, energy is harvested from the residual waste to produce electricity and also steam which produces thermal heating.

## Anaerobic Digestion



All kitchen and plate food waste including fruit and vegetable peelings and coffee grounds is sent to a process called Anaerobic Digestion (AD) which speeds up the natural breakdown of food inside a large sealed tank.

This process emits a methane-rich gas which is captured and used to generate electricity.



# Our sustainability steering group

The Sustainability Steering Group was established to ensure sustainability is truly at the heart of everything we do.

To ensure this is embedded throughout the business, the group has key representatives from each department, who each bring their own expertise and experiences.





**Manchester  
Central**

For any further information  
about our sustainability strategy,  
please get in touch.

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