

INTEGRATED POLICY FOR QUALITY AND SUSTAINABILITY

TRIUMPH ITALY SRL shall organise and provide congress events that are capable of continuously satisfying the expectations of Clients, Sponsors, Participants and all interested parties (identified in the document "Analysis of the context and interested parties") by means of a management system that can ensure an ongoing corporate development.

The general approach of the management is "risk-based thinking" and aims to seize all the opportunities preventing, reducing or eliminating the adverse effect of risk encouraging a continuous improvement.

On the Heads of Department, supported by a professional team of staff, lies the responsibility for the pro-vision of high-quality services and the management of the risks associated with the performances and the related Risk Management initiatives. A Quality Working Group (WG Q9001v2015) was established: is a multi-functional, multi departmental, multi-level group (where each member represents one or more processes/interested parties, regardless of whether he/she is into the Corporate, Congress or other department or is on a different hierarchical level). This group oversees the management of the risks taken by those in charge through a systematic, documented and structured process aimed at the detection, analysis, evaluation and treatment of the risk in the various departments.

TRIUMPH ITALY SRL pursues a corporate policy aiming at its market expansion, customer retention and at an efficient and effective use of its resources by means of an Integrated corporate management system for Quality and Sustainability based on UNI EN ISO 9000:2008 and UNI ISO 20121:201 models with the application of its principles:

- **Focus on Customer.** TRIUMPH ITALY SRL shall take into account the needs of the Client, Participants and Sponsors of congress events it organises with a view to meeting their requirements and to constantly monitoring information on their satisfaction.
- **Leadership.** The Management of TRIUMPH ITALY SRL shall define the Policy for Quality, its development and circulation (...), its implementation by involving corporate staff and by making available the resources that are necessary to attain goals and finally it shall periodically review the results achieved.
- **Staff Involvement.** TRIUMPH ITALY SRL shall identify needs, it shall assign and make available staff as necessary for an efficient and effective management of corporate processes and for their ongoing improvement. The organization as a whole shall pursue ideal conditions to share the strategy and commit itself in achieving the goals that have been set.
- **Approach by Processes.** TRIUMPH ITALY SRL shall adopt the approach by processes since it considers such methodology as an effective means to identify and manage opportunities for the improvement of both quality system and services provided to its Customers and hence capable of increasing the satisfaction of stakeholders.
- **Systemic Approach to Management.** TRIUMPH ITALY SRL shall identify, understand and manage how its corporate processes are correlated among them and contribute to the effectiveness and the efficiency of the company in pursuing its goals.

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UNI ISO 20121:2013



SISTEMA DI GESTIONE
SOSTENIBILE DEGLI EVENTI
CERTIFICATO





- Ongoing Improvement. TRIUMPH ITALY SRL shall carry out and control the improvement of the effectiveness of QMS and ESMS as well as of all corporate processes in order to achieve a systematic improvement of all parameters and factors that are critical to corporate success and to the sustainability of the events.
- Adherence to Sustainability Principles. TRIUMPH ITALY SRL shall be a reference model for the sustainable management of the events and it shall pursue the key principles of sustainability outlined in ISO 20121 standard: accessibility, inclusiveness and integrity through its code for ethics and transparency.
- Reduction of the Events' Environmental Footprint. TRIUMPH ITALY SRL shall reduce the environmental impact of its events especially by opting for environmental friendly suppliers, in particular for audio- video service, venue, catering, communication and accommodation.
- Enhancement of the Economic-Social Effects of the Events. TRIUMPH ITALY SRL shall ensure the wellbeing and the safety of staff, contractors, participants, exhibitors, etc. Moreover, it shall guarantee a smooth access to and availability of the events by meeting the expectations of participants, suppliers, exhibitors ect. and it shall pay particular attention to the community living in the location where the event is held by enhancing the economic-social effects and reducing negative impacts of the event.
- Fact-based Decisions. TRIUMPH ITALY SRL shall identify, gather and analyse appropriate data targeted at demonstrating the suitability and effectiveness of its QMS and ESMS, such as information concerning Customer satisfaction, compliance with product requirements, features and progress of processes and products, services provided by suppliers, etc.
- Relation of Mutual Benefit with Suppliers. TRIUMPH ITALY SRL shall ensure the quality and sustainability of products supplied and services provided by means of a wide range of qualified suppliers with whom it aims at establishing a relation of mutual benefit.

The Management firmly believes in such principles and since many years it undertakes to spread and promote quality and sustainability within the company and to carry out a regular activity to support and control that resources employed, ensuring that:

- All the services are provided by qualified and competent staff, using methods, tools and flows of information that meet all the regulatory, voluntary and contractual requirements
- The achievements of the set targets and the full realization of the Company Policy

Each collaborator is bound to adopt and implement – on a daily basis- the integrated quality and sustainability policy defined by the management, to apply it to its activity and to control the results achieved.

The choice of implementing an integrated system for Quality and Sustainability and of having a Company that is certified according to UNI EN ISO9001 and UNI ISO 20121 standards does not mean “to embalm” the system and the ways according to which it works, but to adopt a control and management tool that is flexible and always perfectible thanks to the contribution made by each collaborator.

Every year when the management reviews the System, actions and responsibilities related to general corporate objectives (formalised in the minutes of the Management Review) are defined/controlled. Moreover, specific goals are set that are measurable and detailed and that can be assigned to specific



corporate function (for Quality Objectives-indicators of processes) using a cascade process. The monitoring of such process enables to assess the effectiveness and efficiency of the Integrated management system for Quality and Sustainability of the processes that have been defined.

The risk management activity is reviewed to control the change of the risk level and the company's ability to manage the risk and a reassurance is given to all the interested parties that the risk management process is appropriate for the context, implemented and ultimately effective; the finalized risk management (tool.xls Risk Analysis and Treatment Plant – Corporate Management System ISO9001:2015) gets approved by the Management/Board of Directors Triumph Italy Roma through the function of the CFO/Vice-President in acceptance of the residual risk. On the occasion of the reviews carried out by the Management this integrated Policy for Quality and Sustainability will be re-examined in order to verify its continuous fitness for the purpose and Published/Updated on the corporate website to make it available to the interested parties.

Maria Criscuolo

Chairwoman & Founder