

Integrated Quality and Sustainability Policy (ISO 9001 - ISO 20121)

Rev. 2 of 29-08-2024

LINK S.r.l.



Link S.r.l. is a team of people who think with their hearts and who, with **Brand 21 Make It Count**, design and realise your moments to make them memorable experiences.

Link S.r.l. offers sustainable event management services that stand out for the quality, innovation and creativity of the solutions offered. The company is committed to understanding and anticipating the expectations and needs of its clients and stakeholders.

Link S.r.l. has adopted its own **Code of Ethics** to guarantee conduct based on the principles of legality, fairness, non-discrimination, confidentiality, diligence and loyalty.

Link S.r.l. decided to implement an integrated system for quality management (with reference to UNI EN ISO 9001) and event sustainability management (with reference to UNI ISO 20121) with the following purpose and scope: **Sustainable design and management of corporate events.**

Link S.r.l. achieved the UNI ISO 20121 certification on 6 June 2024.

Link S.r.l. pursued this goal with conviction and commitment first and foremost for:

- an ethical question;
- make a contribution to the realisation of the 2030 Agenda goals;
- be a company where people work and collaborate with passion and satisfaction;
- contribute to community development by designing and implementing sustainable events;
- be responsible agents towards the community and the environment.

Link S.r.l. has embraced the principles of sustainable development set out in the UNI ISO 20121 standard:

- **inclusivity**
- **ethical resource management**
- **integrity**
- **transparency**

and has integrated them into this declaration of intent and values called the **Integrated Quality and Sustainability Policy.**

Link S.r.l. is committed to contributing, in carrying out its activities, to the promotion of sustainable development, taking into account economic, social and environmental aspects as also envisaged by the Agenda 2030 goals.

Link S.r.l. is committed to designing and implementing events that minimise negative environmental impact while maximising positive economic and social impact.

For Link S.r.l., this is very important:

- create value for customers and stakeholders involved, promoting sustainable development of the local area and entities;
- raise awareness of sustainable development values, promoting ethical behaviour and offering inclusive opportunities;

- monitor the environmental impacts of events in cooperation with local authorities and entities.

Based on this declaration of intent and values, LINK S.r.l. derives the following general objectives with regard to the sustainable management of the event:

- > increase customer satisfaction by assisting them at different stages of the project and event management;
- > improve its image and market position by increasing the number of customers, turnover and sustainable events while complying with contractual commitments;
- > improve the effectiveness and efficiency of its operational processes;
- > promote organisational skills among all staff dedicated to the planning and realisation of sustainable events;
- > reduce the event's environmental impact by organising banqueting services (company lunches-dinners, drinks and cocktail catering, etc.) guaranteeing plastic-free and paperless solutions (ceramic plates, glassware, cloth tablecloths and napkins, etc.), also ensuring the use of sustainable set-ups and media, favouring the reuse of materials, etc., promoting sustainable travel;
- > ensure that events run smoothly, meeting the expectations of guests, suppliers, other users, staff members, contractors, etc. in terms of emotional experiences, well-being and safety;
- > ensure proper management of resources, promoting a culture of respect while encouraging innovation and creativity;
- > combat all forms of discrimination, be they age, gender, social or ethnic;
- > involve suppliers by raising their awareness of sustainable event management;
- > comply with the requirements of the ISO 20121 standard, through the definition of specific objectives aimed at sustainable event management from the conception, design, implementation, monitoring, review and reporting stages, in order to pursue the continuous improvement approach;
- > ensure that this Policy is communicated to the Interested Parties.

The Link S.r.l. team fully and wholeheartedly supports this policy.

Formigine, 29 August 2024

Link S.r.l.
Roberto Turrini

