

QUALITY POLICY

Industria Chimica Adriatica is a large Italian group based in Civitanova Marche (Macerata), specializing in the *"Research, development, production and distribution of coatings made through dosing, mixing, dispersing and grinding phases. Technical assistance services on coating cycles and new product development"*. The group has two production facilities and three branches in Italy but is looking beyond to a demanding and rapidly evolving market that requires innovative, high quality and environmentally friendly solutions.

Company Mission

The ICA Group is the meeting point between great tradition and technological innovation in the production of wood coatings. It is about listening to individual needs, love for the environment and attention to beauty. The ICA Group expresses Made in Italy values through quality, style and the ability to develop solutions that are ahead of their time.

Our Goals

Our business has always focused on the achievement of the following goals

- ❖ **Increased satisfaction of customers and all stakeholders (shareholders, suppliers, financiers, public administration, general public) through:**
 - compliance with contractual commitments
 - communication oversight
 - improved product quality
 - technical assistance service
 - performance of accredited physical chemical tests
 - reduction of the number of complaints
 - constant monitoring of customer satisfaction
 - the development of a customer experience process

- ❖ **Investment in and valorization of people who work with us through:**
 - continuous training
 - improved standards in the workplace
 - safeguarding of worker safety
 - increased levels of employment
 - incentive schemes for the sharing of company goals
 - company welfare system
 - Lifefood: the provision of a company canteen
 - Lifegarden: space for relaxation and regrouping, as well as being a reminder of environmental responsibility
 - Lifemotive: promoting the movement through the provision of bicycles, sports fields and an indoor gym

- ❖ **Investment in innovation ensuring the development of cutting-edge products in terms of quality and technological content.** Research and development activities are focused on:
 - the development and implementation of highly innovative coatings such as waterborne, UV and BIO paints
 - the improvement, development and expansion of the range of products, particularly regarding colors and special effects

- ❖ **Monitoring of company systems and processes** through:
 - the measurement and improvement of process indicators
 - the progressive elimination of inefficiencies and defects

- ❖ **Giving value to our business** through:
 - expansion of market share on domestic and overseas markets
 - increased market penetration (new customers/new markets) via communication of the company image
 - achievement of budget targets
 - improved company profitability

These objectives are reachable through organizational improvement and the maintenance of a Quality System in compliance with the UNI EN ISO 9001 standard, including through the management's provision of the necessary resources.

Company goals are shared among all ICA employees, agents and contractors.

The management undertakes to meet applicable requirements and to work for the continuous improvement of the quality management system.

This policy is reviewed annually at a management meeting and communicated to all interested parties by publication on the company web site.

Wednesday, December 20, 2017

The Management