

**.TriumphGroup**  
experience.emotion.events

**SUSTAINABILITY REPORT 2021**

**“THE TWO MOST IMPORTANT THINGS IN ANY COMPANY  
DO NOT APPEAR IN ITS BALANCE SHEET:  
ITS REPUTATION AND ITS PEOPLE”**

Henry Ford



## Letter to stakeholders



*I return to the second appointment with the introduction of the Triumph Group's non-financial statement, which was born out of the analysis that began with the drafting of the first Impact Report earlier this year.*

*We have only been using this powerful tool for a year and have already begun to see the benefits of a renewed relationship with our stakeholders, both internal and external.*

*Our newfound ability to tell our story has given us a new voice. I am aware that a shift in style and perspective is taking place.*

*We have witnessed the spontaneous start of the virtuous processes that this narrative has generated, especially internally, by taking*

*responsibility for telling our story in a transparent manner.*

*I had been paying close attention to our dynamics and listening to comments and suggestions in the previous months.*

*It is thus time to shape the words of the people I like to refer to as Triumphers, our human capital who assists us in creating the experiences we provide.*

*That is why I have chosen to centre the narrative of our second Sustainability Report on people.*

*The corporate climate study we conducted is critical to understanding Triumphers' perceptions of their working environment. It is*

*concerned with fundamental aspects of Triumph Group organisational life and is linked to improved results, increased involvement in work, increased sense of belonging and collaboration, talent attractiveness, and customer satisfaction.*

*If we have finally arrived at all of this, it means we have arrived at a watershed moment in our history.*



**Maria Criscuolo**  
Chairwoman & Founder  
Triumph Group International





## Corporate identity

Triumph Group International is a leading company in the Italian Events & Live Industry.

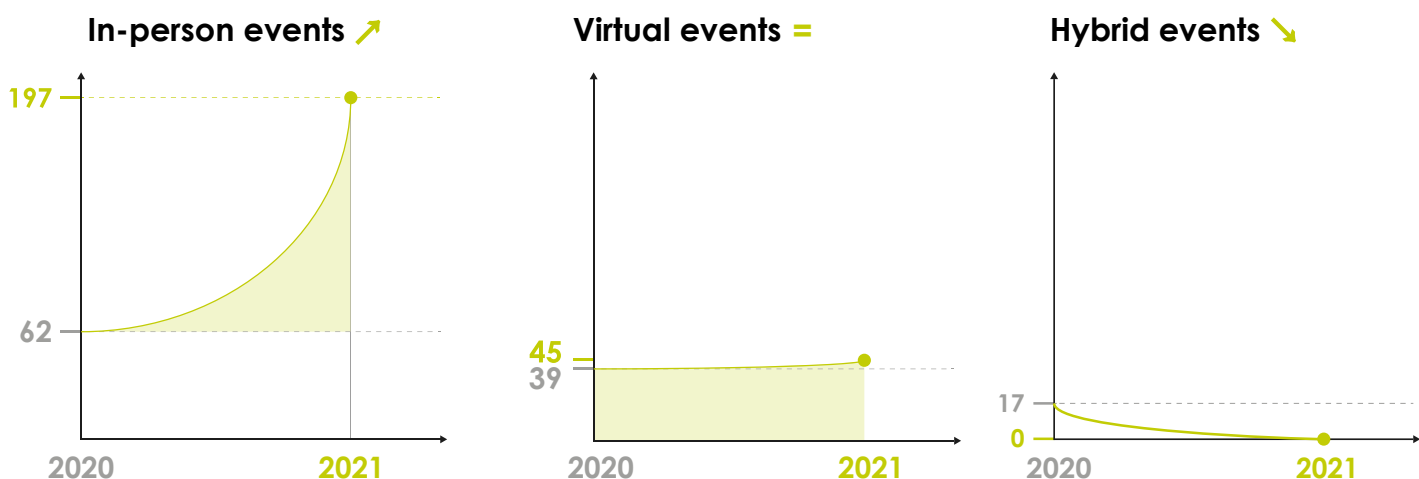
- in Italy since **1986**
- in Europe since **2002**
- worldwide since **2004**
- ISO 9001 certified since **2001**
- ISO 20121 certified since **2016**
- Benefit Corporation since **2001**

## the Vision

We collect dreams, wishes, and emotions from all over the world. And through our events we turn them into reality.

## The Mission

Whether for an institution, an association, a company or a community, the protagonists in our events are always the people. We accomplish what you envision, leaving an exciting memory, an added value for society and a positive impact on the environment. By people, for people.



## Gli eventi

	2020			2021		
	In-person	Virtual	Hybrid	In-person	Virtual	Hybrid
<b>.Triumph</b> ITALY (Rome)	22	20	5	108	28	0
<b>.Triumph</b> ITALY (Milan)	25	13	4	66	11	0
<b>.Triumph</b> BENELUX	0	6	0	6	6	0
<b>.Triumph</b> ASIA	15	0	8	16	0	0
<b>.Triumph</b> SINGAPORE	0	0	0	1	0	0
<b>.Triumph</b> HONG KONG	0	0	0	0	0	0
<b>TOTAL</b>	<b>62</b>	<b>39</b>	<b>17</b>	<b>197</b>	<b>45</b>	<b>0</b>

TGI operates in Europe, America, Asia, and the Middle East through:

**6 subsidiaries:**  
Triumph Italy, Triumph Asia, Triumph Benelux, Triumph Singapore, Gigasweb, Twice.

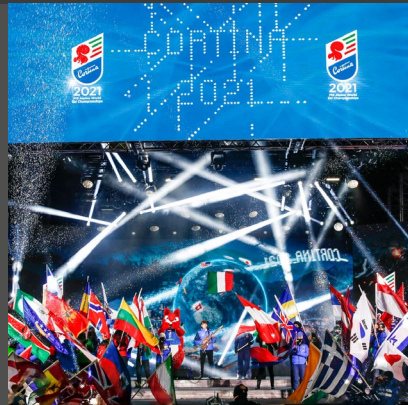
**6 operating offices:**  
two in Rome, one in Milan, one in Singapore, one in Shanghai and one in Brussels.

**2 representative offices:**  
Triumph UK (London), Triumph Saudi Arabia (Riyadh)

**3 strategic partnership:**  
in New York, in Doha (Qatar) with Graphity and in Jakarta (Indonesia) with Panorama Media.



## Our 2021 milestones



**CORTINA 2021**

### February

We organised an event that combined the best of both physical and digital modes, reintroducing in-person events and bringing them to life in world cinema. A Covid proof ceremony that highlighted the exceptional nature of the historic moment and for the first time calculated its intangible value: the SROI.



**GLOBAL HEALTH SUMMIT**

### May

At this two-way meeting convened by the European Commission and the Italian Government, which brought together the world's intentions, we ensured the smooth operation of the incredible institutional machinery. It was the occasion on which the world's 'greats' reinforced state cooperation against the pandemic, hosted in the enchanting setting of Villa Pamphilj.



**BENEFIT CORPORATION**

### July

We have strengthened our commitment to a long-term business model by amending our Articles of Association to become a 'Benefit Corporation.' An 'official' commitment to the values of transparency, ethics, and accountability to people, the environment, and the public good.



**M&A GIGAS**

### September

We acquired 51% of Gigasweb, a Web, Digital, and SEO Agency from Rome, expanding our Group's service offerings and positioning ourselves to provide innovative, technological, and long-term solutions.



**NEW MANAGING DIRECTOR**

Paolo Donadio, our new Managing Director, has joined our board.



**EXPO DUBAI 2020**

### October

The World Expo in an Arab country was a significant opportunity for our country. And we made it possible for the Italian story to unfold over the course of six months. And the Italy Pavilion was born.



**G20 SUMMIT**

In the year of Italy's first presidency, we produced the most important institutional event: the G20 Summit. We were present at a watershed moment in world history and calculated the economic, social, and environmental consequences.



**1ST SUSTAINABILITY REPORT**

### November

We have created and published our 1st Sustainability Report, which confirms the intentions expressed previously regarding the transformation into a Benefit Corporation.



**1ST CORPORATE FOREST**

### December

The TGI Forest trees are located in Colombia, Tanzania, and Nepal, but also in Haiti and Kenya, and will compensate for approximately 45,400kg of CO2 emissions while providing employment for farmers in the communities where the trees were planted.





# The Strategy

## TGI'S ACTIONS

### GOALS

**Increasing all employees' internal corporate awareness, with a focus on well-being.**

**Creating a more stimulating, fair, and meritocratic working environment.**

**Creating a more dignified and appreciative working environment.**

**Establishing a network to promote the region.**

**Developing a long-term organisational and production strategy.**

**Creating synergies as a result of the Agenda 2030 SDGs.**

- Organise meetings with representatives of the prevention packages specified in the employment contracts to inform all employees about the conventions and facilities available to them.
- Begin a process of mapping health care possibilities in all locations (all countries) using the national contracts provided, and investigate situations far from headquarters.
- Promote disease awareness and knowledge, as well as healthy behaviours, by organising webinars and trainings on them in all Group locations.
- Consider including a corporate intranet to facilitate faster and more direct communication among all employees located around the world.
- Organise meetings between top management and site employees to discuss accomplishments and future goals.
- Begin an assessment of existing and incoming employees' and co-workers' career paths (if they wish) to determine level of satisfaction and necessary changes.
- Plan for post-leave reintegration, career advancement, etc.
- Organize thematic meetings to promote inclusiveness and equality (D&I issues);
- Fund organisations that aim to protect and promote minorities' emancipation; also launch corporate volunteering activities (during working hours) that actively support these projects and concretely involve employees in the mission.
- Begin the process of achieving Gender Equality pdr125/2022 certification.
- Establish the human resources department;
- Provide a welcoming path for new recruits and enhance the professional relationships that are coming to an end;
- Disseminate official corporate ethics documents and involve employees more closely in decision-making processes related to this aspect.
- Organise team building activities to allow employees to see themselves as people first and then as colleagues.
- Begin the process of achieving ISO 45001 certification for Occupational Health and Safety Management Systems; as well as begin the process of achieving ISO9001 certification for the Milan office.
- Propose, in collaboration with other activities and realities in the vicinity of our offices, collaborative projects for the preservation and care of the neighbourhood.
- Organise one environmental activity with employees and family members per season (for example, a beach clean-up day, a park clean-up day, etc.);
- Provide a rechargeable charging station to employees as an incentive to purchase electric vehicles;
- Propose business agreements with car sharing companies (also electric);
- Begin the process of obtaining ISO 14067 Carbon Footprint certification.
- Establish a procurement department that analyses and evaluates suppliers based on criteria consistent with the environmental and social responsibilities that we have as a benefit corporation;
- Map suppliers based on sustainability, establishing a transparent sustainable supplier accreditation portal;
- Establish a procurement department that analyses and evaluates suppliers based on criteria consistent with the environmental and social responsibilities that we have as a benefit corporation;
- Encourage large customers to adopt sustainable practises or to participate in projects aimed at doing so.
- Develop global minimum sustainability standards for events that take both environmental and social factors into account;
- Investigate the possibility of extending ISO 20121 certification to other subsidiaries;
- Initiate collaborations with public/private research organisations, to improve our sector as a whole/our work.
- Conduct sector analyses to assess the status quo in relation to specific objectives.

### SDGs

**3 GOOD HEALTH AND WELL-BEING**  
  
**SDG 3 Good health and Well-being**  
 Promoting the well-being and mental health of all TGI employees and collaborators globally.

**5 GENDER EQUALITY**  
  
**SDG 5 Gender equality**  
 Providing equal opportunities for leadership, development, professional development, and training.

**8 DECENT WORK AND ECONOMIC GROWTH**  
  
**SDG 8 Decent work and economic growth**  
 Promoting a dignified working environment (one that is productive and provides a fair wage, as well as opportunities for personal growth and social integration) and inclusive and equitable remuneration.

**11 SUSTAINABLE CITIES AND COMMUNITIES**  
  
**SDG 11 Sustainable cities and communities**  
 Design and operate with respect for the communities and territories in which we work.

**12 RESPONSIBLE CONSUMPTION AND PRODUCTION**  
  
**SDG 12 Responsible consumption and production**  
 Respect the working methods established following the adoption of ISO 20121, even when we do not certify events, in terms of supply chain management and its impact.

**17 PARTNERSHIPS FOR THE GOALS**  
  
**SDG 17 Partnership for the Goals**  
 Facilitating a collaborative approach to event management and a participatory approach to project creation (with local realities and authorities).



Stakeholder

		Mode / Tool involvement and communication	Average frequency of involvement	Main topics covered
<b>Clients &amp; Sponsors</b>		direct contacts	daily	follow up on ongoing projects, new proposals
		website	constantly updated	case histories, experience, identity
		survey	per event	satisfaction feedbacks, evaluation of core themes
		official comms	if required	Acknowledgements, updates
		ad hoc newsletters/emails	anniversaries and holidays	involvement in corporate activities, new standards, good wishes
		social networks	weekly	values, activities, identity
		events	ad hoc	acknowledgements, celebrations, networking
<b>Suppliers</b>		direct contacts	daily	follow up on ongoing projects, new proposals
		surveys	per event	satisfaction feedbacks, evaluation of core themes
		events	ad hoc	acknowledgements, celebrations, networking
		ad hoc newsletters/emails	anniversaries and holidays	involvement in corporate activities, new standards, good wishes
		social networks	weekly	values, activities, identity
<b>Event participants</b>		survey	per event	satisfaction feedbacks, evaluation of core themes
		social networks	weekly	values, activities, identity
<b>Employees</b>		social networks	weekly	values, activities, identity, involvement in corporate activities
		official comms	per event	service information, sharing of current topics, corporate initiatives
		polls	yearly	activity evaluations, involvement in corporate choices
		board meetings	weekly	updates from teams and offices around the world, bids, proposals, directives
<b>Media</b>		social networks	weekly	values, activities, identity
		official comms	when applicable	acknowledgements, updates, new releases
		ad hoc newsletters/emails	anniversaries and holidays	involvement in corporate activities, good wishes
<b>Trade associations</b>		social networks	weekly	values, activities, identity
		official comms	if required	acknowledgements, updates, new releases
		working groups	monthly	discussion of common industry issues, voting, brainstorming
<b>Institutions</b>		direct contacts	monthly	collaborations, support for local and international activities, territory promotion
		official comms	if required	acknowledgements, updates
		ad hoc newsletters/emails	anniversaries and holidays	new standards, good wishes
<b>Local communities</b>		surveys	if required	satisfaction feedbacks, evaluation of core themes
		social networks	weekly	values, activities, identity
		targeted activities	if required	involvement

## Corporate Performance

### Social performance

**125** employees

**19** hours of training per capita

**3** corporate involvement surveys

**2<sup>nd</sup>** focus on female entrepreneurship

**16** donations, of which

**5** major projects supported:



### Environmental performance

**1** corporate forest and **200** trees planted

and **45,40** tonnes of CO2 absorbed with *Treedom*

**130** trees planted with *ZeroCO2*

**10** hives adopted

and **1500** bees protected

and **10.000.000** flowers pollinated with *3Bee*

**64** trees planted with *Virtuoso*

**1** corporate mobility Survey

### Financial performance

TRIUMPH ASIA	
Year	2021
Production value*	9,211,637
Production costs*	8,661,317
Operating result*	791,958
Employees	14

TRIUMPH BENELUX	
Year	2021
Production value*	216,413
Production costs*	234,183
Operating result*	-18,519
Employees	5

TRIUMPH ITALY	
Year	2021
Production value*	16,911,992
Production costs*	14,154,652
Operating result*	3,029,873
Employees	91

TRIUMPH SINGAPORE	
Year	2021
Production value*	6,020
Production costs*	3,804
Operating result*	193,886
Employees	3

• Conversion to euro as at 31/12/2021

TRIUMPH GROUP INTERNATIONAL S.P.A. BENEFIT CORPORATION	
Year	2021
Production value*	571,558
Production costs*	1,009,266
Operating result*	2,490,178
Employees	12

