

MIELE AUSTRALIA AND NEW ZEALAND QUALITY POLICY

Miele ANZ imports, markets and distributes to commercial and domestic customers products supplied by its parent company Miele Germany. Miele's global vision is to be the world's most trusted and desirable premium brand.

We have adopted and committed ourselves to the quality objectives formulated by the founders of Miele in Germany in 1899, which can be simply summarised in two words:

"Immer Besser" (Forever Better)

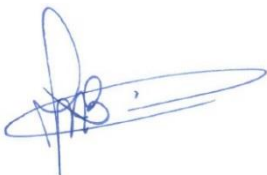
"We create delightful experiences redefining excellence every day, everywhere"

"Immer Besser" not only applies to the Miele product itself, but also to the standard of customer service and the personal conviction of all employees.

We are seeking to meet the needs and expectations of our customers, shareholders and other stakeholders through:-

- Focusing on consistently meeting our customers' requirements and enhancing their satisfaction.
- Our commitment to maintain an effective management system that meets all applicable compliance obligations.
- Regular reviews of risks and opportunities which can affect conformity of our products/services and the ability to enhance customer satisfaction.
- Regular reviews of our documented key performance indicators to ensure that the objectives of the business stay relevant and are further developed and improved upon throughout all levels of the company.
- Our commitment to ensure all our employees are aware of this policy and individually contribute to the process of continual improvement of the quality management system and are aware of implications of not conforming with the QMS requirements.

Signed:



Sjaak Brouwer
Managing Director

Date: 01 January 2018