

# 2015

SOCIAL REPORT





## Summary

### Corporate Identity

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Letter from the Chairman	5
Corporate bodies	6
Company	7
History	8
Mission and corporate values	10
Trade associations and corporate certifications	11
International presence	12
Global tradeshow	13
In-house research and development	14
Carimali for social issues	15

### Social Accountability

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Carimali's social accountability	17
Human resources	19
Composition of staff by gender	
Composition of staff by areas	
Employment policies	
Contractual levels	
Employee benefits	
Working hours	

### Environmental Responsibility

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Respect for the environment	28
Annual consumption	30
electricity	
compressed natural gas	
water	
fuel	
Waste disposal	34
Machines and energy saving	36

## Corporate Identity



## Letter from the Chairman

Following the huge success in 2014 of the company, 2015 was to be a year full of expectations. In light of what has been achieved, we can definitely say that these expectations have been met.

In fact, many projects have taken shape, in a year that could be defined as difficult, yet at the same time stimulating and full of new challenges.

After a period of intensive work, at Host we presented for the first time ever our BlueDot, the latest fully automatic machine, a product that we strongly believe in. In developing this, we wanted to create a completely new philosophy, combining the excellence of the HORECA sector with the convenience that distinguishes the automated OCS.

2015 also saw the establishment of a new company, Carimali Solutions Italia, an 'offshoot' of our head office, with the aim of increasing the market share of Carimali throughout Italy.

The company is also still focusing on its in-house nursery, Carimali Children; during the year it has also expanded the space provided in order to accommodate a larger number of children, therefore satisfying all requirements.

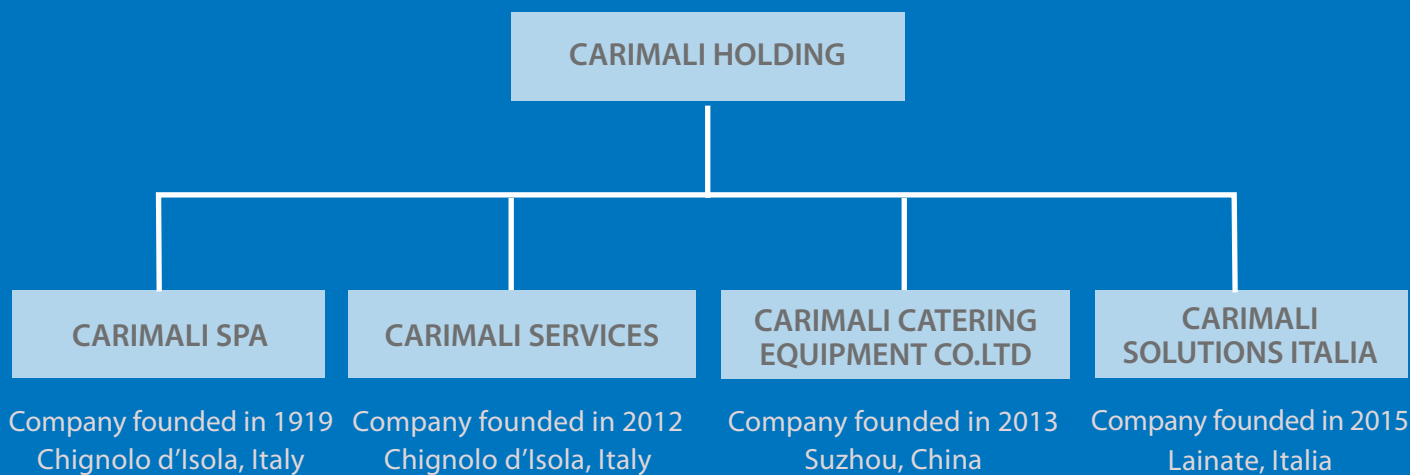
Through our Social Report, which is now in its third edition, we want to convey and share with the outside world the values that our company believes in. Carimali today is a company in continuous evolution and expansion. However, it does not want to give up the familiar appearance that has distinguished it since its early days, something that has always been one of its strengths.

Ing. Andrea Doglioni Majer  
Chairman & CEO of Carimali S.p.A.

## Carimali SpA

Board of directors	Board of Statutory Auditors
Chairman Andrea Doglioni Majer	Chairman Massimo Salvi
Directors Francesca De Giorgi Maurizio Boffelli	Statutory auditors Roberto Frigerio Tommaso Zambetti

## Composition of the Group





## Company



*Carimali Catering Equipment*



*Carimali Solutions Italia*

Carimali S.p.A. has been devoted for almost a century to manufacturing and exporting professional coffee machines all over the world. It is one of the few companies worldwide that can offer a vast and comprehensive range of traditional and fully automatic machines, along with a wide choice of related accessories which are specially designed to ensure the excellent performance of the machines.

Since 1919 it has been manufacturing and distributing its products in more than 70 countries, meeting the needs of the three key market segments: HORECA, Out of Home and Office Coffee Service. Its passion for innovation and its willingness to meet the needs of its clients have enabled the company to establish itself as a market leader on an international level.

The company headquarters extends over a surface area of 8,000 m<sup>2</sup> and is located in Chignolo d'Isola, in the province of Bergamo, in one of the most dynamic and thriving industrial settings in Europe.

In 2013 the group established a new company in Suzhou, a town located to the west of Shanghai, in order to be closer to the Far East customers with the production and distribution of Italian products.

At the end of 2015, the group expanded further and invested in the Italian market, setting up the company Carimali Solutions Italia with headquarters in Lainate, just outside Milan.

## General information

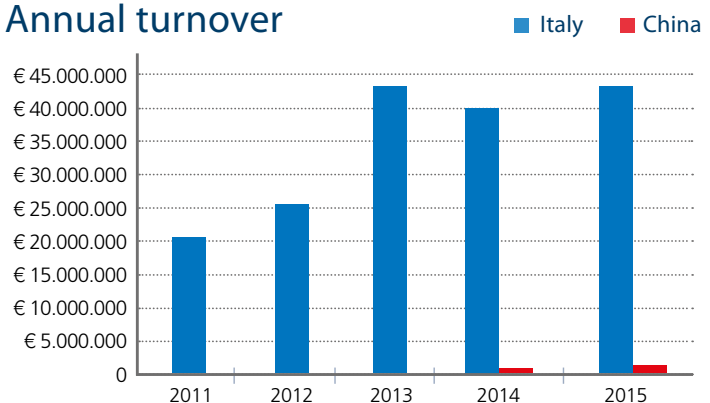
Head office: Via Industriale, 1  
24040 Chignolo d'Isola (BG) - Italy

Tel: +39 035 4949555

Mail: [carimali@carimali.com](mailto:carimali@carimali.com)

Website: [carimali.com](http://carimali.com)

## Annual turnover



## History

1919

The company was founded in Milan by Angelo Carimali and was located in Via Ripa Ticinese. After the end of the First World War, at the age of 31, Mr. Carimali decided to fully dedicate himself to the company, which in the early years was made up of a staff of 10 people.



1932

The company moved to Via Giambellino, 84 in Milan. Carimali produced the first coffee machines having vertical boilers and gas heating. The approximate price of the first machine was Lire 2,050.



1940

Carimali developed its first horizontal Liberty-style machines. From a simple workshop, Carimali became a real corporation.



1950

In this period we saw the beginning of the espresso era together with the first lever machines. It is at this time that we saw for the first time espresso covered with a layer of cream on top. The company exported more and more coffee machines abroad: Carimali became synonymous with reliability and quality.



1960

Carimali was among the first companies in the world to believe in and focus on fully automatic coffee machines: 1965 saw the creation of Vega, characterised by a 3 litre coffee boiler and a 3000W power output. In 1969 the company was purchased by Mr. Marco Taddei.





## History

1980

Traditional Systema machines were launched on the market: this machine became one of their best sellers and most well-known coffee machine all over the world. Towards the end of the 80's Carimali patented the "S" automatic group, from which a new line of automatic "S" machines derived. In 1982 the company moved to Dalmine and then to Ponte San Pietro, in the province of Bergamo.



2000

Carimali and Macco coffee machines were now being distributed worldwide: the company exported more than 95% of its products. At the end of the decade the range of fully automatic machines Armonia and MX-3 were launched on the market, which even today represent a certainty for customers.



2007

Andrea Doglioni Majer joined the company. In 2010 he became Chairman and CEO of the company and he focused more and more on the constant development of innovative products, characterised by an elegant and modern design. In 2012 the company expanded its production department by purchasing a portion of the adjoining warehouse and offices.



2013

A new company is set up, Carimali Services, and the corporate nursery Carimali Children is opened. In the same year another new company is established, Carimali Catering Equipment Co. Ltd with headquarters in the area of Suzhou, a town located to the west of Shanghai. The production department covers a surface area of approximately 2,000 m2 and is launched at the start of 2014.



2015

The group invests in the Italian market and sets up a new company, Carimali Solutions Italia, with the aim of providing complete equipment and service solutions in the HORECA and OCS channels for the local market.





## Mission and corporate values

"We Make Coffee the Way You Like It": we are contributing to the development of the global coffee culture while respecting the local traditions in each of the international markets where we operate, offering innovative and high-performing coffee machines.

We strive on a daily basis to improve the quality of life of our stakeholders, with tangible actions such as our in-house nursery that welcomes our employees' children and those of the community.

We believe in strong relationships based on shared long-term goals with our employees, customers and suppliers.

Innovation

Quality

Dynamism

Entrepreneurship

Customisation



## Trade associations

The company deals with the most important organizations in the "eld and those related to the culture and world of coffee:

- **ASSOFOODTEC**

It represents the companies that over the years have built a successful example of "Made in Italy" and technological excellence in both the food and food equipment sector.

- **HKI**

It represents the interests of European coffee machine manufacturers and it constantly provides them with updated information on the latest regulations on equipment used in the food sector.

- **SCAA**

This association promotes the quality and culture of coffee in America.



## Corporate certifications

As proof of the qualitative standards applied in all business areas, that translate into the highest quality coffee machines, Carimali has obtained two important certifications in addition to ISO 9001:

- **SA 8000:** Social Corporate Responsibility (a system which measures the degree of the company's social responsibility and ethical behaviour)
- **ISO 14001:** Environmental Management Standard (a system which measures the degree of the company's environmental responsibility)



## International presence



Carimali is a highly export-oriented company: it currently exports more than 97% of its machines all over the world, thanks to a trusted network of distributors which through the years decided to follow and share the company philosophy, where quality and the constant search for excellence in the products and services offered are always put first. The organisation of training sessions either in house or at the distributors' offices to better explain the features and operation of its products is an ongoing commitment that Carimali offers to its customers.



## Global tradeshow

Carimali participates in various industry tradeshow that are held all over the world throughout the year. In 2015 the 39th edition of Host was held, one of the major professional hospitality exhibitions which takes place in Milan every two years. For the company it is one of the most relevant events to meet with clients and to show them the new product previews.

The Suzhou subsidiary participates annually at Hotelex, the leading trade fair for the eastern markets that takes place in Shanghai. For the Milan Expo event, the company also provided traditional machines installed in the Indonesia pavilion.



*Host, Milan*



*Hotelex, Shanghai*



*Coffee Expo, Seoul*



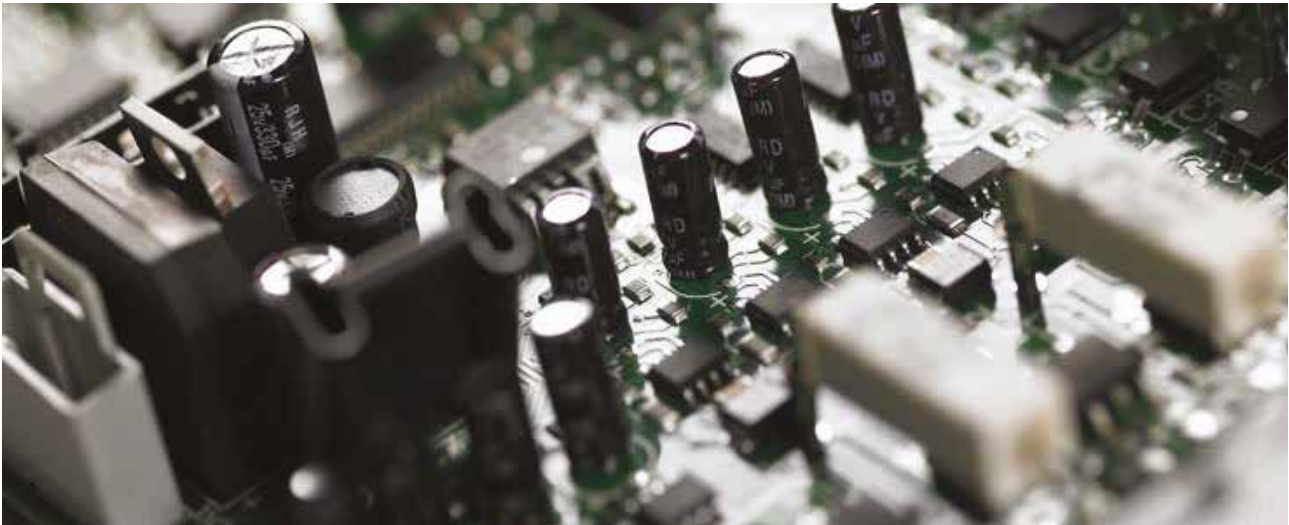
*Internorga, Hamburg*



*Scaa, Seattle*



*Expo, Milan*



## In-house research and development

The commitment that Carimali has put, and continues to put, into its product research and development is the foundation for its future success. The energy and resources invested in this field are designed to increase its competitiveness and ability to distinguish itself from its competitors present on the market. Doing so will guarantee the company's sustainability, i.e. its ability to become market leader.

More than 10% of the company workforce is dedicated to new product research and development. On the one hand this provides the opportunity to focus on new products and solutions, and on the other hand it provides the human resources necessary for the continuous improvement of existing products.

Continuous innovation combined with expertise and the constant monitoring of performance are the best guarantees for increasing customer satisfaction.

The technical area is becoming more familiar with the concept of Lean Thinking. "Lean thinking" is undoubtedly an effective response to the problem of competitiveness. "Lean designing" is the engine for having an efficient production line.

"Lean thinking" provides a significant contribution in the heart of the company in making the entire company "lean".

The belief that one can give his best only in a collaborative environment resulted in investing time in creating a united and close-knit team.

The collaboration between the various technical and commercial areas, investing in people so they can grow and be independent, exchange of information and knowledge are things that from today the company cannot do without.

Intellectual property is another very important factor for the company: in recent months Carimali presented one new patent which is in addition to those filed last year. This demonstrates the continuous commitment of the company in research and protection of product innovation and development.



## Carimali for social issues

In 2013 the company decided to set up a company crèche called Carimali Children. The facility, of about 200 sq.m. is adjacent to the head office, and caters for children from 6 months to 3 years of age.



The idea of the crèche came from the company's objective to provide a real support to its employees, by consistently focusing on their needs and improving the quality of life in the company, which was made easier for employees returning to work happier and sooner after maternity leave.

In addition to subsidised crèche fees for employees, the crèche operates flexible hours, which were designed to cover all working hours, and travel has been optimised thanks to the same company-crèche location.

The company wants to be active and present in the local territory. Carimali Children therefore provides a service which is also accessible to all the families of Chignolo d'Isola and of the surrounding villages of Bergamo.

In 2015 the need arose to expand the space to allow the facility to accommodate a larger number of children. A new section was therefore created, dedicated to children from 2 to 3 years of age.

The nursery currently hosts 24 children, including 3 children of employees.



## Social Accountability





## Carimali's social accountability

Not only fulfilling the applicable legal expectations, but also going beyond these by investing more and more in human capital, in the environment and in relations with stakeholders.

For Carimali this is the most profound and concrete meaning of being a socially responsible company.

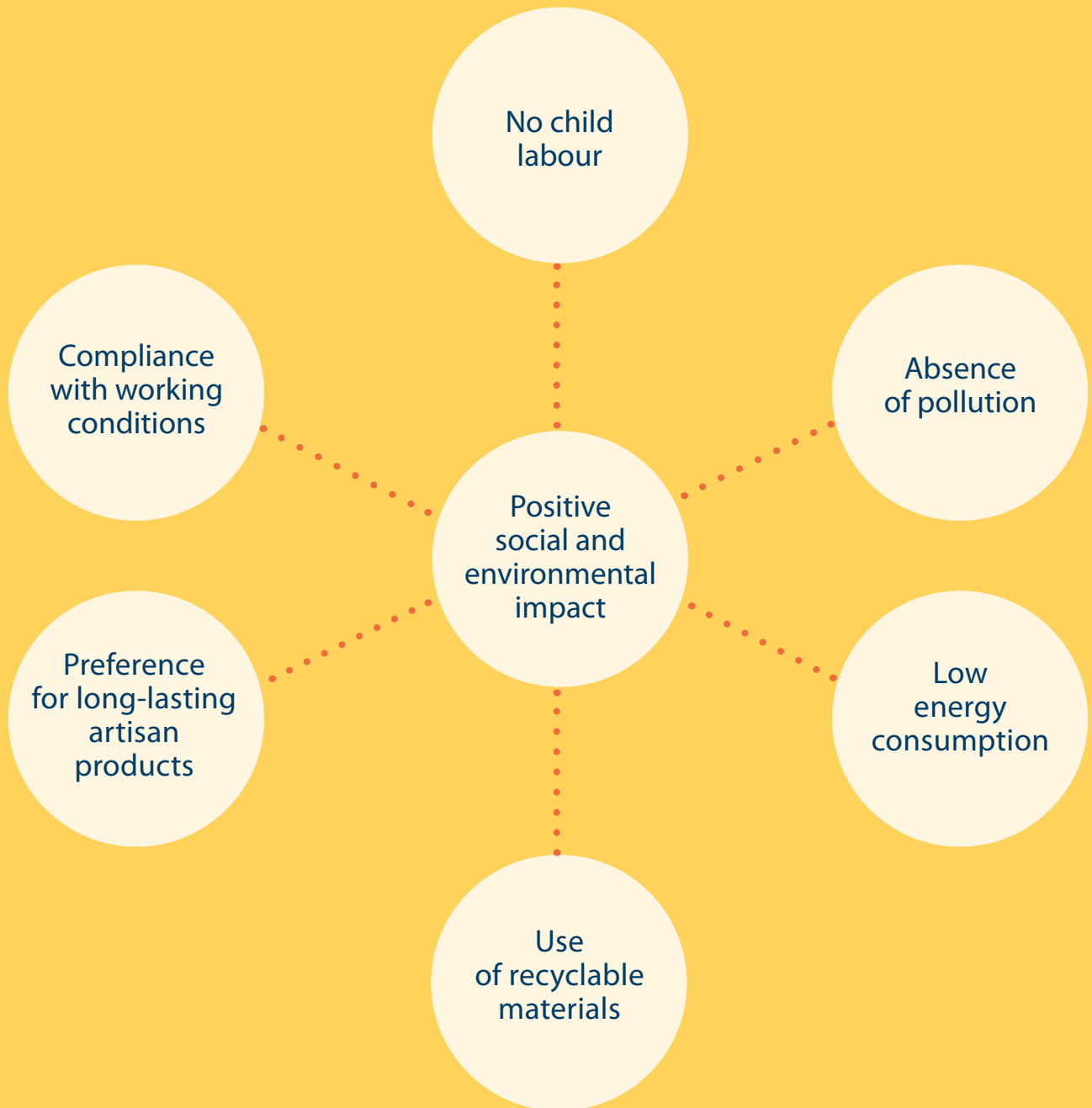
In 2013 the company decided to undertake the ambitious certification path for its Social Responsibility System, according to the reference standard SA 8000, and since then it has adopted socially-responsible practices, monitoring and responding to the economic, environmental and social expectations of all its stakeholders. By obtaining the certification issued by Bureau Veritas, Carimali is able to meet the requirements of its customers in many ways.

In recent years the market that the company is targeting every day has matured, it does not want just the first product offering, it wants to get to know the product and manufacturer in depth, and asks for guarantees. This target market attaches great importance to social and environmental initiatives set up by the company.

This cultural growth has prompted Carimali to consider the consumer market and culture differently and more carefully, increasingly respecting the environment. This "smart" consumption is aware of the environmental and social risks and has driven the company to use resources with greater efficiency and awareness, in order to safeguard nature and the surrounding environment during its work.

You can see how the ethical commitment of Carimali has entered directly into the so-called "value chain", thus putting forward the use of new competitive paths and tools that are consistent with "sustainable development" for the local community. To optimise the benefits of social responsibility, Carimali asks its suppliers to demonstrate their commitment to these standards of practice. The application of a "Supplier Code of Ethics" is ensured in the qualifying process of the supplier, through its commitment to sharing the Carimali Code of Ethics, thereby also contributing to increasing its standards and guaranteeing the sustainable competitiveness of the company.

Social responsibility is an incumbent element for Carimali and therefore it is an integral part of its procurement strategy. In practical terms, this means that in the corporate policies and practices the social, ethical and environmental factors assume as much importance as the economic aspects.



## Human Resources

The human capital at Carimali is considered a valuable and fundamental resource for the performance of the company. Being attentive to and protecting physical safety and occupational health are issues that have always been considered of great importance.

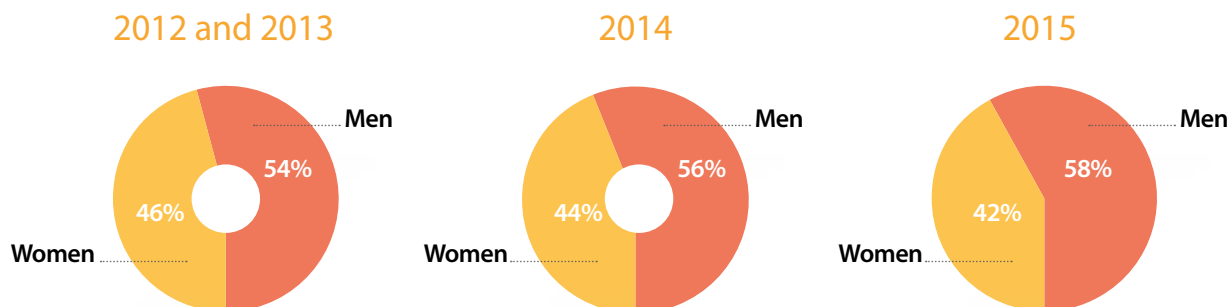
Carimali is committed to ensuring a harmonious working environment, where respect for every single person and every employee is guaranteed. Since 2014 there has been a box in the manufacturing department where all employees can report any problems or complaints in a completely anonymous way.

People are the driving force behind corporate growth: since 2012 there has been an increase in staff, in line with the increase in turnover achieved over recent years. At the end of 2015 there were 88 employees, of which 37 were women and 51 men.

## Company employees

	2012	2013	2014	2015
<b>Employees</b>	<b>79</b>	<b>79</b>	<b>87</b>	<b>88</b>
<b>Men</b>	43	43	49	51
<b>Women</b>	36	36	38	37

## Composition of staff by gender



One of the fundamental principles within the company is ensuring equal rights and opportunities for men and women in the workplace. The percentage of women in Carimali in 2015 was 42%.

The department that has the largest female presence is the machine assembly department, which employs 10 workers, followed by the warehouse area with 7 employees.

The company rejects any form of discrimination that relates to race, gender, sexual orientation, physical condition and health, disability, age, nationality and religion.

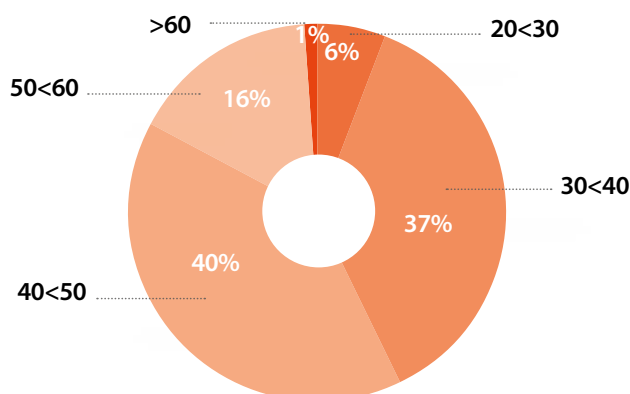
In 2015 there were 4 disabled workers in the company.

## Composition of staff by age

Year	18<20	20<30	30<40	40<50	50<60	>60
2015	0	5	33	35	14	1

The age bracket that has the largest concentration of employees is the one between 40 and 50 years, representing 40% of the total workforce, followed by the 30-40 year bracket, which has 33 employees.

In full compliance with the legislation which protects underage workers, the company employs no worker under 18 years of age.





## Composition of staff by areas

In 2015, production employed 39 people whereas the offices employed 49 people.

The average age in the company is 41 years old, whereas the average seniority recorded is almost 11 years.

### Areas

	2015
<b>Offices</b>	49
<b>Production</b>	39

### Average age and seniority

	2015
<b>Average age</b>	41 years
<b>Average seniority</b>	10,80 years

A low turnover shows a very strong sense of company belonging among employees.

The various selection stages for collaborators are followed carefully and professionally.

In general, the staff recruitment is entrusted to external agencies or takes place through posting ads via LinkedIn, where the company has its own corporate profile.

## Staff turnover

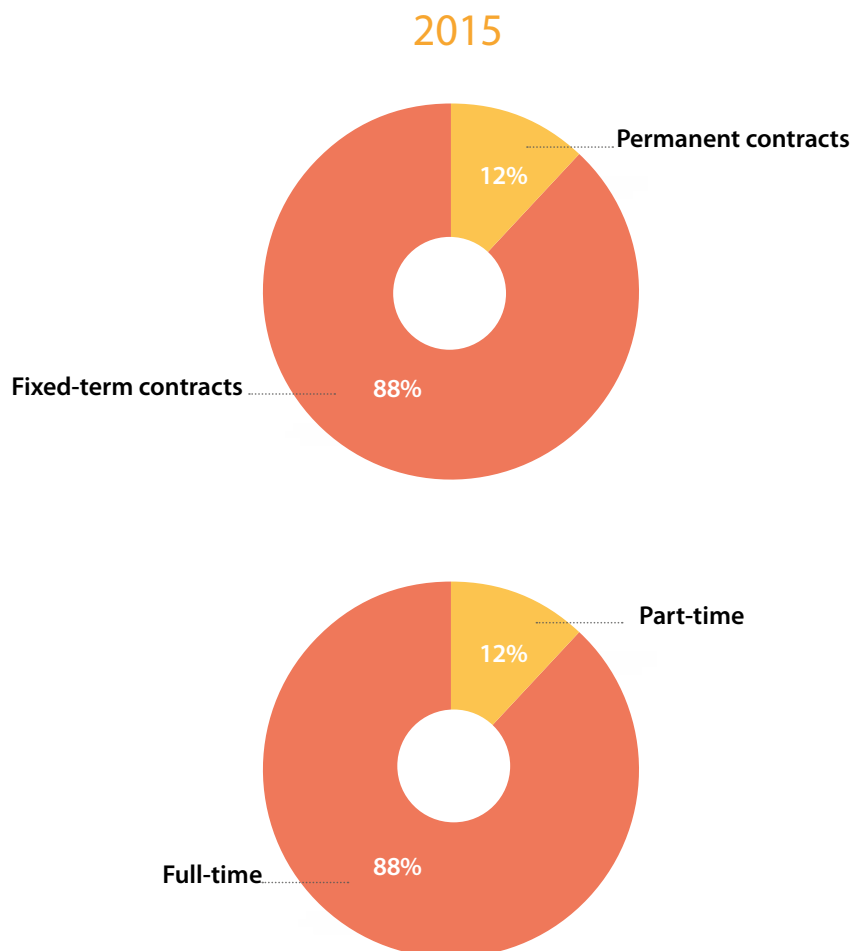
2015	Resignation	Employments
<b>Workers</b>	0	4
<b>Office clerks</b>	1	1
<b>Managers</b>	0	1
<b>Executives</b>	0	0

## Employment policies

The employment policies adopted in the company generally require employees to be hired with a fixed-term contract. Subsequently, the company evaluates whether to continue the employment relationship or to terminate the collaboration.

In 2015, 88% of employees were employed in the company with a permanent contract.

Part-time contracts concerned 11 employees and full-time contracts amounted to 77.

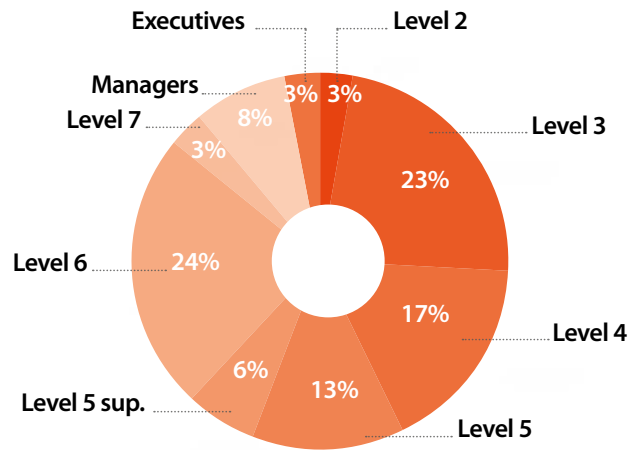


## Contractual levels

The contractual level offered to prospective employees at the time of recruitment is in proportion to their experience and their qualifications.

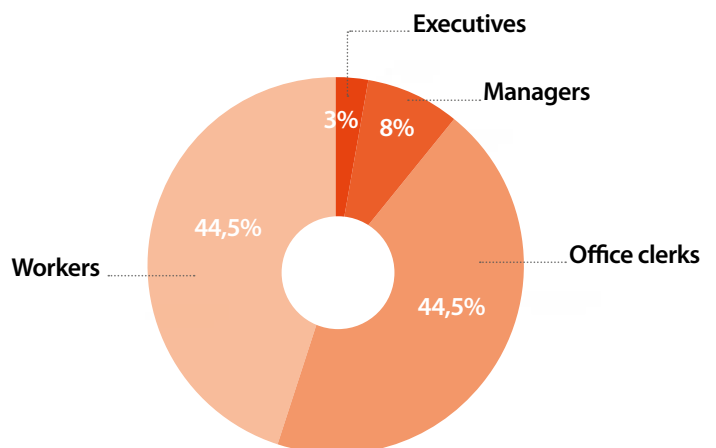
### Contractual levels

Livello	2015
Level 2	3
Level 3	20
Level 4	15
Level 5	11
Level 5 sup.	5
Level 6	21
Level 7	3
Managers	7
Executives	3



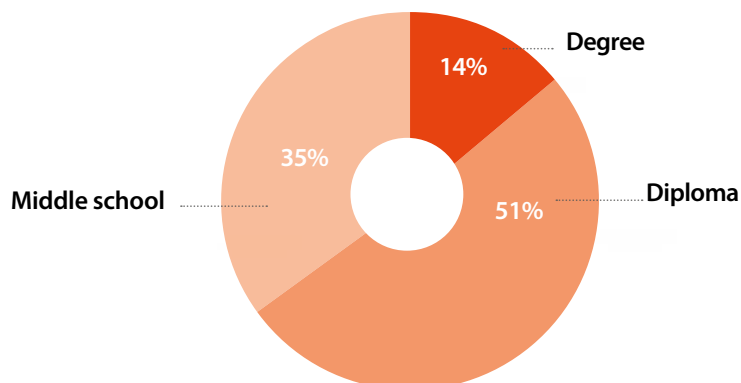
### Composition of staff by category

Staff categories	2015	
	Men	Women
Executives	2	1
Managers	7	0
Office clerks	21	18
Workers	21	18



## Staff qualifications

65% of employees hold a degree or a high school diploma. The remaining 35% has completed middle school.





## Employee benefits

For several years the company has distributed a prepaid card to all employees to be spent in a chain of supermarkets which it has an agreement with. Carimali makes a company cafeteria available to employees and helps to cover part of the daily expenditure of the catering service which is carried out by an external supplier. If their set objectives are achieved during the year, all employees are awarded a company bonus, which is given by the Management and subsequently approved by the Trade Union Representation at the start of the year.

The company contributes to the supplementary health insurance fund provided for metal industry workers by paying a monthly amount to all its

employees who have decided to join the fund. Finally, there are other fringe benefits on an individual basis, such as the use of company cars and phones.

## Internal and external communication

In several common areas within the company there are bulletin boards, tools through which the personnel department disseminates general information, where employees can be kept updated. Another tool used for communication is obviously the internal email; all employees in the offices have a personal mailbox; also each manufacturing department is provided with a workstation and a relevant email address. Over the entire area there is a WI-FI network available for employees, which can be accessed during lunch and break times.

Externally, the company communicates with its customers through a newsletter that is sent out to share all kinds of activities, new projects or information related to new products. Carimali is also active and can be followed in the social media networks through its corporate pages.



## Working hours

The business hours are from 8 am to 5 pm. The production department does not have any shifts or work that has to be done at night.

	2013	2014	2015
<b>Regular hours</b>	114.001,10	133.929,50	137.991,50
<b>Overtime hours</b>	1.912,00	2.132,00	2.457,00

## Accidents

	2013	2014	2015
<b>N° of accidents</b>	1	1	1
<b>N° of working days lost</b>	7	6	15

## Attention to safety

The accident rate in the company is almost zero, and this is the result of the implementation of a S.G.S.L. (an occupational security management system) that has defined methods to manage the responsibilities, processes, procedures and resources for the implementation of a corporate policy for prevention and protection in the workplace.

In order to measure its effectiveness also in the event of a potential emergency, evacuation drills are carried out as well as targeted updates to maintain a high level of sensitivity towards this issue. This sensitivity is tangibly expressed through the implementation of safety measures for the entire warehouse with the use of pallet stops, anti-fall protection nets, and shatter-proof corners and beams.

The company is considering new safety features for the future, including the installation of lights projected on the ground on forklifts, and light and sound alerts, along with software that allows you to control access to forklifts in certain areas with the ability to reduce the speed in order to avoid possible accidents.

## Disciplinary procedures

No disciplinary actions were issued in 2015. They are usually only issued for extreme situations and always with the intent of raising awareness among staff to comply with the rules laid down by the national labour agreement.

	2013	2014	2015
<b>N° of reprimands</b>	2	2	0
<b>Motivation</b>	<ul style="list-style-type: none"> <li>- Work is not performed in accordance with the instructions received.</li> <li>- Infringement of contract provisions or misconduct that undermines company discipline.</li> </ul>	Infringement of contract provisions or misconduct that undermines company discipline.	

## Environmental Responsibility

## Respect for the environment

One of the key principles of our corporate philosophy in Carimali is respect for the environment. In relation to business growth, sensitivity towards this issue has prompted the company to continually reduce the impact that its activities have on the environment directly. This philosophy was awarded in 2013 with the company obtaining ISO 14001 certification, the environmental management standard that establishes the requirements for a proper environmental management system within an organisation.

With a view to reducing paper usage, centralised printers have been introduced, which have considerably reduced the use of paper and toner. Documents are printed on FSC-certified paper, which is not treated with chlorine, and comes from responsibly-managed forests.

All employees in the company commit themselves to complying with the directives on environmental protection: for several years, separate collection recycling has been introduced in the company, placing the appropriate containers in the common spaces and in the cafeteria, and dividing the plastic, paper, aluminium and organic waste.

In the same vein, since 2012 the company has promoted an innovative formula in doing business, giving one of its main contractors the opportunity to establish its own department within Carimali.

Thanks to this zero km contractor-manufacturer supply chain, the company has been able to benefit from many advantages, including reduced environmental impacts on traffic, on CO2 emissions and pollution, and on energy consumption.





Some of the issues that are constantly monitored by the company include:

**Air:** Carimali does not pollute and does not produce harmful emissions and is committed to a responsible and optimal use of transport vehicles.

**Water:** among the chosen short-term objectives is the sustainable management of rainwater through the use of infiltration basins.

**Lighting:** dimmable and programmed lighting systems allow efficient energy savings within the offices. Also the extension for the production department is under evaluation.

**Recycling management:** special collection and disposal cycles, as well as regular staff training, ensure a properly managed recycling and disposal cycle. Waste material from production is divided by type in order to ensure it is recycled.

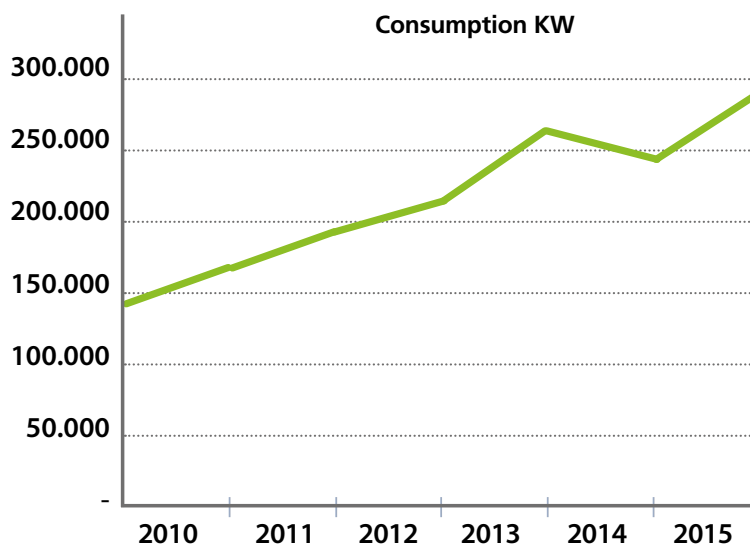
**Car fleet:** the company vehicles are provided with the most modern techniques for saving fuel and reducing harmful emissions (including Start-Stop, diesel particulate filter etc.).

**Energy consumption:** for the generation of compressed air, the production departments are equipped with cost optimised state-of-the-art compressors. Heat loss in buildings is minimised thanks to fast-closing doors. Furthermore, the replacement of the skylights throughout the plant is being evaluated in order to improve the use of natural light with the consequent reduction of artificial light and therefore less energy consumption.

## Annual consumption of electricity

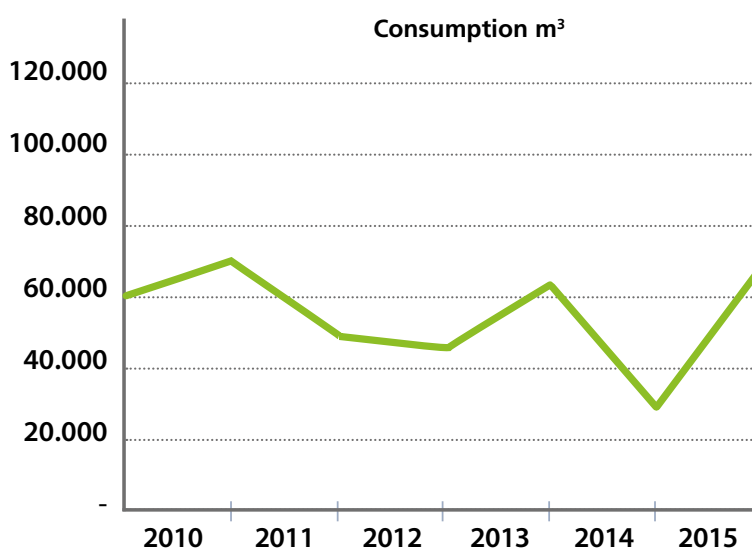
Electricity consumption has recorded a steady increase over the years, due to the significant growth of the company in terms of turnover and size. Electricity and compressed natural gas are currently supplied by Unogas Energia S.p.A.

	2010	2011	2012	2013	2014	2015
<b>KW</b>	167.350	195.453	225.964	252.092	249.829	286.957



## Annual consumption of compressed natural gas \*

	2010	2011	2012	2013	2014	2015
<b>m<sup>3</sup></b>	69.249	48.865	45.241	61.914	35.473	69.102

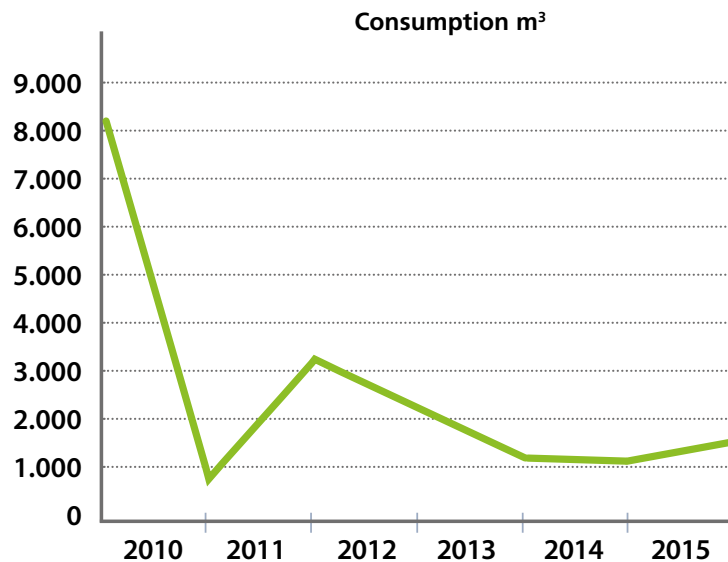


\* litres (1 m<sup>3</sup>) of LPG correspond to 273.9 m<sup>3</sup> of LPG  
 1 m<sup>3</sup> of LPG is equal to 4166 litres

## Annual consumption of water

The water supply service is provided by Hidrogest S.p.A.. Consumption has decreased significantly over the years, as evidenced by the following data:

	2010	2011	2012	2013	2014	2015
m <sup>3</sup>	775	3.140	2.329	1.283	1.273	1.644



Data relating to the testing department, where water consumption is higher than other departments because the machines are repeatedly tried and tested.

	2015
m <sup>3</sup>	44,5





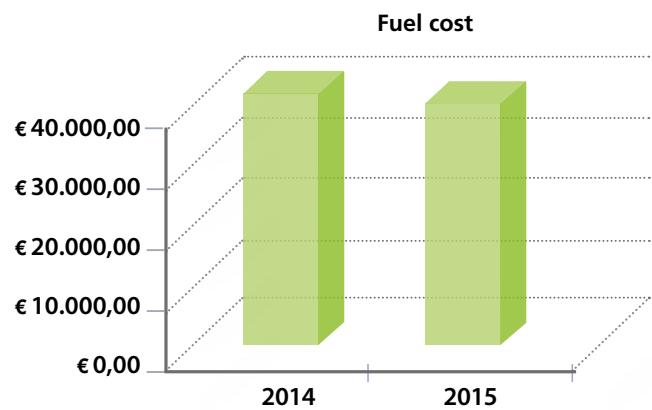
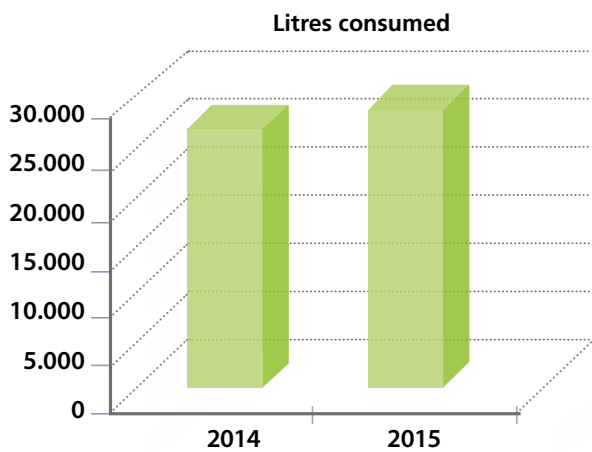


## Annual consumption of fuel

At the end of 2015, the company's fleet consisted of 15 diesel cars. There is only one truck used for the collection and delivery of materials.

Litres consumed	2014	2015
Company cars	21.294	21.980
Trucks	3.515	4.202
<b>TOTAL</b>	<b>24.809</b>	<b>26.182</b>

Fuel cost	2014	2015
Company cars	€ 34.284,00	€ 30.992,00
Trucks	€ 5.659,00	€ 5.925,00
<b>TOTAL</b>	<b>€ 39.943,00</b>	<b>€ 36.917,00</b>

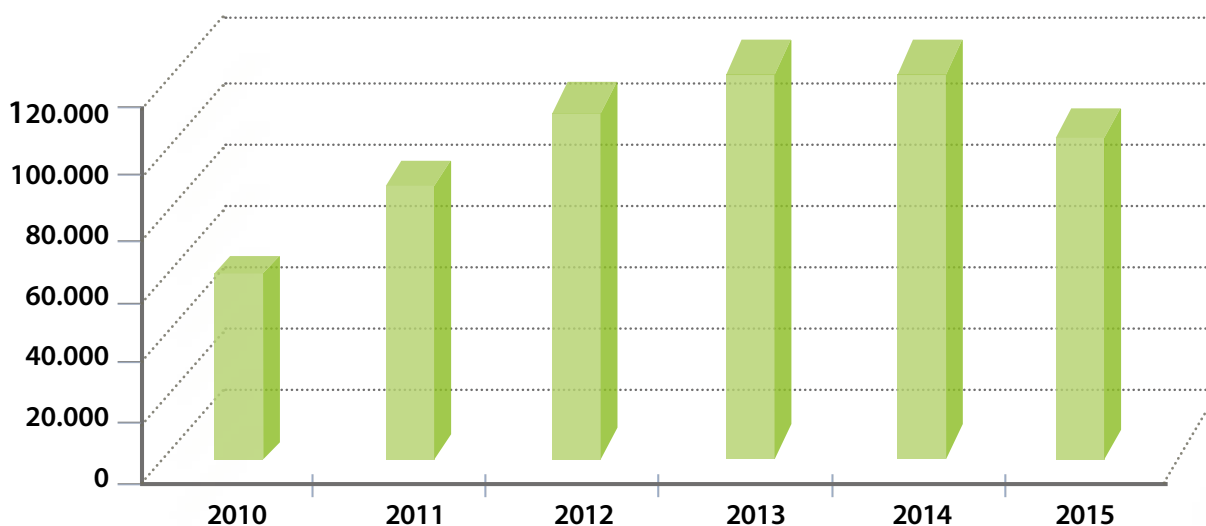


## Waste disposal

For years, the production and subsequent disposal of waste in Carimali has concerned only the “non-hazardous” type. Following is the consumption divided by type (EWC code):

Waste annual consumption (Kg)							
CER	Description	2010	2011	2012	2013	2014	2015
<b>NON-HAZARDOUS WASTE</b>							
<b>120103</b>	Shavings and turnings of non-ferrous materials	-	-	2.210	-	-	-
<b>150101</b>	Paper and paperboard containers	12.240	16.700	20.040	32.520	32.520	27.260
<b>150103</b>	Wooden crates	-	-	-	-	-	-
<b>150106</b>	Mixed packaging	30.200	50.990	17.340	55.520	65.380	48.520
<b>160214</b>	Out of use app. other than those referred to under 160109 and 160213	-	185	1.802	-	-	-
<b>160216</b>	Components removed from out of use app. other than those referred to under 160215	-	-	-	-	-	-
<b>170203</b>	Plastic	-	-	-	-	-	-
<b>170401</b>	Copper, bronze, brass	240	42	2.348	-	-	-
<b>170402</b>	Aluminium	550	90	-	-	-	-
<b>170405</b>	Iron and steel	2.940	8.940	61.729	22.360	13.980	4.760
<b>170407</b>	Mixed metals	-	-	-	1.412	4.880	6.148
<b>170411</b>	Cables other than those referred to under 170410	20	-	-	-	-	-
<b>080318</b>	Toner cartridge waste	-	-	-	-	-	150
<b>TOTALE KG WASTE</b>		46.190	76.947	103.259	111.912	116.460	86.838

## Annual consumption of non-hazardous waste (KG)



## TOE performance (Tonne of Oil Equivalent)

TOE is a unit of measure introduced to facilitate the comparison between different energy sources and oil. It indicates the amount of energy released by burning one tonne of crude oil.

Product	Equivalence in TOE	Quantity consumed/Value in TOE per year					
		2013		2014		2015	
		UM	TEP	UM	TEP	UM	TEP
<b>LIQUID FUELS</b>		<b>Lt</b>		<b>Lt</b>		<b>Lt</b>	
Fuel	1000 Lt=1,08 TEP	24634	26,60	24809	26,80	26182	28,27
<b>GASEOUS FUELS</b>		<b>m³</b>		<b>m³</b>		<b>m³</b>	
Compressed natural gas	1000 Nm³=0,82 TEP	61914	50,76	41332	33,89	69102	56,66
<b>ELECTRICITY</b>		<b>MWh</b>		<b>MWh</b>		<b>MWh</b>	
Low voltage supplied KW	1 MWh=0,25 TEP	252,00	63,00	249,80	62,45	286,95	71,74

## Machines and energy saving



The company focus on issues such as energy saving and consumption reduction is also transferred into the development of machines. All of the latest-generation superautomatic machine models are equipped with MaxSave, a sophisticated technology that allows significant energy savings during use. Thanks to a sensor which is able to detect the presence of a user near the machine, the system regulates the temperature of the boilers inside the machine so as to reduce electricity consumption and at the same time ensure almost instant availability of beverages once a drink is selected.



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