



Visit 22nd March 2007 – 15h30

NANDI CAFÉS

Nandi was founded in 1960, and the roasting and marketing of coffee has been our business ever since.

In 1997 we began an expansion phase in which we built up the sales teams and modernised the IT and management support systems so as to be able to improve the interaction between our company and its customers.

In 1998 we began a 2-year investment project, which affected every level of our work:

- Construction of a new industrial unit and installation of the most technologically advanced equipment available in Europe;
- Business development strategy in the HO.RE.CA. (hotel, restaurant and café) sector and in other new sectors. The marketing plan was based on the creation and communication of a new image, followed by the reinforcement of our sales structure.

In 2000, we centralised all our business activity, including industrial equipment, administrative services and warehouses, in our new 6120m² premises in Venda Nova.

Since 2002 we have set up new departments in different regions of Portugal with the aim of ensuring greater coverage and new horizons for expansion.

THE NANDI PROCESS

A good cup of coffee comes from a blend of the finest lots and from the greatest care in the roasting process. Nandi ensures such care by means of the most modern technology, certified processes and strict quality control.

Technology

Like any other competitive business, Nandi is committed to development. This is the reason why our highly sophisticated, integrated production system ensures maximum quality and productivity.

The entire process is controlled by computer from the moment the green coffee beans arrive at the warehouse until the moment the roasted coffee receives its packaging.

Quality Control

By carefully controlling every stage in the process, we can guarantee a final product which is absolutely in accordance with the standards we have defined and absolutely constant in



terms of quality, in addition to respecting all Portuguese and European quality standards. The quality of the raw materials we purchase and the lots of roasted coffee we produce is controlled by our own quality control laboratories, in addition to testing in accredited external laboratories.

Environmental Protection

The NANDI factory is the first in the Portuguese coffee roasting sector to comply with the environmental standards established by the European Union.

DISTRIBUTION NETWORK

At Nandi, our main business sector is Hotels, Restaurants and Cafés. Our head office is located in the Greater Lisbon region, but we also have local offices covering almost the whole country.

Local Offices:

- Northern and Central Regions
- Greater Lisbon
- South of the River Tejo
- Alentejo
- Algarve

CERTIFICATION

Our mission is to provide satisfaction for the customer and the consumer, to reduce the environmental impact of our production, to guarantee the best possible working conditions for our staff and to continuously improve the safety and quality of our products. These values were behind the recognition of Nandi's management strategy by an independent body.

Our certification:

- ISO9001:2000 - Quality Management System
- ISO14001 - Environmental Management System
- OHSAS18001 - Occupational Health and Safety Management System
- HACCP/CODEX ALIMENTENTARIUS - Food Safety Management System
- PT/FD-VEPR-014/P0303 - certification of the Premium Lot product.

Nandi is the first Portuguese company to have been awarded certification in five different areas simultaneously. The certifying body, SGS, is a world leader in inspection, verification, analysis and certification.