

# INTEGRATED POLICY FOR QUALITY, ENVIRONMENT, ANTI-CORRUPTION AND EVENT SUSTAINABILITY

Triumph Italy S.r.l. – Società Benefit (TI) is committed to organizing and delivering events that meet the expectations of all stakeholders identified in the document “*Context and Stakeholder Analysis*”, including Clients, Sponsors, Partners, Participants, and TI Personnel, through management systems that ensure ongoing business development.

Management plans the management system and its processes with a general Risk-Based Thinking approach aimed at seizing opportunities and preventing, reducing, or eliminating the unwanted effects of risk, while promoting continuous improvement.

It is responsibility of Department and Function Heads — with the support of additional staff — to deliver high-quality services and to monitor environmental and anti-corruption aspects, along with the associated Risk Management initiatives.

A multifunctional, multi-departmental, multi-level team has also been established, the Quality Working Group (WGQ9001v2015), in which each member represents one or more processes/stakeholders regardless of their business line or hierarchical level. Among other tasks, this group is involved in the supervision of risk management, which is carried out by responsible parties through a systematic, documented, and structured process focused on identifying, analyzing, evaluating, and treating risks across different business areas.

Following the company’s decision to align with ISO 37001 (Anti-bribery Management System) and ISO 14001 (Environmental Management System), the Quality Working Group was expanded and updated to reflect new management systems’ targets and requirements.

Today, the group—nowadays the Quality, Environment, Anti-Corruption Working Group (WG QAAC) — also covers the following areas :

- Anti-corruption and compliance with ISO 37001, to ensure the organization operates with integrity and respects the highest ethical standards in all its activities;
- Environmental management in line with ISO 14001, to strengthen the company’s commitment to sustainability, reducing environmental impact, and continuously improving environmental performance.

TI pursues a corporate strategy aimed at market expansion, customer loyalty building, and effective and efficient use of resources through its Management Systems for Quality (QMS), Environment (EMS), Anti-Corruption (ACMS), and Event Sustainability (SEMS), based on the UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, UNI EN ISO 37001:2016, and UNI ISO 20121:2013 standards and the implementation of their principles:

- **Customer orientation.** TI is committed to understanding and fulfilling the needs of Clients, Participants, and Sponsors/Partners of the events it organizes, constantly monitoring their satisfaction;
- **Supplier and stakeholder engagement.** TI actively involves all stakeholders to ensure the compliance with environmental and anti-corruption regulations at both national and international levels throughout the service delivery stages;
- **Personnel involvement.** TI identifies needs and assigns the personnel necessary to efficiently and effectively manage business processes, promoting continuous improvement. It is responsibility of the whole organization to align with the strategy and to achieve set targets;
- **Leadership.** TI Management is committed to defining, developing, spreading, and implementing the integrated Policy for Quality, Environment, Anti-Corruption, and Event Sustainability, involving the necessary personnel and periodically reviewing the achieved results;

- **Continuous training.** TI continuously trains top management, the WG QAAC, and all employees on transparency, regulatory compliance, environmental protection, and how to meet customer needs;
- **Process approach.** TI adopts a process approach as an effective methodology to identify and manage improvement opportunities within the QMS, EMS, ACMS, and services provided, thus enhancing stakeholder satisfaction. This approach also ensures proper management of significant environmental aspects and prevents corruption and conflicts of interest;
- **Systematic management approach.** TI identifies, understands, and manages the connection of business processes and their contribution to organizational efficiency and effectiveness in achieving performance objectives. It also promptly identifies non-conformities and implements corrective actions;
- **Continuous improvement.** TI is committed to the systematic and ongoing improvement of all the key factors leading to business success, such as environmental protection, anti-corruption, and events sustainability by monitoring the effectiveness of its QMS, EMS, ACMS, SEMS, and all business processes;
- **Adherence to sustainability principles.** TI aims to be a sustainable event management model and pursues the core principles of sustainability and transparency outlined in ISO 20121, such as accessibility, inclusiveness, and integrity, through its Code of Ethics;
- **Reducing the environmental footprint of events.** TI is committed to reducing the environmental impact of its events, primarily by prioritizing eco-friendly and local suppliers – in particular AV services, venues, catering, communication, and hospitality;
- **Enhancing the socio-economic consequences of events.** TI ensures the well-being and safety of the staff, suppliers, participants, exhibitors, etc., and assures a smooth access to events, meeting their expectations. It pays particular attention to local communities hosting the events, enhancing positive socio-economic impacts and minimizing negative ones;
- **Data-driven decision-making.** TI aims to identify, collect, and analyze appropriate data to prove the adequacy and effectiveness of its QMS, EMS, ACMS, and SEMS. This includes information related to customer satisfaction, product compliance with requirements and regulations, process and product key characteristics and performance trends, supplier performance, energy consumption, mobility-related emissions, waste production and management, and the handling of environmental and corruption-related risks;
- **Mutually beneficial relationships.** TI ensures quality and sustainability of the services provided through a broad network of qualified suppliers, with whom it sets a relationship based on mutual benefit;
- **Reporting and investigation systems.** TI provides multiple reporting channels, including a whistleblowing channel, email address [odv231@thetriumph.com](mailto:odv231@thetriumph.com), and several internal and external questionnaires, in order to gather feedback, ideas for improvement, or complaints from stakeholders, managing them with full transparency;
- **Transparent communication and data verification.** TI regularly informs stakeholders of its performances and publicly shares this policy. In line with EMAS and European Commission requirements, TI publishes an annual Environmental Statement with data on its environmental performance;
- **Legal and regulatory compliance.** TI ensures ongoing compliance with applicable local, regional, national, and international laws and regulations on environmental and anti-corruption matters. Internal audits are regularly conducted, in order to assure a continued compliance. TI is also committed to preventing all forms of pollution - air, water, soil, noise, and waste - both directly and indirectly through its stakeholders.

Management firmly believes in these principles and has, for many years, promoted quality, environmental awareness, transparency, and sustainability across the company. Also, it is

continuously working to support and verify resources' adequacy, ensuring:

- Services are delivered by qualified and competent staff that uses methods, tools, and information flows compliant with all binding, voluntary, and contractual requirements;
- Achievement of defined targets;
- Full implementation of this corporate policy.

Each staff member is required to understand and to implement the Integrated Policy for Quality, Environment, Anti-Corruption, and Event Sustainability daily, to incorporate it into their activities, and to verify the results.

TI's decision to implement Quality, Environmental, Anti-Corruption, and Event Sustainability management systems and achieve certification in accordance with UNI EN ISO 9001, UNI EN ISO 14001, UNI EN ISO 37001, and UNI ISO 20121 does not mean "freezing" its Management Systems and operational practices. Rather, it represents a flexible and perfectible management and control tool to which every employee contributes.

Each year, during the dedicated management review sessions for the Management Systems - conducted according to the relevant ISO standard - the following are established/verified:

- Actions and responsibilities related to the company's general strategic targets (Quality, Environment, Anti-Corruption: see **Triumph Italy Management Review Minutes**), along with specific, measurable targets (Quality, Environment, Anti-Corruption: see **Triumph Process Objectives and Indicators Plan**; **Environmental Objectives Plan**; **Anti-Corruption Objectives Plan**) assigned to specific business functions through a cascading process. Their monitoring enables evaluation of the defined QMS, EMS, ACMS, and SEMS processes' effectiveness and efficiency;
- Risk management activities are reviewed to monitor the variations in risk levels and the company's ability to manage them, assuring stakeholders of the risk management process, adequacy, implementation, and effectiveness. Risk management plans (Quality, Environment, Anti-Corruption: see **Risk Analysis and Treatment Plan**; **Environmental Risk Analysis and Treatment Plan**; **Anti-Corruption Risk Analysis and Treatment Plan**) are formally approved by the Management through the **Managing Director Triumph Italy / General Manager Triumph Group International**, with the acceptance of residual risk.

This Integrated Policy for Quality, Environment, Anti-Corruption, and Sustainability is periodically reviewed to guarantee its continuous suitability and is published on the company website to make it accessible to stakeholders.

Rome, 24/06/2025

Maria Criscuolo

Chairwoman & Founder

