

Bonaudo	Integrate System Manual	Annex 5.1 rev. 3 Ed. 6 20/01/2020
	Company policy	

Bonaudo aims for **excellence**

In pursuing this aim, the Company constantly invests in **tight management control** and in the **innovation** of its organisation, its products, and its processes. In this way it can deliver greater satisfaction to its customers and to all the other stakeholders thanks to reduced environmental impact, unwavering concern for worker health and safety, and the certainty of top-level socially beneficial action in favour of its personnel, local communities, and other groups.

Fittingly, Bonaudo's management team pursues a **policy** that puts the **customer** at the centre of its operations, both inside and outside the company. To this end it is committed to the non-stop improvement of all its business processes and strives after increasingly competitive solutions, responsive to the environment and the social setting, and able to ensure worker safety. The policy Bonaudo pursues shapes all its business functions and processes and all those engaged in these functions (within the company and outside) are made aware of that policy.

The **circular process** of non-stop improvement adopted by Bonaudo involves taking on board and officially acknowledging needs and requests both by outsiders (customers, suppliers, standard setters and legislators, local communities and industry bodies) and by persons directly involved in the various business processes; continually defining quality-related, environmental, social, and safety-oriented aims consistent those processes: and making available all the means for achieving said objectives. Improving the product/service range means seeking out and selecting the highest-quality raw materials, ensuring and raising business process efficiency and effectiveness, notably through new methods and technologies for making products and offering services strongly characterised by excellence and also by their compliance with existing standards on the environment, pollution prevention, worker health and safety, and social responsibility. It is therefore vital to be thoroughly conversant with all customer needs, implicit and explicit, with the regulations and expectations of the various stakeholders directly and indirectly involved in the company's business, and to supply at all times a high-quality, safe, and low-environmental-impact product that meets their requirements and can secure adequate stakeholder satisfaction.

The Management team accordingly undertakes to pursue the following **aims**:

- To constantly **reinforce its image** and reputation in the market ...
 - ...by taking the very best care of its current and future customers worldwide
 - ...by extending the product/service portfolio towards environmental and qualitative excellence, with particular emphasis on using natural resources sustainably, preventing pollution, and eliminating hazardous and polluting products
 - ...by unflinchingly monitoring the nature and scale of risks to worker health and safety and preventing accidents and work-related disease
 - ...by ensuring compliance with the Constitution and the Workers' Statute and encouraging worker training and career development

- To see to the requests and **satisfaction of all stakeholders** in a fair and even-handed manner:

customers	employees	suppliers	public bodies	local environment
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- To **comply with contractual commitments and statutory provisions**, viewed as a starting point for an additionally improved performance in relation to:

product requisites	standards for worker health and safety	environmental standards
	social responsibility codes	National Labour Agreement

- To focus on **communicating** and informing all stakeholders with regard to these principles by whatever means and to ensure joint commitment in achieving them.

To support and guide Bonaudo in pursuing its chosen path an **Integrated System** – compliant with UNI EN ISO **9001/14001** as well as with OHSAS **18001**, and aligned with the principles in UNIC's Code of Conduct and social responsibility, Bonaudo SpA's Ethical Code – has been established and is constantly updated.