QUALITY POLICY

In order to increase customer satisfaction by complying with the requirements defined by the customer, BONETTO s.r.l. has jointly defined its Quality Policy based on the basic principles of the UNI EN ISO 9001:2015 standard and on the entrepreneurial principles that have always fuelled the desire to be market leaders.

This BONETTO s.r.l. Quality Policy:
a) is appropriate to the organisation's objectives and context and supports its strategic guidelines;
b) provides a framework for setting quality objectives;
c) includes a commitment to meet applicable requirements;
d) includes a commitment to the continuous improvement of the quality management system.

Compliance with the above requirements aims to achieve the following:
- guarantee customers a high-quality, reliable, safe, timely and flexible service, and develop the ability to respond to and, where possible, anticipate customer needs and expectations by identifying, implementing and optimising business processes, striving for continuous improvement, monitoring customer satisfaction, managing complaints and promoting initiatives to inform and engage customers;
- communicate, disseminate, support, involve, provide adequate training, define skills and responsibilities, and provide adequate authority to ensure that employees, in relation to their role and competence, feel personally involved in the implementation of the Quality Management System;
- ensuring full compliance with mandatory regulations and any voluntary commitments undertaken, ensuring that new regulations are kept up to date, operating in terms of safety and environmental hygiene, and promoting a proactive approach to environmental and safety issues;
- the cooperation and involvement of suppliers;
- the financial aspect is also taken into account in the planning of activities and investments, and the cost-benefit ratio is assessed, thus ensuring financial soundness, continuity of supply and technological innovation for the Company and its customers
- a process-based view of the internal organisation;
- the ability to address risks and opportunities associated with the context and objectives (Risk-Based Thinking);
- Bonetto has also begun to consider ESG (Environmental, Social and Corporate Governance) strategies in all its activities in order to make all its choices and investments more sustainable, contributing to the 17 Sustainable Development Goals (SDGs) defined in the United Nations 2030 Agenda
- the strategic vision of the Management, which highlights the central role of the Quality Management System for business development.

The General Management of BONETTO s.r.l. has defined the following Quality Policy objectives as strategic:

- increasing customer satisfaction;
- continuous staff training to increase skills and satisfaction with their role;

- use of production methods and materials that, in addition to being effective (reduction of waste) and efficient (increase in quantity produced), are also sustainable, economically viable and allow for safe working conditions, in line with the state of the art in the field;
- identification, collection, management and processing of company data, which is essential for the proper running of the business;
- compliance with laws, mandatory requirements and contractual requirements;
- protection of the environment and the health of its workers through the management and control of aspects aimed at preserving the environment and managing health emergencies;
- Developing an adequate corporate culture of quality in order to pursue better performance results in the field of quality.

BONETTO s.r.l. is also committed to:

- developing competitiveness;
- developing gradual and progressive innovation;
- an entrepreneurial spirit that promotes growth through prudent and planned investments.

The Management is committed to disseminating the Quality Policy to staff by displaying it in a visible place and making it available to external stakeholders on the company website.

Pinerolo, 13 October 2025   The General Management