

In line with Corporate guidelines aimed at achieving an effective and efficient organization to meet the needs of involved stakeholders, our company has adopted, maintains, and update its management system of process quality working to allow us to:

- **to identify and monitor** current and future needs and **meet** customers and stakeholders expectations.
- **to identify and monitor** possible business risks as well as development and improvement opportunities.
- **to guarantee:**
 - > that training is ongoing to all internal and external employees depending on their specific tasks.
 - > the wider and more frequent involvement of all internal and external employees and suppliers, as a fundamental prerequisite for the continuous improvement of service and organization.
 - > the research to refine the management tool adopted to effectively achieve such involvement and contribute to the improvement of the product and service requested.
 - > that within these activities, as at any working moment, ideas and proposals for improvement must be favoured.
 - > the pursuit of "Quality is to do right things, right from the first time" even if it involves a greater initial commitment.
 - > that the administrator, starting from customer's needs and those of the market, define an annual Business Improvement Plan, specifying the business and individual objectives that each Manager, based on what is indicated and as far as his own competence, develops and completes
 - > attention to the enhancement and involvement of staff, for a wide use of current and potential skills.
 - > the impact of business decisions being made on timely analysis of reliable data and continuous monitoring of business context analysis as well as possible business risks and/or opportunities flexibility to customer and stakeholder requests.
 - > environmental protection and pollution prevention.
 - > The focus and prevention towards the protection of health and occupational diseases, as well as the safety of its workers and employees.
 - > the commitment to comply with applicable laws and regulations and customer requirements.
 - > awareness that reducing waste and continuous improvement of processes and raw materials is essential to remain competitive.
 - > setting up mutually beneficial relationships with suppliers.

Bertoli Antonio's leadership has been consolidated over the years thanks to continuous investments, professional commitment, and correct and reliable management of business relationships.

BERTOLI ANTONIO SRL' Board