



The commitment of Bombardieri S.p.A. is to carry out its industrial activity as best as possible: production of new and spare parts according to the customer's design for the steel sector.

Safety in the workplace, the ethics of relationships with staff and the production chain are as important as the quality of the final product and the satisfaction of our customers and must not be interpreted as regulatory obligations but as a dutiful behavior for the respect of natural rights of people.

This is why we consider our Quality Management System, compliant with the UNI EN ISO 9001 standard, as the strategic tool of operations to guarantee growth and economic development.

Bombardieri S.p.A. bases its policy on competence, preparation and prevention by engaging in constant compliance with legislative and regulatory requirements to consolidate the corporate culture of continuous improvement, that is, the effectiveness and efficiency of each activity.

Any commitment stated in this policy is based on the work of the people of Bombardieri S.p.A. and in particular:

- on the active participation of the management that defines this policy and the consequent objectives and makes available the resources necessary for their achievement;
- the involvement of all collaborators in the activities of continuous improvement and accountability on the issues expressed in this policy;
- on collaboration with customers and suppliers and with stakeholders in building an active and positive collaboration..

At Bombardieri S.p.A. all are responsible for their own activities, each according to their own attributions and competences and this policy is the main reference of the behavior of each and is communicated to all employees, collaborators and consultants.

Quality policy

Bombardieri S.p.A. undertakes to guarantee the quality of the products and the full correspondence of the services to the requirements set and requested by the customers. The company therefore intends to ensure the following objectives:

- Rigour in assuming only commitments that the company is able to maintain to ensure full satisfaction of the needs expressed by customers;
- Conformity of products, speed of execution and compliance with agreed delivery times, always in compliance with laws, rules and regulations for the safety of people;



- Correct handling of observations, complaints and product and process non-conformities detected internally and by customers;
- Efficiency of machines, equipment and infrastructures with respect to product and process needs;
- Information, education and training of personnel;
- Acquisition and / or maintenance of the status of qualified and reliable supplier towards its customers;
- Increase and sustain the company's credibility and reputation towards customers, suppliers and its reference market;
- To feed motivation in starting new projects, that is the drive for continuous improvement which must be personal rather than organizational and which cannot be ignored if you want to do your job well..

These objectives can be pursued through the use of targeted organizational tools, such as:

- Quality improvement plans that define specific activities, responsibilities and related timelines for each established objective;
- A process of raising awareness, involvement and empowerment of individuals through moments of meeting and sharing company strategies, so that the objectives to be achieved and achieved are a source of satisfaction for all members of the company;
- A staff training and education process that takes into account the changing demands of the market;
- A streamlined and flexible organizational structure to guarantee the ability to adapt to the continuous changes in the markets;
- Development and use of IT tools that make it possible to facilitate management and reporting activities, obtaining significant information and data from which to draw on to guide company choices and decisions..

The Management is aware of the commitment that the whole company is required to in order to achieve the set goals and guarantees the necessary support both in terms of participation and in terms of appropriate investments, committing to analyze and update this document annually in order to constantly ensure consistency and suitability with respect to market and internal needs.

Gazzaniga, June 11th, 2019

The original signed document is kept by RDQ

U. Bombardieri
President