

**CERTIFICATO N.  
CERTIFICATE N. 9130.ZAVE**

SI CERTIFICA CHE IL SISTEMA DI GESTIONE PER LA QUALITA' DI  
WE HEREBY CERTIFY THAT THE QUALITY MANAGEMENT SYSTEM OPERATED BY

**EVOCA SPA**

VIA ROMA 24 - 24030 VALBREMBO (BG) Italy

UNITA' OPERATIVE / OPERATIVE UNITS

Vedere gli Allegati per le Unità Operative (n° 7 allegati)  
View the Annexes for the Operative Units (n° 7 annexes)

E' CONFORME ALLA NORMA / IS IN COMPLIANCE WITH THE STANDARD

**ISO 9001:2015**

PER LE SEGUENTI ATTIVITA' / FOR THE FOLLOWING ACTIVITIES

Progettazione e fabbricazione di macchine da caffè professionali,  
OCS e distributori snack & food  
*Design and manufacturing of professional and OCS  
coffee machines and snack & food vendors*

Ulteriori informazioni riguardanti l'applicabilità dei requisiti ISO 9001:2015 possono essere ottenuti consultando l'organizzazione  
Further clarifications regarding the applicability of ISO 9001:2015 requirements may be obtained by consulting the organization

IL PRESENTE CERTIFICATO E' SOGGETTO AL RISPETTO DEL  
REGOLAMENTO PER LA CERTIFICAZIONE DEI SISTEMI DI GESTIONE  
THE USE AND THE VALIDITY OF THE CERTIFICATE SHALL SATISFY THE  
REQUIREMENTS OF THE RULES FOR CERTIFICATION OF MANAGEMENT SYSTEMS

DATE:	PRIMA CERTIFICAZIONE FIRST CERTIFICATION	EMISSIONE CORRENTE CURRENT ISSUE	SCADENZA EXPIRY
	01-06-1994	16-04-2024	27-04-2027



IMQ S.p.A. - VIA QUINTILIANO, 43 - 20138 MILANO ITALY  
Management Systems Division - Flavio Ornago



MS N° 0005MS

Membro degli Accordi di Mutuo  
Riconoscimento EA, IAF e ILAC  
Signatory of EA, IAF and ILAC  
Mutual Recognition Agreements

IAF: 19, 18

La validità del certificato è subordinata a sorveglianza annuale e riesame completo  
del Sistema di Gestione con periodicità triennale  
The validity of the certificate is submitted to annual audit and a reassessment  
of the entire management System within three years



www.cisq.com

CISQ è la Federazione Italiana di Organismi di  
Certificazione dei sistemi di gestione aziendale. CISQ  
is the Italian Federation of management system  
Certification Bodies.

**ALLEGATO N. 9130.ZAVE-1**  
**ANNEX N.**

**EVOCA SPA**

VIA ROMA 24 - 24030 VALBREMBO (BG) Italy

Attività:  
Activities:

Progettazione e fabbricazione di macchine da caffè professionali,  
OCS e distributori snack & food  
*Design and manufacturing of professional coffee machines,  
OCS, snack & food vendors*

IL PRESENTE ALLEGATO HA LO SCOPO DI ESPLICITARE LE ATTIVITA' SVOLTE PRESSO IL SINGOLO  
SITO/UNITA' OPERATIVA NELL'AMBITO DELLA CERTIFICAZIONE DEL SISTEMA DI GESTIONE RILASCIATA  
A EVOCA SPA

*THE AIM OF PRESENT ANNEX IS TO EXPLAIN THE ACTIVITIES PERFORMED IN EACH SITE/OPERATIVE UNIT  
OF THE MANAGEMENT SYSTEM CERTIFICATION ISSUED TO EVOCA SPA*

PER LA VALIDITA' RIFERIRSI AL CERTIFICATO N. 9130.ZAVE  
*FOR THE VALIDITY PLEASE REFER TO CERTIFICATE N. 9130.ZAVE*

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Management Systems Division - Flavio Ornago

**ALLEGATO N. 9130.ZAVE-2**  
**ANNEX N.**

**EVOCA SPA**

VIA GRAZIA DELEDDA 16 - 24030 MAPELLO (BG) Italy

Attività:  
Activities:

Fabbricazione di macchine da caffè professionali, OCS e distributori snack & food  
Manufacturing of professional coffee machines, OCS, snack & food vendors

IL PRESENTE ALLEGATO HA LO SCOPO DI ESPLICITARE LE ATTIVITA' SVOLTE PRESSO IL SINGOLO SITO/UNITA' OPERATIVA NELL'AMBITO DELLA CERTIFICAZIONE DEL SISTEMA DI GESTIONE RILASCIATA A EVOCA SPA

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	01-06-1994	16-04-2024	27-04-2027



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IAF: 19, 18

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**ALLEGATO N. 9130.ZAVE-3**  
**ANNEX N.**

**EVOCA SPA**

VIA SALVO D'ACQUISTO 7/9 - 24050 GRASSOBBIO (BG) Italy

Attività:  
Activities:

Polo logistico per prodotti finiti e ricambi  
*Logistics hub for finish products and spare parts*

IL PRESENTE ALLEGATO HA LO SCOPO DI ESPLICITARE LE ATTIVITA' SVOLTE PRESSO IL SINGOLO SITO/UNITA' OPERATIVA NELL'AMBITO DELLA CERTIFICAZIONE DEL SISTEMA DI GESTIONE RILASCIATA A EVOCA SPA

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**ALLEGATO N. 9130.ZAVE-4**  
**ANNEX N.**

**EVOCA SPA**

EVOCA Manufacturing Romania SRL  
STR PARCUR INDUSTRIAL 8 - 455200 JIBOU SALAI ROMANIA

Attività:  
Activities:

Fabbricazione di macchine da caffè professionali,  
OCS e distributori snack & food  
*Manufacturing of professional and OCS coffee machines  
and snack & food vendors*

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**ALLEGATO N. 9130.ZAVE-5**  
**ANNEX N.**

**EVOCA SPA**

VIA MARCONI 11-13-15- 24069 CENATE SOTTO (BG) Italy

Attività:  
Activities:

Magazzino ricambi ed accessori  
*Spare parts and accessories warehouse*

IL PRESENTE ALLEGATO HA LO SCOPO DI ESPLICITARE LE ATTIVITA' SVOLTE PRESSO IL SINGOLO SITO/UNITA' OPERATIVA NELL'AMBITO DELLA CERTIFICAZIONE DEL SISTEMA DI GESTIONE RILASCIATA A EVOCA SPA

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**ALLEGATO N. 9130.ZAVE-6**  
**ANNEX N.**

**EVOCA SPA**

**SaGa Coffee SPA**  
VIA G. GALILEI 4 - 31057 SILEA (TV) Italy

Attività:  
Activities:

Progettazione di macchine da caffè professionali,  
OCS e distributori snack & food  
*Design of professional and OCS coffee machines  
and snack & food vendors*

IL PRESENTE ALLEGATO HA LO SCOPO DI ESPLICITARE LE ATTIVITA' SVOLTE PRESSO IL SINGOLO SITO/UNITA' OPERATIVA NELL'AMBITO DELLA CERTIFICAZIONE DEL SISTEMA DI GESTIONE RILASCIATA A EVOCA SPA

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**ALLEGATO N. 9130.ZAVE-7**  
**ANNEX N.**

**EVOCA SPA**

**Evoca UK Ltd.**

PRIME POINT, PENNETT TRADING ESTATE  
KINGSWINFORD DY6 7TY UNITED KINGDOM

Attività:  
*Activities:*

Processi di supporto per progettazione e fabbricazione di macchine da caffè professionali, OCS e distributori snack & food  
*Support processes for design and manufacturing of professional and OCS coffee machines and snack & food vendors*

L PRESENTE ALLEGATO HA LO SCOPO DI ESPlicitARE LE ATTIVITA' SVOLTE PRESSO IL SINGOLO SITO/UNITA' OPERATIVA NELL'AMBITO DELLA CERTIFICAZIONE DEL SISTEMA DI GESTIONE RILASCIATA A EVOCA SPA

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# Certificate

CISQ/IMQ has issued an IQNET recognized certificate that the organization:

## **EVOCA SPA**

**VIA ROMA 24 - 24030 VALBREMBO (BG) Italy**

has implemented and maintains a  
**Quality Management System**

for the following scope:

**Design and manufacturing of professional and OCS  
coffee machines and snack & food vendors**

which fulfils the requirements of the following standard:

**ISO 9001:2015**

Issued on: **2024/04/16**

Expires on: **2027/04/27**

Registration Number: **IT-12979-9130.ZAVE**



**Alex Stoichitoiu**  
President of IQNET



**Mario Romersi**  
President of CISQ



This attestation is directly linked to the IQNET Member's original certificate and shall not be used as a stand-alone document.

**IQNET Members\*:**

**AENOR** Spain **AFNOR Certification** France **APCER** Portugal **CCC** Cyprus **CISQ** Italy **CQC** China **CQM** China **CQS** Czech Republic  
**Cro Cert** Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela **ICONTEC**  
Colombia **ICS** Bosnia and Herzegovina **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan **KFQ** Korea **LSQA** Uruguay **MIRTEC** Greece  
**MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** México **PCBC** Poland **Quality Austria** Austria **SII** Israel **SIQ** Slovenia  
**SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia

\* The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under [www.iqnet-certification.com](http://www.iqnet-certification.com)



BUREAU  
VERITAS

Bureau Veritas Certification

# Certification

Awarded to

**QUALITY ESPRESSO, S.A.U.**

**CL MOTORS, 1-9- 08040- BARCELONA-ESPAÑA**

Bureau Veritas Certification certifies that the Management System has been audited and found to be in accordance with the requirements of standard:

STANDARD

**ISO 9001:2015**

Scope of certification:

**DESIGN, PRODUCTION, ASSISTANT SERVICES AND MARKET DISTRIBUTION OF COFFEE MACHINES, COFFEE GRINDERS, WARMERS AND ACCESSORIES.**

Certificate Number:	ES126810-1
Original approval date:	05-02-2013
Transition audit date: / Certification/Renovation Audit:	17-12-2021
Expiry date of previous cycle:	11-02-2022
Effective date:	12-02-2022
Certificate expiration date:	11-02-2025

*This certificate is valid, subject to the general and specific terms and conditions of certification services*







BUREAU  
VERITAS

Bureau Veritas Certification

# Certificación

Concedida a

**QUALITY ESPRESSO, S.A.U.**

**CL MOTORS, 1-9- 08040- BARCELONA-ESPAÑA**

Bureau Veritas Certification certifica que el Sistema de Gestión ha sido auditado y encontrado conforme con los requisitos de la norma:

NORMA

**ISO 9001:2015**

El Sistema de Gestión se aplica a:

**DISEÑO, PRODUCCION, SERVICIO  
POSTVENTA Y COMERCIALIZACION DE  
MAQUINAS DE CAFE, MOLINOS DE CAFE,  
TERMOS Y ACCESORIOS.**

Número del certificado:	ES126810-1
Aprobación original:	05-02-2013
Auditoría de transición: / Auditoría de certificación/renovación:	17-12-2021
Caducidad de ciclo anterior:	11-02-2022
Certificado en vigor:	12-02-2022
Caducidad del certificado:	11-02-2025

*Este certificado está sujeto a los términos y condiciones generales y particulares de los servicios de certificación*





QUALITY ESPRESSO

# POLÍTICA DE LA ORGANIZACIÓN

IMP-MG10

Rev: 00

04/17

ORGANIZACIÓN:

FECHA INICIAL:

FECHA REVISIÓN:

REVISIÓN:

ELABORADO POR:

REVISADO POR:

## POLÍTICA

### Versión CASTELLANO

Como evidencia del compromiso de la Organización y de la Dirección en el establecimiento y mantenimiento de un Sistema de Gestión Interno se ha elaborado y establecido esta Política de la Organización. Con el fin de marcar un punto de referencia para dirigir la Organización y ser la base del Sistema de Gestión y el marco de referencia para los objetivos de mejora.

**QUALITY ESPRESSO** se compromete, junto con su Dirección, en la implementación, mantenimiento y mejora de un Sistema de Gestión basado en la gestión y elaboración de productos y servicios que satisfagan los requisitos del cliente, teniendo en cuenta un ambiente de trabajo interno adecuado, evitando y controlando los peligros laborales y promoviendo actuaciones a favor del medio ambiente.

Este Sistema de Gestión engloba los servicios y productos de **diseño, producción, servicio postventa y comercialización de máquinas de café, molinos de café, termos y accesorios, así como la formación en el mundo del café** realizados en los centros de Barcelona.

Esta política del Sistema de Gestión es y debe de ser seguida y mantenida mediante el compromiso de toda la Organización desde el liderazgo de la Dirección hasta la concienciación y motivación de todo el equipo humano de la misma, asumiendo las responsabilidades, valores y objetivos extraídos de la misma.

Teniendo en cuenta que el propósito de la organización es ser líder en el diseño, fabricación y comercialización de equipos profesionales para la elaboración de bebidas relacionadas con el café espresso, la leche fresca e infusiones, ofreciendo una variedad de productos y servicios de calidad que satisfagan y cumplan las expectativas y necesidades de nuestros clientes de presente y futuro. Involucrar a nuestro personal, clientes y proveedores en el desarrollo de negocio a largo plazo bajo el estándar de la calidad, utilizando las mejores materias primas en todos los procesos de fabricación y realizando el mejor servicio de asistencia al cliente del mercado y contribuir al desarrollo y difusión del mundo del café y, que actualmente el contexto de la misma gira en un entorno estatal y mundial con ligeras tendencias al crecimiento la Organización orienta la gestión de su Sistema de Gestión a:

- La aportación adecuada de recursos para determinar, comprender y cumplir fielmente con los compromisos y requisitos adquiridos con las partes interesadas y con el Sistema de Gestión.
- Promoviendo la mejora continua en todos los procesos del Sistema de Gestión, productos, servicios y capacitación del personal.
- Comunicando y promoviendo la toma de conciencia de una gestión interna eficaz y de la conformidad con los requisitos de los productos y servicios y del Sistema de gestión
- Comprometiéndose, dirigiendo y apoyando a los trabajadores y proveedores externos con el fin de que puedan contribuir en la eficacia del Sistema de Gestión.
- Mantener un enfoque en el aumento de la satisfacción del cliente.
- Crear un entorno de trabajo para todos los empleados que fomente el compromiso con la Calidad, el Medio Ambiente, la Seguridad, el Trabajo en Equipo y la Confianza y el Respeto mutuos.
- No producir productos ni prestar servicios que incumplan la legalidad vigente, y un compromiso de cumplimiento de la legislación y reglamentación en materia de medio ambiente, así como de seguridad laboral aplicables en la organización
- Mantener el compromiso para la protección del medio ambiente incluida la prevención de la contaminación del mismo.

Y con el fin de que esta Política de la Organización sea un pilar clave dentro del Sistema de Gestión se ha establecido un método de revisión, mantenimiento, actualización y mejora de la misma, así como la definición y creación de varios canales de comunicación para poder hacerla pública a todas las partes interesadas.



QUALITY ESPRESSO

# POLÍTICA DE LA ORGANIZACIÓN

IMP-MG10

Rev: 00

04/17

ORGANIZACIÓN:	QUALITY ESPRESSO, S.A				
FECHA INICIAL:	01/06/2017	FECHA REVISADO:	28-03-2021	REVISIÓN:	03
ELABORADO POR:	DIRECCIÓN		REVISADO POR:	EQUIPO DIRECTIVO	

## POLÍTICA

### Versión INGLÉS

As evidence of the Organisation and Management's commitment to the establishment and maintenance of an Internal Management System, this Policy adopted by the Organisation has been drawn up and established. In order to serve as a reference point for the management of the Organisation and to be the basis of the Management System and the reference framework for improvement objectives.

QUALITY ESPRESSO undertakes, together with its Management, to implement, maintain and improve a Management System which consists of the management and development of products and services that meet the customer's requirements, based on an adequate internal work environment in which occupational hazards are prevented and controlled and measures that are to be carried out to benefit the environment are promoted.

This Management System encompasses the services provided and products made for the purposes of the **design, production, after-sales service and sale of coffee machines, coffee grinders, thermos flasks and accessories as well as training in the world of coffee** in the company's premises located in Barcelona.

This Management System policy is and must be adhered to by means of the commitment of the Organisation as a whole, from the leadership provided by the Management to the raising of awareness of this policy amongst the human team, all of whom assume the responsibilities, values and objectives derived from the policy.

Bearing in mind that the purpose of the organisation is to be a leader in the design, manufacture and sale of professional equipment for the production of beverages related to espresso coffee, fresh milk and infusions, offering a variety of high-quality products and services that satisfy and meet the expectations and needs of our present and future customers. Involving our staff, customers and suppliers in the development of long-term business based on the quality standard, using the best raw materials for all manufacturing processes and providing the best customer service in the market as well as helping to develop and publicise the world of coffee, the context of which currently revolves in a state and global environment with slight growth trends, the Organisation focuses the management of its Management System on:

- The adequate contribution of resources to determine, understand and strictly comply with the commitments and requirements assumed vis-à-vis the interested parties and with the Management System.
- Promoting ongoing improvement in all of the Management System, processes, products, services and staff training.
- Communicating and promoting awareness of effective internal management, as well as compliance with the requirements of the products and services and the Management System
- Maintaining a focus on increasing customer satisfaction
- Creating a working environment for all employees that foster the company's commitment to Quality, the Environment, Safety, Teamwork and mutual Trust and Respect.
- Not manufacturing products or providing services that do not comply with current legislation, and undertaking to comply with the legislation and regulations on the environment and occupational safety which are applicable within the organisation.
- Maintaining a commitment to the protection of the environment, including the prevention of pollution.
- In order for this Policy adopted by the Organisation to be a key pillar of the Management System, a method has been established for it to be reviewed, maintained, updated and improved, and several communication channels have been defined and created to make it possible for it to be disclosed to all interested parties.