



POWERING EVOLUTION

## QUALITY POLICY

### *Vision and Identity*

## QUALITY EXCELLENCE: OUR DRIVING FORCE

**ICI CALDAIE**, a historic company founded in **1958**, is now a leading technology partner in the design and production of heat generation systems. With over 150 employees and strong roots in the Verona area, our mission is to combine traditional metalworking manufacturing with cutting-edge energy innovation.

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For ICI CALDAIE, quality is not a static goal, but a dynamic process of evolution. Building on ISO 9001 certification since 1994, our strategy is based on:

**Product Reliability and Safety:** Since these are pressure vessels, quality goes hand in hand with maximum technical safety. We are committed to guaranteeing strict compliance with mandatory requirements (PED Directive and international standards), ensuring integrity, durability, and high-performance products.

**Innovation and Research (R&D):** We constantly invest in the development of new thermal technologies to anticipate market demands, focusing on highly efficient generators that represent the state of the art in the sector.

**Customer Centricity and Partnership:** We aim to exceed our partners' expectations through impeccable information management, rigorous delivery punctuality, and after-sales service that ensures the operational continuity of our systems.

**Data Culture and Digitalization:** We focus on constant monitoring of production processes and KPI analysis to promptly identify areas for improvement, reducing inefficiencies and the costs of poor quality.

**Skills Development:** We believe that quality starts with people. We promote the ongoing training of our technicians so that artisanal excellence integrates seamlessly with automated industrial processes.

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Company certified according to ISO 9001, ISO 14001 & ISO 45001



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**Respect for the Environment and Worker Health and Safety:** We are committed to preventing accidents and occupational diseases and minimizing environmental impacts by promoting the recycling of materials and waste; optimizing and improving energy consumption; and reducing the impact of atmospheric emissions.

### Operational Guidelines

To translate these principles into reality, Management is committed to:

- Constantly improving the Management System through measurable and periodically verified objectives.
- Ensuring the financial and human resources necessary to support technological innovation and site safety.
- Engaging the supply chain by selecting partners who share our quality and environmental standards.
- Ensuring constant compliance with applicable regulations regarding the product, the environment, and the health and safety of people.
- Promoting transparency by disseminating this Policy to all employees and stakeholders via our website.

The Management trusts in the full cooperation of all staff to keep ICI CALDAIE at the top of the international market, ensuring a solid, secure, and sustainable future.

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Campagnola di Zevio (VR) February 24, 2026

Quality Policy 2026-Rev.0

## General Management

*Protocollo n. 2026\_05*

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