



Epta

Sustainability that reflects
our identity

Corporate Social
Responsibility Report 2014





Epta

Sustainability that reflects
our identity

Corporate Social
Responsibility Report 2014

CONTENTS

Index	
<i>A letter from the Managing Director</i>	5
Company profile	
<i>Epta, a growing group year after year</i>	6
<i>A highly competitive, focused business</i>	6
<i>Think globally, act locally</i>	6
Corporate Social Responsibility and Sustainability	
<i>CSR Policy statement - Epta Group</i>	7
Transparency	
<i>Dialogue and objectivity Epta's idea of Social Balance</i>	8
<i>Governance, commitments and engagement</i>	8
<i>Epta Ethic code</i>	8
<i>A certified reputation for a responsible future</i>	9
Eptology. The Epta way UP!	
<i>Epta's vision of sustainability</i>	10
Innovation	
<i>New innovation goals for sustainable development</i>	11
Environment	
<i>The beneficial impact of eco-friendly logics</i>	12
<i>Innovation in refrigeration</i>	12
<i>Energy conservation made real</i>	13
Human resources	
<i>Local communities and human resources, Epta's idea of commitment</i>	14
<i>An absolute value, personal safety</i>	14
<i>Training for improvement</i>	15
Community	
<i>A business built on connections</i>	16
Customer Care	
<i>Attention and dedication</i>	17
Communication	
<i>Ethics and support pro-active communication</i>	18
Awards	
<i>A commitment that pays</i>	19
Sustainability today and tomorrow	
<i>Epta: Three Pillars of Sustainability</i>	20
Independent Validation Statement	
.....	22
GRI Statement	
.....	23
G3 Content Index – GRI Application Level C+	
.....	27

A letter from the Managing Director

We believe that the **CSR Report** must necessarily hold a central place in our Group philosophy. It is an important step that represents a consistent and universal expression of the principles and values that underlie our style as a company and it has to be addressed with authentic determination.

It is thus our great pleasure and satisfaction to inform you that we are continuing on the path that we started last year, thereby drawing up the 2014 edition of our CSR. This confirms our will and our focus on **SUSTAINABILITY**-oriented social progress.

It is a very important decision: our approach aims not only at communicating and bearing witness to what we have already accomplished, but it is a **COMMITMENT TO DO EVEN BETTER.**

Creating sustainable values is for us a concept that makes us think and dream. It makes us **THINK** because being sustainable means **TO BE ABLE TO STAND THE TEST OF TIME.** A topic that reflects the origin of the companies that have merged into our group. An almost two centuries old background of commitment, of care for the customer, for the products, for the corporate staff, as well as for all the **Epta** stakeholders. An extensive background that confirms the will for **Epta** to be a Group that becomes stronger and greater over time.

That also leaves room for **DREAMS**, because being sustainable also means to **GIVE MORE THAN WE GET**, so building a greater present and a more widely shared social progress. And dreams make us imagine and create a better world.

When confronted with a new challenge, it is also necessary to focus on a few numbers, so that later we can be able to objectively assess our many accomplishments.

This is just as important as the commitment to set higher and higher goals for ourselves.

Here is why it is our intention to present some indexes that will be available for reference in this report, to confirm an important result achieved and to set goals for the next three years:

- 1.** we have **increased to 33%** the high efficiency products included in our range of offer
- 2.** we aim **to increase to 33%** the amount of renewable energy used in the group and **increase by 5%** the energy efficiency

Year after year these initiatives and objectives will be our guide in improving our performance and making further progress, so that we may exceed the long-term goals that we have set for ourselves.

I wish you all a great job.



Marco Nocivelli

COMPANY PROFILE

Epta a growing group year after year

Prestigious brands in commercial refrigeration for Mass Retailers like Costan, Bonnet Névé, George Barker, Eurocryor, Misa and Iarp, **4000 employees** and a turnover of about **650 million Euro in 2013**: all of this is **Epta**, a Group with headquarters in Milan, with an efficient widespread international presence in **35 countries**, including outposts in Asia, Middle East, South America, Africa, through its own network, agents and dealers.



A highly competitive, focused business

Today, **Epta** - specialised in the production, sale, installation and servicing of refrigerated cabinets, refrigerated coldrooms and systems - is a model of excellence for food distribution, capable of creating and putting into action flexible solutions, designed to the customer's specific needs. **Epta** has capitalised on a solid industrial culture as the result of an articulated process of integration and reorganisation of its long-standing brands, leaders in their respective reference markets. The ownership of The Group is all focussing in the hands of a prestigious and esteemed industrial family alongside stakeholders that are committed to sustainability, reliability and quality of its technology and the safety, competence and the development of its employees lead by a vanguard selected Management team.

Think globally, act locally

With **12 manufacturing facilities** located in **France, Italy, UK, Turkey, China, Argentina and Thailand** for a total of **250.000 sqm**, the Group does business mainly in **Europe** but also in **Middle East, Africa, Asia and South America**: strategic places from a financial standpoint. And **Epta** is always particularly sensitive to the development of local resources: in 2013 Epta has established a new company in Chile, Epta Pacifico Sur SA and opened two new offices in Saudi Arabia and Malaysia. **Epta's** yearly production capacity is **100,000 units** today.



CORPORATE Social Responsibility and Sustainability

CSR POLICY STATEMENT - Epta Group

Epta, the giant in commercial refrigeration.

Our Philosophy

At **Epta** group, sustainable development is integral to the way we work. It is a core value that drives the long term success of our business. We believe that it is fundamental to preserving the strong reputation of our brands, securing our licence to operate, delivering profitable growth and retaining the trust of all of our stakeholders.

Our Principles

Epta group undertakes to act responsibly and ethically towards the employees, shareholders, customers, suppliers, dealers and towards society and the environment in every business operation across the world.

Epta group actively pursues industry-leading sustainable innovation across the whole product life cycle - from design and manufacture, to independently certified performance and disposal.

Epta group is committed to securing its success by investing in its people and in research and development, actively managing its social and environmental impacts and planning for the transition towards a low carbon and Natural Refrigerant world.”

Epta group policy is to meet or exceed legal and regulatory requirements in all of its activities and demonstrate its accountability to stakeholders by periodically reporting on its sustainability performance in a transparent and open way.

Our Commitments

Society:

We will positively engage with the local and global communities along with our support for social and humanitarian projects to ensure our presence adds value and brings benefits.

Safety:

We recognise the importance of good occupational health, safety and welfare systems in the workplace and acknowledge a collective responsibility for providing leadership and a safe and healthy working environment for our employees, the people we work with and for those who visit us.

Environment:

We commit to continuously improve the environmental performance of our business and products by reducing emissions, conserving natural resources and optimising the use of sources of sustainable energy and materials. This is underpinned by our investment in research into cutting-edge environmental innovations and independently certified environmental Management Systems.

Customers and Products:

We declare our commitment to delivering exceptional products and services that meet the needs our customers and help enable the shift towards a low carbon society and we will assure continuity of business through planning and the in depth assessment and mitigation of potential risks.

Suppliers and Sub-Contractors:

We expect the highest standards of conduct and performance across our supply chain. We promote fairness and responsible business practice and encourage collaboration in the pursuit of sustainable solutions.



Marco Nocivelli / Managing Director

COMPANY

Dialogue and objectivity Epta's idea of Social Balance

At **Epta** the most advanced technology comes together with concrete, efficient sustainability and constant consideration for the environment and for people. We strongly believe sustainability is not only a concept, but a set of objective substantiated data. These are the premises that have directed the Group:

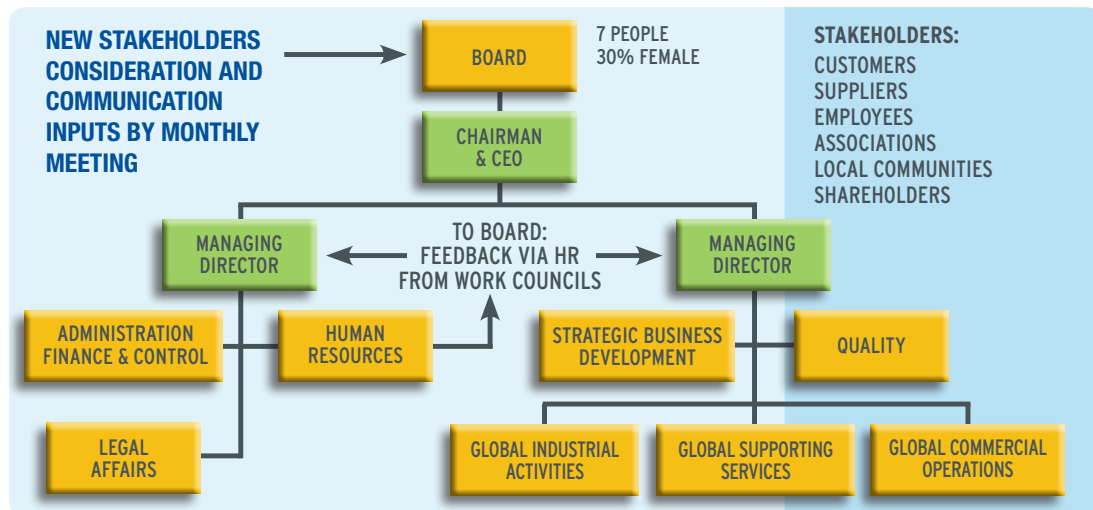
- In drafting a social balance:
- Establishing an effective dialogue with all of the stakeholders,
- Expressing its philosophy and its vision,
- Reporting the results obtained and then
- Identifying future goals for growth.

In doing so, **Epta** has been inspired by the GRI (Global Reporting Initiative) guidelines, a universally recognised model for reporting the financial, environmental and social performance of an organization.

Epta drafted a C+ Level report and requested TUV Austria Cert GmbH, to undertake the group's comprehensive validation. TUV Austria is an independent validation agency that is familiar with the Group ever since 1996 and whose control procedures in the Quality, Health, Safety and Environment domains.

Governance, commitments and engagement

The diagram below indicates the flow of communication of the Top management of Epta to the Board of Directors (incl. indication of Male/Female inclusion). It denotes the input directly from the workforce via work councils and HR, the selection route for new/potential shareholders and the listing of current stakeholders.



Epta Ethic code

A public statement that contains the general principles and rules of conduct to which the Group **Epta** gives a positive ethical value. In particular, the code directs the conduct of **Epta** cooperation in sign of respect and trust with all stakeholders, ie those individuals or those organizations whose contribution is considered necessary for the achievement of the corporate mission. **Epta** Ethic code is available on "Values and Code of practice" at the link. <http://www.eptarefrigeration.com/values.pag?lingua=eng>

A certified reputation for a responsible future

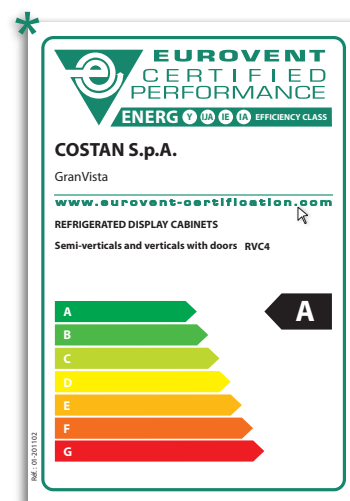
A goal that is common to all the Group Companies is sustainable social growth and the construction of real progress. This commitment constantly aims at the highest standards of excellence and becomes tangible in **Epta's** certifications.

As early as in 1996 **Epta** Group was certified **ISO 9001**. Subsequently this quality management system was extended to the other Group Companies, Bonnet Nèvé, Costan, Eurocryor, Epta Argentina, Epta Deutschland, Epta Iberia, Epta Istanbul, Epta Qingdao, Epta VSD Engineering, George Barker, IARP(ITALY), IARP (ASIA) and Misa.

In the following years the Group invested in refurbishing their facilities, which soon became paragon factories. This was acknowledged by the **ISO 14001 certification** that Costan, Bonnet Nèvé, Epta Istanbul, EuroCryor, George Barker, IARP (ASIA) and IARP (Via Enrico Motta) became awarded.

Starting from 2011 Bonnet Nèvé, George Barker, IARP (ASIA) and Epta Istanbul became **OHSAS 18001**-certified in the areas of Occupational Safety and Health. **Epta** strongly believes in the value of certifications and has opted to be certified through a truly objective logic for its products too: this is why **Epta** outsources the assessment of its products to **Eurovent**, the agency used by the major manufacturers of electrical household appliances and air conditioning equipment. Eurovent independently checks the energy performance of the cabinets according to the international **ISO 23953** standards.

Moreover, **Epta** cooling packs and systems are **PED**-certified (Pressure Equipment Directive) in Costan, coldrooms are certified **ETA MARK** (European Technical Approval) and **HACCP** certification (Hazard analysis and critical control points) in Misa. Epta Deutschland, was awarded the **SCC** certification for installation and servicing activities as well as the **WEEE** certification for the disposal of electrical and electronic equipment.



* With best configuration

The GranVista closed vertical cabinet Costan, certified class A, offers energy saving of more 60% respect to the market average



ISO 9001:2008

Epta Milano / ITA (Headquarter)
 Costan / Limana / ITA
 Bonnet Neve / Hendaye / FRA
 Bonnet Neve / Chatou / FRA
 George Barker / Bradford / GB
 Epta Germany / Mannheim / GER
 EuroCryor / Solesino / ITA
 MISA /Pomezia, Roma / ITA
 Epta Iberia / Vic / ESP
 Epta Argentina / Rosario / ARG
 Epta Istanbul / Corlu / Turkey
 VSDee /Singapore
 Epta Qingdao /China
 IARP Srl / Casale / Italy
 IARP Asia / Petchburi / Thailand

ISO14001:2004

Costan / Limana / ITA
 Bonnet Neve / Hendaye / FRA
 Bonnet Neve / Chatou / FRA
 George Barker / Bradford / GB
 EuroCryor / Solesino / ITA
 Epta Istanbul / Corlu / Turkey
 IARP Srl / Casale / Italy
 IARP Asia / Petchburi / Thailand

OHSAS 18001:2007

Bonnet Neve / Hendaye / FRA
 Bonnet Neve / Chatou / FRA
 George Barker / Bradford / GB
 Epta Istanbul / Corlu / Turkey
 IARP Asia / Petchburi / Thailand



THE EPTA WAY UP

Epta's vision of sustainability

"Eptology", the concept that summarises **Epta's** commitment to foster sustainable development, has grown into "The **Epta** Way UP" today. Such progress bears witness to the Group's calling to side with its clients and assist them in improving performance with solutions that match the new challenges of global markets. This rationale grants a shopping experience that is more rewarding for the consumer and more profitable for the Retailer and crystallises in 4 evidences:

EXPERIENCE

The soundness of a history - the Group's and the Brands' - that goes back over one hundred years in the Refrigeration Industry. The decision to allocate conspicuous investments to Research and Development and to put into effect a careful strategy for internationalisation. Today the systems using natural refrigerant fluid set up by **Epta** are numerous worldwide..

EFFICIENCY

Efficiency and sustainability are a powerful development engine: this is why **Epta** joined Eurovent, the European voluntary certification program for the validation of energy efficiency ratings. A concrete example: the choice to renew the structure and visual appearance of cabinets in order to optimise consumption without sacrificing maximum product visibility.

EXCELLENCE

Excellence is a constant process over time, as evidenced by the numerous awards that EPTA and its brands have received. These awards bear witness to the very high standards of quality achieved by the Group.

EVOLUTION

Epta believes in the development of innovative technology as a positive evolution and an excellent competitive strategy. A path to growth that consolidates the expertise of the individual brands and of the Group's Innovation Centre.

INNOVATION

New innovation goals for sustainable development

Yet again on the road to innovation and development, **Epta's** research brought about the **REVUP** technology, applied to the new vertical cabinets GranVista by Costan and SkyView by Bonnet: a unique design, maximum product visibility, unparalleled qualities, all-around merchandising. **REVUP** ensures one of the highest achievements in energy efficiency: consumption is 11% lower compared to other closed cabinets, 62% lower compared to open cabinets. Eurocryor is home to the Dynamic System, a revolutionary technology for ideal preservation of meat products that reduces weight and mass loss by 96% over 24 hours. Moreover, it reduces energy consumption at least by 20% compared to other cabinets, and provides additional savings in water and cleaning agents.

This and other important innovative solutions, as the willing to improve Energy performances of the Group factories (i.e. photovoltaic use at Limana facility), has allowed the Group to obtain Government support in terms of incentives amounting to € 878.983*. A virtuous circle that grows stronger year after year has been established, ensuring results that are increasingly better and in greater numbers.



RevUP technology improves Energy efficiency of

11%

compared to another closed cabinet and

62%

compared to an open one

Dynamic system technology reduces energy consumption by

20%

compared to a standard solution

DYNAMIC SYSTEM
captures cold to ensure a perfect freshness

REVUP TECHNOLOGY
revolutionize the shopping experience

*No government present in the shareholding structure

ENVIRONMENT

The beneficial impact of eco-friendly logics

Epta's desire to practice sustainability with an authentic sense of responsibility is also put into concrete form in an environmental protection strategy: a commitment that is reflected in every project, in Research and in the production processes, from the design and development of the product up to the end of its service life. A fundamental premise for putting this logic into action is the quantification and the certification of the potential environmental impact of the products and processes, which the Group has accomplished by adopting the LCA (Life Cycle Assessment) method.

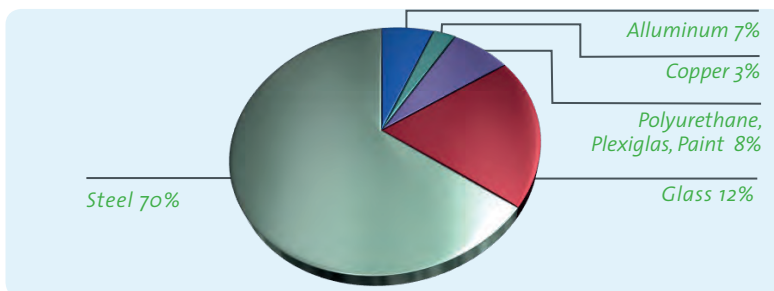
Innovation in refrigeration

Other goals in terms of sustainability consist, first and foremost, in an ability to use the most environmentally friendly and innovative technologies while adapting them to the various specific plant and climate conditions. A bright example of this is the first store equipped with low-temperature CO₂ systems in Argentina. A real record-setting achievement for **Epta** Argentina. With this installation and its very environmentally friendly solutions **Epta** Argentina is pioneering green investments in the area. Another virtuous example aims at integrating refrigeration, air-conditioning and heating systems.

This is the case of EptaClima, an adaptive system to manage food refrigeration and air conditioning demands in stores. a system that ensures an intelligent integration of these two circuits by re-using the unexploited heat generated, for the store's heating needs, with no waste of energy. Lastly a system sets itself aside for using such a natural element as water as refrigerant: EptaBlue Waterloop, converts any cabinet from remote-cooled to plug-in, thanks to a plug&play connection to a closed water circuit. This solution offers several advantages, including a reduction in energy consumption, a TEWI decrease and a higher refrigeration efficiency in the store.

The materials most used in the production of the cases are also recyclable: steel, glass and aluminium.

The materials highlighted in green are recyclable



The packaging used (carton, plastic film and wood) are completely recyclable (43 Kg per cabinet build)

EPTABLUE
Improved refrigeration efficiency
up to

20%

Better total environmental
warming impact (TEWI)
up to

-43%

Reduced refrigerant charge
up to

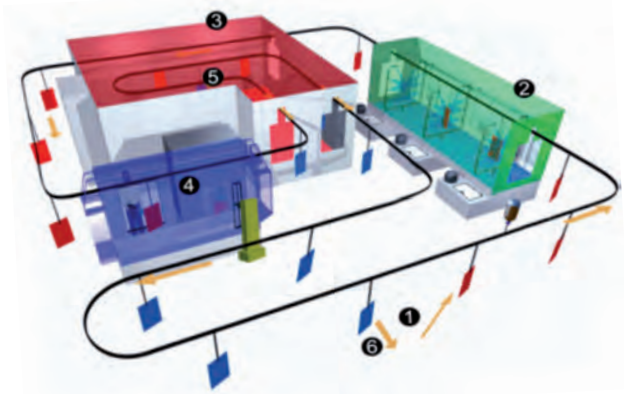
-75%



Energy conservation made real

The Group also constantly invests in developing innovative technologies aimed at better energy efficiency, applied not only to the production processes but also to the renovation of the facilities. A virtuous example is that of the Limana facility, where a cogeneration plant has been installed that, together with photovoltaic technology, can meet 37% of the entire facility's needs for thermal and electrical energy. A significant reduction in consumption has also been made possible thanks to an innovative logic: the hot air produced by the thermoelectric equipment is reused by the painting ovens.

The water used in the painting division is collected, cleaned and reused.



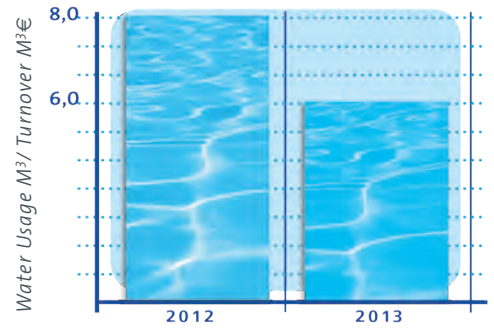
And the new painting line has doubled productivity, allowing a significant reduction in energy and water consumption. Energy efficiency well represented by **Epta** self-produced Energy, with 30% of the total reached in 2013.



37%

of the electrical energy needs of the Limana facility is self-generated

Ratio between total water consumption and turnover million Euro



20%

reduced water consumption

Costan facility in Italy (Belluno), with photovoltaic system, co-generator and new painting system

HUMAN RESOURCES

Local communities and human resources, Epta's idea of commitment

Epta's vocation is to give value to the experience of the human resources, in respect of the interpersonal differences, building cooperation and networks between individuals. In doing this the Group is committed every day to offer safety, training and growth opportunities to everyone who works within the group.

A prestigious work method that is also made concrete in the choice to dedicategreat attention to the local communities, choosing to employ over 86% of its personnel from the same province in which each single facility is based.

An absolute value, personal safety

Epta systematically gives maximum commitment to guarantee safety to its personnel and this translates into significant accident prevention.

The results are evident: in fact, Hendaye (France), Epta Istanbul, IARP Asia and Bradford (UK) facilities, have recently been granted certification of conformity with the prestigious OHSAS 18001, an international standard that envisions the continuous improvement of accident prevention standards by setting yearly objectives.

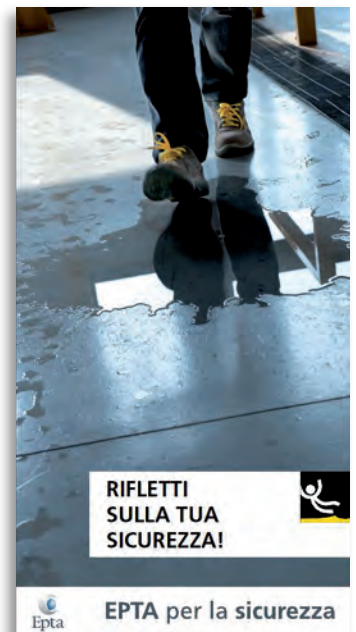
86%

of the personnel comes from the same factory's province

Type	Total	Male (%)	Female (%)
Managers	157	92	8
White collars	590	71	29
Blue collars	1194	88	12
Contract	Total	Male (%)	Female (%)
Permanent	1893	83	17
Temporary	65	89	11
Interim	116	80	20
Region	Total	Male (%)	Female (%)
Same factory's province	1667	83	17
Other province	275	86	14
Other State	105	70	30



In order to reduce the injury frequency index **Epta** is constantly active to find new solutions, testing technologies and offering innovative education programm. An important example is "**Epta** for safety" aimed to promote a culture founded on safety. The final result should obtain a reduction of the injury frequency index (total nr. of injuries/total worked hours X 200.000) that for 2013 is equal to 3,46. Notice that the index had already obtained an important reduction compared to 2010, when it was 5,05.



Safety communication campaign at the Costan and Eurocryor facilities

Training for improvement

Spotlighting and supporting human potential in a continuous growth process. To reach this objective **Epta** constantly invests in the training and updating of its human resources: in 2013 it provided its employees with almost 23.000 hours of training. Thanks also to the e-learning platform, in use since 2009, the Group has been able to e-train the personnel of all departments, proving courses of a commercial nature on certification, safety/ eco-sustainability and much more.

23.000

23.000 hours of employee training

In Costan and Eurocryor facilities over

1.000

employees have been trained at least 1 hour and half about safety and environment



The choice was then made to share the excellent **Epta** experience in the realization of systems with natural CO₂ refrigerant, opening a Training Centre in the UK which, to date, has involved more than 250 internal and external professionals and which offers a specialised refresher course on these advanced technologies. This structure has obtained the "City and Guilds" certification which attests to the value of the **Epta** experience, a further confirmation of its high quality standards.

more than

250

professionals trained at the CO₂ Training Centre Epta in the UK



A business built on connections

Epta knows the importance of continuous updating and of the presence and contact with public Institutions. In line with this, there are several ongoing participations and collaborations with public administrations and local agencies in order to receive punctual and reliable information regarding regulations, research and development programs and European directives in the technical and environmental sectors.



In addition to manufacturing associations, performance standardisation and product safety associations, the Group has ties with “Orgalime”, the European Engineering Industries and the main platform for exchange between European institutions and companies. Finally, in line with its constant attention to energy consumption, **Epta** is a member of Eurovent which operates on a European level, bringing together the most important industries in the field of refrigeration and air-conditioning. This is how the Group succeeds in providing its customers and stakeholders with important news, qualification and a consistent commitment to establishing constructive interrelationships.

Epta participates in

35

*Associations
and Interest Groups*

*Including:
ANIMA, UNICLIMA
PERIFEM, FETA
VDMA, UNI, BSI
CEN, CEN TC 44 - CEN/TC
44/WG1, ISO
CEI/ Gdl Rumore
CEI/ Gdl Design for All*



CUSTOMER CARE

Attention and dedication

Epta's attention is always geared to meeting the customers' needs. Therefore, with the customary consideration it puts into its assistance processes, **Epta** has called upon its interlocutors to actively contribute to improving the services offered. A questionnaire on Customer Satisfaction in the areas of product, personnel and delivery was given out in 2011 to 250 installation sites (over a total of 2400) and in 2012-2013 became 317. A general evaluation that varies from good to very good is an additional positive confirmation of **Epta's** commitment.

customer satisfaction

customer service

installation



85%



82%



91%

percentage of customers that say they are satisfied or very satisfied

more than

300

installation sites interviewed in 2012-2013

About

300

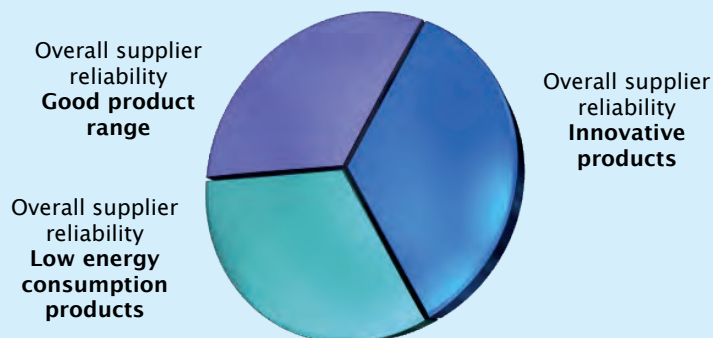
Euroshop tradefair visitors questionnaires filled

Again for the purposes of effectively and productively measuring customer satisfaction, a survey was carried out at Euroshop 2014, that involved the Trade Fair visitors and provided 299 filled out questionnaires.

We also carried out a survey on a sample of 136 customers to assess their level of satisfaction. The survey shows that the characteristics of our brands Costan, Bonnet and George Barker most appreciated by our customers are: Reliability, Respect for the Environment, Good Performance and Innovation.

Top reasons for purchasing are common across brands:
value for money and quality, follows good relation with sales man

If you have purchased the brand below in the last three years, could tell us the top 3 reasons?

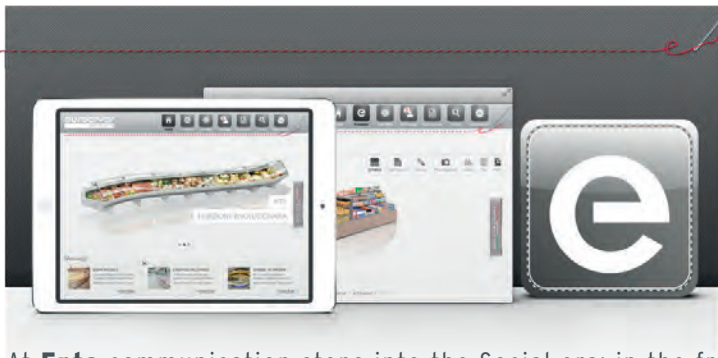


COMMUNICATION

Ethics and support pro-active communication

Ethics and support, two concepts on which **Epta** has based its corporate philosophy: these concepts meet, interact and are reflected in the Groups style of communication. In order to offer its contribution towards sustainable social development, **Epta** believes that it is important to promote initiatives that can generate renewal, and that it is equally important to participate in these experiences through communication. The **Epta** style of communication is geared to inform, to create the circulation of ideas and, finally, to share projects and values that look to the future and to an eco-sustainable economy.

In this perspective, it implemented sustainable decisions such as no longer using paper communication and preferring digital supports instead. This is the case of our new catalogue Apps, that our sales people can easily refer to thank to the iPads that they have been given.



90%
of reduction in
paper catalogues

At **Epta** communication steps into the Social era: in the frame of the Euroshop 2014 trade fair the Group's Facebook page was opened with the aim of highlighting the excellent results of the event. Yet the long-term social network goal is spreading and strengthening the Group's brand awareness, actively involving clients, suppliers and co-workers, but also in-house personnel as bearers of corporate knowledge and sense of belonging. **Epta** also has its own YouTube channel and will soon extend networking activities to cover such new social venues as LinkedIn and Twitter.



AWARDS

A commitment that pays

At **Epta** the search for excellence and the will to develop and promote innovation have always been evidence of the Group's tangible commitment to a broader and broader social progress goal. Over time this earned **Epta** a number of important awards.

Among others, Bonnet Névé, one of the Group's brands, was awarded a recognition that underlines the value of creativity while reaffirming consistency with **Epta's** environmentally sustainable objectives. Bonnet Névé was awarded the prestigious Janus de l'Industrie, eco-design mention, for SkyView, a solution combining top notch technological developments in a cabinet with an innovative design that promises to improve the day-to-day and the shopping experience for consumers.

In terms of sustainability our brand IARP has been awarded by Unilever as one of their best suppliers. These are the words of the Chief Supply Chain Officer at Unilever about it: "this event presented us with a fantastic opportunity to recognize some outstanding examples of true excellence in our partners, who are leaders within their field. We are thrilled to award IARP SRL the Partner to Win Special Contribution Award for their commitment to working with Unilever to grow our businesses sustainably together".

In 2012 Bonnet Névé, in co-operation with CFD Nord, received another respected award: the Grand Prix du Froid for the Best Innovation in Concept and Solution, thanks to the development and installation of a transcritical system and of high performance vertical cabinets with double-glass doors. **Epta's** innovative strength also won several editions of the Cooling Industry Awards, in 2006, 2007, 2009.



Bonnet Névé was awarded the prestigious **Janus de l'Industrie**, eco-design mention, for SkyView



IARP was awarded by Unilever as one of their best suppliers

Epta was awarded:
– 2006 – 2007 – 2009
Cooling Industry Awards



Best retail installation



Meilleure innovation en Concept et Application

AWARDS

Epta: Three Pillars of Sustainability

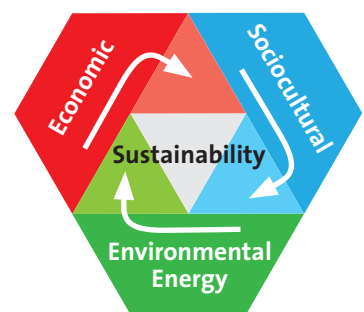
Sustainability seeks to develop and implement the methods and behaviours that balance the consumption of resources with the impact of that consumption on the environment—in an economically viable manner and one that enhances the quality of life. At **Epta**, we strive for this balance and have made it an integral part of everything we do. To be effective, all of our efforts must integrate the three pillars, or dimensions, of sustainability - **environmental/energy, socio-cultural, and economic.**

TODAY We establish our Sustainability Coordination Team & reporting activity. In doing so we are creating the necessary leadership for the activities of policy setting strategy with new goals, investment, KPI data capture, recording and reporting and report publication. With GRI and ISO 26000 guidance we are training for the awareness of the 3 Pillars. We are supported directly by Human Resources Management Policies that ensure **Epta** is aligned with and dedicated to the core subjects of Corporate Governance:
- Human rights - Labour practices - The environment - Fair operating practices
- Consumer issues & Community involvement and development

TOMORROW We look forward to the challenges in supporting our commitment to sustainability and dedicate the organisation to demonstrating the results of our work in 2015 WHICH WILL AGAIN BE SUPPORTED BY INDEPENDENT VALIDATION.

Some other pillars of sustainability:

- Since 2007 **Epta** gadgets are made with recyclable materials (pens made from CD cases, shopping bags in recyclable plastic)
- Since 2008 **Epta** group communication materials (catalogues and brochures) are printed on recyclable paper and without plastic parts
- In 2012 first electric car in the Costan facility
- In 2012 **Epta** used only electronic Christmas cards whilst supporting the UNICEF initiative "Own a colour".
- 2012 Campaign "Disegna la sicurezza" in Costan facility: Costan organized an award for all direct employees children asking them to draw safety at work.
- 2013 represents **Epta's** digital turning point: 90% of the paper printed material was phased off to the advantage of digital catalogues on the Apps and websites. To easily use the new apps, all sales people are given their individual iPad.
- In 2013 once again, **Epta** sent out digital Holiday Greetings and this time decided to support Medecins sans Frontiers in their work for the Philippines.





*RevUp Technology.
Launch Event at Euroshop 2014*

INDEPENDENT VALIDATION STATEMENT

Independent validation statement

TÜV AUSTRIA CERT GMBH conducted an independent validation of the information contained in this Corporate Social Responsibility Report 2014. We were responsible for auditing and validating the information given in this report. Criteria of validation audit have been the GRI Sustainability Reporting Guideline G3, application level C+. The reporting period considering data and GRI performance indicators was January 1st, 2013 to December 31st, 2013. The number of represented production sites raised by 2 up to 5, covering now 80% of the production of the group. Besides the 3 main production sites in Limana (ITA), Hendaye (FRA) and Bradford (GB), which were represented in the CSR Report 2012, also the factories in Solesino (Italy) and Corlu (Turkey) have been integrated in determining the indicators.

The audit process of TÜV AUSTRIA CERT GMBH is compliant with ISO 19011:2010. Our audit techniques provide reasonable assurance, that the CSR report does not contain misstatements. TÜV AUSTRIA CERT GMBH also uses samples for validating the information of this CSR Report 2014, which have been drawn in the numerous audits for certification and surveillance of EPTA's ISO 9001, ISO 14001 and OHSAS 18001 Management Systems. This fact enlarges the number of samples and raises the assurance of the quantitative and qualitative information contained in this report. We provide EPTA with an audit report detailing our samples, findings and recommendations concerning the CSR Report 2014.

Conclusion:

Based on our final validation audit in the EPTA Group headquarter in Milan on May 14th and 15th 2014 EPTA's CSR Report 2014 complies with the GRI: G3 C+ requirements. EPTA's processes are supporting the sustainability development process.

Vienna, June, 5th 2014

Dipl. Ing. Werner Gargitter
Lead Auditor,
TÜV AUSTRIA CERT GMBH



TÜV AUSTRIA
CERT GMBH

Office:
Barichgasse 40-42
1030 Vienna
Telephone:
+43 (0)1 514 07-0
Fax:
+43 (0)1 514 07-6065
cert@tuv.at

Contact:
DI Werner GARGITTER
Telephone:
+43 (0)664 9638368
werner.gargitter@tuv.at

TÜV®



Accredited as:
Inspection Body,
Certification Body

Management:
Dipl.-Ing. Stefan
WALLNER
Dipl.-Ing. Yiannis
KALLIAS, MSc

Registered Office:
Krugerstraße 16
1015 Wien/Österreich

Company Register
Vienna / FN 288474 b



Statement GRI Application Level Check

GRI hereby states that **Epta** has presented its report "Epta Corporate Social Responsibility Report 2014" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level C+.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 2 July 2014

A handwritten signature in black ink, appearing to read "Ásthildur Hjaltadóttir".

Ásthildur Hjaltadóttir
Director Services
Global Reporting Initiative



The "+" has been added to this Application Level because Epta has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 17 June 2014. GRI explicitly excludes the statement being applied to any later changes to such material.

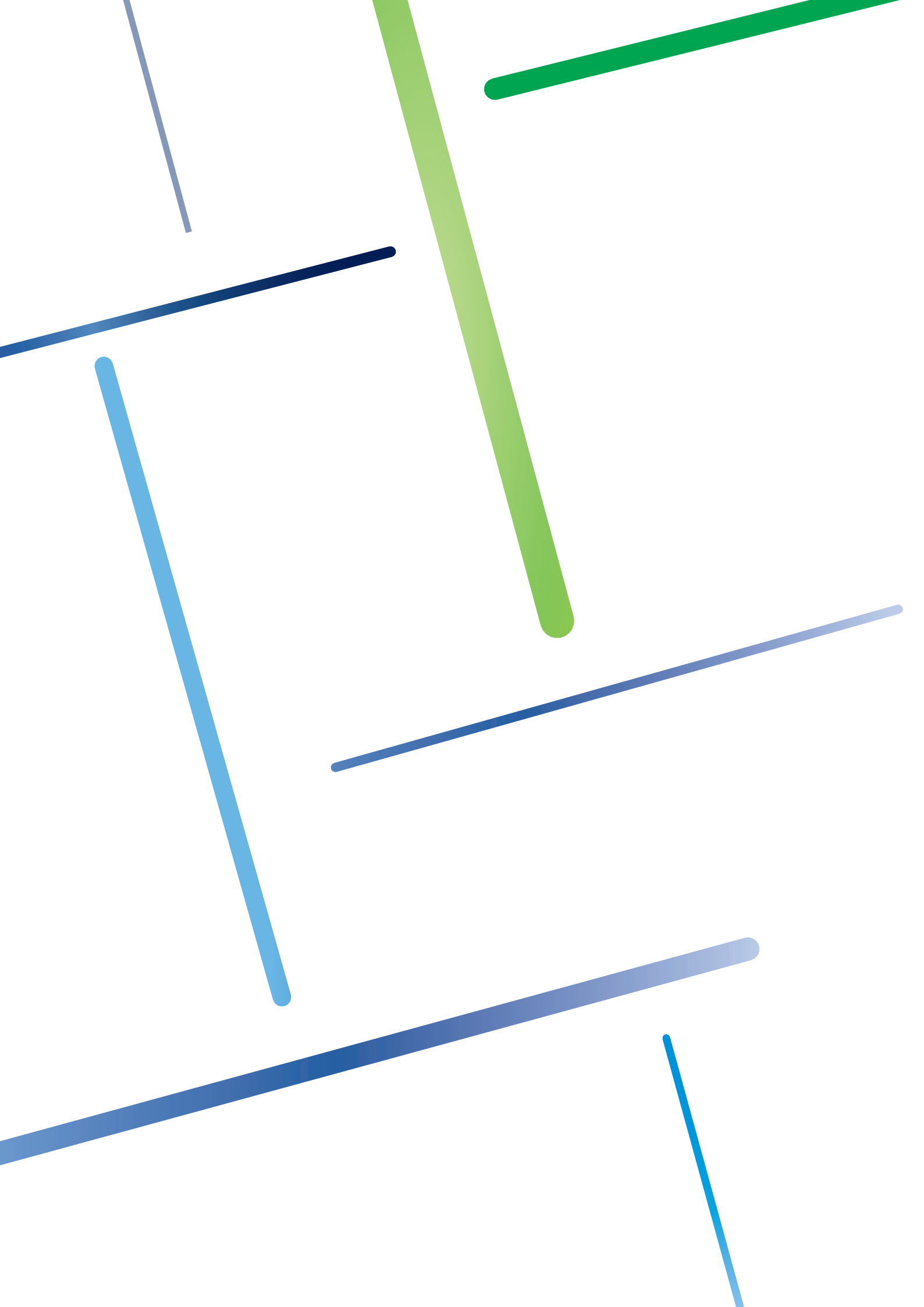




Epta

Appendix

Corporate Social
Responsibility Report 2014



G3 Content Index - GRI Application Level C+

Application Level C

Assured by

STANDARD DISCLOSURES PART I: Profile Disclosures

REPORT FULLY ON THE BELOW SELECTION OF PROFILE DISCLOSURES OR PROVIDE A REASON FOR OMISSION

1. Strategy and Analysis

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission
1.1	Statement from the most senior decision-maker of the organization.	Fully	Page 5 CSR Report		

2. Organizational Profile

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission
2.1	Name of the organization.	Fully	Page 6 CSR Report		
2.2	Primary brands, products, and/or services.	Fully	Page 6 CSR Report		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Page 6 CSR Report		
2.4	Location of organization's headquarters.	Fully	Page 6 CSR Report		
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	Page 6 CSR Report		
2.6	Nature of ownership and legal form.	Fully	Page 6 CSR Report		
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Page 6 CSR Report		
2.8	Scale of the reporting organization.	Fully	Page 6 CSR Report + Number of employees :1941 (LAT), Net sales: 448.8 Million €, Quantity of products provided: 91,025 units / year. Values relate to the scope of the report. Epta Group in total has 4000 employees and a turnover of €650M		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Page 6 CSR Report, new acquisitions: Epta Chile and new offices in Saudi Arabia & Malaysia		
2.10	Awards received in the reporting period.	Fully	Page 9 and 19 CSR Report		

3. Report Parameters

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Page 1 & 3 CSR Report		
3.2	Date of most recent previous report (if any).	Fully	2012		
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annual		
3.4	Contact point for questions regarding the report or its contents.	Fully	Page 32		
3.5	Process for defining report content.	Fully	Refer to Page 8 CSR and Ethical Code (http://www.eptarefrigeration.com/values.pag) Agreement within CSR reporting committee and Group General Manager + CSR reporting Committee defines materiality, CSR reporting Committee defines priority of the topics within the report, General Manager approves that above, Stakeholders using the report are: Internal customers; External customers; Banks; Associations.		
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	Page 4 CSR Report. Includes statistical Data from Manufacturing Plants in Limana and Solesino (Italy), Hendaye (France), Bradford (UK) and Çorlu (Turkey). Head office (Milan). Also in accordance with GRI reporting scheme for level C+		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	Excluded for the time being are commercial office facilities only and those Epta manufacturing plants where Integrated Management Systems remain in progress		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	In accordance with the requirements of the GRI reporting scheme for level C+ and also Group Finance and Marketing		
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Not	Not applicable	Does not exist	No changes or re-statements

3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	Page 4 CSR Report, Inclusion of KPI Data from EuroCryor and Çorlu plants and Page 22 TUV Validation statement		
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	G3 Content Index		

4. Governance, Commitments, and Engagement

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	Page 8 CSR Report		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Page 8 CSR Report		
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	Page 8 CSR Report		
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Page 8 CSR Report		
4.14	List of stakeholder groups engaged by the organization.	Fully	Page 8 CSR Report		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Page 8 CSR Report (Refer to Diagram). It indicates the flow of communication of the Top management of Epta to the Board (incl indication of Male/Female inclusion), it denotes the feedback input directly from the workforce via work councils and HR also the selection route for new/potential shareholders and the listing of current stakeholders.		

STANDARD DISCLOSURES PART III: Performance Indicators

REPORT FULLY ON 10 CORE OR ADDITIONAL PERFORMANCE INDICATORS - AT LEAST 1 FROM EACH DIMENSION (ECONOMIC, ENVIRONMENTAL SOCIAL)

Economic

Indicator	Disclosure	Level of Reporting	Location of disclosure
Economic performance			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	Page 6 CSR Report (For Clarity): - Revenues: 448,888 K€, Operating costs: 383,071 K€, Employee compensation: 90,837 K€, Retained earnings: 47,583 K€, Payment to capital providers: 6,459 K€, Payment to Government: 7,459 K€.
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Not	
EC3	Coverage of the organization's defined benefit plan obligations.	Not	
EC4	Significant financial assistance received from government.	Fully	Page 11 CSR Report

Market presence

EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not	

Indirect economic impacts

EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not	

Environmental

Indicator	Disclosure	Level of Reporting	Location of disclosure
Materials			
EN1	Materials used by weight or volume.	Fully	Page 12 & 13 CSR Report (For Clarity) - Total materials used: 30,242.591 tonnes (including packaging), Total non renewable materials: 2,247.9 tonnes, Total of direct materials used: zero.
EN2	Percentage of materials used that are recycled input materials.	Not	
Energy			
EN3	Direct energy consumption by primary energy source.	Fully	Page 12 & 13 CSR Report (For Clarity) - Total renewable energy consumption: 14,854,013,688.57Kjoules, Total non renewable energy consumption: 51,236,091,691.43 Kjoules. The consumption from primary sources by energy sources are Coal (2.81%), Natural Gas (16.42%), Nuclear (26.14%), Renewable (22.50%) and Other (32.13%).
EN4	Indirect energy consumption by primary source.	Fully	Page 12 & 13 CSR Report (For Clarity) - Total indirect energy used by indirect non renewable sources: 51,236,091,691.43 Kjoules, Total indirect energy used by indirect renewable sources: 14,854,013,688.57 Kjoules
EN5	Energy saved due to conservation and efficiency improvements.	Not	

EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Not	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not	
Water			
EN8	Total water withdrawal by source.	Fully	Page 12 & 13 CSR Report (For Carity) - Total volume of water withdrawn from reservoirs only : 28,846.00 M ³
EN9	Water sources significantly affected by withdrawal of water.	Not	
EN10	Percentage and total volume of water recycled and reused.	Not	
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	
EN13	Habitats protected or restored.	Not	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Not	
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Not	
EN19	Emissions of ozone-depleting substances by weight.	Not	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Not	
EN23	Total number and volume of significant spills.	Not	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not	
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Not	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not	
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not	
Overall			
EN30	Total environmental protection expenditures and investments by type.	Not	
Social: Labor Practices and Decent Work			
Indicator	Disclosure	Level of Reporting	Location of disclosure
Employment			
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	Page 14 CSR Report
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Not	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not	
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	Not	

LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not	
Occupational health and safety			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Fully	Page 14 CSR Report
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Not	
LA9	Health and safety topics covered in formal agreements with trade unions.	Not	
Training and education			
LA10	Average hours of training per year per employee by gender, and by employee category.	Fully	Page 15 CSR Report (For Clarity) - Total number of training hours for Managers: 3926, Total number of training hours for Indirects: 12,119, Total number of training hours for Directs: 7,107. The average Hours of training per employees category are: Managers - 25.2hrs, White Collars - 20.5hrs and Blue Collars - 6.0hrs
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Not	
LA12	Percentage of employees receiving regular performance and career development reviews.	Not	
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Not	
LA14	Ratio of basic salary of men to women by employee category.	Not	
Social: Human Rights			
Indicator	Disclosure	Level of Reporting	Location of disclosure
Investment and procurement practices			
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not	
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Not	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Not	
Non-discrimination			
HR4	Total number of incidents of discrimination and actions taken.	Not	
Freedom of association and collective bargaining			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Not	
Child labor			
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Not	
Forced and compulsory labor			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Not	
Security practices			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	

Social: Society

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Communities			
S01	Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operation on communities, including entering, operating and exiting.	Not	
Corruption			
S02	Percentage and total number of business units analyzed for risks related to corruption.	Not	
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	Not	
S04	Actions taken in response to incidents of corruption.	Not	
Public policy			
S05	Public policy positions and participation in public policy development and lobbying.	Fully	Page 16 CSR Report
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not	
Anti-competitive behavior			
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	
Compliance			
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	

Social: Product Responsibility

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not	
Product and service labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Page 17 CSR Report
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not	
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not	



Advanced Solutions for your store



For more information contact: Epta S.p.A. Via Mecenate 86, 20138 Milano
mail: corporate.mktg@eptarefrigeration.com

www.eptarefrigeration.com