



INTRODUCTION TO THE SUSTAINABILITY PROCESS **MOTORI BONORA SPA**

2023-2024-2025



engineering solutions in ac motors

Introduction: Letter to our Stakeholder

MOTORI BONORA has set itself the goal of achieving these results by pursuing sustainable development, recognizing an essential link between corporate strategy and the resulting Environmental, Social and Economic impacts. This document, drawn up for the first time in 2022, represents non-financial reporting structured on the basis of ESG indicators, to highlight - on a par with the Annual Report - the sustainability of the business model.

Approach

According to the definition proposed in the report 'Our Common Future' published in 1987 by the World Commission on Environment and Development of the United Nations Environment Program, sustainable development is defined as "development that ensures that the needs of the present generation are met without compromising the ability of future generations to meet their own needs".

The United Nations' Agenda 2030, endorsed by the 193 member states, helped to define a global strategy for sustainable industrial growth. With this in mind, 17 macro targets SDGs have been set.

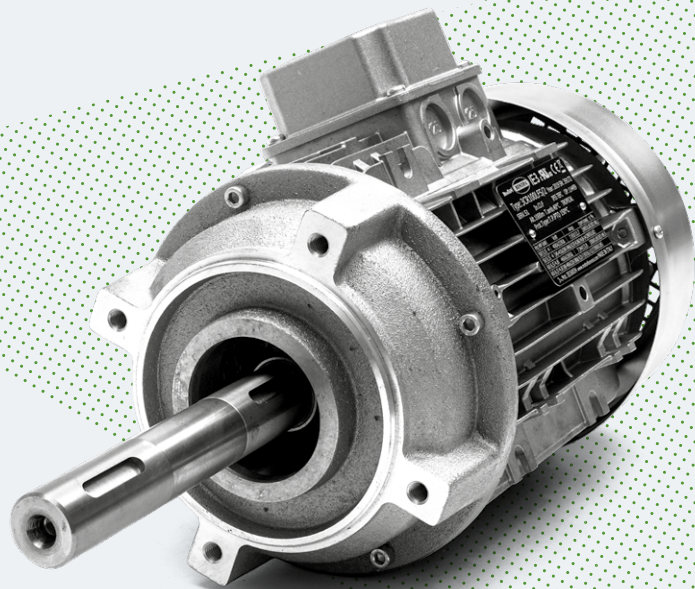
SUSTAINABLE DEVELOPMENT GOALS



MOTORI BONORA believes it is well aligned with the 17 Sustainable Development Goals to be achieved by 2030 (as set out in the United Nations Agenda).

H istory

Founded in 1945 in the heart of Emilia, land of mechanics, industry and innovation, MOTORI BONORA has been producing excellent asynchronous electric motors for over eighty years, for mechanical companies in many sectors.



M ission

We supply customized technical solutions designed according to the customers' requirements.

V ision

Our main aim: **to strengthen** growth trends in Italy and significantly develop foreign markets in order to deliver exclusive products and services; to be recognized as an Italian excellence in the production of special asynchronous electric motors.

V alues

Loyalty, competence and reliability are the values that characterize us and that we constantly transfer in the development of our projects.



F ramework

Our product is closely linked to the investment sector, which – partly due to significant international tensions – has not experienced particularly favourable conditions over the last two years. In 2025, our market has essentially stabilised at 2024 levels, with no major issues. Nor have the costs of the main raw materials used in our production – at least up to the third quarter – undergone any significant changes.

This situation has, however, enabled us to maintain reasonable profit margins and further consolidate the company's financial position, thereby ensuring further value creation for the near future.

S takeholder

Primary Stakeholders:

Shareholders, Employees, Customers and Suppliers.

Secondary Stakeholders:

Consultants & External Cooperators, Community, Authorities, Banks .



A analysis of materiality

In relation to the ESG environmental factor, the concept of Dual Materiality means taking into consideration the impact of the company's activities on the environment and the impact of environmental issues on the company, highlighting those that are most significant.

Materiality analysis is a fundamental process for identifying sustainability priorities and consequently defining the issues that should be reported on and the improvement actions to be undertaken.

Scope	Theme	Actions	
Environment	Climate change and emissions	Reducing greenhouse gas emissions (Scope 1 and 2) Placing more efficient products on the market	
	Waste, water and materials management	Correct waste disposal and adoption of re-use/ recycling practices Sustainability in procurement	
Social	Manpower	Skills development through training activities Staff stability and loyalty	
	Health and Safety at Work	Promotion of Employee Welfare and Prevention of Accidents at Work	
	Human Rights, Equal Opportunities, Diversity and Inclusion (DEI)	Adoption and enforcement of a Code of Ethics to guarantee an Ethical Working Environment	
	Community support and development	Involvement and support of local communities and schools	
Governance and Economy	Business ethics and corporate culture	Compliance with laws and company regulations	
	Organisation	Adoption of an Organisational model	
	Relations to Stakeholder	Development of fair, transparent and constructive relations	
	Economic Performance	Economic Performance	Creation of Economic Value and its distribution to Stakeholders Contributing to the welfare of the community through the payment of taxes
			Financial situation
	Product management and customer satisfaction	Product management and customer satisfaction	Producing quality and reliable products Respect of delivery times Customer satisfaction

A) Management of climate change and emissions

MOTORI BONORA's goal is to produce by further reducing its energy intensity and to make a greater transition to renewable energies in the coming years. Furthermore, the company is working to disseminate its sustainability values to all employees, collaborators and suppliers.

Energy consumption is surveyed annually using an internal reporting system, which monitors consumption in kWh and total CO₂eq emissions.

Among the initiatives already undertaken in this regard:

- As one of the first in our area, in 2010 we installed a photovoltaic system of approx. 200kWhp on the roof of our factory. This has enabled us to self-produce, to date (end of 2025) +/- 2,800 MWh, with a reduction in emissions of approx. 1,500 Ton CO₂eq;
- In 2020 we replaced 1 inverter;
- In 2023 we carried out a Revamping of the Photovoltaic Plant, with the replacement of around a hundred panels that were showing significant decay;
- In 2023, we rescheduled working hours by reducing the lunch break and consequently reducing electricity and gas consumption;
- In 2024 we completed the replacement of the lighting system with LED lamps;
- In 2024, we carried out an energy audit to identify other areas of intervention and an Energy Diagnosis, commissioned and carried out by an industry body, is underway;
- We have participated - as founding members - in the establishment of the 'CER Renewable Energy Community' of the territory, which took place on 19/06/2024, promoted by the Emilia-Romagna Region for business sustainability.
- In 2025 we completed a further significant revamping of the Photovoltaic system and replaced a second inverter, increasing the levels of energy efficiency;
- In 2025 we have replaced our main compressor with a new model in high efficiency, which should enable a reduction in electric consumption equal to 21.000kWh/year.

Among the relevant initiatives undertaken:

- We have already commissioned a new Photovoltaic System powered with 128kWh, which will be realized – employing exclusively made in Italy panels – within the summer '26.

Emissions	2023	2024	2025
Electrical energy: used kW/h	214.915	211.828	219.038
Electrical energy: self-produced kW/h	166.043	171.028	176.153
Electrical energy: net kW/h	48.872	40.800	42.885
Electrical energy self-produced / used	77%	81%	80%
Gas: used m ³	37.617	46.356	57.413
Km travelled by company vehicles	17.795	34.072	19.881
Total emissions Ton CO ₂ eq	104,92	121,45	141,38
Emissions Scope 1 Ton CO ₂ eq	74,94	92,27	114,15
Emissions Scope 2 Ton CO ₂ eq	26,39	22,03	23,16
Emissions Ton CO ₂ eq / Ton of product (Scope 1+2)	0,096	0,123	0,136
Water consumption in m ³	550	727	875
Investments for Emission Reduction €	58.373	8.477	57.849

B) Placing Electric Motors with Increased Efficiency on the Market

The industrial sector is the largest consumer of energy in Europe, and 2/3 of this consumption is attributable to the use of electric motors and electric drive systems. By using more efficient electric motors, significant energy savings can be achieved.

In line with market demands, we strive to focus our production on more energy-efficient motors, in accordance with the requirements of European Directives.

Marketed motors, divided by class of efficiency	2023	2024	2025
IE1 standard efficiency o Not rated	51%	54%	61%
IE2 high efficiency	7%	6%	5%
IE3 premium efficiency	42%	40%	34%
Overall total	100%	100%	100%

C) Waste, water and materials management

The aim is to maximize the adoption of Re-use and/or Recycling practices, thus reducing the impact that incorrect waste disposal may have on the environment.

Today, more than 80% of municipal waste is sorted and almost all production waste is recovered. In addition, we use a significant percentage of recycled raw materials.

The loading/unloading register and forms (FIR) are correctly filled in and well kept. We have appointed a person responsible for the correct handling of special waste and for completing the MUD.

Synesgy
The sustainability network.

Certificato di Synesgy

Presentato a **MOTORI BONORA SPA**
VIA RENO VECCHIO 62, 44042, CENTO, Italia

Rilasciato il **07 aprile 2026** Valido fino al **07 aprile 2027** Macro-settore **Meccanica** Paese **Italia**

Questo certificato viene rilasciato a MOTORI BONORA SPA (codice fiscale: 00051790385) da CRIBIS S.r.l. per aver partecipato alla valutazione ESG tramite la piattaforma Synesgy il 07 aprile 2026.

MOTORI BONORA SPA ha ottenuto lo score "B - Buono".

La metodologia di Synesgy segue standard di sostenibilità internazionali generalmente accettati come i Global Reporting Initiative (GRI) e gli obiettivi di sviluppo sostenibile (SDG) ed è stata sviluppata da CRIF Ratings.

Questo score è valido per un anno fino al 07 aprile 2027.

A
B
C
D
E

SCORE ESG: B
Buon livello di Sostenibilità

Società con un buon livello di adeguatezza rispetto ai principi ESG, in linea con le best practice nazionali e internazionali. Lo score ESG è conforme agli standard di rendicontazione internazionali (Global Reporting Initiative, European Sustainability Reporting Standards e Sustainable Development Goals) e considera gli argomenti più importanti, materiali e significativi relativi ai fattori Ambientali, Sociali e di Governance.

Lo score ESG rappresenta la valutazione della conformità ai principi ESG (Environment, Social, Governance) di un'azienda; esso prende in considerazione anche il settore industriale e il paese/regione.

CRIBIS
A CRIF company

Lo score ESG ("Score") viene calcolato sulla base di una metodologia di proprietà di CRIF S.p.A. e si basa sulle informazioni che vengono divulgate dal soggetto stesso a cui il punteggio è riferito ("Entità Valutata"). Le suddette informazioni sono fornite volontariamente sotto la sola responsabilità dell'Entità Valutata e non sono verificate da CRIF S.p.A. né dalle Società appartenenti al Gruppo CRIF eventualmente coinvolte, a qualsiasi titolo, nella fornitura dello Score ("Società"). Lo Score è riferito alla data di compilazione del questionario (non è monitorato in modo continuativo nel tempo). Lo Score non è una certificazione né una valutazione specifica, ha il solo scopo di raggruppare le singole entità valutate in classi di riferimento unicamente con finalità informative. Lo Score non è soggetto ad alcuna garanzia di accuratezza, completezza, affidabilità dei dati. CRIF S.p.A. e le Società non hanno responsabilità sull'utilizzo da parte di terzi dello Score e del QR Code ivi inserito. CRIF S.p.A. e le Società non sono responsabili di alcuna decisione basata sullo Score assunto dall'Entità Valutata o da qualsivoglia terzo. La metodologia utilizzata per la piattaforma di valutazione è derivata da CRIF Ratings S.r.l.

CRIF S.p.A. utilizza gli standard GRI su licenza dei GRI, che ha verificato l'accurata rappresentazione degli standard GRI in Synesgy. Tuttavia il GRI non rilascia dichiarazioni o garanzie, implicite o esplicite, in merito alla correttezza, conformità, affidabilità, idoneità allo scopo o qualità dello score presentato in questa valutazione.

Waste in TON	2023	2024	2025	Destination
Hazardous waste				
Waste paints containing organic solvents or other hazardous substances	0,89	0,35	0,21	Recovery
Halogen-free machine emulsions and solutions	2,44	2,34	2,47	Disposal
Metal sludge	1,24	0,93	0,62	Disposal
Other oils for hydraulic circuits	0,32	-	-	Recovery
Other oils for motors, gears, and lubrication	-	-	0,02	Recovery
Sludge or solid waste containing other solvents	0,13	-	0,11	Recovery
Packaging containing residues of hazardous substances or contaminated	-	0,21	-	Recovery
Absorbents, filter materials, rags, clothing, etc	-	0,04	0,05	Recovery
Discarded equipment containing hazardous components	-	0,01	0,05	Recovery
Lead batteries	-	0,01	0,02	Recovery
Alkaline batteries	-	-	-	Recovery
Fluorescent tubes and other mercury-containing waste	-	0,02	0,03	Recovery
Non-hazardous waste				
Water suspensions containing paints and varnishes	1,08	0,53	0,42	Disposal
Ferrous metal filings and turnings	37,45	39,55	41,60	Recovery
Ferrous metal dusts and particles	5,24	6,70	8,70	Recovery
Filings, flakes, and dust of non-ferrous metals	1,82	2,10	2,04	Recovery
Non-ferrous metal dusts and particles	0,29	0,74	0,66	Recovery
Paper and carton packaging	7,20	5,90	6,50	Recovery
Plastic packaging	1,26	1,28	1,50	Recovery
Wooden packaging	2,06	1,08	1,74	Recovery
Mixed material packaging	1,04	0,89	1,35	Recovery
Discarded equipment	-	2,81	4,22	Recovery
Components removed from discarded equipment	-	1,38	-	Recovery
Other batteries and accumulators	-	-	-	Recovery
Copper, bronze, brass	-	-	-	Recovery
Aluminium	0,53	-	-	Recovery
Iron and steel	5,18	-	-	Recovery
Mixed metals	1,40	0,83	3,72	Recovery
Cables	-	-	0,20	Recovery



D) Supply Chain Management and Sustainability

MOTORI BONORA's policy is to develop partnerships with suppliers that can be consolidated over time, with maximum transparency and fairness.

Consequently, the selection is concentrated on structured suppliers, normally present on the market for many years and therefore with considerable tradition and solidity.

The choice is made on the basis of professionalism, quality, competitive prices, and delivery times; but we also consider the values of fairness and ethics to be indispensable.

Every year we carry out an evaluation, based on Quality and Punctuality parameters, requiring - in order to be confirmed as an approved supplier - the achievement of the established minimum score.

On the other hand, we guarantee strict adherence to agreed conditions and timely payment of invoices.

The large majority of our suppliers is located in our region or in a neighbouring region, and we do not use suppliers located outside the EU.

Although we have not yet adopted a specific selection of suppliers based on specific social and environmental criteria, these aspects are nevertheless part of the general 'fairness' and 'ethical' criteria mentioned above.

Geographical Distribution of Suppliers	2023	2024	2025
Emilia Romagna	13,71%	13,75%	14,76%
Bordering regions	83,01%	83,53%	81,37%
Non-bordering regions	3,07%	2,42%	3,13%
Total Italy	99,79%	99,71%	99,26%
Foreign EU	0,21%	0,29%	0,74%
Foreign Extra-EU	0,00%	0,00%	0,00%
Total	100,00%	100,00%	100,00%





A) Skills development through training activities

MOTORI BONORA considers the professional development of its employees an important tool for increasing loyalty and improving company performance.

In 2025 the ordinary and extraordinary training hours resulted 1.433; 12% of them were concentrated in health and safety at work.

B) Staff stability and loyalty

MOTORI BONORA has a long tradition; its founder (Giorgio Bonora) was one of the founders of the industrial development in our area, which had previously always had a strong agricultural focus.

It is also for these reasons that the company has strong roots in the area and employee turnover is low, with a rather high average length of stay in the company (in 2025 always 15 years). It should be noted that in recent years, a number of long-serving staff members have retired, and their replacement has therefore significantly reduced the average length of service of the workforce.

As highlighted in the Code of Ethics, the company does not make gender differences and applies the principle of equal pay. In carrying out its activities, it always ensures compliance with the minimum social protection measures required by the regulations and has been using a minimum D2 classification for some time, even if the newly recruited employee has no professional status.

The largest male presence is recorded exclusively in production and determined by the type of tasks; whereas in the office - in the three-year period covered by this analysis - there is a perfect balance: 50% women and 50% men. For +/- 10 years, Result Bonuses have been introduced, paid to employees on the basis of general Productivity, Quality and Profitability objectives and individual objectives on the basis of Attendance.

In addition, for several years MOTORI BONORA has been making liberal contributions to employees (Welfare, in the form of Spending/Fuel Vouchers), which, being subject to favourable taxation, represent significant economic support.

Despite the fact that workload scheduling is becoming increasingly difficult, the use of overtime is nevertheless limited (<5% of total hours) and collective holidays, both summer and Christmas, are regularly scheduled and confirmed.

C) Health and Safety at Work: promotion of employee well-being and prevention of accidents at work

MOTORI BONORA considers the health and safety of people to be one of its priorities and is committed to continuously improving its working environment, eliminating hazards and/or reducing the risks associated with carrying out its activities to the maximum.

The primary objective is to reduce accidents, occupational illnesses and other incidents through training and the implementation of all necessary measures, including the assessment of the adequacy and effectiveness of the actions taken, in compliance with current regulations.

It is confirmed that such incidents have been very limited in recent years.

The company is committed to providing adequate managerial and economic resources to maintain full compliance

with legal requirements over time.

Efforts are also made to involve workers, who are constantly provided with the required health and safety training. Personnel are regularly instructed on the health and safety consequences that their behaviour - caused by any deviation from the standards and procedures - may cause.

D) Adoption and application of a Code of Ethics to grant an ethical working environment

The first version of the Code of Ethics was approved by the Board of Directors of Motori Bonora on 30/03/2017; the latest version (Rev. 1) was approved on 06/05/2024.

In order to promote the values of Honesty, Fairness, Transparency and Sustainability, a set of principles, rights, duties, responsibilities, which all those who work for the company must comply with, are established.

Here are the General Principles.

- Compliance with the law;
- Integrity, fighting corruption and conflicts of interest;
- Defence of corporate reputation; protection of the rights of third parties; respect for competition;
- Transparency in commercial transactions and traceability;
- Fighting organised crime, terrorism, money laundering;
- Respect for human resources and legislation;
- Guarantee of equal employment opportunities for all employees, without any discrimination;
- Environmental protection.

Current staff	2023	2024	2025
Total	38	38	39
Women %	29%	29%	29%
Part-Time %	11%	11%	11%
Permanent %	92%	92%	95%
Fixed term %	3%	3%	5%
Interims %	5%	5%	0%
Average time of personnel in force (years)	15	15	16
Hours of staff training (excluding Safety)	1.806	2.096	1.263
Hours of staff training in Safety	202	74	170
Employees living in the same municipality as the company / total number of employees	61%	58%	56%
Employees domiciled in a neighbouring municipality/total employees	21%	32%	33%
Welfare + Fringe Benefit provided to employees €	81.563	37.800	41.100
Accidents at work	1	0	0
Minor accidents at work (*)	0	1	0

: * Minor injuries, resulting in an absence from work of 5-7 days

E) Involvement and support of local communities and schools

MOTORI BONORA has a long tradition, is rooted in the area and maintains close contacts with professional institutions in the area. It is regularly involved in training projects by Technical and Professional Institutes in the area with which it actively dialogues. The company makes annual donations to non-profit organisations or during catastrophic events and supports a number of youth sports organisations (Volley, Football, Horse Riding etc.) and other social activities.

Motori Bonora supports



For solidarity transport serving citizens in difficulty.



Governance and Economy

A) Business ethics and corporate culture: compliance with laws and regulations

MOTORI BONORA is committed to maintaining and improving its governance with regard to ethics, integrity and accountability; in order to safeguard its activities, it has put in place a series of procedures and related checks. The main tools adopted to achieve these objectives are:

- **Ethic Code**, through which the company promotes respect for the law and moral principles as a vital part of its conduct, including with regard to sustainability;
- **Data Protection Manual** through which MOTORI BONORA complies with its obligations under the GDPR (General Data Protection Regulation);
- **Risk Assessment Document** (DVR) with regard to safety.

Every employee, in managing relationships within and outside the organisation, must adhere to the core values defined in the above-mentioned documents.

The company also communicates its values (mission, vision, corporate culture) to all stakeholders.

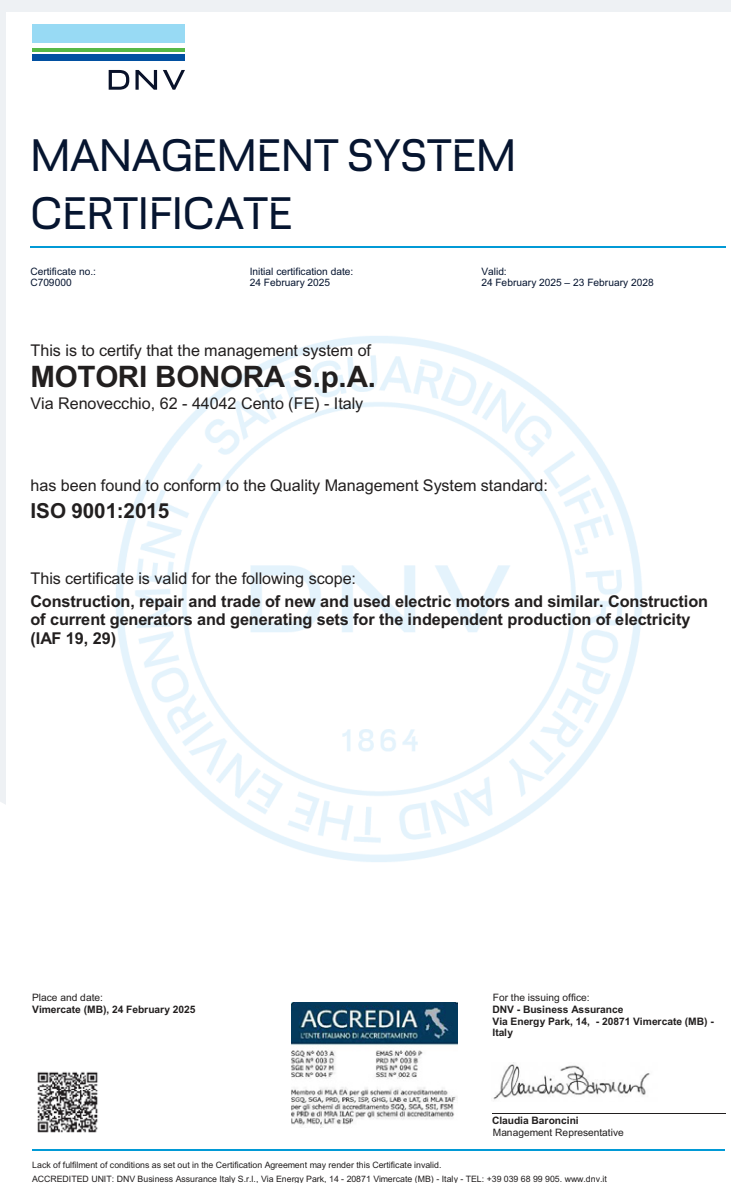
B) Organisation and Management

In order to guarantee the targeted results, MOTORI BONORA has equipped itself with an organisational model based on a first Functional Organigram (with related job description flows) and a second Organigram defining the other transversal activities. The company has an established Quality System, with which it monitors and identifies errors and then takes improvement actions. Every three months, detailed statistics on Quality performance are drawn up and a 'Quality System Review' is carried out annually.

On 24th February 2025 MOTORI BONORA has obtained the ISO 9001:2015 certification.

As far as production is concerned, a constant monitoring of Volumes, Production Efficiency and N-C is active.

From a management point of view - in order to punctually monitor the company's performance, as a guarantee of the value created for the benefit of all stakeholders - MOTORI BONORA has set up an accurate Management Control based on an annual budgeting, with monthly Economic-Financial audits. In addition, careful financial planning is in place, which records the flows budgeted for the coming 12 months.



Some Quality System Indexes	2023	2024	2025
Total non-compliances (% / turnover)	0,248%	0,198%	0,152%
Non-compliances reported by Customers (% / turnover)	0,007%	0,045%	0,014%
In-Process Non-Compliances (% / Turnover)	0,202%	0,104%	0,097%
Non-Compliances found on entry (% / purchase volume)	0,107%	0,084%	0,076%

C) Development of fair, transparent and constructive relations with all stakeholders

Over the years, MOTORI BONORA has established a close and constant relationship with its stakeholders. In particular, considering the stability and duration, relations with main Suppliers and Customers go beyond a simple supply relationship, but are partnership relations.

The company also recognizes the importance of dialogue with workers through the Works Council and Trade Union Representatives, in the belief that a serene and positive working climate contributes to the achievement of economic objectives.

D) Creation of economic value and its distribution to stakeholders

Value creation is one of the main purposes of a business, to the benefit of its stakeholders and, more generally, of the entire community to which it belongs.

The tables below are reclassifications of the Profit and Loss Account and represent a correct representation of the company's economic-financial performance. The values indicated measure the wealth generated and redistributed by MOTORI BONORA to all its Stakeholders.

The calculation of Value Added consists, specifically, in measuring the wealth generated as the difference between the value of production and the costs - in goods and services - incurred to achieve it.

Generated Added Value	2023	2024	2025
Total of production value €	12.114.191	10.650.350	10.329.891
Total of production costs €	9.651.871	9.123.900	9.163.016
Difference between value and production costs €	2.462.320	1.526.470	1.166.875

Distributed Economic Value	2023	2024	2025
Managements costs €	8.025.055	7.520.871	7.303.810
Payments to employees €	1.559.347	1.584.757	1.804.582
Payments to capital suppliers €	36.684	-16.741	-45.520
Donations and Sponsoring €	41.830	18.100	30.336
Total economic value distributed €	10.337.757	9.106.987	9.095.233

E) Contributing to the welfare of the Community through the payment of taxes

One of the main effects of the creation of value by an economic activity is the benefit provided to the community through the payment of Taxes and Duties.

The table above shows the values of Taxes and Duties paid by MOTORI BONORA over the last three years.

Taxes and Duties	2023	2024	2025
IMU €	24.948	172	172
IRAP €	103.346	67.867	54.624
IRES €	555.554	350.636	268.957
Total €	684.229	418.675	323.753

On 21/03/2023 the Competition and Market Authority awarded MOTORI BONORA the score of ★ ★ and it was included in the appropriate list. This rating has been confirmed us on 18/03/2025.

In the last three years, the company has not received any sanctions for violation of the law of any kind and there have been no cases of non-compliance with laws and regulations.



RATING LEGALITÀ
LEGALITY RATING



F) Financial solidity: maintaining performance over time

The balance sheet, equity and financial ratios show a company's ability to independently secure the financial resources to carry out its activities and thus create value over time.

As can be seen from the indices below, MOTORI BONORA has a balance sheet and financial position capable of supporting its activity with a correct management of flows within the established timeframe. The financial balance that emerges, denotes a high level of solidity in the short term, as well as in the long term.

Financial Ratios	2023	2024	2025
Debt Ratio or 1st Configuration of the Degree of Financial Autonomy	1,548	1,702	1,895
2° Configuration of the Degree of Financial Autonomy	0,608	0,630	0,655
Coverage Index of Real Estate with Durable Sources	2,741	7,947	10,538
Equity Coverage Ratio of Real Estate	2,190	6,845	9,322
General Liquidity Index of Availability Index (current ratio)	3,015	3,380	3,577
Primary Liquidity Index or Liquidity Ratio (acid test ratio)	1,917	2,234	2,539

Insurance Coverages	2023	2024	2025
RC Products liability €	2.500.000	2.500.000	2.500.000
Production Suspension €	500.000	500.000	500.000
Building - All Risk/Catastrophe (*) €	7.500.000	7.500.000	7.500.000
Photovoltaic System (*) €	495.000	495.000	495.000
Warehouse (fixed + floating) €	3.995.000	3.620.000	3.330.000
RC Third Party Liability €	2.500.000	2.500.000	2.500.000

: * Including weather-related events



G) Product management and customer satisfaction: producing quality and reliable products; respecting delivery times; customer satisfaction

In a highly competitive market, customer satisfaction is one of the key factors in assessing a company's success, also considering that customers have increasingly higher expectations in terms of product quality, confidentiality of information, transparency, response and delivery times.

MOTORI BONORA monitors customer satisfaction through 2 indicators:

- Non-compliances reported by Customers (in %, value of complaints / value of turnover);
- Deliveries delayed in comparison to the agreed term (in %, value of non-punctual deliveries / value of order book)

Indicators of customer satisfaction	2023	2024	2025
Non-compliances reported by Customers (% / turnover)	0,01%	0,05%	0,01%
Delayed deliveries (% / order book)	0,89%	0,48%	0,65%

The management of sales conditions is carried out by means of a special procedure and information on the factors influencing the price of the product is provided in a transparent way.

In addition to the guarantees clearly stated in the "sales conditions", the company provides customers with additional guarantees, in addition to any minimum requirements.

The technical and commercial documentation, as well as the company website, is multilingual.

Information received from customers is managed with procedures that guarantee confidentiality and data protection.

In the examined years, MOTORI BONORA has not recorded any particular product complaints and the few complaints received have not caused any dispute.

Customer Satisfaction Survey

From January 26 to March 5, 2026, a survey was conducted to measure customer satisfaction, involving all active customers in 2025 (78 companies).

Forty-one companies responded to the seven questions posed. The results of the responses received are presented below.

Question: how do you rate	Excellent (4)	Good (3)	Sufficient (2)	Poor (1)
The quality of products supplied by Motori Bonora?	24	17	0	0
Our ability to meet your specific requirements?	11	29	1	0
Our speed in processing orders?	6	27	7	1
Our punctuality in deliveries?	18	21	2	0
The ability of our staff to provide support?	28	13	0	0
The promptness of our replies?	20	20	1	0
Does our products range fully meet your needs?	17	23	1	0

Main area for improvement (6 out of 41)

When asked the final question, "Do you have any suggestions for improving our products and services?", 59% answered 'none'. The most common suggestion for improvement (15% of respondents) was: "Although delivery deadlines are usually met, delivery times are generally long. We recommend implementing measures to increase flexibility and reduce delivery times."

