

BONZAI adopts an economically and ethically responsible approach to doing business, generating value and sustainable growth by implementing good environmental and social practices at company level with a view to harmonising the impact on all the areas of operation, supporting a conscious and equal opportunities business culture.

Sustainability is seen by BONZAI as a set of goals that can be achieved through a steady improvement process aimed at strengthening the company's economic, environmental and social performance as well as the reputation of the company among its stakeholders. In accordance with fundamental principles, BONZAI focuses its efforts on adopting tools and behaviours that protect rights and create shared value in the following areas of business BONZAI operates in and which characterise the management of its activities:

Environmental protection:

Environmental protection and responsible management of natural resources are important issues for BONZAI.

The company is committed to directing its decisions towards ensuring compatibility between business activities and respect for the environment.

All actions and operations must be carried out in compliance with environmental protection, following the relevant regulations, so as to preserve the environment, optimise the use of natural resources and limit their use with a view to safeguarding future generations.

The Environmental Management System in accordance with the UNI EN ISO 14001 standard is being implemented, integrated with the existing Safety System, to be certified by 30.06.2022.

BONZAI is committed to complying with current environmental legislation, working to ensure the protection of the environment and the prevention of pollution, through good working practices that promote:

- virtuous behaviour by all employees;
- continuous improvement of the commitment to the environment;
- ongoing rationalisation in the use of resources;
- raising the awareness and involvement of their workers, contractors, suppliers and even customers to implement the appropriate environmental practices;
- the management of waste through separate collection and the reduction of waste, particularly plastic;
- the constant search for innovative processes/products/equipment/facilities in terms of eco-efficiency.

BONZAI SPA

Sede legale

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Sede operativa

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In addition, BONZAI supports tree-planting and management activities around the world by donating to non-profit organisations.

Ethical Business Conduct

BONZAI structures, manages and develops its business activities by requiring all employees and other interested parties to adjust their conduct to its values of conduct in business, which are based on the fundamental principles of legality, integrity, loyalty, transparency, responsibility and fairness and on compliance with the applicable laws and regulations on the subject, at national and international level.

Value of human resources:

Respecting the centrality of human resources, BONZAI believes that an essential factor in the success and development of the company is the professional contribution of its employees.

In managing human resources, BONZAI's priority is to ensure:

- respect for human rights: BONZAI is committed to promoting and respecting universally recognised human rights, and to supporting the elimination of all forced and compulsory labour and the effective elimination of child labour within the scope of its influence;
- protection of workers and equal opportunities: all employees are hired exclusively on the basis of their skills and expertise and are guaranteed the exercise of freedom of trade union association and the right to collective bargaining.
- discrimination of any kind against people on account of their race, religion, nationality, descent, political or trade union belief, gender, sexual orientation or age is prohibited.
- all workers are guaranteed the same opportunities for employment and professional development by adopting merit and competence criteria.
- protection of health and safety in the workplace: are a priority objective for BONZAI and are kept constantly monitored and guaranteed in the conduct of its business through the management system certified according to the UNI ISO 45001 standard.

Relationship with Stakeholders

Stakeholders represent a wide range of different interests, all of which are of utmost importance for the Sustainability of the BONZAI business. Establishing and maintaining strong and lasting relationships is central to the long-term sustainability of the company. Stakeholder engagement is therefore fundamental to understanding the concerns and priorities of all stakeholders involved in BONZAI's business.

Involvement of suppliers:

We are committed to adopting and monitoring policies that pay attention to the economic sustainability of the supply chain, encouraging the sharing of processes aimed at setting

appropriate fees, based on clear methodologies that combine business needs, respect for rules and entrepreneurial sustainability. BONZAI also requests all suppliers and sub-suppliers to commit to the Sustainability Principles.

Customer focus:

The guiding principles that BONZAI applies in its relations with customers are professionalism, competence, helpfulness and ethical behaviour, with a view to continuous collaboration and support, in this way guaranteeing the satisfaction and trust of business partners.

By understanding their needs and expectations, BONZAI is committed to creating value for its customers, responding to their demands with concrete solutions and high quality standards.

Customer satisfaction and customer focus are paramount for BONZAI, which is committed to establishing lasting relationships and mutually valuable partnerships, combining experience with an understanding of how to anticipate market trends and new developments.

BONZAI takes a responsible approach to managing the flow of data and information, received on an ongoing basis from clients. Customer privacy is ensured by adopting high standards of data protection and security.

The Information Security Management System according to ISO/IEC 27001 is being implemented and will be certified by 2022.

Supporting the community:

As part of the responsible management of its business, BONZAI wants to help create value for the community, while maintaining economic balance and preserving the environment.

BONZAI promotes initiatives and actions to support different associations and organisations active in different fields as a concrete sign of its commitment to the society it operates in.

In particular, these initiatives take the form of actions to support scientific research and humanitarian aid to improve the living conditions of the community through donations to non-profit organisations.

Casale Monferrato, 28th October 2021

CEO
Luigi Bonzano