

CIAM S.p.A., a leader in the supply of design and technology solutions for fit-out specialists in the HO.RE.CA. sector, operates with a strong focus on quality, innovation, and environmental and energy sustainability.

In 2025, the holding company **CIAM Industrie S.r.l.** was established, led by **Federico Malizia**, holding 100% ownership of CIAM S.p.A., which assumes the role of parent company at the top of a new Italian center of excellence in commercial refrigeration and food retail. Within this new structure, CIAM S.p.A. maintains its managerial and operational independence while working in constant synergy with the other group companies to achieve new strategic objectives and address the challenges of the global market.

The mission of CIAM S.p.A. is to establish itself as an “**Industrial Atelier**”, a model that combines the investment strength of a global leader with artisanal flexibility. This approach enables the creation of custom-made furniture and display cases, “tailored” to the needs of designers and architects, ensuring exclusive aesthetics combined with rigorous technological performance.

To guarantee a structured, effective, and continuously improving approach, CIAM S.p.A. has adopted an **Integrated Management System (IMS)** compliant with the following standards:

UNI EN ISO 9001 – Quality

UNI EN ISO 14001 – Environment

UNI CEI EN ISO 50001 – Energy

UNI EN ISO 45001 – Occupational Health and Safety

The integration of these systems allows the company to operate in a consistent, responsible, and transparent manner toward customers, employees, suppliers, the community, and all interested parties.

This Policy defines the principles and commitments that guide all company activities, in compliance with applicable legal requirements and voluntarily adopted standards.

Principles and Commitments of the Integrated Policy

1. Customer Focus and Product and Service Quality (ISO 9001)

CIAM S.p.A. is committed to:

- fully satisfying customer requirements and stakeholder expectations by ensuring reliable, safe products that comply with applicable technical and regulatory requirements;

- promoting continuous improvement of processes, services, and overall company performance;
- fostering technological innovation and advanced design solutions;
- preventing non-conformities through a risk-based approach.

2. Environmental Protection and Sustainability (ISO 14001)

With regard to sustainability, CIAM S.p.A. is committed to deploying actions and resources to contribute to the achievement of the applicable and priority objectives of the United Nations 2030 Agenda.

CIAM S.p.A. is committed to:

- protecting the environment and preventing pollution by reducing the environmental impacts of its activities;
- using resources sustainably and promoting recyclable materials and low-impact processes;
- assessing significant environmental aspects throughout the life cycle of its products and integrating these assessments into decision-making processes, design activities, and supplier selection.

3. Energy Performance and Sustainability (ISO 50001)

CIAM S.p.A. is committed to:

- continuously improving the energy efficiency of processes and facilities;
- monitoring energy consumption and defining measurable reduction objectives;
- adopting high-efficiency technologies and assessing the use of renewable energy sources;
- supporting the procurement of energy-efficient products and services and designing low-energy-consumption refrigeration solutions and display systems.

4. Salute e Sicurezza sul Lavoro (ISO 45001)

CIAM S.p.A. considers the protection of workers' health and safety a key value and is committed to:

- ensuring safe and healthy working conditions, in compliance with legislative requirements, to prevent injuries, accidents, and occupational diseases;

- promoting consultation and active participation of workers and their representatives;
- adopting prevention and protection measures based on up-to-date risk assessments and safe, reliable technologies;
- promoting a safety culture at all organizational levels through continuous training and awareness programs.

Employee Involvement, Competence, and Responsibility

CIAM S.p.A. is committed to:

- promoting professional growth, skills development, and continuous training of personnel on Quality, Environment, Energy, Health, and Safety issues;
- encouraging accountability, involvement, and active participation of all employees in continuous improvement processes;
- fostering a corporate culture based on responsibility, collaboration, and respect.

Relations with Stakeholders and the Local Community

CIAM S.p.A. is committed to:

- selecting suppliers that adopt responsible practices in terms of quality, environmental protection, energy efficiency, and safety;
- collaborating with customers, suppliers, and partners to improve overall supply chain performance and promote sustainable practices throughout the value chain;
- maintaining transparent, responsible, and cooperative relationships with all interested parties.

Continuous Improvement of the Integrated Management System

The Management of CIAM S.p.A. ensures:

- the definition and periodic monitoring of measurable objectives consistent with this Policy;
- the availability of the resources necessary to implement and continuously improve the IMS;

- periodic management reviews of the system to verify its effectiveness, adequacy, and alignment with company strategies.

Tools for Policy Implementation:

CIAM S.p.A. adopts:

- an Integrated Management System compliant with ISO 9001, ISO 14001, ISO 50001, and ISO 45001 standards;
- monitoring and control methodologies for quality, environmental, energy, and safety performance;
- performance indicators and data analysis to assess the effectiveness of implemented actions;
- training and awareness programs for all personnel;
- investments in innovative technologies focused on sustainability and safety.

Management Commitment

The Management of CIAM S.p.A. considers this Policy a personal and collective commitment. Every employee is called upon to contribute, through individual behavior and professionalism, to the protection of quality, the environment, energy efficiency, and safety, as well as to the sustainable growth of the organization, in compliance with all applicable laws and regulations and standards consistent with industry best practices.

Approved on: 24/02/2026

General Management

CIAM S.p.A.