



— COMPANY —



Passion, quality and tradition since 1948

SINCE 1948 TO THE PRESENT

A Milanese History

Caffè Ottolina was established in 1948 by its founder **Giulio Ottolina**: his adventure began in a small roasting shop in Milan, from which he directly supplied bars and restaurants in the neighborhood.

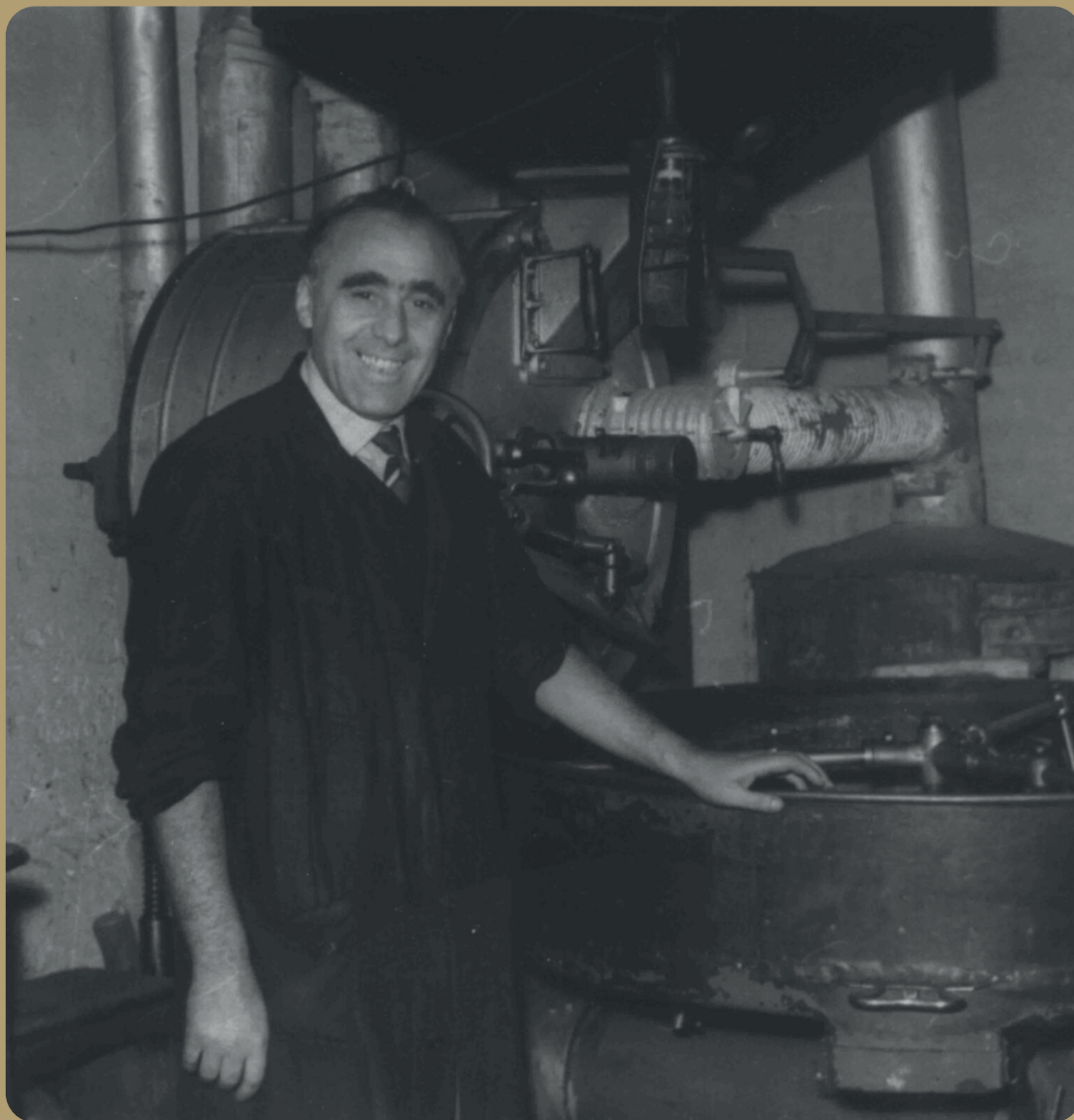
Thanks to the important contribution of his son **Remo**, from the 1960s onwards the business **began to expand**, gradually covering the entire area of Milan and its province.

When Giulio's grandsons **Fabio and Stefano** joined the family business in the 1990s, development continued at a steady pace, transforming the company into a modern reality with **several activities in different sectors**, both in **Italy** and **abroad**.

Today the employment of innovative technologies makes it possible to satisfy the needs of an increasingly demanding customer base, without loosening the strong link with tradition that has represented a fundamental value for the company for more than **75 years**.

For the future, Caffè Ottolina is committed to continuing its **global quality** policy, consolidating its presence worldwide in order to offer to an ever increasing number of coffee lovers the chance to taste its fine blends.





Giulio Ottolina, founder of the company

GREEN COFFEE

From plantation to blend

The expert master roaster only uses the **best raw materials**, carefully treated following the ancient rules of Italian-style roasting, to obtain special blends with a unique and inimitable taste.

The **vast experience** gained over the years makes it possible to select several kinds of fine coffees with unmistakable characteristics that represent the real secret behind the iconic Ottolina blends.

Buying directly from the producing countries and carefully choosing reputable suppliers guarantees to obtain only **the best of the worldwide production** of green coffee beans.



Coffee plant berries



Carefully selected green coffee beans

PRODUCTION

The heart of the company

Roasting is the **ancient ritual** that is repeated every day thanks to the role of the **master roaster** who oversees all operations, even though these are now fully automated, to guarantee the quality and consistency of Ottolina coffee blends.

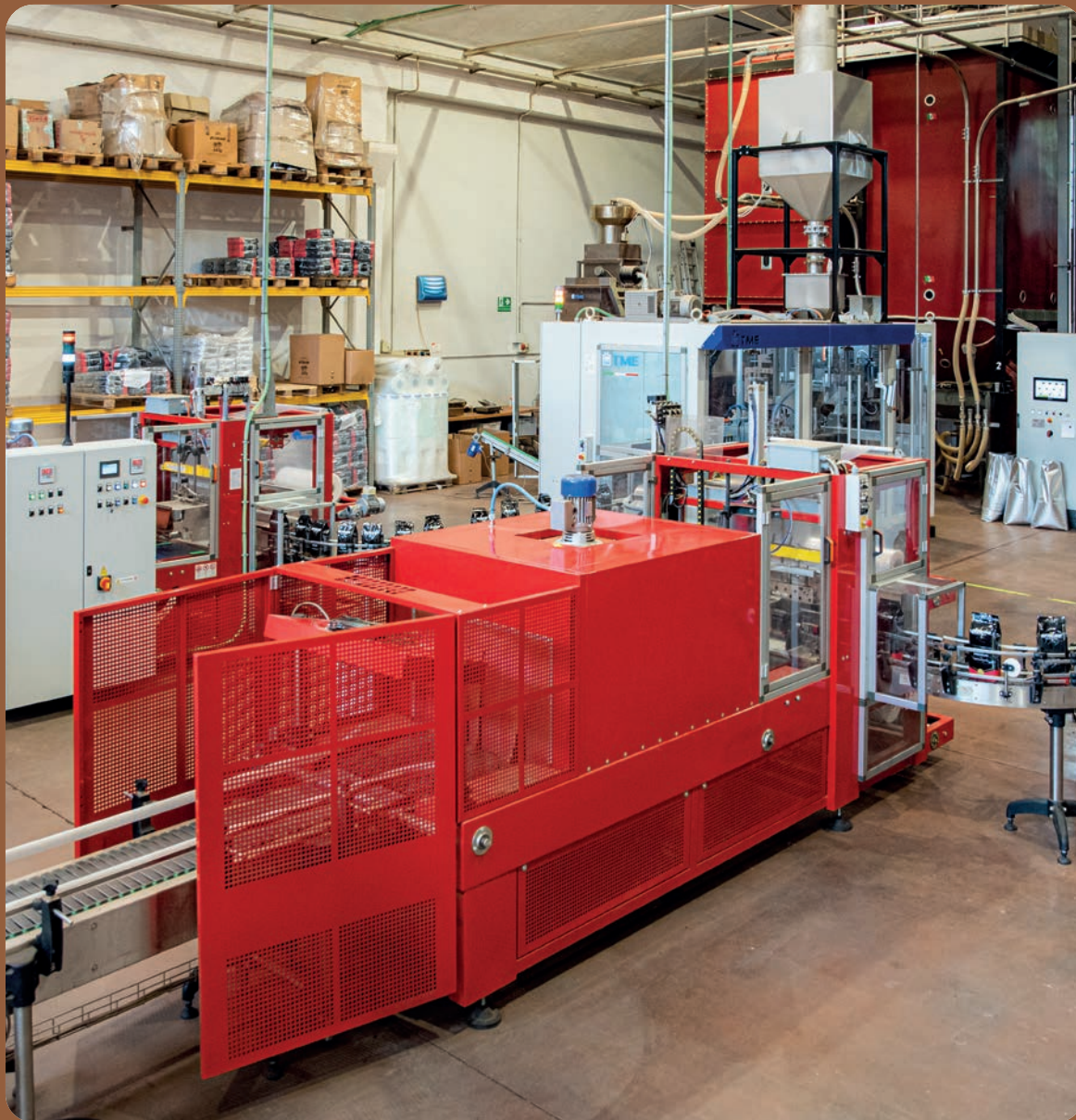
Innovative packaging techniques ensure **optimal coffee preservation** over time.

Production is organized to keep only minimum stocks of product for local customers: everything else is processed as soon as the order is received so that **maximum freshness** is always guaranteed.

Particular attention is paid to **environmental sustainability** through the use of state-of-the-art emissions reduction equipment, the study of procedures for recycling packaging and production waste, and the **implementation of energy efficiency programs**.



Packaging line



Interior of the factory in Via Decemviri 20/24, Milan

CERTIFICATIONS

Love for quality

RAINFOREST ALLIANCE

In 2007, Caffè Ottolina was among the first Italian coffee roasters to develop **professional blends** based on **coffee sourced from farms** operating in compliance with the ethical and environmental guidelines promoted by **Rainforest Alliance**.



Further information on this important international certification is available at: ra.org

ISO 9001

The certification of the Quality Management System's conformity to the ISO 9001 standard obtained back in 1998 is also an **additional guarantee of the company's reliability**, both in the production process and in the fundamental area of customer service.




CAFFÈ OTTOLINA

SQMS e ISO22000

In 2009 a new milestone was reached in the area of **food safety and production process quality**, obtaining for the first time the SQMS (McDonald's Supplier Quality Management System) standard certification, subsequently integrated with the ISO 22000 standard certification of conformity.

SOCIAL ACCOUNTABILITY

Caffè Ottolina obtained also in 2009 the certification of compliance with the parameters of the **Social Workplace Accountability** (SWA), once again demonstrating its commitment to guaranteeing the well-being and safety of its employees.



PROFESSIONAL SERVICES

Everything you need, right away.

COFFEE RELATED PRODUCTS

A wide **range of products** are available to complete the offer: various formats of sugar sachets, soluble drinks, chocolates, tea and herbal infusions, cold cream coffee are available.

MERCHANDISING AND BRAND IDENTITY

Porcelain or disposable paper cups, **various accessories** and **customised clothing** help to reinforce the image of the brand in the coffee corner.



EQUIPMENT AND SERVICE

The **best equipment** is offered at competitive conditions thanks to partnerships made with the most important manufacturing companies. Rapid interventions managed through a network of reliable technicians ensure most problems are quickly and effectively resolved.

PROFESSIONAL TRAINING

Courses at various levels are held by a certified **Coffee Master** directly in the coffee shops or in the company's training room. Among the topics covered are the rules for the perfect espresso and cappuccino preparation and decoration methods.

SOLUTIONS FOR FOREIGN DISTRIBUTORS AND RETAIL CHAINS

Thanks to a vast experience gained working for decades with large international groups, Caffè Ottolina proposes customised solutions **for foreign distributors and structured organisations** in Italy and worldwide.



CONTACTS

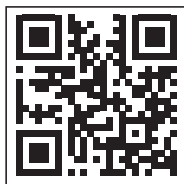
For further information about our products and services, please do not hesitate to contact us.

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*“coffee beans are
my measure for love,,*

Viola



