

QUALITY POLICY

The **mission** pursued by Gruppo Cimbali S.p.A. is to be a recognised leader of the market for professional espresso-based beverage machines - a market whose history it has had a hand in writing, and whose future it aims to create with its brands. Gruppo Cimbali S.p.A. seeks to anticipate the market's needs by offering innovative products of superior quality and excellent service. It aims to do all of these things by developing and honing its human capital, while constantly increasing its focus on teamwork, integration and synergy.

Gruppo Cimbali S.p.A. seeks to achieve constantly increasing customer satisfaction levels and to improve its products and services according to the following principles:

- designing and manufacturing products that meet its customers' needs and expectations in terms of quality, performance, reliability and service;
- using equipment and resources suited to ensuring ongoing compliance with established requirements, while also achieving production efficiency;
- complying with laws and regulations applicable to its processes, products and services;
- providing appropriate training to its personnel and ensuring the involvement, participation and awareness of all staff in achieving the pertinent objectives;
- promoting the involvement of suppliers of products, processes and services in order to ensure that requirements are met and the pledge to improve is fulfilled;
- monitoring and assessing the performance of its processes in order to identify and implement the appropriate corrective measures and improvements;
- setting quality targets, planning and monitoring efforts to achieve them and reviewing them with a view to ongoing improvement;
- analysing and reviewing the business environment and identifying and taking actions to respond to risks and take advantage of opportunities.

The principles above stated constitute essential elements for the long-term success of Gruppo Cimbali, thus contributing to the pursuit of the expectations of ownership and stockholders, employees and local communities.

Gruppo Cimbali S.p.A. believes that the process of seeking constant improvement can only be pursued by leveraging the Company's human capital. Accordingly, all levels of the organisation dedicate all of the energies necessary and the due attention, within the departments of the company for which each is directly responsible, in order to ensure compliance with the Company's Quality Management System.

The Management



Binasco, 23/10/2018