



## QUALITY POLICY

With its solutions Cimbali Group S.p.A. aims to inspire those who *“work, consume, love and live with coffee”* in line with its mission to *“innovate and make every day complete systems and connected solutions for the best coffee service and consumption experience, at home, at work, on travel, in leisure time, with efficient and sustainable processes”* to be a recognised leader in the world of solutions connected to the experience of espresso-based beverages, representing its history and designing its future with our brands.

Cimbali Group S.p.A. seeks to *“Anticipate customers’ needs with innovative and quality products to achieve excellent service. Enhance and develop human capital, in an environment geared toward teamwork, integration and synergy. Making a significant difference in improving the health of people and our planet”*.

Cimbali Group S.p.A. seeks to achieve constantly increasing customer satisfaction levels, to continuously improve its products and services, to pursue the expectations of ownership and stockholders, employees and local communities 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.

Cimbali Group 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, 09/11/2023