

Quality and Sustainability 2024-2025



Founded in 1975 in Florence, the **OIC Group** has secured a leading role in event management, thanks to its expertise, reliability, and above all, a special ingredient: the **continuous pursuit of excellence**.

The strength of the Group comes from the synergistic work of three entities: Congress, Mice, Travel, each dedicated to specific fields and capable of responding comprehensively to projects of any nature and scale, with integrated, specific, and customized solutions.

Quality is born from people. To achieve success, everything must be perfectly orchestrated through different skills and specializations. This is why human capital has always been our most precious resource, people open to the future, true partners by your side.

Our mission?

Cultivating connections, inspiring actions, and driving the growth of our clients, one great event at a time.

Values and Commitment to Quality and Sustainability

OIC, certified **ISO9001 and ISO20121**, aims to present itself to the market by clearly conveying and highlighting a competent, dynamic, sustainability-focused, and inclusive organizational structure.

Our corporate values are direct evidence of this:

Excellence: We consider excellence as one of our core values, committing ourselves to providing high-quality PCO services to ensure the success of all our clients' events and projects.

Adaptability and Agility: For us, values are not just words, but our way of being. Adaptability means responding to change and knowing how to anticipate it. At OIC, every change is an opportunity to build new strategies: we do not settle for keeping up, we want to lead the way.

Legitimacy and Authoritativeness: The constant search for new business is our vehicle to maintain a reference position in the sector. Every new partnership is a seal of approval, a recognition of our competence and reliability.

Continuous Improvement: The heart of our operational philosophy. It means always seeking new tools to respond to the ever-changing needs of the market. Each project, internal or external, is for us an opportunity for learning. We collect feedback, analyze data, and implement constant improvements in every aspect of our approach.

Commitment to Global Health: We do not just organize events; we are a catalyst for change in the dissemination of medical and scientific knowledge. We position ourselves as agents of transformation, supporting all our clients in the global challenges of the healthcare sector.

Scientific Integrity: We adopt responsible practices, putting ethics at the center of every decision. When we collaborate with the healthcare sector, we do so with an unwavering commitment to fairness, transparency, and rigor in processes. Our commitment is to be guardians of scientific credibility, contributing to shaping a future where progress is fueled by trust and responsibility.

Sustainability in the Event Sector: Sustainability is the foundation on which to build the future of events. We strive to reconsider every aspect, from the choice of venue to waste management. We aim not only to reduce our impact but to inspire systemic change in our sector. Through collaborations with suppliers and partners who share our commitment to sustainability, every event becomes a testing ground for achieving new goals. From sustainable food practices to responsible management of every logistical aspect, we educate all participants on responsible choices that characterize their impact.

Collaboration and Solid Partnerships: We co-create experiences, weaving bonds that go beyond the event moment, valuing and supporting each client in their professional journey. We believe in mutual growth, aware that the strength of our network is the true key to achieving great value results. Therefore, we are strongly active in the PCO market; continuous collaboration with the most important organizations in our sector is for us a constant drive towards seeking new approaches.

Cultural Sensitivity: We strive to understand and respect different cultures, adapting our services to the specific needs of clients from around the world.

Innovation: We are committed to researching new solutions, ensuring proposals aligned with the latest trends in the event and communication sector.

Inclusivity and Diversity: Promoting an inclusive and diverse congress environment is one of our core values. We work to ensure representation and participation from professionals from various backgrounds and geographic areas.

The company's goal for the current year is to position itself in the market as a quality partner, distinguishing itself as a key factor.

In line with its economic and business development goals, OIC focuses on expanding and consolidating customer relationships through the integration of new products related to scientific projects and communication. **All strategic and commercial objectives are pursued with particular attention to the themes of inclusivity, the enhancement of diversity, and sustainability—environmental, social, and economic—according to the criteria set forth in ISO20121 and UNI/Pdr 125:2022, as specified in our statement of intent.**

To meet customer demands, the company has developed a **new business model** and a **new sustainable and inclusivity-oriented organizational structure.**

To this end, company commits to:

- Respect the fundamental principles of sustainable development and contribute to the achievement of the United Nations Sustainable Development Goals (UN SDGs);
- Design its events considering the principles and values of responsible management, inclusivity and universal accessibility, integrity, transparency, participation, and legacy;
- Raise awareness and engage all stakeholders on the issues of environmental, economic, and social sustainability, as well as gender equality and inclusivity;
- Minimize consumption and waste production, and promote the circular economy;
- Guide suppliers, congress attendees/participants, partners, and sponsors towards inclusive choices and sustainable behaviors;
- Select and monitor the supply chain to ensure compliance with safety regulations, environmental standards, and sustainability in general;
- Promote extensive and up-to-date information on sustainability, inclusivity, and gender equality;
- Enhance the direct and indirect impact on the local community;
- Promote female empowerment, valuing diversity and ensuring equal opportunities without distinction of gender, race, or religious belief, through specific HR

management policies and the establishment of a Steering Committee on inclusivity issues;

- Ensure access to and enjoyment of its services and activities for vulnerable individuals;
- Ensure compliance with current regulations regarding the environment, health, safety, and labor.

OIC, therefore, pursues the following general objectives:

- Support the process of defining strategic choices regarding sustainability, including the management of risks, opportunities, and impacts related to climate and nature, which are operationally implemented within the management of business activities, both related to the core business and in relationships with partners and suppliers;
- Increase the level of knowledge and awareness regarding policies and expected outcomes related to concrete actions;
- Promote the culture of sustainability;
- Ensure constant attention to raising awareness on the issues of inclusivity and gender equality.