INTEGRATED POLICY QUALITY, INFORMATION SECURITY, ENVIRONMENT

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Summary

INTRODUCTION AND REFERENCE STANDARDS

Calligaris S.p.A. is today one of the leading Italian industrial groups in the design furniture sector, actively engaged in the design and production of chairs, tables, furniture, and home accessories. Calligaris S.p.A. is universally recognized as a symbol of quality, excellence, design, and innovation.

In a rapidly changing world like today's, Calligaris S.p.A. is fully aware that the prestige, image, and value generated by its activities are measured by its ability to combine business results with compliance with laws, environmental responsibility, and a deep understanding and fulfillment of the needs and expectations of customers and stakeholders, both internal and external.

Top Management, in order to demonstrate Calligaris' ability to consistently provide products and services that meet customer requirements, applicable legal obligations, and industry standards — while enhancing customer satisfaction and meeting the expectations of both internal and external stakeholders:

- recognizes the growing pervasiveness of digital technologies in production processes and across all sectors, including the design furniture industry in which Calligaris is a leading player;
- is aware of the importance of information and communication technologies for the company's operations and for fulfilling stakeholder expectations, particularly in terms of protecting intellectual and industrial property, safeguarding personal data, and ensuring business continuity;
- the increasing risk posed by cyber threats to information and communication technologies, and the resulting impact on the resilience and operational continuity of all business processes, as well as on the company's reputation and legal compliance;
- is conscious of Calligaris S.p.A.'s environmental responsibilities in the conduct of its business activities;

it implements and operates a management model composed of the following:

- Quality Management System in accordance with ISO 9001;
- Environmental Management System in accordance with ISO 14001;
- Cybersecurity and Privacy Management System in accordance with ISO 27001.

PURPOSE AND SCOPE

This document defines Calligaris S.p.A.'s approach to improving its overall performance in terms of:

- quality, by adopting the principles of the ISO 9000 standard, with particular emphasis on customer focus, process approach, and continuous improvement;

- environmental protection and preservation, by defining strategic choices and integrating principles of environmental sustainability into business processes over the short, medium, and long term;

- information security, by adopting principles and objectives aimed at protecting against threats — whether internal or external, intentional or accidental — with a commitment to continuous improvement.

This Policy applies to all internal personnel and third parties involved in all company processes and activities.

GENERAL COMMITMENTS

REGULATORY COMPLIANCE MANAGEMENT

Calligaris S.p.A. is committed to maintaining its facilities, equipment, and related activities in full compliance with applicable regulations, with particular reference to mandatory legal requirements and voluntary standards concerning Quality, Environment, and Information and Personal Data Security.

To this end, the company remains constantly updated on regulatory developments, including through communication with relevant authorities and regulatory bodies.

Furthermore, it conducts ongoing monitoring of operations to ensure effective compliance with requirements and to prevent any inappropriate behavior.

AWARNESS, INFORMATION, TRAINNNG AND STAFF DEVELOPMENT

Calligaris S.p.A. is committed to actively engaging personnel at all levels in the implementation of this Policy by adopting all appropriate measures and initiatives, particularly through targeted activities of information, training, and development. These activities are aimed at promoting behaviors that:

- are appropriate to the risks (related to quality, environment, or information security),
- comply with legal requirements and regulations;
- are suitable for preventing negative impacts or managing them promptly and effectively should they occur;
- ensure that this Policy and the Management System are effectively implemented at every level of the organizational structure.

COMMUNICATION

Calligaris S.p.A. is committed to making this document and all other information related to its commitment to quality, environmental protection, and information security accessible to all internal and external stakeholders. This Policy expresses the intentions and decisions of Management and therefore guides the behavior of all company employees as well as external contractors operating within our facilities. It also serves as a reference document for external suppliers.

RESOURCES

Top Management is committed to providing adequate resources, financial means, and expertise to ensure the effective implementation of this Policy and the pursuit of continuous improvement. Compliance with these commitments is managed and monitored through the implementation and maintenance of Management Systems in accordance with the standards UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, and ISO/IEC 27001:2022.

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GUIDING PRINCIPLESS FOR QUALITY

The ability to consistently deliver products and services that meet customer requirements, as well as mandatory regulations and the highest industry standards, is a fundamental priority for Calligaris. To this end, the company implements a management system in accordance with ISO 9001, based on the following principles:

- **Customer focus,** with a commitment to understanding and satisfying the needs and expectations of stakeholders;
- **Leadership at all organizational levels**, to promote active participation from all personnel;
- **Process approach and risk-based thinking,** with business functions collaborating to assess risks and opportunities for each company process;
- **Compliance with mandatory requirements and market standards**;
- **Continuous improvement,** through the evaluation of risks and opportunities related to business processes, audits, and management reviews;
- **Evidence-based decision making,** using measurable indicators that are periodically reviewed to apply appropriate corrective actions;
- **Relationship management,** promoting strong partnerships with strategic suppliers to foster technological innovation and improve processes, products, and services.

QUALITY OBIECTIVES

The primary objective of the Quality Management System is customer satisfaction, which is shared and assigned across all processes. For each process, objectives are defined that are consistent and compatible with the company's context and industrial plan. Furthermore, measurable indicators are established for each objective, included in the objectives plan, and monitored periodically. These objectives are used by Management during reviews to support appropriate decision-making..

GUIDING PRINCIPLES FOR ENVIRONMENT RESPONSIBILITY

Calligaris S.p.A. Calligaris S.p.A. is committed to actively contributing to the protection and preservation of the environment and natural resources. To this end, the company adopts the following principles of environmental sustainability in its strategic decisions and business processes at all levels, over the short, medium, and long term:

PREVENTIVE APPROACH (RISK-BASED THINKING)

Calligaris S.p.A. is committed to continuously assessing the current and potential impact (risk) of its activities and products on the environment, and manages environmental aspects according to the principle of prevention. Wherever possible, the company applies the best available technologies and uses materials that offer a lower environmental impact.

REDUCTION OF ENVIRONMENT IMPACTS

Calligaris S.p.A. is committed to preventing its significant environmental impacts, including potential emergency situations, and to reducing the extent and impact of its emissions into air, water, and soil by controlling the environmental aspects over which it can exert influence. The company strives to minimize waste generation by prioritizing the recovery and reuse of non-compliant materials, and to manage waste disposal in a responsible and compliant manner. It is also committed to limiting emissions that contribute to climate change, reducing energy consumption, and promoting the use of energy from renewable sources. Product design takes into account the entire life cycle, including the associated environmental aspects. Calligaris prioritizes the use of raw materials from renewable natural sources (e.g., FSC-certified wood), as well as recycled or recyclable materials at the end of the product's life cycle, and promotes responsible consumption behaviors

CONTINUOUS IMPROVEMENT

Calligaris S.p.A. s committed to reducing the environmental impact resulting from its operations and products by defining continuous improvement programs that identify short-, medium-, and long-term goals and targets. The company also undertakes to consider the contents of this Policy in future planning, projects, and investment decisions.

RESPONSIBLE SUPPLY CHAIN MANAGEMENT

Calligaris S.p,A. promotes the protection and responsible management of the environment throughout the entire supply chain, actively involving its suppliers, whose collaboration and commitment are essential for the effective implementation of this Policy.

GUIDING PRINCIPLES FOR INFORMATION SECURITY

Information security is considered a strategic priority by Top Management, which is therefore committed to ensuring it for all stakeholders through the implementation of a Management System compliant with the ISO 27001 standard. This system includes the measures outlined in the *National Framework for Cybersecurity and Data Protection*, in accordance with Legislative Decree 138/2024, implementing EU Directive 2022/2555 (**NIS2**).

Top Management assumes responsibility for managing information security risks and assigns roles and responsibilities for information security management in compliance with legal, regulatory, corporate, and contractual requirements.

Protecting against cyber threats requires the commitment of all organizational levels and the active involvement of all personnel in applying the Management System and adopting "cyber hygiene" practices. This applies to the use of company resources as well as public resources, including — but not limited to — search engines, collaboration tools, social networks, and artificial intelligence models.

The Organization is committed to:

- complying with applicable information security requirements arising from both mandatory and voluntary regulations;

- implementing technical and organizational measures appropriate to the risks to information security, based on the level of confidentiality, integrity, and availability of the information;
- preventing or minimizing the impact of security incidents and ensuring business continuity;
- improving security performance and the information security management system to align with global changes and evolving business and regulatory needs.

INFORMATION SECURITY OBIECTVES

The following objectives have been established:

1. Ensure organizational awareness of the IT systems on which business processes and activities depend;
2. Manage cyber risks within the organization's overall risk management framework;
3. Systematically assess information security risks, including potential dependencies within the supply chain, and plan measures to minimize them;
4. Engage personnel through information and training activities to enhance knowledge and awareness of information security and protection against cyber threats;
5. Ensure timely management of anomalies and security incidents;
6. Guarantee business continuity and the ability to respond effectively to emergencies;
7. Ensure compliance with legal requirements and corporate standards;

Controls and monitoring activities related to the achievement of these objectives are defined and recorded within the Management System.

The company policy is disseminated throughout the organization via the corporate intranet and made available to stakeholders through the company website.

RESPONSIBILITIES

Top Management is responsible for the management system, approves this "policy," and reserves the right to delegate the responsibility for drafting and approving specific supporting policies to function managers, based on their respective areas and technical expertise.

Top Management reviews this policy annually and in the event of significant changes.

Managers at all organizational levels must ensure that this Policy is understood and implemented by all internal personnel, collaborators, and involved suppliers.

Data   Executive Chairman

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MANAGEMENT SYSTEM CERTIFICATION
DNV
ISO 9001 · ISO 14001

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