



Company Profile



The pleasure of an Espresso...

universalcaffe.com

A history of love

Universal is over fifty years old, brought with passion,
experience and a constant focus
towards the future.





CAFFE RISTORANTE GELATI

Birra ITALIA

Prinzgrau

L'UNIVERSAL
CAFFE

Dreflee

Dreflee

Seated patrons at an outdoor table on the left side of the cafe.

A man in a suit and hat sitting on a chair on the right side of the cafe.

A young girl in a white dress standing in the foreground, looking towards the camera.

Universal Caffè was born from a smart intuition

In 1963, Raffaele Camiscia opened his first artisan roastery. Starting with niche products and soon finding its place in the market, the roastery pursued the highest standards of quality.

The small roasting company has become an industry, but its products have remained bound to its **fine craftsmanship' roots**.

When **Natascia Camiscia** - the founder's daughter - took over the management

of the company, a new technological impulse was given to the company and the international markets were entered. Nowadays, Universal exports its coffee in 29 Countries in the world.

Our highly qualified staff is ready to be in touch with salesman, importers and distributors all over the world.

Universal is located in Moscufo - in the province of Pescara, Abruzzi region - a strategic position between the mountains and the sea. The company relies on the **professionalism of fifty** employees, who guarantee a continuous and trustworthy control over the whole production process.

Hygiene, safety and selection

The coffee beans are **strictly selected** and processed according to criteria of hygiene and safety. The best beans are chosen through an optical selector which discards any non-compliant element and eliminates any waste which could result in altering **the final quality of the products**.

Our warehouse is provided with an air-conditioned space where coffee can "mature" at constant temperature, away from any **thermal shock**.





The best coffee and much more

Thirty-five coffee blends are available in beans, ground, pods and compatible capsules to satisfy every need.

The unvaried quality of the final products is due to the continuous development of the **internal technologies** that exalts the different characteristics of each green beans' origin throughout the strict **manufacturing process**. Beside coffee **you will find a wide choice of chamomile,**

tea, ginseng, barley and tea, all selected, manufactured and dosed to enhance their **own taste, aroma and excellence**. We are available to meet any and each special **requirement our Customers may have.**



Certified Quality

Universal has obtained prestigious achievements on its way to development and this confirms the effectiveness of a solid management, always attentive to changes.

Universal was among the first companies in Italy to achieve the Quality Certification UNI EN ISO 9001 in 1998, thus showing the commitment of the company to improve organization development and customer satisfaction. Regarding the production, the **whole range of Organic coffee is certified by ICEA (Institute for Environmental Ethics Certification)**: all the raw materials used to manufacture this line come from plantations where the usage of fertilizers

and chemicals is strictly forbidden. The most prestigious acknowledgement was achieved in 2015 with Rating 1 - **“Recognition of maximum commercial reliability”** given to Universal by Cribis D&B, a company of Crif group who is experienced in business information and specialized in business and commercial information mapping and supplying for companies all over the world.



“Recognition of maximum commercial reliability” in 2015 - The most prestigious acknowledgement was achieved with Rating 1

There are only few companies in Italy which can boast such recognition that prizes **Universal’s management globally**, by acknowledging the strength of the commercial and development choices as

well as the competence and the ethic of each member of its staff. Rating 1 also **certifies the “good health” of the Company** to customers, stakeholders and suppliers.



That's us

Universal means Coffee culture as a relationship of solidarity and support between the company and its customers all over the world.



Tradition, Experience and Innovation

Respect for tradition, solid experience and attention to technological innovation combined with care for the environment and support to the small farmers' communities in the developing Countries.

Here we are! Adverts, events, exhibitions (at home and abroad)... **Universal is wide spreading its trademark!**

Local, national and international press

with articles and interviews on specialized magazines do the rest...

50

Employees

5.000

Production area
square meters

7

Production
Lines

Customer care

Constant assistance for any need at +39085 975556 or on our web site www.universalcaffe.com. Our staff is ready to give you information about products and commercial offer.

Winning quality

Our coffee is produced by using advanced technologies and at the same time with an eye on **that craftsmanship style, quintessential of Universal.** All the range of coffee blends as well as that of the **single origins are fully certified in each production phase, to grant products of unmistakable quality.**





The best for fair price

Universal products and services are bound to the newest market's trends and oriented to the full satisfaction of its Customers.

We pay careful attention to the needs of our Partners guaranteeing a fast and

accurate implementation of their orders.

Our plus

Branded coffee machines and outstanding **quality equipment, suitable for any** ambience's style and dimension are the right support to professional barmen who

want to express their skills at their best. Our technicians guarantee immediate assistance 7 days a week.



Our Academy will teach you everything about coffee

Coffee is an absolute culture to Universal. That's why in 2011 the Company founded Master Coffee Academy.



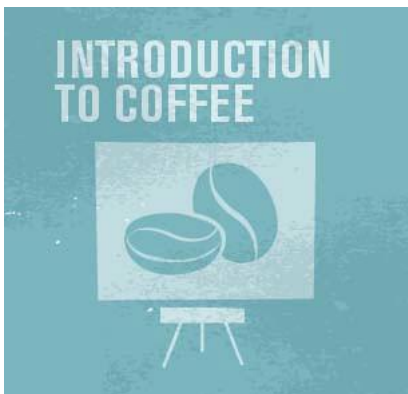


Highly specialized courses

- We offer barmen and coffee professionals highly specialized courses which will improve their competences.

The Academy offers not only a complete technical training but also training on shops' management. Our trainer praises a wide experience

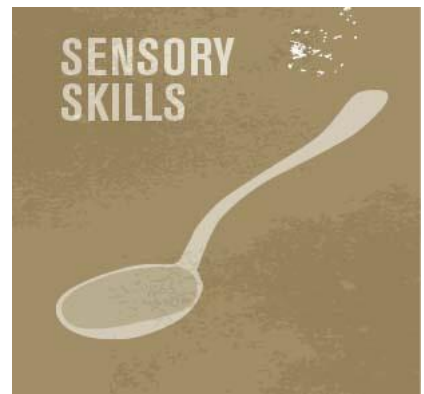
achieved through his long-lasting career in the best Italian Cafes. Universal within the initiatives of the Master Coffee Academy offers also Latte Art courses.



Introduction to Coffee



Green Coffee



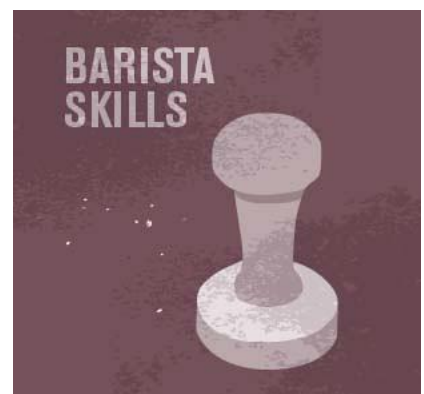
Sensory Skills



Roasting



Brewing



Barista Skills

Let's go...

We are able to bring our coffee everywhere in the world in a very short time thanks to our logistics. Our coffee is exported in twenty-nine Countries in the world and stands out as an ambassador of the Italian coffee culture.



Universal, Europe and rest of the World

- Our packaging is not only an aesthetic plus, but also grants the perfect conservation of coffee and its safe transportation to every place.



■ Countries we export to:

Albania	Estonia	Israel	Poland	Spain
Belgium	Germany	Latvia	Russia	Sweden
Bulgaria	Greece	Libya	Saudi Arabia	Taiwan
Canada	Holland	Luxembourg	Singapore	Uae
China	Hungary	Macedonia	Slovakia	USA
Czech Rep.	Ireland	Montenegro	South Korea	





Passion, Taste, Values, Nature and Knowledge.



the pleasure... of an espresso.

Compagnia del Caffè s.r.l

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www.universalcaffe.com