



COMPANY POLICY

Tradition, experience and innovation in the service of spare parts are the values that lead Cosibo's business, which with 30 years of experience is setting itself increasingly important goals.

In this context the continuous monitoring of the customer satisfaction drives Cosibo to aim for profits that allow the company to make new investments, targeted to a increasingly and rapid reliable service to customers.

The company policy is persecuted through a close collaboration with trusted suppliers to realize high quality products, made with the best raw materials.

The flexibility that distinguishes Cosibo enables it to quickly serve our customers from the largest to the smallest spare parts dealer, organized with precise and punctual services also in the after-sale.

Climate Change and Sustainability

According with the evolution of the global context and the requirements of international standards, Cosibo recognizes the importance of assessing the risks and opportunities deriving from climate change. The organization is committed to monitoring the direct and indirect environmental systems of its activities, with the aim of adopting sustainable and responsible behavior. In particular, the continuous improvement of energy efficiency, the optimization of logistics and production processes and the strengthening of control over suppliers, also from an environmental perspective is envisaged. These aspects are integrated into the quality management system, contributing to the company's resilience and the protection of the environment.

Concretely the objectives materialize in the following commitments:

- Supply spare parts for industrial vehicles accurate for aesthetic, dimensional and mechanical characteristics to the original parts.
- Make available an after-sale service in case of product defect, with a warranty of the products of 12 months.
- Respond to customers in a short time.
- Monitoring and maintenance of the dead-lines expected and confirmed by providers and contractors.
- Reduction of the non-compliance of commercial and production suppliers
- Constant monitoring of the reliability of suppliers with which make high quality products.
- Consolidation and extension of the customer portfolio, through the development and realization of new products.
- Constant verification of their own processes thank to the data collection and analysis.
- Involvement of the collaborators, sharing goals and projects through continuous training aimed at increasing skills.
- Clear definition of tasks, activities and responsibilities of each collaborator.

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La Direzione
cosibo SRL a SOCIO UNICO
 Via L. Einaudi, 11/C
 40050 CASTELLO D'ARGILE (BO)
 Tel. +39.051.977831
 C.F. 02222710374
 P. IVA 00562041202