

MIELE AUSTRALIA AND NEW ZEALAND PTY. LTD.

QUALITY POLICY

Miele ANZ imports, markets and distributes to commercial and domestic customers products supplied by its parent company Miele & Cie. KG in Germany.

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:

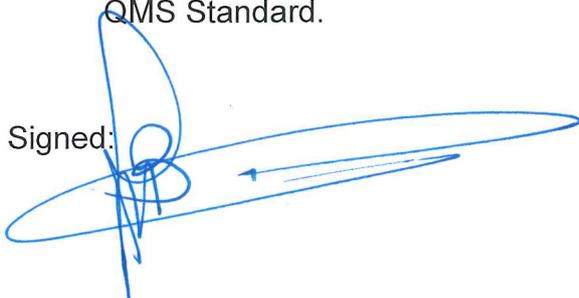
"Immer Besser" (Forever Better)

"Forever better" 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.
- Ensuring all our employees are aware of this policy and are involved in the process of continual improvement of the quality management system to enhance company performance and to meet the requirements of the ISO 9001 QMS Standard.

Signed:



Sjaak Brouwer
Managing Director

Date: 12 November 2016