

In order to increase customer satisfaction by complying with customer-defined requirements, **BONETTO s.r.l.** has jointly established its Quality Policy based on the fundamental principles of the UNI EN ISO 9001:2015 standard and the entrepreneurial values that have consistently driven its ambition to be a market leader.

This **Quality Policy** of BONETTO s.r.l.:

- Is appropriate to the purpose and context of the organization and supports its strategic direction;
- Provides a framework for setting quality objectives;
- Includes a commitment to satisfy applicable requirements;
- Includes a commitment to the continuous improvement of the quality management system.

Compliance with the aforementioned requirements is aimed at achieving the following:

- To guarantee customers a quality, reliable, safe, timely, and flexible service, and to develop the capacity to respond to and, where possible, anticipate customer needs and expectations by identifying, implementing, and optimizing business processes, persevering in their continuous improvement, monitoring satisfaction levels, managing complaints, and promoting initiatives for their information and engagement;
- To communicate, disseminate, support, involve, and provide adequate training; to define roles and responsibilities and provide appropriate authority to ensure that employees, in relation to their role and competence, feel personally involved in the implementation of the Quality Management System;
- To ensure full compliance with mandatory legislation and any voluntary commitments undertaken, ensuring continuous updates regarding new regulations, operating in terms of safety and environmental hygiene, and promoting a proactive approach to environmental and safety issues;
- To foster cooperation and the involvement of suppliers;
- To consider financial aspects and evaluate the cost-benefit ratio during the planning of activities and investments, thereby ensuring the Company and its Customers financial stability, continuity of supply, and technological innovation;
- To maintain a process-oriented vision of the internal organization;
- To maintain the ability to address risks and opportunities associated with the context and objectives (Risk-Based Thinking);
- To integrate ESG (Environmental, Social, and Corporate Governance) strategies across all activities to make every choice and investment more sustainable, contributing to the 17 Sustainable Development Goals (SDGs) defined in the United Nations 2030 Agenda;
- To uphold the strategic vision of the Management, highlighting the central role of the Quality Management System for corporate 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 enhance skills and role satisfaction;
- The use of production methods and materials that are not only effective (waste reduction) and efficient (increased output) but also sustainable, economically viable, and allow for safe working conditions in accordance with the state of the art;
- The identification, collection, management, and processing of corporate data, essential for the correct governance of the enterprise;
- Compliance with laws, mandatory requirements, and contractual obligations;
- Protection of the environment and the health of workers through the management and control of aspects aimed at preserving the environment and managing health emergencies;
- Developing an appropriate corporate quality culture to pursue improved performance results in the quality sphere.

Furthermore, BONETTO s.r.l. is committed to:

- The development of competitiveness;
- The gradual and progressive development of innovation;
- An entrepreneurial spirit that fosters growth through prudent and planned investment choices.

Management undertakes to disseminate the Quality Policy to all personnel by posting it in a visible location and to make it available to external interested parties on the Company website.

Pinerolo, April 27 2026

The General Management