

Letter from the CEO

Dear employees, customers, partners and all those who have been – and continue to be – part of our journey,

In a time that challenges long-standing certainties and established models, doing business first and foremost means taking on a responsibility: to generate value that is fair, sustainable, and shared. We live in a complex reality, marked by environmental crises, economic instability, geopolitical tensions, and unprecedented digital acceleration. But what truly matters is how we choose to engage with this reality.

At ICAM, that means turning “doing well” into a daily commitment to “doing good,” through innovative choices, lasting relationships, and concrete actions for people and the environment. True value is measured over time and by the trust we are able to build.

With this awareness, we chose to recount 2024 by placing at the center what value means to us. A value that is never abstract but tangible: human, relational, technological, environmental, organizational, and economic. We see it when we invest in training, improve processes, cut waste and consumption, practice transparency, and share both successes and responsibilities.

The future does not demand perfection, but coherence. We cannot do everything, yet we can do better, every day, in the areas that concern us most. This is why we will continue to reduce our environmental footprint, strengthen a responsible supply chain, innovate sustainably, and create positive impact in the communities where we operate and for the customers who choose us.

To all the people who make this journey possible each day, I extend my deepest thanks. I invite you to read this report not merely as an account of what has been achieved, but as a living tool of transparency, as an opportunity to start - or start again - a dialogue, exchange views, and grow together. For ICAM, sustainability is a shared commitment, built step by step, with many voices.

Roberto Bianco
CEO ICAM SpA

