

Quality & Sustainability 2025-2026



Founded in Florence in 1975, OIC Group is today an international benchmark in the organization of **events, congresses, and communication projects**. Our growth is built on three pillars: **expertise, reliability, and the constant pursuit of excellence**.

Quality stems from the synergy of our Business Units – Corporate Events, Congress Management, Association Management, Business Travel, Medical Communication – **which integrate skills and resources to deliver effective, tailored, and measurable solutions**.

Human capital is our most valuable asset. We believe that only through the contribution of diverse professionals, harmoniously coordinated, can we guarantee real and lasting value for clients and stakeholders. This vision translates into a concrete commitment to **environmental, social, and economic sustainability**, confirmed by our certifications **ISO 9001, ISO 20121, and UNI PdR 125:2022**, which make quality and social responsibility an integral part of our corporate identity.

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:

Continuous improvement

Every project is an opportunity to learn and grow. We collect feedback, analyze data, and transform experiences into operational and management innovations.

Global health

We go beyond event organization: we are partners in spreading medical-scientific knowledge and supporting the challenges of the healthcare sector.

Scientific integrity

Ethics, transparency, and rigor guide our decisions. We defend scientific credibility, contributing to progress based on trust.

Authority and legitimacy

Every new collaboration strengthens our position as a reference in the industry, certifying competence and reliability.

Sustainability in events

We reduce environmental impacts and promote systemic change: certified venues and suppliers, conscious logistics, sustainable catering, zero-waste practices. Each event becomes a laboratory of responsible solutions.

Collaboration and partnerships

We value strong relationships with clients and partners, creating experiences that generate shared and lasting value.

Cultural sensitivity

We are committed to understanding and respecting different cultures, tailoring our services to the specific needs of clients from around the world.

Innovation

We invest in the search for new solutions, ensuring that our proposals are aligned with the latest trends in the events and communication sectors.

Inclusion and diversity

We foster open and representative congress environments, where every professional can feel actively involved.

Objectives and positioning

For the current year, OIC aims to strengthen its role in the market as a **quality partner**, making this principle a true distinctive factor.

In line with economic and business development goals, the company focuses its efforts on two main directions:

- expansion and consolidation of client relationships,
- integration of new products and services, particularly related to scientific projects and communication.

All strategic and commercial objectives are pursued with constant attention to inclusion, enhancement of diversity, and sustainability – environmental, social, and economic – in accordance with the principles of the **ISO 20121** and **UNI/PdR 125:2022** certifications, as stated in our corporate policy.

A sustainable and inclusive business model

To effectively meet client needs, OIC has developed a business model and an organizational structure oriented towards sustainability and inclusiveness.

Our commitment translates into concrete actions:

- Alignment with the SDGs:** respecting the principles of sustainable development and contributing to the achievement of the United Nations Goals.
- Responsible events:** designing every event according to the values of responsible management, inclusiveness, universal accessibility, integrity, transparency, participation, and legacy.
- Stakeholder engagement:** raising awareness among clients, partners, sponsors, and participants on sustainability, inclusiveness, and gender equality.
- Circular economy:** reducing consumption and waste, promoting recycling and reuse practices.
- Sustainable supply chain:** selecting and monitoring suppliers to ensure compliance with environmental, social, and safety standards.
- Information and training:** consistently disseminating updated content on sustainability, inclusion, and equality.
- Territorial impact:** enhancing the direct and indirect benefits generated for local ecosystems.
- Equality and diversity:** promoting women's empowerment and equal opportunities regardless of gender, ethnicity, or religion, through dedicated HR policies and a Steering Committee on inclusiveness.
- Universal accessibility:** ensuring that our services are accessible also to vulnerable groups.
- Regulatory compliance:** fully complying with laws on environment, health, safety, and labor.

General objectives

OIC pursues the following general objectives:

Sustainability governance: supporting strategic decision-making in sustainability, including the management of risks, opportunities, and impacts related to climate and nature, with concrete applications in business activities and in relationships with partners and suppliers.

Knowledge and awareness: increasing understanding of the adopted policies and expected results, translating them into measurable actions.

Sustainability culture: spreading principles and practices that make sustainability an integral part of company processes and decision-making.

Inclusion and gender equality: keeping strong focus on these issues, promoting continuous awareness at all levels of the organization.

September 2025

Irene Serio

CEO OIC Group