ICA S.P.A.

Industria Chimica Adriatica S.p.A. (acronym "ICA") is a company specializing in the production of wood coatings.
Founded in 1971, the company—thanks to its experience and professional expertise, coupled with the high quality and reliability of its products—has become one of Italy's most qualified players in the wood coatings sector.
ICA is based in Civitanova Marche (MC) and includes:

- the ICA plant in Via S. Pertini 52 Z.I.A., the registered and operating office: R&D laboratory, application laboratory, chemistry-physics laboratory, offices, raw materials warehouse, and the ICA 2 and ICA 3 production departments, situated on an area covering 55,000 m^2;

- the ICA plant in Via S. Pertini 63 Z.I.A.: (raw materials department), situated on an area covering 20,000 m^2 (the building occupies 10,000 m^2), where the finished products warehouse and logistics offices are located.

CHEMICAL-PHYSICAL TESTING LABORATORY

Industria Chimica Adriatica has been operating in the coatings sector for several years. The company has developed an in-house chemistry-physics laboratory to offer an increasingly broader service to its customers.

The chemistry and physics laboratory conducts laboratory tests and provides consulting aimed at conforming the production processes to the regulations or to internal quality standards.
The quality policy is the cornerstone of the quality management system and is implemented, pursued and maintained in accordance with the UNI CEI EN ISO/IEC 17025 accreditation standard.

The laboratory's management undertakes to:

- guarantee adequate quality levels of services through the use of advanced and up-to-date laboratory technologies designed to produce analytical results in the shortest possible time;
- offer a comprehensive service to customers, by assisting them in choosing the method most suited to their needs;
- guarantee that customers benefit from the company's professional and technical resources, by implementing an on-going technical training and development policy for personnel; to this aim, ICA defines the operating methods and practices for its technicians and collaborators to be adopted throughout all execution phases of the customer's requests, and plans cross-laboratory activities through participation in national and international circuits to validate the analytical production process;
- use test methods validated by recognized national and/or international bodies and to verify whether the laboratory is capable of maintaining the qualitative standards demanded from it;
- guarantee the absence of undue pressure bearing on the activities and objectivity of personnel who conduct tests, ensuring that the latter are not subject to any commercial, financial or other influences—internal or external;
- continuously improve the performances provided by the laboratory, through participation in cross-laboratory circuits and/or the use of reference materials and samples;
- keep confidential all information acquired in providing the service, given the specific nature of the customer-supplier relationship;
- guarantee the quality of tests, by adopting a management system aimed at measuring the performance quality in relation to customer needs and by adopting, where necessary, adequate corrective measures or procedures;
- define and pursue objective and measurable quality objectives;
- guarantee the necessary efforts and resources to continuously improve the efficacy of the system itself;
- guarantee and maintain all the resources necessary to ensure the attainment of all predefined objectives, including the attainment and observance of the requirements set out in the UNI CEI EN ISO / IEC 17025:2005 standard, of all requirements envisaged in documents of the competent accreditation body "ACCREDIA" and of any binding sector requirements;
- inform and sensitize personnel, in relation to training and communication activities, on the importance of respecting binding requirements, voluntary and non-voluntary standards and regulations; this also with regard to the meaning and importance of obtaining and maintaining the accreditation pursuant to the aforementioned standard;
- ensure that personnel (managers or otherwise) and the laboratory itself adopt good professional practices;

- promote in-house training of personnel capable of explaining to and familiarizing them with the quality documentation, technical documentation and procedures of the system adopted by the company.

The management system, geared towards ensuring quality and expertise for the service offered, is constantly verified, monitored and re-examined.
The management has the power to take any action necessary to attain the predefined objectives, while the Quality Manager has the power to verify that the Procedural System accords with to the reference regulations and is correctly implemented.
The responsibility for drawing up and updating the Quality Manual falls on the Quality Manager.
Moreover, the management ensures that, if any particularly critical situations arise that modify the management system, the latter will remain intact.

Lastly, the senior management undertakes to:

- observe the provisions of the accreditation body;
- plan the development of human resources and company investments in relation to customer requests and the continuous improvement of the service provided;
- provide a service capable of supporting customers to enhance their products, with a view to:
  - obtaining certifications, conformity to certain legal requirements
  - participating in tenders
  - improving their production process
- establish lasting collaboration relationships with customers;
- expand the number of potential users of the services provided by the laboratory, striving to attain and maximize the satisfaction of each;
- plan annually, during the Management Review, specific objectives aimed at maintaining and continuously improving the Quality System and the quality policies;
- identify and manage potential conflicts of interest.

The laboratory undertakes to publicize the accreditation only with reference to the tests for which the relevant recognition was granted. The laboratory undertakes to use the Accredia brand and/or refer to the accreditation in accordance with that envisaged in the RG-09 document.

To this aim, the laboratory ensures that all policies, systems, programs, procedures and instructions are documented and made available so that they can be easily understood and implemented by all the personnel.

Signature: General Management Unit