



Riva del Garda, October 6th 2015

POLICY FOR QUALITY AND SUSTAINABLE DEVELOPMENT

The Company's Direction has established that it will sustain and implement the Integrated Management System for quality and sustainable management, according to the international standards ISO9001 and ISO 20121.

The **Quality Management System** is based on a management principal for processes, management control, the adoption of efficiency indicators for each office, in addition to an on-going improvement approach.

The objective involves the prevention of anomalies before they become structural, and also to highlight the results as and when they emerge, especially in the event that these controls are carried out based on a budget and become visible to the public. The reason behind this method of management can be summarised as follows:

- To improve company and organisational performance;
- To achieve greater guarantees in terms of customer satisfaction, as a means of competitiveness in the marketplace;
- To safeguard the levels of communication and information, data security and the consistency of the same in order to define consistent good management indicators;
- To favour the chain approach by means of project management;
- To clearly define roles, autonomy and interface between the various offices.

The Sustainable Management System for Events is based on constant evaluation, checking and monitoring of the environmental, social and economic aspects associated with the activity and services provided and its scope is:

ENVIRONMENTAL:

- To ensure respect of environmental laws in force;
- To prevent pollution;
- To constantly improve environmental performance with particular attention to limiting the consumption of resources and the verification of the indirect environmental impact associated with exhibition and congress activity carried out by external suppliers and those responsible for third parties;
- To strengthen relations with stakeholders: local authorities, suppliers, clients, workers, participants and attendees of events;
- To expand its portfolio of suppliers and to point them increasingly towards sustainable choices and behaviour.

SOCIAL:

- To guarantee both to internal personnel and also suppliers, ideal working conditions as well as respect for health and safety in the workplace;
- To avoid and prevent any form of discrimination (cultural, religious, race) and also to guarantee access and availability of its services to vulnerable individuals;

- To define good practice for the local area.

ECONOMIC:

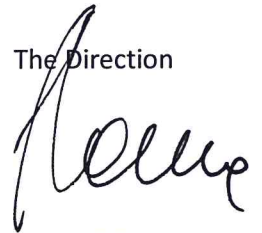
- To improve its own system of supply and to maximise the management of its services from an economic point of view;
- To guarantee continuous monitoring of the direct and indirect impact affecting the structure of the local economy
- To give importance to the Certification (in the same way as the “stars” that differentiate the quality of hotels);

The company, with the aim of improving the management of the economic, social and environmental impacts that concern the event, undertakes to satisfy all applicable requisites as well as establishing/setting down with its own stakeholders, according to each one’s level of influence, reciprocal and precise commitments.

The detailed objectives and corporate strategies will be defined periodically in occasion of the Review.

With a view to extending the Integrated System to other aspects of corporate management, Riva del Garda Fierecongressi S.p.A. has also adopted and sustains an organisation model, according to the legislative decree 231/01, for which a supervisory body has been appointed, as well as the Family Audit model promoted by the Autonomous Province of Trento, relating to the execution of work-life reconciliation policies.

The Direction



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