

## QUALITY POLICY

**Bonzai was established to meet the needs of the "fast moving" industry** in fields where rapid change is an integral part of business processes. Bonzai is more than that. **It is a "next generation company"** that, through its acquired know-how, inclination for **research**, orientation towards **sustainability and innovation**, is a strategic and operational partner capable of **anticipating those changes** that impact industrial logistics organisation. A "fast company" created to guarantee fast, precise, made-to-measure answers.

### MISSION

*As a result of our work, skills and experience, we aim to fully meet the requirements of our Customers thus creating value for the company, our employees and the community.*

### VISION

*Being always driven by the search for excellence and innovation to become a benchmark for logistics in the Banking & Insurance, Consumer, Fashion and Luxury sectors with regard to reliability in terms of the quality of services provided and compliance with delivery times.*

*Being regarded as the ideal partner for the success of our Customers.*

In fulfilling its mission, Bonzai aims to combine excellence in the provision of services with continuity in the creation of value.

The primary objectives of the Company's Quality Policy, in the short and long term, are as follows:

- Delivering innovative and high-quality services to its Customers.
- Guaranteeing an excellent service level, including on-time delivery and versatility to requests.
- Ensuring that the expressed and implied needs of Customers and statutory requirements are met.
- Consolidating and expanding the company's position on the national and international market, while boosting the visibility of the company and its services and aiming to be competitive on the market by delivering high quality standards.
- Implement a Sustainability Programme to ensure virtuous environmental, economic and social behaviour.

#### **BONZAI SPA**

*Sede legale*

corso Italia, 22 \ 20122 Milano Italia

*Sede operativa*

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For the purpose of achieving these objectives, the Company undertakes to:

- Satisfying our Customers in terms of service quality and price aiming to establish a real partnership with them, not just a simple supply relationship.
- Optimising management processes by maintaining active and continuously improving the Company Management System in compliance with UNI EN ISO 9001:2015.
- Involving staff in the company's objectives and results with a view to pursuing continuous improvement of processes and the service offered to Customers.
- Enhancing collaboration with Suppliers in order to have a consolidated pool of suppliers aligned with Customers' requirements.
- Managing the risks and opportunities that impact on the System's ability to achieve the expected results and/or increase Customer satisfaction.
- Monitoring the framework the Company operates in, so as to understand the factors that may have an impact on the ability of the System to grow in accordance with the needs and expectations of stakeholders.
- Providing an organisational structure, both in terms of resources and infrastructures, that is adequate for the implementation of the System in accordance with the health and safety of workers.

This Policy for Quality has been defined by Bonzai's management in accordance with the analysis of the framework and the involved parties, and in accordance with this, Bonzai sets objectives to be achieved and guarantees the provision of the human resources and infrastructures necessary for their achievement.

All staff at various levels must be committed to the achievement of these objectives.

The Management also undertakes to promote the understanding and spreading of this policy and of the objectives at all levels, as well as a consistent verification of their achievement.

At regular intervals, the Quality Policy is reviewed to ensure its continuing suitability and, if necessary, updated.

**Casale Monferrato, 10th December 2021**

CEO  
Luigi Bonzano