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Certified B Corporation

ICMA Quality Policy – 2025 Update

As CEO of ICMA, I would like to share with all of you the evolution of our quality policy for 2025.

In 2024 we renewed our BCorp certification, achieving a score of 103.6, confirming our concrete commitment to environmental and social sustainability. Our focus remains centered on the environment and on people—values that guide every one of our strategic choices.

In 2025 we initiated an important process of sharing corporate values, with the aim of spreading the principles of our manifesto throughout the entire organization. We believe that coherence and participation are essential for building a solid and shared corporate culture.

Data analysis remains central: thorough understanding what we do allows us to identify effective strategies for continuous improvement.

We continue to invest in the development of low-environmental-impact papers; the new Wabi-Sabi collection, launched in 2024, is a concrete example of this direction.

We have also invested in training and process simplification, promoting information sharing and improving company information flows.

During 2025, several investments were made: the purchase of new machinery increased our production capacity, quality, and flexibility. We are working to make a second production site operational, with the goal of simplifying logistics, improving customer service, and further increasing production capacity.

These results are the product of the commitment of all ICMA people. We will continue to work together to ensure quality, innovation, and sustainability, strengthening our position as a market leader.

Mandello del Lario, 13 November 2025

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