

	<b>QUALITY POLICY</b> <b>ENVIRONMENTAL POLICY</b> <b>SSL POLICY</b> <b>ENERGY POLICY</b>	POL Rev. 2
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The CIAM S.p.A. company that carries out design and production of semi-finished products and furniture for bars, pastry shops, ice cream parlors and interior design intends to always provide its customers with high quality products, on time, in accordance with the contractual technical requirements, performed under conditions of maximum safety, by highly professional staff, in line with the expectations of the markets and in compliance with the mandatory regulations. This means guarantees compliance with legal requirements and all accident prevention regulations, compliance with current labor regulations, protection of the health of operators and the environment, and compliance with all requirements related to health safety as a result of the Covid-19 epidemic, through safety protocols in accordance with current legislation.

Of course, in an increasingly competitive market, CIAM wants to distinguish itself from the competition by focusing primarily on Product Quality and Versatility and delivery time.

In fact, designs are fully customized, each standard product can be modified and adapted (in compliance with quality and regulatory standards) to the particular needs of interior designers. This feature places us in an elite status in the relevant market.

Ciam, which distributes its products worldwide mainly through professional distributors and importers is therefore committed to maintaining high levels of quality, safety, sustainability and social responsibility throughout the distribution, service and supply chain. Company management, aware of the level of importance assumed by the Energy factor, has recognized the need to establish a documented Energy System internally, in full compliance with the requirements of the UNI CEI EN ISO 50001:2018 standard.

To complement this important aspect, we can also boast a very wide range of products that have also largely obtained ETL certification for the North American market.

The **Mission of** Ciam Spa is to establish itself more and more in both the Italian and foreign markets, thanks in part to a network of distributors in the United States, Europe and the Middle East.

Management is fully aware of the growing market requirements in terms of the Quality of the product/service rendered to Customers and to this end sets Customer Satisfaction as the goal of its Policy of Quality. In fact, the pursuit of Customer Satisfaction in accordance with service specifications, reference standards (UNI EN ISO 9001), current legislation and

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professional ethics is the preliminary and determining condition for consolidating or gaining a leading position in the market.

Quality and Social Responsibility must refer to the behavior of the people working in the company, must translate into a quest for improvement in one's own behavior and in the business system of which one is a part. Contextually, the company is committed to managing energy consumption with continuous improvement in energy performance. Management wants to increase internal and external awareness of the importance of energy conservation about the advantages and benefits on the environmental impact of production processes and associated services through the effective application of a management system, ensuring compliance with applicable mandatory requirements. This objective must be carried out with energy efficiency. The use and sharing of the procedures and tools that constitute Management Systems reinforce in the company the awareness that it has all the useful tools for:

- Meeting customer and/or visitor expectations in the areas of environment, energy, occupational health and safety;
- Carry out its activities in a manner compatible with the surrounding environment by also engaging in energy and natural resource conservation in general and accurately identify potential health and safety hazards, committing to plan its activities with a view to continuous improvement and in full compliance with current regulatory requirements.

### **QUALITY ASPECTS**

Commitment to meeting Customer needs and comparison with competitors in the market is a prerequisite for continuous improvement of the effectiveness of the Quality Management System.

The ISO 9001 certified organization since 2005 intends to pursue the following strategies:

- ✓ Regularly provide products/services that always meet the contractually required requirements, needs and expectations of Customers;
- ✓ Determine and monitor factors internal and external to the Organization, relevant to its strategic goals and directions, that affect its ability to achieve its expected results and to meet mandatory and applicable requirements;
- ✓ Determine quality goals that are compatible with their context;

- ✓ Promote active participation of top management, which guides, supports and empowers internal personnel or those working on behalf of the Company, making them aware of arguments concerning the satisfaction of requirements imposed by Customers and the effectiveness of the Management System
- ✓ Aiming for excellence in the services provided
- ✓ control and monitor the quality of its own services and those of suppliers, planning actions to address risks and opportunities;
- ✓ Provide adequate human and technical resources (machinery, equipment, technology and infrastructure) for the improvement of products and the effectiveness of the Management System;
- ✓ Monitor and improve effectiveness and efficiency of services to achieve set standards and objectives;
- ✓ Conduct systematic reviews in order to verify the effectiveness of the Management System to adjust its requirements and characteristics to changing internal and external conditions;
- ✓ ensure that this policy is appropriate to the corporate mission and the nature of the services provided by disseminating and promoting it within the organization through appropriate methods of awareness and motivation that make the objectives shared;
- ✓ Continuous measurement of the services provided and systematic verification of compliance with contractual terms, mandatory requirements, and internally defined economic and financial targets;
- ✓ The maintenance of a dynamic organizational structure that empowers, involves and motivates all staff;
- ✓ Suppliers appropriate to the quality characteristics of the product/service and acting in compliance with applicable quality, safety, health, labor and environmental rules and regulations
- ✓ Continuing professional development;
- ✓ The computerization of operational and management processes;
- ✓ The periodic review of processes, results obtained and procedures followed;
- ✓ The analysis and timely management of nonconformities;
- ✓ Compliance with mandatory requirements;
- ✓ The adoption of corrective actions based on complaint analysis and targets aimed at exceeding customer expectations based on indications obtained from periodic customer satisfaction surveys

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The goal of CIAM, is increasingly to make all its staff perceive Quality as an **ethical aspect of the company**, and this vision is translated day after day into a process of dissemination and sharing of ideas and expectations, to the point of translating this vision into a true **Corporate Philosophy** involving the Company as a whole. To this end, the Management is daily committed to:

- Verify that the enunciated Policy is disseminated at all levels, supported by managers and properly implemented;
- To urge the proper application of the company's quality system and the commitment of all personnel, who are responsible for the quality of the results of their work, to the fulfillment of legislative requirements and the satisfaction of needs reported to institutional, supervisory and accreditation body authorities.
- Comply with the provisions of the relevant standards (UNI EN ISO 9001:2015).
- Provide adequate resources to ensure the continuous improvement of the company's quality system by delegating the Quality Manager to monitor about its continuous adequacy and implementation.
- Periodically review the company's quality system.

### ***ENVIRONMENTAL ASPECTS***

In order to ensure that the activities of CIAM S.p.A. are carried out in the protection of the Environment, not only in terms of conservation, but as an enhancement of the same, the Management defines as reference principles of its Environmental Policy:

#### **1. Environmental goals**

CIAM S.p.A. places its commitment to environmental issues on a par with all other management-organizational requirements.

Periodically and systematically:

- Plans and implements environmental objectives and related targets
- monitors the progress of these programs on an ongoing basis, taking corrective action as necessary

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## **2. Commitment to Environmental Protection**

CIAM S.p.A. is committed to safeguarding and protecting the Environment by evaluating the management (or changes) of its production processes in order to:

- Reduce all forms of environmental impact (waste production, air emissions, water management)
- Optimizing the use of energy resources, avoiding waste, and using the best available technologies
- Moving toward alternative and environmentally friendly forms of energy

## **3. Commitment to Law Enforcement**

CIAM S.p.A. in compliance with laws, regulations, orders and disciplines, has as its primary objective the promotion of the quality levels of human life, to be achieved through the preservation and improvement of the conditions of the environment and the prudent and rational use of natural resources

## **4. Communication**

CIAM S.p.A.:

- Seeks an open dialogue with the public and stakeholders in order to gain an understanding of the environmental impacts of its activities and its environmental principles
- Takes into consideration the requests of citizens, social and labor organizations, employees and public authorities
- Cooperates with public authorities in handling possible emergency situations in order to minimize impacts on the environment

## **5. Involvement of staff and stakeholders**

CIAM S.p.A. is committed to making its employees, collaborators and all stakeholders in general aware of the risks associated with its operational activities in order to empower them to operate responsibly and consciously

CIAM S.p.A. promotes professional development through educational interventions, training and awareness of its workforce with respect to environmental issues

## **6. Improvement**

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CIAM S.p.A. has as a permanent goal the continuous improvement of the performance of its Environmental Management System

Preliminary assessment of environmental impacts related to the company's processes, verification activities, both internal and external, and management review are the tools the organization puts in place to continuously improve

The tool chosen for the implementation of its Policy by CIAM S.p.A. is an Environmental Issues Management System in accordance with UNI EN ISO 14001: 2015

### **HEALTH AND SAFETY ASPECTS**

In order to ensure that the activities of CIAM S.p.A. are carried out in the protection of Health and Safety, not only in terms of conservation, but as an enhancement of the same, the Management defines as reference principles of its OSH Policy:


#### **1. Commitment to prevention, hazard elimination and risk reduction**

- Responsible management of the Site by conducting its activities in full protection of the Health and Safety of workers.
- The planning of investments necessary for the smooth operation of plant, machinery, equipment and all infrastructure in general.
- The provision of its employees with infrastructure suitable for the work to be performed and all necessary protective equipment, personal and collective with regard also to their ergonomic needs.
- The design and implementation of any modifications, taking into consideration, as of primary importance, the aspects of Safety.

#### **2. Commitment to Law Enforcement**

- Compliance with applicable laws and regulations in the country of operation.
- The delivery of statutory cogency training by integrating it with respect to company-specific issues.

#### **3. Commitment to continuous improvement**

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- The systematic evaluation of site safety, through the implementation of a monitoring system, on the basis of which to implement continuous improvement actions.
- The promotion of continuous improvement of health and safety conditions at the site, preliminarily ensuring full compliance with laws and regulations.

#### **4. Consultation and participation of workers and third parties**

- The information, training and awareness-raising of all personnel on the Safety Management System and its application within the Organization.
- The promotion at every level, with an appropriate degree of security, of a widespread sense of proactivity so that a sharing process tending to improve the awareness of the role that everyone plays is feasible.
- Communication with customers, suppliers, contractors, and the public to improve site safety.
- Communication with relevant public authorities to establish and update emergency and safety procedures.

The tool chosen for CIAM S.p.A.'s pursuit of its Policy is a Safety Management System that complies with UNI ISO 45001 ed. 2018.

### ***ENERGY ASPECTS***

Company management, aware of the level of importance assumed by the Energy factor, has recognized the need to establish a documented Energy System internally, in full compliance with the requirements of the UNI CEI EN ISO 50001:2018 standard.

The Energy Management System (SGE) can be defined as: the set of personnel, responsibilities, resources and procedures employed by the company to achieve and maintain the improvement objectives defined by management in terms of energy, environmental impact and social responsibility to all stakeholders. The system integrates with other certification processes.

The SGE establishes, documents, implements, maintains and continuously improves the company's management system in accordance with the requirements of the International Standards UNI CEI EN ISO 50001:2018.

The organization, through implementation of the Energy Management System implements a systemic, data- and fact-based process focused on continuous improvement of energy

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performance; raises internal and external awareness of the importance of energy conservation about the advantages and benefits on the environmental impact of production processes and associated services and through effective implementation of the system, including processes to improve the system and ensure compliance with applicable mandatory requirements.

The Executive Board has established a policy for Energy that:

- a) It is appropriate to the purpose and context of the organization and supports energy strategic directions;
- b) It provides a framework for setting targets for energy;
- c) Includes a commitment to meet the legislative requirements applicable to the SGE and those related to energy efficiency;
- d) Includes a commitment to continuous improvement of the Energy Management system including a commitment to ensure that adequate information and resources are available as needed to achieve the energy objectives and targets set;
- e) Supports the procurement of energy efficient products and services that impact energy performance;
- f) Supports design activities that consider energy performance improvement.

The Organization, with the cooperation of stakeholders, has established the policy by ensuring that:

- a) Be easily understood by stakeholders, both internal and external to the company;
- b) Be drafted with energy aspects in mind;
- c) Is appropriate to the nature and type of health and safety risks in the organization;
- d) Be adopted and periodically reviewed in the light of internal audits, and its congruence with the company's reality assessed periodically;
- e) Be available to the public and thus to interested parties;
- f) Be communicated to all persons working for or on behalf of the company;
- g) Provide the framework for reviewing corporate goals and objectives;
- h) Include a commitment to compliance with applicable legislation and any voluntary agreements signed by the firm;
- i) Include an ongoing commitment of the adopted system.

To translate the above principles into practice, CIAM S.p.A. is committed to the following objectives:




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- Operate in compliance with environmental, energy, occupational health and safety regulations, pursuing continuous improvement of working conditions, following the directions outlined by national and international guidelines;
- Preventing pollution and optimizing the use of natural resources through the rational and efficient use of energy resources, optimizing the waste cycle, building high-efficiency plants, and using the best technologies at economically acceptable costs;
- Promote awareness raising, training (environmental, energy, occupational safety and health) of its employees, associates, suppliers and contractors;
- Promote the involvement and consultation of workers and their representatives in the main processes of the integrated management and energy system;
- Preventing occupational injuries, accidents and illnesses through preventive and periodic maintenance activities, staff training and the use of new technologies with lower environmental-energy and/or occupational health and safety impacts;
- Maintain a transparent relationship with workers, the community and institutions.

To achieve the goals to which it has committed itself, CIAM S.p.A. adopts the following tools:

- Implementation of Health, Occupational Safety, Environmental and an Energy Management System that complies with relevant technical and EU standards;
- Adoption of methodologies to control and monitor its performance management in the areas of Environment, Energy, Health and Safety.

Trusting in the utmost cooperation of all personnel, I assign to each of US the responsibility to contribute by our behavior to the protection of the environment, occupational health and safety, and to the efficiency and energy saving of the company, and I consider the application of this POLICY to be a commitment of all and my own.

Date: 02/10/2023	Signature DIR: Federico Malizia 
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