

2025 Annual Sustainability and Impact Report



**Pennsylvania
Convention Center**
PHILADELPHIA

Table of Contents

Pennsylvania Convention Center: Our “We Are 10s” Culture of Service Excellence 4

Our Purpose	5
Our Customer Service Promise	5
Sustainability and Social Responsibility at the Pennsylvania Convention Center	5

2025 Achievements 6

Completed Phase 1 of the Digital Signage Project	7
Sage Certification for Accessibility	7
Achieved the LEED® v4.1 O+M: Existing Buildings Silver Recertification.	7
Earned EIC Venue Sustainable Event Standards Gold Recertification	7
GBAC STAR Reaccreditation	7
Network Switch Upgrade	7
Civic 50 2025 Honoree	7

Sustainable Events 8

“We Are 10s” Sustainability Champions	9
Pennsylvania Convention Center Event Donation Program	9

Sustainability Projects 10

Digital Signage Project – Phase 1	11
Headhouse Escalators Modernization	11
Sensory Room	11
Legends Global Venue Assessment	11
Marshalling Yard Renovations	12
Exhibit Hall F Loading Dock Bird Netting Installation	12
Installation of a New Energy Efficient Air Handling Unit	12

Utilities Usage and Performance 13

Waste Diversion and Recycling Performance 15

Team and Community Engagement 17

Staff Training and Development	18
Educational Programming	19
Youth Investments	20
Legends Global Acts	20

2026 Goals 22

About this Report

The Pennsylvania Convention Center is mindful of its responsibility to the community and environment and is committed to publicly reporting on its sustainability goals, visions, and initiatives on an annual basis. The 2025 Sustainability Report covers the environmental sustainability operations and social responsibility initiatives at the Pennsylvania Convention Center for the 2025 calendar year. The Pennsylvania Convention Center’s environmental sustainability performance is mainly affected by factors related to event activity, such as event size, event type, seasonal weather patterns and energy efficiency.



Leadership Message

As we review another year of the Pennsylvania Convention Center's sustainability and social responsibility initiatives, we are proud of the industry leading work we continue to do that prioritizes the protection of the environment and the enhancement of our community.

In 2025, we completed several major sustainability projects that aim to enhance the efficiency of the building while also supporting the needs and sustainability goals of our customers. One such initiative was the installation of Phase 1 of our digital signage project. This initiative was a significant undertaking for the Center, that resulted in a redefined concept of what it means to host a convention center event.

The digital screens now allow us to provide a curated and immersive experience for guests with dynamic visuals, while also providing sustainable and budget friendly signage options for our customers, reducing the waste generated from printed signage. When completed, the facility's digital signage project will be the most extensive array of digital assets within a convention center space in the United States, once again positioning the Pennsylvania Convention Center as an industry trailblazer and premier event venue.

During the year, we also further expanded our community outreach initiatives, providing several professional development and educational opportunities for business owners and our own Pennsylvania Convention Center staff, as well as significant investments in youth. These programs were designed to support individual and community growth while also opening the door to the many opportunities that exist at the Center and the hospitality and tourism industry in general.

The driving force behind all these initiatives is our commitment to our "We Are 10s" core values and culture of service. These values shape the way our team partners with each other, our customers, and our community, to provide an unmatched service experience and deliver meaningful impact in our community.

As significant as our progress has been, our work is not done, and we, together with our dedicated team at the Pennsylvania Convention Center, remain committed to our promise of service excellence and to our important role as a key industry and community partner.



David A. Nasatir, Esq.

Chair of the Board
Pennsylvania Convention
Center Authority



Malik Staten

Vice Chair of the Board
Pennsylvania Convention
Center Authority



John J. McNichol

President and CEO
Pennsylvania Convention
Center Authority



- Pennsylvania Convention Center: Our "We Are 10s" Culture of Service Excellence
- 2025 Achievements
- Sustainable Events
- Sustainability Projects
- Utilities Usage and Performance
- Waste Diversion and Recycling Performance
- Team and Community Engagement
- 2026 Goals

Pennsylvania Convention Center: Our "We Are 10s" Culture of Service Excellence



Our Purpose

The Pennsylvania Convention Center is a service partner to our customers, helping to create memorable first-class live conferences and events experiences, and to our community, supporting the growth and development of the Greater Philadelphia region.

Our Customer Service Promise

As ambassadors of the Pennsylvania Convention Center, our team embodies the "We Are 10s" service culture in all our actions and interactions with customers, guests, the community, and each other.

We approach our work with an attitude of excellence, and we are proud of the important role we play as a trusted collaborator, innovator, industry leader, and community connector.



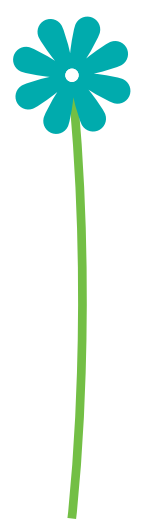
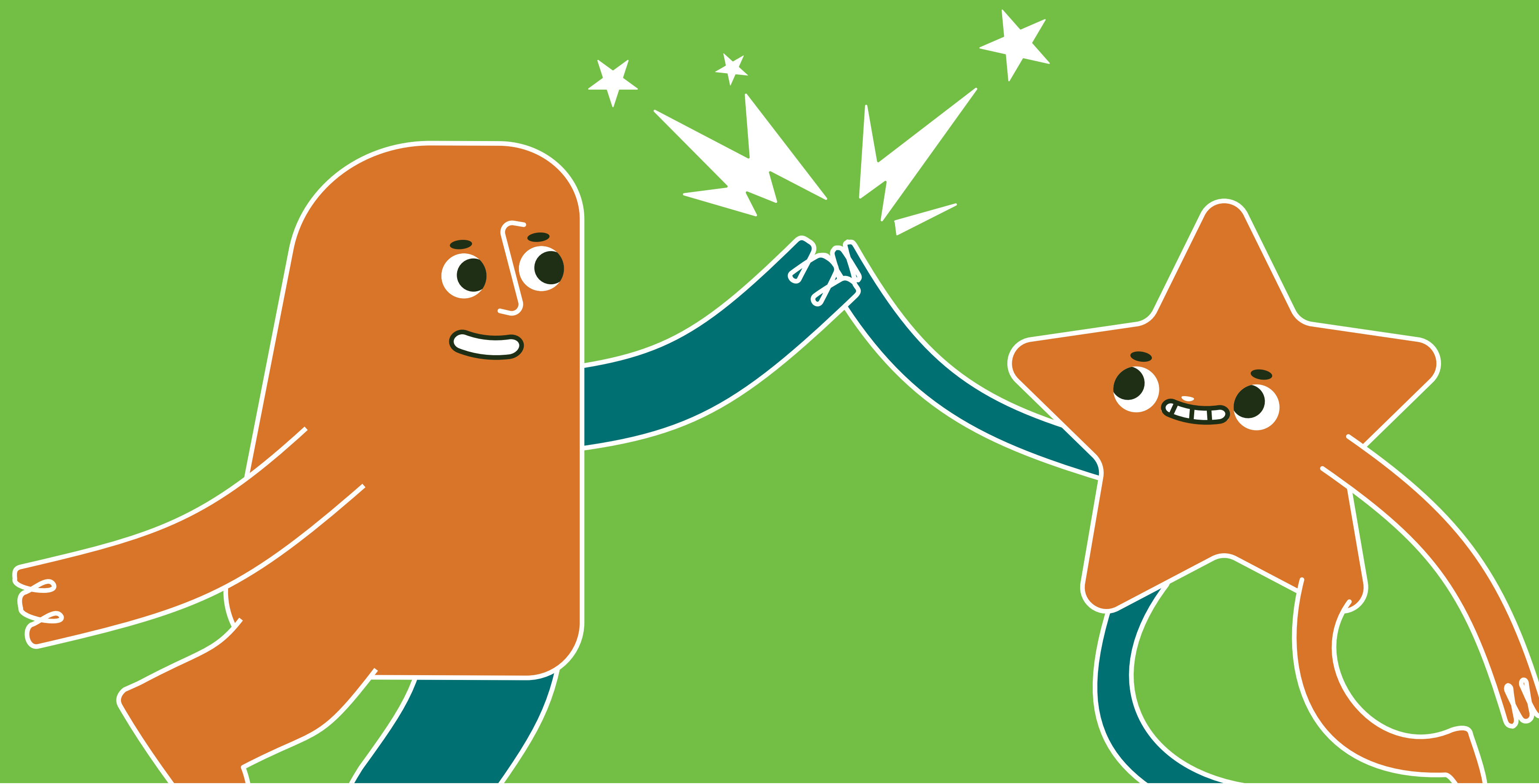
Sustainability and Social Responsibility at the Pennsylvania Convention Center

Our commitment to this promise of service excellence extends to the work we do to facilitate sustainable and efficient operations, create a welcoming environment for all, and give back in a meaningful way to the community in which we serve. Over the years, the functions of our "Green Team" have evolved and now includes a full range of green initiatives that fully support and enhance our customers' sustainability programs. Additionally, our social responsibility programs have grown to now include curated programming that provides a meaningful platform for personal and professional development for all members of our community.

"We Are 10s" is more than just a tagline; it is an expression of who we are and all we do at the Pennsylvania Convention Center.

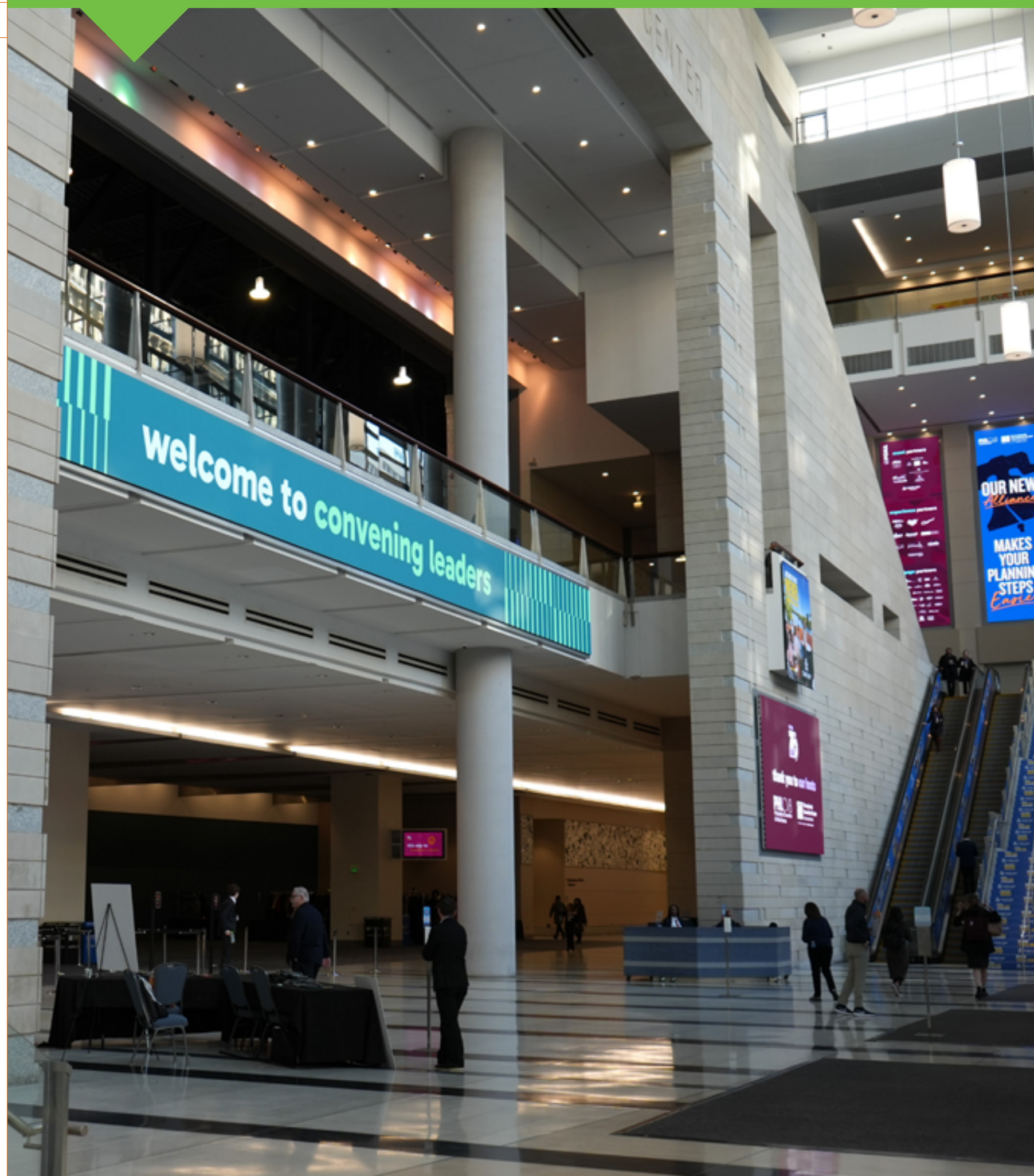


2025 Achievements



Completed Phase 1 of the Digital Signage Project

At the end of 2025, the Pennsylvania Convention Center completed the first phase of its digital signage project. When completed, the project will be the most extensive display of digital assets within a convention center space in the United States with 4,700 square feet of striking LED video wall displays and LCD meeting room signs. [Learn more here.](#)



Sage Certification for Accessibility

In April 2025, the Pennsylvania Convention Center was the first convention center in the United States to become Sage Certified. The certification affirms that the Center meets accessibility standards for individuals with mobility, visual, hearing, cognitive, and allergy-related disabilities. [Learn more here.](#)

Achieved the LEED® v4.1 O+M: Existing Buildings Silver Recertification.

For the second year, the Pennsylvania Convention Center achieved its Leadership in Energy and Environmental Design (LEED®) v4.1 Operations + Maintenance (O+M): Existing Buildings Silver certification. The LEED® Silver O&M certification rates facilities on location and transportation, water efficiency, energy and atmosphere, materials and resources, indoor environmental quality, and innovation.

Earned EIC Venue Sustainable Event Standards Gold Recertification

In July 2025, the Center received its gold recertification for the Events Industry Council (EIC) Sustainable Event Standards for venues. This is the third year the facility has been certified and recertification underscores the Center's commitment to sustainability and social responsibility.

GBAC STAR Recertification

For the sixth year, the Center received its certification for the Global Biorisk Advisory Council (GBAC) STAR accreditation. Achieving recertification verifies that the Pennsylvania Convention Center continues to evolve, improve and advance with the performance-based GBAC STAR program elements for infectious disease control.

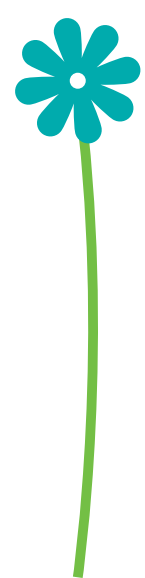
Network Switch Upgrade

Replaced all 155 CISCO switches that have enhanced port speeds with more robust encryption features, and the addition of Universal Power over Ethernet Plus capabilities in the updated devices.

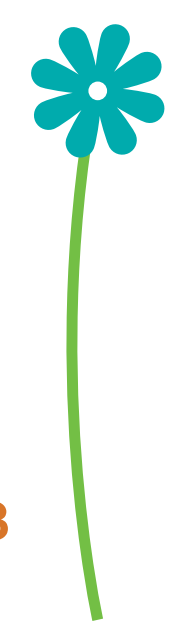


Civic 50 2025 Honoree

In 2025, the facility was recognized as one of Greater Philadelphia's 50 most community-minded companies by the Chamber of Commerce for Greater Philadelphia and [Points of Light](#) as part of the Civic 50 Greater Philadelphia.



Sustainable Events



As a leader in sustainability, the Pennsylvania Convention Center's "Green Team" partners closely with customers to support their waste sorting, recycling, utility usage and waste diversion tracking, and other sustainability initiatives.

In 2025, the Center hosted 14 sustainable events. Five of the events achieved a 100% diversion rate.

"We Are 10s" Sustainability Champions

David Oberlton

As a member of the Pennsylvania Convention Center's "Green Team" David is a key player in the building's sustainability initiatives.

As the first member of the building's waste management team to be appointed as lead, David works closely with show management and their event cleaning team to monitor waste removal during the move-in and move-out phase ensuring that waste is placed in the correct location to avoid cross contamination of single stream recycling.

Additionally, David supports the in-house Pennsylvania Convention Center cleaning team by ensuring trash and recycling tilt trucks are staged in the assigned areas and guides the team on the building's sustainability standard operating procedures.

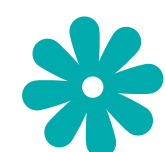


Pennsylvania Convention Center Event Donation Program

The Pennsylvania Convention Center continues to collaborate with customers to provide local charities, nonprofit, and educational organizations with gently used items that may remain at the conclusion of an event.

In 2025, the Center partnered with 11 events to donate various items including furniture, bags, stationery, games, and clothing to more than seven local organizations including Methodist Services, Eliza Shirley House, Boys and Girls Club, and local Philadelphia schools.

We partnered with 11 events in 2025 to donate over 1400 items to local organizations, including 150 furniture items to Habitat for Humanity. We also provided furniture to Methodist Services, clothing items to Eliza Shirley House, outdoor games to Boys and Girls Club, and classroom essentials to local Philadelphia schools.



Sustainability Projects



Digital Signage Project – Phase 1

Phase 1 of the Center's digital signage project included the installation of a 79-foot wide digital ribbon that welcomes guests in the Broad Street Atrium, three 28-foot high vertical screens that create a cathedral-like experience as guests ascend to the upper floors, and curved screens at key intersections that wrap around the walls.

Headhouse Escalators Modernization

The facility's headhouse escalators, which take patrons to and from the Grand Hall entrance to the Market Street level, were replaced with the KONE EcoMod™ escalator modernizations. The modernization solution offers innovative, new technology, is lighter in weight, and reduces energy consumption.



Sensory Room

In 2025, the Center started the process of converting one of its meeting rooms into a sensory room. The specially designed room will provide neurodivergent event customers and staff with a calming and controlled sensory-focused environment to help regulate emotions, reduce stress, and create a therapeutic experience.

Legends Global Venue Assessment

The Legends Global Operations Venue Assessment is a structured process designed to evaluate both the physical conditions and the service levels of a venue. The goal is to ensure that every facility provides a clean, safe, and secure environment for guests, tenants, and employees, while also safeguarding the venue as a long-term asset. This approach moves beyond routine facility management by emphasizing asset management, ensuring that maintenance decisions and capital improvement planning are guided by long-term financial stewardship. The assessment draws on ten core Best Practices, which cover areas such as back-of-house operations, capital improvement planning, event services, janitorial care, maintenance, safety management, sustainability, technical services, third-party contract oversight, and utilities management. These practices are informed by decades of operational expertise and aligned with standards from leading industry organizations and regulatory authorities. Each assessment is carried out by Legends' Corporate Operations team and Regional Directors of Operations, who bring subject matter expertise to the process. Ultimately, the venue assessment is part of Legends Global's broader mission to drive operational efficiency, ensuring that venues not only meet industry standards but also maximize performance, reduce costs, and deliver exceptional experiences for all stakeholders.

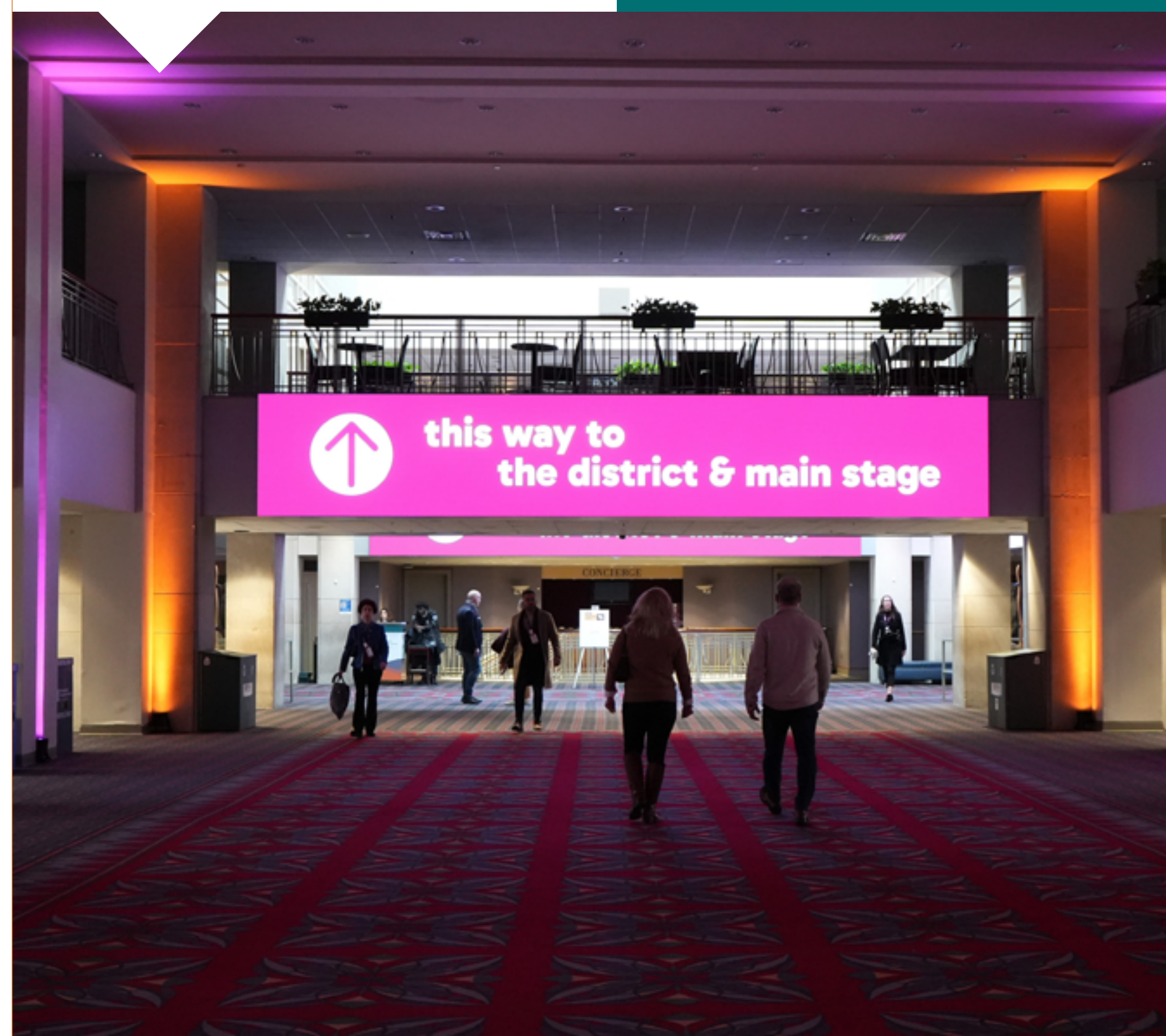




Exhibit Hall A Sealer and Loading Dock Slab Work

The Exhibit Hall A concrete slabs and the loading dock received concrete crack and spall repairs. Work completed on the loading dock included the removal and installation of a concrete topping slab and waterproofing material. Additionally, a new epoxy coating was applied to the concrete slabs in Hall A. This coating enhances sustainability by increasing the durability of the materials, lowering maintenance and reducing raw material waste by resurfacing the areas rather than replacing.



Marshalling Yard Renovations

The Center completed renovations of its marshalling yard, which is used as an off-site holding area for tractor trailers that stage and service events at the Pennsylvania Convention Center. The renovations included selective a newly paved asphalt lot, new sidewalks, landscaping, fencing around the lot's perimeter, and the installation of new lighting, a guardian booth and surveillance equipment.

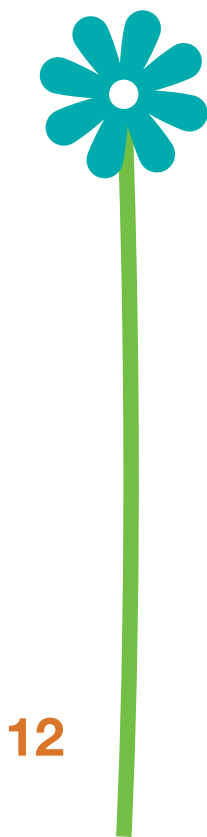


Exhibit Hall F Loading Dock Bird Netting Installation

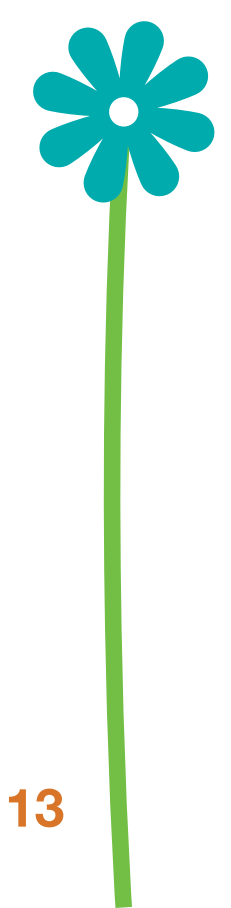
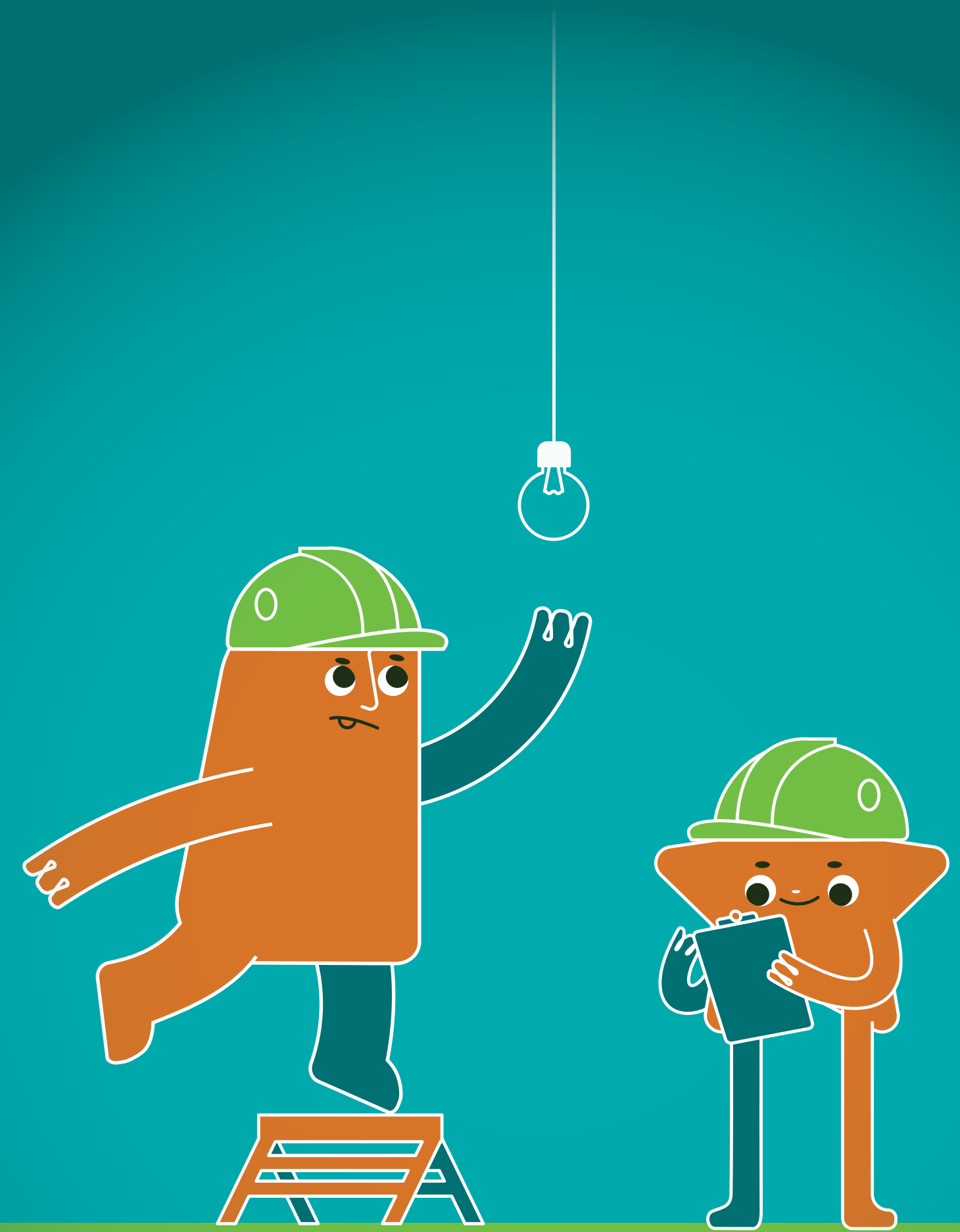
A heavy duty 3/4" bird netting and fastening system was installed in the Exhibit Hall F loading dock and parking areas. Bird netting helps to preserve the bird population by keeping them in their native environment.

Installation of a New Energy Efficient Air Handling Unit

A new York Model XTU-07X117 air handling unit was installed. New SIEMENS controls and dampers for the unit provide improved energy efficiency for cubic feet per minute (cfm) performance.

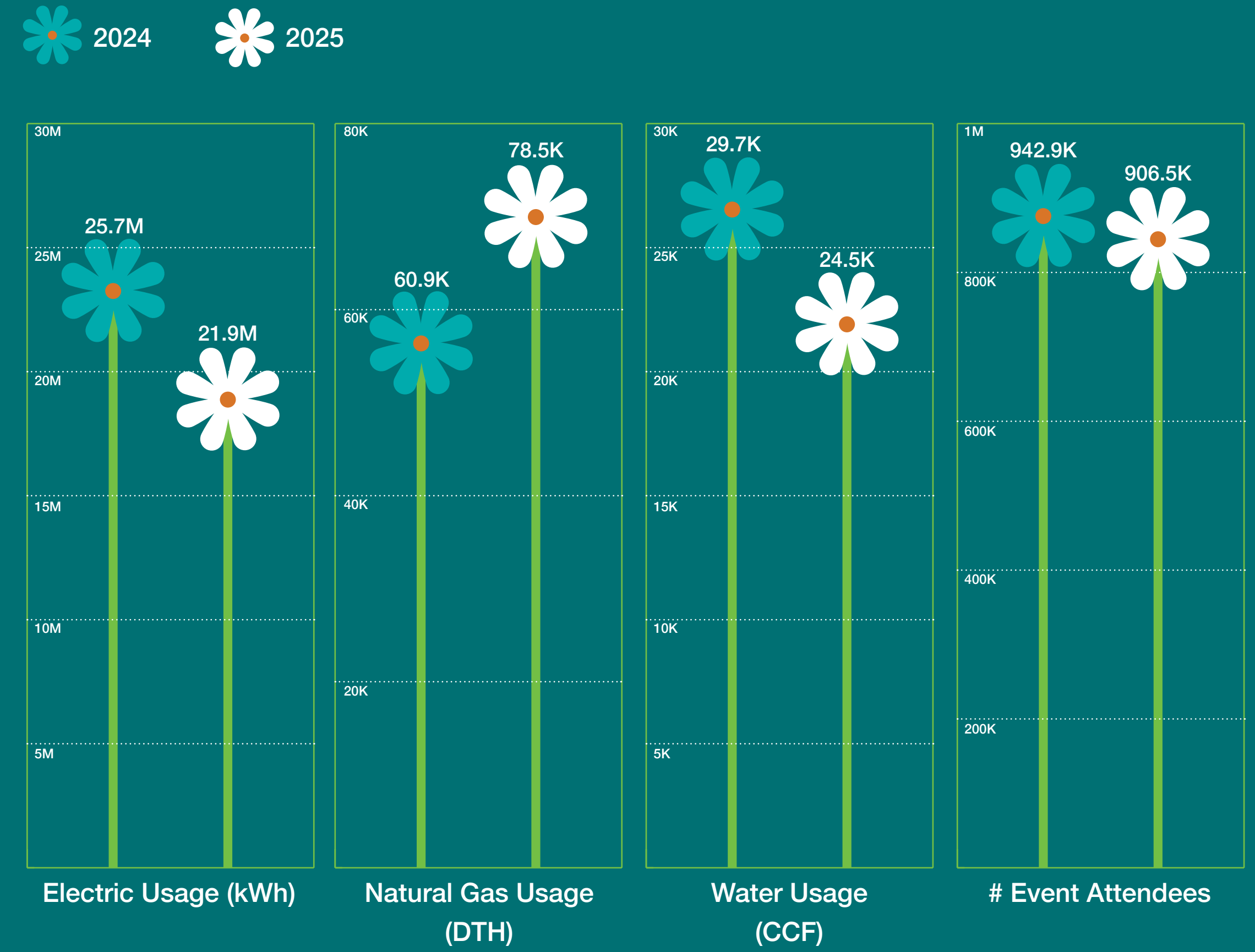


Utilities Usage and Performance



In 2025, electricity and water use at the Pennsylvania Convention Center decreased by 15% and 17% respectively, while natural gas usage increased by 22%. These performance metrics can be attributed to the two new East Central Plant absorption chillers that were commissioned and went online during the year. Absorption chillers use heat sources rather than mechanical compressors to provide cooling and are more energy efficient.

The Pennsylvania Convention Center remains committed to reducing the environmental impact of its operations and services by incorporating the use of equipment, technology, and products that are designed to provide healthy, clean, and efficient facility operations.



Electricity use: Down 15%

Natural Gas Usage: Up 22%

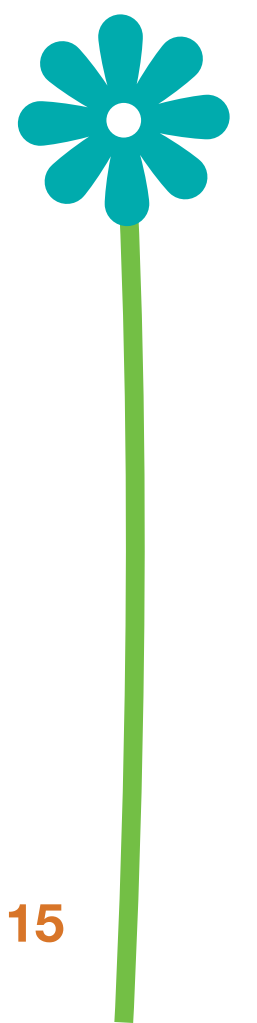
Water Usage: Down 17%

Number of Event Attendees: Down 4%

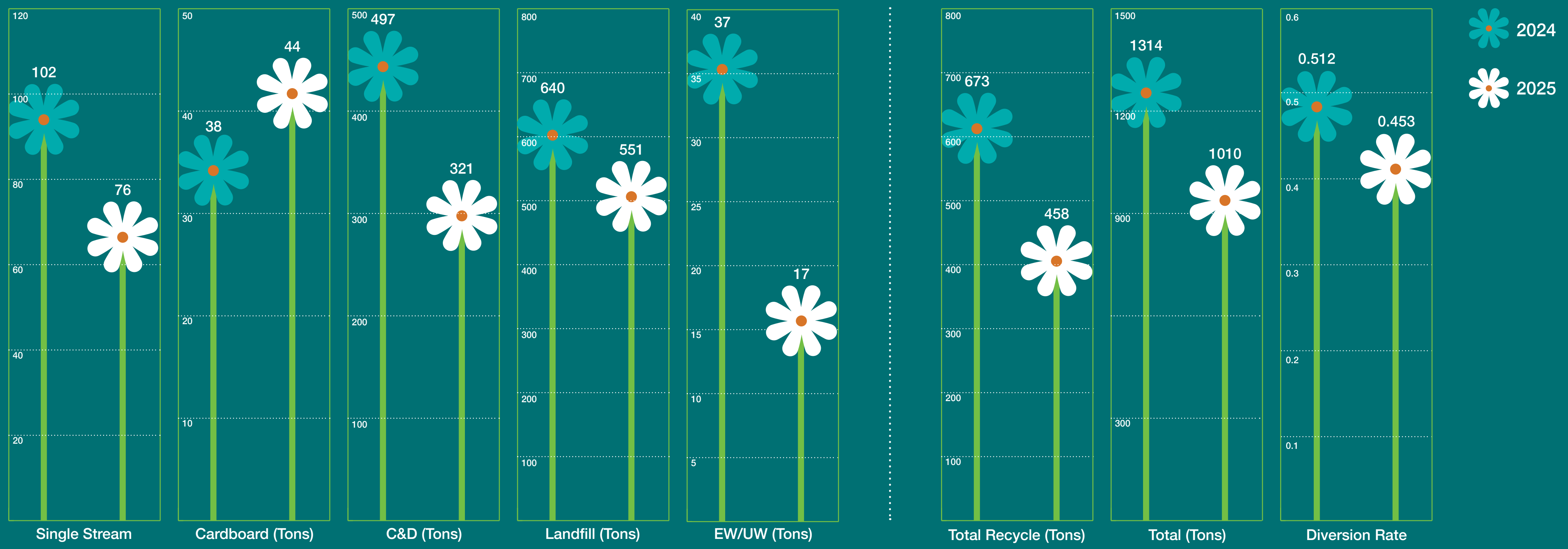


- Pennsylvania Convention Center: Our "We Are 10s" Culture of Service Excellence
- 2025 Achievements
- Sustainable Events
- Sustainability Projects
- Utilities Usage and Performance
- Waste Diversion and Recycling Performance
- Team and Community Engagement
- 2026 Goals

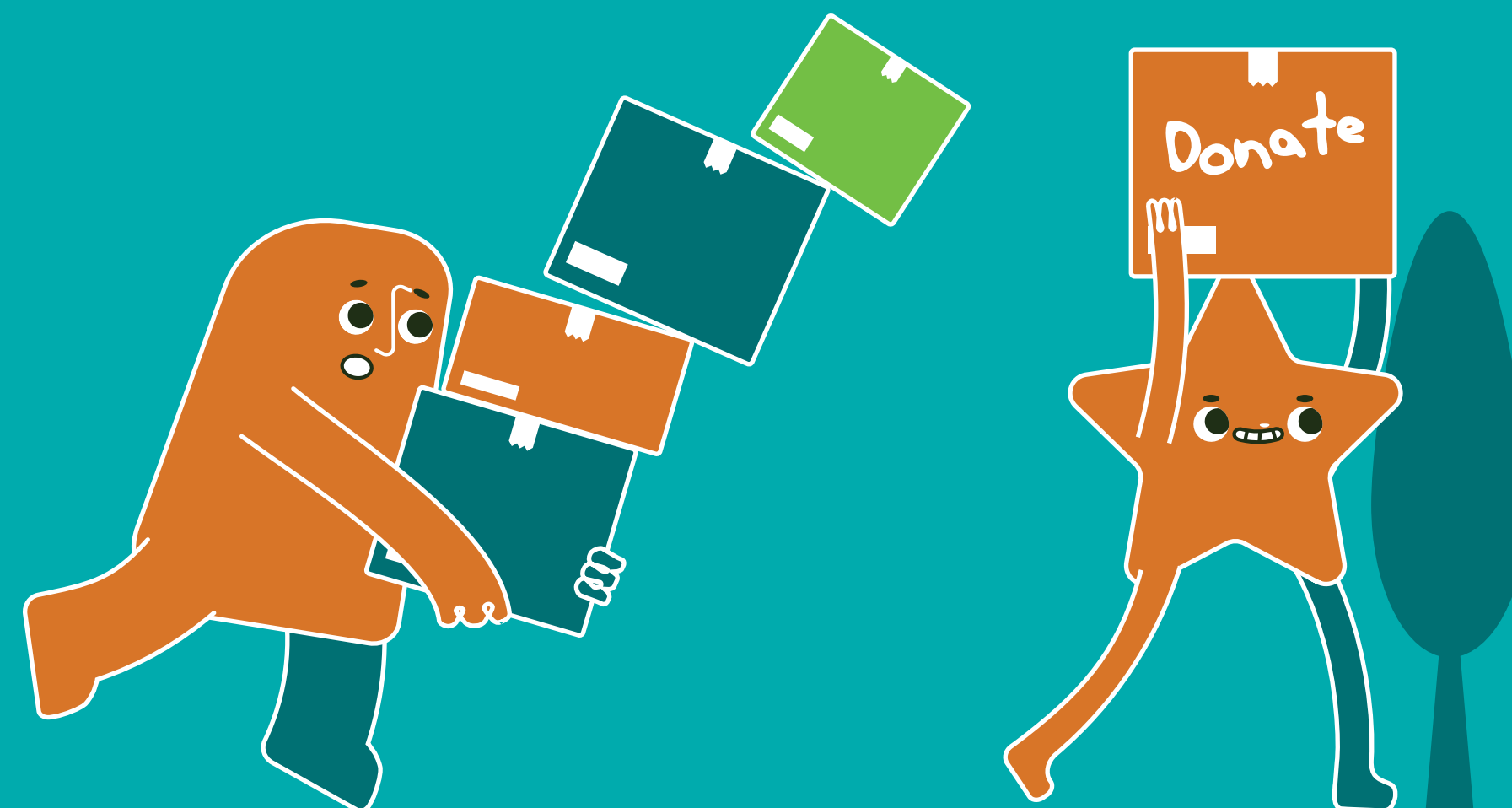
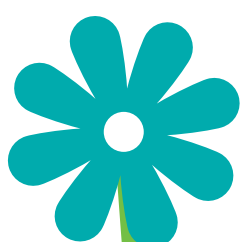
Waste Diversion and Recycling Performance



The Center achieved a 45% waste diversion rate. However, the overall tonnage decreased by 25% and landfill tonnage decreased by 14%. This can be attributed to the reduction in waste generated by the shows hosted at the Center, as show organizers are more sustainability focused.



Team and Community Engagement



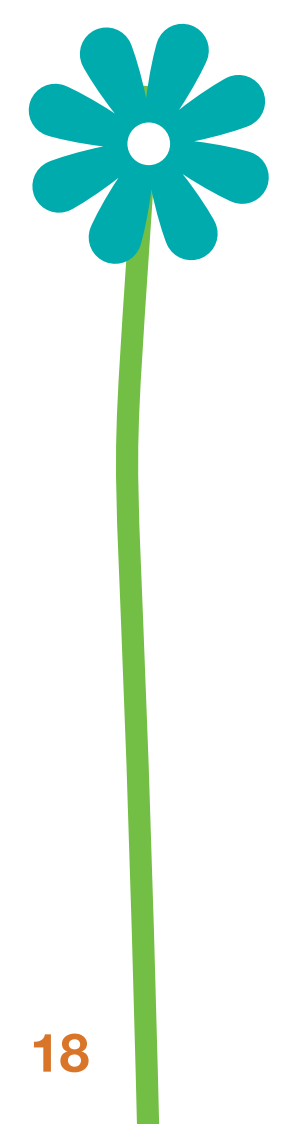
Staff Training and Development

Annual Operations Training

On August 13, 2025, the Center held its annual Operations training to review policies, procedures, and best practices for sustainability; lift, escalator and elevator equipment operations, and customer service.

In total, 175 team members attended the training, along with vendor representatives from Republic Services, Eastern Lift, Tri County Pest Control, and Wyatt Elevator.

During the session, all of the housekeeping and setup team members who completed the eXperience guest service training program were recognized. The program was designed to ensure that the Center's team consistently delivers on their We Are 10s customer service promise.



Lunch and Learn Series

In September 2025, the Center's engagement department launched the monthly informational Lunch & Learn series for staff. Some of the sessions held during the year included an insider's look at a "Day in the Life" of the event management and facilities team, a Public Speaking workshop facilitated by the Distinguished Toastmasters, IT FAQs, and information on the Pennsylvania Convention Center's artwork.

Accessible Customer Service

In December 2025, more than 100 members of the Center's team completed the Accessible Customer Service training, facilitated by John Sage, founder and CEO of Accessible Travel Solutions.

During the training, the team learned best practices for interacting with guests with mobility, visual, hearing, cognitive, and allergy-related disabilities.

As a Sage Certified venue for accessibility, the Pennsylvania Convention Center is committed to ensuring that the facility remains a welcoming environment for all.



Miss Pennsylvania 2025 Sustainability Tour

In September, the Center welcomed Miss Pennsylvania 2025, Victoria Vespico, for a sustainability tour of the facility.

During the tour, Victoria received a first-hand look at the Center's industry-leading sustainability operations and initiatives.

Doing Business with the Pennsylvania Convention Center

In 2025, the Center hosted 95 attendees at three events in the Doing Business with the Pennsylvania Convention Center series:

- Doing Business with the Pennsylvania Convention Center WBEC East Virtual presentation, which provided an overview of the Center's RFP and Bid processes and procedures
- Doing Business with the Pennsylvania Convention Center Diverse Business Roundtable Part 2, which provided the platform for an intimate roundtable discussion related to best practices for responding to bid and RFP opportunities.
- Doing Business with the Pennsylvania Convention Center Food & Beverage, which was facilitated by the Center's food and beverage partner, Aramark, who reviewed their diverse vendor selection process.



Educational Programming

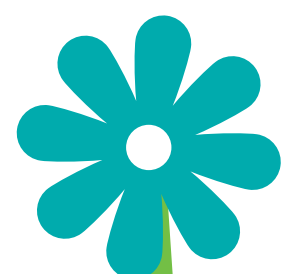
As a leader in sustainability, the Pennsylvania Convention Center also facilitates sustainability tours, presentations, and workshops for industry partners, the local and regional business community, educational institutions, and some of the events hosted at the facility, to showcase the building's sustainability equipment and operations and share our expertise in sustainable business practices.

School Tours and Master Classes

In 2025, the Center welcomed youth from Philadelphia Academies, Inc., OIC Philadelphia, and the Philadelphia Youth Network for building tours, hospitality career panels, and master classes.

One masterclass held in March 2025, provided plumbing and technology students from Philadelphia Academies, Inc. Jules E. Mastbaum High School with the opportunity to get hands-on experience learning the essentials of plumbing with members of Philadelphia Plumbers Local 690. As part of the class, the students helped to build sinks which will be used by some of the Center's event customers.

Additionally, in October, the Center welcomed the graduating class of the OIC Philadelphia Culinary Program for a tour and meet and greet with the Aramark food and beverage team, and members of the Philadelphia Youth Network Professional Pathways program who participated in a career panel to gain insight into the variety of careers that exist in the hospitality and tourism industry.



Actionable Results Series: Education and Access (Preparing to Scale)

In December 2025, the Center launched a new initiative to provide small, local, and diverse business owners with supplier diversity education on the “how to’s” of scaling their business as well as access to valuable resources. A partnership with Longview Strategic was also established to provide grants of up to \$5,000 to assist eligible businesses receive their diverse certification.

Youth Investments

Pennsylvania Convention Center Authority Scholarship for Temple University Hospitality Majors

In November 2025, the Pennsylvania Convention Center Authority launched a partnership with Temple University to fund a new scholarship program for undergraduate students seeking management degrees in hospitality at the university’s School of Sports, Tourism, and Hospitality Management (STHM). The new partnership – which includes a \$200,000 endowment – represents a more than \$300,000 commitment from the PCCA over the next four years to provide impactful scholarships for students pursuing degrees in hospitality management.

As a major driver of the region’s hospitality economy – attracting meeting, convention, trade show, and other event attendees from around the world – the convention center recognized that partnering with Temple to help cultivate future leaders was a natural extension of its overall mission. Through this scholarship program, the PCCA hopes to remove some of the financial barriers – and post-graduation debt – that could prevent students from pursuing a degree in hospitality.

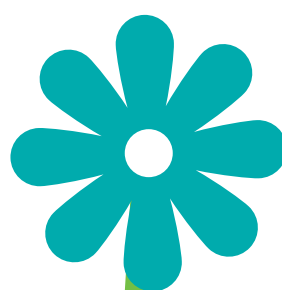


Legends Global Acts Volunteerism

Throughout the year, Team PCC volunteers participate in several volunteer activities to give back to the local community. In 2025, the team participated in the following activities:

- Philabundance Notes of Sunshine and Food Drive: 40 notes of sunshine cards were created, and 12 bags of food were donated.

- Methodist Services Heritage Farm: 15 team members traveled to Heritage Farm to help seed and plant fruits and vegetables which will be provided to the families the organizations serves.
- Bright Hope Baptist Church Community Baby Shower: The Center’s team donated a truck load of baby and new parent items to Bright Hope Baptist Church for their community baby shower which was developed to help parents in the community who need additional support.



Pennsylvania Convention Center: Our "We Are 10s" Culture of Service Excellence
2025 Achievements
Sustainable Events
Sustainability Projects
Utilities Usage and Performance
Waste Diversion and Recycling Performance
Team and Community Engagement
2026 Goals

Legends "Global Month of Giving"

From November 15 to December 15, 2025, Legends and ASM Global venues worldwide partnered to celebrate Global Month of Giving. The Pennsylvania Convention Center participated in the program with the following initiatives:



Philadelphia Academies, Inc. "Serving Thanks" Thanksgiving Dinner

12 team members supported Philadelphia Academies, Inc. "Serving Thanks" Thanksgiving Dinner initiative by helping greet and serve guests. "Serving Thanks" was a six-week community service initiative coordinated by Philadelphia Academies and led by Culinary Career and Technical Education (CTE) students. The initiative culminated in a community Thanksgiving meal distribution at the Pennsylvania Convention Center with food prepared by the students from Murrell Dobbins CTE High School, Jules E. Mastbaum AVTS High School, and South Philly High School. If this is too long, it could be edited to:



Salvation Army Eliza Shirley House Holiday Decorations

For a third year, 12 of the Center's team members, together with partners from the Philadelphia Convention and Visitors Bureau (PHLCVB), visited the Salvation Army Eliza Shirley House to decorate their common spaces for the holiday season.

Methodist Services Annual Holiday Toy Drive

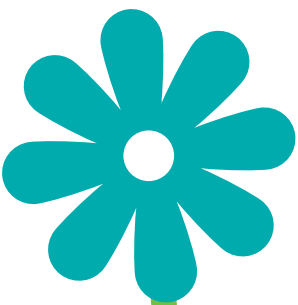
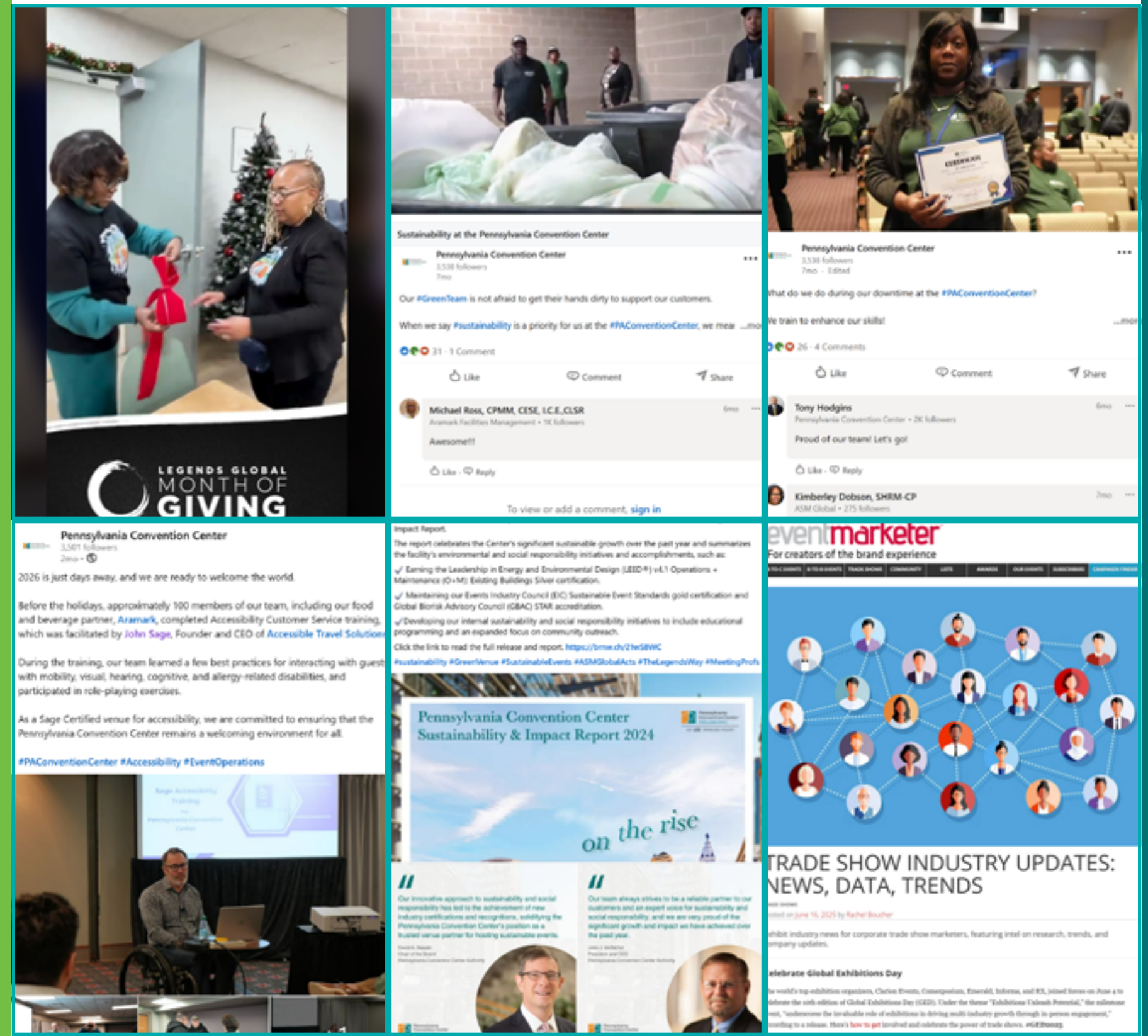
In December, the Center's team supported the Methodist Services Annual Toy Drive by donating gifts for more than 30 children.

Sustainability Communications and Public Relations

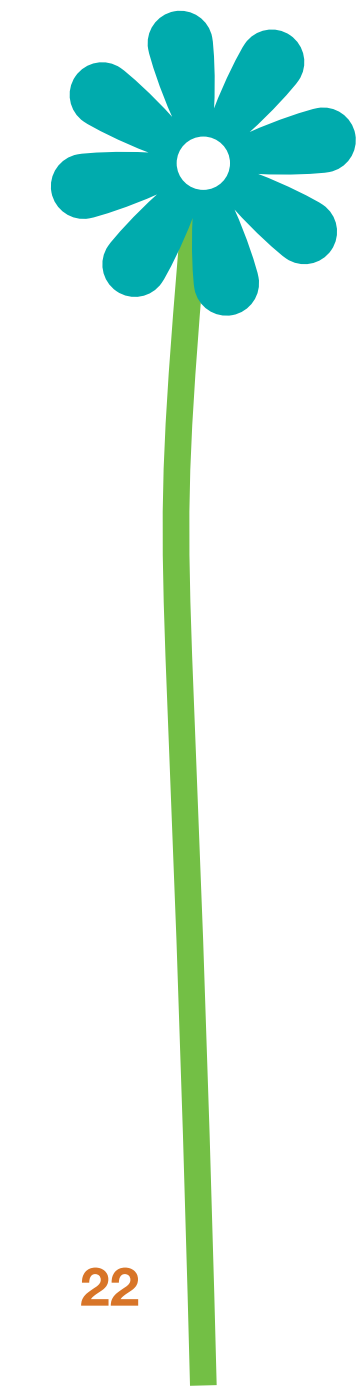
Throughout the year, the Center's marketing and communications department coordinates several initiatives to amplify the message of the Center's unwavering commitment to sustainability and social responsibility and highlight the facility's achievements and industry-leading initiatives. These messages are shared via the following platforms:

- Social Media
- Press Releases
- Awards and Recognitions
- Videos
- Press Releases
- Media Coverage

Click below to find out more!



2026 Goals



Herb Garden

Launch of Sensory Room

Digital Signage Project Phase 2

(2) New XL/ADA compliant Mamava units (due to arrive late Spring 2026)

(1) Universal Changing Table (due to arrive late Winter 2026)

Construction of an adult companion care restroom (Fall 2026)

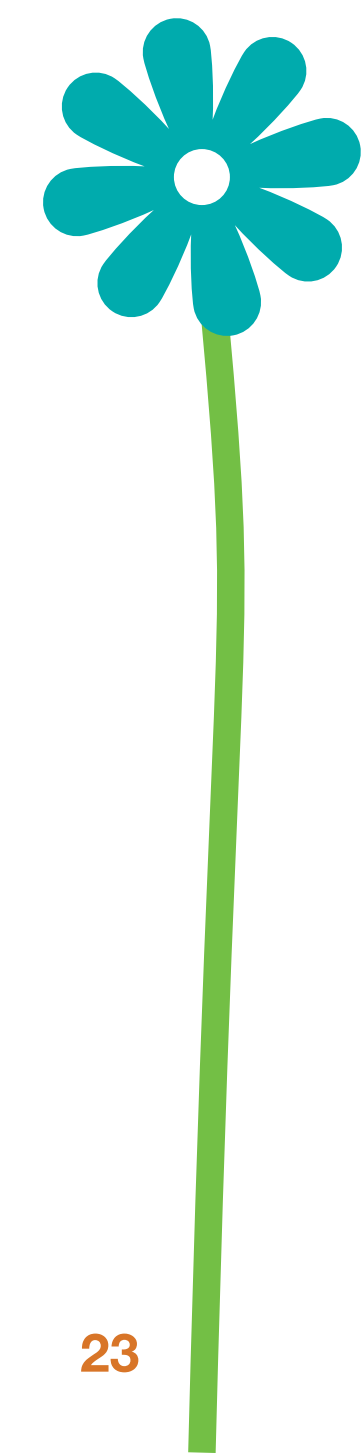
Activation of a new assisted listening system (Summer 2026)

Headhouse Lighting Retrofits

Achieve Recertifications for LEED, EIC, and GBAC

Track all Citywide PCC events

Tenant Equipment Upgrades – We are evaluating future ride-on scrubber and sweeper equipment with advanced cleaning and water saving ec-H2O technology.





**Pennsylvania
Convention Center**
PHILADELPHIA

