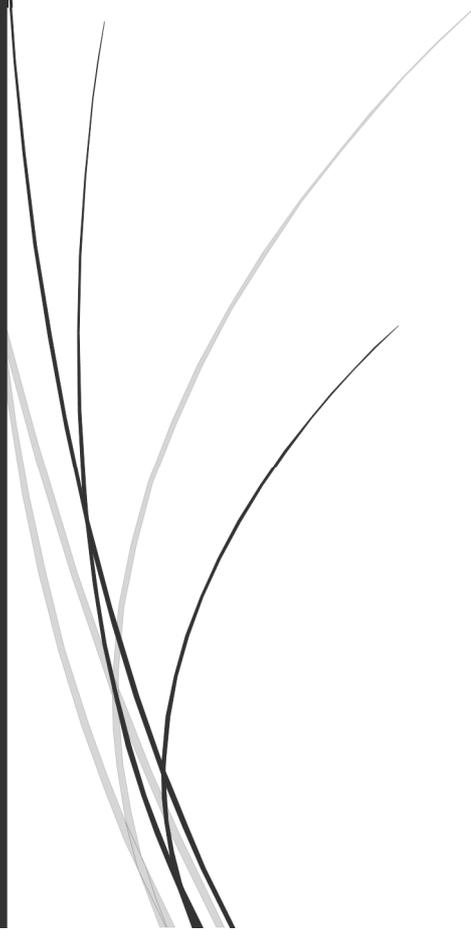


17th September

# Quality policy



Since 1996 A.C.E.M. S.r.l. has been planning and producing vending and catering automatic machines, combining **design, technology and tradition of espresso coffee**. The experience achieved in almost thirty years has allowed the company to reinforce the reputation of excellence and reliability in the national and international market.

Our **mission** is the offer of innovative and eco-friendly products for the supply of drinks, granting our customer full satisfaction and the conformity to the required regulations.

A.C.E.M. is committed to transforming customer needs **into customized, flexible, and competitive solutions, while maintaining a constant focus on continuous improvement and on the prevention of non-conformities.**

The Company acknowledges that its growth depends on **protecting the environment and reducing both the direct and indirect environmental impacts** generated by its production activities, with particular attention to risks related to climate change.

In detail A.C.E.M. is committed to:

- promoting **the efficient use of resources and energy consumption.**
  - properly managing **waste and production scraps**, prioritizing reuse and compliant disposal.
  - assessing **environmental risks and opportunities** related to processes and the product life cycle.
  - maintaining **compliance with legal and industry-specific requirements.**
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## CORE VALUES

- **Innovation** - continuous development of advanced technological solutions.
  - **Teamwork** - collaboration and shared responsibility.
  - **Flexibility and listening** - ability to adapt to customer and market needs.
  - **Professionalism and technical expertise** - ongoing staff training.
  - **Ethics and respect** - focus on safety and working environment.
  - **Mutual satisfaction** - strong and lasting relationships with customers and suppliers.
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## MANAGEMENT COMMITMENTS

Top Management is committed to:

1. Ensuring that **the Quality and Environmental Management System** complies with the requirements of ISO 9001:2015.
  2. Promoting **leadership and staff engagement**, ensuring the policy is understood and shared at all levels.
  3. Periodically analysing **risks, opportunities, and objectives** during the Management Review.
  4. Monitoring **customer and stakeholder satisfaction**, taking preventive and corrective actions when necessary.
  5. Ensuring **the availability of adequate resources** to maintain and improve the Management System.
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This Policy is:

- communicated to all staff and made available to interested parties.
  - reviewed yearly during the Management Review.
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