

DE'LONGHI GROUP QUALITY POLICY

De'Longhi Group aims at contributing each person's life quality by providing safe, reliable, innovative and competitive solutions with a distinctive combination of style and performance.

We are aware that the Group can succeed in its mission only if it's able to follow the evolution of the worldwide context in which it operates and to adapt to it.

The following pillars have been outlined, on which to base our mission:

- 1) to strengthen our Brands
- 2) to offer to the markets unique products, meeting different cultural traditions, tastes and feelings worldwide
- 3) to gain Consumers and Customer proximity and trust in our products and Brands
- 4) to pursue production excellence for our internal Plants but also to assure our production standards along the Supply Chain
- 5) to cultivate our people, listening and understanding them to better develop their talents and team working.

We are also committed to a risk management approach, to protect our Group from the main risks and catch any occurring opportunity.

Quality is inherent to DēLonghi Group business operation in pursuing its objectives and in ensuring Consumers and Customers maximum satisfaction and is a base for the Company prosperity and health.

Our commitment is:

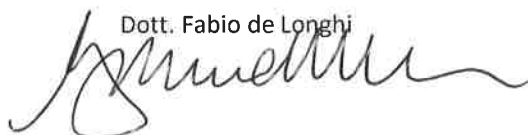
- to deliver products rigorously safe and compliant to all the applicable laws and regulations and to the agreed requirements coming from Customers
- to pursue and exceed Consumers and Customers satisfaction focusing not only on offered products but also on the related services
- while developing our specific Brand values, to promote standardization of processes and their integration to achieve higher international force
- to increase organizational knowledge, fostering the quality culture and the exchange of specific knowledge from local sources and Brand experiences
- to develop professional competences properly to business needs
- to promote teamwork and a project mindset as the base for daily activities
- implementing, maintaining, communicating and consistently improving over time a Quality Management System (QMS) founded at Group level and based on an effective risk assessment continuous process.

We achieve this by:

- effectively monitoring, tracking and updating all the applicable requirements
- supporting the development of appropriate systems for measuring Customer satisfaction and process performance, using specific performance indicators, in order to catch both expressed and unexpressed needs
- promoting the development of global guidelines along which each function can proceed and encouraging benchmarking
- following up the results of employees interviews and surveys in order to better benefit from their feedback
- setting clear and measurable objectives and relevant indicators to monitor them
- periodically reviewing Quality status and improvement plans and projects, to monitor their progress and to encourage any corrective action necessary to achieve the set objectives.

It's essential that everyone in the organization, starting from the Top Management, firmly embraces the above principles and objectives and contribute to continuously improve all business processes.

Dott. Fabio de Longhi



DēLonghi Group CEO