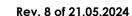
Quality Policy and Company Mission





BOTTARO S.r.I. 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.I. 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.I. 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.I. 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.
- 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.

General Management