

BOTTARO S.r.l. aims to provide customers with excellent service through process management.

Customer Expectations:

- Competence and awareness of personnel
- Adherence to agreed delivery times
- Quality of service provided
- Maximum transparency during the contractual phase

Objectives. The General Management establishes that through **process-based approaches and the Quality Policy**, we aim to:

- Develop, produce, and supply **products and services** with a reliability level that customers can reasonably expect.
- Develop, produce, and market **products** in compliance with both explicit and implicit customer quality requirements.
- Ensure product development, production, and marketing **conform to customer needs, laws, and regulations of the European Community**.
- Maintain quality management system certification per **UNI EN ISO 9001** standards.
- Analyze the business context considering the needs and expectations of interested parties concerning **climate change**.

Commitments. **BOTTARO S.r.l.** commits to:

- Ensuring necessary profit margins through product/service development and realization.
- Providing a respectful work environment acknowledging individual responsibilities.
- Promoting professional and personal growth of all employees by focusing on their needs and aptitudes.
- Increasing and supporting the professional development of all employees.
- Adopting proactive behaviors to combat **climate change**.

Operational Principles. **BOTTARO S.r.l.** adheres to the following operational principles:

- Maintaining high technological know-how.
- Identifying the best actions to address risks and opportunities.
- Satisfying the needs and expectations of interested parties.
- Motivating personnel through training, professional growth programs, and quality awareness.
- Optimizing overall company efficiency through careful and continuous resource management.
- Promoting a culture of sustainable development and conscious consumption to reduce climate impacts and slow climate change progression.

Quality Management System Application. **BOTTARO S.r.l.** aims to implement the quality management system to satisfy all interested parties: internal and external customers, employees, shareholders, suppliers, and the surrounding community.

Eight Principles of UNI EN ISO 9001. **BOTTARO S.r.l.** adheres to the following principles:

- 1) **Customer Orientation** – The company must have and maintain its customers.
 - 2) **Leadership** – Leaders provide value to the company with their intentions.
 - 3) **Personnel Involvement** – Personnel are the essence of the company and should be involved in their activities.
 - 4) **Process Approach** – Working towards objectives and results is more effective when identifying internal processes to optimize.
 - 5) **Systemic Management Approach** – A company comprises interconnected processes that must be coordinated.
 - 6) **Continuous Improvement** – Each achievement marks the starting point for new goals.
 - 7) **Fact-Based Decisions** – Decisions should be based on data analysis.
- Mutually Beneficial Supplier Relationships** – Collaboration with suppliers leads to mutual and continuous benefits.